REPORT OF THE

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS OVERSIGHT COMMITTEE

January 2008

New Mexico Legislative Council Service
Santa Fe, New Mexico

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REPORT OF THE INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS OVERSIGHT COMMITTEE

Introduction

This is the first interim report of the newly constituted Information Technology and Telecommunications Oversight Committee. The committee was created by the New Mexico Legislative Council as the successor to the Information Technology Oversight Committee.

During the interim, the committee received extensive testimony from many departments of state government and other agencies on the subject of interoperability. The committee exercised extensive oversight of the Department of Information Technology (DOIT).

Background

Laws 1999, Chapter 16 created the Information Technology Oversight Committee as part of the Information Technology Management Act. At that time, the committee was charged with monitoring the work of the Information Technology Commission and the Office of the Chief Information Officer, including reviewing the commission's rules, policies, standards, procedures and guidelines for information architecture and development. Also, the committee was responsible for reviewing the work of the Judicial Information Systems Council and any other state-funded systems.

Laws 2007, Chapter 290 repealed the aforementioned Information Technology Management Act, including the oversight committee, and created the new DOIT. The purpose for creating the DOIT was to establish a single, unified executive branch department to administer all laws and exercise all functions formerly administered by the Office of the Chief Information Officer, the Information Technology Commission and the Communications Division, Information Systems Division, Radio Communications Bureau and Telecommunications Bureau of the General Services Department.

Statutory Duties

The committee has no mandate in statute, but the committee followed the basic precepts of Laws 1999, Chapter 16.

Membership

The committee consisted of 11 voting members and 10 advisory members. The voting members appointed by the New Mexico Legislative Council for the 2007 interim included:

Chair

Rep. Debbie A. Rodella, Chair

Vice Chair

Sen. John Arthur Smith

Legislative Members

Sen. Rod Adair

Rep. Janice E. Arnold-Jones

Sen. Vernon D. Asbill

Sen. Linda M. Lopez

Sen. Richard C. Martinez

Rep. Don L. Tripp

Rep. Luciano "Lucky" Varela

Rep. Richard D. Vigil

Rep. Peter Wirth

The advisory members appointed by the New Mexico Legislative Council for the 2007 interim included:

Rep. Elias Barela

Sen. Mark Boitano

Sen. Pete Campos

Sen. Carlos R. Cisneros

Sen. Kent L. Cravens

Sen. Phil A. Griego

Rep. Kathy A. McCoy

Sen. Gerald Ortiz y Pino

Sen. William H. Payne

Rep. Jeannette O. Wallace

The committee received staff support from the Legislative Council Service (LCS) and Legislative Finance Committee (LFC).

Work During the 2007 Interim

The new committee, with its expanded responsibility, held six meetings during the interim. Meeting locations included Santa Fe, Las Cruces, Albuquerque and Socorro. The committee exercised extensive oversight of the newly created DOIT during the department's formative first months, closely scrutinizing the work plan for improving the reliability and security of state computer systems. The committee was particularly concerned with redundancy and recovery from catastrophic failure.

The committee focused special attention on various state agencies. These included information technology issues impacting the judicial branch of government, the timeliness of federal funds reimbursement to the Department of Transportation, the implementation of the STARS computer system operated by the Public Education Department (PED), the status of the laptop project administered by the PED, the connectivity obstacles confronting rural libraries and upgrading the New Mexico Department of Agriculture's computer system.

Most important of all, the committee received testimony on the broad subject of interoperability from a host of key organizations. Interoperability, which is the capacity for seamless digital and analog communications among organizations, occupied much of the committee's time. Progress reports were received from the Homeland Security and Emergency Management Department, the University of New Mexico, the New Mexico Institute of Mining and Technology, New Mexico State University, the New Mexico Broadcasters Association, the New Mexico Commission for Public Broadcasting, Qwest and the New Mexico Exchange Carrier Group.

Other items considered by the committee included security procedures at Los Alamos National Laboratory, cyber crime and identity theft.

Highlights of Recommendations and Proposed Legislative Changes

The committee endorsed two bills and one memorial (see Appendix C) as follows:

- a bill to amend the Educational Television Equipment Replacement Fund to include radio equipment replacement and making an appropriation of $325,000 from the general fund;
- a bill to increase the appropriation to the State Library in support of grants in aid for rural libraries. The bill appropriates $3,264,180 from the general fund for fiscal year 2009. This compares to a fiscal year 2008 appropriation of $273,000 and increases the per capita support for rural libraries from

$0.14 to $1.67, which is the average per capita support in 14 other states with populations less than two million people; and

- a memorial creating a task force to examine cyber stalking with the objective of developing legislation to prevent the use of technology in stalking a victim.

Appendix A

2007 Interim Work Plan

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2007 APPROVED

WORK PLAN AND MEETING SCHEDULE

for the

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS OVERSIGHT

COMMITTEE

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Members

Rep. Debbie A. Rodella, Chair	Sen. Richard C. Martinez
Sen. John Arthur Smith, Vice Chair	Rep. Don L. Tripp
Sen. Rod Adair	Rep. Luciano "Lucky" Varela
Rep. Janice E. Arnold-Jones	Rep. Richard D. Vigil
Sen. Vernon D. Asbill	Rep. Peter Wirth
Sen. Linda M. Lopez	

Advisory Members

Rep. Elias Barela	Sen. Phil A. Griego
Sen. Mark Boitano	Rep. Kathy A. McCoy
Sen. Pete Campos	Sen. Gerald Ortiz y Pino
Sen. Carlos R. Cisneros	Sen. William H. Payne
Sen. Kent L. Cravens	Rep. Jeannette O. Wallace

Work Plan

During the 2007 interim, the committee will focus on the following activities.

1. The committee will oversee the transition to and ongoing operations of the Department of Information Technology.

2. The committee will examine telecommunications as an information technology issue.

3. The committee will review agency information technology plans as necessary, including the executive, judicial and legislative branches of government.

4. The committee will examine the status of enterprise-wide information technology initiatives, including SHARE, E-911 and projects such as Wire New Mexico and the geospatial initiatives.

5. The committee will receive status updates from the Legislative Finance Committee (LFC), Information Technology Commission and the Department of Information Technology.

6. The committee may make recommendations to the LFC concerning agency information technology budgets.

2007 APPROVED MEETING SCHEDULE

Date   **Location**

July 2, 2007   Santa Fe

August 10, 2007   Las Cruces

September 4, 2007   Rio Rancho

September 27, 2007   Socorro

November 29, 2007   Santa Fe

The Legislative Council has approved the attendance of the committee chair and vice chair and a member of the minority party at the LFC meeting in December when agency IT budgets are reviewed.

Appendix B

Agendas and Minutes of Meetings

TENTATIVE AGENDA

for the

FIRST MEETING

of the

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

OVERSIGHT COMMITTEE

June 19, 2007

Room 309, State Capitol

Santa Fe

Tuesday, June 19

9:00 a.m.   **Call to Order**

9:10 a.m.   **Discussion and Adoption of Interim Work Plan**

9:30 a.m.   **Review of Relevant 2007 Legislation**
                   —Raul Burciaga, Legislative Council Service

10:00 a.m.   **Committee Discussion of Agenda Items for the July 2, 2007 Meeting**

10:30 a.m.   **Other Business**

11:00 a.m.   **Adjourn**

MINUTES
of the
FIRST MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

June 19, 2007
State Capitol, Santa Fe

The first meeting of the Information Technology and Telecommunications Oversight Committee was called to order by Representative Debbie A. Rodella, chair, at 9:30 a.m. at the State Capitol, Santa Fe.

Present	Absent
Rep. Debbie A. Rodella, Chair	Sen. John Arthur Smith, Vice Chair
Sen. Rod Adair	Sen. Vernon D. Asbill
Rep. Janice E. Arnold-Jones	Sen. Linda M. Lopez
Rep. Luciano "Lucky" Varela	Sen. Richard C. Martinez
Rep. Peter Wirth	Rep. Don L. Tripp
	Rep. Richard D. Vigil

Advisory Members	
Rep. Kathy A. McCoy	Rep. Elias Barela
Sen. Gerald Ortiz y Pino	Sen. Mark Boitano
Rep. Jeannette O. Wallace	Sen. Pete Campos
	Sen. Carlos R. Cisneros
	Sen. Kent L. Cravens
	Sen. Phil A. Griego
	Sen. William H. Payne

Staff
Raúl Burciaga, Legislative Council Service (LCS)
Marc Guillen, LCS
Zach Taylor, LCS
Ralph Vincent, LCS
Doug Williams, LCS

Guests
    The guest list is in the meeting file.

    Copies of all handouts and written testimony are in the meeting file.

Tuesday, June 19

Discussion and Adoption of Interim Work Plan
        —Raúl Burciaga, LCS

        The committee adopted the interim work plan as amended.

Committee Discussion of Future Agendas
        Suggested agenda items include information technology (IT) issues concerning:

- the judiciary;
- the motor vehicle division;
- homeland security; and
- interoperability.

        Other agenda items include overall security of IT systems, including SHARE, a review of 2007 legislation, an update from Los Alamos National Laboratory (LANL) and the status of federal reimbursement to the Department of Transportation.

        Representative Arnold-Jones suggested that the focus of the committee should be on customer service and that state government should be proactive rather than always reacting to problems.

        Representative Varela emphasized the need for IT system security.

        Representative Rodella suggested that the Rio Rancho meeting include an update on the purchase of laptop computers by the Public Education Department at the September committee meeting.

        Representative Varela recommended that the committee receive regular progress reports from the secretary of the Department of Information Technology (DOIT) and from the Information Technology Commission.

        Representative Arnold-Jones said that DOIT should avoid duplication of effort.

        Representative Wallace recommended that the committee should receive an update on security issues from LANL. Representative Rodella suggested that this be scheduled for the July committee meeting.

        Representative Arnold-Jones suggested that the committee receive an overview of state-of-the-art telecommunications at the July committee meeting.

        Representative Rodella recommended a joint meeting with the Legislative Finance Committee in December.

Other Business

Senator Ortiz y Pino asked about the location for the new DOIT. Roy Soto, secretary of DOIT, said it is in the Simms Building in Santa Fe.

The committee adjourned at 10:30 a.m.

TENTATIVE AGENDA
for the
SECOND MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

July 2, 2007
Room 309, State Capitol
Santa Fe

<u>**Monday, July 2**</u>

10:00 a.m. **Call to Order**

10:10 a.m. **Review of Relevant 2007 Legislation**
—Raúl Burciaga, Legislative Council Service

10:30 a.m. **Information Technology Issues: Judiciary**
—Steve Prisoc, Chief Information Officer
—Artie Pepin, Administrative Office of the Courts

11:15 a.m. **Department of Transportation: Federal Reimbursement**
—Tom Church, Chief of Staff

12:00 noon **Lunch**

1:00 p.m. **Telecommunications Technology in New Mexico and Status of the Qwest Settlement**
—Leo Baca, Qwest
—Charlie Ferrell, New Mexico Exchange Carrier Group

2:30 p.m. **Los Alamos National Laboratory: Security Update**
—Mike Fisk, Project Leader, Cyber Security Program

3:30 p.m. **Committee Discussion of Agenda Items for the August 10, 2007**
Meeting

4:00 p.m. **Adjourn**

MINUTES
of the
SECOND MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

July 2, 2007
State Capitol, Santa Fe

The second meeting of the Information Technology and Telecommunications Oversight Committee (ITOC) was called to order by Representative Debbie A. Rodella, chair, at 10:15 a.m. at the State Capitol, Santa Fe.

Present	**Absent**
Rep. Debbie A. Rodella, Chair	Rep. Don L. Tripp
Sen. John Arthur Smith, Vice Chair	Rep. Richard D. Vigil
Sen. Rod Adair	
Rep. Janice E. Arnold-Jones	
Sen. Vernon D. Asbill	
Sen. Linda M. Lopez	
Sen. Richard C. Martinez	
Rep. Luciano "Lucky" Varela	
Rep. Peter Wirth	

Advisory Members	
Rep. Kathy A. McCoy	Rep. Elias Barela
Sen. Gerald Ortiz y Pino	Sen. Mark Boitano
Rep. Jeannette O. Wallace	Sen. Pete Campos
	Sen. Carlos R. Cisneros
	Sen. Kent L. Cravens
	Sen. Phil A. Griego
	Sen. William H. Payne

Staff
David Abbey, Legislative Finance Committee (LFC)
Michelle Aubel, LFC
Raúl Burciaga, Legislative Council Service (LCS)
Mark Guillen, LCS
Randi Johnson, LCS
Doug Williams, LCS

Guests

The guest list is in the meeting file.

Copies of all handouts and written testimony are in the meeting file.

Monday, July 2

Mr. Burciaga reviewed the changes made by the Legislative Council to the ITOC work plan. The October meeting will either have to be held prior to September 30 or, if held in October, the meeting must be in Santa Fe.

Representative Rodella suggested that the October 15, 2007 meeting be changed to September 27, 2007 in Socorro. The committee concurred.

Review of Relevant 2007 Legislation
—Raúl Burciaga, LCS

House Bill 1216 introduced by Representative Arnold-Jones passed the House but not the Senate. This legislation would have created the Interoperability Emergency Response Act. It was noted that the sponsor requested the Senate not to pass the legislation because of new developments at the federal level.

House Bill 359 passed the House and Senate but was pocket-vetoed. The legislation, known as the Geospatial Resources Act, would have created the geospatial resources clearinghouse.

Representative Varela indicated support for reintroducing this legislation and noted that it should be updated to reference the Department of Information Technology rather than the Office of the Chief Information Officer.

Representative Arnold-Jones said that the bill was vetoed because the legislation did not give the University of New Mexico enough authority.

Representative Rodella suggested that this legislation be redrafted and discussed at the committee's Rio Rancho meeting in September.

Senator Smith suggested that the LFC should be consulted regarding the cost of creating the clearinghouse.

Senate Bill 165 became law (Laws 2007, Chapter 106) and provides that consumers may place a freeze on the release of consumer credit information.

House Bill 959 became law and it created the Department of Information Technology, repealed the Information Technology Management Act and created the Information Technology Commission.

Information Technology Issues: Judiciary

—Steve Prisoc, Chief Information Officer
—Artie Pepin, Administrative Office of the Courts

Mr. Prisoc and Mr. Pepin outlined the current information technology initiatives as follows:

Case Management Acquisition Progress:
- proof-of-concept system was developed internally;
- request for information (RFI) was issued in 2006;
- site visits to all major case management vendors and at least one client site per vendor;
- case management business requirements were exhaustively documented;
- request for proposals (RFP) was developed in early 2007;
- RFP was issued in May to all court case management vendors;
- RFP responses were received on June 21, 2007;
- finalist vendors will make presentations on July 23-27 to more than 100 judges and staff;
- winning vendor will be selected and recommended to the supreme court; and
- contract negotiations will take place in August.

Statewide Video Arraignment Program:
- reduces risks associated with prisoner transportation from detention to court for police officers, the public and court staff;
- reduces the total time devoted to arraignments and has eliminated delays associated with late delivery of prisoners;
- significantly reduces prisoner transportation costs;
- allows law enforcement agencies to redeploy officers who were previously assigned to prisoner transportation; and
- video infrastructure is now used for conferencing and distance learning.

Enterprise Document Imaging:
- will greatly reduce the physical space needed to store large quantities of physical court files;
- will allow court staff and members of the justice community to access files quickly;
- will virtually eliminate management problems associated with lost or misplaced files; and
- will provide the infrastructure required to allow litigants to file court documents electronically.

General Funding for Judicial Information Division (JIC) Employees :
- collections for the Supreme Court Automation Fund (SCAF) have declined every year since 2000;
- SCAF could provide money to be used exclusively for statewide judicial technology initiatives;

- SCAF was not originally conceived as a fund to pay employee salaries but was designed as a mechanism to allow for ongoing court technical infrastructure improvements;
- SCAF has declined significantly in recent years and moving JID rent to the general fund will provide needed relief to this diminishing fund; and
- JID is the only nonfederally funded state entity that is not provided with general fund money for facilities costs.

Possible New Initiatives:
- at present, 30 courts have 56.6 circuits (dial-up speed);
- circuits should be upgraded to accommodate new case management applications;
- due to unique telecommunications infrastructure in New Mexico, the cost of broadband is very high in many areas;
- due to need for increased bandwidth between Albuquerque and Santa Fe, the existing T1 circuits should be upgraded to a higher bandwidth class;
- approximately three years ago, courts began switching from cassette-taping court proceedings to recording proceedings using digital recording technology designed specifically for courts. In reaction, the Judicial Information Systems Council recommended standards for digital recording;
- once the Supreme Court endorsed the standards, courts began quickly to adopt digital recording technology;
- training and coordination for court digital audio is being conducted by employee volunteers;
- creation of a project manager position to lead the effort may prevent digital audio adoption from becoming chaotic;
- a pilot e-filing project for the supreme court and court of appeals is being planned;
- e-filing will benefit the judiciary and private attorneys by automating an awkward manual case-filing process; and
- e-filing will create digital document repositories that will make document searching easier and will virtually eliminate problems associated with lost physical files.

Information Technology Governance for the Judicial Branch:
- the Judicial Information Systems Council, an IT governing body composed of judges, court administrators, chief clerks and one justice, approves IT-related purchases greater than $5,000 and plans the IT strategic direction for the judiciary;
- the judiciary's Budget Committee recommends all major IT initiatives to the Chief Judges Council; and
- the Chief Judges Council recommends major IT initiatives to the supreme court.

Project Management to Ensure Success:
- in 2004, the JID began a program to train staff members in project management best practices;

- by 2007, more then half of senior managers have earned the Project Management Institute's (PMI) project manager certification;
- formal project plans are created for all projects stringently managed using PMI methods; and
- all application development projects are conducted in collaboration with the stakeholders who will be most affected.

Looming Challenges:
- recent indicators point toward an increase in crime for New Mexico. Violent crime increases have already been reported and other types of crimes are expected to increase measurably by FY2009;
- on June 4, 2007, the FBI released a report on crime in 2006 indicating that crime, particularly violent crime and robbery, continues to rise after falling in 1998;
- crime increases will stress some courts, will contribute to the overall caseload and will affect the demand for IT services and support;
- four of the six senior JID managers were born in 1951 and their estimated time to retire is three to six years;
- only one AD project manager might be interested in assuming a JID senior manager role; and
- while technical talent is at a high level, intellectual capital such as management experience, knowledge and judgment appear to be in short supply.

Representative Arnold-Jones asked why the judiciary is not planning on using fiber optic cable rather than a T-1 carrier. Mr. Prisoc responded that the judiciary is seeking a T-1 type quality of service and has not ruled out fiber optic. Also, the judiciary is trying to balance cost with quality of service.

Representative Arnold-Jones asked about the use of the Wire New Mexico network. Mr. Pepin responded that the judiciary is planning on establishing a direct link in Santa Fe; however, this may not be feasible for some other courts in rural parts of the state.

Senator Martinez asked if there were any plans to expand video arraignment to all judges. Mr. Prisoc responded that all courtrooms are wired, but installation of hardware will depend upon available funds.

Senator Martinez asked about plans to train judges in the use of information technology. Mr. Prisoc stated that, up to this point, training has focused on security issues. In the future, there will be an extensive training program for judges.

Representative Varela asked about judicial representation on the newly created Information Technology Commission. The members representing the judiciary are Judge Bustamante and Mr. Prisoc.

Representative Wirth asked about electronic access to court documents. Mr. Pepin responded that the first priority is access by court personnel. Later, access to attorneys and the public will be addressed. It is envisioned that access will be available at courthouses and that hard copies of PDF documents will be furnished. Internet access has significant security issues.

Representative Rodella requested a list of courts not yet wired for video arraignment.

Department of Transportation (DOT): Federal Reimbursement
—Tom Church, Chief of Staff, DOT

SHARE was implemented on July 1, 2006 without adequate training. Essentially DOT employees were self-taught with respect to processing payments to contractors. There was an initial problem with prior-year encumbrances that were not in the system. At this point, the system has been updated.

Representative McCoy asked why DOT employees had to learn by trial and error. Mr. Church said that technical support was available through the Department of Finance and Administration (DFA). However, it was difficult to "go live" without parallel testing of the old and new systems.

Representative Arnold-Jones requested that the DOT document its experience with the transition to SHARE.

With respect to the human resources aspect of SHARE, the DOT pays 2,600 employees every two weeks and is not averaging five errors per pay period.

SHARE is now functioning; however, there is no capital asset module and improvements need to be made to federal billing capabilities.

The DOT is working with People Soft to implement a patch to the software and to improve the federal billing module.

Representative Varela asked about the status of federal reimbursement. Mr. Church responded that the DOT has claimed and received $255 million in federal funds. Also, federal auditors have reviewed the SHARE reimbursement module and are prepared to approve the process. At present, approximately $50 million in federal reimbursement is pending, which is normal.

Representative Arnold-Jones commended DOT employees for overcoming the obstacles associated with implementing SHARE.

Representative Arnold-Jones asked about the lack of an accounts receivable capability. It was noted that the original software package did not include an accounts receivable module. Such a module is now being developed.

Senator Ortiz y Pino asked about federal reimbursement for Rail Runner. Mr. Church stated that the $75 million in potential Rail Runner funds is a separate federal grant program and is independent of the SHARE federal reimbursement module.

Telecommunications Technology in New Mexico and Status of the Qwest Settlement
—Leo Baca, Qwest
—Dennis Pappas, Qwest
—Charlie Ferrell, New Mexico Exchange Carrier Group

Mr. Ferrell listed the broadband projects that are in progress among the companies comprising the Exchange Carrier Group as follows:

Baca Valley Telephone Co., Inc.:
- added 80 miles of fiber cable in 2006 to the existing 120 miles of fiber cable already in existence and replaced remote serving terminals to accommodate growth of broadband services ($2.5 million); and
- 100% of customers can have broadband services via copper/fiber and satellite connections.

Century Telephone Co., Inc.:
- replaced copper inter-exchange network cable from Zuni to Grants with fiber cable. Fiber access points were constructed for Pescado, Ramah and El Morro. The project was in planning several years and delayed due to a planning permit on Native American lands; and
- in the last two years an intra-exchange fiber distribution plan and fiber to the meet point has been initiated with Qwest and is in service.

Dell Telephone Cooperative, Inc.:
- serves the Timberon Exchange via a fiber connection and has had for the last several years fiber network into El Paso and Las Cruces;
- is replacing its legacy switch network with internet protocol (IP)-enabled switches; and
- continues to increase its DSL services to its customers, some of whom are 20 to 30 miles from the main switching center.

ENMR Telephone Cooperative, Inc.:
- 380 miles of distribution fiber have been placed in the ground to current digital loop carrier (DLC) locations;
- fourth quarter 2007 project will begin to construct an additional 400 miles of distribution fiber to the remaining DLCs;
- OC-48 equipment is being upgraded to OC-192 equipment to prepare for additional bandwidth requirements and provide ethernet services to customers; and
- a project to replace all DLC equipment with broadband loop carrier (BLC) equipment, which will upgrade the network from ADSL2 (-8 Mbps maximum) to ADSL2+ (-24 Mbps maximum), is beginning now.

La Jicarita RTC, Inc.:
- in the last five years, this company has been one of the leaders in providing DSL to rural New Mexico; and
- over 95% of its customers can subscribe to DSL if they want it.

Leaco Telephone Cooperative:
- providing DSL to the communities of Dexter, Hagerman and Tatum;
- provides fiber connections for internet access to schools in its serving area and provides internet access to schools in the Lovington and Hobbs area; and
- will have wi fi—hot spots are in Dexter and Hagerman.

Peñasco Valley Telephone:
- in the past 18 months, has installed 33.6 miles of fiber and three new electronic sites to shorten the loop to the subscribers.

Roosevelt County RTC, Inc.:
- completed engineering the Fiber to the Home project in Texico and will start construction this year;
- engineering a 21-mile fiber route from Dora to Milnesand and Causey. This project will push broadband technology farther into rural New Mexico and increase access to the internet; and
- upgrading 25 DLCs to BLC equipment, which will increase speeds from 4 Mbps to 24 Mbps.

Sacred Winds Communication:
- 2,500 current customers over copper wire;
- 6,500 unserved Navajo households (homes without phone service);
- is designing 700 miles of radio relay to reach unserved Navajo households;
- has installed service over copper wire to 178 new customers since January 1, 2007;
- converted 664 customers to Tribal Lifeline Program (discount program for low-income customers) since January 1, and installed high-speed internet over radio to Huerfano Chapter in January 2007;
- 3 Mbps download to training center and Bureau of Indian Affairs (BIA) dormitory school;
- operates a computer training center on the Navajo Reservation; and
- 1,500 attendees through its training center since February 2007.

Tularosa Basin Telephone Co., Inc.:
- Fiber to the Home Project started in 2006 and due to be completed year-end 2008. When complete, customers will have options for video services as well as broadband and regular telephone service. This fiber network will be the first in the state and nationwide that will provide an IP network protocol with 1 gigabyte ethernet connection;

- this multimillion dollar project will benefit customers in Cloudcroft, Carrizozo and Tularosa;
- 98% of customers can have broadband services today; and
- currently has 29% penetration.

Valley Telephone Cooperative, Inc.:
- replacing "Legacy" telephone switching equipment with state-of-the-art IP soft switches in Animas, Playas and Columbus;
- completed placement of fiber cable to all of its DLCs in New Mexico in order to expand bandwidth and improve dependability;
- existing DLC will be replaced to expand its broadband services to include IP video services;
- DSL is available to over 80% of its rural customers in southern New Mexico; and
- has achieved a double-digit penetration rate.

Western NM Telephone Co., Inc.:
- serves 15,000 square miles, approximately 6,400 customers and 7,200 access lines;
- 2006: 30 miles of fiber expansion completed; 2007: targeted approximately 100 miles of fiber expansion to be engineered and 25 miles to be completed; 2008: scheduled to complete an additional 75 miles of fiber; total estimated investment for fiber from 2006 through 2008 is $5.5 million;
- started upgrading Legacy switch network with IP-enabled switches in 2005 and will complete projects by September 1. These upgrades improve the overall quality of service to its rural customers and provide a platform to meet future customer requirements; and
- approximately 70% of customer locations have DSL available. This includes Alamo, a part of the Navajo Nation. The company wants to increase this availability to 75% to 80% by the end of 2007.

Windstream Communications:
- formerly Valor Communications, the company has aggressively expanded its fiber network and broadband services in its entire serving area;
- 100% of its customers have access to DSL services; and
- has engineered and is reenforcing network facilities in the Jal area to accommodate the economic growth that is occurring there.

Mr. Pappas explained the constraints of a broadband service network, noting that the ability for broadband services to work at an end-user's location is based on two critical factors—distance and loop make-up:
- distance limitations of approximately 18,000 feet from the central office;
- if based beyond that distance, the broadband equipment must be placed in the field (RT-based) to extend that reach;
- If RT-based, issues such as ROW, easements, power and DSL capacity could

impact the deployment;

- the type of facility (copper vs. fiber) will affect the manner in which broadband services are deployed;
- gauge changes and the physical condition of the outside plant facility have the greatest effect when deploying broadband; and
- devices placed on the facility to enhance voice will impact the company's ability to provide broadband services.

Mr. Pappas summarized the status of the Qwest Second Amended Settlement Agreement as follows:

Requirements	Year-to-Date Results
4a - High Speed Internet (broadband) Access Project -$8L3M investment over 36 months -Coverage to 83% of the qualified working living units across the state and 50% in rural wire centers (rural defined as those with less than 5,000 working living units) -Plans to deploy 22 wire centers and approximately 250 RT locations in 36 months	4a - High Speed Internet (broadband) Access Project -Since 2/1/07, Angel Fire, Amber Mesa, Santa Teresa and La Mesa have deployed CO-based broadband; expect two additional wire centers to turn up in July -Qwest has also turned up 13 RT locations in multiple wire centers with 10-15 more pending in July
4b - Redundant and Diverse Routes Project -Approximately $26M to provide redundant and diverse paths to those wire centers w/o it today with some exclusions due to high cost/low density	4b - Redundant and Diverse Routes Project -Expect to have Farmington diversity issue resolved by EOY07 along with Taos route -11 wire centers in the first two priority projects

4c - Cable Improvement Project -$30M investment to identify and replace defective aerial and buried facilities	4c - Cable Improvement Project -Team has prioritized top 100 DAs in the state and is in the midst of characterizing each DA resulting in jobs to correct the fault or replace the defective facilities
4d - Advanced Telecommunications Technologies Projects -$50M investment ($10M on fiber feeder jobs) on technology advancements	4d - Advanced Telecommunications Technologies Projects -Working list of jobs deploying fiber within the network and expanding network capabilities
4e - Network Improvement and Capacity Augment Projects -$67.7M to utilize in this category or to cover overruns in other categories	4e - Network Improvement and Capacity Augment Projects -Currently working to expand broadband speeds at numerous locations—also upgrading high bandwidth network connections

Representative Arnold-Jones asked about interoperability. Public Regulation Commission (PRC) Chair Ben Lujan, Jr., said that only the wire telco can be compelled to address interoperability, not cable or wireless companies.

Senator Smith noted that the companies cited by Qwest as competitors are in fact Qwest customers. Mr. Baca responded that some competitors operate their own network, e.g., cable companies. Senator Smith requested that the PRC provide a list of companies that purchase services from Qwest.

Representative McCoy requested a map or list of the location of fiber optic cable. Mr. Pappas responded that there are national security issues associated with detailed fiber optic maps; however, a point-to-point list can be provided.

Representative Wallace asked about the regulation of cable companies that expand into telephone service. Mr. Lujan said that cable companies are not regulated. Representative Wallace said that this represents an inequity.

Los Alamos National Laboratory: Security Update
—Mike Fisk, Project Leader, Cyber Security Program

Mr. Fisk identified the following trends in the internet, security and green computing:

Internet Crime:
- 2006: FBI received reports of nearly three incidents of $750,000 in Internet crime in New Mexico alone;

- in the last year or two, there has been an increase in crime on the internet as a commercial enterprise;
- internet crimes include:
  - fraud, such as phishing attacks and other attempts to elicit consumers' information; and
  - breaking into computers, whether owned by consumers, businesses or government.
- the purpose of these crimes is to steal:
  - personally identifying information;
  - credit card numbers; and
  - social security numbers.

Monetizing Credit Card Numbers
- buying merchandise with stolen credit card numbers to resell on the gray market;
- federal law limits consumer liability for a fraudulent charge to $50.00. The impact to the credit card industry and merchants is approximately $3 billion per year; and
- selling lists of credit card names and numbers.

Hijacking Computers:
- criminals and spammers cannot just use an ISP account; they will be disconnected;
- need to hijack legitimate computers for hijackers' purposes, such as sending email for spam, phishing, etc., and serving up malware to compromise more computers;
- owner of the computer is unaware of the activity; and
- market for selling the use of hijacked computers;

Method of Attack:
- worms and viruses used to be major methods of a attack; now they are drive-by attacks:
  - unsuspecting user goes to legitimate web site;
  - some visible ad or graphic, or an invisible element, is an attack;
  - web browser vulnerability is used to break into computer; and
  - malicious code becomes resident on user's computer; and
- a traditional firewall does not stop this.

Securing Enterprise Computers:
- prevention is worth more than a pound of detection; the cure is frequently to rebuild the computer from scratch;
- intrusion prevention systems are firewalls that examine all internet traffic for known attacks; and
- keeping all software, not just the operating system, patched is the best prevention.

Industry Failings:
- anti-virus companies are based on the business model of providing signature updates;
- vulnerable software is still the norm; and
- despite huge costs to software, vendors correct bugs.

The Personal Computer Revolution Spurred Innovation:
- users can embrace new applications without relying on IT organization;
- cheap, graphical computing for the masses;
- not designed to be managed as a part of a larger system because each one has to be patched individually;
- an enterprise is only as secure as the weakest link;
- thousands of computers virtually guarantee a weak link;
- hidden costs of people maintaining their own hardware and software; and
- time to replace a failed system and restore data and applications.

Centralization:
- the modern jargon for centralized computing is server-based computing;
- applications and data reside on central servers that are used by many users at once and there are fewer systems to secure;
- desktops are just graphical terminals—low power (8W instead of 300W) = low value for theft ($200-$400); long lifetime = longer before obsolete; fewer moving parts to break; and
- better supported now than ever: Windows Terminal Server, Linux-based solutions, server-side virtualization.

Mobility vs. Centralization:
- many employees and their computers are not tethered to a desk:
  - sensitive personnel information, contract information, etc., is roaming around on laptops and PDAs; and
  - physical loss and theft is more likely;
- many organizations are trying to get a handle on securing information on those mobile devices; and
- ubiquitous wireless networks (including mobile phone carriers) allow option of storing data, email, etc., back in the office and accessing it remotely.

Energy Security:
- 30-50% of electricity used by computers wasted to inefficiency; and
- computer industry organizations such as the Green Grid and the Climate Savers Computing Initiative have a goal of 50% reduction in power consumption by 2010.

Environmental Hazards:
- IT is the key to the information economy;
- hazardous substances common; and

- electronics have a short lifetime and limited recycling.

European Union standards for restrictions on hazardous substances (RoHS) are driving many manufacturers.

Senator Asbill asked about downloading sensitive material to desktop terminals. Mr. Fisk indicated that, in a centralized environment, downloading can be permitted or prohibited. Also, terminals may or may not allow USB or CD interfaces.

Representative Arnold-Jones asked about security protocols for all New Mexico government computer systems. Mr. Fisk responded that there are many protocols available from the federal government, e.g., Department of Defense, Department of Energy, etc.

Representative Rodella requested that Los Alamos National Laboratory provide a list of guidelines or a template relating to computer system security.

Committee Discussion of Agenda Items for the August 10, 2007 Meeting
The committee proposed the following subjects for the August agenda:
- Department of Information Technology; new department update; transfer of General Services Department and other agency functions; budget, work plan and organizational structure;
- Department of Homeland Security regarding interoperability;
- Department of Public Safety regarding interoperability; and
- New Mexico State University information technology issues.

The committee adjourned at 4:15 p.m.

TENTATIVE AGENDA
for the
THIRD MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

August 10, 2007
Barbara Hubbard Room - Pan American Center
New Mexico State University, Las Cruces

Friday, August 10

9:00 a.m.   **Call to Order**

9:10 a.m.   **Approval of the June 14 and July 2, 2007 Minutes**

9:15 a.m.   **Department of Information Technology (DOIT); Transfer of Agency**
               Functions, Budget, Work Plan, Organizational Structure
               —Roy Soto, Secretary, DOIT

10:30 a.m.   **Department of Homeland Security; Interoperability**
               —John Martinez

11:30 a.m.   **NM Tech; Interoperability**
               —Kim Kvamme

11:45 a.m.   **Interoperability Solutions and Technologies**
               —David Fletcher, GTI, Inc.

12:00 noon   **Working Lunch**

1:00 p.m.   **NMSU Information Technology Projects**

               State Project Review: NMCAC, IDEAL, Wire NM NLR
               —Michael Hites

               Bioinformatics
               —Brook Milligan

               Aerospace Research: Satellites and Rocket Payload
               —Steve Horan

               Second Life, a 3-D Virtual Education and Social World
               —Bethany Bovard

3:00 p.m.   **Adjourn**

MINUTES
of the
THIRD MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

August 10, 2007
New Mexico State University
Las Cruces, New Mexico

The third meeting of the Information Technology and Telecommunications Oversight Committee (ITOC) was called to order by Representative Debbie A. Rodella, chair, at 9:00 a.m. at New Mexico State University (NMSU) in Las Cruces.

Present	**Absent**
Rep Debbie A. Rodella, Chair	Sen. John Arthur Smith, Vice Chair
Sen. Vernon D. Asbill	Sen. Rod Adair
Rep. Janice E. Arnold-Jones	Sen. Richard C. Martinez
Sen. Linda M. Lopez	Rep. Richard D. Vigil
Rep. Don L. Tripp	Rep. Peter Wirth
Rep. Luciano "Lucky" Varela	

Advisory Members

Rep. Kathy A. McCoy	Rep. Elias Barela
	Sen. Mark Boitano
	Sen. Pete Campos
	Sen. Carlos R. Cisneros
	Sen. Kent L. Cravens
	Sen. Phil A. Griego
	Sen. Gerald Ortiz y Pino
	Sen. William H. Payne
	Rep. Jeannette O. Wallace

Staff
Randi Johnson, Legislative Council Service (LCS)
Manu Patel, Legislative Finance Committee (LFC)
Zach Taylor, LCS
Doug Williams, LCS

Guests
The guest list is in the meeting file.

Copies of all handouts and written testimony are in the meeting file.

Representative Varela called the meeting to order at 9:15 a.m.

The minutes of the June 14 and July 2, 2007 meetings were adopted.

Friday, August 10

Department of Information Technology (DOIT); Transfer of Agency Functions, Budget, Work Plan, Organizational Structure
     —Roy Soto, Secretary, DOIT

The mission of the department is to provide cost-effective and efficient enterprise products, services and solutions within a secure and reliable environment for customers through leadership, strategic planning, standards and policy, architecture and oversight.

The department vision is to be the trusted leader in delivering enterprise information technology (IT) services and solutions that will enable state government to better serve the public. Core values are:
- professionalism - high standard of excellence and ethics;
- reliability - building trust through proven dependability and security;
- accountability - committed to success and innovation and to promoting creativity and agility in delivery solutions; and
- communication - establishing effective partnerships with customers.

Key areas of focus included the following:
- improving efficiency and effectiveness in delivery of enterprise services;
- building partnerships with our customers and providing excellent customer service;
- improving the state's foundation to support enterprise services;
- expanding and enhancing internet, voice, data and radio services;
- providing a secure and reliable environment for agencies and citizens to conduct e-government interactions; and
- providing guidance and clear oversight to promote quality and compliance for executive agencies.

The department is organized as shown in the following table.

Bureau/Office	Mission
Enterprise Customer Care	Provides enterprise help-desk functions and acts as the first line
Customer Relationship	Manages the agency relationships on behalf of DOIT with emphasis on delivery of services and customer
Training	Promotes the development of IT knowledge, skills and competencies throughout the enterprise.

Web and Media Services	Provides web site and media design, development and hosting services.
Enterprise Services Support	Provides application and database support for the maintenance
Enterprise Services Development	Provides new enterprise application architecture and design and development services. Provides subject matter expertise
Project Management Services	Provides project management services for enterprise projects.
Project Oversight and Compliance	Provides oversight of IT projects and plans within the state by
Quality Assurance	Promotes and ensures quality throughout all products and processes in the enterprise.
Office of Strategic	Promotes strategic planning across the enterprise.
Office of Contract/RFP	Provides contract and request for proposal (RFP) review for all IT contracts and RFPs.
Office of IT Security	Provides and maintains a secure business environment through
Office of Business Continuity	Coordinates business continuity (BC) and disaster recovery (DR) planning to ensure the state will be prepared
Engineering and Design	Provides enterprise IVR engineering and design services.
Design Implementation	Provides new enterprise IVR service delivery and installation.
Daily Administration (Maintenance)	Maintains upgrades and responds to IVR services.
Enterprise Mainframe and Server Operations	Provides the operation and support of mainframe, Windows, Unix and Linux servers and storage devices to ensure the availability of
Enterprise PC and LAN Support	Provides desktop products and LAN services.
Financial Management Bureau	Responsible for the development and implementation of fiscal policies and progress for the department.
Budget Bureau	Responsible for the development, management and submission of the agency appropriation request and
General Ledger Bureau	Responsible for the maintenance of central financial records and the preparation of financial statements detailing the financial activities of the department.

Purchasing and Contracts Bureau	Provides procurement services and support to all department
Human Resources Bureau	Provides personnel services and ensures compliance with all personnel laws and regulations, agency policies and

The department's fiscal year 2008 budget is summarized in the table below.

Category	Total in Thousands of Dollars
Salaries and Benefits	$15,773.6
Contractual	7,521.3
Other	20,338.0
Other Financing Uses	1,860.3
Total	**$45,493.2**
Full-Time-Equivalent Employees	
Office of the Chief Information Officer	11
Computer Division	86
Internal Service Division	132
Total	**229**

DOIT has contracted for an independent review of computer security. Also, an Office of Business Continuity has been created in response to the May shutdown of the computer system.

An Office of Cost Recovery and Allocation has been created because of repeated federal audit exceptions. At present, $4.2 million of federal funding is in question.

Representative Varela asked about the DOIT organizational chart and the legislation that created the department. Mr. Soto identified each function and noted that the legislation allows for flexibility in creating additional operating divisions.

Representative Varela noted that DOIT is an enterprise department and needs to have a way to enforce interagency transfers. Mr. Soto is working with Department of Finance and Administration (DFA) to encumber appropriations of state agencies and transfer funds to DOIT upon submission of documentation demonstrating that services were rendered.

Representative Varela asked about the various division directors. Mr. Soto explained that all division directors are exempt employees.

Representative Varela asked if the commission has been constituted. Mr. Soto explained that five members have not yet been appointed. Recommendations to the governor have not been received from the Public Regulation Commission, Los Alamos National Laboratory, counties and municipalities. Representative Varela noted that the

commission is not just advisory; it has the responsibility to approve policies. DOIT is moving forward with RFPs without commission approval.

Representative Arnold-Jones asked about the deputy secretary's qualifications. Conny Maki stated that she has academic credentials in mathematics and has worked in the IT field for 30 years. She has served as the Chief Information Officer (CIO) for the Human Services Department and has owned her own business developing software.

Elisa Storie has been working in IT for 29 years. She started as a programmer. She worked in corrections (as CIO) and economic development in IT. She developed the NCIC system.

Michael Sanchez is a retired Air Force financial officer. He has worked for the state for 19 years in a financial capacity.

Representative McCoy asked about nonpayment of interagency obligations. Mr. Soto said that some of it is inadvertent and some intentional.

Representative McCoy asked about the in-house capability of employees with respect to programming and other issues. Mr. Soto responded that the department has many very talented employees who have excelled in establishing the new department. Also, the department plans on extensive training.

Representative McCoy asked for a copy of qualifications of employees that are yet to be hired. Mr. Soto said that he would provide a copy of the qualifications.

Senator Lopez asked about the timing of agency IT plans. Mr. Soto said that the plans are to be submitted by September 4. Instructions have already been sent to agencies.

Representative Tripp asked about plans for redundancy. He hypothesized a fire at the Simms Building. Mr. Soto said that tapes are stored off premises and sent to a contractor in Philadelphia. In addition, disaster recovery plans are being reviewed because the current situation is that it would take two to three weeks to get back on-line in the event of a disaster. Representative Tripp asked about instant redundancy using a university computer system linked by fiber optics. Mr. Soto said that he is exploring networking with a New Mexico company and possibly with a neighboring state government.

Representative Tripp said that he would like statistics about state employees answering telephones instead of the public getting voice mail. Mr. Soto said that he would explore the issue.

Representative Arnold-Jones suggested that the public broadcasting company should make a presentation regarding interoperability, e.g., the Amber alert system.

Representative Rodella requested an organizational chart with names and a

department directory.

Representative Rodella suggested that the committee send a letter to those organizations that have not yet made nominations to the IT Commission.

Representative Rodella suggested that DOIT should prepare an inventory of all state-owned computer equipment.

Department of Homeland Security; Interoperability
—John Martinez

In order to successfully respond to day-to-day incidents and large-scale emergencies, the state's emergency responders need interoperable communications—the ability to communicate across disciplines and jurisdictions on demand and in real time.

The federal Department of Homeland Security (DHS) requires that all grant recipients submit by the end of 2007 a statewide communications interoperability plan. The SAFECOM program within the DHS recommends that states, through their governors, other state and local policymakers and local emergency responders, use a statewide strategic planning process that gathers the perspectives of all emergency responders. By using a practitioner-driven approach that involves local, tribal, state and federal stakeholders, a strategic plan is under development to meet the needs of end users. They are therefore more likely to adopt such a plan.

The PSIC grant program is designed to provide funding to states and territories of the United States with which they can begin the process of making communications systems within the state or territory interoperable between emergency response agencies. The PSIC grant is a one-time grant opportunity that terminates on September 30, 2010. The funds provided through this grant are to be used to enhance capabilities in the areas of voice, data and video signals as determined by the Strategic Statewide Communications Interoperability Plan (SSCIP). The PSIC grant guidelines also encourage cost-effective and spectrum-efficient technology solutions.

The eligible applicants for this grant program are the 50 states and six territories. The governor of each state and territory has designated a state administrative agency (SAA), which can apply for and administer the funds awarded under the PSIC grant program. Accordingly, the relevant SAA is the only agent eligible to apply for the funds identified in this program announcement. Local agencies (counties, cities, tribal agencies) cannot apply for or receive grant funds directly; however, local agencies can receive funding from the SAA through the pass-through process.

The New Mexico Department of Homeland Security and Emergency Management (NM DHSEM) released a fact sheet, which details the PSIC guidance and reflects on the direction that New Mexico is taking for statewide interoperable communications to all public safety agencies (law enforcement, fire and emergency medical services, the Department of Public Safety and state health organizations, among others). Face-to-face meetings were conducted with all public safety agencies with an

emphasis on the mandatory requirements. Working groups have been established in the six preparedness areas, including Native American nations, tribes and pueblos. The Statewide Interoperable Communications Working Group (SICWG) has been created.

Local jurisdictions have come together in the state-determined preparedness areas to compile data via tactical interoperable communications plans (TICP). The TICP's data is input into the communications assets survey and mapping tool (CASM). Data are rolled up for analysis of statewide capabilities and assets for the SSICP. Once the assets and capabilities have been identified the communication deficiencies will be addressed and solutions determined. The issue of frequency consensus across the state is being addressed by the SICWG. This will allow all agencies to intercommunicate on set frequencies no matter what part of the state they are called to assist.

Sustainability of interoperable communications is dependent on perpetual inventory management. Management of the CASM database and, equally important, frequency management will be hosted with the NM DHSEM. A position will be created within NM DHSEM as the state frequency coordinator.

Due to the overwhelming cost of converting to a common frequency and interoperable communications platform statewide and the state's topology, New Mexico is moving toward narrow banding with the ability to intercommunicate with the 700 MHz frequency band by employing the use of gateways. A gateway is a device that allows a dispatcher to click and drag all responding frequencies into the gateway, thus allowing disparate hardware and frequencies to communicate transparently. Gateways will be placed at all dispatch locations. Other strategies will be used at tower locations to incorporate the state's Digital Microwave Network.

The inability to communicate is becoming more problematic and even life threatening for first responders. The problem was created by localized approaches to communications rather than a global strategy. The problem with interoperable communications is not technology. The problem is a need for planning, training, coordination and practice exercises.

Representative Arnold-Jones inquired how DHS is communicating with local government. Mr. Martinez said that there is a working group that meets once a month. She asked about federal DHS grants and how they have been utilized. Mr. Martinez responded that the new department has a grant management program within the Administrative Division. In the past, the Emergency Management Division of the Department of Public Safety was the recipient of federal grants and did not track the use of funds. This is changing.

Representative Arnold-Jones asked about getting out simple information at the local level about things like snow emergencies. Mr. Martinez noted that the new department is exploring the issue and will work with DOIT.

Representative Tripp asked about the department's responsibility with respect to security. Mr. Martinez responded that the department is responsible for physical

security, e.g., access to state buildings. He noted that state employee ID badges all look different and are easy to forge. The department is working on standards for ID badges that meet federal standards. Cyber security is the responsibility of DOIT.

Representative Varela asked about the gateway and narrow banding. Mr. Martinez responded that the gateway is a solution that makes it possible for disparate communications systems to network seamlessly without replacing equipment.

Representative Rodella stressed the need for training with the use of gateways. She also asked for a copy of the grant application.

New Mexico Tech; Interoperability
—Kim Kvamme

"Interoperability is the ability of two or more parties (e.g., public safety agencies) to exchange information, when and where it is needed, even when disparate communication/information systems are involved. Information may be exchanged among fixed facilities, mobile platforms and portable (personal) devices." (advanced generation of interoperability for law enforcement program)

"To be most effective, interoperability needs to be available for daily operations and for emergency use. Additional considerations include suitability for disaster sites as well as fixed-station use, ease and speed of deployment, central control capability, network capacity of the system and cost."

There are two strategies for data interoperability:
- unified emergency response system:
  ‣ high degree of interoperability; and
  ‣ too costly, slow to implement, and one size fits all;
    or
- unified information architecture:
  ‣ flexible, expandable, customizable;
  ‣ speeds adoption; and
  ‣ cost effective.

There are two strategies for voice interoperability:
- wide-area shared or trunking radio systems:
  ‣ high degree of interoperability; and
  ‣ too costly, slow to implement, one size fits all;
    or
- cross-connect gateways:
  ‣ connects legacy and diverse types of voice communication systems;
  ‣ quick to deploy; and
  ‣ cost effective.

Representative Arnold-Jones asked how PRTC decided on a system. Mr. Kvamme responded that the first thing that needs to be done is to identify the goal of the system and the problem that needs to be solved.

Interoperability Solutions and Technologies
    —David Fletcher, Consultant, GPC, Inc.

Interoperability is a measure of the degree to which various organizations or individuals are able to work together to achieve a common goal. Interoperability means making government work more effectively by getting the required information to the right people at the right time. Canadian public safety and emergency preparedness plan interoperability provides and accepts services from other systems and uses the services so exchanged to enable them to operate effectively together. Interoperability may also mean the capability of systems to communicate with each other and to exchange and use information, including content, format and semantics.

Interoperability means more than just public safety communication interoperability. State-level interoperability needs span functions between all levels of government. Examples include:
- water resource management;
- transportation;
- public safety; and
- land records management.

Interoperability has several scoping levels. These are:
- international. The ability of organizations or systems to function or operate across national borders (e.g., homeland security);
- national. The ability to access systems across the nation in a consistent manner (e.g., emergency preparedness, NIMS); and
- regional/local. The ability to deploy efficient services and systems (e.g., E911, incident detection/emergency response systems). The ability of products from different vendors to communicate (e.g., first responder radios). Most interoperable information needs involve personal identity and place data.

The three interoperability types are:
- institutional or strategic, involving regulatory, financial, contractual, governance or other formal relationships between persons;
- procedural or tactical, involving business processes and workflows organized into systems that collect, manage and exchange information; and
- technical, involving the ability of heterogeneous software and hardware components to communicate meaningfully.

The formal arrangement of these persons, relationships, workflows, information contents, technical standards and product components is called an enterprise architecture.

The interoperability framework has three dimensions:
- horizontal interoperability involves information exchanges among similar persons or components (e.g., between USDHS and NMDPS or between a state policeman and a county sherriff's deputy);
- vertical interoperability involves information exchanges from one person or component to related persons or components (e.g., between a computer application and a database); temporal interoperability involves compatibility between successive generations of persons or components; and
- achieving sustainable interoperability requires that all three dimensions be understood and addressed. Note that each interoperable dimension may include multiple standards.

In summary, interoperability is an enabler of business value and does not, by itself, add value. Goals and objectives for interoperable relationships should be defined by desired policy outcomes and not in terms of product offerings or technology outputs. People, their language and the subcultures they live in have a far greater influence on interoperability than the "stuff" does. One strategy does not "fit" all interoperable needs.

Representative Arnold-Jones asked about solutions for motivating people to work together. Mr. Fletcher responded that the key is leadership.

NMSU State Project Review

Bioinformatics
—Brook Milligan

NMSU envisions a New Mexico with scientific information and computational resources conveniently available to support education, research, decision making, management and policy.

NMSU is an information service center serving New Mexico's educators, researchers, policymakers, managers and the public. The mission includes:
- supporting public policy decisions through general access to scientific information;
- leveraging scientific information to foster intelligent stewardship of New Mexico's natural resources;
- providing transparent access to scientific data, including genomic, biodiversity, spatial and environmental information; and
  providing convenient access to software tools capable of analyzing scientific data.

Aerospace Research
—Steve Horan

NMSU has been participating in the Air Force University nanosatellite program since 1999. A "nanosatellite" is defined as:

- having a mass not to exceed 30 kg;
- sized to fit within a 0.5 m envelope on each side;
- being built to meet space shuttle materials, loading, and safety factors; and
- requiring universities to develop their own ground stations for space.

NMSU is developing nanosatellites as part of the senior capstone design classes in which:

- mostly EE and ME students (approximately 20/year) participate;
- students from other majors, such as CS, IE and engineering physics, are free to join in; and
- all class participants must be United States citizens or from a NATO country.

NMSU is developing a "standard" standard VHF/UHF radio configuration that has been adopted by other schools in the program and that is based on commercial amateur radio hardware but is fully vetted through the NASA safety process for the space shuttle.

Representative Tripp inquired if NMSU offers a degree in aerospace engineering. Mr. Horan responded that NMSU has been involved with aerospace since 1946 and now offers a degree.

Representative Arnold-Jones noted that the NMSU payload looks similar to federal government payloads. Mr. Horan responded that the design is based on the United States Air Force model.

Physical Science Laboratory
—Joanne Esparza

The NMSU/Physical Science Laboratory is proud of its 60-year history of responsive support to Department of Defense and the White Sands missile and rocket testing community. It was established in 1946 to support missile testing of V-2 rockets at White Sands Proving Ground. Students provide data reduction support. The laboratory is a multidisciplined, aerospace- and defense-oriented scientific and technical organization and is a NASA-sponsored Suborbital Center of Excellence with 377 employees (including 80 students). Fiscal year 2006 revenues were $64 million.

Second Life, a 3-D Virtual Education and Social World
—Bethany Bovard

Second Life is a free web site (www.secondlife.com). The site enables virtual political, social and financial activities. It is essentially a networking tool.

The committee adjourned at 3:00 p.m.

TENTATIVE AGENDA
for the
FOURTH MEETING
of the
**INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE**

September 4, 2007
The Center for High-Performance Computing
University of New Mexico, Albuquerque
1601 Central Avenue NE

Tuesday, September 4

10:00 a.m. **Call to Order**

10:05 a.m. **Approval of the August 10, 2007 Minutes**

10:10 a.m. **Welcome from the University of New Mexico (UNM)**
   —David Schmidly, President, UNM

10:20 a.m. **Networking Activities; Federal, State and Metro Area**
   —Moira Gerety, Director, ITS
   —Barney Maccabe, CIO

10:50 a.m. **New Mexico Broadcasters Association (NMBA); Interoperability;**
Amber   **Alert System**
   —Paula Maes, President, NMBA

11:20 a.m. **New Mexico Commission for Public Broadcasting**
   —Michael Basher, Chairman

11:50 a.m. **Department of Homeland Security (DHS); Interoperability**
   —Tim Manning, Director, DHS

12:00 noon **Working Lunch**

12:20 p.m. **Workforce Solutions Department; One-Stop Shop**
   —Betty Sparrow Doris, Secretary, Workforce Solutions Department

1:00 p.m. **Public Education Department (PED); STARS Computer System**
   —Robert Piro, Chief Information Officer, PED

1:30 p.m. **Public Education Department; Laptop Project**

—Patricia Parkinson, Assistant Secretary for Instructional Support and
Vocational Education Division, PED

2:00 p.m.   **Executive Session; Security Procedures**
—Roy Soto, Secretary, Department of Information Technology (DOIT)

3:00 p.m.   **Adjourn**

MINUTES
of the
FOURTH MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

September 4, 2007
University of New Mexico
Albuquerque, New Mexico

The fourth meeting of the Information Technology and Telecommunications Oversight Committee (ITTOC) was called to order by Representative Debbie A. Rodella, chair, at 10:00 a.m. at the University of New Mexico, Albuquerque.

Present   **Absent**
  Rep. Debbie A. Rodella, Chair   **Sen. John Arthur Smith, Vice**
                                                         Chair
  Rep. Janice E. Arnold-Jones   **Sen. Rod Adair**
  Sen. Linda M. Lopez   **Sen. Vernon D. Asbill**
  Sen. Richard C. Martinez
  Rep. Don L. Tripp
  Rep. Luciano "Lucky" Varela
  Rep. Richard D. Vigil
  Rep. Peter Wirth

Advisory Members
  Sen. Carlos R. Cisneros   Rep. Elias Barela
  Sen. Kent L. Cravens   Sen. Mark Boitano
  Rep. Kathy A. McCoy   Sen. Pete Campos
  Sen. William H. Payne   Sen. Phil A. Griego
  Rep. Jeannette O. Wallace   Sen. Gerald Ortiz y Pino

Staff
Mark Guillen, Legislative Council Service (LCS)
Manu Patel, Legislative Finance Committee (LFC)
Ralph Vincent, LCS
Doug Williams, LCS

Guests
        The guest list is in the meeting file.

        Copies of all handouts and written testimony are in the meeting file.

Tuesday, September 4

The minutes of the August 10, 2007 meeting were approved.

Welcome from the University of New Mexico (UNM)

—David Schmidley, President, UNM

President Schmidley welcomed the committee to UNM. He stated that he will be attending the Lambda Rail meetings.

Representative Varela stressed the importance of cooperation between UNM and the Public Education Department (PED).

President Schmidley responded that UNM is expanding its recruiting efforts to encourage more New Mexico high school graduates to attend UNM.

Representative Rodella thanked the president for hosting the committee.

Networking Activities; Federal, State and Metro Areas

—Moira Gerety, Director, Information Technology Services
—Barney Maccabe, CIO

Current university efforts at the national level include:
- Internet 2:
    - original high-speed research network;
    - infrastructure not owned; and
    - acceptable use policy in place.
- Lambda Rail:
    - UNM sits on the board on behalf of the State of New Mexico;
    - national and international high-speed network;
    - operational since last year;
    - business goal to be self-sustaining; and
    - merger discussions with 12 have been on the table.

University efforts in the metro area include:
- west side campus (education);
- south campus (research);
- Mesa del Sol (digital media);
- Sandia National Laboratories (research);
- research park (Lambda Rail); and
- veterans' hospital (telehealth).

University networking at the state level includes:
- links to other research universities;
- Los Alamos National Laboratory;
- branches;

- economic development;
- education and distance education;
- New Mexico Computing Applications Center colleges; and
- Santa Fe Institute, NCGR, etc.

High-speed and statewide networking is important for universities in the following areas:
- Education:
    - videos/real-time media;
    - delivering distance education;
    - student access to global multimedia; and
    - virtual reality already in some classrooms.

- Telehealth:
    - increased access to health care, especially for rural areas, providing video consultation with specialists, radiological images and post-traumatic stress consultation, all of which avoids unnecessary transport.

- Research:
    - remote data collection, i.e., long-wave length array, Very Large Array, etc.;
    - New Mexico Computing Applications Center;
    - getting cost-sharing members to Lambda Rail; and
    - e-science: research partners at other universities want common data sets.

- University networks can support state-mandated programs (and vice versa):
    - telehealth;
    - public safety;
    - distance education IDEAL;
    - New Mexico Computing Applications Center;
    - rural library access;
    - digital media; and
    - Lambda Rail.

The principles that should guide further state and university investments are:
- Build a network of networks:
    - each investment should be complementary;
    - all infrastructure can be shared;
    - all public networks talk to all public networks;
    - speed is such that many applications can run over the same network;
    - security is such that each application can be "isolated" from others;
    - partner where possible;
    - invest strategically to support all state-mandated programs; and
    - plan for sustainability: shared costs.

Representative Arnold-Jones observed that rural libraries cannot connect to the fiber-optic system and asked how connectivity is going to be advanced. She compared the fiber-optic system to a highway.

Mr. Maccabe responded that the difficulty is funding and suggested that grants from the Gates Foundation may be a source. He noted that New Mexico has made a lot of progress and that the state needs to develop a sustainable funding source in order to complete the needed connectivity.

Representative Varela asked how interoperability between the state and UNM will be accomplished. Ms. Gerety responded that creation of the Department of Information Technology (DOIT) is a major step in promoting interoperability.

Representative Varela stated that he is interested in one-stop shopping for the public to access government services. Ms. Gerety noted that universities are already developing a one-stop shop for higher education.

Representative Wirth asked about the genesis of the Lambda Rail Board. Mr. Maccabe stated that the national board and the New Mexico board are both 501(c)(3) organizations. Roy Soto, secretary, DOIT, is a member of the New Mexico board. The board owns physical Lambda Rail facilities. Ms. Gerety added that the $1 million appropriation from the legislature to UNM for each of five years has been paid to National Lambda Rail, as dues, for the purpose of building out the infrastructure.

Senator Cisneros asked if there is a dedicated tax used to fund Lambda Rail. Ms. Gerety responded that there is no dedicated funding stream; the source is simply a general fund appropriation.

Representative Vigil expressed concern about the lack of connectivity in rural elementary schools. Mr. Maccabe responded that rural connectivity is very important to UNM. He suggested that DOIT might take a leadership role in this effort.

Representative Tripp asked how much of New Mexico has access to high-speed internet. Mr. Soto responded that Qwest has extended DSL to 75% of its customers and that approximately 80% to 84% of New Mexico now has access when all telecommunications carriers are included.

New Mexico Broadcasters Association (NMBA); Interoperability; Amber Alert System
—Beverly Allen, NMBA

The NMBA proposes to create a warning and emergency public information network in collaboration with the Emergency Operations Center (EOC). The plan is to develop and implement a comprehensive public information dissemination plan utilizing New Mexico's radio and television broadcasters to create a multifaceted media-based approach to emergency preparedness and public information dissemination that meets the needs of the following groups:
- general population;
- special-needs population;
- non-English speaking population;
- noncompliant and resistant population;
- rural communities with limited resources; and
- urban areas.

The program would focus on four primary areas:
- training program: develop, plan, implement and expand statewide media and public relations training program for state, county and local first-response personnel;
- preparedness partnership: develop, plan and implement a media-based community education program on emergency preparedness customized for each part of the state and that region's most probable disaster needs. Develop consistent criteria and implementation protocol for EAS activation and communicate and train law enforcement and broadcasters on the program;
- NCSA campaign: New Mexico's radio and television broadcasters will air noncommercial sustaining announcements (NCSA) to support the state's emergency preparedness campaign messages; and
- web site: work with the EOC to develop and implement an online media resource center and an online public information center.

The NMBA will provide the following:
- a staff person to manage and coordinate the program and grant;
- all printed materials needed to implement the program;
- a commitment of a minimum of 2:1 return on the NCSA scheduled airtime;
- display space for the EOC at the annual NMBA convention with access to the state's broadcasters;
- production costs incurred for the NCSA announcements; and
- quarterly reports outlining activities and services delivered, outcomes and identification of any problems encountered.

As the NMBA is the only entity that can provide the NCSA program in New Mexico and has ongoing and established relationships with the radio and television broadcasters throughout the state, New Mexico has designated NMBA as a sole-source provider. This proposal represents a three-year grant at a cost of $250,000 per year payable in monthly installments.

The NMBA is a 501(c)(3) organization. Communications are initiated by the Department of Public Safety and distributed to KKOB. KKOB is monitored by other stations and picks up the message. The system was originally designed to carry presidential emergency messages. Broadcasters are required either to transmit an emergency action message or sign off the air after directing listeners to the appropriate station.

New Mexico Commission for Public Broadcasting
—Michael Brasher, Chair

The longstanding dedication of public radio and television broadcasters, the understanding and support of the legislature and deep public interest require continued development of new and enhanced public communication services to all New Mexicans and a vital informational network of public television and radio service, instructional television fixed service, interconnection facilities and related technologies that, when fully and functionally developed, will provide expanded educational services to schools and other institutions and enhanced educational opportunity for all New Mexicans.

The policy issues of public broadcasting require close coordination of:
- such public officials and public agencies within New Mexico, which include the governor, the legislature, the Higher Education Department, the PED, the Public Education Commission, institutions of higher education, public school systems, other institutions and the general public;
- such regional organizations as the Rocky Mountain Corporation for Public Broadcasting and Western States Public Radio; and
- such national entities and agencies as the U.S. Congress, the Federal Communications Commission, the National Telecommunications and Information Agency and its Public Telecommunications Facilities Program, the Corporation for Public Broadcasting, the Public Broadcasting Service, National Public Radio and Public Radio International.

Therefore, the governor modified the New Mexico Commission for Public Broadcasting as the agency of the state on public broadcasting matters as follows:
- the commission shall consist of all managers of Corporation for Public Broadcasting-qualified public radio and public television stations, four public members and one member of the governor's staff appointed by the governor, four members appointed by the legislature and three ex-officio members.
- the duties and responsibilities of the commission shall be to:
  - assist and enhance development of public broadcasting within the state and its use and support by the general public;
- develop and coordinate implementation of statewide plans for public television and radio service, instructional television fixed service, interconnection facilities and related technologies; and
  - address legislative, regulatory and policy issues in public broadcasting and make recommendations on these duties and on priorities for state and federal funding for public broadcasting.

The commission was created in the 1970s. It does not have control of programming. It is intended to assist and enhance the development of public broadcasting.

Senator Cravens noted that the commission does not have a link to the legislature and that the commission has critical needs that should be addressed. He also said that the television facility in the State Capitol needs renovations.

Department of Homeland Security (DHS); Organization Update
—Tim Manning, Secretary, DHS

Secretary Manning reported that, pursuant to HB 227, the new DHS came online effective July 1, 2007 because of extensive pre-planning during May and June.

He stated that federal funding is based on a "minimum plus risk" formula. New Mexico's funding this year is $3.8 million, down from $4.5 million last year. The federal funding requires a 25% match; however, a soft match is permissible.

In the past, federal funds have been used to provide additional local communications equipment rather than interoperability. New Mexico is now at a point where interoperability can be pursued.

Representative Varela expressed appreciation for Secretary Manning's assistance in creating the DHS. He asked about the DHS' role in border security.

Mr. Manning responded that the DHS has primary responsibility for border security and coordinates federal grants, the National Guard and the Statewide Interoperability Working Group.

Representative Arnold-Jones asked if legislation is needed to require counties and municipalities to cooperate with the DHS. Mr. Manning stated that he does not have an answer to that question yet. He feels that he has an excellent working relationship with counties and municipalities and that, if the state builds a network, he believes local governments will use it.

Representative Arnold-Jones asked about last winter's snow emergency and solving the problem of publishing emergency numbers on television and radio. Mr. Manning noted that people should be encouraged to call 911 if they are stranded, out of fuel or freezing.

Representative McCoy asked about radio communication frequencies. Mr. Manning stated that most public safety organizations use analog VHF 150 megahertz radios. Albuquerque uses 800 megahertz radios. The solution was thought to be a digital 700 megahertz system; however, if the digital systems fail, they fail catastrophically. Analog radios may not always work well, but they do work. The use of a gateway solves the interoperability problem by permitting radios on any frequency to communicate seamlessly.

Representative McCoy asked if the DHS is working on evacuation plans. Mr. Manning responded that there is no requirement for municipalities to report evacuation plans to the department. He also noted that evacuation plans depend upon the nature of the emergency, e.g., hurricane, wildfires, etc.

Senator Lopez asked about the relationship between the PED and the DHS. Mr. Manning responded that the DHS is working with the PED and the Higher Education Department to standardize emergency responses. The DHS has undertaken a pilot project with the Las Cruces schools.

Senator Lopez inquired about efforts to work with tribal governments. Mr. Manning responded that the DHS is primarily working with the tribes on preparedness. Because of limited resources, the DHS is trying to work on regional solutions rather than duplicate equipment for every tribe. With respect to response and recovery, the DHS is authorized to act on behalf of a tribal government.

Representative Rodella asked Mr. Manning for a DHS organizational chart.

Public Education Department; STARS Computer System
—Robert Piro, CIO, PED

Mr. Piro conducted a live demonstration of the STARS system.

PED; Laptop Project
—Dr. James E. Holloway, Assistant Secretary, Rural Education Division, PED

In the 2006 legislative session, the PED's Educational Technology Bureau was allocated $2 million for the New Mexico Laptop Learning Initiative (NMLLI). In addition to the allocation, the Educational Technology Bureau also underwent an extensive audit of the NMLLI. As a result of the LFC audit, the Educational Technology Bureau has been proactive in working with NMLLI sites to gather information on student and teacher successes in the program and, until now, those data were not available. Overall, the data provided by current laptop sites show a significant increase in both student performance and teacher integration of technology.

In fiscal year 2007, the cost breakdown was as follows:

Item	Cost
HP nx6110 Laptop + 5 Yr. parts	$815.00
Accidental Damage Warranty (3 years)	130.00
Microsoft Office Pro w/ Publisher	48.81
Inspiration	18.

	62
Symantec Corp Edition Anti-Virus (2 years)	20.20
IC3 - LearnKey	39.00
Imaging and Delivery	29.50
Classroom Connect Professional Development	185.00
Total	$1,286.13

Representative McCoy asked if there are criteria that determine which student receives a laptop. Dr. Holloway responded that, if a school applies for the program, then all of the students receive a laptop. The schools supervise the use of the laptops, e.g., the installation of unauthorized software or deliberate abuse of the computer.

Representative Rodella asked about the process by which schools apply for laptops. There is an external process for selection of schools.

Representative Rodella noted that the progress report indicates that the laptop program is a success.

The committee adjourned at 4:00 p.m.

TENTATIVE AGENDA
for the
FIFTH MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

September 27, 2007
Macy Center
New Mexico Institute of Mining and Technology, Socorro

<u>**Thursday, September 27**</u>

10:00 a.m.   **Call to Order**

              Approval of the September 4, 2007 Minutes

              Welcome from New Mexico Institute of Mining and Technology
(NMIMT)
              —Bob Tacker, Director, Information Services Division (ISD), NMIMT

              NMIMT; Interoperability
              —Bob Tacker, Director, ISD, NMIMT

              Rural Libraries; Libraries and Technology
              —Susan Oberlander, State Librarian, New Mexico State Library

              New Mexico Department of Agriculture (NMDA); Interoperability
              —Ricardo Gonzales, Special Assistant to the Director, NMDA

12:00 noon   **Working Lunch**

              New Mexico State Police (NMSP); Cybercrime
              —Quintin McShan, Captain, NMSP

              Attorney General's Office (AGO); Identity Theft
              —Karen Meyers, Director, Consumer Protection Division

              Executive Session; Security Procedures
              —Roy Soto, Secretary, Department of Information Technology (DOIT)

4:30 p.m.   **Adjourn**

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MINUTES
of the
FIFTH MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

September 27, 2007
New Mexico Institute of Mining and Technology
Socorro, New Mexico

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The fifth meeting of the Information Technology and Telecommunications Oversight Committee was called to order by Representative Debbie A. Rodella, chair, at 10:00 a.m. on September 27, 2007 at the New Mexico Institute of Mining and Technology, in Socorro.

Present	**Absent**
Rep. Debbie A. Rodella, Chair	Sen. John Arthur Smith, Vice Chair
Sen. Rod Adair	Rep. Janice E. Arnold-Jones
Sen. Linda M. Lopez	Sen. Vernon D. Asbill
Sen. Richard C. Martinez	Rep. Luciano "Lucky" Varela
Rep. Don L. Tripp	Rep. Peter Wirth
Rep. Richard D. Vigil	

Advisory Members

Rep. Kathy A. McCoy	Rep. Elias Barela
Sen. Gerald Ortiz y Pino	Sen. Mark Boitano
	Sen. Pete Campos
	Sen. Carlos R. Cisneros
	Sen. Kent L. Cravens
	Sen. Phil A. Griego
	Sen. William H. Payne
	Rep. Jeannette O. Wallace

Staff
Mark Guillen, Legislative Council Service (LCS)
Larry Matlock, LCS
Manu Patel, Legislative Finance Committee (LFC)
Ralph Vincent, LCS
Doug Williams, LCS

Guests
The guest list is in the meeting file.

Copies of all handouts and written testimony are in the meeting file.

Thursday, September 27

The minutes of the September 4, 2007 meeting were approved.

Welcome from New Mexico Institute of Mining and Technology (NMIMT)
—Bob Tacker, Director, Information Services Division (ISD), NMIMT

Mr. Tacker welcomed the committee to NMIMT on behalf of President Baca.

NMIMT; Interoperability
—Rick Aster, Professor of Geophysics, NMIMT

The Incorporated Research Institutions for Seismology (IRIS) is a university research consortium of over 100 universities and laboratories, and over 35 U.S. and foreign affiliates, dedicated to exploring the Earth's interior through the collection and distribution of seismographic data. IRIS programs contribute to scholarly research, education, earthquake hazard mitigation and the verification of a Comprehensive Test Ban Treaty. IRIS was formed in 1984 to advance and promote seismology through nationally shared experiment support, instrumentation, data and outreach facilities. Support for IRIS comes from the National Science Foundation (NSF), other federal agencies, universities, and private foundations.

IRIS consortium programs include:
• data management system (DMS);
• education and outreach (E&O);
• global seismic network (GSN); and
• program for array seismic studies of the continental lithosphere (PASSCAL).

IRIS education and outreach is headquartered in Washington, D.C. at IRIS corporate offices and supports a wide palette of activities, including:
• k-12 education/teacher workshops;
• seismographs in schools;
• museum programs;
• distinguished lectures;
• public outreach materials; and
• summer student internship program.

The IRIS data management system is headquartered in Seattle in association with the University of Washington, maintains the principal U.S. research seismology archive (e.g., all NSF experiments, IRIS/iJSGS global data) and:
• co-manages a full archive backup facility at the NMIMT PASSCAL Instrument Center;
• provides real-time global data access; and
• maintains a free and open data policy supporting a global network of state-of-the-art seismographs, most with real-time data delivery to the IRIS DMC.

The EarthScope Array Operations Facility at NMIMT provides modern, state-of-the art portable equipment and support for seismological field research. The facility currently employs 36 full-time professional staff, plus part-time student workers and interns. The facility develops, integrates and maintains the NSF's pool of more than 2,000 state-of-the-art seismological instruments and provides extensive support, planning, data and training services for peer-review funded scientists and students on every continent.

In summary, seismology is a very data-intensive science. New technologies and methodologies will continue to drive exponential growth in data and data transfer needs. IRIS and PASSCAL are at the world forefront in supporting seismological research and will be expected to continue to play lead roles as the field continues to develop. It is essential that New Mexico and NMIMT continue to provide state-of-the-art and affordable connectivity for PASSCAL and other IRIS activities.

Representative Tripp asked about redundancy. Mr. Aster responded that NMIMT maintains a duplicate, transparent database that serves as a backup to the Seattle, Washington, Seismological Center.

Distance Education
—Iver Davidson

The master of science for teachers (MST) at NMIMT is a unique graduate program in which educators obtain a master of science degree in a content-oriented environment. Coursework emphasizes laboratory and field exercises as students review traditional science and math skills, as well as explore recent advancements in these fields.

The NMIMT master of engineering management (MEM) graduate program is designed to provide working engineers and applied scientists with a terminal degree in engineering management. NMIMT developed the engineering management program because most engineers eventually have the opportunity to become managers, and many undergraduate engineering and applied science programs do very little to prepare their graduates for that career event.

The Mechanical Engineering Department administers the master of science in engineering mechanics degree for those students wanting to pursue an advanced degree in engineering mechanics. There are currently four areas of specialization for this degree:
- specialization in explosives engineering;
- specialization in fluid and thermal sciences;
- specialization in solid mechanics; and
- specialization in mechatronics systems engineering.

The prospective doctoral candidate should develop a good background in materials sciences, chemistry, physics and mathematics, in addition to achieving a high level of competence in a specialized area. Programs are arranged by the prospective

student and the student's advisory committee. Students pursuing an advanced degree in materials may elect to emphasize and develop a background in the general area of materials with research centered around an area of structure-property-processing performance of metals, ceramics, polymers and composites. This could involve modern microstructural characterization techniques (x-rays and electron microscopy); mechanical and physical property measurements; explosive forming, hardening and consolidation; performance under conditions of fatigue; high temperatures; and aggressive environments.

Mr. Davidson noted that the evolving nature of distance learning requires a new way of funding because it does not fit the traditional model.

Representative Tripp asked about the availability of distance learning courses. Mr. Davidson responded that recorded courses are available 24 hours a day.

Representative Anderson asked about the length of time a student has to complete a distance learning course. Mr. Davidson stated that 39 out of 40 courses must be completed within the semester. The remaining course must be completed within one year.

Senator Ortiz y Pino asked if the $350 distance learning fee applies to each course. Mr. Davidson responded that, in addition to in-state tuition, the student is charged $350 for each distance learning course. He also noted that the fee covers only about one-fourth of the actual cost of a distance learning course. Two hundred and fifty dollars of the fee is paid as a stipend to the instructor.

Technology in Education
—Max Baca, President of the Consortium of Higher Education Computer Systems (CHECS)

The mission of CHECS is to improve computing, communications and information resources of its members so that the instruction, research and administration of its members will be improved. The mission is also to serve the entire State of New Mexico by suggesting policies and procedures to encourage the effective use of the computing and information technology resource facilities of its member institutions.

Representative McCoy asked about security. Mr. Baca responded that one method is data encryption. This basically transmits "shredded" information over the public network. Another method is authentication. This procedure guarantees the identity of a person.

Representative Rodella suggested that a public-private partnership is needed to make the best use of New Mexico's installed fiber optic network.

Roy Soto, secretary of the Department of Information Technology (DOIT), responded that the department has been working with the private sector for the past six months to identify and map the existing fiber optic network. The various telephone

companies typically treat the information as proprietary and insist upon confidentiality agreements before revealing the location of their fiber optic facilities.

Rural Libraries; Interoperability
—Susan Oberlander, State Librarian, New Mexico State Library

About one-third of Americans do not own a computer, and 73% of public libraries nationwide are the only source of free public access to computers and internet in communities.

Public libraries offer the following online services:
- education resources for K-12 (67%);
- services for job seekers, online job applications (44%);
- computer and internet skills training (29%);
- education resources for adults/continuing education students (27%); and
- education resources for higher education (21 %).

Impediments to online services are:
- library buildings space and utility issues;
- funding: flat budgets and increasing costs of databases, maintenance and staff;
- insufficient bandwidth due to increases in demand from patrons or new services; and
- lack of trained staff for specialized information technology (IT) support.

New Mexico public libraries connect to the internet through the following means:
- local telecommunications companies;
- local school districts;
- local city/county governments; and
- 37% connect with a T-1 or better.

The major barriers to connecting at New Mexico public libraries are:
- capacity does not exist (42%);
- no local expertise on staff (40%); and
- cost is too high (56%).

The state library's plan to address deficiencies includes:
- work to highlight the need for broadband to meet public library demands at an affordable price;
- provide IT training and minimum technology standards for all public libraries;
- continue to provide online database services for all public libraries, e.g., Magazines Online;
- train libraries in use of the federal e-rate subsidy for connectivity;
- prepare a state telecommunications plan;
- conduct a state summit on telecommunications needs; and

- increase library funding at the state level.

Senator Martinez asked about state library support of rural libraries. Ms. Oberlander responded that the state library has developed a work plan to assist rural libraries. This includes the creation of a regional library system. Essentially, rural libraries would no longer function as isolated local entities, but would function at the county level. This arrangement would benefit the small rural libraries because a larger, central library might serve as the purchasing agent for books, book labels, catalog cards, etc.

Senator Lopez asked if the state library has any agreements with the tribes. Ms. Oberlander stated that the state library has many connections to the various tribes, which includes identification of funding sources. Senator Lopez asked for an estimate of financial needs. Ms. Oberlander said she would provide an estimate.

Representative McCoy expressed support for the concept of creating regional library associations. Ms. Oberlander noted that it is less expensive for one library to purchase multiple software licenses for use by an association of libraries rather than having each library purchase the software.

Representative Rodella requested that a work plan be developed to support the small rural libraries.

New Mexico Department of Agriculture (NMDA); Interoperability
—Lisa Medina, NMDA

The NMDA is building the backbone for new technology by converting from IBM mainframe to a server/storage environment. This involves:
- conversion from S/390 to server environment;
- implementing server/storage environment;
- needing recurring funds for ongoing hardware maintenance fees and annual software licensing fees;
- an additional full-time employee (FTE) for the programmer to assist in the development of the backbone server environment; and
- migration of 1,500 programs and 976 tables.

The department is deploying hand-held inspection devices (HIDs) to facilitate field inspector's work at the wholesale and retail establishments to ensure that consumer goods meet the standards of quality, quantity and labeling more efficiently. This includes inspection of dairy, weights and measures, petroleum, feed/seed/fertilizer, nursery industries and pesticides.

The NMDA is organized into six divisions and is responsible for 38 laws and regulations. Field inspectors perform inspections at retail establishments to ensure consumer goods meet various standards of quality, quantity and labeling. This includes commodity inspections (milk, eggs, produce), livestock and pet foods, seed, fertilizer, pesticides, petroleum products (gasoline, oil, antifreeze), ornamental plants and cut

flowers. NMDA field inspectors perform more than 60,000 inspections annually with 40 inspectors located throughout the state.

HIDS are automating the field inspection process by:
- developing applications to transfer paper inspection to electronic inspection, push and pull data from the central database server and print wirelessly; and
- maintain inspection histories electronically and electronically reference materials.

The benefits of interoperability are:
- for the consumer, public access to appropriate information via the internet and increased proficiency by streamlining business processes;
- enhancing the ability to transmit data to other state and federal agencies;
- increased efficiencies through the interconnectivity of systems, information, processes and functions;
- access to up-to-date inspection information in the field;
- centralizing data;
- improving data integrity; and
- full integration of HIDs, which provides for a development environment to implement new technologies.

To accomplish this, the NMDA will be requesting a fiscal year 2009 appropriation of $180,000 in recurring funds. This will allow for:
- one FTE programmer;
- funding for recurring software and maintenance fees; and
- funding to support internet connectivity for HIDs in the field.

Representative McCoy asked if information collected by the NMDA is public information. Ms. Medina responded that all information is public; however, information is only made available on request. Once the department has migrated to its new server-based computer system, information will be made available on the internet.

Representative Rodella asked if the department has rulemaking authority. The department has rulemaking authority when approved by the Board of Regents of New Mexico State University.

New Mexico State Police (NMSP); Cyberstalking
—Quintin McShan, Captain, NMSP

Cyberstalking is not illegal in New Mexico. Forty-five states already have cyberstalking laws. Cyberstalking must be a felony because an alleged stalker cannot be extradited from another state based on a misdemeanor.

The NMSP is proposing to amend New Mexico's existing stalking law to include cyberstalking, threats made against immigrants and cruelty to animals.

Attorney General's Office (AGO); Identify Theft
—Karen Meyers, Consumer Protection Division, AGO

Identify theft is the fastest growing white-collar crime in the U.S. with more than seven million new victims a year. In 2004, the Federal Trade Commission reported $48 billion in losses to businesses and $5 billion in direct losses to victims. The most common form of identity theft is credit card fraud. New Mexico is ranked twelfth in the country for reports of identity theft. A victim of identity theft spends an average of 40 hours resolving the problems created, and it can take as long as two years to resolve fully. By 2006, identity theft losses reported by businesses reached an estimated $56.6 billion.

The reasons identity theft occurs include that it is:
- high gain/low risk;
- nonviolent;
- difficult to investigate and prosecute;
- hard to investigate within financial institutions and law enforcement due to a minimum monetary threshold; and
- made easier by technology.

Identity theft is accomplished by:
- a stolen purse/wallet;
- mail theft;
- dumpster diving;
- online research; and
- insider data theft credit applications; medical files; retail; data compromise.

The information that allows a thief to steal identity includes:
- name;
- date of birth;
- address;
- driver's license number;
- social security number;
- credit card numbers;
- bank account numbers; and
- mother's maiden name.

Identity theft occurs when:
- personal information is stolen;
- personal information is not adequately protected (by an individual or a third party); and
- a phony scheme that gives away information such as:
  - phishing scams;
  - phony lotteries; and
  - seemingly legitimate business contact.

This allows the thief to:
- make unauthorized charges on accounts;
- establish new accounts in the stolen name without knowledge;
- make unauthorized electronic transfers of funds;
- obtain a driver's license in the stolen name;
- obtain services in the stolen name; and
- use the stolen name if arrested.

If identity is stolen, it is important to act quickly and:
- file a report with local law enforcement;
- contact banks and other credit card issuers;
- contact all three credit reporting bureaus:
  - place a fraud alert or freeze on credit reports; and
  - order a credit report and carefully review it;
- contact any other agencies if specific information is stolen; and
- file a complaint with the FTC.

To prevent identity theft:
- review credit reports annually;
- protect accounts by using passwords;
- do not carry social security card or place it on driver's licenses or checks;
- pay close attention to billing cycles;
- guard mail;
- shred all identifying mail;
- do not discard mail unopened;
- opt-out of preapproved credit card offers;
- safeguard personal information;
- keep important records in order and keep them locked away;
- photocopy the contents of wallets;
- carry minimal information in wallets
- remove names from marketing lists;
- mail payments from a secure location;
- read statements carefully after they are received;
- be suspicious of callers; and
- only provide credit card numbers or personal information if you initiated the contact.

Representative Anderson asked if credit card readers could be made illegal. Ms. Meyers responded that she would have to defer to the Criminal Division because she is a civil attorney.

Representative Rodella noted that local law enforcement seems to be too busy to deal with identity theft. She requested that the AGO work with law enforcement to better educate them as to the importance of accepting identity theft reports from citizens.

Executive Session; Security Procedures; SHARE Security Assessment
—Mr. Soto, Secretary, DOIT

The committee adjourned at 5:30 p.m.

TENTATIVE AGENDA
for the
SIXTH MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

November 29, 2007
Room 317, State Capitol
Santa Fe

Thursday, November 29

10:00 a.m.   **Call to Order**

Approval of the September 27, 2007 Minutes

Status of Fiber Optic Communications
—Charles Ferrell, Executive Director, New Mexico Exchange Carrier
       Group
—Leo Baca, Director of Government Relations, Qwest
—Dennis Pappas, Qwest

New Mexico Commission for Public Broadcasting (NMCPB); Budget
Request
—Michael Brasher, Chair, NMCPB

Human Services Department (HSD); Interoperability
—Pamela Hyde, Secretary of Human Services

New Mexico State Library; Budget Request
—Susan Oberlander, State Librarian, New Mexico State Library

Information Technology Commission (ITC); Update
—Mark Duran, ITC

12:00 noon   **Lunch**

Workforce Solutions Department (WSD); One-Stop Shop
—Terry Othick, Chief Information Officer, WSD

Homeland Security and Emergency Management Department (HSEMD); Interoperability
—John Martinez, Deputy Director, HSEMD

Department of Public Safety; Stalking
—Sgt. Roberta Radosevich, Rio Rancho Department of Public Safety
—Melissa Dewer, Legal Counsel

4:30 p.m. **Adjourn**

MINUTES
of the
SIXTH MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

November 29, 2007
State Capitol, Santa Fe

The sixth meeting of the Information Technology and Telecommunications Oversight Committee (ITOC) was called to order by Representative Debbie A. Rodella, chair, at 10:30 a.m. on November 29, 2007 at the State Capitol in Santa Fe.

Present	**Absent**
Rep. Debbie A. Rodella, Chair	Sen. John Arthur Smith, Vice Chair
Sen. Rod Adair	Rep. Don L. Tripp
Rep. Janice E. Arnold-Jones	
Sen. Vernon D. Asbill	
Sen. Linda M. Lopez	
Sen. Richard C. Martinez	
Rep. Luciano "Lucky" Varela	
Rep. Richard D. Vigil	
Rep. Peter Wirth	

Advisory Members	
Rep. Kathy A. McCoy	Rep. Elias Barela
Sen. Gerald Ortiz y Pino	Sen. Mark Boitano
Rep. Jeannette O. Wallace	Sen. Pete Campos
	Sen. Carlos R. Cisneros
	Sen. Kent L. Cravens
	Sen. Phil A. Griego
	Sen. William H. Payne

Staff
Mark Guillen, Legislative Council Service (LCS)
Ralph Vincent, LCS
Doug Williams, LCS

Guest
The guest list is in the meeting file.

Copies of all handouts and written testimony are in the meeting file.

The minutes of the September 27, 2007 meeting were approved.

Status of Fiber Optic Communications
─Charles Ferrell, Executive Director, New Mexico Exchange Carrier Group
─Leo Baca, Director of Government Relations, Qwest
─Dennis Pappas, Qwest

Mr. Ferrell summarized the status of fiber optic communications as follows:

Baca Valley Telephone Co., Inc.
- 2006: added 80 miles of fiber cable to the existing 120 miles of fiber cable already in existence, and replaced remote serving terminals to accommodate growth of broadband services, at a cost of $2.5 million.
- 100% of customers can have broadband services via copper/fiber and satellite connections.

Century Telephone Co., Inc.
- Replaced copper interexchange network cable from Zuni to Grants with fiber cable. Fiber access points were constructed for Pescado, Ramah and El Morro. Project was in planning several years, delayed due to planning permit on Native American lands.
- In the last two years, an intraexchange fiber distribution plan has been initiated and fiber has been connected to the meet point with Qwest, and is in service.

Dell Telephone Cooperative, Inc.
- Serves the Timberon Exchange via a fiber connection and has had for the last several years a fiber network into El Paso, Texas and Las Cruces.
- Replacing their legacy switch network with internet protocol (IP)-enabled switches.
- Continues to increase its DSL services to its customers. Some of these customers are 20 to 30 miles from the main switching center.

ENMR Telephone Cooperative, Inc.
- 380 miles of distribution fiber have been placed in the ground to current digital loop carrier (DLC) locations.
- Fourth quarter 2007 project will begin to construct an additional 400 miles of distribution fiber to the remaining DLCs.
- OC-48 equipment is being upgraded to OC-192 equipment to prepare for additional bandwidth requirements and provide ethernet services to customers.
- Project beginning now to replace all DLC equipment with broadband loop carrier (BLC) equipment, which will upgrade the network from ADSL2 (-8 Mbps maximum) to ADSL2+ (-24 Mbps maximum).

La Jicarita RTC, Inc.
- In the last five years, has been one of the leaders in providing DSL to rural New Mexico.
- Over 95% of its customers can subscribe to DSL if they want it.

Leaco Telephone Cooperative
- Providing DSL to the communities of Dexter, Hagerman and Tatum.
- Provides fiber connections for internet access to schools in its serving area and provides internet access to schools in the Lovington and Hobbs area.
- Will have Wi Fi Hot spots in Dexter and Hagerman.
.
Penasco Valley Telephone
- In the past 18 months, Penasco Valley Telephone has installed 33.6 miles of fiber and three new electronic sites to shorten the loop to subscribers.

Roosevelt County RTC, Inc.
- Completed engineering a fiber route to the home project in Texico, and will start construction this year.
- Engineering a 21-mile fiber route from Dora to Milnesand and Causey. This project will push broadband technology farther into rural New Mexico and increase access to the internet.
- Upgrading 25 DLCs to BLC equipment that will increase speeds from 4 Mbps to 24 Mbps.

Sacred Winds Communication
- 2,500 current customers over copper wire.
- 6,500 unserved Navajo households (homes without phone service).
- Designing 700 miles of radio relay to reach unserved Navajo households.
- Has installed service over copper wire to 178 new customers since January 1, 2007.
- Converted 664 customers to Tribal Lifeline Program (discount program for low-income residents) since January 1. Installed high-speed internet over radio to Huerfano Chapter in January 2007.

Tularosa Basin Telephone Co., Inc.
- Fiber to the home project started in 2006 and is due to be completed by the end of 2008. When complete, customers will have options for video services, as well as broadband and regular telephone service. In fact, this fiber network will be the first in the state, and nationwide, that will provide an IP network protocol with 1 gigabyte ethernet connection.
- This multimillion-dollar project will benefit customers in Cloudcroft, Carrizozo and Tularosa.
- 98% of customers can have broadband services today, and currently have 29% penetration.

Valley Telephone Cooperative, Inc.
- Replacing "legacy" telephone switching equipment with state-of-the-art IP soft switches in Animas, Playas and Columbus.

- Completed placement of fiber cable to all of its DLCs in New Mexico in order to expand bandwidth and improve dependability.
- The existing DLCs will be replaced to expand its broadband services to include IP video services.
- DSL is available to over 80% of its rural customers in southern New Mexico and has achieved a double-digit penetration rate.

Western NM Telephone Co., Inc.
- Company serves 15,000 square miles, approximately 6,400 customers and 7,200 access lines.
- 2006: 30 miles of fiber expansion completed; 2007: targeted approximately 100 miles of fiber expansion to be engineered and 25 miles to be completed; and 2008: scheduled to complete an additional 75 miles of fiber. Total estimated investment for fiber from 2006 through 2008 is $5.5 million.
- The company started upgrading "legacy" switch network with IP- enabled switches in 2005 and will complete projects by September 1, 2007. These upgrades have improved and will improve, the overall quality of service to its rural customers, as well as provide a platform to meet future customer requirements.
- Currently, approximately 70% of the customer locations have DSL available, which includes the Alamo Chapter, a part of the Navajo Nation. The company is targeting to increase this availability to between 75% and 80% by the end of 2007.

Windstream Communications, Inc.
- In the last three years, Valor Communications, now Windstream Communications, has aggressively expanded its fiber network and broadband services over its entire serving area.
- Currently, 100% of its customers have access to DSL services.
- Has engineered and been reenforcing network facilities in the Jal area to accommodate the economic growth that is occurring there.

Mr. Pappas described the progress made by Qwest as follows:

By March 31, 2008, Qwest has committed to complete the CO diversity plan in the Farmington wire center. It entails placement of new technology across a 1,100-mile fiber route across 25+ central offices in both New Mexico and Colorado. While most of the fiber capacity is existing, it will be new capacity added to the network for New Mexico use.

In many of the remaining central offices where diversity will be established, Qwest was able to strike fiber lease agreements with other incumbent phone companies or place digital radio systems to address their diversity needs, but there are four locations where Qwest will be placing new fiber facilities to accomplish this AFOR settlement requirement.

In a vast majority of the new developments being built today, Qwest is placing fiber optic facilities to serve end users within the development with voice and broadband

services.

Other AFOR settlement-related work is also driving deployment of additional fiber within the outside plant world. Outside of Albuquerque, there has been placement of more than 246,000 feet (almost 47 miles) of new fiber, which will allow a migration away from existing metallic facilities. This initiative will support a substantial number of existing systems, improve service offerings and increase network reliability. In the Albuquerque metro area, placement of about a mile of fiber on two pending fiber migration jobs with a number of feeder jobs are in the initial stages of the planning and approval process. However, Qwest is replacing more than 65 miles of metallic distribution plant in Albuquerque in the coming months, with many more miles being planned.

Qwest is in the process of identifying additional locations across the state where fiber placement will take occur, but at this time, it does not have the plan fully developed. As the plan materializes in 2008, Qwest can share the mileage being added through this initiative. Two of the other AFOR settlement-related projects include the deployment of advanced telecommunications technologies and network improvements/capacity
augmentation. To that end, currently has plans in place for more than 310,000 feet (58 miles) of fiber to meet this AFOR obligation. These jobs are currently underway and should be completed in the 2008 time frame.

Representative Arnold-Jones asked when everyone is going to be connected. Mr. Pappas responded that Qwest now offers broadband to 79% of its customers and is striving for 83%+ coverage. Mr. Ferrell stated that the Exchange Carrier Group provides broadband to 90% of its customers. Both gentlemen acknowledged that failure to offer broadband results in lost customers.

Representative Arnold-Jones requested a combined map that shows all the fiber optic in the state. Mr. Pappas said that he could provide a map in cooperation with Mr. Ferrell.

Representative McCoy observed that Qwest and the rural carriers need to do more marketing. Mr. Pappas responded that Qwest uses signage to advertise broadband in communities where it is working and also has a kiosk that is used to demonstrate services.

Representative Rodella asked about the status of competition. Mr. Baca stated that customers are disconnecting their land lines in favor of wireless service, and, in Albuquerque and Rio Rancho, customers are switching to cable companies. He noted that cable companies do not utilize Qwest facilities; therefore, Qwest does not have a wholesale opportunity when customers switch to cable service. Mr. Baca noted that Qwest is heavily regulated and the competition is not.

New Mexico Commission for Public Broadcasting (NMCPB); Budget Request
—Michael Brasher, Chair, NMCPB

Mr. Brasher described the request for $320,000 to replace television and radio equipment.

Representative Rodella suggested that the source of funds be designated as general obligation bond funds.

The committee endorsed the legislation with one change. On draft 170823.2, page 3, line 15, strike New Mexico State University and substitute Eastern New Mexico University. Representative Rodella will sponsor the bill with Senator Ortiz y Pino to co-sponsor.

Human Services Department (HSD); Interoperability
—Pamela Hyde, Secretary of Human Services

Representative Rodella requested staff to draft a letter to Secretary Hyde expressing disappointment that no one from the HSD was present at the committee meeting.

New Mexico State Library; Budget Request
—Susan Oberlander, State Librarian, New Mexico State Library

Ms. Oberlander described the purpose of the $3.2 million requested appropriation.

Representative Arnold-Jones observed that she does not believe that the state library should be part of the Cultural Affairs Department.

Representative Varela suggested a change in library regulations.

Representative Wirth noted that the State Library is too often overlooked because of the department's other priorities.

Senator Ortiz y Pino asked what the proposed appropriation would be used for. Ms. Oberlander responded that, at the requested level, the money would only be used for library collection acquisitions, not the operating budget.

Representative Arnold-Jones noted that the role of the public library system is changing and evolving.

Representative Rodella stated that rural libraries are a vital part of the community.
The committee adopted the legislation. Senator Martinez will sponsor, with Representative Varela co-sponsoring.

Information Technology Commission (ITC); Update
—Mark Duran, Chair, ITC

Mr. Duran reported that the ITC held its first organizational meeting on November 19, 2007.

Representative Rodella asked for a list of the ITC members. Mr. Duran responded that there are still some vacancies on the ITC. Mr. Duran provided a copy of the existing members.

Workforce Solutions Department (WSD); One-Stop Shop
—Terry Othick, Chief Information Officer, WSD

The New Mexico Virtual OneStop System (NMVOSS) is a software application licensed from Geographic Solutions, Inc., of Palm Harbor, Florida, and a branch office in Salinas, California. The WSD licensed NMVOSS in 2002. Geographic Solutions products are installed in 40 states. NMVOSS is a mission-critical system for WSD. NMVOSS can best be summarized as follows:

Virtual OneStop provides universal access to online services for individuals seeking jobs, job training and program information; employers looking to recruit talent and assess the labor market; and providers promoting their programs. The Virtual OneStop system also provides services for staff and one-stop operators, automating their case management and allowing them efficiently to assist job seekers, employers and providers. In addition to the core and intensive services delivered by Virtual OneStop, the system offers easy access to key reporting features to provide management with valuable information for improving service delivery and enhancing performance, and meeting federal reporting requirements.

The Virtual OneStop system is used by citizens looking for jobs and/or training in order better to qualify for a job, employers needing to fill job vacancies and the WSD and/or one stop operators needing to manage caseloads and grants tied to specific funding requirements associated with work force employment. Key features of current NMVOSS include:

- core services for individuals;
- career services;
- job seeker services;
- labor market services;
- education services;
- assistance center;
- core services for employers;
- labor market services;
- education services;
- resource links;
- assistance center;
- labor exchange for individuals;
- background builder; and
- My Onestop Profile.

A wide variety of clients use NMVOSS on a daily basis. NMVOSS contains the

single largest repository of jobs in New Mexico and can be accessed from any computer with internet access. The system serves employers looking to hire personnel, and job seekers prefer its self-service abilities to gain reference materials and job postings. The WSD staff, work force boards, educators and economic developers find a variety of useful information when it comes to employment and case management. NMVOSS can be accessed either by navigating from the WSD web pages or by going directly to the NMVOSS web site.

NMVOSS was licensed from Geographic Solutions, Inc., in 2002 for the approximate cost of $4 million, including the first four years of maintenance. An additional $2 million was used to purchase servers, equipment, communications equipment, training, conversion and other infrastructure. The WSD has been working on a purchase order for the past several months to purchase a few new modules that will provide additional capabilities and to comply with new federal reporting requirements. The WSD has two dedicated application staff members, two end-user or program staff members and one dedicated DBA/database administrator supporting the application.

The Virtual OneStop System operates continuously on a series of industry-standard servers currently housed at the DoIT Data Center in Santa Fe. A combination of web, application, database, reports and test servers are supported by this application, which runs under the Microsoft SQL operating system. The application is browser-based and, therefore, readily accessible by job seekers, employers and staff members. The majority of this equipment is five or more years old and must be replaced due a combination of age, technology advancement and compatibility with newer software application requirements.

As federal budget allocations continue to decline, the WSD is continually challenged to maintain current applications and support, and, even more so, to implement newer technologies. The Workforce Technology Division (WTD) continues to seek ways to operate, yet deliver quality services to clients. Reduced budgets, along with increased labor costs, have lead to double-digit staffing vacancy rates, antiquated PCs, equipment and servers, and reduced support levels. We are responding to this challenge by looking for opportunities to reduce staffing and operational costs by partnering, hosting and focused management of all of resources.

The Virtual OneStop System is a mission-critical system in terms of the WSD meeting the labor exchange needs of the citizens of New Mexico, as well as complying with associated policies and regulations of the United States Department of Labor. NMVOSS enables New Mexico employers to post job vacancies as well as search for job vacancies throughout the United States. Once registered for services, NMVOSS allows job seekers to create resumes, search for job openings and obtain job training through WSD-managed training providers. Case managers can use the system for managing and monitoring program-specific training programs and associated funding. Finally, the system collects information from each of the major functions and provides both management and federal reporting regarding performance and outcomes.

Representative Arnold-Jones asked about system reliability. Mr. Othick responded that the WSD currently has five servers and is working to improve reliability. The DoIT is providing backup.

Representative Arnold-Jones asked if there is any integration with SHARE. Mr. Othick stated that the WSD uses the personnel job listings from SHARE to use in its system.

Representative Varela asked how many one-stop centers there are. There are approximately 100 sites.

Homeland Security and Emergency Management Department (HSEMD); Interoperability
—John Martinez, Deputy Director, HSEMD

Mr. Martinez provided an update on the HSEMD progress toward statewide public safety interoperable communications.

Representative Varela asked about funding. Mr. Martinez responded that, in the current fiscal year, the federal grant to HSEMD is $8.2 million. Of this amount, 20% may be granted to state agencies and 80% is reserved for local and county governments.

Representative Varela requested staff to follow up on HM 135 from the 2007 session.

Representative McCoy asked if the introduction of voice of internet will replace gateways. Mr. Martinez stated that there will likely always be a need for gateways.

Department of Public Safety; Stalking
—Sergeant Roberta Radosevich, Rio Rancho Department of Public Safety; Melissa Dewer, Legal Counsel

Sergeant Radosevich explained the need for expanding the existing stalking legislation.

Representative Arnold-Jones questioned some of the proposed amendments, e.g., the inclusion of immigration status.

Senator Lopez suggested that the language of the proposed bill needs to be revisited and tightened up.

Representative McCoy raised a procedural question with respect to confining the committee's action to technology issues.

Representative Rodella suggested that staff draft a memorial to study further the issue of cyberstalking.

Representative Arnold-Jones recommended a task force approach to studying the issue in order to provide for future technology advances.

The committee adjourned at 4:30 p.m.

Appendix C

Draft Legislation Endorsed by the Committee

HOUSE BILL

48TH LEGISLATURE - **STATE OF NEW MEXICO** - **SECOND SESSION, 2008**

INTRODUCED BY

FOR THE INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

OVERSIGHT COMMITTEE

AN ACT

RELATING TO PUBLIC FINANCES; AMENDING THE PURPOSE OF THE

EDUCATIONAL TELEVISION EQUIPMENT REPLACEMENT FUND TO INCLUDE

RADIO EQUIPMENT; CLARIFYING PERMITTED RECIPIENTS OF FUNDING;

MAKING AN APPROPRIATION.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF NEW MEXICO:

Section 1. Section 21-1-34 NMSA 1978 (being Laws 1977,

Chapter 330, Section 1, as amended) is amended to read:

"21-1-34. EDUCATIONAL TELEVISION AND RADIO EQUIPMENT

REPLACEMENT FUND--DISBURSEMENT.--The "educational television

and radio equipment replacement fund" is created. The higher

education department shall

develop criteria and promulgate rules for the

disbursement of money in this fund for the replacement of

equipment at educational television and radio stations

1 operated by [~~institutions of higher education~~] public post-

2 secondary educational institutions or public schools that are

3 certified as being corporation for public broadcasting

4 qualified. Disbursement shall be made to the institutions by

5 warrant of the department of finance and administration upon

6 vouchers signed by the secretary of higher education. It is

7 the intent of the legislature that in subsequent years a

8 specific line item for educational television and radio

9 replacement shall be included in the appropriations

10 recommended for educational television and radio by the

11 department. The appropriation to the fund in the General

12 Appropriation Act of 1982 shall not revert to the general

13 fund at the end of any fiscal year, and no subsequent

14 appropriation to the fund shall revert unless it contains the

15 sentence "The appropriation to the educational television and

16 radio equipment replacement fund shall revert."."

17 Section 2. APPROPRIATIONS.--

18 A. The following amounts are appropriated from

19 the general fund to the educational television and radio

20 equipment replacement fund for expenditure in fiscal year

21 2008 and subsequent fiscal years for television equipment

22 replacement at the following corporation for public

23 broadcasting qualified television broadcast stations:

24 (1) three hundred twenty-five thousand

25 dollars ($325,000) to KNME at the university of New Mexico;

- 2 -

1   (2)   three hundred twenty-five thousand

2   dollars ($325,000) to KRWG at New Mexico state university;

3   and

4   (3)   three hundred twenty-five thousand

5   dollars ($325,000) to KENW at eastern New Mexico university.

6   B.   The following amounts are appropriated from

7   the general fund to the educational television and radio

8   equipment replacement fund for expenditure in fiscal year

9   2008 and subsequent fiscal years for radio equipment

10   replacement at the following corporation for public

11   broadcasting qualified radio broadcast stations:

12   (1)   forty thousand dollars ($40,000) to

13   KUNM-FM at the university of New Mexico;

14   (2)   forty thousand dollars ($40,000) to

15   KGLP-FM at the university of New Mexico-Gallup;

16   (3)   forty thousand dollars ($40,000) to

17   KENW-FM at eastern New Mexico state university;

18   (4)   forty thousand dollars ($40,000) to

19   KANW-FM at Albuquerque public schools; and

20   (5)   forty thousand dollars ($40,000) to

21   KRWG-FM at New Mexico state university.

22   C.   One hundred twenty thousand dollars ($120,000)

23   is appropriated from the general fund to the educational

24   television and radio equipment replacement fund for

25

1 expenditure in fiscal year 2008 and subsequent fiscal years

2 for television and radio interconnect.

3   D. Any unexpended or unencumbered balance

4 remaining at the end of a fiscal year shall not revert to the

5 general fund.

6   - 4 -

AN ACT

MAKING AN APPROPRIATION TO THE LIBRARY DIVISION OF THE

CULTURAL AFFAIRS DEPARTMENT FOR GRANTS-IN-AID.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF NEW MEXICO:

Section 1. APPROPRIATION.--Three million two hundred

sixty-four thousand two hundred dollars ($3,264,200) is

appropriated from the general fund to the library division of

the cultural affairs department for expenditure in fiscal year

2009 and subsequent fiscal years to provide grants-in-aid for

local library services. Any unexpended or unencumbered

balance remaining at the end of a fiscal year shall not revert

to the general fund.

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underscored material = new
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HOUSE JOINT MEMORIAL

48TH LEGISLATURE - STATE OF NEW MEXICO - SECOND SESSION, 2008

INTRODUCED BY

FOR THE INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

OVERSIGHT COMMITTEE

A JOINT MEMORIAL

REQUESTING THAT A TASK FORCE BE CONVENED TO STUDY THE USE OF

TECHNOLOGY IN THE COMMISSION OF STALKING CRIMES AND TO MAKE

RECOMMENDATIONS.

WHEREAS, the state of New Mexico has a compelling duty

and interest to protect its citizens from stalking crimes; and

WHEREAS, advances in technology now make it possible for

a stalker to use computers, the internet, global positioning

devices and other electronic means to stalk, frighten,

intimidate or threaten a victim; and

WHEREAS, advances in technology also make it possible to

commit identity theft, interfere with a victim's credit and

impersonate a victim in connection with stalking; and

WHEREAS, New Mexico's criminal laws are outdated, in that

the law does not address cyberstalking or the use of

.170907.1

1   technology in stalking;

2   NOW, THEREFORE, BE IT RESOLVED BY THE LEGISLATURE OF THE

3   STATE OF NEW MEXICO that the secretary of public safety be

4   requested to convene a task force to study the use of

5   technology by stalkers, with the purpose of developing

6   legislation to adequately protect New Mexicans from the crime

7   of stalking; and

8   BE IT FURTHER RESOLVED that the task force consist of

9   the secretary of public safety, or the secretary's designee;

10   the attorney general, or the attorney general's designee; a

11   representative of municipal law enforcement, appointed by the

12   New Mexico municipal league; a representative of county law

13   enforcement, appointed by the New Mexico association of

14   counties; a representative of the district attorney's office;

15   a representative of the public defender department; and

16   additional members as deemed necessary by the task force; and

17   BE IT FURTHER RESOLVED that the task force report its

18   findings and recommendations, including any recommendations

19   for proposed legislation, to the governor, the information

20   technology and telecommunications oversight committee and any

21   other appropriate interim legislative committee no later than

22   November 1, 2008; and

23   BE IT FURTHER RESOLVED that copies of this memorial be

24   transmitted to the secretary of public safety, the attorney

25   general, the New Mexico municipal league, the New Mexico

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association of counties, the administrative office of the

district attorneys and the public defender department.

- 3 -