

# Office of Legislative Information Services (OLIS)

## Proposal for 2021 Session & Remote Capabilities

The Office of Legislative Information Services (OLIS) is an enterprise-level service provider to support Legislators, Legislative Staff, and Session Staff. OLIS provides support for network services, printing, and system (laptop, tablet, phone) support. OLIS also provides streaming services in partnership with the Montana Public Affairs Network (MPAN).

### How to Contact Us:

- Chief Information Officer: Dale Gow 444-4021
- Application Development Services: Mike Allen 444-4101
- Operation Services: Lindsey Krywaruchka 444-3590
- Advanced Technical Services: Sky Foster 444-3226
- Service Desk Contact Info:

Phone: 444-0912      Email: OLIS-ServiceDesk@mt.gov

Microsoft Teams: TBD

### What We Currently Provide and Propose to Provide:

Network connection, printing, and email support, and limited laptop, tablet, and smartphone support. In a new remote environment, we are working on providing support through a remote connection application. All services outside of OLIS capabilities will be provided through our Contracted Service Provider.

### Proposal on What Legislators Need to Have & What LSD Will Provide and Work with Legislative Council on How to Fund:

#### System & Hardware Specs:

- Laptop or tablet with Win 10 or MacOS 10 operating system
- Current antivirus program
- Fully updated operating system and applications

#### Optional items:

- 15" monitor or additional monitor set up
- Smartphone
- Printer

#### Remote Meetings:

- For remote meeting support, you must have strong internet connectivity
  - A mobile hot spot from your cell phone provider may help you connect to the internet in an area with a weak signal
- Functional mic and webcam

#### Applications:

- Internet Browsers: Chrome (preferred), Microsoft Edge, Firefox, or Safari
- Two-Factor Authentication (remote voting authentication) Phone App  
\*\*Key Fob also available upon request\*\*
- Remote connection software (Teamviewer - This is software that, if a Legislator elects to use, would allow OLIS to log into their system remotely to provide remote support as if were there) \*\*optional\*\*

#### Websites (would provide links as Favorites):

- Montana Legislature (leg.mt.gov for bills, committees, streaming services)
- Virtual Legislator (remote voting)
- Zoom (virtual meetings)
- MS Teams (communications/virtual meetings)
- Legislator Portal

#### Email:

- Mindcentric Email for first.lastname@LEGMT.GOV
  - Access through mx02.anglerlabs.com
  - Official email provided by OLIS \*\*optional\*\*
  - If not used, you will need to provide OLIS with your official email address

#### **How to Get Help:**

- Contact our OLIS Service Desk
  - Phone: 444-0912
  - Email: OLIS-ServiceDesk@mt.gov
  - Provide information to help diagnose the problem
- In-person support
  - Wear PPE and give proper social distancing space

#### **Contracted Services:**

We will take issues beyond OLIS capabilities to our contracted services (e.g., installation of hardware/software, virus infections, and advanced troubleshooting).

#### **Instruction That We Will Provide to Legislators:**

Depending on direction by the Legislative Council, OLIS will provide instructions for the following online and computer applications that Legislators will use for session:

- OLIS Services Brochure
- Legislator Portal
- Virtual Legislator (remote voting) and Instructions for use
- Two Factor Authentication (RSA) phone app
- Zoom Instructions
- Hybrid Meetings (tips and tricks)
- Microsoft Teams (external)
- Team Viewer (remote access software)
- Email (Legmt.gov Mindcentric)