

CIO Report to the Legislative Finance Committee

March 9, 2006

A. MITA Compliance and Exceptions to Information Technology (IT) Standards, Policies and Statute (2-17-515, MCA)

1. MITA Compliance

No issues.

2. Exception Requests

Since December 2, 2005 ITSD has received 4 requests for exceptions to policies and standards. None of the requests involved significant financial considerations. Two requests asked for exceptions to the MT.gov standard for web site look and feel. Both were approved. The other two requests are being evaluated. The exception log for the past year is attached.

B. IT Projects (2-17-526, MCA)

1. Active Projects – Green Assessment

Administration - Lottery Replacement

This project is changing outsourcing of the Lottery system from SGI to Intralot at a significant savings to the State.

Administration – System Management Phase 1

Service Management Phase 1 project is part of the Excellence in Service Management program that implements best practices based on the ITIL framework. This project establishes the initial integrated IT Service Center functions.

Justice - Broker System

This project will create an interface system (broker) for transmitting data and transactions between applications at Justice, Corrections, and the Courts. The Integrated Justice Information System (IJIS) Broker is an extendable open standards platform.

Judiciary - Court Automation

This project will update the Judicial case management systems through an implementation of Full Court; and the development/rollout of a graphical user interface for the Judicial Case Management System (JCMS).

Revenue - Individual and Corporate Tax

ICT is the next phase of the replacement of the POINTS system. ICT encompasses the rollout of the Corporate License Tax and Individual Income Tax modules of the GenTax Software solution.

Revenue - Integrated Revenue Information System (IRIS) III

This is the final phase of the IRIS project and the purpose is to integrate all DOR administered taxes using the GenTax system, shutdown the POINTS system as per legislative mandate, and add DOJ gambling tax to the GenTax system

Revenue - Real and Personal Property Valuation and Assessment System (PVAS)

The Department of Revenue, Property Assessment Division is replacing five legacy computer systems (MODS, BEVS, CAMA, UAS, and Landisc) with one Real & Personal Property Valuation and Assessment System to be used statewide.

State Fund - Claim Center

Claim Center is a claims processing package application system being installed as a replacement for the existing Claims Management System (CMS). The project has completed the Initiation and Requirements phases. It is currently in the Design phase.

Transportation – Site Manager Implementation

The purpose of the project is to implement the construction management functions within the Transport module, Site Manager to various entities inside and outside the department. This will provide MDT with consistent and accurate construction contract administration utilizing national DOT best practices.

2. Active Projects – Yellow Assessment

Secretary of State - Statewide Voter Registration System (SVRS)

SVRS is a requirement of the Help America Vote Act (HAVA)2002. By January 1, 2006 every state is required to have a single centralized, interactive, list of every legally registered voter.

The last group of counties has converted to the new system. The project would be rated as green except for a significant number of problems. The application vendor, Saber, is working on resolving the remaining issues of which 9 are critical. Fixes for the critical issues will be delivered in two weeks. The contract with Maximus/Saber is fixed price so the resolution of the outstanding problems is at their expense. SOS will not start the warranty period until the problems are resolved.

Administration - Enhanced 9-1-1 (E9-1-1) Program

The project will implement state-wide E911 service, including Phase II wireless capability. Enhanced 911 provides the phone number and location information to the Public Safety Answering Point (PSAP). Phase II wireless provides the phone number, location and GIS coordinates to the PSAP. The project also includes an emergency notification service and a redundant network.

Twenty (20) Public Safety Answering Points (PSAP's) have committed to using the statewide contract for services from Century-Tel. An additional 12 have given verbal commitment. The original goal was 37 participating PSAPs. The network and servers are in production with the initial PSAPs. The timetable for PSAPs to convert is primarily based on their ability to build highly accurate addressing records. Conversion could take another year.

Administration - Public Safety Radio Statewide Interoperability Program

This project will create a state-wide public safety radio system implemented through a series of regional installations.

This project is consists of nine consortiums (8 voice radio and 1 mobile data). All counties except Missoula are part of a consortium. The State does not control consortium expenditures nor do consortium project managers report to the State. The consortiums focus on delivering radio systems to law

enforcement organizations. Emergency services and state/federal agencies are not part of the initial project scope.

The Northern Tier consortium is just starting the implementation of their microwave network. The consortium project managers are deciding how to allocate \$7M of '05 Homeland Security funding and DOA is pursuing \$50M in '06 Homeland Security funding.

Justice – Merlin (Temporary Registration, Driver Control, Driver Licensing)

Merlin is the continuation of the Team 261 project for improving efficiency and services within the Department of Justice, Motor Vehicle Division. The project is made up of three components: Titling and Registration, Driver Control and Driver Licensing. Merlin will implement a customized commercial package over the next two years.

The project consists of two phases and corresponding statements of work (SOW). The first SOW covers the installation of a basic functioning system that meets legal requirements. The second SOW covers maintenance and future features that DOJ would like to add. \$11.8M of unexpended Team 261 funds will cover the first SOW. Money has not been identified for the second SOW. DOJ has added a highly experienced project manager to the effort. The budget does not include contingency funds or funds for Independent Verification and Validation (IV&V).

3. Active Projects - Red Assessment

None.

4. Completed Projects

No projects have concluded since the December 6th LFC meeting.

C. Policies (5-12-205, MCA)

In response to the MITA Management Audit Report DOA has taken several steps to implement the four recommendations contained in the report. Dick Clark, State CIO has:

- Created a three person MITA implementation team to research, draft, and move IT policies through an approval process. The team is reporting weekly to the Steering Committee which is composed of the CIO, the Deputy CIO, and the Policy and Planning Services Bureau Chief. The team has developed a project charter and is working on the plan and timetable for the next year.
- Prepared a Management Action Plan that outlines specific current and future actions related to the four audit recommendations.
- Developed a process for policy creation, review, and approval. The master process document is attached.

DOA and OBPP have coordinated their efforts to provide explicit instructions relative to EPP requests and new investments in technology. The February 13 OBPP memorandum included the following:

- Specific instructions that “New investments” in information technology can be included in the Governor’s budget only if the project is contained in the approved agency information technology plan. This requirement was repeated in the agency IT planning instructions published by DOA.

- A full page of material outlining expenditures to include when calculating the estimated costs of IT investments. The instructions also identified the estimated costs for project management, independent validation and verification, and contingency funds.
- Instructions on using RFIs to develop estimated costs for IT projects and budget requests.

DOA and OBPP are starting policy development to implement the recommendations from the MITA management audit.

D. State Strategic IT Plan (2-17-522)

DOA /ITSD presented the latest draft of the updated State IT Strategic plan to the ITB on February 22. Final modifications are being made. The draft plan will be delivered to the Governor's office on March 1.

Agency IT plan draft instructions were distributed to agencies on January 6th. DOA/ITSD conducted planning training and feedback sessions on January 10th and 12th. Final instructions were published on January 19th. Agency template material is due back to DOA on March 15.