

	<b>Montana Operations Manual</b>  <b>Policy</b>	Category	<b>Information Technology, Web Management</b>
		Effective Date	<b>07/16/2015</b>
		Last Revised	<b>09/10/2015</b>
Issuing Authority	<b>Department of Administration</b> <b>State Information Technology Services Division</b>		
<b>POL-Secured eGovernment Service Access Policy</b>			

**I. Purpose**

The [Montana Information Technology Act \(MITA\)](#) assigns the responsibility of establishing and enforcing statewide IT policies and standards to the Department of Administration (DOA). The purpose of this Policy is to implement the Secured eGovernment Service Access Policy for defining actions to fulfill the responsibility.

**II. Scope**

This Policy applies to the CIO as required under [2-17-521\(4\), MCA](#), and to executive branch agencies, excluding the university system, as required under Section [2-17-524\(3\), MCA](#).

**III. Policy Statement**

This enterprise policy has been developed for the state’s information systems based on the [Montana Information Technology Act \(MITA\)](#). This policy is in cooperation with the federal and local governments with the objective of providing seamless access to information and services to the greatest degree possible [2-17-505 \(3\)](#).

**IV. Roles and Responsibilities**

Roles and responsibilities are required by this policy and in accordance with [Appendix B - Security Roles and Responsibilities](#).

**V. Requirements**

All eGovernment services must use ePass Montana for authentication when login credentials are required. This applies to all services for which agencies have administrative responsibility, including systems developed, managed or hosted by third-parties on behalf of an agency.

EPass Montana is a federated identity management solution based on SAML 2.0 and Open ID and is the State of Montana's secured single logon solution.

## **VI. Definitions**

eGovernment Service - an application, or series of applications, on the Internet that provides a specific service to a citizen, business, or other governmental entity. The application(s) are interactive and/or transactional-based in nature, meaning that information is collected or provided by the customer and service is then delivered (a transaction is completed). Examples are: web enabling business systems and allowing customers to enter in their own search criteria and then receiving the information they seek from those systems; filling out a tax form online (where they are able to submit it online) and paying their taxes; purchasing goods and paying for them from a shopping cart; renewing and paying for permits, licenses, or fees; any service using the payment portal. The goal of an eGovernment service is to provide a complete end-to-end solution to the customer whenever possible, meaning the customer has provided all necessary information and payment has been collected and the State has delivered the service including all necessary information and documentation to the customer. When implemented in this fashion, both the State and the customer should gain efficiencies.

Federated Identity Management - a system that allows individuals to use the same username, password, or other personal identification to logon to the networks of more than one enterprise in order to conduct transactions

## **VII. Compliance**

Compliance shall be evidenced by implementing the Policy as described above.

Policy changes or exceptions are governed by the Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards. Requests for a review or change to this instrument are made by submitting an [Action Request form](#). Requests for exceptions are made by submitting an [Exception Request form](#). Changes to policies and standards will be prioritized and acted upon based on impact and need.

## **VIII. Enforcement**

Policies and standards not developed in accordance with this policy will not be approved as statewide IT policies or standards.

Enforcement for statewide policies and standards developed in accordance with this policy will be defined in each policy, standard or procedure.

If warranted, management shall take appropriate disciplinary action to enforce this Policy, up to and including termination of employment, consistent with current State Policy. The discipline policy can be found in the [MOM Policy System](#) (search for: 261). When considering formal disciplinary action, management will consult with their assigned Human Resource Specialist before taking action.

## **IX. References**

### **A. Legislation**

- [2-17-506, MCA](#) - Definitions
- [2-17-511, MCA](#) – Chief information officer duties
- [2-17-512, MCA](#) - Powers and duties of department
- [2-17-514, MCA](#) - Department – enforcement responsibilities
- [2-17-515, MCA](#) – Granting exceptions to state agencies
- [2-17-516, MCA](#) - Exemptions
- [2-17-534, MCA](#) - Security responsibilities of department
- [Montana Information Technology Act \(MITA\)](#)

### **B. Policies, Directives, Regulations, Rules, Procedures, Memoranda**

- Statewide Policy: [POL-Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- SITSD Procedure: [Conduct Policy for State Space and State Grounds in Helena](#)
- [Discipline Policy](#)

### **C. Standards, Guidelines**