

Project Status Report

ECM-EDMS Overall Project Status as of September 05, 2007

REPORTING PERIOD: SIX WEEK PERIOD FROM JULY 24, 2007 TO SEPTEMBER 05, 2007

GREEN	OVERALL ECM-EDMS PROJECT HEALTH IS GREEN
EXECUTIVE STEERING COMMITTEE (ESC): <ul style="list-style-type: none"> • CHAIR, SANDRA JARAMILLO (SRCA) • MARLIN MACKEY / DONA COOK (TRD) • DARYL SCHWEBACH / ELUID MARTINEZ / KRISTINA LAWSON (HSD) SERVING AS LEAD AGENCY • CONNY MAKI (NM Do IT ADVISOR) 	PROJECT STAKEHOLDERS AND PROJECT TEAM MEMBERS: <ul style="list-style-type: none"> • ECM-EDMS PROJECT DIRECTOR: JANE HAMLET • HSD/CSSED TEAM: CHARISSA SAAVEDRA, KATHLEEN VALDES; PHIL HERNDON; JASON ROMERO; JAN CHRISTINE; MARTA RODRIGUEZ; MIKE RICKLIN; ROBERT PREISSLER; MARIO GONZALEZ • TRD/RPD/MVD TEAM: KEN ORTIZ; LIBBY GONZALES; LEE BACA; DIANE MARTINEZ; RON CRUZ; RAUL ALVAREZ; CONNIE TORRES; ELIZABETH MOLERES; MIRIAM PINO; ESTHER BARTELS; PHYLLIS MARTINEZ; LISA TRUJILLO; LILIA URRUTIA; LEONARD LOPEZ; ALICIA ORTIZ • SRCA TEAM: ANGELA LUCERO; LEO LUCERO; LORI LEROUGE
EDMS PROJECT OBJECTIVES: OUR GOAL IS TO IMPLEMENT AN EDMS THAT LEVERAGES EXISTING EXPERIENCE IN RECORDS MANAGEMENT, DOCUMENT MANAGEMENT STORAGE SYSTEMS, SOFTWARE, AND PROCESSES WITHIN SRCA, TRD AND HSD. THE PROJECT SCOPE INCLUDES THE DEVELOPMENT OF AN ENTERPRISE MODEL OF BEST PRACTICES, PROCESSES AND COST EFFECTIVE TECHNOLOGIES TO MANAGE & INTEGRATE DOCUMENTS; THIS MODEL MUST BE EXTENSIBLE TO ALL STATE AGENCIES THAT MAY NEED IMAGING AND DOCUMENT / CONTENT MANAGEMENT SERVICES.	

PROJECT STATUS SUMMARY:

- Procurement for ECM Integration and Implementation Services:** *The ESC selected Hummingbird as the ECM software vendor in March 2006. ESC contract negotiations with an NM Price Agreement Integration Services Vendor broke down in September 2006. Open Text Corporation acquired Hummingbird in October 2006. ESC and Open Text contract negotiations broke down in February 2007. A Request for Information (RFI) issued on May 2, resulted in ECM Vendors returning responses on June 4, 2007. Four ECM Vendors presented their solutions to HSD, TRD and SRCA during June 2007. The ECM Vendor Evaluation Committee ranked the ECM Vendors, based on a formal scoring process for each vendor's response and presentation. A July 3, 2007 letter from the Chair, advised that the ESC "tentatively selected the Softech/FileNet proposal, as amended the week of June 25, 2007, for the combined ECM implementations at the Taxation and Revenue Department and the Human Services Department. However the Vendor Evaluation Selection Committee does want to perform two further validations before making a final decision."*
 - The EDMS ESC recommended continuing due diligence with two ECM Vendors:
 - Softech/FileNet/IBM
 - Tower Software
 - The ECM Vendor Evaluation Committee completed interviews with the vendor's references on 8/16, and the vendors again demonstrated their technology solutions for CSSES on 8/20. The ECM Vendor Evaluation Committee presented their recommendations to the EDMS ESC on Wednesday 8/22.
 - The EDMS ESC met with NM Do IT on 8/23 to determine next steps to begin contract negotiations. The ESC selected Softech as the ECM Integration and Implementation Services vendor through a statewide price agreement.
 - NM DoIT pre-approved the ECM Integration Services Contracts to begin contract negotiations on 8/23.
- FY09 ECM Multi Agency One Page Business Case:** *One Page Business Case submitted on July 13, and the full business case is due September 4, 2007 to request funds for FY09.*
 - Finalized FY09 ECM Multi Agency Business Case for six agencies including TRD, SRCA, GSD/RMD, DPS, NMCD & OSE on August 15.
 - OSE requested additional updates and these were incorporated into the final version on 8/28
 - SRCA submitted the ECM Multi-Agency Business Case, with their IT Plan on September 4, 2007

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3. **Independent Verification and Validation (IV&V) Services:** *Productive Data Solutions (PDS) began IV&V Services on Oct. 25, 2006. The ESC agreed, in Nov. 2006, to put the IV&V work on hold until implementation services begin. As of Dec. 05, 2006, the IV&V work is on hold. The current IV&V Contracts for HSD and TRD were allowed to expire on June 30, 2007.*
 - New IV&V Contracts developed in May 2007 are for IV&V Services through June 30, 2008. The EDMS ESC approved the new contracts for:
 - Salvaging the previously completed IV&V Deliverables on EDMS Project Management and,
 - Keeping the same pricing for IV&V Deliverables not yet completed.
 - The new NM DoIT pre-approved the IV&V contracts for signature on 9/04/2007
4. **ECM-EDMS Project website www.ECM-EDMS.state.nm.us:** *The website serves as a repository for the project deliverables – Upon approval by the EDMS ESC, the ECM project documents are forwarded to the SRCA CIO to maintain the website.*
5. **HSD Change Management:** *The purpose of the EDMS HSD/CSED Change Management initiative is to ensure acceptance and successful EDMS implementation:*
 - The ECM-EDMS HSD Stakeholder Steering Committee (SSC) members met on Friday, July 20, 2007 including Daryl Schwebach, Elaine Olah, Charissa Saavedra, and Cathi Valdes. Discussion focused on concerns about Electronic Content Management (ECM) solutions for SDU – child support remittance processing. The ECM-EDMS HSD SSC members agreed on the following:
 - Change the ECM-EDMS Project Scope to focus on Child Support Enforcement Division (CSED) Correspondence
 - Look to the future for implementing ECM solutions for SDU
 - This change in scope leverages ECM-EDMS work already done for HSD CSED
 - The decision supports gathering more information and exploring additional options for implementing imaged-based remittance processing for SDU in the future
 - The HSD/CSED project team began defining a revised ECM-EDMS HSD scope of work for the CSED Scope of Work to include:
 - Employment Letter
 - CSED Application for Support
6. **TRD Motor Vehicle Citation Process Improvement:** *The EDMS TRD/RPD/MVD Process Improvement Team meets bi-weekly to review Motor Vehicle Citation business processes, select processes for improvement and prepare for ECM-EDMS Implementation -*
 - The EDMS TRD/RPD/MVD Process Improvement Team met on 8/2, 8/16 and 8/30, reviewing potential process improvements for MVD Driver Services Bureau and RPD Data Entry Unit including
 - Verifying the Scope of Work for TRD/RPD/MVD ECM-EDMS Project
 - Prioritizing the list of TRD/RPD/MVD Citation Process Improvements
 - Walkthrough TRD/RPD/MVD As-Is Workflow diagrams that are in progress and 80% complete for:
 - Penalty Assessment (PA) Citation payments received
 - PA Citation payment deposits
 - Citations received from Law Enforcement
 - Court Citations received
 - RPD Data Entry Unit – Citations processing
 - Commercial Driver Citations
 - MVD DSB Citation exceptions processed
 - The TRD contract project manager resigned, who was assigned to develop the MVD Citations Imaging System Plan with support from the EDMS Project Director. This plan must be approved by SRCA before the process to microfilm citations can be officially replaced by document imaging.

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7. **ECM Application Standards and Metadata Standards:** *The focus of this SRCA Business Process Reengineering initiative is developing the ECM (EDMS/ERMS) Application Standards and Guidelines, as well as the associated NMAC Rules. Chapter 11 in the NMAC rules is now reserved for the Enterprise Content Management Standards including:*
- ECM Governance
 - Agency Responsibilities for ECM Application Standards
 - ERMS Standards
 - Standards for Integrating EDMS/ERMS
 - Business Process Management Standards
 - Metadata standards
 - Security and Identity Management Standards
 - Information Technology Infrastructure Standards for ECM
 - File Formats, Naming, and Storage
 - Web Content Management
 - Digital Signature and Electronic Signatures
 - Document-centric Collaboration
 - Digital Asset Management
 - Integrated Document Archive and Retrieval System (IDARS)
 - E-Forms
 - Email Archiving as an ECM component
 - Knowledge Management
8. **Second Judicial District Court EDMS Project Coordination -** *ITC & AOC JID require continuing communication between Executive and Judicial EDMS Projects. The SRCA Director participates as an Executive Steering Committee member in both projects.*
- The Second Judicial District Court EDMS Project team installed Open Text (aka "Hummingbird") solutions for document imaging and document management during 2006. They are awaiting contract negotiations with 5280/Open Text to implement workflow management solutions in order to complete the implementation of ECM solutions for the Courts.

PROJECT RISK TRACKING:	MITIGATION STRATEGY
<ol style="list-style-type: none"> 1. <u>Enterprise Identity Management is out-of-scope for the EDMS Project:</u> However, without an active Enterprise Identity Management Program, the project must develop and implement Identity Management (Authentication, Authorization & Delegated Administration) to support ECM security 2. <u>TRD ECM Design, Integration and Pilot Implementation</u> tasks must be completed by February 15, 2008, before all TRD resources are consumed by tax season (February 15 thru May 15, 2008). The ECM implementation tasks require at least six months, which means contracts need to be signed by all parties and executed no later than September 28, 2007. Otherwise, final implementation tasks will be pushed to start again on May 15 to be completed by June 30. 3. <u>Extensions to the Project Timeline:</u> Federal and State oversight and approval requirements as well as the approval process for contracts provide numerous opportunities for extended project delays <ul style="list-style-type: none"> - <u>Procurement Delays:</u> Procurement steps have continued since Aug. 2005, when the initial RFP was developed 	<ul style="list-style-type: none"> • The Mitigation Strategy is to leverage the Email Project experience and methods. • EDMS ESC is requesting Secretary level action to quickly obtain all contract signatures • Plan for

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PROJECT MILESTONES FOR THIS REPORTING:		
	PLANNED DATE	ACTUAL DATE
<ul style="list-style-type: none"> NM Do IT pre-approved contracts for <ul style="list-style-type: none"> HSD ECM Integration and Implementation Services TRD ECM Integration and Implementation Services NM Do IT pre-approved contracts for <ul style="list-style-type: none"> HSD IV&V Services TRD IV&V Services Completed and submitted FY09 ECM Multi-Agency Business Case 	August 14, 2007 August 14, 2007 Sept 04, 2007	August 23, 2007 Sept 04, 2007 Sept 04, 2007
PROJECT MILESTONES FOR NEXT REPORTING:		
	PLANNED DATE	ACTUAL DATE
<ol style="list-style-type: none"> Contract Negotiations with ECM Integration Services Vendor Pre-approval by all parties on ECM contracts for HSD and TRD Signature Approvals on ECM Implementation contracts - HSD & TRD TRD/RPD/MVD Team and Implementation Vendor Kick-Off Meeting HSD/ASD-SDU/CSED Team & Implementation Vendor Kick-Off ECM Application Standards Functional Records Management structure approved for ECM Content Architecture 	Aug/Sept. 2007 Sept. 14, 2007 Sept 28, 2007 October 1, 2007 October 1, 2007 October 2007 November 2007	
PLANS FOR NEXT PERIOD:		
<ol style="list-style-type: none"> <u>Contract Negotiations</u> – The EDMS ESC and the selected ECM Integration and Implementation Services Vendor will conduct contract negotiations during August and September 2007. <u>Pre-approval by all parties on the ECM Implementation contracts for HSD and TRD</u> – The Procurement Manager obtains pre-approval prior to circulating the final contracts for signature, the target is Sept. 14 2007 <u>Signature approvals on ECM Implementation contracts for HSD and TRD</u> – After the contract is pre-approved by all parties, the Procurement Manager obtains the formal contract signatures from the vendor, HSD CIO, HSD attorneys, HSD Secretary, TRD, OCIO and DFA. While this process is known to take more than 6 weeks, the EDMS ESC is requesting Secretary level action to quickly obtain all signatures. The vendor team will start ECM integration and implementation services after all contract signatures are obtained. <u>TRD/RPD/MVD Integration and Implementation Tasks</u> <ul style="list-style-type: none"> October 1, 2007 -TRD/RPD/MVD Team and Implementation Vendor Kick-Off Meeting <u>HSD/CSED Integration and Implementation Tasks</u> <ul style="list-style-type: none"> October 1, 2007 – Kick-off meeting with ECM Implementation Vendor and HSD/ASD-SDU/CSED Team <u>ECM Application Standards</u> – See Project Status Summary – Item #6, Target date is October 2007 <u>Approval - SRCA Functional Records Management structure as the ECM Content Architecture</u> - Upon approval, the Functional Records Management structure will become the ECM Content Architecture standard for all State of New Mexico Agencies using the proposed Centralized Electronic Records Repository. Target date is November 2007. 		