

# DoIT STATUS and PLANS

LOOKING TOWARD 2023

Science, Technology, &  
Telecommunication Committee  
Santa Fe, NM

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STATE CHIEF INFORMATION OFFICER

# DoIT

## Raison D'être

- ▶ The primary purpose of the Department of Information Technology (DoIT)
  - ▶ Be good stewards of taxpayer Information Technology (IT) Dollars
- ▶ Created in 2007
  - ▶ Scope: executive agencies of state government
  - ▶ consolidate duplicated enterprise IT services
  - ▶ provide additional IT services
  - ▶ improve and streamline IT systems
- ▶ One Department to administer all laws and exercise all functions formerly administered by the
  - ▶ Office of the Chief Information Officer
  - ▶ Information Technology Commission, pursuant to the Information Technology Management Act
  - ▶ General Services Department's communications division, information systems division, radio communications bureau and telecommunications bureau

# Current Mission Statement

The New Mexico Department of Information Technology is the enterprise technology partner *serving* and *supporting* state agencies with innovative solutions to advance the delivery of their core missions and create progress for all New Mexicans. We use Collaboration, Innovation, Service and Trust in our everyday mission.



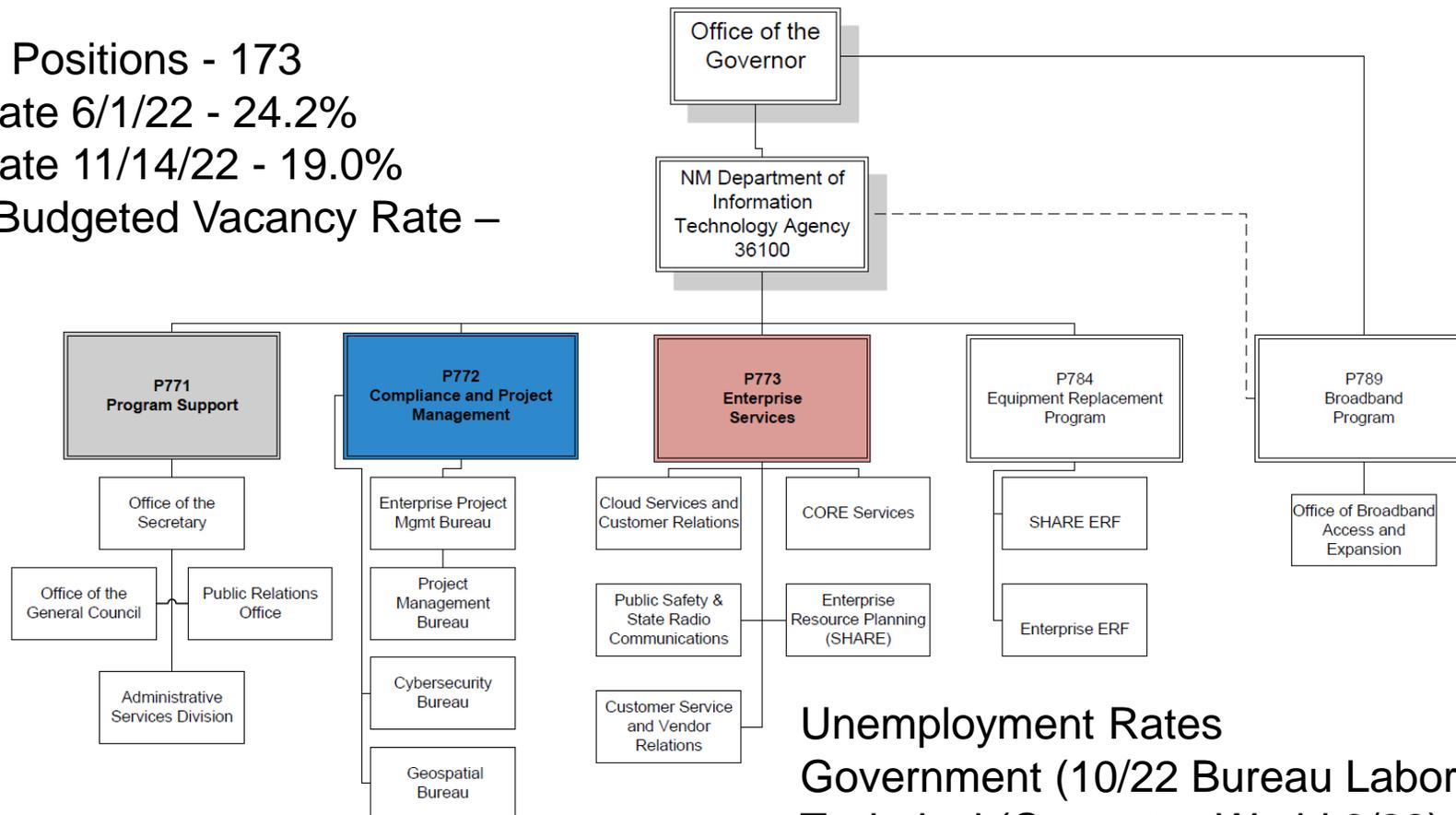
# Current Organization

Authorized Positions - 173

Vacancy Rate 6/1/22 - 24.2%

Vacancy Rate 11/14/22 - 19.0%

Unfunded Budgeted Vacancy Rate –  
12.5%



## Unemployment Rates

Government (10/22 Bureau Labor Stats) - 1.5%

Technical (Computer World 8/22) - 2.3%

# Current Operating Budget – FY23

(in thousands)

Sources	
General Fund	\$2,466.8
Other Transfers	\$8,134.5
Other Revenues	\$64,672.4
Fund Balance	\$2,419.8
<b>Total</b>	<b>\$77,693.5</b>

Category	
Personal Services & Employee Benefits	\$17,775.6
Contractual Services	\$6,779.9
Other	\$45,003.5
Other Financing Uses	\$8,134.5
<b>Total</b>	<b>\$77,693.5</b>

# Current Priorities



**BROADBAND**



**CYBERSECURITY**



**CUSTOMER  
CENTRIC**

# Support Broadband

- ❑ Director Kelly Schlegel will report tomorrow
- ❑ Deadlines being met
- ❑ Grant awards announced
- ❑ Supporting rural efforts (including healthcare)
- ❑ Hiring “complete”
- ❑ DoIT providing significant support
- ❑ Could use additional resources
  - ❑ GIS and General Counsel

# Cybersecurity

- ✓ Raja updated STTC this morning
- ✓ Strong coordinated responses to recent incidents
- ✓ Higher emphasis on proactive - (vulnerability, multifactor authentication (MFA), communication)
- ✓ IPRA Concerns – provides access for bad actors
- ✓ Cybersecurity Planning Committee established and operational
  - ✓ Charter completed and adopted on-time
  - ✓ Grant application completed on-time
  - ✓ Includes Legislative and Judicial members
  - ✓ Subcommittees formed for focused planning and engagement

# Customer-Centric

## Help Desk / Desktop Support

- Still federated
- Under-resourced (1,500 desktops per support agent)
- Open ticket backlog being addressed through staff augmentation

## Enterprise Program Management Office (EPMO)

- Top CIO+ priority
- EPMO Modernization Project

## Website access to documents

# DoIT 2.0

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DoIT Act Rewrite

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Staffing / Right-size

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Service Rates / Right-price

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Use Best Practices

# Proposed DoIT Act Rewrite

- ▶ Specifics still under review – redline proposed
- ▶ Need to update per technology changes since 2007
  - ▶ e.g., Cloud
  - ▶ e.g., Cybersecurity
- ▶ Need to address loss of ITC
  - ▶ DoIT formally fills gaps left by disbanding
- ▶ Make NM more attractive to Federal Grants
  - ▶ Broadband
  - ▶ Cybersecurity

# Staffing / Right-size

- ▶ Salary / Classification adjustments
- ▶ Benchmarks
  - ▶ Versus Private Sector
  - ▶ Versus similar States
- ▶ More consolidation across agencies
  - ▶ GIS, Cybersecurity
- ▶ Work-life balance
- ▶ Succession planning, staff development and bench building

## Service Rates / Right-price

Cost perceived to be too high

Long-term: Shift indirect costs to general fund

Increase customer value through training

New Enterprise Offerings

# Use Best Practices

- ▶ Public Sector Practices
  - ▶ Quality Management
  - ▶ Computing Maturity Model
  - ▶ Business Continuity Planning
  - ▶ Return-on-investment (not just \$\$\$) to prioritize
- ▶ Other States
  - ▶ Have implemented potential solutions
    - ▶ Support school-to-career through internships
    - ▶ Centralize and consolidate where appropriate
    - ▶ Single Customer Portal / Common Login
  - ▶ Partner on solutions to common issues



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Thank You!

QUESTIONS?