DoIT Status Update

Science, Technology, & Telecommunication Committee
San Juan College
Farmington, NM

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STATE CHIEF INFORMATION OFFICER

PRESENTATION OVERVIEW

- DoIT Act Revisions

- Retention and Hiring Challenges

- Quarterly Chief Information Officer (CIO) Forum

- Customer Focus

DoIT ACT REVISIONS

- ➤ DoIT Act Revisions – Why?
  - ➤ Technology changes since inception of the Act
    - ➤ IT service needs have changed
      - ➤ Cloud
      - ➤ Software-as-a-service
  - ➤ Cyber threat landscape constantly changing
    - ➤ Information privacy and classification
      - ➤ Public record process limits controls
      - ➤ Lack of classification information controls
  - ➤ Federal grant dollars may not be accessible

RETENTION AND HIRING CHALLENGES

➢ Staff Augmentation needs

  ➢ Support Enterprise Program

  ➢ Cybersecurity (if hiring is not feasible)

➢ Challenges

  ➢ Limited IT resource pool vs. demand

  ➢ Time to hire

  ➢ Compensation

  ➢ Work-life balance

QUARTERLY CIO FORUM

➢ Inaugural forum held on September 27, 2022

   ➢ Participation from multiple agency CIOs and IT Leads

   ➢ Presentations

      ➢ Strategic Planning Overview

      ➢ Broadband

      ➢ Cybersecurity

➢ Next forum January 12, 2023

QUARTERLY CIO FORUM

➢ Identified state agency priorities for DoIT
  ➢ Streamline Enterprise Project Management Office (EPMO) processes
  ➢ IT staffing and retention issues
  ➢ Support state agency critical IT infrastructure
  ➢ Foster interagency collaboration
  ➢ Standardization of rules and processes
  ➢ Billing transparency
  ➢ Customer service
    ➢ Help desk support

CUSTOMER FOCUS

- Application education and training
  - Microsoft O365 tools
  - SHARE modules
- Expanding enterprise software offerings and support
  - Salesforce
  - IPRA Management
  - Record Management

CUSTOMER FOCUS

➢ Service Level Agreements

    ➢ Review other states best practices

    ➢ Draft templates

➢ EPMO Modernization Project

    ➢ Streamline processes (#1 Agency CIO priority)

    ➢ EPMO Assessment

        ➢ As-is and to-be

    ➢ FY24 C2 Request

CUSTOMER FOCUS

EPMO Modernization Project (continued)

- ➤ Add value to project oversight
- ➤ Eliminate redundancies
- ➤ Minimize review cycles
- ➤ Provide real-time project reporting
- ➤ Implement data analytic capabilities

NM DEPARTMENT OF
INFORMATION
TECHNOLOGY

Thank You!

QUESTIONS?