

HB 142 (2011) Duties

State Administration & Veterans' Affairs

April 19, 2016

2015 MCA

2-17-513. Duties of board. The board shall:

- (1) provide a forum to:
 - (a) guide state agencies, the legislative branch, the judicial branch, and local governments in the development and deployment of intergovernmental information technology resources;
 - (b) share information among state agencies, local governments, and federal agencies regarding the development of information technology resources;
- (2) advise the department:
 - (a) in the development of cooperative contracts for the purchase of information technology resources;
 - (b) regarding the creation, management, and administration of electronic government services and information on the internet;
 - (c) regarding the administration of electronic government services contracts;
 - (d) on the priority of government services to be provided electronically;
 - (e) on convenience fees prescribed in 2-17-1102 and 2-17-1103, if needed, for electronic government services; and
 - (f) on any other aspect of providing electronic government services;
- (3) review and advise the department on:
 - (a) statewide information technology standards and policies;
 - (b) the state strategic information technology plan;
 - (c) major information technology budget requests;
 - (d) rates and other charges for services established by the department as provided in 2-17-512(1)(t);
 - (e) requests for exceptions as provided for in 2-17-515;
 - (f) notification of proposed exemptions by the university system and office of public instruction as provided for in 2-17-516;
 - (g) action taken by the department as provided in 2-17-514(1) for any activity that is not in compliance with this part;
 - (h) the implementation of major information technology projects and advise the respective governing authority of any issue of concern to the board relating to implementation of the project; and
 - (i) financial reports, management reports, and other data as requested by the department;
- (4) study state government's present and future information technology needs and advise the department on the use of emerging technology in state government;
- (5) request information and reports that it considers necessary from any entity using or having access to the statewide telecommunications network or central computer center;
- (6) assist in identifying, evaluating, and prioritizing potential departmental and interagency electronic government services;
- (7) serve as a central coordination point for electronic government services provided by the department and other state agencies;
- (8) study, propose, develop, or coordinate any other activity in furtherance of electronic government services as requested by the governor or the legislature; and

(9) prepare and submit to the state administration and veterans' affairs interim committee by September 15 in the year preceding the regular legislative session and in the manner provided in 5-11-210 a report including but not necessarily limited to a summary of the board's activities, a review of the electronic government program established under part 11 of this chapter, and any key findings and recommendations that the board presented to the department.

2015 MCA

- 2-15-1021. Information technology board -- membership -- qualifications -- vacancies -- compensation.** (1) There is an information technology board. The board consists of 19 members who are appointed as follows:
- (a) the director of the department of administration, who serves as presiding officer of the board;
 - (b) the chief information officer provided for in 2-17-511;
 - (c) the director of the office of budget and program planning;
 - (d) six members who are directors of state agencies and who are appointed by the governor;
 - (e) two members representing local government, appointed by the governor;
 - (f) one member representing the public service commission, appointed by the public service commission;
 - (g) one member representing the private sector, appointed by the governor;
 - (h) one member of the house of representatives, appointed by the speaker of the house of representatives;
 - (i) one member of the senate, appointed by the president of the senate;
 - (j) one member representing the legislative branch, appointed by the legislative branch information technology planning council;
 - (k) one member representing the judicial branch, appointed by the chief justice of the supreme court;
 - (l) one member representing the university system, appointed by the board of regents; and
 - (m) one member representing K-12 education, appointed by the superintendent of public instruction.
- (2) Appointments must be made without regard to political affiliation and must be made solely for the wise management of the information technology resources used by the state.
- (3) A vacancy occurring on the board must be filled by the appointing authority in the same manner as the original appointment.
- (4) The board shall function in an advisory capacity as defined in 2-15-102.
- (5) Members of the board must be reimbursed and compensated in the same manner as members of quasi-judicial boards under 2-15-124(7), except that legislative members are reimbursed and compensated as provided in 5-2-302.

Recommendations to the State Administrative and Veterans' Affairs Interim Committee
regarding the Information Technology Report and the Information Technology Board

April 19, 2016

Prepared by Ron Baldwin, State Chief Information Officer, State Information Technology
Services Division, Department of Administration

Information Technology Report

The Biennial Report on Information Technology is an evaluation of the effectiveness and efficiency of the state's information technology investments in supporting the state's business processes and delivering value to its citizens.

The report is primarily designed to be an assessment of past progress, but is also an opportunity to outline future impacts on the state's information technology. Section 2-17-521, MCA, specifies that the Biennial Report must contain:

- an analysis of the state's information technology infrastructure;
- an evaluation of performance relating to information technology;
- an assessment of progress made toward implementing the state strategic information technology plan;
- an inventory of state information services, equipment, and proprietary software;
- agency budget requests for major projects; and
- other information as determined by the department or requested by the Governor or the Legislature.

Information Technology Board

The Information Technology Board (ITB) provides a forum to guide state agencies, the legislative branch, the judicial branch, and local governments in the development and deployment of intergovernmental information technology resources (2-17-513, MCA). The board also advises the Department of Administration on statewide information technology standards and policies, the state information technology strategic plan, major information technology budget requests, and rates and other charges for services established by the department.

The eGovernment Council was officially dissolved during the 2015 legislative session and the responsibilities that council now reside with the ITB.

The ITB was established in law in 2001 (2-15-1021, MCA). The current members are:

- Sheila Hogan, Director, Department of Administration, Chair
- Ron Baldwin, State Chief Information Officer
- Dan Villa, Office of Budget Program and Planning
- Richard Opper, Director, Department of Public Health and Human Services
- Jennie Stapp, Librarian, Montana Stat Library
- Pam Bucy, Commissioner of Labor and Industry
- Scott Darkenwald, Department of Justice
- John Tubbs, Director, Department of Natural Resources and Conservation
- Mike Kadas, Director, Department of Revenue
- Chris Mehl, Local Government Representative
- Jim Reno, County Commissioner, Yellowstone County
- Jason Wiener, Private Sector
- Representative Kirk Wagoner, Montana House of Representatives, HD 75
- Senator Roger Webb, Montana Senate, SD 23
- Susan Fox, Legislative Branch
- Beth McLaughlin, Supreme Court
- Tyler Trevor, Montana University Systems
- Ken Bailey, Assistant Superintendent of Operations, Office of Public Instruction

Recommendations to the SAVA Committee

For the past 15 years the ITB has played a crucial role in guiding information technology for Montana state government. The ITB provides governance that aligns people with enterprise initiatives and builds consensus. It ensures the goals established in the State Strategic IT plan lead to a more efficient and effective government. The ITB measures the progress toward these goals as reported in the Biennial Report on Information Technology. The State Chief Information Officer believes the continuing of the Information Technology Board is necessary and beneficial to the success of information technology in the State of Montana. Therefore, no change is necessary to 2-17-513, MCA.

**Information Technology Board (ITB)
Adopted Operating Procedures
December 10, 2013**

- **Advisory Capacity:** The Board shall furnish advice, gather information, make recommendations, recommend legislative proposals, and perform such other activities as may be necessary to support the Department in fulfilling the intent of the Montana Information Technology Act of 2001.
- **Attendance/participation:** Members are strongly encouraged to attend meetings. A member may designate an alternate representative to represent the member on occasions when the member can't attend. The designated alternate may vote on behalf of the member. The member must designate a specific representative to consistently represent them when they are not able to attend.

The Montana Information Technology Act (MITA) specifies that appointees to the board be senior policy officials such as department directors, legislators, and the CIO. As such, members of the board and their designated alternates should be senior managers, not technical staff.

- **Quorum:** At least ten voting members (or their designated alternates) must be present before action may be taken.
- **Voting:** Each member of the ITB has one vote. Designated alternates in attendance at the meeting may vote on behalf of the member.
- **Meetings:** The Board shall meet regularly on a quarterly basis or as determined by the Chair. The Chair may call a special meeting of the Board.
- **Support staff:** The Information Technology Services Division of the Department of Administration will provide technical and administrative support for the Board.
- **Agendas:** Agendas and other materials will be prepared by the CIO's staff and made available to members at least one week preceding each meeting. Items requiring Board action will be noted on the agenda. Members are encouraged to contact the CIO with suggested agenda items. Staff will attempt to make available materials requiring discussion or action in advance of meetings.
- **Communications with other IT Governance Entities:** Minutes of ITB meetings and adopted ITB policies will be published on the Web and distributed to other IT governance councils such as ITMC, E-GOV, MGIC etc.
- **Expense Reimbursement:** Mileage, meals and lodging expenses will be reimbursed according to 2-15-124(7) and 5-2-302 MCA.

Information Technology Board

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Members of the ITB are appointed in accordance with section 2-15-1021 of the MCA and serve until the appointing authority revokes the appointment or the member no longer holds the position identified in statute.



**STATE OF MONTANA
STRATEGIC PLAN
INFORMATION TECHNOLOGY**

**NAVIGATING FOR SUCCESS
2016**

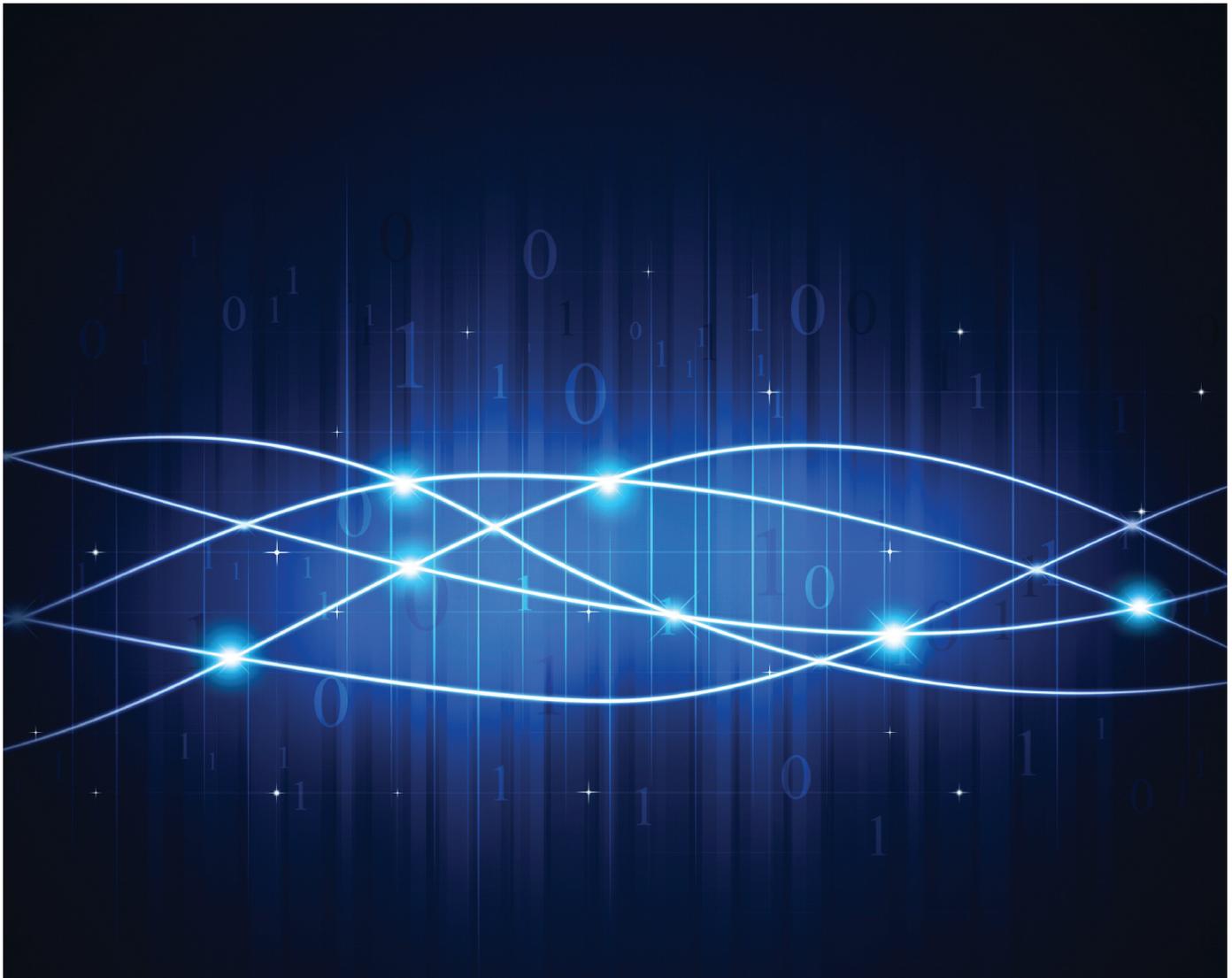




This document is prepared under the authority of the Montana Information Technology Act of 2001.
It is published biennially unless special interim plans become necessary.

Ron Baldwin
Montana State Chief Information Officer
April 1, 2016

Montana Strategic Plans for Information Technology can be found on
Montana's Official State Website:
MT.gov, State Information Technology Services Division at sitsd.mt.gov



If you have any questions or comments on this plan, please contact:

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MESSAGE FROM THE CIO

The world is experiencing exponential changes in technology in the digital age. From mobile devices and social media, to cloud computing and virtualization, information technology touches every aspect of our lives.

We are global citizens who are one tweet away from communicating instantly with our fellow citizens. The same access we have to each other is now expected in government. Online and mobile accessibility to government services and data is not only preferred, it is expected. Mobile applications and self-service web portals now allow citizens to tap into the government that serves us like never before.



This report outlines how the State of Montana is addressing these challenges and opportunities for information technology. Under Governor Bullock's leadership, transparency is just one area where the State of Montana has made strides in bringing data to the people as noted in the last Digital States Survey report. With the creation of the State's transparency portal, data portal and the business portal, citizens can access the power of data in government.

As we continue to invest in information technology that keeps pace with our global digital world, we also must invest in security to protect the data we are entrusted with safeguarding. Citizen data must be secured against the ever increasing number and sophistication of cyberthreats. Addressing cybersecurity is a national and state priority that requires a high level of collaboration and coordination.

Governor Bullock has met this challenge head on by issuing an executive order in 2015 to form the Montana Information Security Advisory Council. This is the first multi-jurisdictional forum of its kind in the State of Montana, and it is already making progress in better securing the State from cyberattacks.

Moving forward, information technology at the State of Montana must continue to serve citizens in the secure, efficient and effective manner they expect. Information technology is also a vital component in enabling the Governor's initiatives, such as the Main Street Montana project, to further educational opportunities and to create jobs. It is my honor to serve Governor Bullock and the State of Montana during this time of great opportunity.

Sincerely,

A handwritten signature in blue ink that reads "Ronald A. Baldwin".

Ron Baldwin
State of Montana Chief Information Officer





MISSION AND VISION

THE MISSION OF STATE INFORMATION TECHNOLOGY IS TO PROVIDE IT SERVICES TO SUPPORT THE NEEDS OF THE STATE AND THE CITIZENS OF MONTANA.

VISION

State Information Technology has a vision of being an organization that focuses on:

- Customer service
- Innovation
- Technology that supports Montana citizens and businesses
- Technology that makes government more effective and efficient
- Security and data protection
- Enterprise platforms that provide advanced and affordable technology for State and local government



VALUES

Integrity – Do what is right, legally and morally

Honesty - Communicate and act truthfully

Accountability – Take responsibility for actions

Stewardship – Properly utilize the resources of the state

Respect – Treat people with dignity and value them as individuals





IT PRINCIPLES

IT principles govern the decisions and operations of the state's IT community. They provide touch-points and guidelines to ensure the correct decisions are being made, decisions that will provide the greatest value to Montana's citizens.

The majority of Montana's IT principles have roots in Montana's Information Technology Act.

.....

BE ACCOUNTABLE:

Resources and funding will be allocated to the IT projects that contribute the greatest net value and benefit to Montana stakeholders.

.....

MINIMIZE DUPLICATION:

Unwarranted duplication will be minimized by sharing data, IT infrastructure, systems, applications and IT services.

.....

SHARE OUR RESOURCES:

Montana will use shared platforms and systems to minimize IT expenditures, improve service delivery and accelerate service implementation.

.....

IMPROVE BUSINESS:

IT will be used to provide educational opportunities, create quality jobs, a favorable business climate, improve government, protect individual privacy and protect the privacy of IT information.

.....

USE RESOURCES WISELY:

IT resources will be used in an organized, deliberative and cost-effective manner.

.....

DELIVER SERVICES:

IT systems will provide delivery channels that allow citizens to determine when, where, and how they interact with state government.

.....

PROTECT PRIVACY, DATA AND SYSTEMS:

Mitigation of risks is a priority for protecting individual privacy, confidential data and IT systems.





ACCOMPLISHMENTS

Recently, the Montana Business Navigator (business.mt.gov/navigator) was unveiled by Governor Steve Bullock in partnership with the Governor’s Office of Economic Development and the Department of Administration. This was a collaborative project to create efficiencies in doing business in Montana.

The final result is an online service that guides prospective business owners through an interactive process of identifying the necessary registrations, permits and licenses needed to start a business in Montana. This also features the business checklist which allows businesses to easily identify and meet state regulations.



Since the last biennium the State of Montana has released more than 34 additional mobile applications that support Montana businesses and citizens.



The State of Montana has been recognized as a national leader in transparency in government spending by the U.S. Public Interest Research Group. Montana received high marks for being one of the most comprehensive transparency websites. In June 2014, Montana took another leap forward as a leader in transparency in government by launching the Data Portal (data.mt.gov) which provides datasets for the public.



The Montana Information Security Advisory Council (MT-ISAC) was created by an executive order to advise the governor on cyber security issues. MT-ISAC membership represents state and local government, state legislature, universities, Homeland Security as well as private industry. The mission of MT-ISAC is to ensure that Montana’s information systems are safe, secure, and resilient.



Virtualization is a recognized best practice that received a Governor’s award for excellence in 2015. Significant savings and efficiencies have been realized through infrastructure sharing that is managed in the State’s data centers. Three hundred and thirty servers and 52 terabytes of data have been migrated into this environment. This was a multi-agency collaborative effort. The Annual cost savings will exceed \$200,000. Participating agencies recognized included DOA, DLI, COR, and DPHHS.



An Enterprise IT Financial Workgroup has been formed as a multi-agency governance forum that provides input and information for decisions impacting IT service offerings, including rate setting, utilization and cost recovery.



A five-year IT infrastructure plan was developed that identifies the tactical approach for the use of technology in the state. This plan identifies the capabilities that will be needed in order to continue to be a leader in providing services to the citizens of Montana.



Finally and notably, the National Association of State Chief Information Officers (NASCIO) presented a Gold Medal Award for the Oregon-Montana Disaster Recovery Strategy, which includes the use of the State of Montana Data Center.

This provided a disaster recovery strategy for Oregon that did not rely on third party vendors and did not require any capital investments in buildings, maintenance or staffing. This has improved Oregon’s ability to meet customers business needs and provides an affordable disaster recovery solution when compared to other traditional disaster recovery options.





STRATEGIC GOALS

Our strategic goals guide us as we evolve, providing us with a clear vision of what we will accomplish. We are continually evaluating enterprise information technology services to ensure that we implement IT in an innovative, effective, and cost-efficient manner.

GOAL 1

DELIVER ENTERPRISE IT SERVICES TO STATE AND LOCAL GOVERNMENT, AND THE UNIVERSITY SYSTEM

Objective 1.1:

Identify and deploy networking technology that provides greater security and flexibility at lower costs

Objective 1.2:

Support business needs by utilizing an agile and responsive service delivery model

Objective 1.3:

Actively engage state agencies, local governments, and university systems in the process of developing solutions for improving services

MEET ENTERPRISE DEMANDS FROM DIVERSE ENTITIES

THE STATE'S ONLINE SERVICES HAVE GROWN TREMENDOUSLY SINCE ITS FIRST WEB-BASED PRESENCE WAS LAUNCHED IN 2001.

TODAY, CITIZENS CAN ACCESS MORE THAN 300 EGOVERNMENT SERVICES AVAILABLE FROM 23 DIFFERENT STATE DEPARTMENTS AND AGENCIES THAT PROCESS MORE THAN 10 MILLION ONLINE TRANSACTIONS ANNUALLY.





GOAL 2

DELIVER MOBILE CAPABILITY THAT SERVES CITIZENS, BUSINESSES AND EDUCATION

Objective 2.1:

Identify additional mission-critical business functions that will benefit from mobile support

Objective 2.2:

Improve government efficiency by making government services available anytime, anywhere

Objective 2.3:

Continue to improve the management of state data and applications on mobile devices.



Governor Bullock and the State of Montana continue to strive for government accessibility and enhanced mobile solutions.

Native applications (apps) that are available in the App Store and Google Play include My Voter Page, which allows users to find out if they are registered to vote and find their polling place. Another popular app is MDT Mobile which provides traveler information, road conditions and construction updates.

Additionally, responsive mobile apps can also be found at mt.gov/services and include options like the Made in Montana app for businesses and Income Tax Express, which allows users to pay state individual income taxes and estimated taxes.

Since the last biennium more than 34 mobile apps have been launched.

OPTIMIZE MOBILE SOLUTIONS

NEARLY 2/3 OF AMERICANS ARE NOW SMARTPHONE OWNERS, AND FOR MANY THESE DEVICES ARE A KEY ENTRY POINT TO THE ONLINE WORLD.

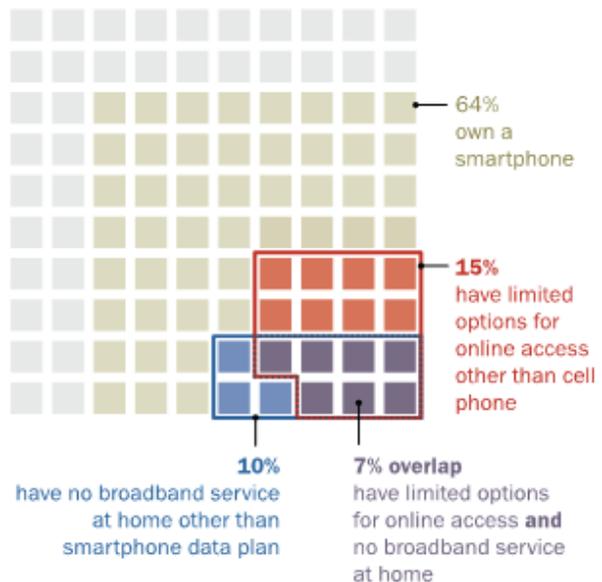
64% OF AMERICAN ADULTS NOW OWN A SMARTPHONE OF SOME KIND, UP FROM 35% IN THE SPRING OF 2011.

PEW RESEARCH CENTER, "US-SMARTPHONE USE IN 2015," JANUARY 2015

The "Smartphone-Dependent" Population: 7% of Americans Rely Heavily on a Smartphone for Online Access

% of U.S. adults who have a smartphone, but lack other broadband internet service at home, and/or have limited options for going online other than their cell phone

ALL ADULTS



Pew Research Center American Trends Panel survey, October 3-27 2014.





GOAL 3

BUILD AND OPERATE ENTERPRISE SYSTEMS THAT ARE SHARED ACROSS STATE AND LOCAL GOVERNMENT

Objective 3.1:

Make technology more cost effective by leveraging economies of scale

Objective 3.2:

Actively engage state agencies and local governments in the process of identifying opportunities to share resources

Objective 3.3:

Leverage the data center for local governments, school districts, and the university system

Objective 3.4:

Utilize existing resources to support or enhance enterprise electronic content management services

STREAMLINE ENTERPRISE SYSTEMS AND OPERATIONS

While the utilization of Enterprise hosted services yielded the expected benefits, I also



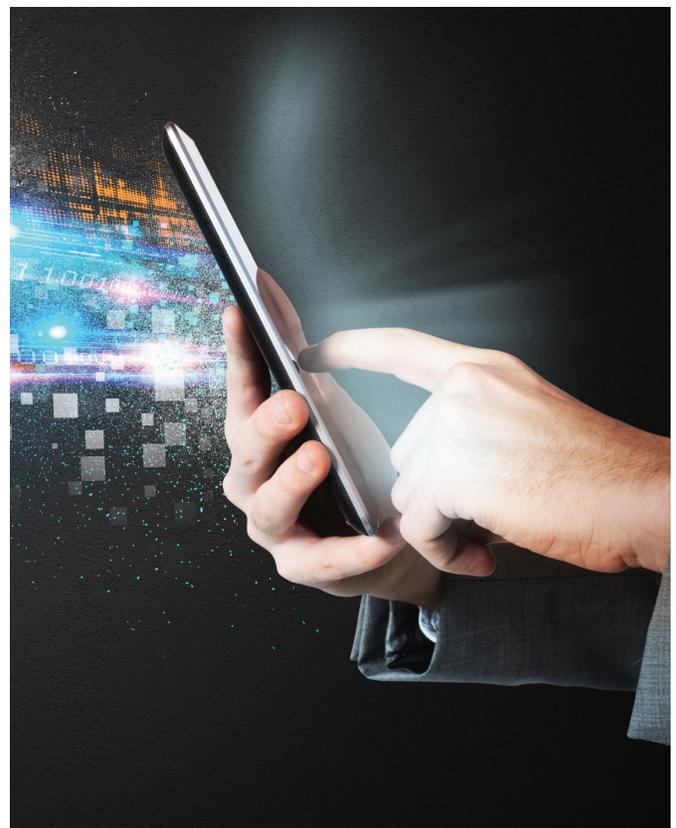
received an unanticipated benefit. When the need arises for a new solution I get a team from SITSD working alongside of my staff to come up with the best options.

*-John Daugherty,
Department of Corrections
IT Administrator*



DOA Director Sheila Hogan, State CIO Ron Baldwin and Bureau Chief Audrey Hinman joined Governor Steve Bullock (and the owner of Red Ants Pants, Sarah Calhoun) for the Business Navigator unveiling.

The Navigator is a one-stop-shop for new Montana businesses to find licenses, checklists and valuable resources.





GOAL 4

UTILIZE CLOUD, OPEN DATA AND EXISTING APPLICATIONS TO MAXIMIZE VALUE AND MINIMIZE COST OF INFORMATION TECHNOLOGY

MAXIMIZE CLOUD APPLICATIONS

The ability for agencies to utilize enterprise cloud applications has compounding benefits. In addition to cost reductions, it also helps save time and secure data.

The Department of Administration has found great value in utilizing cloud services for the State of Montana Recruiting System (SOMRS) and for the Montana Acquisition and Contracting System (eMACS).

The ease of use and high level of security provide additional advantages.

-Sheila Hogan,
Department of Administration
Director



The State of Montana will continue to invest in both its private cloud and public cloud based offerings. As cloud-based applications are requested, they will be reviewed and approved by the State CIO and the State Budget Director to ensure that they are compliant with the overall IT strategy.

Objective 4.1:

Take advantage of opportunities to save time and money by deploying Software as a Service (SaaS) and other existing solutions over custom-built systems when possible

Objective 4.2:

Enable IT to quickly allocate the proper resources to meet unpredictable and fluctuating business needs

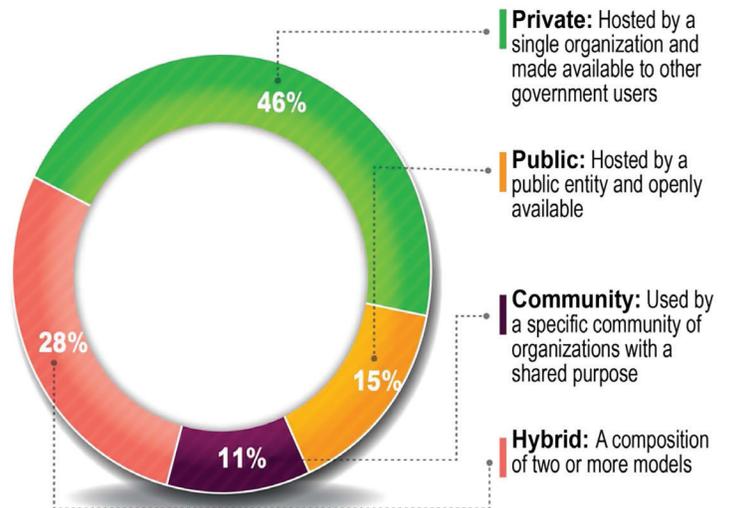
Objective 4.3:

Increase technology infrastructure efficiencies

Objective 4.4:

Increase transparency and access to valuable government data

Where applications have been migrated to the Cloud, what percentage of the applications are hosted in each of the following models?



Source: The Value Equation, 2015 State CIO Survey



Grant Thornton





GOAL 5 MANAGE CYBERSECURITY RISK TO SYSTEMS, ASSETS AND DATA

Objective 5.1:

Develop Best Practices for common security controls for all agencies to use

Objective 5.2:

Develop and implement a standardized information security program assessment and measures for departments and the state

Objective 5.3:

Provide a yearly State information security assessment to the Governor showing program successes and a plan to address shortcomings

Objective 5.4:

Develop a governor’s information security dashboard



State CIO Priorities Top 10 Final Ranking

1. Security and Risk Management
2. Cloud Services
3. Consolidation/Optimization
4. Business Intelligence and Data Analytics
5. Legacy Modernization
6. Enterprise Vision and Roadmap for IT
7. Budget and Cost Control
8. Human Resources/Talent Management
9. Agile and Incremental Software Delivery
10. Disaster Recovery/Business Continuity

SECURITY

SITSD IS A RECOGNIZED NATIONAL CYBER SECURITY AWARENESS MONTH CHAMPION ORGANIZATION

“Cybersecurity remains a top issue for State CIOs and their staff. We applaud the states for their commitment to cyber awareness and for bringing attention to the importance of online safety and security by hosting and highlighting their own state programs and resources throughout the month of October.”



-Doug Robinson, NASCIO Executive director



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