
Presentation
to the
Science, Technology and Telecommunications
Committee

Marlin Mackey
Secretary/State CIO

July 19, 2010



Agenda



- DoIT Mission, Services, Organization
- State Wide Impact
 - Financial Management
 - Grant Funding
 - Risk Management and Oversight
 - Strategic Planning
 - Priorities
 - Initiatives
 - Accomplishments
- Value Enhancement/Cost Savings

Introductions



- **Marlin Mackey**
Cabinet Secretary
- **Conny Maki**
Deputy Secretary of Enterprise Services
- **Bob Mayer**
Deputy Secretary of Enterprise Operations
- **Charles Martinez**
Chief Financial Officer

Mission, Services, Organization



- Our **Mission** is to provide cost-effective and efficient enterprise products, services and solutions within a secure and reliable environment for our customers through leadership, strategic planning, standards and policy, architecture and oversight.
- Our **Vision** is to be the trusted leader in delivering enterprise Information Technology services and solutions that enables state government to better serve the public.
- Our **Values** are:
 - Professionalism - High Standard of Excellence and Ethics
 - Reliability - Building Trust through Proven Dependability and Security
 - Accountability - Committed to Success
 - Innovation - Promoting Creativity and Agility to Delivery Solutions
 - Communication - Establishing Effective Partnerships with our Customers

Mission, Services, Organization

DoIT Authority & Purpose



- **Authority:** DoIT established by Legislature in July 2007, NMSA 1978 9-27-1 *et seq.*; Governor's Executive Order 2008-011 Clarified the Consolidation of Agency IT Operations and Governance under the DoIT
 - **Statutory Purpose:** to create a single, unified executive branch department to. . . consolidate enterprise information technology services duplicated within executive agencies and provide additional information technology services and functionality to improve and streamline the executive branch's information technology systems.
 - **Executive Order:** reinforced legislation and clarified that "information technology" included telecommunications services.
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Mission, Services, Organization

Summary of Agency Functions



Enterprise Services	Provide information technology and telecommunication services such as Email, telecommunications, and the State's data center
Cost Recovery and Rate and Fee Structures	Recommend IT cost recovery model, rate and fee structures to IT Rate Committee and implement by July 15 th of each year.
Oversight and Compliance	Provide information technology oversight and quality assurance, to ensure risk mitigation, and effective and efficient investment in IT. Approve executive agency information technology plans including appropriation requests, projects, request for proposals, contracts, and other IT procurements.
Rules, Policies and Standards	Develop and adopt procedural rules for IT Security, procurement, IT plans, projects and processes.
Data Standards	Develop and implement procedures to standardize data elements, determine data ownership, and ensure data sharing.
Public Safety Radio Communications	Supervisory control over all mobile or fixed radio equipment, 7/24 emergency dispatch operations, multiple law enforcement agencies
State Strategic Planning	Prepare a plan in compliance with the provisions of the Department of Information Technology Act.
Training	Provide training to DoIT employees and offer training services.
Research and Studies	Improve operations of DoIT and provision of services for executive agencies and NM citizens.
Other Functions	Collaboration, value enhancement, cost savings, planning, performance, etc.

Mission, Services, Organization

DoIT Services



- The Department is the Enterprise IT Service Provider for State Government
- Services include:

Enterprise Application and Desktop Services

- Email (20,000+ accounts)
- Application Maintenance
- Software Application Design and Development
- Managed Desktop
- File and Print Services

Hosting and Storage Services

- Mainframe
- Application Hosting Environment
- Server Administration
- Equipment Hosting
- Data Storage and Backup

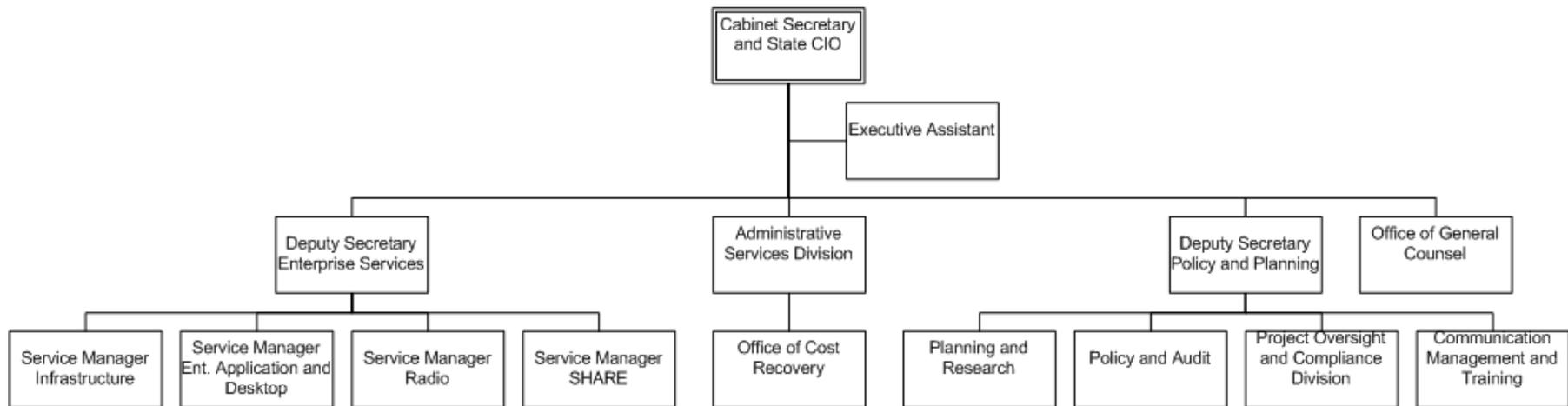
Voice Communication Services

- Desktop Telephony (18,000+ phones)
- Toll Services
- Audio Conferencing
- Conference Calling
- Wireless Voice and Data

Data Network and Internet Services

- Wide Area Network
- Local Area Network
- Network Engineering and Design
- Internet Access
- Video

Mission, Services, Organization



FTE 2010 = 218

FTE 2011 = 201

Vacant = 32 (15.8%)

Govex FTE 9 (2 vacant)

Statewide Impact - Financial



■ DoIT Financial Management

□ FY10 Budget (actual)	\$54,189,000
□ Amount to ERF	\$ 2,143,000
□ Net Operating	\$52,046,000
□ FY11 Budget	\$52,678,000
□ Amount to ERF	\$ 6,000,000
□ Net Operating	\$46,678,000
□ Net savings(14%)	(\$7,511,000)

Statewide Impact - Financial

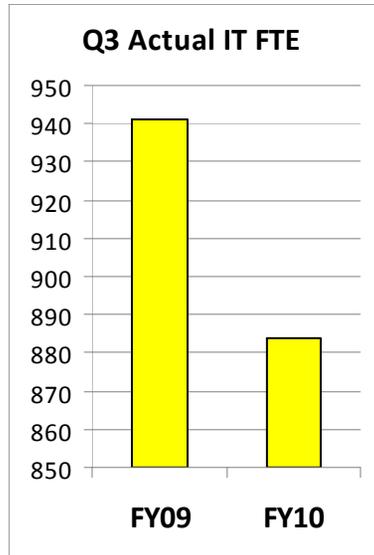


■ Oversight of statewide IT projects	\$218,000,000
□ Current large Initiatives Include:	
■ Wire NM	\$28,000,000
■ DWS tax replacement	\$26,000,000
■ MVD system replacement	\$22,000,000
■ CAC	\$14,000,000
■ SHARE multi-agency	\$ 8,000,000
■ HSD ISD2R	\$ 7,000,000
■ IT asset management	\$33,700,000
■ 2010 Enterprise Service Revenue	\$54,283,506
■ Vendor Service Contracts	\$36,000,000
■ Coordination of broadband grants	\$200,000,000

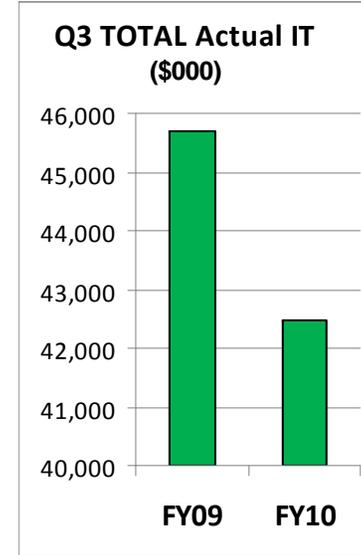
Statewide Impact – Financial



- Agency IT Operating Expenditures (actual)
Changes between FY09 and FY10



- Q3 FY09 to FY10 FTE reduced from 941 to 884, or 6.1%
- Vacancy rates between FY09 and FY10 increased from 10.5% to 20.1%



- IT Expenditures for Q1-Q3 FY09 and Q1-Q3 FY10 are down from \$45.7M to \$42.5M, or 7.1%

Statewide Impact Grant Funding



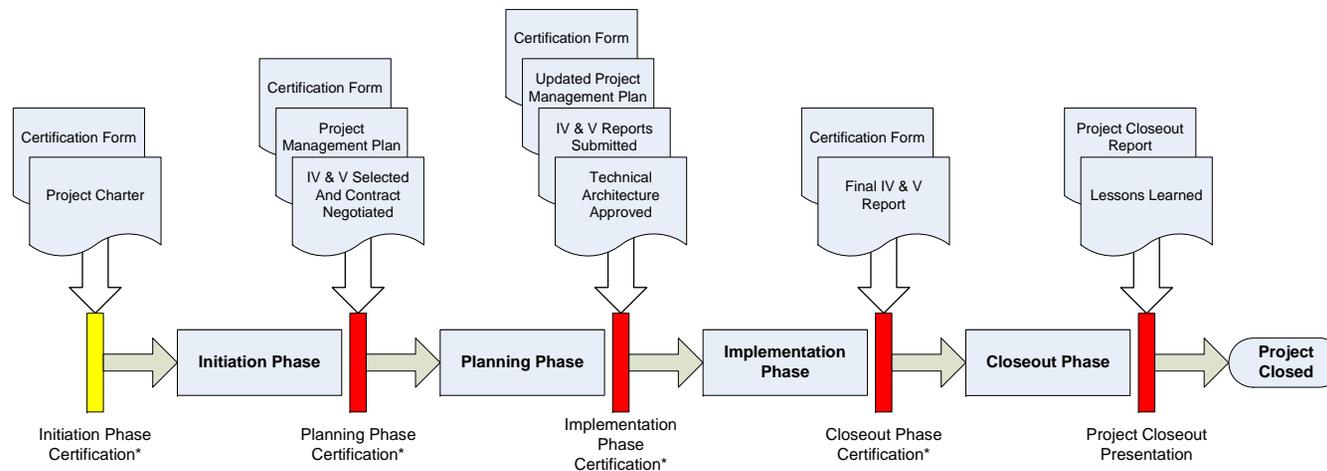
Item	Amount	Status
Web Conferencing	\$230,000	Won
Broadband Mapping	\$1,800,000	Won
Broadband Mapping 2	\$4,000,000	Submitted
Digital MV/Public Safety	\$38,700,000	Submitted
Public Safety Interoperable	\$14,000,000	Submitted + FCC items
Total	\$58,730,000	Match is \$16.9M

Statewide Impact – Risk/Oversight



■ Current Agency IT Project Oversight

- 71 certified projects with a combined budget of \$218M
- 43 IT special appropriation requests (\$76.1M) resulting in \$11.6M in new projects for FY11
- In FY10 the DoIT reviewed 379 RFP's, Contracts, and amendments totaling \$98M
- 20 certified projects closed with a combined budget of \$11.4M in FY10



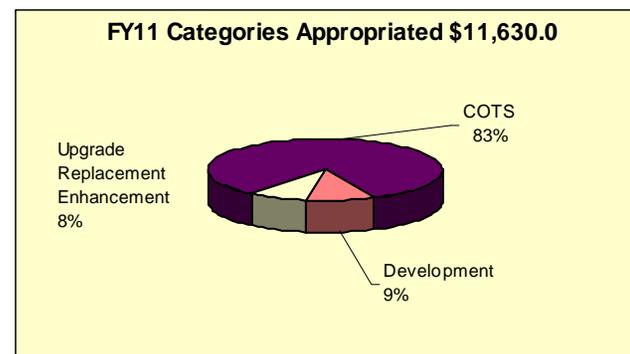
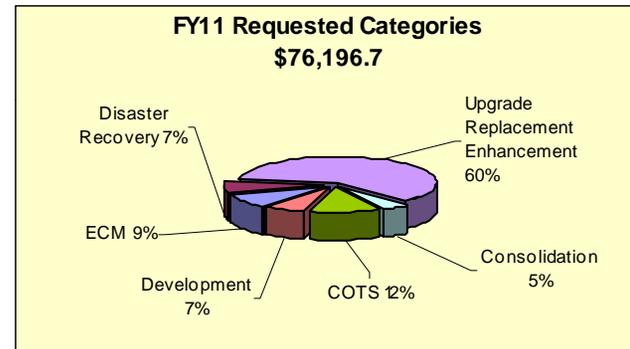
IT Project Timeline and Gates

Statewide Impact – Risk/Oversight



■ FY11 Project Funding Requests

Agency	Total Funds	LAWS of 2010
Administrative Office of the Courts	\$895.0	\$895.0
Taxation and Revenue Department	\$11,012.0	\$8,300.0
General Service Department	\$3,150.0	\$1,100.0
State Commission of Public Records	\$1,031.0	
Regulation and Licensing Department	\$830.0	
State Land Office	\$3,100.0	\$1,335.0
Office of State Engineer	\$1,250.0	
Human Services Department	\$22,394.3	
Children Youth and Family Department	\$5,563.8	
NM Corrections Department	\$1,700.0	
Department of Public Safety	\$11,800.0	
Public Education Department	\$12,499.6	
Higher Education Department	\$971.0	
	\$76,196.7	\$11,630.0



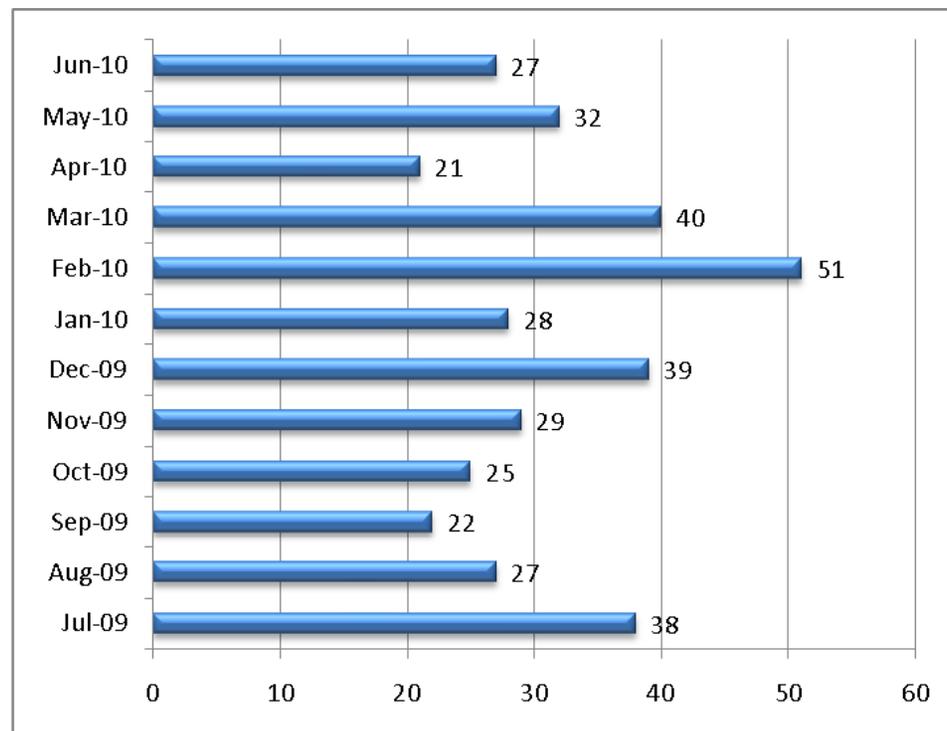
Statewide Impact – Risk/Oversight



■ FY10 IT Procurements Reviewed (\$98M)

□ Total 379

- Contracts
- Amendments
- RFP's
- ITB's
- MOU's...



Statewide Impact – Risk/Oversight



Successfully Completed Projects-FY10

ALTSD	APSS	\$ 670,785
CD	Video Conferencing	\$ 705,364
DOH	Kronos	\$ 797,952
DOH	NMSIIS Upgrade	\$ 474,892
DoIT	Rio Grande Backbone	\$ 1,917,751
DOT	Ignition Interlock Data Analysis	\$ 226,583
DPS	District Rewire	\$ 1,349,982
DWS	IT Security Initiatives	\$ 220,269
DWS	IVR Upgrades/Enhancements	\$ 165,857
DWS	Priorities	\$ 271,464
GSD	Facility MAX	\$ 729,521
HSD	BHDW-Phase 1	\$ 153,148
OSE	MRG Depletion Study	\$ 150,843
PERA	Document Imaging	\$ 229,211
PERA	RIO Upgrade	\$ 2,019,816
SOS	Limited Partnership	\$ 150,000
SOS	VREMS	\$ 150,000
TRD	IDMS Conversion	\$ 299,997
TRD	ONGARD Modernization	\$ 494,900
TRD	UPS2000	\$ 210,000

13 Agencies
20 Projects

Total Project Value: \$ 11,388,335

Statewide Impact-Planning



- **Updated FY2011-2013 State IT Strategic Plan-(approved 7/7)**
 - Conducted strategic planning session with agency CIOs and IT leads
 - Added a tenth goal, three strategies and three key initiatives
 - Goal 10 - “Recruit, sustain and retain the best technology workforce to effectively deliver excellent it services.”
 - Plan now consists of 10 goals, 32 strategies, and 50 key initiatives
 - Added Five Principles (ITC adopted 3-3-10)
 - 1. ENCOURAGE IT STRATEGIC ALIGNMENT BETWEEN AGENCIES AND BRANCHES
 - 2. FACILITATE IT COMMUNICATION AND COLLABORATION BETWEEN AGENCIES AND BRANCHES
 - 3. ENCOURAGE IT RESOURCE MANAGEMENT TO DELIVER REAL VALUE TO STAKEHOLDERS AND CITIZENS
 - 4. HELP BALANCE APPROPRIATE IT RISK MANAGEMENT
 - 5. ENCOURAGE IT PERFORMANCE MANAGEMENT AND ACCOUNTABILITY
 - Added IT Governance Framework (ITC adopted 5-5-10)

Statewide Impact Strategic Initiatives



- Implement statewide broadband network
 - Business case under review
- Implement business continuity service (contract stage)
- Implement private cloud computing (several services in development)
- Implement web/video conferencing (RFP stage)
- Implement Performance Command Center (training stage)
- Implement Service Based Organization (In process)
- Implement agency service level agreements (In process)
- Provide enterprise training (ongoing, 7 of top 10 delivered)
- Ensure competitive service rates (four reduced, several pending)
- Ensure effective investments in IT (ongoing)
- Apply for maximum federal grants (submitted)
- Complete consolidation of production equipment (in process)
- Implement virtual desktop service (pilot phase)
- Implement service accounting (planning)

Statewide Impact

2010 Accomplishments



- Revised State IT Strategic Plan, ITC Approved
- Implemented new IT Security Rule
- Reduced operating budget by \$7.5m
- Reduced Service Rates by \$3.5M
- Completed Data Center Upgrade
- Completed upgrade of 4 additional DMW towers (56 of 99 complete)
- Completed Development phase for cloud services
- Upgraded Data Center Security (video, fingerprint access)
- Implemented work teams for strategic initiatives (Security/BC/Value)
- Coordinated state broadband federal grant initiative
- Added integrated cell phone service
- Implemented SHARE central support team and master schedule
- Implemented Equipment Replacement Fund
- Completed Phase 1 of server consolidation
- Received two federal grants (\$2.03M)
- Applied for 3 additional grants (\$56.7M)
- Implemented performance management tools

Statewide Impact Priorities



New Mexico (2009)

- Consolidation
- Business Continuity
- Service Management
- Broadband Services
- Security
- Cloud Computing

National (2009 NASCIO)

- Consolidation
- Shared Service Management
- Cost Management
- Security
- Records Management
- ERP

New Mexico (2010)

- Consolidation
- Business Continuity
- Shared Services
- Broadband Services
- Security
- Cloud Computing

National (2010 NASCIO)

- Cost Control
- Consolidation
- Shared Services
- Broadband
- ARRA
- Security

Value Enhancement/Cost Savings



- DoIT created a Value Enhancement/Cost Savings Task Force
 - ITC representative
 - DFA budget representatives
 - State Engineer CIO
 - DOT CIO
 - DoIT Deputy Secretaries

- The team has identified 20 items for consideration and evaluation

- Gartner presented a national view on value/cost initiatives (team and ITC)

- Benchmarked New Mexico with National Initiatives and Ideas

- Team will prioritize recommendations for implementation

Value Enhancement Matrix*



Factors Improving Value	Possible Area of Action
Process	
1. Delivery	Online services
2. Production	Develop shared services
3. Value Chain	Process redesign
4. Infrastructure	Expansion
Governance	
5. Transparency	Improve feedback loop
6. Collaboration	Extend and improve
7. Open Standards	Promote interoperability
8. Authority	Develop new patterns

*from Gartner analysis

Mapping NM Value Enhancement Initiatives



Value Enhancement Initiative	Process				Governance			
	1. Delivery: online/civic engagement	2. Production: integrated/shared services	3. Value Chain: industry reconfiguration	4. Infrastructure extension	5. Feedback/transparency	6. Massive Collaboration	7. New and open standards	8. New patterns of authority
1 Server Consolidation		X						
2 Private cloud computing (IaaS, PaaS, SaaS, etc.)		X				X		
3 Broadband Infrastructure			X					
4 Virtual Desktop		X						
5 Data Compression & Encryption		X						
6 Enterprise Licensing (Microsoft, Oracle)		X						
7 Business Application Sharing		X						
8 Security (Encryption & Firewall Mgmt)						X		
9 Resource Consolidation (DBA's & Desktop Support)		X						
10 Enterprise Training		X						
11 Data Warehouse/Business Intelligence				X				
12 Conferencing—(Audio, Web, Video)*	X	X						
13 State PMO		X						
14 Web Content Management/Document Management		X		X				
15 Payment Processing		X						
16 Case Management		X						
17 Medical Records			X					
18 Master Person Index			X					
19 Disaster Recovery		X						
20 Z/OS Linux (Mainframe)		X						
Total	1	15	2	1	2	0	2	0

*Note: External Conferencing: 1, Internal Conferencing: 2

Thank You.....



Questions?