#### Good Afternoon



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I joined the information systems audit team in 2017 from UM with a Bachelors degree in Management Information Systems. I've previously completed work on Unmanned Aerial Systems, Child Care Systems, and Unemployment Insurance Systems.



## eGovernment Series 2: Accountability

**Department of Administration** - State Information Technology Services Division

- eGov Series Recap
- Background
- IT Reporting and Legislative Role
- Governance Over Strategic Goals

## eGovernment in Montana





#### What is it?

Online applications that provide specific public service

### Multiple Reports Address Varying Areas



#### Security Consolidation

Focus on planning and management of consolidation across agencies



## IT Reporting and Governance

Review IT project reporting requirements and legislature role and governance structure



#### Funding

Review funding model for IT innovation

# Objective 1 IT Reporting and Legislative Role

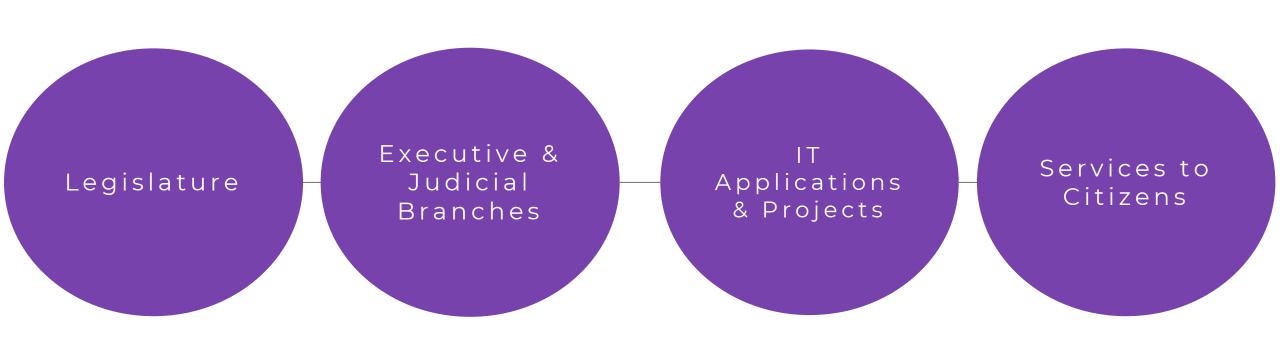
#### **OBJECTIVE**

Determine if IT reporting requirements are followed.

#### SCOPE

- Review state law pertaining to IT reporting requirements
- Identify which legislative committees receive IT reports and contents
- Analyze IT reporting requirements
- Interview other states on IT project reporting

# IT Applications: Why do we have them and how are they created?

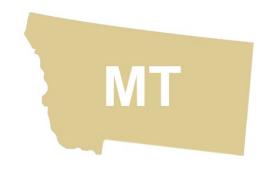


Minimum
Reporting
Requirements
are Met



- IT Biennial
- Information Technology Board
- Information Technology Activities
- Agency IT Plans
- IT Project Budget Summary
- ✓ IT Project Updates

# Other States Have Robust Project Reporting Structures









Agency Driven Projects

SITSD Compiled Reports Involvement every Project

Weekly Updates 300 Projects Quarterly Updates

Larger IT Projects Portfolio Management Assistance

Online Training & Resources

# IT Reporting is Crucial at Two Specific Times



#### Metrics

Service Delivery Satisfaction

Benefits achieved

Resource Management Performaged Achieved

Percent of projects with appropriate resource allocations

Lessons learned from previous projects

### IT Reporting is Crucial at Two Specific Times

#### Metrics

Number of projects on time and within budget

Percent of stakeholders satisfied with project quality

Number of deviations between expected an actual budget categories

Number of projects needing rework due to quality defects



### Legislator Questions Help Create Understanding

Does this project align with statewide and agency IT strategic initiatives?

Can this project be consolidated with other IT projects?

State Strategic IT Plan

IT Biennial

What are the lessons learned from delayed projects?

What benefits have been realized from projects?

IT Project Budget Summary

**IT Project Updates** 

# IT Project Request and Review Process Can See Improvement



#### **Governor's Budget Proposal**

Projects > \$500,000



#### House Bill 10

Major IT projects
Specific stipulations



#### **Business Perspective**

Understand the need Cutdown on the IT jargon



#### Legislative Finance Committee

Follow up on projects
Benefits and risk review

#### RECOMMENDATION

We recommend the Montana Legislature identify and establish appropriate and achievable IT reporting metrics within statute.

## Objective 2 Governance Over IT Strategic Goals

#### **OBJECTIVE**

Determine if SITSD evaluates IT governance and strategic performance.

#### SCOPE

- Review state law pertaining to SITSD IT governance responsibilities
- Research IT industry frameworks on governance
- Interview SITSD and agency chief information officers
- Interview SITSD employees on new IT strategic initiatives



Lead the Nation in Digital
Transformation.



IT Investment

Securing Data Digitizing Access

# SITSD Has Increased Interactions with Agencies

#### **IT Strategy Planning Conference**

Goals, Objectives, Key Performance Indicators

#### **Quarterly CIO Meetings**

Updates, Pressing Matters

#### **Customer Success Managers**

Agency Resource, Increased Interaction

#### **Enterprise IT Financial Workgroup**

Service rate review

#### **Quarterly Work Prioritization**

SITSD Work Schedule

# SITSD is Undergoing Internal Changes to Support IT Strategy



#### Improving Communication

Customer Success Managers

Enterprise Architecture Team

Communication Team



#### **Improving Governance**

Enterprise Tool

Governance Structure

Establish Statewide Model

Key Performance

Strategic Conference Indicators

Customer Success Managers

SITSD Work Prioritization Meetings

Governance Boards

5D Needs a Structured Approac to Mitigate Risk of Overloading Agencies

IT Investments

**Digitizing Access** 

Enterprise Architecture Team

Enterprise IT Financial Workgroup

Securing Data

ommunication Team

## Strategic Management Helps Ensure IT Transformation

- Maintain a standard approach for initiatives
- Start Initiative
- Manage Engagement
- Develop and Maintain Plan
- Launch and Execute
- Monitor, Control, Report
- Manage Quality
- Manage Risk

**Close Out Initiative** 

#### RECOMMENDATION

#### We recommend that State Information Technology Services Division:

- A. Define goals, align missions, review responsibilities, and ensure clear coordination for the customer service, enterprise architecture, and communication teams.
- B. Develop a plan to coordinate the statewide initiatives to increase the effectiveness and success.

Department response: Concur



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