Evidence Base & Source Map

Supporting Technology as a Strategic Asset and the 2027–2031 Enterprise Technology Roadmap

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Purpose and How to Use This Document

This is the authoritative source and evidence index for the statewide IT governance package. Source identifiers S1–S18 have been preserved from the earlier development of the package. Additional sources S19 and above support the expanded implementation, organizational, statutory and financial analysis. Source identifiers are intended to remain stable across the policy paper, executive briefing, roadmap and implementation-actions document. The evidence does not support an ideology of maximum centralization. It supports greater enterprise coordination, standardization and shared delivery for common capabilities, while preserving agency control where mission, statutory, legal, technical or operational requirements justify it. Sources that qualify or limit a proposition are shown explicitly rather than omitted.

November 2026 update: S31–S33 add the October 2026 LFC project-delivery evaluation, September 2026 ServiceNow launch and 2026 DoIT project-oversight rulemaking notice. Earlier identifiers S1–S30 remain unchanged. [S31–S33]

A. Policy Proposition → Source Map

Policy proposition	What the evidence supports	Sources	Limits / counterevidence
P1. Move New Mexico materially toward Hybrid Enterprise / Enterprise-Led governance for common capabilities.	National state-CIO evidence shows extensive consolidation of infrastructure, services and project oversight. Public-sector and industry research describes shared services and enterprise standards as mechanisms for reducing duplication and improving consistency, while preserving justified local exceptions.	**S1, S2, S3, S13, S14, S15**	This supports movement to the right on the governance spectrum, not full centralization of every function. S3, S4, S13 and S14 all identify circumstances in which local requirements or provider limitations justify flexibility.
P2. Treat different classes of technology differently: commodity services, enterprise platforms, enterprise governance and mission technology.	Shared-service evidence supports consolidating common mission-support capabilities; Gartner and Forrester explicitly emphasize balancing enterprise standards/shared delivery with local autonomy and fit-for-purpose delivery. New Mexico's SHARE system is a concrete example of a statewide platform coexisting with agency missions.	**S3, S4, S13, S14, S17**	The four-class taxonomy is the author's synthesis of the evidence, not a taxonomy adopted verbatim by any one source.
P3. Use enterprise-first, not enterprise-only, as the default for common platforms and services.	GAO found benefits from shared services but also documented legal, technical, operational, integration, legacy-system and change-management challenges. Gartner's public abstract similarly says the solution to unmanaged decentralization is not simply recentralization, but enterprise standards, modularity and reuse.	**S3, S4, S13, S14**	A shared platform should not be mandatory where it cannot meet legitimate mission, statutory, privacy, security or technical requirements. Exceptions should be transparent and governed.

Policy proposition	What the evidence supports	Sources	Limits / counterevidence
P4. Strengthen the State CIO's enterprise role and formalize the relationship with agency CIOs/IT leaders.	NASCIO describes the state CIO's evolution from technology operator toward enterprise change leader and shows that state CIO organizations increasingly combine strategy, architecture, portfolio management, service delivery and modernization. NASCIO also finds no single universal agency-CIO reporting model.	**S2, S18**	The proposed dotted-line or equivalent functional relationship is a policy recommendation. NASCIO supports the need for strong governance relationships but does not prescribe one New Mexico reporting structure.
P5. Manage major technology investments as an enterprise portfolio, not merely as separate agency projects.	NASCIO identifies enterprise portfolio management and IT investment management as core disciplines of the modern state CIO. New Mexico already operates EPMO/project-certification mechanisms and its 2007 statutory framework assigns statewide planning and oversight responsibilities.	**S2, S6, S8**	The specific portfolio decision rights, thresholds and budget integration recommended for New Mexico require design and may require changes mapped in Document 06.
P6. Treat identity and access management as statewide infrastructure; develop a constituent single-sign-on strategy.	NIST Zero Trust guidance makes identity, credentials, access management and access policy central to secure access to distributed enterprise resources. New Mexico's Microsoft Digital Workspace already provides a single State identity pattern for participating workforce services.	**S5, S9**	Extending the architecture to constituents is a recommendation, not a claim that New Mexico currently has statewide constituent SSO. Agencies would retain authorization, eligibility and privacy decisions.
P7. Continue statewide cybersecurity governance and shared security capabilities.	NIST Zero Trust guidance supports enterprise security policy and identity-centric controls. New Mexico's current DoIT policy/rule framework and enterprise service model provide an existing foundation on which statewide security capabilities can operate.	**S5, S7, S8**	Cybersecurity authority and implementation details are distributed across statute, rules, policy and the Office of Cybersecurity. Document 06 should map the exact authority changes, if any, rather than assume they are absent.
P8. Establish enterprise data governance and interoperability as prerequisites for accountable cross-agency service delivery.	The DoIT Act was created in part to improve interoperability and data accessibility. Shared-service evidence shows value from aligning processes, data and integrations across organizational boundaries. New Mexico legislation has repeatedly recognized service situations requiring collaboration across departments.	**S3, S6, S11, S12**	S11 is a 2001 joint memorial and S12 is 2026 legislative language; neither proves that every current CYFD/HCA handoff is deficient. Practitioner observations of "throw it over the wall" behavior remain illustrative until independently documented.
P9. Use enterprise workflow, process-management, document/content-management and integration capabilities for common and cross-agency processes.	GAO reports that shared services can standardize processes, reuse integrations, reduce administrative burden and align processes/data. Industry sources support modern enterprise platforms and common shared services. The cross-agency service problem provides a practical use case for status, acknowledgment, assignment, escalation and completion tracking.	**S3, S14, S15, S11, S12**	The evidence supports an enterprise capability and common patterns, not necessarily one mandatory product for every agency or every process.
P10. Preserve agency ownership of mission systems, business	GAO and industry sources document agency-specific legal, technical, operational and mission requirements that can make shared-service adoption difficult. Gartner's 2026 public abstract expressly	**S3, S4, S13, S14**	Mission ownership does not imply exemption from statewide cybersecurity, architecture, data,

Policy proposition	What the evidence supports	Sources	Limits / counterevidence
rules and program outcomes.	favors balancing local autonomy with enterprise standards rather than indiscriminate recentralization.		investment or interoperability guardrails.
P11. Build on New Mexico's existing enterprise foundation rather than start over.	The 2007 DoIT Act created a cabinet-level department to consolidate duplicated enterprise IT services. DoIT currently describes itself as the State's enterprise technology partner/service provider. Current enterprise services include desktop/application support, networking, hosting/storage and voice; Microsoft Digital Workspace provides a statewide identity pattern; SHARE is a longstanding statewide ERP platform.	**S6, S7, S8, S9, S17**	A current authoritative public count of agencies receiving full MSP-style managed services has not been established. The policy paper therefore uses the qualified estimate of roughly one to two dozen only as practitioner context, not as a verified statewide statistic.
P12. Modernize the nearly twenty-year-old statutory/governance framework and align law, rules and directives to the roadmap.	The DoIT Act dates to 2007. Since then the operating environment has changed substantially, while 2026 legislation demonstrates continuing legislative attention to lifecycle planning for enterprise software. Historical LFC review also documents earlier consolidation objectives and implementation issues.	**S6, S10, S16**	Age alone does not make a statute defective. Document 06 should identify specific provisions that impede, fail to authorize, or no longer clearly support the target operating model.
P13. Evaluate selective consolidation of services and personnel where enterprise delivery produces measurable value.	NASCIO surveys show continued consolidation/centralization across infrastructure, services, applications, staff and project/procurement responsibilities. New Mexico's original consolidation initiative included personnel and technical-service consolidation, and LFC reviewed that model in 2010.	**S1, S16, S18**	No evidence supports moving all agency IT staff to DoIT. Consolidation decisions should be capability-specific and based on service quality, resilience, skills, accountability, risk and total cost.
P14. Manage enterprise technology over its lifecycle, including replacement, technical debt and retirement.	New Mexico's 2026 SB 132 was chaptered and addresses DoIT software replacement planning/funding. NASCIO's modern CIO model includes portfolio/investment disciplines, and GAO shared-service work highlights legacy-system and transition challenges.	**S2, S3, S10**	SB 132 is narrower than the full lifecycle/technical-debt governance proposed in the roadmap; it supports the principle but does not itself establish the entire recommended portfolio model.

B. Sources and References

S1. National Association of State Chief Information Officers (NASCIO) — The 2024 State CIO Survey: Building Blocks of the Next Generation CIO (2024)

Supports: 49 state CIO responses. Supports the direction toward consolidation/centralization: infrastructure, services and IT project-management/oversight; also covers IAM and service delivery.

Limit / use carefully: High-value comparative state-CIO evidence. Survey reports state practices; it is not a prescriptive mandate and does not establish that every capability should be centralized.

Public link: https://www.nascio.org/resource/the-2024-state-cio-survey-building-blocks-of-the-next-generation-cio/

S2. NASCIO — Evolving Role of the State CIO as Change Leader (April 2026)

Supports: Describes the state CIO's evolution toward executive enterprise change leadership and identifies strategic planning, enterprise architecture, enterprise portfolio/investment management, relationship management and project execution as parallel disciplines.

Limit / use carefully: Strong conceptual source for the strategic-enterprise model; NASCIO represents state CIO organizations and should be read as professional guidance, not independent audit evidence.

Public link: https://www.nascio.org/wp-content/uploads/2026/04/NASCIO_State-CIO-as-Change-Leader_2026_a11y.pdf

S3. U.S. Government Accountability Office (GAO) — Federal Shared Services: Adoption Challenges Underscore the Need for Consistent Leadership (GAO-26-108014) (Feb. 3, 2026)

Supports: Defines shared services as consolidated, standardized capabilities. Selected agencies reported operational efficiencies and cost savings; the report also documents cybersecurity/service benefits and implementation challenges.

Limit / use carefully: Critical balancing source. Legal/technical/operational fit, legacy providers, integration, change management, resources and performance data can constrain benefits. Supports enterprise-first, not enterprise-only.

Public link: https://www.gao.gov/products/gao-26-108014

S4. GAO — Financial Management Shared Services: Progress and Identified Challenges (GAO-26-107895) (Dec. 10, 2025)

Supports: Supports the proposition that consolidating common systems/services can reduce duplication and costs.

Limit / use carefully: GAO also finds implementation and modernization challenges; prior shared-service efforts do not justify assuming savings or customer satisfaction automatically.

Public link: https://www.gao.gov/products/gao-26-107895

S5. National Institute of Standards and Technology (NIST) — SP 1800-35, Implementing a Zero Trust Architecture (June 2025)

Supports: Supports enterprise identity, credentials, access management and policy as core mechanisms for secure access to distributed resources across on-premises and cloud environments.

Limit / use carefully: Security architecture guidance; it does not prescribe New Mexico governance structure or a statewide constituent-identity program.

Public link: https://csrc.nist.gov/pubs/sp/1800/35/final

S6. New Mexico Legislature — House Bill 959, Department of Information Technology Act — final legislation (2007)

Supports: Created cabinet-level DoIT to consolidate duplicated enterprise IT services and improve/streamline state systems; establishes statewide CIO, architecture, planning and enterprise responsibilities.

Limit / use carefully: Foundational primary source. The statute has been amended; Document 05 should use current codified law when recommending exact statutory changes.

Public link: https://www.nmlegis.gov/sessions/07%20Regular/final/HB0959.pdf

S7. New Mexico Department of Information Technology (DoIT) — About the Department / Enterprise Services (Current 2026)

Supports: DoIT describes itself as the enterprise technology partner; Enterprise Services aims to consolidate services duplicated within agencies. Current service catalog includes application/desktop, networking, hosting/storage, voice and related enterprise services.

Limit / use carefully: DoIT's own description of its mission and services; useful primary evidence of current operating model, but not independent performance evaluation.

Public link: https://www.doit.nm.gov/about

S8. New Mexico DoIT — DoIT Act, Policies & Rules (Current 2026)

Supports: Documents current statewide technology rules, standards and policies, including architecture and security-related requirements; supports the claim that New Mexico already has enterprise governance mechanisms.

Limit / use carefully: A catalog/index does not by itself establish implementation quality or compliance maturity. Exact authority should be traced to current rule/statute text in Document 05.

Public link: https://www.doit.nm.gov/about/doit-act-policies-and-rules

S9. New Mexico DoIT — Enterprise Application & Desktop — Microsoft Digital Workspace (Current 2026)

Supports: States that Microsoft Digital Workspace enables a single identity for the State of New Mexico and collaboration across state agencies with security controls.

Limit / use carefully: Supports the workforce enterprise-identity pattern. It does not establish statewide constituent identity or prove universal agency participation.

Public link: https://www.doit.nm.gov/services/enterprise-application-desktop

S10. New Mexico Legislature — Senate Bill 132, DoIT Software Replacement Plan & Funding, Chapter 12 (2026)

Supports: Chaptered legislation; supports lifecycle planning for software used in enterprise functions and demonstrates current legislative attention to enterprise technology replacement.

Limit / use carefully: Narrower than the roadmap's proposed enterprise portfolio/lifecycle governance. Should not be characterized as implementing the full roadmap.

Public link:
https://www.nmlegis.gov/Legislation/Legislation?chamber=S&legNo=132&legType=B&year=26

S11. New Mexico Legislature — House Joint Memorial 67 — transition at age eighteen for certain persons with developmental disabilities (2001)

Supports: Recognized risk from abrupt termination of specialized foster-care services at age 18 and called for CYFD, Human Services and Health to ensure an uninterrupted transition to adult services.

Limit / use carefully: A joint memorial is not the same as an enforceable operating mandate and is historical. It establishes that the cross-agency transition problem has long been recognized, not the current quality of every handoff.

Public link: https://www.nmlegis.gov/Sessions/01%20Regular/memorials/house/HJM067FV.html

S12. New Mexico Legislature — House Bill 65 committee substitute — Foster Care Plus pilot; CYFD/HCA collaboration (2026)

Supports: Directs CYFD and the Health Care Authority to collaborate on development/implementation of a foster-care pilot and related services, illustrating a contemporary cross-agency service dependency.

Limit / use carefully: Use as evidence of the need for collaboration, not as proof of a statewide technology failure. The cited committee substitute should not be described as enacted law unless final status is separately confirmed.

Public link: https://www.nmlegis.gov/Sessions/26%20Regular/bills/house/HB0065HCS.HTML

S13. Gartner — Top Critical Risks of Unmanaged Decentralized IT in the Era of AI; and Maximizing Impact: The Untapped Power of Shared Services in Government Agencies (June 2026)

Supports: Public abstract says unmanaged decentralization can create hidden costs/risks and recommends balancing local autonomy with enterprise standards, modularity and reuse rather than simple recentralization. Webinar addresses which IT capabilities fit shared-service delivery and total cost of ownership.

Limit / use carefully: Industry advisory research. Full research may require Gartner access; use public abstract/webinar claims only unless licensed text is available. Strong balancing source, not evidence that all consolidation succeeds.

Public links: https://www.gartner.com/en/documents/7988637

https://www.gartner.com/en/webinar/868368/1876208-maximizing-impact-the-untapped-power-of-shared-services-in-government-agencies

S14. Forrester — Getting The Balance Right: Shared Services Versus Service Providers In Government (June 11, 2025)

Supports: Describes shared services as a centralization strategy that can reduce redundancy, standardize processes and enable savings, while emphasizing the need to balance centralization and flexibility.

Limit / use carefully: Industry analyst perspective; the public article is useful framing but not a government audit or New Mexico-specific study.

Public link: https://www.forrester.com/blogs/getting-the-balance-right-shared-services-vs-service-providers-in-government/

S15. Accenture Federal Services — Federal Civilian — enterprise platforms, common shared services and modernization (Current 2026)

Supports: Advocates modern enterprise platforms/common shared services and consolidation/transformation of essential systems to improve productivity, efficiency and value.

Limit / use carefully: Vendor perspective and therefore supporting/illustrative rather than independent evidence. Should not carry a proposition by itself.

Public link: https://www.accenture.com/en-us/services/us-federal-government/federal-civilian

S16. New Mexico Legislative Finance Committee (LFC) — Review of IT and Telecommunication Services, Report 10-07 (Aug. 13, 2010)

Supports: Historical independent review of DoIT operations and the first consolidation initiative; documents that consolidation of services/personnel was part of New Mexico's post-2007 model and examines implementation/support issues.

Limit / use carefully: Important history, but 2010 conditions are not current conditions. Use to establish precedent/history, not present-day performance.

Public link: https://www.nmlegis.gov/Entity/LFC/Documents/Program_Evaluation_Reports/DOIT.aug.13.10.pdf

S17. New Mexico Sunshine Portal / Department of Finance and Administration (DFA) — Statewide Human Resources, Accounting and Management Reporting (SHARE) (Current state materials)

Supports: Official state sources identify SHARE as New Mexico's statewide financial/human-resources system. It is a concrete example of a common enterprise platform serving statewide administrative functions while agencies retain mission responsibilities.

Limit / use carefully: SHARE demonstrates the enterprise-platform concept; it is not evidence that every process or platform should be centralized, and some entities are outside particular SHARE reporting views.

Public link: https://ssp.nm.gov/about-the-sunshine-portal/employee-details/

S18. NASCIO — The People Imperative: 2022 State CIO Survey (2022)

Supports: Examines CIO business models, workforce and enterprise portfolio management; reports continued consolidation/centralization themes and varying relationships between state and agency technology organizations.

Limit / use carefully: Useful for organizational/accountability design, but it does not prescribe a single reporting structure. The recommended dotted-line relationship is an author policy choice informed by this evidence.

Public link: https://www.nascio.org/wp-content/uploads/2022/10/2022-State-CIO-Survery-_a.pdf

S19. New Mexico Statutes — § 9-27-6 NMSA 1978, Secretary; duties and general powers (current 2025 codification)

Supports: Establishes the State CIO/DoIT Secretary's current enterprise responsibilities, including agency IT planning, reduction of duplication, interoperability and data accessibility, project approval before procurement, data standardization/ownership/sharing, architecture and strategic-plan compliance, appropriation-request review, project oversight, cost-recovery recommendations and other IT functions assigned by the Governor.

Limit / use carefully: This is the current statutory authority, but the roadmap still requires an authority-to-roadmap crosswalk. Do not infer that every recommended decision right or organizational relationship is already authorized merely because the statute provides broad enterprise responsibilities.

Public link: https://law.justia.com/codes/new-mexico/chapter-9/article-27/section-9-27-6/

S20. New Mexico Legislature — House Bill 618, Clarify DoIT Role on Agency Projects, Chapter 51 (2025)

Supports: Enacted 2025 legislation amending § 9-27-6. It removed DoIT's former approval role over IT contracts/procurement documents and retained an enterprise technology gate by requiring approval of agency IT projects prior to procurement. The enacted bill is the source of the 2025 statutory change; SB 217 was a duplicate proposal but was not the chaptered legislation.

Limit / use carefully: Supports separation of technology/project governance from ordinary procurement administration. It does not eliminate DoIT's project, architecture, planning, data or oversight responsibilities.

Public link: https://www.nmlegis.gov/Legislation/Legislation?Chamber=H&LegNo=618&LegType=B&year=25

S21. New Mexico Statutes — § 9-27-7 NMSA 1978, Information Technology Rate Committee (current)

Supports: Creates the seven-member Information Technology Rate Committee; places the DFA Secretary as chair; requires review of DoIT's proposed rates, federal cost compliance and equitable cost recovery; and establishes the annual rate-review process.

Limit / use carefully: The statute establishes the current rate-governance mechanism. It does not itself prescribe the roadmap's proposed distinction among enterprise governance, shared fixed infrastructure and consumption services.

Public link: https://law.justia.com/codes/new-mexico/chapter-9/article-27/section-9-27-7/

S22. New Mexico Department of Finance and Administration — Model Accounting Practices Manual, FIN 16.8, Delegating Chief Financial Officer Duties

Supports: Shows a New Mexico functional-governance precedent in which an agency head may designate an agency CFO, but DFA Financial Control reviews the request and the State Controller makes the approval decision. The CFO remains agency-embedded while operating within statewide fiscal controls.

Limit / use carefully: This is a financial-governance analogue, not a legal template for agency CIO reporting. Its relevance is the coexistence of agency administration with consequential statewide functional approval and standards.

Public link: https://www.nmdfa.state.nm.us/wp-content/uploads/2023/07/Model-Accounting-Practices-Manual-2024.pdf

S23. New Mexico Administrative Code — 1.4.1.94 NMAC, Chief Procurement Officer Registration and Certification

Supports: Establishes a statewide CPO registration, certification and recertification program administered by the State Purchasing Agent. State agencies remain responsible for their procurement operations but must operate through a certified CPO within the statewide procurement framework.

Limit / use carefully: Procurement authority and technology governance are different disciplines. Use as evidence that statewide professional certification/control can coexist with agency-based practitioners, not as a claim that CIOs should inherit procurement reporting rules.

Public link: https://www.srca.nm.gov/parts/title01/01.004.0001.html

S24. New Mexico State Personnel Office / State Personnel Board — State Personnel administration and 1.7 NMAC rules (current)

Supports: SPO administers and oversees the classified-service personnel system across executive agencies; State Personnel Board rules apply across the classified service; agency HR policies must conform to statewide rules; and selected personnel transactions require SPO approval.

Limit / use carefully: Agency HR organizations do not universally 'report to SPO.' The analogue is statewide rules, standards, approvals and functional administration while agency HR work remains distributed.

Public link: https://www.spo.state.nm.us/about-us/

S25. U.S. Department of the Interior — Hilary C. Tompkins confirmation biography / statement (2009), documenting New Mexico Governor-level legal supervision

Supports: Official federal biographical and confirmation materials state that, while serving as chief counsel to New Mexico Governor Bill Richardson, Hilary Tompkins managed the Governor's legal staff and supervised or oversaw general counsels in more than twenty state executive agencies. This documents a New Mexico precedent for Governor-level functional legal coordination across agencies.

Limit / use carefully: Historical executive-branch practice, not proof of a current universal statutory reporting rule for agency general counsels. Use as a governance precedent only.

Public links: https://www.doi.gov/news/pressreleases/2009_06_18_releaseA

https://www.doi.gov/ocl/hearings/111/ConfirmationStatementTompkins_042309

S26. New Mexico Department of Information Technology — IT Service Rate Methodology, Version 1.2 (June 2023)

Supports: Describes DoIT's cost-recovery methodology, including direct and indirect costs, depreciation/amortization, usage data, annual rate development and federal Statewide Cost Allocation Plan requirements. Supports the characterization of DoIT billed services as cost-recovery internal services rather than profit centers.

Limit / use carefully: Describes the published methodology, not proof that every current rate perfectly reflects cost or that the existing model is optimal for enterprise-wide governance capabilities.

Public link: https://www.doit.nm.gov/wp-content/uploads/sites/4/2023/06/it-service-rate-development-white-paper-June-2023-V1.2.pdf

S27. New Mexico Legislative Finance Committee — DoIT Enterprise Services and Equipment Replacement Fund, Program Evaluation (May 2021)

Supports: Independent evaluation of DoIT enterprise-service rates and equipment-replacement funding. Documents rate transparency concerns and the structural problem in which agencies may seek outside services because of rates, reducing the customer base and potentially increasing costs for remaining customers.

Limit / use carefully: The evaluation reflects conditions studied through FY20/2021 and should not be treated as a current performance rating. It supports analysis of incentives and historical rate-model weaknesses.

Public link:

https://www.nmlegis.gov/Entity/LFC/Documents/Program_Evaluation_Reports/DoIT%20Enterprise%20Services%20and%20Equipment%20Replacement%20Fund.pdf

S28. California Department of Technology — FY 2026–27 Rate Adjustments / Statewide Services Distribution (2026)

Supports: Current comparison showing a state technology organization separately recovering broad-benefit statewide technology governance and enterprise project oversight through an FTE-based Statewide Services Distribution, while using consumption and blended methodologies for other services and shared network infrastructure.

Limit / use carefully: California is an illustrative comparison, not a model New Mexico should copy mechanically. Different statutes, scale, service portfolios and fiscal structures may require a different allocation design.

Public link: https://www.cdt.ca.gov/resources/tech-alerts/a-26-07-fiscal-year-2026-27-rate-adjustments/

S29. New Mexico Administrative Code — 2.2.2 NMAC, legal level of budgetary control / appropriation program codes

Supports: Establishes for state audit/budget-compliance purposes that the legal level of budgetary control is the appropriation program level and identifies A-Codes, P-Codes and Z-Codes; P-Codes pertain to program/operating funds. Supports the roadmap's recommendation to examine program-level budget constraints and management flexibility.

Limit / use carefully: This source establishes the legal budget-control level; it does not by itself establish which specific personnel or funding transfers are permissible between DoIT programs. Those questions require DFA, appropriation and other applicable legal review.

Public link: https://www.srca.nm.gov/parts/title02/02.002.0002.html

S30. New Mexico Legislature — Senate Bill 269, proposed Department of Information Technology Act revisions (2023; not enacted)

Supports: Provides legislative precedent for a more prescriptive DoIT-centered model, including proposed requirements that DoIT serve as purchaser/vendor of IT goods and services where feasible and that agencies acquire offered IT goods and services from DoIT.

Limit / use carefully: SB 269 did not become law. It should be used only as evidence of a policy option previously proposed and as a contrast with this package's enterprise-first, capability-specific model.

Public link: https://www.nmlegis.gov/Sessions/23%20Regular/bills/senate/SB0269.html

S31. New Mexico Legislative Finance Committee — Evaluation Brief: Information Technology Procurement, Implementation, and Oversight Best Practices, New Mexico Practices, and Bridging the Gap (October 20, 2026)

Supports: The LFC reports that the four largest ongoing New Mexico IT projects exceeded their initial estimates by a combined $456 million; it identifies delays, delivery shortcomings and opportunities to use modular contracting, iterative demonstrations, government product ownership, and vendor/outcome accountability. It recommends consideration of process, culture and legal changes.

Limit / use carefully: The $456 million is the reported combined increase over original estimates for four specified projects, not a statewide IT loss or expenditure total. The brief offers evaluation findings and recommendations; it does not prove that one governance structure would have

prevented the overruns. The brief refers to SB 217 when describing the 2025 procurement change; the enacted statute should continue to be cited as HB 618, Chapter 51 [S20].

Public link:
https://www.nmlegis.gov/Entity/LFC/Documents/Program_Evaluation_Reports/TAB%20A.pdf

S32. New Mexico Department of Information Technology — New Mexico Celebrates Launch of Streamlined, Statewide IT Platform (September 22, 2026)

Supports: DoIT announced deployment of ServiceNow as a shared IT service-management platform, describing an approximately eight-week rollout and anticipated use by roughly 30–40 partner agencies, including courts and shared IT/HR support customers.

Limit / use carefully: This is a DoIT announcement, not independent verification of adoption by every listed agency, actual savings, or enterprise governance maturity. Planned partner coverage is not equivalent to measured active use.

Public link: https://www.doit.nm.gov/newsroom/new-mexico-celebrates-launch-of-streamlined-statewide-it-platform-2093

S33. New Mexico Department of Information Technology — Notice of Proposed Rulemaking: Repeal and Replacement of 1.12.5 and 1.12.9 NMAC (May 18, 2026)

Supports: DoIT proposed updates to project oversight and certification rules, including removal of references to the former IT Commission and alignment with DoIT statutory authority; public hearing scheduled for July 15, 2026.

Limit / use carefully: DoIT proposed revisions to 1.12.5 and 1.12.9 NMAC in May 2026 to modernize project oversight and certification rules and align them with current statutory authority. The proposed replacements were not reflected in the published NMAC as of November 5, 2026. [S33]

Public link: https://www.doit.nm.gov/newsroom/notice-of-proposed-rulemaking-100004459

C. Evidence Gaps and Claims That Should Remain Qualified

No comprehensive 50-state ranking. The governance-spectrum state placements are illustrative, not a statistically representative ranking of all states. This package avoids a previous notion that "New Mexico is last" or "weakest in the nation".

DoIT MSP agency count is not independently verified. The package may describe DoIT as functioning in part as an internal managed service provider based on its service catalog. A current public count of agencies receiving full MSP-style service has not been established; the practitioner estimate of roughly one to two dozen should remain clearly qualified. Through his work at the State of New Mexico, he recalls the number reported as 16 agencies as of two years ago and recently reported casually as 24

CYFD-to-HCA 'throw it over the wall' is practitioner observation. In producing this report, the author recalled asking CYFD people working the IMPACT project what happens when a client "ages out" of CYFD. The response was that a package is created and sent HCA and that CYFD receives no acknowledgement nor follow-up and assumes that required services are continued without interruption and "hope for the best."

S11 and S12 establish that cross-agency transition/collaboration is a real policy issue, but they do not verify the report of the then-current specific operating behavior. Use the observation as an illustrative design problem unless direct process documentation or audit evidence is obtained.

Agency-CIO dotted-line reporting is a recommendation. A formal functional relationship between agency CIOs/IT directors and the State CIO is a policy recommendation, not a model prescribed by NASCIO. S18 demonstrates that states use different agency-CIO reporting relationships. New Mexico nevertheless already uses statewide functional-governance mechanisms in other administrative disciplines. Agency CFO responsibilities operate within DFA and State Controller controls; agency chief procurement officers operate within the State Purchasing Agent's certification and statewide procurement framework; agency HR organizations operate within State Personnel Office rules and selected approval requirements; and New Mexico has used Governor-level appointment, supervision or coordination of agency general counsels. These relationships are not legally identical and should not be copied mechanically. They demonstrate that formal statewide functional accountability can coexist with agency administrative reporting and mission responsibility. [S22, S23, S24, S25]

Consolidation savings are not automatic. S3 and S4 explicitly document provider, integration, legacy, implementation, resource and fit challenges. Any New Mexico consolidation should establish baselines, service levels, total cost and outcome measures before claiming savings.

Industry sources are corroborative, not controlling. Gartner, Forrester and Accenture are useful because they independently reinforce the enterprise/shared-services direction and its qualifications. Core public-policy claims should still rest primarily on statute, government audit/evaluation, NIST and NASCIO evidence.

D. Evidence Standard for the Package

This package uses primary New Mexico law, rules, official program descriptions and Legislative Finance Committee evaluations for claims about New Mexico. Use NASCIO, GAO and NIST as the principal external evidence base. Use Gartner, Forrester and Accenture as corroborating perspectives, with their institutional perspective and access limitations stated. When evidence is mixed, the disagreement or limitation is preserved in the text rather than selecting only evidence favorable to the roadmap.

Bracketed citations such as [S3, S14] in companion documents refer to the source identifiers above. This document is the authoritative source registry for the package. When a proposition changes materially, update this document first and then propagate the stable source identifiers to the other package documents.

Authorship, Independence and AI Disclosure

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