

Update on the Department's
Information Technology
System Relating to License
Sales



Administrative Services Division

Future Improvement of Online License Systems

- Additional Site—State Government
- Additional Site—Private Sector
- Improved Onsite Facility
- Call Support Center



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Additional Site—State Government

- Locate servers to Department of Information Technology (DoIT) as alternative site
 - Ability to continue access to systems if there is an issue at NMDGF Santa Fe office
 - Does not address an outage at DoIT
- Projected completion-- end of calendar year



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Additional Site—Private Sector

- Locate to an outside entity utilizing an alternate internet service provider (ISP) and a domain name that is independent from DoIT.
 - Benefits are Reliability, Security, Redundancy, Connectivity
 - Continue access when there is an outage at either Santa Fe Office or DoIT
- Projected Completion—1 to 2 years (DoIT approval--planning, equipment and installation).



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Secure Onsite Facility

- Information Services Division is proposing a new onsite server facility that:
 - Is separate from the main building
 - Has efficient climate control
 - Has enhanced security features
 - Has generator power
- Preliminary plans are to begin building in January, 2015 with completion projected 2016.



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Call Support Center

- The Department is considering options with 24/7 call centers.
 - Requirements include
 - Local company with coverage nights, weekends and holidays
 - Ability to make calls or send emails per Department instructions
 - Ability to vend licenses over the phone
 - Preliminary Scope of Work distributed to prospective vendors
 - Pending bids and selection process
- Projected implementation is December 2014.



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Closing

- **Public Comment**
 - None to date on this agenda item
 - Vendors and public expect 24/7 service
- **Questions and concerns**



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