

Science, Technology & Telecommunications Committee

NMDoIT Agency Updates

May 20, 2026

Presented by

Manny Barreras, Cabinet Secretary and State CIO

Jason Habedank, Deputy Cabinet Secretary

Office of the Secretary — Leadership

Manny Barreras

Cabinet Secretary & State Chief Information Officer

Manny Barreras serves as the Cabinet Secretary and State Chief Information Officer for the New Mexico Department of Information Technology (DoIT). Appointed by Governor Michelle Lujan Grisham and confirmed by the New Mexico Senate in September 2024.

Jason Habedank, Deputy Cabinet Secretary

John Padilla, Director of Enterprise Services

Jason Clack, General Counsel

Jason Johnson, Chief Digital Officer

Silvia Rodarte, Chief Financial Officer

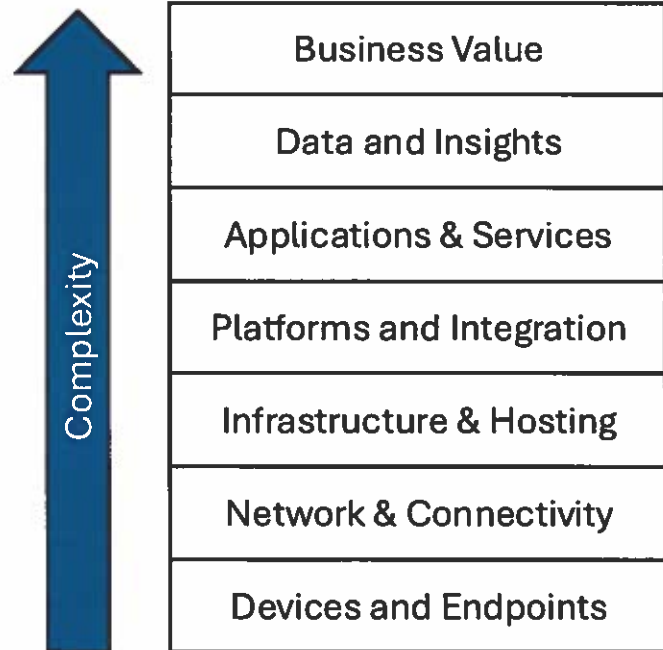
Jacqueline Lovato, Executive Assistant

Lauren Dodd Thorp, Director of Communications

Background: DoIT Mission

- **Core Services:**
 - Infrastructure, networking, and end-user support.
 - Beyond Infrastructure: Platforms, integration, and service management enable agencies to deliver digital services efficiently.
- **Strategic Role:** Aligns IT with business needs, supports data-driven decisions, ensures policy compliance, and evaluates major IT investments.
- **Common Perception:** Often seen primarily as a utility provider (hardware, connectivity, help desk).
- **The Overlooked Value:** Contributions to innovation, policy alignment, and statewide digital services.
- **Maximizing Impact:** Engage DoIT early in planning and strategy, not just implementation.

Simple IT Value Chain



Recognizing DoIT across the full IT value chain improves alignment, efficiency, and results for the state.

DoIT Oversight – Process Updates

- **Enterprise Architecture** is the most developed area of process transformation.
- **Rulemaking (NMAC) changes.** Work in progress to add flexibility and efficiencies.
 - Elimination of formal PCC
 - Elimination of IV&V requirement in many instances
- **Upskilling project managers.**
 - Reclassifying open positions to higher levels
 - Training
 - Focus on “hands-on” as opposed to “DoIT template driven”
- **Early engagement playbook.**
- **Exploring integration** with IT Service Management Tool to provide portfolio management functionality.



DoIT Enterprise Architecture - Frameworks

Governance

- EA Steering Committee – get input from agencies on priorities
- Architecture Working Groups

Guidance

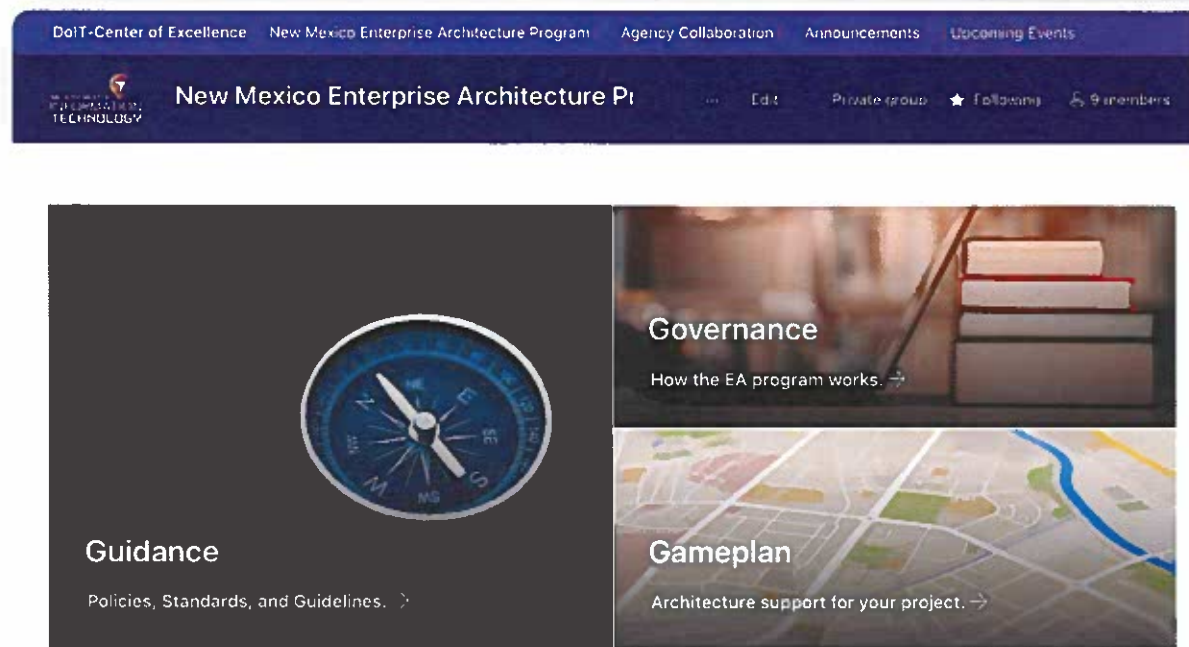
- **Policy** – architectural direction
- **Standards** – architectural requirements
- **Guidelines** – supporting “how-to” information

Gameplan

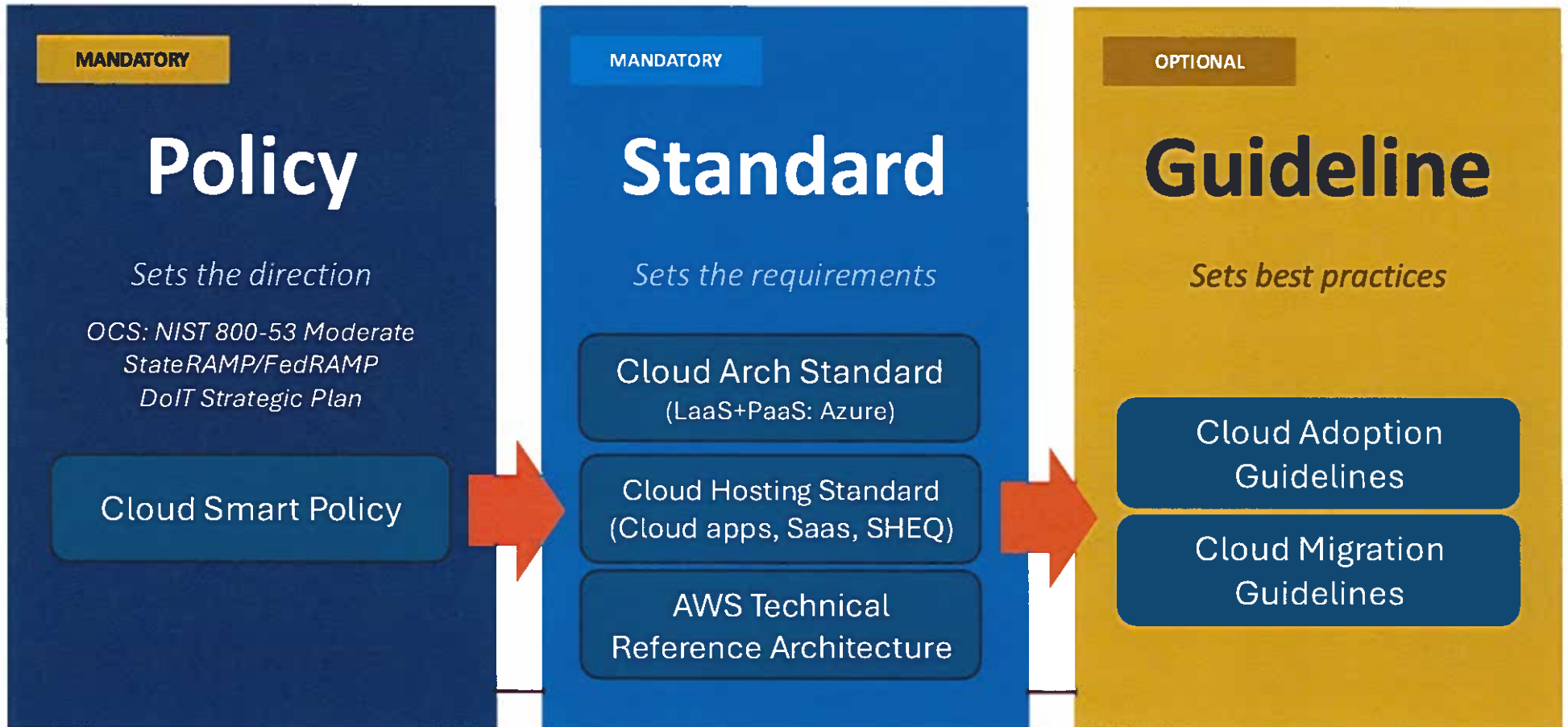
Engaging **proactively** with agencies

- EMNRD – Amazon Web Services
- PED – DoIT Cloud
- DoIT AWS Landing Zone

Enterprise Architecture SharePoint Site launching June 2026



Three Tiers of Guidance (Cloud Smart Example)



DoIT Enterprise Architecture – Lookahead

Policy - Standards - Guidelines

Cloud
Final Review

SD-WAN
Working Group

AI
Launching Soon

Data
On Deck

Enterprise Architecture SharePoint Site launching June 2026

New Mexico Enterprise Architecture Program Home Governance Guidance Compliance Edit

DoIT Enterprise Architecture publishes policies, standards, and guidelines to help agencies more quickly adopt new technologies and solutions and to ensure compliance with state and federal guidelines and mandates.
Learn more about DoIT EA's [Policy/Standards/Guidelines framework](#).

Policies	Standards	Guidelines
<ul style="list-style-type: none">Cloud Smart Policy Agency BriefNIST 800-53 Standard	<ul style="list-style-type: none">Cloud Architecture Standard (IaaS/PaaS)Cloud Hosting Standard (IaaS & SaaS)AWS Technical Reference Architecture (in development)Cloud Interconnect Technical Reference Architecture (in development)	<ul style="list-style-type: none">Cloud Hosting Architecture Review Evaluation Guidelines QuestionnaireCloud Adoption GuidelinesCloud GlossaryWell-Architected Architectures<ul style="list-style-type: none">AWSAzure

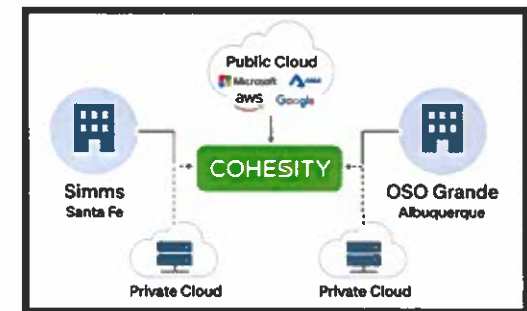
Modernization: IT Service Management

- **Opportunity**
 - Currently, departments use fragmented systems, creating "Data Islands" and redundant costs.
 - IT Service Management platform upgrade to ServiceNow
- **Unified Service Backbone**
 - ServiceNow acts as the central nervous system for all operations, replacing fragmented tools with a single, reliable platform for every request and resolution.
 - Incorporates Project Portfolio Management
 - IT Asset Management
- **Enables Strategic Consolidation**
 - This transition offers a rare opportunity to break down silos across the state, standardizing workflows and reducing the cost of maintaining multiple legacy systems.
- **Data-Driven Decision Making**
 - Real-time dashboards replace manual spreadsheets, providing leadership with instant visibility into performance, bottlenecks, and service trends.
- **Enhanced Business Value**
 - By automating routine tasks, we shift our focus from "keeping the lights on" to delivering higher-quality, faster outcomes for citizens and staff.
- **Maximizing Return on Major Investment:**
 - As a premier enterprise solution, ServiceNow is a long-term asset that scales with our needs, ensuring the state remains modern, efficient, and accountable.



Modernization: Enterprise Backup Service

- **Expanding Enterprise Backup Services**
 - Extending our proven, low-cost private cloud backup platform to include Public Cloud and Microsoft 365, creating a single, unified solution
- **Driving Cost Efficiency Through Consolidation**
 - Reduces agency duplication by offering a shared service, lowering overall spend and eliminating the need for separate backup tools
- **Enhancing Security & Compliance**
 - Strengthens protection against ransomware and data loss while supporting evolving requirements such as CYFD SB42 and other regulatory mandates
- **Delivering Value to Agencies**
 - Offering backup as a centralized service to external agencies, improving consistency, reliability, and ease of adoption
- **Investing in Modern, Scalable Infrastructure**
 - Built on Cohesity platform with HPE hardware, enabling future growth and enterprise-wide standardization



It's a foundational step toward enterprise data protection, cost efficiency, and long-term security across all agencies.

Microsoft 365 Adoption Update



Copilot Community of Practice launched (2025) for State users with resources, training courses, How-To guides, and weekly workshops.

Statewide policies established:

- SoNM Generative AI Use & Guidelines Policy (June 2025)
- SoNM Data Policy (March 2026), including L1–L4 data classifications for **Published, Internal, Sensitive, and Restricted** data.

Training readiness (Feb 2026):

- *GenAI – M365 Copilot Intro (SoNM 2089)*
- *Responsible Generative AI Use for SoNM Employees (SoNM 2092-1)*

Enterprise Data Protection (March 2026): Copilot Chat enabled for all SoNM employees.

- *Data stays inside the secure SoNM M365 tenant; no data crawl beyond user permissions; prompts encrypted and never used for training.*

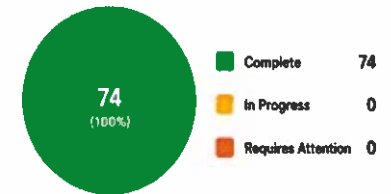
Adoption Progress Across Agencies

- **Defender for O365** – built-in communication protection: 74 agencies onboarded.
- **Single Identity** – one secure identity for most business applications: 44 completed, 11 in progress (120-day estimate), 20 remaining.
 - Progress is agency-driven; competing priorities and staffing impact timelines; A statewide mandate would accelerate full adoption.
- **Defender for Endpoint** – real-time device protection: 62 agencies onboarded; 7 in progress; 6 remaining.

Impact & Value to the State

- **Higher productivity statewide** as employees use Copilot to write faster, summarize clearly, and accelerate real workloads.
- **Growing skills and confidence**, supported by Community of Practice engagement and ongoing training.
- **Strengthened trust and safe adoption** through EDP, clear policies, and consistent DoIT guidance.
- **Simpler user experience**, with Single ID delivering fewer passwords and easier access to business apps.
- **More secure, resilient statewide environment**, with modern identity, device, and email protections in place.
- **Foundation for future modernization**, enabling improved collaboration, stronger data governance, and readiness for AI-powered tools.

Defender for O365



Single Identity

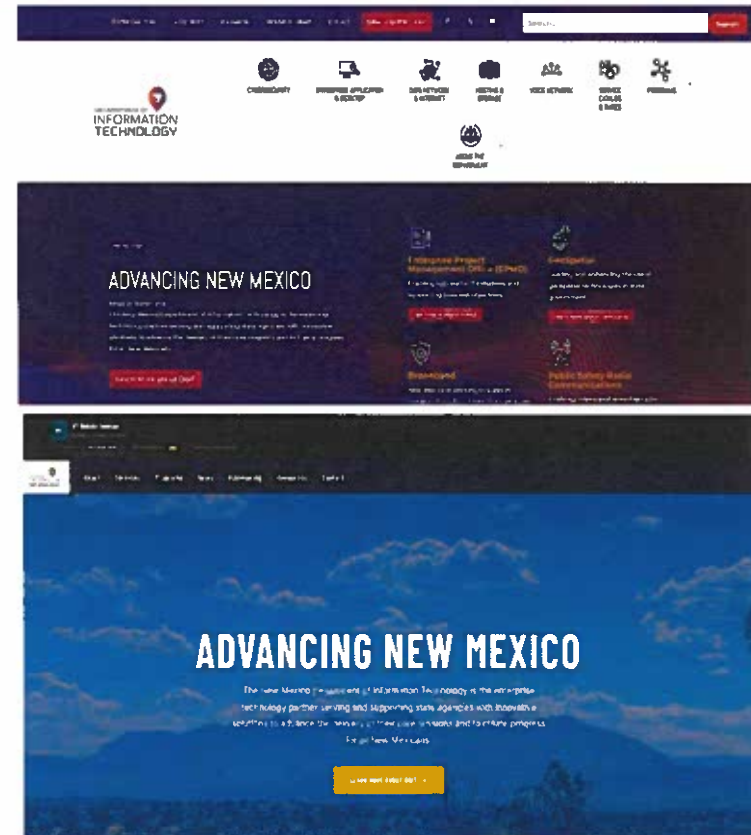


Defender for Endpoint (XDR)



Digital Experience

- **DoIT's website exists to serve New Mexico.** A website that is outdated or inaccessible does not serve the public. DoIT is fixing both, because every New Mexican deserves a clear window into what their state technology agency does for them.
- **A stale website costs New Mexico real talent and real partners.** That is why we are partnering with Concourse and the Marketing Center of Excellence to modernize DoIT's digital presence and deliver a user experience that reflects the quality of our work.
- **See the contrast for yourself:** our current website on the top right, and below it, three early looks at what DoIT's digital presence could be.
- DoIT recently completed a **comprehensive ADA accessibility initiative**. Every PDF, image, and piece of web content is now fully accessible to all New Mexicans, regardless of ability.
- **A strong digital presence is essential** to recruiting top talent and maintaining public transparency. **DoIT is raising its social media presence from the ground up** with frequent posts across Facebook, Instagram, LinkedIn and X. We encourage every member of this committee to follow us and see our efforts firsthand.



Questions & Answers

Thank you!



NM DEPARTMENT OF
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