

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

**July 21, 2008
State Capitol
Santa Fe, New Mexico**

The second meeting of the Information Technology and Telecommunications Oversight Committee (ITTOC) was called to order by Senator Richard C. Martinez, chair, on July 21, 2008 at 10:00 a.m. at the State Capitol in Santa Fe.

Present

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

Absent

Sen. John Arthur Smith
Rep. Richard D. Vigil

Advisory Members

Sen. Carlos R. Cisneros
Rep. Kathy A. McCoy
Sen. William H. Payne

Sen. Mark Boitano
Sen. Pete Campos
Sen. Kent L. Cravens
Sen. Phil A. Griego
Sen. Gerald Ortiz y Pino
Rep. Jeannette O. Wallace

Staff

Ralph Vincent, Legislative Council Service (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 21

The minutes of the June 11, 2008 meeting were approved.

Performance Standards/Measures for IT Systems; Review of Standards from Other States and Discussion of Direction in New Mexico

-Ralph Vincent, Staff, LCS

Mr. Vincent made a presentation concerning information technology performance standards and measures, including an overview of practices in surrounding states.

Representative McCoy asked about the portal concept. Mr. Vincent responded that a portal is an overarching web site that allows access to all state government web sites and aggregates information from all of them. The result is that searching for information, e.g., how to obtain a business license, is greatly facilitated.

Representatives Varela and Rodella requested that Roy Soto, secretary of information technology, report at the August meeting on the number of state voice mail boxes that have not been set up, including those for toll-free and support lines.

Representative Tripp asked Mr. Soto to add a link to the state web site to allow reporting of state phone numbers that do not get answered.

Status Report from the Department of Information Technology (DOIT)

-Roy Soto, Secretary, DOIT

-Coney Maki, Deputy Secretary, DOIT

-Elisa Storie, Deputy Secretary, DOIT

Mr. Soto provided a comprehensive status report and summary of accomplishments for the DOIT since it was created just one year ago.

Representative McCoy asked about the recent voice mail communications outage. Mr. Soto responded that the problem has been corrected. The system that failed was scheduled for an upgrade, but had been regarded as a lower-priority project than other more important issues.

Senator Lopez expressed interest in Human Services Department communications and compatibility. Mr. Soto stated that the Taxation and Revenue Department (TRD) is the lead agency on the REAL ID project.

Representative Tripp asked about "bare metal backup". Ms. Storie responded that the term refers to a backup of all data, application and system software and system configuration. Typically, the backed-up data includes the necessary operating system, applications and data components to rebuild or restore the backed-up system to an entirely separate piece of hardware. In some configurations, the hardware receiving the

restore needs to have an identical configuration to the hardware that was the source of the backup, although virtualization techniques and careful planning can enable a bare-metal restore to a hardware configuration different from the original.

Representative Wirth noted that the department has made incredible progress in one year and asked how much more needs to be accomplished. Mr. Soto responded that there is still much to be done. He highlighted web-based applications as one area that needs improvement, including a state government fiber optic ring.

Representative Wirth asked if the legislature is providing the tools needed for the DOIT to complete its job. Mr. Soto responded that technology is changing so fast that it will always be a challenge to keep up, and that the department balances its budget request with the other needs of the state.

Representative Varela stated that it is important for DOIT to have access to an equipment replacement fund.

Senator Martinez asked about the Motor Vehicle Division (MVD) server crashes and the extensive delays experienced by customers. Ms. Storie stated that the MVD's operations have been significantly stabilized with the replacement of routers. Mr. Soto stated that his top priority for system reliability is the Department of Public Safety and the MVD.

Senator Martinez asked about the addition of security guards. Mr. Soto responded that, in the past, security was provided by contract employees. This resulted in constant turnover of security guards who monitor the surveillance cameras. By hiring permanent security guards, reliability has been improved.

Homeland Security Demonstration of Mobile Command Center

-John Martinez, Deputy Director, Homeland Security and Emergency Management Department

Mr. Martinez explained the purpose of the mobile command vehicle. The mission is to provide an incident command center. The first room that the committee visited (the trailer unit) is the disaster planning room and media center. The room has live television feeds and full internet capability for up to 18 notebook computers. The second room visited (the tractor unit) is the communications center and video surveillance center. Radio equipment can communicate on all frequencies used in New Mexico.

Information Technology Commission (ITC); Status Report and Discussion of Evaluation and Approval Process

-Mark Duran, Chair, ITC

Mr. Duran made a presentation describing the duties and responsibilities of the ITC.

Senator Martinez asked if the improvements made by DOIT during the last year were made possible by ITC approval. Mr. Duran stated that some improvements had been made prior to the commission being formed. Others have been approved by the ITC.

Representative Varela noted that the current Information Technology Act stipulates very broad responsibilities and suggested that the legislature was not specific enough in the creation of the ITC. He recommends that the committee review the DOIT and ITC statutes and sponsor legislation as necessary to provide the department with appropriate resources and the ITC with sufficient authority.

Mr. Duran suggested reviewing the responsibilities of the previous ITC, specifically project certification authority and development of information technology (architectural) standards.

Representative McCoy appreciates having a separate oversight commission.

Representative Wirth suggested that the existing Information Technology Act provides the necessary authority for the ITC to participate in DOIT policy formulation.

Representative Rodella asked staff to work with the others involved and to make recommendations for changing the Information Technology Act for review at the September meeting with a goal of legislation that could be approved at the November meeting.

Disaster Recovery and Business Continuity Issues

DOIT

- Roy Soto, Secretary, DOIT
- Coney Maki, Deputy Secretary, DOIT
- Elisa Storie, Deputy Secretary, DOIT

Mr. Soto presented the accomplishments of the DOIT to date and the plan for a complete business recovery strategy to be developed during fiscal year 2009.

Taxation and Revenue Department (TRD)

- Marlin Mackey, Chief Information Officer, TRD
- Ken Ortiz, Director, MVD, TRD

Mr. Mackey presented an overview of the TRD's critical systems and the disaster recovery plan.

Representative Rodella requested a presentation on the status of REAL ID from the MVD.

Department of Health (DOH)

-Robert Mayer, Chief Information Officer, DOH

Mr. Mayer presented an overview of the DOH disaster recovery plan.

Department of Environment (DOE)

-Lynn Harris, Chief Information Officer, DOE

Ms. Harris described the DOE disaster recovery plan.

The committee adjourned at 5:15 p.m.