



Fiscal Year 2025

C2 IT Special Appropriations Guide

July 12 & 13, 2023

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Overview of C2 Request

C2 Funding request is the official information technology (IT) funding request for a new or enhanced IT project.

- ✓ Request made using a C2: Information Technology Data Processing – Computer Systems Enhancement Fund form, which is submitted with both your FY24 IT Technology Funding (C2) Request Full Business Case and your agency’s IT Strategic Plan.
- ✓ State agency develops and presents a business case to the C2 Committee.
- ✓ C2 Committee consists of members from the Department of Information Technology (DoIT), the Legislative Finance Committee (LFC) and the Department of Finance and Administration (DFA).
- ✓ DoIT makes recommendation for funding to DFA.
- ✓ DoIT-DFA recommendation is made to the LFC.
- ✓ If request is granted, funding becomes part of Section 7, Information Technology Appropriations in House Bill 2.

C2 IT Special Appropriations Templates

FY25 C2 funding request templates can be access through DoIT website at the following link:

<https://www.doit.nm.gov/programs/epmo/agency-it-special-appropriation-guidance/>

Agency IT Special Appropriation (C2) Funding Guidance

Title	Open File
FY25 Business Case Presentation Template	Open File
FY25 C2 IT Data Processing CSEF	Open File
FY25 Full Business Case Template	Open File
FY25 IT Strategic Plan and C2 Calendar	Open File
FY25 One Page Business Case Template	Open File
FY25 Total Cost of Ownership	Open File

C2 and IT strategic Plan Calendar



FY24 AGENCY IT STRATEGIC PLAN & FY24 C2 FUNDING CALENDAR

MONTH	DELIVERABLES and DUE DATES
JULY 2022	<ul style="list-style-type: none"> ▪ July 1: <i>FY24 Agency IT Strategic Plan Template</i> and <i>FY24 C2 Business Case Template</i> published ▪ July 7: Agency IT Strategic Plan training, Agency C2 Funding Request Training ▪ July 12: Agency IT Strategic Plan training, Agency C2 Funding Request Training ▪ July 21: Email <i>FY24 One Page Business Case(s)</i> to: DFA: cecilia.mavrommatis@state.nm.us LFC: lfc.itplans@nmlegis.gov DoIT: doit.itplans@state.nm.us ▪ July 29: Email draft <i>FY24 C2 Business Case(s)</i> to doit.itplans@state.nm.us
AUGUST 2022	<ul style="list-style-type: none"> ▪ August 1 - 19: DoIT review of draft <i>FY24 C2 Business Case(s)</i> submission(s) and feedback returned to agencies
SEPTEMBER 2022	<ul style="list-style-type: none"> ▪ September 1: Email final <i>FY24 Agency IT Strategic Plans</i> and final <i>FY24 Business Case(s)</i> with final <i>C2 form(s)</i> to: DFA: cecilia.mavrommatis@state.nm.us LFC: lfc.itplans@nmlegis.gov DoIT: doit.itplans@state.nm.us ▪ September 1: Complete data entry and upload final <i>FY24 Agency IT Strategic Plan</i> in portal ▪ September 6: Email draft <i>FY24 C2 Presentations</i> to doit.itplans@state.nm.us ▪ September 7 - 20: DoIT review of <i>FY24 C2 Presentation(s)</i> and feedback returned to agencies ▪ September 27: Final <i>FY24 C2 Presentation(s)</i> emailed to doit.itplans@state.nm.us
OCTOBER 2022	<ul style="list-style-type: none"> ▪ October 4 - 6: Agency presentations of FY24 C2 funding requests
NOVEMBER- DECEMBER 2022	<ul style="list-style-type: none"> ▪ November 14: DoIT Secretary recommendations to DFA for FY24 C2 funding ▪ November 21: DoIT/DFA recommendations to LFC for FY24 C2 funding ▪ TBD: LFC recommendations for FY24 C2 funding ▪ December: DFA prepares executive budget documents

If you have any questions, please email epmo@state.nm.us.

FY25 One Page Business Case

First C2 Deliverable – FY25 One Page Business Case (Due on Friday, July 21st)



FY25 One Page Business Case

Agency Name: _____							
Project Name: _____							
Priority (1 indicating the highest): _____				Total Number of FY25 Requests: _____			
Current Number of Certified Projects: _____				Number of Currently Reauthorized Projects: _____			
Executive Summary: Provide a brief description of the request that includes the technical solution type, if known. Include the required funding amount, estimated completion time and how the proposal will benefit the State of New Mexico.							
Business Problem/Opportunity: Clearly define the problem or opportunity; include root causes of the problems or key elements the opportunity would address with the proposed solution. Address the "why" question. Why is the agency sponsoring this request, and why should the Governor, Legislature and DoIT support the initiative and its funding? Without this initiative, what type of obstacles exist preventing the agency from obtaining its mission, goals, statutory requirements, or ability to increase its effectiveness?							
Proposed Project Objectives: List the project objectives. What are the expected outcomes? What are the performance measures? What roadblocks to the agency meeting its mission will be removed?							
Risks: Provide a brief description of risks and challenges faced by the agency in moving forward with the project.							
Cost Benefit Analysis & Return on Investment (ROI): The total cost of ownership is the projected cost to the State of New Mexico over a five-year period. For existing projects, please enter costs in the Previous Actuals column. Please enter numbers using thousands.							
a) Total Cost of Ownership	Previous Actuals	FY24	FY25	FY26	FY27	FY28	Total
Non-Recurring Costs							0
Recurring Costs							0
Total	0	0	0	0	0	0	0
b) Benefits/ROI: This section should address the project's results to be realized. Will there be a quantifiable return on the State's investment? What will be the business value or positive outcomes resulting from the project? Will there be increased efficiency in agency operations? What will the agency be able to do as a result of this project that it would not otherwise have the ability to accomplish?							
Tangible Benefits: Tangible benefits are quantifiable and measurable benefits that have a specific dollar value, number of labor hours or another specific metric.							
Intangible Benefits: Intangible benefits can't be measured in terms of monetary profit or other quantifiable methods. They are benefits such as enhanced user experience, customer satisfaction, improved decision making or public benefit.							

FY25 One Page Business Case Examples

Example I:

FY24 One Page Business Case

[Remove all text in brackets and replace with responses.]

Agency Name: [REDACTED]	
Project Name: [REDACTED]	
Priority (1 indicating the highest): [REDACTED]	Total Number of FY24 Requests: [REDACTED]
Current Number of Certified Projects: [REDACTED]	Number of Currently Reauthorized Projects: [REDACTED]

Executive Summary:
[Provide a brief description of the request that includes the technical solution type, if known. Include the required funding amount, estimated completion time and how the proposal will benefit the State of New Mexico.]

Agency Name: New Mexico Department of Health	
Project Name: Facilities Electronic Licensing (FELIX) Replacement	
Priority (1 indicating the highest): 5	Total Number of FY23 Requests: 5
Current Number of Certified Projects: 10	Number of Currently Reauthorized Projects: 9

Executive Summary:
The New Mexico Department of Health (DOH), Division of Health Improvement (DHI) is responsible licensing healthcare facilities; by investigating complaints of alleged abuse, neglect and exploitation in licensed facilities; and by surveying licensed healthcare facilities to ensure compliance with state and federal regulations.
DHI is requesting \$400,000.00 in funding for the replacement of the Facilities Electronic Licensing System (FELIX), an antiquated software system whose architecture has reached its end of life, does not meet today's functionality needs and introduces considerable risk by not functioning at critical times during investigative work. FELIX, which is used to license healthcare facilities, interfaces with a Centers for Medicare and Medicaid Services (CMS) national database: Aspen Central Office.
A prior C2 request was funded for \$350,000.00 at 10% general fund with a 90% federal fund match as part of the Human Services Department (HSD) Medicaid Management Information System Replacement (MMIS-R) project. Due to schedule changes in that project, the DHI is requesting further state general funds to procure the system now. The prior year's funding will be used to integrate the new DHI system with MMISR.

Example II:

Business Problem/Opportunity:
[Clearly define the problem or opportunity; include root causes of the problems or key elements the opportunity would address with the proposed solution. Address the “why” question. Why is the agency sponsoring this request, and why should the Governor, Legislature and DoIT support the initiative and its funding? Without this initiative, what type of obstacles exist preventing the agency from obtaining its mission, goals, statutory requirements, or ability to increase its effectiveness?]

Business Problem/Opportunity:
<p>The current Facilities Licensing System (FELIX) is operationally critical for the issuance of licenses for healthcare facilities to operate. It also functions as the public portal for individuals to access licensed facility survey reports. It is a key tool used in the collection and analysis of healthcare facility data.</p> <p>The current FELIX architecture has reached its end of life and is prone to crashes, which can have a severe negative impact on the ability to process licenses timely. When FELIX goes down the general public is unable to access facility reports, and DHI must resort to manually processing facility licenses, placing additional strain on limited resources. In addition, FELIX does not meet the new federal system requirements to interact with the new CMS Aspen system which is moving into a cloud-based environment.</p> <p>Replacing FELIX with a new system will improve and enhance the licensing process and provide easy access to the public when researching facility performance. Thereby improving customer service and satisfaction. It will allow future compatibility with Aspen Central Office that does not currently exist and will address future licensing requirements.</p> <p>If the system is not replaced DHI will be unable to interface with Aspen Central office when it moves to a new cloud-based environment. Without new software to provide portal access DHI will be out of compliance with the Centers for Medicare and Medicaid Services (CMS) requirements to provide free and open access to the public to access healthcare facility survey reports Without new software to provide portal access DHI will be required to manually license healthcare facilities in New Mexico, thereby increasing error rate and decreasing efficiency. if the current software has a complete failure DHI will be required to manually process license application creating a significant strain on limited resources, creating delays and putting health facilities at risk for operating without a license.</p>

Example III:

Proposed Project Objectives:
[List the project objectives. What are the expected outcomes? What are the performance measures? What roadblocks to the agency meeting its mission will be removed?]

Proposed Project Objectives:
<p>The proposed solution is to purchase a commercial off-the-shelf (COTS) system.</p> <p>The objectives are to streamline the issuance of new licenses, ease of access to the public to see performance and compliance and provide timely reporting of investigations.</p>

Example IV:

Risks:
[Provide a brief description of risks and challenges faced by the agency in moving forward with the project.]

Risks:
The project will create a significant strain on limited resources and if delayed, may place health facilities at risk for operating without a license.

Example V:

Cost Benefit Analysis & Return on Investment (ROI):
[The total cost of ownership is the projected cost to the State of New Mexico over a five-year period. For existing projects, please enter costs in the Previous Actuals column. Please enter numbers using thousands.]

a) Total Cost of Ownership	Previous Actuals	FY23	FY24	FY25	FY26	FY27	Total
Non-Recurring Costs							
Recurring Costs							
Total							

Cost Benefit Analysis & Return on Investment (ROI):							
a) Total Cost of Ownership	Previous Actuals	FY23	FY24	FY25	FY26	FY27	Total
Non-Recurring Costs	175.4	1,540.0	0.0	0.0	0.0	0.0	1,715.4
Recurring Costs	26.1	100.0	100.0	100.0	100.0	100.0	526.1
Total	201.5	1,640.0	100.0	100.0	100.0	100.0	2,241.5

Example VI:

b) Benefits/ROI:	
[This section should address the project’s results to be realized. Will there be a quantifiable return on the State’s investment? What will be the business value or positive outcomes resulting from the project? Will there be increased efficiency in agency operations? What will the agency be able to do as a result of this project that it would not otherwise have the ability to accomplish?]	
Tangible Benefits:	[Tangible benefits are quantifiable and measurable benefits that have a specific dollar value, number of labor hours or another specific metric.]
Intangible Benefits:	[Intangible benefits can’t be measured in terms of monetary profit or other quantifiable methods. They are benefits such as enhanced user experience, customer satisfaction, improved decision making or public benefit.]

b) Benefits/ROI:	
The following benefits have been identified below.	
Tangible Benefits:	Decrease error rates annually by 80%.
Intangible Benefits:	Eliminates lost productivity. Meets new federal requirements. Allows for interfacing with the CMS system at the federal level. Will increase accessibility to data and improved decision making.

One Page Business Case(s) Submission Information

One page business case is due on **Friday, July 21st**, and should be emailed to:

DFA: cecilia.mavrommatis@state.nm.us

LFC: lfc.itplans@nmlegis.gov

DoIT: doit.itplans@state.nm.us

FY25 Full Business Case

Second C2 Deliverable – FY25 Full Business Case (Due on Friday, July 28th)

[Insert Agency Logo]

**Fiscal Year 25
Information Technology Funding (C2) Request
Full Business Case**

[Insert Agency CIO Name]

Chief Information Officer

Release Date: September 1, 2023

Note: Please make sure to update the table of content after you complete the full business case template.

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VII. Objectives, Outcomes, Key Performance Indicators	6
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IX. Total Cost of Ownership.....	8
X. C2 Form – Computer System Enhancement Fund (CSEF)	9

The screenshot shows a Microsoft Word document titled 'y Funding (C2) Request – Full Business Case'. The document contains a 'TABLE OF CONTENTS' table with the following entries:

I. Executive Summary	3
II. Project Background	3
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V. Alternative Analysis.....	5
VI. Key Stakeholders	6
VII. Objectives, Outcomes, Key Performance Indicators	6
VIII. Benefits	6
IX. Total Cost of Ownership.....	8
X. C2 Form – Computer System Enhancement Fund (CSEF)	9

An 'Update Table of Contents' dialog box is open, displaying the following text: 'Word is updating the table of contents. Select one of the following options:'. There are two radio button options: 'Update page numbers only' (which is unselected) and 'Update entire table' (which is selected). The dialog box has 'OK' and 'Cancel' buttons at the bottom.

FY25 Full Business Case Check List

Item
<input type="checkbox"/> Downloading and saving the most current Full Business Case Template
1. Executive summary
<input type="checkbox"/> 1.1. Business problem
<input type="checkbox"/> 1.2. Benefit to the agency
<input type="checkbox"/> 1.3. Key objectives of the project
<input type="checkbox"/> 1.4. Alignment with the strategic plan
2. Project Background
<input type="checkbox"/> 2.1. Detailed project description. Note*: All funds, whether it is Section 7 or not, are recommended to be listed in project description.
<input type="checkbox"/> 2.2. Solution type (whether it is a new solution, a replacement of existing solution, or is the funding for planning and analysis)
<input type="checkbox"/> 2.3. Technology type (commercial off the shelf, software as a service, a custom developed solution, electronic content management or other type)
<input type="checkbox"/> 2.4. List of professional services, hardware/infrastructure, software, training, compliance and security, facilities, personal services, or other items required
2.4.1. Are the items listed on TCO table, mentioned here?
<input type="checkbox"/> 2.5. Information about whether a hosted solution is involved
<input type="checkbox"/> 2.6. Project (estimated) start and finish dates
<input type="checkbox"/> 2.7. project's completed key milestones to date
<input type="checkbox"/> 2.8. Information on what can be accomplished with partial funding (if full funding is not available)
<input type="checkbox"/> 2.9. Request history: a new request? a continuation that has been funded in previous years? If yes, this info should be included: fiscal year(s), appropriation amount(s) and any reauthorization(s) if applicable.
<input type="checkbox"/> 3. Risks: Completed risk categories table
<input type="checkbox"/> 4. Scope and Constraints: Completed tables
5. Alternative Analysis
<input type="checkbox"/> 5.1. Justification for the project: Why this project is selected over the available alternatives (factors such as cost, urgency, payback period, and return on investment (ROI))
<input type="checkbox"/> 5.2. Completed alternative analysis table
<input type="checkbox"/> 6. Key Stakeholders: Completed key stakeholders table
<input type="checkbox"/> 7. Objectives, Outcomes, Key Performance Indicators: Completed Table
8. Benefits
<input type="checkbox"/> 8.1. Tangible benefits: Should be measurable
<input type="checkbox"/> 8.2. Intangible benefits: Should not be measurable
<input type="checkbox"/> 9. TCO
<input type="checkbox"/> 10. C2 Form

Developing Your FY25 Full Business Case

Executive Summary

The executive summary includes topics that will be covered more fully in sections of the business case that follow.

- ✓ Begin with a brief but concise description of the proposed project and include the following:
 - a brief description of the business problem – “why” the solution is being requested.
 - value and benefits to the agency.
 - key objectives the project aims to address.
 - how the project aligns with the agency strategic plan.

Note: the Executive Summary should not be more than one page.

Project Background

II. Project Background

Project Description:

[Provide a detailed project description. Is this project a new solution, are you upgrading or enhancing an existing solution, replacing an existing solution or are you requesting funds for analysis and planning?

Include the technology type (commercial off the shelf, software as a service, a custom developed solution, electronic content management or other type) and any professional services, hardware/infrastructure, software, training, compliance and security, facilities, personal services or other items required. Is the system being considered a hosted solution?

What is the estimated start and end date of the project? If full funding is not available, can the project be phased? What can be accomplished with partial funding.]

Project Background:

[Is this a new request, a continuation that has been funded in previous years, part of a phased implementation or a repeat request for funding that has been denied? If previously funded, include the fiscal year(s), appropriation amount(s) and any reauthorization(s) if applicable and describe the project's completed key milestones to date.]

- ✓ Provide a detailed project description.
- ✓ Describe the type of project:
 - Is this project a new solution?
 - Are you upgrading or enhancing an existing solution?
 - Replacing an existing solution?
 - Requesting funds for analysis and planning?
- ✓ Include the technology type:
 - Commercial-off-the-shelf
 - Software as a service
 - Custom developed
 - Electronic content management
 - Other

- ✓ Include anticipated needs:
 - Professional services
 - Hardware/infrastructure
 - Software
 - Other
- ✓ Is the system being considered, a hosted solution?
- ✓ What is the estimated start and end date of the project?
- ✓ If full funding is not available, can the project be phased?
- ✓ What can be accomplished with partial funding?
- ✓ Project is a:
 - New request
 - Continuation that has been funded in previous years
 - Part of a phased implementation
 - Repeat request for funding that has been denied
- ✓ If previously funded, include:
 - Fiscal year(s)
 - Appropriation amount(s)
 - Any reauthorization(s), if applicable
 - Project's completed key milestones to date

Risks

- ✓ Risk may impact the timing of the project, cost and quality of work effort.
- ✓ Identified risks provide information for the C2 committee to evaluate your recognition of possible impacts to the success of the financial investment requested.
- ✓ A C2 request is not evaluated on the magnitude of associated risk, but on how the risks are mitigated.
- ✓ Prior to the table, insert a brief narrative that discusses how your agency plans to mitigate or reduce the impact of identified risks to the project.
- ✓ Read the risk criteria and risk scores and enter the risk score that best describes your project.

Risk Assessment for Proposed Solution

You will use the following table for Risk Assessment to calculate the total risk score.

Risk Assessment for Proposed Solution

Criteria		Risk Score = 1	Risk Score = 2	Risk Score = 3	Score
1	Estimated project cost	Less than \$250K	\$250K - \$1M	Greater than \$1M	
2	Estimated total calendar months before completion	6 or less	6 to 12	More than 12	
3	Number of project team members	5 or less	6 to 10	More than 10	
4	Number of subject matter experts required to execute the project	3 or less	4 or 5	6 or more	
5	Project manager experience level	3 or more projects of similar scope	1 to 2 projects of similar scope	No prior projects of similar scope	
6	Estimated total effort hours	Less than 500	500 - 1800	More than 1800	
7	Number of sites/offices impacted by the project	1	2 to 5	More than 5	
8	Uniqueness of project's technical requirements	Similar to others in the department	Similar to others, but complex	New and complex	
9	Impact of noncompliance with applicable laws and regulations	None or minimal	Moderate	Significant	
10	Impact of 12-month project postponement on existing systems	Existing systems can compensate with minimal costs	Existing or new systems can compensate with substantial costs	Existing systems must be curtailed because of the lack of proposed project	
11	Number of interfaces to existing systems affected	0	1 to 3	More than 3	
12	User requirements definition	Clearly defined	Somewhat defined, but complex	Very vague and complex	

Total Risk Score:

Scope and Constraints

- ✓ This section helps determine elements of the project that are in-scope and out-of-scope to manage trade-offs during execution; to negotiate with stakeholders in the event of scope creep.
- ✓ Describe constraints that could impact project success.

Scope

Scope:

[Possible project elements that could be in scope or out of scope are timeframe, department(s), functionality, technology.]

In Scope	Description

Out of Scope	Description	Reason Why

In-Scope:

- ✓ Define the scope for which approval is being sought.
- ✓ Identify the scope and known or planned functionality.

Example:

In Scope	Description
Timeframe	▪ July 2022-October 2024
Department(s) and function(s)	▪ Information Technology ▪ Human Resources
Technology	▪ Smartphones ▪ Mobile Devices ▪ Management software

Out-of-Scope:

- ✓ Provide transparency by identifying items explicitly excluded from the project plan.

Out-of-Scope	Description	Reason Why
Office 365 compatibility	Office 365 not currently budgeted	▪ No plans to deploy
External-facing interface	Partner agency requested interface	▪ High enterprise risk and high process complexity
Global Launch	Not feasible <u>at this time</u>	▪ Security and regulatory constraints

Constraints

- ✓ Include the factors that critically influence project success and prioritization:
 - Resource availability
 - Budgetary requirements
 - Legal requirements
 - Time-to-implement needs – triggers the end date of the project
 - Critical dependencies
 - Specific experts you need for the project

Constraints	
Category	Description
Resource Availability	Other high-profile projects occupying top talent
Regulatory requirements	Legal considerations for electronic signatures and paperless contracts
Subject matter expertise (SME)	SMEs from IT-Network, Security, Legal, HR busy
Critical dependencies	Well established network and database communications

Alternative Analysis

Justification for Project Selection:

- ✓ Begin with a brief narrative that describes why you chose this project over the alternatives.
- ✓ Include factors such as cost, urgency, payback period and return on investment (ROI).

Alternative Description	Reason Eliminated	Cost
[Describe alternative and any preliminary research and analysis conducted.]		\$0.00
		\$0.00
		\$0.00

Key Stakeholders

Identify Stakeholders

- ✓ Are the stakeholders internal or external to your agency, what is their affiliation, their project responsibilities, and their expected impact on the project.

Project Impact Scale: 1 = Low Impact; 2 = Medium Impact; 3 = High Impact

Internal Stakeholders	Department or Agency	Project Responsibilities	Project Impact

External Stakeholders	Company or Organization	Project Responsibilities	Project Impact

Objectives, Outcomes, Key Performance Indicators

Objectives

- ✓ Used to assess project performance.
- ✓ SMART: **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-based.
- ✓ Formulate objectives broadly enough so that meaningful alternatives are not ruled out and narrowly enough so that only relevant alternatives are considered.

Outcomes/Deliverables

- ✓ Outcomes and key deliverables required of the solution.
- ✓ This section should provide a sense of project complexity.

Key Performance Indicators (KPIs)

- ✓ Measuring progress of the objectives and outcomes.
- ✓ Reflect the success factors of the project.

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
Increase fraud prevented revenues	Use of advanced analytics and external data sources to prevent fraud	Reduce confirmed fraud by 5%
Decrease fraud false positives	Reduce unnecessary return reviews by use of advanced analytics.	Reduce false positives by 15%
Optimize collections of accounts receivable	Decrease or prior year liabilities	5% decrease in year 1 and 7% decrease in year 2 for prior year liabilities
Optimize collections of accounts receivable	Decrease current year liabilities	5% decrease in year 1 and 7% decrease in year 2 for current year liabilities.
Improve voluntary compliance	Improve Voluntary Compliance for personal income tax by reducing fraud and improving collection techniques	2% increase in compliance

Benefits

- ✓ List tangible and intangible benefits anticipated from the project. When possible, express benefits in terms of a percentage or dollars, or specific success factors. Potential benefits may include:
 - **People** – Improve workforce efficiency, develop process/subject matter experts, centralize customer service, enhance the delivery of services to constituents, etc.
 - **Process** – Reduce transaction processing time, eliminate non-value-added tasks, minimize errors, standardize processes, improve response time, reduce the cost of IT operations through an enterprise model, etc.
 - **Technology** – Increase system reliability, stability and data quality, reduce complexity, lower future development costs, reduce software purchase price and license fees, reduce on-going support costs, etc.
 - **Business** – Shorten constituent service times, improve customer satisfaction, react faster to business change, etc.
 - **Return on Investment (ROI)** – Evaluate the efficiency of the project investment or compare the efficiency of a few alternatives. To calculate ROI, the benefit (return) of an investment is divided by the cost of the investment, and the result is expressed as a percentage or a ratio. If an investment does not have a positive ROI, or if there are other opportunities with a higher ROI, then the investment should not be undertaken.

Tangible Benefits	
	\$0.00
	\$0.00

Intangible Benefits	Metrics

Tangible Benefits	
Eliminate approximately 12 minutes of manual effort to perform basic intake of each unit of paper correspondence.	Based on an estimate of 40,000 mail items per year, this would free up approximately 4 full time employees (FTEs) to perform higher value added tasks

Intangible Benefits	Metrics
Enhanced service delivery to constituents.	Project Plan to include baselines and establish success indicators in the Quality plan

Total Cost of Ownership

IX. Total Cost of Ownership

[Name of Recommended Solution]

[The Total Cost of Ownership (TCO) is designed to capture the system lifecycle and should include costs to acquire or develop, implement and support and maintain operations. Work with your budget team to complete this form.]

Category		Previous Actuals ¹	FY24	FY25	FY26	FY27	FY28	Total
Non-Recurring Cost - Development & Implementation		(in thousands)						
200	Personal Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
300	Contractual Services							
	IT Professional Services: Project Management	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	IT Professional Services: IV&V	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	IT Professional Services: Dev./Imp./Training/UAT	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Other Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
400	Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Travel/Lodging	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal Non-Recurring Cost		\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Recurring Maintenance and Operations (M&O) Cost		(in thousands)						
200	Personal Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
300	Contractual Services							
	IT Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
400	Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
	Compliance and Security	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal Recurring M&O Cost		\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
<i>¹ Applicable for on-going or existing project.</i>								
Total Cost		\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0

C2 Information Technology Data Processing-Computer Systems Enhancement Fund (CCSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name			
Multi-Agency Project	Participating Agencies	Priority	Projected Start Date	Projected End Date	
Yes/No					

Revenue Project Cost (dollars in thousands)					
Category or Account Description	FY23 & Prev Actual	FY24 Budget	FY25 Request	FY26 Estimate	Total
General Fund (CSEF)	20.0	0.0	0.0	0.0	20.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	20.0	0.0	0.0	0.0	20.0
*If Other State Funds, Specify Funding Source/Fund Name					

Expenditure Categories (dollars in thousands)					
Category or Account Description	FY23 & Prev Actual	FY24 Budget	FY25 Request	FY26 Estimate	Total
Personal Services & Employee Benefits	0.0	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	0.0	0.0	0.0
Travel/Lodging	0.0	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	0.0

	Signature	Date
Cabinet Secretary/Director		
Chief Information Officer/Technology Lead		
Budget Director		

C2 and TCO Checklist

Please refer to the screenshots following the checklist table.

Item
<input type="checkbox"/> Only funds allocated to the project on House Bill 2, Section 7 , are listed on the C2 form (A)
<input type="checkbox"/> Funds other than Section 7 should be reflected in TCO table, including a narrative regarding these funds on top of TCO table, but non-Section 7 funds must not be included in C2 form.
<input type="checkbox"/> The total of non-recurring costs on TCO table (B) should be equal or considerably close to the total of C2 funds requested for this specific project to date (C), (B=C). However, if funds other than Section 7 have been allocated to the project, the narrative on top of TCO table could justify any deviations from total of C2 funds.
<input type="checkbox"/> The total of expenditure categories listed on the C2 funding form (D) should be equal to the total of non-recurring costs on TCO table (B). B=D
<input type="checkbox"/> As a result of second and third items, B, C, and D should match. B=C=D
<input type="checkbox"/> Expenses listed for each item on E, F, G, H, and I columns of TCO table should match expenditure categories listed on columns J, K, L, M, N of C2 Form respectively. <i>[E matches J; F matches K; G matches L; H matches M; I matches N.]</i>
<input type="checkbox"/> Categories of non-recurring costs listed on TCO table should be included in project background of the business case (Section II: Project Background) such as software licenses required to be purchased for the project.
<input type="checkbox"/> Recurring costs can be considered as non-recurring for the first fiscal year of the project lifecycle. Example: If software should be subscribed on a yearly basis, first subscription can be covered as non-recurring cost and funding could be requested for this specific subscription. It is recommended to include the “first” recurring cost, in non-recurring cost section of TCO table.
<input type="checkbox"/> FY25 requests can be used after the governor signs House Bill 2, which occurs approximately around Mid-April 2023. This period of time is listed as FY24 on TCO table and C2 form. FY25 funds, tied to FY25 requests, are good through FY26 and can be used by the end of FY26.
<input type="checkbox"/> Section 7 funds should not be used for <u>Maintenance and Support</u> .

IX. Total Cost of Ownership

[Name of Recommended Solution]

[The Total Cost of Ownership (TCO) is designed to capture the system life cycle and should include costs to acquire or develop, implement and support and maintain operations. Work with your budget team to complete this form.]

Category	Previous Actuals ¹	FY23	FY24	FY25	FY26	FY27	Total
Non-Recurring Cost - Development & Implementation (in thousands)							
200 Personal Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
300 Contractual Services							
IT Professional Services: Project Management	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
IT Professional Services: IV&V	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
IT Professional Services: Dev./Imp./Training/UAT	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Other Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
400 Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Travel/Lodging	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal Non-Recurring Cost	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Recurring Maintenance and Operations (M&O) Cost (in thousands)							
200 Personal Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
300 Contractual Services							
IT Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
400 Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Compliance and Security	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal Recurring M&O Cost	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
¹ Applicable for on-going or existing project.							
Total Cost	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0

B

**C2: Information Technology
Data Processing - Computer Systems Enhancement Fund (CSEF)**

Agency Name	Agency Code	Project Name
Multi-Agency Project	Participating Agencies	Priority
Yes/No	Projected Start Date	Projected End Date

Revenue Project Cost (dollars in thousands)					
Category or Account Description	FY22 & Prev Actual	FY23 Budget	FY24 Request	FY25 Estimate	Total
General Fund (CSEF)	0.0	0.0	0.0	0.0	0.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	0.0

¹ If Other State Funds, Specify Funding Source/ Fund Name

Expenditure Categories (dollars in thousands)					
	FY22 & Prev Actual	FY23 Budget	FY24 Request	FY25 Estimate	Total
Personal Services & Employee Benefits	0.0	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	0.0	0.0	0.0
Travel/Lodging	0.0	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	0.0

Cabinet Secretary/Director	Signature	Date
Chief Information Officer/Technology Lead		
Budget Director		

A

C

D

Agency Name	Agency Code	Project Name		
Multi-Agency Project	Participating Agencies	Priority	Projected Start Date	Projected End Date
Yes/No				

Revenue Project Cost (dollars in thousands)					
Category or Account Description	FY22 & Prev Actual	FY23 Budget	FY24 Request	FY25 Estimate	Total
General Fund (CSEF)	0.0	0.0	0.0	0.0	0.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	0.0
*If Other State Funds, Specify Funding Source/ Fund Name					

Total in Revenue Project Cost Table



Must Align with

Total in Expenditure Categories



Expenditure Categories (dollars in thousands)					
	FY22 & Prev Actual	FY23 Budget	FY24 Request	FY25 Estimate	Total
Personal Services & Employee Benefits	0.0	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	0.0	0.0	0.0
Travel/Lodging	0.0	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0	0.0

	Signature	Date
Cabinet Secretary/Director		
Chief Information Officer/Technology Lead		
Budget Director		

Copy Sent In With Strategic Plan **Must Be Signed & Dated**



FY25 C2 Presentation

Third C2 Deliverable – FY25 C2 Full Business Case Presentation (Due on Friday, Sep 8th)

- ✓ Be consistent with your font type, size, color, and placement.
- ✓ Do not use excessively large font size for the slide heading, no larger than 24 pt. - 28 pt. is recommended.
- ✓ Do not use an excessively small font size for the body of the text, no smaller than 18 pt. and no larger than 24 pt. is recommended, although some tables may only accommodate size 12, but those are exceptions.
- ✓ Use spacing between your bullets and be consistent with bullet usage and punctuation on each slide.
- ✓ Use of black or other dark background colors and designs that take up significant portions of the slide are not recommended.
- ✓ Use a font color that is legible on your selected background.
- ✓ Always spell out acronyms at first use, then going forward, only use the acronym.
- ✓ If text or tables do not display well on one slide, use more than one slide and separate the text and tables to display legibly.
- ✓ Automation for slides or bullets are not recommended.
- ✓ Include page numbers on all but the title slide, so that the slide number can be referenced if needed.
- ✓ Executive Summary of the presentation:
 - Begin with a brief but concise description of the proposed project and include the following:
 - key objectives the project aims to address
 - a brief description of the business problem – “why” the solution is being requested
 - value and benefits to the agency
 - whether the project has been funded in previous years or is part of a phased implementation
- ✓ Follow full business case and the presentation template to include: Project Description and Background, Risks, Scope and Constraints, Alternative Analysis, Key Stakeholders, Objectives, outcomes, Key Performance Indicators, and Benefits in your presentation

- ✓ Do Not Include a Snapshot of the C2 From in the Presentation, instead include the following:
 - Begin with the total amount agency is requesting for this project
 - Then list the individual amounts from each category, whether it be, general fund, other state funds (specifying name of fund), federal funds, internal svc funds/interagency transfer
 - State what you plan to accomplish with the funds
 - Complete entire project
 - Complete initiation and planning
 - Complete implementation of Phase X

Finding the C2 Request

- ✓ Go to <https://nmlegis.gov/Legislation/BillFinder/Number> and follow the next steps:



The screenshot shows the New Mexico Legislature website's Bill Finder interface. The header includes the New Mexico state seal and the text "New Mexico Legislature". Below the header is a navigation menu with links: Home, Legislators, Legislation, Committees, Publications, What's Happening, Webcast, Library, Quick Links, Highlights, and Contact Us. The main content area is titled "Find Legislation by Number" and contains four dropdown menus: "Session" (set to "2022 Regular"), "Chamber" (set to "House"), "Type" (set to "Bill"), and "Number" (with a search icon). A "Search" button is located at the bottom left of the form.

2022 Regular Session - HB 2

ID
HB 2

Title
GENERAL APPROPRIATION ACT OF 2022

Sponsor
Patricia A. Lundstrom

Current Location
Chambered

Text
Introduced (PDF) 1/20/22 Introduced (HTML) 1/20/22

HAFC Committee Substitute 2/01/22

Final Version 3/09/22

- 1 Sponsors
- 2 Votes
- 1 Analysis
- 4 Committee Reports & Amendments
- 3 Floor Amendments
- 12 Actions
- 1 Gov. Vetoes

ActionText: [2] HAFC-HAFC [4] DNP-CS/DP [5] PASSED/H (56-13), [7] SEC-SEC, [12] DR/a [14] PASSED/S (37-3) [8] h/flid cnrc [16] s/flid recede- CC- [8] h/rpt adpdt [17] s/rpt adpdt SGND BY GOV (Mar. 9) Ch. 54 (partial veto).
Key to Abbreviations
Legislative Days with Corresponding Calendar Days

Legislative Day: 2
Calendar Day: 01/20/2022
Sent to HAFC - Referrals: HAFC

Legislative Day: 4
Calendar Day: 02/01/2022
HAFC: Reported by committee with Do Not Pass but with a Do Pass recommendation on Committee Substitution

Legislative Day: 5
Calendar Day: 02/03/2022
Passed in the House of Representatives - Y:56 N:13

✓ Search for Section 7:

Find

Section 7

Previous Next

Section 7. INFORMATION TECHNOLOGY APPROPRIATIONS.--The following amounts are appropriated from the computer systems enhancement fund, or other funds as indicated, for the purposes specified. Unless otherwise indicated, the appropriation may be expended in fiscal years 2021, 2022 and 2023. Unless otherwise indicated, any unexpended balances remaining at the end of fiscal year 2023 shall revert to the computer systems enhancement fund or other funds as indicated. For each executive branch agency project, the state chief information officer shall certify compliance with the project certification process prior to the allocation of fifty-six million four hundred forty-eight thousand three hundred dollars (\$56,448,300) by the department of finance and administration from the funds for the purposes specified. The judicial information systems council shall certify compliance to the department of finance and administration for judicial branch projects. For executive branch agencies, all hardware and software purchases funded through appropriations made in Sections 4, 5, 6 and 7 of this act shall be procured using consolidated purchasing led by the state chief information officer and state purchasing division to achieve economies of scale and to provide the state with the best unit price.

Examples:

8	(7) TAXATION AND REVENUE		
9	DEPARTMENT	814.0	814.0
10	To implement a governance, risk and compliance system to consolidate governance across the taxation and		
11	revenue department.		

- ✓ How to reference: [Laws 2022, Chapter 54, Section 7\(7\)](#)

Submission Information

September 1: Email final FY25 Agency IT Strategic Plans along with final FY25 C2 Full Business Case(s) and signed C2 form(s) to:

- DFA: Cecilia.Mavrommatis@dfa.nm.gov
- LFC: lfc.itplans@nmlegis.gov
- DoIT: doit.itplans@doit.nm.gov

Agency IT Special Appropriation (C2) Funding Guidance

<https://www.doit.nm.gov/programs/epmo/agency-it-special-appropriation-guidance/>

Questions?

Contact: epmo@doit.nm.gov