



DoIT: An Essential Guide

As the leader of the state’s information technology (IT) strategy and provider of IT services, the Department of Information Technology (DoIT) is committed to solving problems, addressing challenges, and identifying new opportunities for innovation so that agencies have the technology they need to achieve their missions.

This guide provides an overview of the services DoIT provides and how the state and individual agencies fund them.



About DoIT

In 2007, New Mexico created DoIT to consolidate, streamline, and improve technology activities across the state.

Overall, DoIT is responsible for:



Setting the state’s overall IT strategic plan



Providing enterprise IT services



Facilitating statewide technology initiatives



Providing guidance and oversight on state IT projects and procurements



DoIT’s Commitment for the Future

DoIT is undertaking a focused internal effort to better serve agencies, other state government organizations, and their constituents through ongoing and new initiatives.

As part of this effort, DoIT is working to:



Refresh DoIT’s Vision and Strategic Plan



Listen to and address customer and stakeholder needs



Continue delivering excellent service to DoIT customers





DoIT's Core Infrastructure Services

DoIT provides the following enterprise infrastructure services to New Mexico's executive branch state agencies and organizations, as well as to certain local government entities.

Note: Agencies must obtain DoIT approval of an exception request in advance of procuring: server or storage solutions, hardware or software costing >\$100,000, deviating from the state's central communication systems (e.g., network, voice, radio, email), or hosting outside of DoIT-provided data centers (including websites, cloud, and as-a-service solutions).



Network

DoIT provides network connections and data transmission capabilities between agencies across the state through:

- Core **wide area network (WAN)** infrastructure to transport voice and data to state agencies
- A **fiber backbone** that extends from Santa Fe, through Albuquerque, to Las Cruces, creating a highway for data connection between state networks
- **Additional fiber connections** to most other agency locations through alternate providers
- **Data and telephony circuits** from outside service providers, enabling connections to the DoIT network or fiber backbone



Security

As the state's enterprise service provider, DoIT is taking on cybersecurity as one of the state's most pressing threats. DoIT helps to safeguard the state's data and systems by:

- **Monitoring threats and malicious traffic** across state networks and systems
- **Maintaining the integrity and security** of state networks as they interact with each other and with service providers
- **Providing resources and information**, such as the pilot to improve enterprise vulnerability scanning and remediation



Email

DoIT provides and maintains email communication that is secure and available 24/7 via computer and mobile device. This includes:

- **Basic calendaring, contacts, and send/receive capabilities** for 65 state agencies and city organizations and approximately 20,000 users
- **Internet-based collaboration tools** like instant messaging, desktop sharing, file transfers, and multi-participant and video conferencing



DoIT's Core Infrastructure Services (cont'd)



SHARE

DoIT maintains and continuously improves the Statewide Human Resources, Accounting, and Reporting (SHARE) system, which all agencies use for financial and human resource activities.

Through standard, industry-leading processes, SHARE uses PeopleSoft software to enable accurate and efficient **reporting, accounting, and workforce management** for the entire state.



Voice

DoIT operates 20,000 stations that provide **voice communications services** to keep agencies connected with each other and their constituents, including:

- Analog, digital, and voice over internet protocol (VoIP) telephone services
- Voicemail
- Toll and toll-free long distance services
- Conference calling and audio conferences
- Basic unified communications services (e.g., voicemail via email, fax on demand, direct inward dial, ring EC500 desk to mobile)



Call Center Services

DoIT provides **call center technology services** that enable agencies to run effective call center operations. Agency help desk or call center staff members can use the following services to manage inbound call handling for agency programmatic and business needs:

- Automatic Call Distribution (ACD)
- Integrated Voice Response (IVR)
- Predictive dialing
- Speech recognition

DoIT also supports agencies interested in implementing call center as a service (CCaaS) solutions.



Mobile

In addition to voice communication services, DoIT provides agencies with **mobile communication capabilities through Verizon**, including:

- Mobile telephones and voice plans
- Mobile data

In areas not covered by Verizon, agencies may request an exception to procure an alternative service provider.



Public Safety Radio

DoIT provides a **state-wide radio communications system** for state agencies currently using DoIT enterprise radio services and all external agencies and municipalities who choose to participate. DoIT's network of radio sites connects approximately 6,500 users from 10 agencies. DoIT is also currently implementing Project 25 (P25) to vastly increase interoperability and facilitate coverage throughout the state.

DoIT provides a variety of hosting services to meet agency needs, including:

Data Centers

DoIT maintains the **state's primary data center** at the Simms Building in Santa Fe, with backup at the Oso Grande Data Center in Albuquerque. These data centers:

- Allow customers to use DoIT-provided infrastructure or lease rack-space for agency hardware
- Provide secure and environmentally controlled facilities
- Optimize use of electrical power, mechanical systems, and space allocation
- Comply with financial, healthcare, and federal industry standards for data center operations, policies and procedures, and security controls

Private Cloud

Currently, DoIT operates **more than 300 virtual servers** that host for DoIT and other agencies, providing flexible capacity and the ability to rapidly scale to meet business needs.

Mainframe

DoIT provides a high-performance, reliable, and secure mainframe computer platform in the Simms Data Center in Santa Fe, with backup and disaster recovery at New Mexico State University in Las Cruces.



Hosting

DoIT manages the **VINE (Victim Information and Notification Everyday) system**, which enables victims and other citizens to obtain timely information about criminal custody status of offenders in local New Mexico jails or state prisons. An important service to the public, VINE:

- Allows users to perform online inquiries
- Offers automated notifications via email, text, or telephone
- Supports communication in English, Spanish, or Navajo
- Provides service to more than 20,000 registered users



VINE



Other DoIT Services

In addition to core infrastructure services, DoIT also provides:



Managed Desktop Support

DoIT provides desktop support to all New Mexico public agencies, divisions, and commissions located within a 75-mile radius of Santa Fe, including management and support for:

- **Computing hardware** (keyboards, mice, memory, hard drives, printers, headsets)
- **Software** (operating systems, security patches, anti-virus, desktop productivity)



Enterprise Support Desk

For all DoIT services, DoIT provides a **24x7 single point of contact for customer questions**. The Enterprise Support Desk performs technical analysis, problem solving, and first-level diagnostics for a variety of DoIT services.

Contact the Enterprise Support Desk at 505-827-2121 or EnterpriseSupportDesk@state.nm.us



Application Services

In select situations, DoIT **develops and maintains applications** for internal use and for other agencies.



Geospatial

The **State Geospatial Information Officer (GIO)** coordinates:

- Geospatial requirements and services
- New Mexico Geospatial Advisory Committee (GAC) activities
- Planning for the state enterprise and Tribal communities



Broadband

DoIT plays a lead role in the state by planning and coordinating the roll-out of broadband to ensure all New Mexico citizens have internet access.

DoIT is also leading the **New Mexico Rural Broadband Program** to expand broadband access into rural areas across the state.



DoIT Oversight & Compliance

DoIT is required to perform the following Oversight & Compliance activities for all executive agencies:



IT Procurement Review

DoIT reviews every IT contract, amendment, or request for proposal (RFP) with a value of \$60,000 or more or that involves IT security (regardless of contract value).



Project Certification

DoIT chairs the Project Certification Committee (PCC), which meets monthly to review requests related to technology projects exceeding \$100,000. DoIT:

- Reviews and manages agency requests for certification
- Conducts Technical Architecture Review Committee meetings to review architecture prior to implementation certification
- Manages the certification-related waiver process
- Monitors and reports on monthly project status reports for each certified project



C2 (IT Project) Funding Request Process

DoIT facilitates the annual process for agencies to submit business cases to request C2 funding for specific projects through the New Mexico Legislature.



Funding DoIT Services for Agencies

DoIT funds the enterprise services it provides through service subscription fees from state agencies. These fees make up nearly 90% of DoIT's total budget.

Agencies pay for the DoIT services to which they subscribe. Each year the Rate Committee, appointed by the Governor, sets rates for DoIT services based on the cost for DoIT to actually provide those services. Following Rate Committee approval, DoIT posts current services rates at <http://doit.state.nm.us>.

For help with technical issues related to DoIT services:

Contact the Enterprise Support Desk at 505-827-2121 or EnterpriseSupportDesk@state.nm.us

For more specific issues, reach out to the following DoIT contacts for support:

- State phone outages: 505-827-9797
- Outage information: 505-827-2121, option 1
- SHARE Financials support: 505-827-1234
- SHARE HCM support: 505-827-2121