

## **FY20 First Quarter IT Status Report**

The estimated cost for the 12 key projects included in the IT status report is currently over \$400 million, including \$201.4 million for the Human Services Department's (HSD) Medicaid Management Information System Replacement (MMISR) project (90/10 federal match). There is \$268 million in available funding for the 12 projects, including \$54 million in new appropriations.

### **On-going Projects**

- The Department of Information Technology's (DoIT's) P25 Digital Statewide Public Safety Radio System Upgrades project, with a \$20 million appropriation, has spent 50 percent of the available funding. While DoIT recently completed a project management plan, it has yet to establish formal agreements with the city of Albuquerque and Bernalillo County. The complexity of the project, and lack of formal agreements creates potential risk for successful implementation, resulting in a red rating.
- At an estimated cost of \$7 million, DoIT's Enterprise Cybersecurity Upgrade project is in process but lacks a project manager, which has delayed the project and increases potential risk for successful implementation. In addition, the department has not updated the costs spent to date to reflect expenditures for vendor costs associated with the quarterly vulnerability scans, and has a yellow rating.
- HSD has spent \$61 million or 37 percent of the \$166 million available funding for the MMISR project. Currently MMISR is the most expensive project in the state. It received a red rating due to risks associated with large complex multi-year projects, including missed and extended deadlines, project schedules, issues with vendor deliverables, and lack of vendor and HSD resources.
- CYFD's Comprehensive Child Welfare Information System (CCWIS) project, replacing its Family Automated Client Tracking System (FACTS), is also rated red due to lack of progress. While the project started in December 2018 with \$6.8 million in available funding, the department has spent less than 1 percent of the funds. The CCWIS project is in the planning phase, showing limited accomplishments.

### **Complete or Nearly Complete Projects**

- DoIT's Statewide Infrastructure Replacement and Enhancement (SWIRE) radio project is nearly complete. DoIT has spent 98 percent of the \$14.2 million available funding. The lack of coordination among DoIT, the Homeland Security and Emergency Management Department, Department of Public Safety, and the Bernalillo County Sheriff and Albuquerque Police Department may impact the effectiveness of the new radio communication infrastructure.
- In FY19, at a cost of \$4.2 million, the Public Employees Retirement Association (PERA) implemented the Retirement Information Online system enhancements. However, as of this writing, success of the stated business objectives has not been determined by PERA, resulting in a yellow rating. Project close-out is pending.
- At a cost of \$1.9 million the State Treasurer's Office (STO) implementation of the SHARE Treasury module was completed in FY18. However, the agency is using the treasury module on a limited basis and relying on the legacy system for investment reporting. As such, functionality has a red rating.

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Project Status Legend

|  |  |
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|  | Project is on track; scope, budget, schedule, and deliverables are being managed appropriately.  |
|  | Project has potential risk to scope, cost, schedule, or deliverables; independent verification and validation (IV&V), or LFC staff has identified one or more areas of concern needing improvement.            |
|  | Significant issues limit success of the project; high risks to scope, cost, schedule, or deliverables identified; management attention and corrective action needed; project did not meet business objectives. |

| Agency              | 361  | Department of Information Technology (DoIT) |                         |               |  |                      |  |  |
|---------------------|--|---|-------------------------|---------------|--|----------------------|--|--|
| Project Name        | DoIT Statewide Infrastructure Replacement and Enhancement (SWIRE)  |   |                         |               |  |                      |  |  |
| Project Description | Plan, design, purchase, and implement infrastructure for public safety communications statewide for improved communication equipment affecting emergency responders. |   |                         |               |  |                      |  |  |
| Project Phase       | Implementation   | Estimated Implementation Date:              |                         |               | 6/30/2018; revised 6/30/2021   |                      |  |  |
|                     |  | Estimated Total Cost (in thousands):        |                         |               | \$14,200.0   |                      |  |  |
|                     |  |   |                         |               |  |                      |  |  |
|                     | State  | Federal                                     | Total Available Funding | Spent to Date | Balance  | % of Budget Expended |  |  |
| In thousands        | \$14,200.0   | \$0.0                                       | \$14,200.0              | \$13,897.9    | \$302.1  | 97.9%                |  |  |
|                     |  |   |                         |               |  |                      |  |  |
| FY20 Rating         | Q1   | Q2  | Q3                      | Q4            | Status   |                      |  |  |
| Budget              |  |   |                         |               | All equipment has been ordered and factory acceptance testing is complete.   |                      |  |  |
| Schedule            |  |   |                         |               | Overall project is 99 percent complete; deployment of the digital microwave infrastructure upgrade is nearly complete. DoIT reported the project is delayed due to staff and contractor resource availability and scheduling conflicts.                                |                      |  |  |
| Risk                |  |   |                         |               | Constraints include weather and available external and internal resources.   |                      |  |  |
| Overall             |  |   |                         |               | The deployment of the 700 MHz land mobile radio units is complete, and DPS District 1 (Santa Fe) and District 5 (Albuquerque) have been equipped with dual-banded 700 MHz and conventional subscribers.  |                      |  |  |
| Functionality       |  |   |                         |               | The potential lack of coordination among DoIT, the Homeland Security and Emergency Management Department, DPS, and the Bernalillo County Sheriff Office and Albuquerque Police Department may impact the effectiveness of the new radio communications infrastructure. |                      |  |  |

| Agency   | 361   | Department of Information Technology (DoIT) |                                      |               |  |                      |  |  |
|--|---|---|--------------------------------------|---------------|--|----------------------|--|--|
| Project Name   | P25 Digital Statewide Public Safety Radio System Upgrade  |   |                                      |               |  |                      |  |  |
| Project Description  | Upgrade and replace public safety radio equipment and systems with digital mobile communications for public safety organizations. |   |                                      |               |  |                      |  |  |
| Project Phase  | Planning/Implementation   | Estimated Implementation Date:              |                                      |               |  | 6/30/2022            |  |  |
|  |   | Estimated Total Cost (in thousands):        |                                      |               |  | \$150,000.0          |  |  |
|  |   |   |                                      |               |  |                      |  |  |
|  | State   | Federal                                     | Total Available Funding <sup>1</sup> | Spent to Date | Balance  | % of Budget Expended |  |  |
| In thousands   | \$20,000.0  | \$0.0                                       | \$20,000.0                           | \$9,996.9     | \$10,003.1   | 50.0%                |  |  |
|  |   |   |                                      |               |  |                      |  |  |
| FY20 Rating  | Q1  | Q2  | Q3                                   | Q4            | Status   |                      |  |  |
| Budget   |   |   |                                      |               | DoIT project certification authorized the release of the additional \$10 million in capital outlay funding for FY20. DoIT issued a \$6.9 million contract to Motorola under statewide price agreement for hardware and software, system design and implementation services for phase one which includes Spaceport. |                      |  |  |
| Schedule   |   |   |                                      |               |  |                      |  |  |
|  |   |   |                                      |               | The project overlaps with DoIT's SWIRE project. DoIT reported the project requires additional planning due to incorporation of Spaceport.  |                      |  |  |
| Risk   |   |   |                                      |               |  |                      |  |  |
|  |   |   |                                      |               | DoIT completed a project management plan to include the city of Albuquerque and Bernalillo County, and Spaceport. The project certification committee approved a waiver for independent verification and validation (IV&V).  |                      |  |  |
| Overall  |   |   |                                      |               |  |                      |  |  |
|  |   |   |                                      |               | DoIT reported immediate goals and priorities have changed due to the decision to incorporate the city of Albuquerque and Bernalillo County into the consolidated communication system. DoIT has not established formal agreements with either entity.  |                      |  |  |
|  |   |   |                                      |               |  |                      |  |  |
| ¹Total available funding includes an additional \$10 million appropriated through capital outlay in Laws 2019. |   |   |                                      |               |  |                      |  |  |

<sup>1</sup>Total available funding includes an additional \$10 million appropriated through capital outlay in Laws 2019.

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| Agency   | 361  |         | Department of Information Technology (DoIT) |               |   |                      |  |  |
|--|--|---------|---|---------------|---|----------------------|--|--|
| Project Name   | Enterprise Cybersecurity Upgrade (ECU)   |         |   |               |   |                      |  |  |
| Project Description  | To establish framework and foundation for the state's cybersecurity structure, including identifying tools for compliance monitoring and cybersecurity management, and implement an enterprise cybersecurity operations center system. |         |   |               |   |                      |  |  |
| Project Phase  | Initiation   |         | Estimated Implementation Date:              |               |   | 6/30/2024            |  |  |
|  |  |         | Estimated Total Cost (in thousands):        |               |   | \$7,000.0            |  |  |
|  |  |         |   |               |   |                      |  |  |
|  | State  | Federal | Total Available Funding¹                    | Spent to Date | Balance   | % of Budget Expended |  |  |
| In thousands   | \$7,000.0  | \$0.0   | \$7,000.0                                   | \$21.9        | \$6,978.1   | 0.3%                 |  |  |
|  |  |         |   |               |   |                      |  |  |
| FY20 Rating  | Q1   | Q2      | Q3  | Q4            | Status  |                      |  |  |
| Budget   |  |         |   |               | DoIT has not updated the costs spent to date to reflect expenditures for the RiskSense contract. RiskSense, a leader in the IT security industry, provides agencies quarterly vulnerability scans to identify risks and provide recommendations to remediate the security gaps.       |                      |  |  |
| Schedule   |  |         |   |               |   |                      |  |  |
| Risk   |  |         |   |               | DoIT reported the project is delayed due to the replacement of a contract project manager (PM). DoIT reported it is replacing the PM with a project team to include a State Chief Information Security Officer (CISO).  |                      |  |  |
| Overall  |  |         |   |               |   |                      |  |  |
|  |  |         |   |               | DoIT hiring of a CISO is delayed. While having a CISO in place is a best practice, without a project manager the project is at risk given the project cost and critical importance of ensuring the state has a secured environment statewide.   |                      |  |  |
|  |  |         |   |               |   |                      |  |  |
|  |  |         |   |               | The Governor's Office and DoIT initiated an enterprise cybersecurity vulnerability scanning pilot using RiskSense across state executive agencies. DoIT established a ECU advisory committee as part of the project governance structure to encourage agency input and collaboration. |                      |  |  |
|  |  |         |   |               |   |                      |  |  |
| ¹Total available funding includes an additional \$6 million general fund appropriated through capital outlay in Laws 2019. |  |         |   |               |   |                      |  |  |

| Agency   | 366   | Public Employees Retirement Association (PERA) |                         |               |  |                      |  |  |
|--|---|--|-------------------------|---------------|--|----------------------|--|--|
| Project Name   | Retirement Information Online (RIO) Enhancement   |  |                         |               |  |                      |  |  |
| Project Description  | Update current PERA system to include implementing business process improvements, user interface enhancements, data integrity and remediation, and customer relationship management software and workflow system. |  |                         |               |  |                      |  |  |
| Project Phase  | Implementation  | Estimated Implementation Date:                 |                         |               | 6/30/2018; revised 11/2018, 1/2019, 2/2019   |                      |  |  |
|  |   | Estimated Total Cost (in thousands):           |                         |               | \$4,200.0  |                      |  |  |
|  |   |  |                         |               |  |                      |  |  |
|  | State <sup>1</sup>  | Federal  | Total Available Funding | Spent to Date | Balance  | % of Budget Expended |  |  |
| In thousands   | \$4,200.0   | \$0.0  | \$4,200.0               | \$4,126.7     | \$73.3   | 98.3%                |  |  |
|  |   |  |                         |               |  |                      |  |  |
| FY20 Rating  | Q1  | Q2   | Q3                      | Q4            | Status   |                      |  |  |
| Budget   |   |  |                         |               | Project completed slightly under budget.   |                      |  |  |
|  |   |  |                         |               |  |                      |  |  |
| Schedule   |   |  |                         |               | Final production roll-out completed February 2019, eight months past the original estimated completion date.   |                      |  |  |
|  |   |  |                         |               |  |                      |  |  |
| Risk   |   |  |                         |               | Review of business objectives and lessons learned will be an agenda item when PERA is ready for formal project close-out.  |                      |  |  |
|  |   |  |                         |               |  |                      |  |  |
| Overall  |   |  |                         |               | Project close-out activities are pending, including documenting critical success factors, the business process improvement matrix and lessons learned. The final IV&V report recommended a third-party security assessment on the application. |                      |  |  |
|  |   |  |                         |               |  |                      |  |  |
| ¹Amount does not reflect Laws 2018 other state funds appropriation of \$3 million to upgrade RIO hardware and software infrastructure. |   |  |                         |               |  |                      |  |  |

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| Agency  | 539  | State Land Office (SLO)              |                         |               |   |                      |  |  |
|---|--|--------------------------------------|-------------------------|---------------|---|----------------------|--|--|
| Project Name  | ONGARD Replacement - Royalty Administration and Revenue Processing System (RAPS)   |                                      |                         |               |   |                      |  |  |
| Project Description   | Replacement of the Oil and Natural Gas Administration and Revenue Database (ONGARD) system. Replacement will be delivered in two separate systems: TRD severance tax and SLO RAPS. |                                      |                         |               |   |                      |  |  |
| Project Phase   | Implementation   | Estimated Implementation Date:       |                         |               | 6/30/2020   |                      |  |  |
|   |  | Estimated Total Cost (in thousands): |                         |               | \$10,000.0  |                      |  |  |
|   |  |                                      |                         |               |   |                      |  |  |
|   | State <sup>1</sup>   | Federal                              | Total Available Funding | Spent to Date | Balance   | % of Budget Expended |  |  |
| In thousands  | \$10,000.0   | \$0.0                                | \$10,000.0              | \$2,115.3     | \$7,884.7   | 21.2%                |  |  |
| FY20 Rating   | Q1   | Q2                                   | Q3                      | Q4            | Status  |                      |  |  |
| Budget  |  |                                      |                         |               | The project certification committee approved the certification of \$7.7 million for the implementation phase in November 2018. The \$10 million available funding is certified.                                       |                      |  |  |
| Schedule  |  |                                      |                         |               |   |                      |  |  |
|   |  |                                      |                         |               | Project started in September 2018 with estimated completion by June 2020. Laws 2019 reauthorized \$5 million appropriated in Laws 2016 (as extended in Laws 2018) through FY20 to meet the 18 month project timeline. |                      |  |  |
| Risk  |  |                                      |                         |               | Complexities and potential risks are associated with ensuring 17 interfaces are implemented correctly. The project may have insufficient resources for needed subject matter experts.                                 |                      |  |  |
|   |  |                                      |                         |               |   |                      |  |  |
| Overall   |  |                                      |                         |               | Data governance for interagency data exchange has yet to be established to replace the legacy joint powers agreement. This governance is critical to support stable revenue for the state.                            |                      |  |  |
|   |  |                                      |                         |               |   |                      |  |  |
| <sup>1</sup> Laws 2018 appropriated an additional \$5 million available for expenditure through FY20; the appropriation is from state lands maintenance fund. |  |                                      |                         |               |   |                      |  |  |

| Agency   | 630  |           | Human Services Department (HSD) |               |  |                      |  |  |
|--|--|-----------|---------------------------------|---------------|--|----------------------|--|--|
| Project Name   | Child Support Enforcement System Replacement (CSESr)   |           |                                 |               |  |                      |  |  |
| Project Description  | Replace the more than 20-year-old system with a flexible, user-friendly solution to enhance the department's ability to meet federal performance measures. The current system maintains 59 thousand active cases with over \$132 million in annually distributed child support payments. |           |                                 |               |  |                      |  |  |
| Project Phase  | Planning   |           | Estimated Implementation Date:  |               |  | TBD                  |  |  |
|  |  |           | Estimated Total Cost:           |               |  | TBD                  |  |  |
|  |  |           |                                 |               |  |                      |  |  |
|  | State  | Federal   | Total Available Funding¹        | Spent to Date | Balance  | % of Budget Expended |  |  |
| In thousands   | \$5,710.9  | \$4,485.9 | \$10,196.8                      | \$2,705.5     | \$7,491.3  | 26.5%                |  |  |
| FY20 Rating  | Q1   | Q2        | Q3                              | Q4            | Status   |                      |  |  |
| Budget   |  |           |                                 |               | Laws 2019 reauthorized \$3.4 million as extended in Laws 2017, through FY20. HSD is in the procurement process for a contract to move the CSES code from the mainframe to a more current platform.                   |                      |  |  |
| Schedule   |  |           |                                 |               |  |                      |  |  |
|  |  |           |                                 |               | HSD has suspended the feasibility study started in December 2018 based on recommendations by the federal Office of Child Support Enforcement (OCSE).   |                      |  |  |
| Risk   |  |           |                                 |               |  |                      |  |  |
|  |  |           |                                 |               | The current system is written in code too complex to be modified and migrated to a modern computer language. With other states successfully migrating COBOL code, HSD is monitoring lessons learned by other states. |                      |  |  |
| Overall  |  |           |                                 |               |  |                      |  |  |
|  |  |           |                                 |               | HSD has set a priority for training in-house staff for maintaining the refactored code. OCSE is targeting issuance of new guidance on feasibility studies and system replacement in October 2019.                    |                      |  |  |
|  |  |           |                                 |               |  |                      |  |  |
| ¹Total available funding includes an additional \$5.2 million appropriated in Laws 2019: \$1.8 million general fund and \$3.4 million federal. |  |           |                                 |               |  |                      |  |  |

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| Agency              | 630  | Human Services Department (HSD)      |                                      |                            |   |                      |  |  |
|---------------------|--|--------------------------------------|--------------------------------------|----------------------------|---|----------------------|--|--|
| Project Name        | Medicaid Management Information System Replacement (MMISR)   |                                      |                                      |                            |   |                      |  |  |
| Project Description | Replace current Medicaid management information system and supporting application to align with federal Centers for Medicare and Medicaid Services (CMS) requirements, including Medicaid information technology architecture. |                                      |                                      |                            |   |                      |  |  |
| Project Phase       | Planning and Implementation  | Estimated Implementation Date:       |                                      |                            | 11/30/2019; revised 12/2021   |                      |  |  |
|                     |  | Estimated Total Cost (in thousands): |                                      |                            | \$201,486.2   |                      |  |  |
|                     | State  | Federal                              | Total Available Funding <sup>1</sup> | Spent to Date <sup>2</sup> | Balance   | % of Budget Expended |  |  |
| In thousands        | \$16,677.5   | \$149,735.6                          | \$166,413.1                          | \$61,242.9                 | \$105,170.2   | 36.8%                |  |  |
| FY20 Rating         | Q1   | Q2                                   | Q3                                   | Q4                         | Status  |                      |  |  |
| Budget              |  |                                      |                                      |                            | CMS authorized the \$201.4 million budget, supported by a 90 percent federal funding participation match. CMS approved the <i>Implementation Advanced Planning Document</i> that includes outside partner agency spending for DOH and Aging and Long-Term Services Department. Laws 2019 reauthorized the \$5 million appropriation from Laws 2017, through FY20. |                      |  |  |
| Schedule            |  |                                      |                                      |                            | CMS approved the estimated project completion date of December 2021. HSD is working with the system integrator (SI) vendor to correct payment milestones and data deliverables. The SI has experienced multiple schedule delays that may impact.  |                      |  |  |
| Risk                |  |                                      |                                      |                            | Project management plans are not being used consistently by the project teams. While staffing for the project is still below what is needed, HSD recruitment efforts continue with hiring and interviews underway.  |                      |  |  |
| Overall             |  |                                      |                                      |                            | Due to complexity and high risks the overall project status remains red. An enterprise project management schedule is not being used consistently to track and report progress to determine the overall status of the project.  |                      |  |  |

<sup>1</sup>Total available funding includes an additional \$12.6 million appropriated in Laws 2019: \$1.3 million from the general fund and \$11.3 million federal.

<sup>2</sup>As of 6/30/19.

| Agency  | 690  | Children, Youth and Families Department (CYFD) |                          |               |   |                      |  |  |
|---|--|--|--------------------------|---------------|---|----------------------|--|--|
| Project Name  | Comprehensive Child Welfare Information System (CCWIS)   |  |                          |               |   |                      |  |  |
| Project Description:  | Replace the legacy Family Automated Client Tracking System (FACTS) with a modular, integrated system to meet the federal Administration on Children and Families (ACF) requirements. |  |                          |               |   |                      |  |  |
| Project Phase:  | Initiation/Planning  | Estimated Implementation Date:                 |                          |               | TBD   |                      |  |  |
|   |  | Estimated Total Cost (in thousands):           |                          |               | \$30,000.0  |                      |  |  |
|   |  |  |                          |               |   |                      |  |  |
|   | State  | Federal  | Total Available Funding¹ | Spent to Date | Balance   | % of Budget Expended |  |  |
| In thousands  | \$6,000.0  | \$832.6  | \$6,832.6                | \$4.6         | \$6,828.0   | 0.067%               |  |  |
|   |  |  |                          |               |   |                      |  |  |
| FY20 Rating   | Q1   | Q2   | Q3                       | Q4            | Status  |                      |  |  |
| Budget  |  |  |                          |               | While the project certification committee approved certification for the release of \$1 million, and CYFD staff is working on the project, CYFD has not allocated any of the funds to the project.  |                      |  |  |
|   |  |  |                          |               |   |                      |  |  |
| Schedule  |  |  |                          |               | The CYFD monthly report to DoIT does not indicate the project is progressing. CYFD continues its discussions with HSD for participation in the MMISR project.   |                      |  |  |
|   |  |  |                          |               |   |                      |  |  |
| Risk  |  |  |                          |               | CYFD's IT project manager resigned effective August 30. The department has not replaced the project manager, but has a procurement in process for a staff augmentation project manager. Due to the complexity of the project, to be in line with best practices, CYFD also needs a project management vendor.   |                      |  |  |
|   |  |  |                          |               |   |                      |  |  |
| Overall   |  |  |                          |               | With the June 30 expiration of the statewide price agreements for IT professional services, the contracts under review were not finalized. It is not clear if CYFD has notified ACF of potential changes and impact to the CCWIS project associated with participation in HSD's MMISR project. CYFD anticipates submitting its advanced planning document update to ACF before the end of the second quarter. |                      |  |  |
|   |  |  |                          |               |   |                      |  |  |
| ¹Total available funding includes an additional \$7 million appropriated in Laws 2019: \$5.5 million from the general fund and \$1.5 federal. |  |  |                          |               |   |                      |  |  |

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| Agency   | 770  | Corrections Department (NMCD)        |                         |               |   |                      |  |  |
|--|--|--------------------------------------|-------------------------|---------------|---|----------------------|--|--|
| Project Name   | Offender Management System Replacement (OMS)   |                                      |                         |               |   |                      |  |  |
| Project Description:                                       | Replace 15-year-old client server offender management system with a commercial-off-the-shelf (COTS), web-based solution. The COTS solution has 17 modules associated with NMCD requirements. |                                      |                         |               |   |                      |  |  |
| Project Phase:   | Implementation   | Estimated Implementation Date:       |                         |               | 6/30/2019; revised 6/30/2021  |                      |  |  |
|  |  | Estimated Total Cost (in thousands): |                         |               | \$14,205.2  |                      |  |  |
|  | State <sup>1</sup>   | Federal                              | Total Available Funding | Spent to Date | Balance   | % of Budget Expended |  |  |
| In thousands   | \$14,205.2   |                                      | \$14,205.2              | \$6,323.9     | \$7,881.3   | 44.5%                |  |  |
| FY20 Rating  | Q1   | Q2                                   | Q3                      | Q4            | Status  |                      |  |  |
| Budget   |  |                                      |                         |               | Current project funding is adequate for the COTS solution, including 17 modules, mobile functionality, and data analytic tools.   |                      |  |  |
| Schedule   |  |                                      |                         |               | The project continues to be behind schedule. IV&V reported the schedule remains well behind expected pace for completion and changes made to date have not significantly increased the pace of work. NMCD continues to monitor the vendor's progress.   |                      |  |  |
| Risk   |  |                                      |                         |               | Vendor resource constraints continue with multiple concurrent projects ongoing. Although the vendor has increased its staff, not all the resources are necessarily dedicated to NMCD's OMS project. The inability to fill vacant IT positions poses a high risk to the project. The NMCD IT division vacancy rate is currently 23 percent; the agency continues to monitor resource availability. |                      |  |  |
| Overall  |  |                                      |                         |               | The lapse in the schedule presents risk to successful completion of the project. The department is planning to complete functionality of core essentials by December 2020. Data mapping, migration and data clean-up is ongoing.  |                      |  |  |
| ¹Amount includes Laws 2019 appropriation of \$4.1 million. |  |                                      |                         |               |   |                      |  |  |

| Agency               | 780   | Department of Public Safety (DPS)    |                         |               |  |                      |  |  |
|----------------------|---|--------------------------------------|-------------------------|---------------|--|----------------------|--|--|
| Project Name         | Records Management System (RMS)   |                                      |                         |               |  |                      |  |  |
| Project Description: | Replace various nonpaper record storage with an integrated records management system to provide law enforcement and other public safety agencies with a single source repository of data available to support day-to-day operations, reporting, and records and data analysis. A new RMS will ensure access, preservation, and control of DPS records in all formats. |                                      |                         |               |  |                      |  |  |
| Project Phase:       | Planning  | Estimated Implementation Date:       |                         |               | 6/30/2021; revised 12/2022   |                      |  |  |
|                      |   | Estimated Total Cost (in thousands): |                         |               | \$4,216.0  |                      |  |  |
|                      | State   | Federal                              | Total Available Funding | Spent to Date | Balance  | % of Budget Expended |  |  |
| In thousands         | \$1,916.3   |                                      | \$1,916.3               | \$521.8       | \$1,394.5  | 27.2%                |  |  |
| FY20 Rating          | Q1  | Q2                                   | Q3                      | Q4            | Status   |                      |  |  |
| Budget               |   |                                      |                         |               | DPS FY19 funding request of \$4.3 million was not adequately justified, and DPS did not request funding for FY20. Funds to complete the project are insufficient; Based on a request for information (RFI), DPS anticipates \$5.4 million will be needed to continue the project in FY21.                            |                      |  |  |
| Schedule             |   |                                      |                         |               | The project is moving forward. DPS completed the requirements gathering. The request for proposals (RFP) is in draft. DPS anticipates the new RMS will be a commercial off-the-shelf (COTS) integrated records management solution. The project schedule was rebaselined to account for the project hiatus.          |                      |  |  |
| Risk                 |   |                                      |                         |               | The new RMS will be a significant change to the organization, with one system instead of many stand-alone systems. DPS initiated organizational change management continuing throughout the project lifecycle to help ensure acceptance of the new RMS, and prepare for process changes throughout the organization. |                      |  |  |
| Overall              |   |                                      |                         |               | DPS procurement for project management, independent verification and validation are in process. A COTS integrated records management solution will minimize or eliminate the need for standalone or specialized programs.  |                      |  |  |

Other IT Projects of Concern

| Agency   | 361   | Department of Information Technology (DoIT) |       |                |            |
|--|---|---|-------|----------------|------------|
| Project Name   | New Mexico Rural Broadband  |   |       |                |            |
| Project Description:   | Maximize availability of broadband connectivity across the state's rural areas. |   |       |                |            |
| State Funding <sup>1</sup> (in thousands):   | \$10,000.0  | Spent to Date:                              | \$0.0 | Project Phase: | Initiation |
| <p>► Project funding is for broadband expansion, including assessments and contracts in rural areas statewide. DoIT awarded a \$400 thousand contract under statewide price agreement to CTC to conduct an assessment, with the results due in March 2020.</p> <p>► DoIT is not following best practices for project management, as it does not have a project manager assigned to the project.</p> <p>► Currently, New Mexico does not have formalized goals or a clear, unified broadband policy with respect to oversight of programs, funding, and infrastructure. Rather, multiple agencies each have a claim of responsibility for part of the overall system, and not all responsibilities are formalized in statute.</p> <p>► DoIT is developing the framework and criteria for a small grant program.</p> |   |   |       |                |            |
| <sup>1</sup> Laws 2019 appropriated \$10 million through the capital outlay process.   |   |   |       |                |            |

| Agency  | 420  | Regulation and Licensing Department (RLD) |         |                |          |
|---|--|---|---------|----------------|----------|
| Project Name  | Permitting and Inspection Software Modernization Project               |   |         |                |          |
| Project Description:  | Modernize RLD's permitting and inspection software (replacing Accela). |   |         |                |          |
| State Funding (in thousands):   | \$1,467.0  | Spent to Date:                            | \$872.6 | Project Phase: | Planning |
| <p>► RLD's Construction Industries Division (CID) permitting collects an estimated \$4 million in revenue.</p> <p>► The agency is at a high risk due to system downtime, lack of vendor support for the current software (Accela), and a single point of failure with one RLD staff member available to maintain the application.</p> <p>► RLD selected the Manufactured Housing Division (MHD) for phase one, a proof of concept (pilot), with anticipated completion in June 2020, followed by phase two for CID. RLD estimated costs for phase one will use the entire funding currently available.</p> <p>► FusionSto is completing the requirements gathering for MHD and CID.</p> <p>► RLD purchased licenses for the solution platform prior to completion of the requirements gathering. This practice was also followed in the prior failed project. LFC staff cautioned the department against repeating history.</p> <p>► Current funding was re-purposed in Laws 2019 for stabilizing and modernizing RLD's permitting and inspection software instead of the replacement of Accela. Available funding includes an additional \$500 thousand appropriated in Laws 2019.</p> |  |   |         |                |          |

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Post-Implementation Issues

| Agency   | 333   | Taxation and Revenue Department (TRD)   |                         |               |         |                      |  |  |
|--|---|---|-------------------------|---------------|---------|----------------------|--|--|
| Project Name   | ONGARD Replacement - Severance Tax  |   |                         |               |         |                      |  |  |
| Project Description  | Replacement of the Oil and Natural Gas Administration and Revenue database (ONGARD) system. Replacement will be delivered in two separate systems; TRD severance tax and State Land Office (SLO) Royalty Administration and Revenue Processing System (RAPS). |   |                         |               |         |                      |  |  |
| Project Phase  | Closed  | Implementation Date:  |                         | 3/19/2018     |         |                      |  |  |
|  |   | Estimated Total Cost (in thousands):  |                         | \$11,000.0    |         |                      |  |  |
|  |   | Total Cost¹ (in thousands):   |                         | \$10,800.0    |         |                      |  |  |
|  | State²  | Federal   | Total Available Funding | Spent to Date | Balance | % of Budget Expended |  |  |
| In thousands   | \$11,000.0  | \$0.0   | \$11,000.0              | \$10,800.0    | \$200.0 | 98.2%                |  |  |
| Post Implementation Rating   |   | Status  |                         |               |         |                      |  |  |
| Overall  |   | Project successfully accomplished all planned activities within scope, schedule, and budget.  |                         |               |         |                      |  |  |
| Functionality  |   | While improvements in the filing and amendment process have increased accuracy and efficiency of severance tax collection and distribution, incorrect data reporting remains. |                         |               |         |                      |  |  |
|  |   |   |                         |               |         |                      |  |  |
| ¹Total costs include \$4.1 million for ONGARD stabilization and modernization and \$6.9 million for the severance tax project.       |   |   |                         |               |         |                      |  |  |
| ²Includes a \$6 million appropriation for stabilization of ONGARD, of which \$1.9 million is allocated to the severance tax project. |   |   |                         |               |         |                      |  |  |

| Agency                     | 394  | State Treasurer (STO)   |                         |               |         |                      |  |  |
|----------------------------|--|---|-------------------------|---------------|---------|----------------------|--|--|
| Project Name               | SHARE Integrated Treasury Solution   |   |                         |               |         |                      |  |  |
| Project Description        | Implement the SHARE treasury management module to streamline the cash management and investment management processes by eliminating manual booking of investments into the SHARE general ledger. Implementation will improve accuracy, timeliness, and data integrity. |   |                         |               |         |                      |  |  |
| Project Phase              | Closed   | Implementation Date:  |                         | 4/30/2018     |         |                      |  |  |
|                            |  | Estimated Total Cost (in thousands):  |                         | \$1,950.0     |         |                      |  |  |
|                            |  | Total Cost (in thousands):  |                         | \$1,946.3     |         |                      |  |  |
|                            |  |   |                         |               |         |                      |  |  |
|                            | State  | Federal   | Total Available Funding | Spent to Date | Balance | % of Budget Expended |  |  |
| In thousands               | \$1,950.0  |   | \$1,950.0               | \$1,946.3     | \$3.7   | 99.8%                |  |  |
| Post Implementation Rating |  | Status  |                         |               |         |                      |  |  |
| Overall                    |  | Implementation of the SHARE treasury module did not meet the full business needs of the agency. The PeopleSoft software has a design flaw, and the vendor did not provide a timeline for remediation. With no commitment to implement a correction, and on-going manual processing, STO decided to return the participant balance tracking to QED, the legacy system. |                         |               |         |                      |  |  |
|                            |  |   |                         |               |         |                      |  |  |
| Functionality              |  | STO is using the treasury module on a limited basis, and relying on the legacy system for investment reporting. The QED vendor upgraded the system at no cost to STO, and implementing additional functionality for \$43 thousand. The annual maintenance cost for the QED system is \$145 thousand.  |                         |               |         |                      |  |  |
|                            |  |   |                         |               |         |                      |  |  |



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| Agency                     | 665  | Department of Health (DOH)  |                         |               |          |                      |  |  |
|----------------------------|--|---|-------------------------|---------------|----------|----------------------|--|--|
| Project Name               | Women, Infants, and Children (WIC) System Replacement Project  |   |                         |               |          |                      |  |  |
| Project Description:       | Replace a 14-year-old legacy system with the WIC regional solution that includes Texas, Louisiana, New Mexico and two independent tribal organizations. The regional model will meet U.S. Department of Agriculture Food and Nutrition Service (FNS) requirements for management information systems and electronic benefits transfer delivery for WIC benefits. |   |                         |               |          |                      |  |  |
| Project Phase              | Closed   | Implementation Date:  |                         | 11/30/2018    |          |                      |  |  |
|                            |  | Estimated Total Cost (in thousands):  |                         | \$7,004.9     |          |                      |  |  |
|                            |  | Total Cost (in thousands):  |                         | \$7,089.9     |          |                      |  |  |
|                            | State  | Federal   | Total Available Funding | Spent to Date | Balance  | % of Budget Expended |  |  |
| In thousands               | \$0.0  | \$7,004.9   | \$7,004.9               | \$7,089.9     | (\$85.0) | 101.2%               |  |  |
| Post Implementation Rating |  | Status  |                         |               |          |                      |  |  |
| Overall                    |  | Deployment of an enterprise web-based system and comprehensive clinic and participant case management system is fully operational. The WIC program has 72 clinics issuing benefits to approximately 39.4 thousand state participants. |                         |               |          |                      |  |  |
| Functionality              |  | While the department has corrected and validated the majority of its reports, impact of the improvements to the program is not clear. The status of overall data validation and reporting is unknown.                                 |                         |               |          |                      |  |  |

| Agency                     | 690  | Children, Youth and Families Department (CYFD)   |                         |               |         |                      |  |  |
|----------------------------|--|--|-------------------------|---------------|---------|----------------------|--|--|
| Project Name               | Enterprise Provider Information Constituent Services (EPICS)   |  |                         |               |         |                      |  |  |
| Project Description:       | Multi-phase/multi-year project to consolidate CYFD's legacy system (FACTS) and 25+ stand-alone systems into one enterprise wide web application. EPICS scope consists primarily of the Early Childhood Services program. |  |                         |               |         |                      |  |  |
| Project Phase              | Close-out pending  | Implementation Date:   |                         | 6/30/2018     |         |                      |  |  |
|                            |  | Estimated Total Cost (in thousands):   |                         | \$19,827.3    |         |                      |  |  |
|                            |  | Total Cost (in thousands):   |                         | \$19,342.0    |         |                      |  |  |
|                            | State  | Federal  | Total Available Funding | Spent to Date | Balance | % of Budget Expended |  |  |
| In thousands               | \$10,636.8   | \$9,190.5  | \$19,827.3              | \$19,342.0    | \$485.3 | 97.6%                |  |  |
| Post Implementation Rating |  | Status   |                         |               |         |                      |  |  |
| Overall                    |  | EPICS project scope was scaled down, resulting in data silos, additional vendor costs, and program integrity concerns. The system was intended to represent the state's early childhood learning data system, and the core of the Race to the Top. However, the system did not consolidate all databases in EPICS as originally planned.     |                         |               |         |                      |  |  |
| Functionality              |  | While some elements of EPICS are working, the department did not succeed in developing an early childhood integrated system. The web-based functionality for "Am I Eligible?" appears to be working. The web application provides the ability to determine eligibility for family services such as child care assistance, and home visiting. |                         |               |         |                      |  |  |