AGENDA

- ▼ Introduction – Agency Overview
- ▼ COVID-19 Initiatives
- ▼ Broadband Update
- ▼ Cybersecurity
- ▼ New Initiatives – Enterprise Services
- ▼ FY22 Enterprise Service Rates and IT Funding (C2) Requests
- ▼ Compliance and Project Management
- ▼ Questions

AGENCY OVERVIEW

The Department of Information Technology (DoIT):

- ▼ Develops the State's strategic direction for information technology (IT)
- ▼ Delivers enterprise IT services and telecommunications for the State's executive agencies
- ▼ Performs oversight of IT projects and procurements

The Department's goal is to improve and streamline executive branch's IT systems.

AGENCY OVERVIEW – CONTINUED

The Department serves state agencies as a strategic business partner by:

- ▼ Delivering high-quality and cost-effective IT services
- ▼ Reducing exposure of the state's computer assets to cybersecurity risks
- ▼ Continuing to adopt emerging technologies to modernize the state's computing infrastructure
- ▼ Providing government technology investment oversight, with transparency, consistency, and fiscal prudence

COVID-19 INITIATIVES

As part of the COVID-19 strategic response, in April 2020, DoIT purchased licensing for the Salesforce platform to develop a statewide consolidated case management system as a centralized data repository to track COVID-19 activities, personnel, and inventory.

▼ System in operation May 2020

▼ Cloud based solution includes the following functionality:
- Workflow processing
- Notification alerts – SMS (text messages)
- Complex dashboard business intelligence for reporting needs
- Large-scale virtual call center
- Mapping facilities to identify geographic trends

▼ DoIT also purchased 1,000 laptops to support COVID-19 related activities

COVID-19 INITIATIVES

DoIT continues using the state's investment in the Salesforce cloud solution for COVID-19 Emergency Response Management activities.

- Developed the Department of Health (DOH) COVID-19 Emergency Response system with the following functionality:
  - COVID-19 Positive Test Results Inventory and Tracking
  - Negative Test Results Notification
  - Positive Test Results Case Investigation
  - Contact Tracing
  - Heat Mapping
  - Demographic Dashboard Statistics
  - Governor Dashboard Facilities
  - Analytics for Identifying Trends

COVID-19 INITIATIVES

DoIT continues to deliver Salesforce applications appropriately to various state agencies for COVID-19 related activities.

- Global Volunteer Intake
- FEMA Reporting
- Background Check/COVID-19 Volunteer Screening
- Rapid Response (Environment Department, Public Education Department (PED), and Early Childhood Education and Care Department

System enhancements are continuous

COVID-19 INITIATIVES

DoIT's Public Safety Communications State Dispatch Center launched a 24-hour hospital transfer coordination service to support DOH

- Hospitals needing to transfer COVID and Flu patients call the dispatch center toll-free number
  - Dispatcher finds a facility and coordinates the transfer
- Service flagged as a critical COVID and health and safety needs for our residents
- Value-added service at no additional charge to DOH

BROADBAND UPDATE

Broadband for Education Collaboration

▼ DoIT collaborated with PED and Indian Affairs Department to develop a Request for Quotes (RFQ) with the NM Internet Service provider (ISP) community to address the urgent need for high-speed Internet access for K-12 public school/district students residing in unserved locations

- The purpose of the RFQ is to request address-based quotes from qualified ISPs for reliable and cost-effective broadband solutions – DoIT issued RFQ 9/28/20
- Quotes are intended to readily provide the most affordable solution-based options for NM public schools/districts to procure these services

▼ DoIT developed a secure on-line portal for NM public schools/districts to access and query the compiled ISP quotes to identify and evaluate potential broadband solutions for qualifying students using available COVID-19 emergency funds provided by PED

BROADBAND UPDATE

Other Activities

▼ Collaborated with PED to inventory and distribute over 10,000 Chromebooks to public schools and tribal entities

▼ Executed an Intergovernmental Agreement (IGA) with the Navajo Nation for the $3 million capital outlay appropriation for the Navajo Nation Broadband Project

▼ Hosted a webinar in cooperation with Senator Udall and Representative Torres-Small to provide information from three federal agencies (EDA, FCC and USDA) on available funding opportunities for broadband

- Over 200 entities representing state and local governments participated in the webinar

BROADBAND UPDATE

Rural Broadband Project Procurements

- ▼ $1.1 million contract to Plateau/XTO (P3) to expand broadband access east of Carlsbad to southern Jal

- ▼ $2.1 million contract to Sacred Winds Communications (SWC) Telesolutions, Inc. for enhancing broadband access and capacity in Sierra County, potentially serving 744 residents, and improving access for 439 underserved students

- ▼ $2.9 million through an IGA with the Pueblo of Cochiti to expand broadband access to community, including households, anchor institutions, and tribal offices

BROADBAND UPDATE

Broadband Program Progress

▼ **Increase Office of Broadband Capabilities**
- Obtained approval to hire two critical IT project management positions to support agency broadband initiatives – advertisements closed 10/9/20, interview selection currently in progress

▼ **Federal Grant Award – 10/6/20**
- Department of Commerce awarded DoIT an Economic Development Administration (EDA) grant for $1.5 million, with $400 thousand state matching funds to support in-depth feasibility and technical planning services for broadband infrastructure projects - funding is authorized for 36 months

▼ **Request for Proposals (RFP)**
- Initiated development of a RFP to establish a Statewide Price Agreement with volume-based pricing for internet service providers, with anticipated awards in March 2021

CYBERSECURITY

DoIT is in the process of maturing cybersecurity capabilities and practices to maintain and improve the State's cybersecurity posture.

▼ Hired a Chief Information Security Officer – April 2020

▼ Obtained approval to hire two critical positions to support cybersecurity initiatives
  - IT Project Manager – advertisement in process
  - IT Security and Compliance Administrator – advertisement closed 10/23/20

CYBERSECURITY

▼ Cyber Security Awareness Training – *Best Practice*

A comprehensive security awareness program sets clear cybersecurity expectations for all employees and educates users about how to recognize attacks, help prevent cyber-related incidents and respond to a potential threat.

- Contracted vendor in FY20 – Inspired Learning

- Deployment delayed in March due to COVID-19

- Train up to 7,500 state employees

- Solicited 5,500 users from various small and medium state agencies

- Pilot anticipated roll-out in early/mid-November

- Deploy on-line training in December

CYBERSECURITY

- ▼ Enterprise Cybersecurity Upgrade Project (FY19 – FY22)

  - The department identified and implemented security-related tools for compliance monitoring and cybersecurity risk management

    - Issued a contract to RiskSense, Inc. to deploy the RiskSense Platform (portal) to conduct quarterly vulnerability scans
    - Onboarded 43 agencies, including over 48,000 hosts and 139 applications within the state IT-eco system
    - Completed scans of 39 out of 43 agencies during the 1st quarter of FY21
      - No critical or high-risk agencies were identified by RiskSense

  - Next steps include developing reports for the 43 agencies IT operations to focus on risk-based remediation efforts

CYBERSECURITY

▼ Enterprise Cybersecurity Upgrade Project – continued

- June 2020 – Awarded a professional services contract to Deloitte Consulting for technical and management support

- July – September 2020 – Focused on DoIT cybersecurity polices, NM Administrative Code, Cybersecurity Controls Framework and Cybersecurity Risk Posture

- October – November 2020 – Develop Enterprise Cybersecurity Governance Structure, Conduct Risk Assessments, Determine a 2-year Roadmap, and Develop New Cybersecurity Procedures

- December – January 2021 – Draft Cyber Incident Response Plan, and Develop a Cybersecurity Operations Center Maturity Plan

NEW INITIATIVES-ENTERPRISE SERVICES

▼ Upgrade DoIT Servers
Upgrading servers at the Simms Data Center and Oso Grande Data Center

- Network configuration – in process
- Virtual server environment configuration – Target completion November 4th
- Architecture design, testing and migration strategy - Target completion November 30th
- Migrate existing systems to new environment – Target start date December 1st

NEW INITIATIVES–ENTERPRISE SERVICES

▼ Digital Workplace

The digital workplace initiative supports a modernized email solution and integrated office productivity software suite to increase employee productivity and adopt industry best practices.

- Issued a Request for Quotes and Vendor Presentations – September
- A multi-agency workgroup, including seven cabinet secretaries and two representatives from the Governor's office evaluated responses and presentations
- DoIT is currently analyzing the cost/savings impact to all state agencies
- Goal is to establish a Google/Microsoft Software License Agreement with volume-discount pricing for state agencies

FY22 ENTERPRISE SERVICE RATES

Implemented a cost modeling module in the new billing system to provide transparency, and a maintainable IT service catalog chargeback methodology in line with leading industry practices.

▼ July 2020 - IT Rate Committee approved DoIT's FY22 service rates for customers

- Rates decreased in FY22

- IT enterprise service rates decreased by a littler over 3 percent, with a cost reduction of $1.7 million

- SHARE subscription fees decreased by 12 percent, with a cost reduction of $1.3 million

FY22 IT AGENCY FUNDING REQUESTS

- ▼ Seventeen agencies submitted FY22 IT funding (C2) requests on September 1st to DoIT, DFA and LFC

- ▼ Agencies presented business cases to C2 Committee on October 6th – 7th

- ▼ DoIT recommendation due to DFA on November 14th

- ▼ DoIT-DFA recommendation due to LFC on November 21st

- ▼ Twenty-five projects totaling $81.9 million:

  - $39.2 million – General Fund
  - $9.8 million – Other State Funds
  - $32.9 million – Federal Funds

- ▼ Ten on-going projects and 15 new projects

COMPLIANCE AND PROJECT MANAGEMENT

▼ DoIT's Compliance and Project Management program, is currently referred to as the Enterprise Project Management Office (EPMO)

- EPMO is responsible for providing state agencies IT strategic planning guidance, oversight of IT projects and procurements, and consulting services to improve IT to better serve New Mexico citizens

- Currently EPMO staffing includes a director and four project managers

COMPLIANCE AND PROJECT MANAGEMENT

IT Procurement Reviews

▼ State agencies are required to submit IT procurements to EPMO for review (Procurements include professional services contracts, amendments, sole source determinations, and request for proposals (RFP))

▼ FY20: As a result of 633 quality reviews, DoIT approved 189 procurements, totaling $384.1 million
  - 15% or 28 of the 189 were greater than $1 million, totaling $358.8 million
  - 161 procurements or 85% were less than $1 million, totaling $25.3 million
  - 107 contracts ($20.6 million), 47 amendments ($4.7 million) and 7 RFP ($0)

▼ FY20 Performance Measures
  - Percent of IT professional contracts over $1 million reviewed in seven business days – Target 90%; Result 93%
  - Percent of IT professional contracts less than $1 million reviewed in five business days – Target 90%; Result 98%

COMPLIANCE AND PROJECT MANAGEMENT

Project Oversight

▼ EPMO is responsible for monitoring state agency IT projects over $100 thousand, through the Project Certification process

▼ Executive branch agencies must request certification for release of funds at each project phase – Initiation, Planning, Implementation, and Close-out

- Project phase progression and funding are approved by the Secretary based on recommendations by the Project Certification Committee
- Funding is released contingent on successful completion of prior phases

▼ FY20: Reviewed and finalized 170 certification documents (requests, presentations, project charters and project management plans)

▼ Current certified project portfolio includes 56 projects, totaling $537 million

QUESTIONS?

THANK YOU!

NM DEPARTMENT OF INFORMATION TECHNOLOGY