AGENCY INFORMATION TECHNOLOGY BIENNIAL PERFORMANCE REPORT

2019

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Foreword

The 2019 State of Montana Biennial Report on Information Technology (IT) is prepared under the authority of the Montana IT Act (MCA 2-17-521). The State Information Technology Services Division (SITSD) is responsible for gathering and compiling the following information to meet the statutory requirements for this report:

- an analysis of the state's information technology infrastructure, including its value, condition and capacity
- 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
- other information as determined by the department or requested by the governor or the legislature

This 2019 State of Montana Biennial Report on IT is a comprehensive summary of IT inventory and performance across the enterprise of state government.

Section 1 – MCA 2-17-521(4) (a)

This section fulfills MCA 2-17-521(4) (a) regarding the analysis of the state's information technology infrastructure, including its value, condition, and capacity.

Data Centers and Disaster Recovery

The State of Montana Data Center (SMDC) is in Helena, Montana. The state offers equipment hosting services to entities inside and outside of the state of Montana and has the capacity to house 247 server cabinets. The environmentally friendly SMDC features a state-of-the-art primary cooling system by KyotoCooling and was the first of its kind in the country. SMDC was the first data center in the world to be built from the ground up using this technology. The SMDC features ISOBase platforms that are utilized by all equipment racks that reduce the risk of failure in the event of an earthquake.

The Miles City Data Center (MCDC) is a Disaster Recovery (DR) site for critical applications housed within the SMDC. This facility can be used for production, as well as DR services for any governmental entity. The MCDC is strategically located between two power grids. The MCDC uses conventional CRAC cooling.

SMDC and MCDC were designed to meet the following qualifications:

- Critical Infrastructure DOD Security Standards LEED Certified
- Green Building Rating System
- The SMDC Facility is staffed 24x7x365
- They are monitored 24x7x365
- They are surrounded by anti-climb fences
- Two-factor physical security access is required to enter both facilities
- They can withstand an 8.0 earthquake

Enterprise Computing and Storage

Infrastructure and application services are offered to agencies, universities, and local governments. Mainframe, servers, storage, and load balancing infrastructure are delivered to customers using the State of Montana Data Centers including full disaster recovery services for the infrastructure. Security and management services are provided including multi-factor authentication, machine data analytics, and mobile device. Additionally, support for the infrastructure of Microsoft applications, both in the State Data Centers and hosted by Microsoft in the government tenant space. These services include email, identity management, SharePoint, OneDrive for Business, and Skype for Business.

Storage services are provided to customers utilizing multiple clustered storage systems located in the SMDC and MCDC. These systems provide highly available storage and disaster recovery. SITSD currently provides over 2 Petabytes (PB) of storage in SMDC and MCDC with the ability to scale too over 100PB to meet customer needs. Long term storage is provided to customers using WORM (Write Once Read Many) compliant storage.

Compute services are offered to customers using virtualization software that provides flexible control, automation, and autonomy to meet agencies unique business needs for server resources. These services include automated DR to MCDC and backup services in Helena and Miles City. Automation has enabled the state of Montana to meet the rapid server needs of agencies, in turn this has improved service to customers. Highly available load balancing and proxy services are available to customers using load balancers located at SMDC and MCDC. The load balancers can provide WAF (Web Application Firewall) to protect state websites from vulnerabilities.

The following tables provide an inventory of storage and compute assets for each agency in the state of Montana.

Compute		
Agency		
SITSD	Hosts in Service	205
	Shared environment virtual machine count	1,570
	VSP environment virtual machine count	1,533

Storage		
Agency		
SITSD	Live Storage	2 PB
	Archive Storage	2.6 PB
	Backup Storage	430 TB

Servers				
Agency – Owned	**Appliances**	**Physical servers**	**Virtual servers**	**Storage**
AGR	0	2	6	10.8 TB
ART	0	0	0	0
BPE	3	0	0	0
CHE	7	4	7	0
COR	4	3	0	15.5 TB
CPP	0	0	0	0
DEQ	0	0	0	0
DLI	0	13	0	0
DMA	0	0	0	0
DNRC	17	27	0	0
DOC	0	0	0	12 TB
DOJ	184	90	311	346 TB
DOR	3	2	0	0
FWP	1	0	0	20 TB
GOV	0	0	0	0
HHS	0	39	314	0
HIS	0	0	0	0
LIV	0	2	0	0
LOT	8	0	0	0
MDT	0	0	0	0
MPERA	0	0	0	0
MSL	0	0	0	0
OPD	0	0	0	0
OPI	0	0	0	0
PSC	0	3	0	0
SAO	3	9	3	0
SOS	0	0	0	0

STF	70	13	179	100 TB
TRS	0	0	0	0
Total	**300**	**207**	**820**	**504.3 TB**

Devices

Agency	Device Type	Quantity	Estimated Replacement Value
AGR	Desktops	82	$71,500
	Laptops	51	$81,600
	Mobile Devices (tablets, phones, etc.)	30	$67,700
	Printers	18	$45,000
	Cameras	2	$3,000
ART	Desktops	4	$5,200
	Laptops	4	$7,580
	Mobile Devices (tablets, phones, etc.)	4	$1,900
	Printers	3	$0
	Cameras	2	$200
	Projectors	2	$800
	Photo Scanner	1	$0
BPE	Laptops	3	$5,000
	Mobile Devices (tablets, phones, etc.)	1	$400
	Printers	4	$0
CHE	Desktops	41	$41,000
	Laptops	40	$50,000
	Mobile Devices (tablets, phones, etc.)	23	$17,250
	Printers	54	$13,500
	Cameras	3	$750
COR	Desktops	848	$841,216
	Laptops	182	$218,400
	Mobile Devices (tablets, phones, etc.)	308	$30,797
	Network Multi-Function Devices	72	These printers are leased utilizing the State Print and Mail leasing process. Some printers are on legacy leases and will be converted to the State Print and Mail leasing process when the leases expire.
	Network Printers	47	$35,250
	Desktop Printers	126	$25,200
	Cameras	350	$350,000
	Polycom Video Conferencing Units	17	$88,000
	Crime Control Conference Room Units	1	$100,000
	Portable Radios	902	$2,319,000
	Mobile Radios	305	$1,119,000
CPP	Desktops	5	$5,000
	Laptops	3	$3,000
	Mobile Devices (tablets, phones, etc.)	1	$1,000

	Printers	3	$10,000
	Cameras	4	$500
DEQ	Desktops	355	$284,000
	Laptops	250	$375,000
	Mobile Devices (tablets, phones, etc.	145	$119,625
	Printers	58	$246,500
	Cameras	14	$0
	Unmanned Aircraft System	4	$25,000
	Scanner	5	$6,000
DLI	Desktops	900	$630,000
	Laptops	355	$497,000
	Mobile Devices (tablets, phones, etc.)	80	$56,0000
	Printers	73	$328,500
	Cameras	4	$1,200
DMA	Desktops	42	Moving to tablets/mobile
	Laptops	20	$17,900
	Mobile Devices (tablets, phones, etc.)	16	$40,000
	Printers	8	$16,000
DNRC	Desktops	572	$743,600
	Laptops	232	$382,800
	Mobile Devices (tablets, phones, etc.)	263	$210,400
	Printers	102	varies
	Copiers	34	varies
	Document Scanners	18	varies
	Plotters	9	varies
	Polycom Systems	22	$163,442
DOC	Desktops	207	$220,592
	Laptops	117	$175,740
	Mobile Devices (tablets, phones, etc.)	46	$21,950
	Printers	92	$32,200
	Cameras	58	$38,492
DOJ	Desktops	633	$715
	Laptops	682	$1,465
	MHP Ruggedized Laptops	310	$5,280
	Tablets	17	$499
	Smart Phones	285	$99
	Flip Phones	224	$10
	Printers	870	$499
	Document Scanners	45	$879
	In-Car Cameras	297	$5,300
	Cameras – Facilities	25	$2,200
	Biometric Capture Devices	54	$6,544
	UAV-Drones (MHP)	9	$2,180
DOR	Desktops	651	$705,790
	Laptops	224	$380,397

	Mobile Devices (tablets, phones, etc.)	104	$214,764
	Printers	262	$281,381
	Cameras	238	$40,954
	Document Scanners	153	$114,358
	Video Conference Units	17	$270,166
FWP	Desktops	455	$360,000
	Laptops	733	$1,048,923
	Mobile Devices (tablets, phones, etc.)	257	$89,950
	Printers	490	$147,000
	Cameras	587	$176,100
	Thin Clients	50	$21,250
	Toughbooks	124	$518,490
	ALX Devices (Point of Sale)	390	$390,000
GOV	Desktops	48	$1,250
	Laptops	15	$1,100
	Mobile Devices (tablets, phones, etc.)	17	$700
	Printers	10	$400
	Cameras	1	$500
HHS	Desktops	2000	$1,600,000
	Laptops	1200	$1,440,000
	Mobile Devices (tablets, phones, etc.)	500	$250,000
	Printers	360	$432,000
	Cameras	100	$25,000
	Desktops	23	$17,500
	Laptops	19	$26,000
	Mobile Devices (tablets, phones, etc.)	9	$3,000
	Printers	7	$18,000
	Cameras	5	$3,500
	Monitors	75	$11,500
	Big Screens	3	$22,000
HIS	Desktops	75	$73,875
	Laptops	16	$19,200
	Printers	10	$1,500
LIV	Desktops	120	$132,000
	Laptops	67	$73,000
	Mobile Devices (tablets, phones, etc.)	24	$3,600
	Printers	35	Varies
	Drones	1	$1,000
LOT	Desktops	30	$62,000
	Laptops	15	$23,500
	Mobile Devices (tablets, phones, etc.)	13	$3,650
	Printers	17	$17,250
	Cameras	2	$1,000
	FAX	2	$1,300
MDT	Desktops	1,452	$1,600,000

	Laptops	862	$1,163,700
	Mobile Devices (tablets, phones, etc.)	216	$250,000
	Printers	657	No information received
MPERA	Desktops	35	$49,000
	Laptops	28	$56,000
	Mobile Devices (tablets, phones, etc.)	10	$22,000
	Printers	4	$11,600
	Copiers	3	$15,000
	Microfiche Scanner	1	$13,000
	Document Scanner	3	$23,400
MSL	Desktops	82	$137,256
	Laptops	75	$95,961
	Mobile Devices (tablets, phones, etc.)	9	$3,600
	Printers	23	$20,001
	Cameras	3	$557
	Monitors	115	$25,532
	Tablets	53	$26,885
	External Hard Drives	28	$9,777
	Fax Machines	1	$130
	Projectors	11	$14,034
	Scanner	2	$5,089
OPD	Desktops	90	$72,000
	Laptops	192	$240,000
	Mobile Devices (tablets, phones, etc.)	30	$3,000
	Printers	35	$163,500
OPI	Desktops	167	$83,500
	Laptops	154	$92,400
	Mobile Devices (tablets, phones, etc.)	63	$25,200
	Printers	36	$18,000
	Conference Room Projectors	7	$6,000
	Cameras	2	$2,000
PSC	Desktops	23	$17,500
	Laptops	19	$26,000
	Mobile Devices (tablets, phones, etc.)	9	$3,000
	Printers	7	$18,000
	Cameras	5	$3,500
	Monitors	75	$11,500
	Big Screens	3	$22,000
SAO	Desktops	82	$82,000
	Laptops	10	$10,000
	Mobile Devices (tablets, phones, etc.)	14	$11,000
	Printers	12	$12,000
	Security Cameras	33	$34,000
	Leased Printers	5	$8,460
	Scanners	8	$12,000

	Cameras	8	$3,000
SOS	Desktops	46	$50,600
	Laptops	18	$39,065
	Printers	6	$2,640
	Cameras	2	$1,760
	Scanners	11	$40,833
STF	Desktops	460	$593,000
	Laptops	370	$49,469
	Mobile Devices (tablets, phones, etc.)	14	$13,200
	Printers	29	$221,500
	Cameras	12	$4,800
TRS	Desktops	8	$800
	Laptops	4	$1,200
	Printers	12	$700
	Cameras	1	$850
	Thin-client host workstations	18	$500
	Scanners	4	$5,500

SummitNet

SITSD provides customers access to the state of Montana's network (also known as SummitNet) for voice, video, and data resources, as well as to services located in both the Helena and Miles City Data Centers. Also included in these services are disaster recovery and disaster recovery testing. All SummitNet services are delivered using various Enterprise Industry class networking equipment platforms and leased telecommunication carrier transport circuits.

SummitNet currently supports all state agencies and qualifying organizations by providing connectivity to approximately 24,000 devices at more than 600 locations. The state operates a private multi-protocol layer switching (MPLS) network with quality of service (QoS) to provide a secure converged network environment. The SummitNet core network operates as a physically redundant network at speeds of 10Gb/s. The state operates Internet portals in Helena and Billings using diverse carriers at speeds of 10Gb/s and 1Gb/s, respectively. The Helena portal also has a carrier provided Distributed Denial of Service (DDoS) protection service enabled to protect the state against cyber-attacks which are intended to overrun and cripple Internet edge firewalls. The state has implemented 802.1x Authentication across the entire Enterprise network, and successful authentication is required for network access. SITSD recently migrated the access control component of 802.1x from an end-of-life Cisco Access Control Server (ACS) platform to a new more secure Cisco Identity Services Engine (ISE) platform also offering the ability to perform device profiling on the state's Bring Your Own Device (BYOD) user base.

In addition to Summitnet data network services, SITSD also provides support and management for the state of Montana's enterprise voice and video networks. The state supports over 10,000 state office telephone extensions, 250 agency remote key systems, and 91 agency call centers. In addition, the state maintains four separate voicemail systems with a total of 6,493 mailboxes and 128 voice menus. SITSD is in the process of migrating the state's entire telephony infrastructure to Avaya Red Voice over IP (VoIP). Over 5,000 of the state's campus phones have been replaced with new VoIP phones. SITSD has begun work to migrate the state's various remote PBX and key systems over to VoIP. SITSD has also begun the process of migrating the various agency call centers to the new Avaya Red Contact Center platform. The state's video network is comprised of an Enterprise class Video Bridge, 227 Polycom video conferencing room systems, and 167 Polycom desktop clients.

To ensure the integrity of Summitnet and its services is constantly maintained, the state employs an array of enterprise network monitoring tools to manage its performance. The state offers 24x7x365 monitoring of the enterprise routed and switched network, real-time and historical network bandwidth utilization reporting, and network analysis and packet

capture support for user/application performance and troubleshooting assistance. In addition, the state provides web content filtering and comprehensive web application firewall (WAF) administration services. SITSD has also implemented new Layer 7 Firewall technology at the Internet edge of both state's Internet portals. The new Layer 7 Firewall technology is more robust and secure than traditional port-based firewall technology.

The following tables provide an inventory for network assets in the state of Montana.

Networking Equipment

Type	Number	$ Value
Routers	525	$1,650,000
Layer 3 Switches	107	$21,400,000
Access Layer Switches	1389	$2,500,200
Wireless Access Points	940	$800,000
Wireless Controllers	6	$164,000
Firewalls	30	$1,500,000
VPN Appliances	50	$270,000
Video Conferencing Room Systems	227	$684,168
Video Bridge	1	$200,000
Video Management Systems	5	$50,000
Network Monitoring Infrastructure	389	$1,600,000
Total:	**3,669**	**$31,018,168**

Leased Carrier Circuits

Type	Number	Monthly $ Cost
Optical 10G	12	$97,200
MPLS	206	$225,000
DS3	10	$35,000
T1 Traditional	31	$6,727
T1 PRI	133	$72,000
Point to Point DS1	17	$500
DSL/Broadband Internet	176	$11,000
Frame-Relay	0	$0
Metro Ethernet (MOE)	49	$42,500

Dark Fiber	10	$5,000
Total:	**644**	**$494,927**

Telecommunications Infrastructure		
Type	**Number**	**Value**
CS1000 PBX / Call Pilot / AAM	16	$14,500,000
IP Office PBX / IP Pro	15	$200,000
Norstar PBX / Call Pilot	153	$3,060,000
Option 11 C PBX / Call Pilot	6	$683,000
Option 61C PBX / Call Pilot	3	$2,000,000
Avaya Red VoIP Phones	5,700	$1,200,000
MPS 500 (IVR)	2	$209,000
Avaya Contact Center	2	$1,200,000
Total:	**5,897**	**$23,052,000**

Section 1 – MCA 2-17-521(4) (b)

This section fulfills MCA 2-17-521 (4) (b) regarding the evaluation of performance relating to information technology.

Below is a summary of agency's updated goals and objectives. Visit the 2016 Agency IT Performance Reports located at https://sitsd.mt.gov/Governance/IT-Plans for more detailed information.

AGR (DEPARTMENT OF AGRICULTURE)		
GOAL	**OBJECTIVES**	**UPDATE**

Modernize and optimize Information Technology infrastructure.	• Standardize, consolidate and share resources. • Promote the use of modern technologies and practices. • Improve IT and business efficiency.	• Work on this goal is ongoing. For example, the department standardized on Apple iPhones as the only state-supplied smartphone available due to its manageability, updatability, and consistent behavior in a managed environment.
Standardize on common systems and platforms.	• Evaluate our choice of workstation brands/models and develop a plan to encourage consistency to reduce support and maintenance needs. • Review application development and delivery platforms and attempt to consolidate to a single development model if possible. • Review database standards with a goal of standardizing on a single department platform.	• After review, the decision was made to maintain our current PC vendor, HP, and we have implemented several of their workstation management tools, like HP-SSM to manage driver updates. Application development has been brought under better control by standardizing on Java on Apache WildFly for standalone applications and JavaScript for web application programming. However, we remain tied to two database types, MS SQL Server and Oracle, due to some legacy applications requirements. This goal will be carried forward.
Implement workstation management best practices.	• Fully implement Microsoft SCCM into our environment.	• SCCM has been fully implemented and helps us manage the entire lifecycle of a PC from bare-bones imaging to application management, to OS upgrades, and finally, retirement.
Support and enhance department communications.	• Completely revise and update the department website, http://agr.mt.gov. • Expand the department's use of social media for information dissemination, promotion programs, and notifications. • Evaluate options for managing customer and contact relationships.	• The Agriculture website, as well as its subsites, were completely moved over to DNN and re-written from the ground up resulting in a much better-looking, user-friendly, and better managed web presence. The creation of a Social Media steering group has brought much-needed oversight to the department's use of social media sites and applications, increasing consistency and security. CRM tools are still being sought, with a focus on Microsoft's Dynamics CRM tool, budgeted for next biennium.

Secure department data and IT resources.	• Implement security best practices and procedures following the National Institute of Standards and Technology (NIST) recommendations.	• Efforts are ongoing to ensure NIST compliance in all aspects. Security Risk Assessments are in the beginning stages for our major applications and are due to be completed in the next biennium.
Improve data and information collection efficiency.	• Electronically fillable forms. • Mobile, offline data collection tools. • Online form and application submission processes.	• Agriculture is implementing DocuSign and SharePoint to better manage its digital forms and document management.
Reduce the use of legacy desktop database systems in favor of enterprise database systems.	• Move existing MS Access-based applications to new enterprise database systems.	• Most of the identified MS Access-based systems were either discontinued or have been moved to other, enterprise-ready database systems. The remainder will be addressed this biennium.

ART (MONTANA ARTS COUNCIL)		
GOAL	**OBJECTIVES**	**UPDATE**
Not Applicable	Not Applicable	Not Applicable

BPE (BOARD OF PUBLIC EDUCATION)		
GOAL	**OBJECTIVES**	**UPDATE**
Continue to provide streamlined, seamless access to board meeting materials, audio recordings, and minutes.	• State-of-the-Art.	• Access.

CHE (OFFICE OF THE COMMISSIONER OF HIGHER EDUCATION)		
GOAL	**OBJECTIVES**	**UPDATE**
Support ongoing business needs and opportunities with a focus on efficiency and effectiveness.		• Replaced several desktop computers per end-of-lifecycle schedules. • We regularly utilize web & video conferencing to save time and travel costs. • Work continues to be done on the website and data warehouse.

COR (DEPARTMENT OF CORRECTIONS)		
GOAL	**OBJECTIVES**	**UPDATE**
Utilize the appropriate level of project management	• All enhancement requests to the Department's information systems	• The IT Division met this goal and all objectives relative to all enhancement activities. This was

methodology for all information system enhancement activities.	(Offender Management Information System (OMIS) and Youth Management System (YMS)) will be managed using an appropriate project management methodology. • Every significant enhancement will have a signed charter from the project sponsor, a project scope document, and a communication plan. • Feature documentation will be produced and updated throughout the cycle and conduct development status sessions.	especially important as the Department made enhancements as part of the legislative Justice Reinvestment Initiative bill packages.
Continually enforce change management practices that govern the methods in which the Department IT staff conduct changes on critical information systems. These practices are designed to:	• Maintain the integrity of the production environment. • Reduce or eliminate disruptions to the availability of production systems or services due to changes. • Maintain the proper balance between the need for change and the potential detrimental impact of changes. • Ensure appropriate management review to understand risks associated with changes, and to mitigate these risks wherever possible. • Provide a process that supports the efficient and prompt handling of changes and provides accurate and timely information about those changes.	• The division met these goals and objectives.
Enhance the quality of data contained within the Department's information systems (Offender Management Information System (OMIS) and Youth Management System (YMS)).	• Reduce the number of data errors in our databases (including missing or incomplete data) by running existing and creating new programming procedures designed to catch errors on a regular basis and when data quality issues are identified. • Data capture applications will be engineered to integrate more closely to the process they enhance. • When discovering a user generated data error, contact will be made with the user. Subsequent meetings will be held to determine the cause, research	• The IT Division met these goals and objectives. As part of the process the department leadership has created a committee responsible for data governance and OMIS and YMS training is being developed that will incorporate data management into all staff OMIS and YMS training.

	solutions, and counsel staff, when necessary, to correct the error.	
Implement a strategy that utilizes technology to give offenders access to information critical to reentry efforts by 2018.	• Offenders will have access to case plan information, including but not limited to educational, employment, and criminal history domains. • Engage other state agencies by providing easy access to offender case plans and reported needs as well as other related information. • Provide information regarding the conditions of supervision to offenders including treatment requirements, restitution and community service obligations.	• This goal and accompanying objectives were put on hold as other priorities arose that took precedence. There is not a current initiative to restart this project.
Where possible, automate business practices to make the practices more efficient and cost effective.	• Evaluate current business practices and make recommendations where applicable to automate process. • Continue efforts to capture and define business process architecture for automation efforts.	• The IT Division has made and continues to make recommendations and offer guidance in the automation of processes. • Many processes relating to offender management have been updated in our Offender Management System and we have participated in updating the system at the MSP warehouse.
Implement and utilize working groups to collaborate and coordinate the development of requirements, standards, policy, procedures, and strategy for all department cross divisional technology initiatives.	• Participate on the offender technology working group to evaluate technology requirements in the areas of education, vocational education, work programs, and reentry.	• The initial working group was disbanded, but others were formed based upon needs. An Inmate Tablet Steering Committee was formed as well and an MSP inmate education committee that IT and business units participate in to further this goal and objective.
Establish OMIS as the official adult offender record and YMS as the official youth record.	• Participate in a leadership role on the project. • Participate on the OMIS\YMS governance committee. • Participate on the Data governance committee. • Participate with the offender document management committee.	• A formal structure was created including a project charter. The main group provides overall governance of OMIS along with subcommittees for Data Governance, Records Management, and Access Control, Change Management. A review of training was started with an output of documented training processes that are required for all staff.

		• The CIO is the chair of the Governance committee, the IT PM manages the schedules and tasks for all the committees and IT and business leadership participate in all committees. • This will be an ongoing effort by the department leadership.
Maintain and operate an information security program.	• Continue to develop information security policies for all National Institute of Standards and Technology (NIST) families. • Continue to implement NIST security controls that ensure the security, privacy, availability, and integrity of data and systems. • Implement encryption at rest for sensitive information contained in OMIS and YMS. • Ensure access to data and systems is appropriate, allowing access only for those with a legitimate need.	• The department continues to maintain and operate this program. Staff participate in MT-ISAC activities and continue to work towards implementing all state policies and standards as they are developed.

CPP (COMMISSIONER OF POLITICAL PRACTICES)		
GOAL	**OBJECTIVES**	**UPDATE**
We didn't have any IT project for 2016. Our 2014 project was completed on time. In 2016 our goal was to refine & improve on-line filing for candidates/committees.	• Provide user friendly assistance for candidates, committees and public to input campaign reports and to search reports.	• System has been being used by all statewide and state district candidates since the 2016 campaign season. There are still some updates we would like to implement to make the system more user friendly.

DEQ (DEPARTMENT OF ENVIRONMENTAL QUALITY)		
GOAL	**OBJECTIVES**	**UPDATE**
Stable IT environment description.	• 99% uptime for server environment (excluding maintenance) supported by DEQ staff. • Security planning.	• Not Applicable: This goal was superseded when DOA took control of DEQ servers by executive order. • Not Met: DEQ has not advanced this objective during the time period of this report. DEQ has since started a complete review and revision of the agency security policies.

	• Implement a schedule for maintenance of DEQ supported network hardware and software. • Hardware and software inventory management description.	• Not Applicable: This is no longer applicable due to the Executive Order. • Not Met: DEQ has made minimal steps at creating an inventory during the reporting period. The agency is starting a centralization of IT duties that will address this goal.
Improve customer service/partnerships.	• Explore use of new technology where appropriate. • Expand availability of Help Desk information. • Implement new Help Desk system/added features Description.	• Not Applicable: This goal was superseded when DEQ adopted a new information management strategy. • Not Met: DEQ placed this on hold due to DOA implementing a new statewide standard for Service Desk software. • Not Met: DEQ placed this on hold due to DOA implementing a new statewide standard for Service Desk software.
Effective resource management description.	• Optimizing the information technology resources within the agency. • Supporting existing systems. • Staff development and retention. • Record Information Management (RIM). • Geospatial information systems education and outreach. • Upgrade/convert legacy systems description.	• Not Met: DEQ has started but not completed an agency-wide centralization initiative. • Met: DEQ has supported existing systems. • Met: DEQ has made initial steps through the DEQ PGP project to advance this goal. • Not Met: DOA converted DEQ over to the Perceptive system in the fall of 2017. This conversion caused multiple operational problems for DEQ which have yet to be resolved. DEQ is currently evaluating other options going forward. • Met: DEQ has engaged ESRI to renew the entirety of DEQ's approach to geospatial information. • Not Met: DEQ has instituted a new agency information management vision and is beginning implementation.

Utilize IT to enhance DEQ operational efficiency.	• Continue to adapt to changes in the EPA's electronic data exchange standard. • Promote eGovernment solutions. • Use Document Management System (DMS). • eReporting. • eSignature/Notary/P.E. standards.	• Not Met: EPA has not finished documentation of all changes. • Partially Met: DEQ has rolled out the FACTS system which allows for enhanced ePermitting. However, DEQ has not advanced this goal. • Not Met: DOA converted DEQ over to the Perceptive system in the fall of 2017. This conversion caused multiple operational problems for DEQ which have yet to be resolved. DEQ is currently evaluating other options going forward. • Met: DEQ has added data sets to the Data Search Tools for public consumption. • Not Met: DEQ is working with DOA to receive approvals to use the EPA standard of CROMERR.
Informed decision making.	• Data quality description. • Data control (possibly merge with data quality). • Data stewardship. • Data standards. • Objective data description.	• Not Met: DEQ has recently started work on a data catalogue in cooperation with ESRI and Microsoft. • Not Met: DEQ has recently started work on a data catalogue in cooperation with ESRI and Microsoft. • Not Met: DEQ has recently started work on a data catalogue in cooperation with ESRI and Microsoft. • Not Met: DEQ has recently started work on a data catalogue in cooperation with ESRI and Microsoft. • Not Met: DEQ has recently started work on a data catalogue in cooperation with ESRI and Microsoft.

DLI (DEPARTMENT OF LABOR AND INDUSTRY)		
GOAL	**OBJECTIVES**	**UPDATE**
Minimize government expenditures and increase the value and impact of state delivered services.	• Prioritize projects that maximize effective state service delivery.	• Implemented the Project Management office which provides oversight and reporting to DLI management to improve project outcomes. • Completed phase one of Enterprise Content Management across the

	• Maximize returns on DLI IT expenditures. • Improve protection of citizen data and confidential information contained within IT systems.	department. Continuing with second phase of ECM to provide shared workflows and scripting for entire department. • Implemented security policies and procedures for both TSD staff and DLI staff. Trained TSD staff on secure coding.

DMA (DEPARTMENT OF MILITARY AFFAIRS)		
GOAL	**OBJECTIVES**	**UPDATE**
Modernize and optimize Information Technology infrastructure.	• For years, because of budget constraints and staff limitations, the department has relied on stable, but aging technologies to deliver its IT services. In the last year, the department has made great strides in replacing several of these technologies and we intend to continue these efforts to standardize, consolidate and share resources, promote the use of modern technologies and Information Systems practices, and improve IT and business efficiency.	• Evaluations are complete.
Standardize on common systems and platforms.	• Supporting a wide range of disparate systems, each with their own system requirements, drivers, training needs, support resources, etc., is to be expected in the IT realm. However, any effort to reduce that level by standardizing on a few select systems or technologies can reap huge rewards, especially when confronted with such budgetary and staff limitations as the department has. To that end, we will be evaluating all aspects of our IT infrastructure to identify those areas that are good candidates for standardization. • Evaluate our choice of workstation brands/models and develop a plan to encourage consistency to reduce support and maintenance needs.	• Evaluated all systems and have completed 65% conversions.

	• Review application development and delivery platforms and attempt to consolidate to a single development model if possible. • Review database standards with a goal of standardizing on a single department platform.	
Implement workstation management best practices.	• We use ZenWorks Configuration Management (ZCM) to manage workstations. We intend to expand the use of this tool more completely to include workstation imaging, remote assistance, application deployment and management, and software inventory tracking.	• Moved to a mix of Group Policy and OCRs management. Thus, reduced costs with more flexibility.
Secure department data and IT resources.	• Implement security best practices and procedures following the National Institute of Standards and Technology (NIST) recommendations to ensure the confidentiality, integrity and availability of the data required by the department to provide services to Montana citizens.	• Mandatory training for all employees both SANs online and one session a year in person.
Improve data and information collection efficiency.	• Several department processes involve gathering information manually, on paper, in the mail. We will be evaluating our options to improve the efficiency of these operations through: ○ electronically fillable forms, ○ mobile, offline data collection tools, ○ online form and application submission processes.	• 78% completed.
Reduce the use of legacy desktop database systems in favor of enterprise database systems.	• Several database applications have been developed using desktop applications such as Microsoft Access, which provide poor security controls and data quality assurance. Moving these systems to enterprise database systems will provide greater security, access control, data protection, and help ensure data integrity.	• Database have been reviewed. Planning migrations.

DNRC (DEPARTMENT OF NATURAL RESCOURCES & CONSERVATION)		
GOAL	**OBJECTIVES**	**UPDATE**

Develop DNRC-wide applications and shared data infrastructure.	• Scanning and storage of critical department documents. • Expenditure tracking system for divisional and bureau budgets. • Expand and integrate remote communications technologies. • Pursue use of mobile technologies to improve efficiency and effectiveness of DNRC operations. • Implement a mobile device management solution. • Explore the use of virtualized desktop infrastructure. • Pursue coordinated, robust, scalable, maintainable, and secure systems, data, and supporting network infrastructure. • Migrate organizational applications from legacy systems to modern, secure, enterprise systems. • Develop and implement an information technology business structure.	• Currently this is largely unfunded. WRIS is the primary system that is operational in this area. • The need for this is ever increasing, but currently unfunded. The department continues to support the legacy system but recognizes resources are required that could be better applied elsewhere. • DNRC has deployed agency-wide network communications technologies such as Microsoft Skype for Business, video streaming services, and more cost-effective video cameras for improved remote communications. • DNRC is making great strides in this area that directly impact program operations and services to citizens. Unified applications are built on the ESRI platform. • The statewide solution for the MDM was deployed, but the benefits of such a system were not realized and so the department is moving away from general mobile device management and only managing network-accessible mobile devices for security purposes. • Postponed pending the deployment of the SITSD enterprise solution. • This has been largely accomplished. The OIT now is looking toward the next generation of such with an eye toward more cost efficiency. • Numerous smaller systems had the backend upgraded to secure, modern, enterprise systems. Two major projects are underway for major business upgrades: TLMS and WRIS. Both are dependent upon funding in the 2021 biennium and HB10. • Great progress has been made in this endeavor and resulted in an overhaul of the 2018 IT Strategic Plan. Please see the DNRC 2018 Strategic Plan for more info.
Support the new Sage Grouse Program	• Develop a Sage Grouse Program Web presence for the public.	• Successfully developed and deployed in accord with the Governor's initiative and executive order by January 1, 2016.

Administratively attached to DNRC's CARDD division.	• Develop Montana's Density and Disturbance Calculation Tool (DDCT). • Manage Existing Disturbance data development and Version 2 of the DDCT projects. • Integration of Habitat disturbance data with the Habitat Quantification Tool (HQT).	• Successfully developed and deployed and available to the public January 1, 2016. Resulted in a Governor's Award due to diligent efforts by staff in a short timeframe. • Successfully developed and deployed and available to the public in 2016. • The HQT tool development is well underway and integrating the DDCT data.
Expand agency information available over the Internet and expand access to E-government services for DNRC.	• Expand DNRC E-government services available to the public. • Continue expanding the use of social media for public outreach. • Redesign DNRC public and internal websites; pursue migration of public web site to a web content management system.	• The department continues to develop improved tools for making services available to the public. • The department now reaches over 17,000 citizens through its social media platforms. • Completed and has been hugely successful. The CMS is effective and very cost efficient.
DNRC Enterprise GIS development.	• Continue to establish a coordinated GIS infrastructure. • Develop flexible, targeted GIS applications for use in division business operations. • Maintain GIS data sets in centralized databases for use by DNRC, other agencies, and the public. • Development and integration of GIS applications for mobile devices. • Use geospatial data for modeling and analysis projects. • Enhance existing non-spatial databases to take advantage of GIS technology.	• The program continues to evolve and is now implementing an enterprise governance structure. • The program continues to develop for improved services across the department. • Done. Continue to strategize for improved external access to pertinent agency data. • Have built several and continue others. • Accomplished in manual, business specific applications. Working now to incorporate into the entire business stack. • Accomplished and in continual improvement.
Improve efficiency of Water Resource Division IT applications.	• Improve electronic document storage and retrieval system. • Continue document scanning for Water Rights. • Objective 5-3 Update/Replace Toston dam monitoring and management systems.	• SITSD required the move from FileNet to Hyland/Perceptive solution; the potential for expansion to the rest of the department now exists. Current functionality for WRIS is the same. • Scanning largely completed; new document scanning continues. • Replacement SCADA system currently under development.

	• Evaluate needs and update the Water Rights Information System (WRIS). • Update the Division's contact database and evaluate migration to MS SQL Server environment. • Develop a comprehensive State Water Plan GIS system • Develop and utilize IT services that are integrated between DNRC (Water Rights Bureau, Water Adjudication Bureau) and the Judicial Branch (Water and District Courts) to provide better services to citizens and the agencies' programs.	• WRIS update project currently underway. Success to complete dependent on 2021 funding and HB10. • Completed. • Successfully completed. • Improved integration; efforts continue and are dependent on WRD funding levels and all parties' cooperation.
Improve central applications for managing contracts, grants, loans, restoration projects, and other systems used to manage DNRC resources.	• Establish a program for tracking the state revolving fund.	• Goal not funded.
Enhance/Upgrade the Trust Lands Management System (TLMS).	• New TLMS business management development. • Continue Integration of TLMS with Enterprise GIS. • Enhance web access to TLMS data. • Trust Land document management and retrieval.	• OIT successfully facilitated a TLMS business analysis project that has outlined the pathway for this objective. • Incorporated into the new TLMS business management solution plans/project. • Incorporated into the new TLMS business management solution plans/project. • Improved program prioritization of this endeavor, but documents have not been scanned yet.
Enhance applications in support of Trust Land Management division.	• Develop a geospatial land access database and public interface tool.	• Program specialist hired; Currently under development by divisional staff for both internal and external use.
Update and improve applications critical to operations of Forestry division.	• Upgrade DNRC Aircraft Maintenance system. • DNRC Fire Finance system. • Enhance flight log system. • Provide the technical development of the Forests in Focus Program website and performance dashboard.	• System upgraded with a SQL backend. • Backend upgraded to SQL Server. Search for an improved system is underway. • Resource constraints have delayed this endeavor. • Completed and deployed.

	• Enhance F300 and F1000 system to be integrated with the federal IRWIN system. • Further develop integration of field data in fire management systems; specifically, implementing the DNRC Fire Map Tool and Avenza PDFMaps Application to produce effective Type 3-5 Incident Data in the field. • Update Forestry Assistance Bureau (FAB) – Statewide Assessment of Forest Resources computer model.	• Resource constraints have delayed this endeavor. • Resource, technical, and programmatic constraints have delayed this statewide coordination endeavor. New coordination effort underway in Fall 2018. • Still in progress.
Improve public access to Conservation and Resource Development (CARDD) program information.	• Add programs to CARDD's on-line grants and application management WebGrants system. • Develop an interactive map to track certain DNRC grants • Update the 310 database application to meet today's business needs and standards. • Create access for conservation districts to view and print district boundary maps and to begin testing boundary data for accuracy.	• This has been delegated as a program specific endeavor which CARDD staff have successfully undertaken. • Online map available to the public, but specific grants not currently displayed. • Application successfully updated, and adoption is underway. • CD boundary interactive web map created and deployed. Updates occur through involvement of CARDD personnel to maintain accuracy.
Improve applications critical to operations of the Board of Oil and Gas Conservation.	• Enhance BOGC systems through addition of new business features and streamlining backend data processing.	• BOGC system upgraded to newer, more secure hardware and backend processing for data updates/protection. New development on hold.

DOA (DEPARTMENT OF ADMINISTRATION)		
GOAL	**OBJECTIVES**	**UPDATE**
Efficient and effective IT services.	• Institute formal processes to assess new technologies for cost-effectiveness. • Implement shared IT services in an enterprise environment. • Use cloud, open source, and COTS systems to improve the IT effectiveness and efficiency. • Establish a records management program. • Establish a data management strategy. • Employ established technologies and applications from other government entities.	• SITSD is migrating hosted Microsoft SharePoint to the dedicated State of Montana cloud government tenant space.

Deliver IT economies of scale.	• Expand SITSD's customer base to additional agencies, local governments, and other states. • Evaluate the overall awareness of IT services and solutions within the agency IT community.	• SITSD's LMI service has added one state, Virginia, and is in negotiation with others.

Improved quality of IT service.	• Conduct periodic bandwidth assessments to:
	  ○ identify remote state offices with inadequate bandwidth.
	  ○ identify inadequate port capacity.
	  ○ Increase the percentage of new systems delivered with mobile access.	

Establish Service Portfolio Management practices.	• Develop formal processes for evaluating new service proposals, modifications, and retirements. • Compare price and features of SITSD services to private sector equivalents. • Annually survey agency customers for satisfaction and service requirements.	• Added multiple formal procedures for Exchange Administrators to follow as they process agency requests for exceptions to policy as it relates to the enterprise email platform.
Minimize state business interruptions from disasters and infrastructure failures.	• Establish an Information Risk Management Program. • Plan for system recovery via periodic testing, incident response practice, and recovery planning/practice.	• Added physical RSA appliance to platform to increase redundancy of environment.
Prevent security leaks and breaches.	• Enhance the state-wide security program. • Employ risk analysis, policies, procedures, training, monitoring, and risk mitigation to prevent incidents and minimize their impacts.	• Implemented Multi-Factory Authentication for all State Employees and many contingent workers including county workers who provide election support.
Completion of the statewide public safety LMR backbone.	• Develop and implement a long-term plan for the ongoing operation and maintenance of the public safety LMR system.	
Advance department's mission by providing excellent and cost-effective customer service.	• Improve communication and collaboration with customers by providing technology help desk solutions and targeted electronic communication. • Provide transparency by continuing to improve data portal.	• The State Data Portal was migrated to Tableau, which provides more options for customers. • Establishing a Service Desk knowledge base through ServiceNow.

	• Expand Policy management system to state agencies.	

DOC (DEPARTMENT OF COMMERCE)		
GOAL	**OBJECTIVES**	**UPDATE**
Provide unique information technology solutions.	• Provide and maintain information technology solutions that meet the unique business requirements of the department's customers and staff.	• The Montana Department of Commerce is composed of diverse divisions and boards attached to agencies. In addition to the common IT related infrastructure and basic office automation services each entity has business requirements that make their needs unique. These needs are met with a combination of COTS solutions, SaaS Services and custom development.
Increase electronic government services.	• The department will enhance electronic government service to better serve our customers and realize efficiencies. Enhanced web services allow the agency to deliver its services more efficiently and increase customer satisfaction by providing more self-service options and quicker processing of requests. Reporting and tracking of information collected for business requirements will improve. Information can be shared by multiple programs to reduce duplication. The beneficiaries include the citizens of the State of Montana, department staff, and department customers.	• Commerce has implemented additional eGov services including Lender Online within our Housing Division. Internally, Commerce is reducing paper via automated work flows within the enterprise content management system and increased use of SaaS products like Docusign. These processes greatly reduce the amount of physical paper that must be moved and managed for the life of the record. Digital resources are shared with partners via Webdam, PastPerfect State File Transfer Services, OneDrive, Dropbox, and Citrix Sharefile.

Secure department IT resources.	• Secure department hardware, software, and data to prevent unauthorized access, alteration, or loss and ensure business continuity. Secure information systems benefit everyone by ensuring business continuity in the event of a disaster or attack.	• Commerce diligently implements the products and best practices recommended by MT-ISAC, its work groups and SITSD. We have completed security programs and risk assessments for our three major Housing Division applications with additional ones planned for FY19. Dual-factor authentication and additional monitoring services have been implemented, as well as additional virus/malware protection on the servers hosted with SITSD. All servers and computers have antivirus scanners. The network and web servers are scanned on a routine basis. Email and web filters are used to prevent malicious files from entering the network. All staff take computer security training when hired as well as a security refresher course annually. Staff are trained to report suspicious activities.
Staff development and support tools.	• Provide staff the skills and tools necessary to support the business needs of our customers both inside and outside the department. Improving the technical expertise of agency staff allows the agency to more effectively and efficiently serve our customers. The beneficiaries include the citizens of Montana, department staff, and department customers.	• Commerce monitors enable training opportunities and ensures the employees receive the periodic training notifications. Specific application trainings are taken advantage of or pursued as appropriate (Housing applications, Perceptive Content, Tableau, wDesk F5 etc.). Specific tools are implemented as needs or opportunities are identified (e.g. Tableau, ECM, wDesk). Numerous employee trainings related to Safety and Wellness are taken advantage of throughout the year.

DOJ (DEPARTMENT OF JUSTICE)		
GOAL	**OBJECTIVES**	**UPDATE**
Deliver value added IT solutions- IT investments and projects will be undertaken in order to add value (increased efficiency, decreased cost, etc.) to the mission or business of DOJ.	• Meet business needs for new, replacement, and upgraded systems. IT investments will be driven by mission/business needs. In order to make smart decisions, a collective group of business sponsors, IT staff, and executive leadership will make decide on various projects and priorities based on DOJ missions and businesses.	• Discussions are underway with the Chief of Staff to implement a formal process for review and approval of all proposed IT projects that are intended to be undertaken by JITSD. Once defined, and enforced, all projects will be prioritized, chartered, funded, and sponsored providing a standardized repeatable process.
	• Implement electronic content management. Establish the infrastructure and processes (document imaging, storage and retrieval) for electronic records management to create efficient and paperless real-time access to documents in a virtual office environment that crosses physical and organizational boundaries.	• DOJ has implemented numerous imaging solutions that include accounts payable throughout DOJ, HR files repository, criminal records, Highway Patrol field training approval, Montana Law Enforcement Academy records, confidential invoices, driver license registration and renewal history files, and vehicle title and registration documents. These solutions save staff time by allowing them to electronically search and retrieve files without having to physically go to a location and search paper files.
	• Expand eGovernment Services. Implementing web-based self-service applications will increase access to services, reduce data error, and reduce travel costs and processing time. DOJ will continue to expand and optimize eGovernment services to citizens and government.	• DOJ has improved many eGov services such as making the DOJ web site mobile responsive so that code only needs to be written once and the site adjusts to the device (phone, tablet or computer) the customer is using to access the site. Sexual or Violent Offender Registry (SVOR) web site was also greatly improved. DOJ implemented a site to allow Veterans to request driver's licenses with a veteran's designation.
	• Build and leverage partnerships. No IT organization can do everything for everyone. Therefore, various government and private industry partners must be leveraged in order to accomplish some IT project and tasks	• DOJ continues to build and leverage partnerships with agencies and vendors on various projects, grants, and contracts. DOJ has built partnerships with MACO (Montana Cities and Counties), LGIT (Local Government Information Technology

	and/or provide services in a timely manner.	Group), HSIN (Homeland Security Information Network), and MT-DES (Montana Disaster & Emergency Services).
Modernize and Optimize infrastructure-The IT infrastructure needs to be current technology to support current and future needs, information sharing and to alleviate hardware, software, and technology end-of-life sustainability issues. Also, consolidated and reused IT, where possible, eliminates waste and improves IT and business efficiency.	• Standardize, Consolidate and Integrate. Various systems do not follow standards and are duplicated and not integrated, thereby requiring additional resources to support them. Standardizing, consolidating, and integrating systems will allow for more efficient utilization of IT resources, expandability for future needs, and better services for customers. • Develop information sharing standards, protocols, policies, and exchanges. In order to exchange appropriate information, integrate systems, reuse designs and code, and be efficient and effective, standards, protocols and policies must be established. The efficient sharing of data among justice entities is at the very heart of modern public safety and law enforcement. Technological advances in information sharing offer confidence that broad scale justice information sharing can become a reality. • Maintain current systems. Current systems must be maintained at appropriate service levels in order to support current missions and business.	• DOJ has competed adding the Department of Transportation Motor Carrier Officers and the Fish, Wildlife, Parks (FWP) Game Wardens, and is in the process of adding the Montana Division of Criminal Investigation to the SmartCop system utilized by Montana Highway Patrol. Approximately 225 users will be added. Having a common system will facilitate information sharing, situational awareness, and insure consistent record keeping for state enforcement officers. Electronic citations can be transmitted to the courts, eliminating time and effort in hand delivery to each county court. This ability saves time and the shared infrastructure reduces system costs per agency. The DOJ server footprint was reduced 15% by consolidating into a virtualized environment. • DOJ adopted standards such as the National Information Exchange Model (NIEM), Global Reference Architecture (GRA), and Global Federated Identity and Privilege Management (GFIPM). • In the past two years' overall customer satisfaction with IT systems has increased 10%.
Strengthen management of IT.	• Attract and retain a skilled IT workforce. In order to have secure, reliable, and effective IT systems, DOJ	• Since June of 2017 DOJ/JITSD has had 17 FTE leave. 7 departed for similar positions in other higher paying state

	must have highly skilled and motivated people to design, acquire, install, operate and manage these systems and support contracts in an effective and efficient manner. People are an investment and will be treated as such. Because DOJ has such a diverse set of work, from motor vehicles to law enforcement, and the IT staff is so lean, corporate knowledge, experience, retention, and continuity are vital. At DOJ we invest in people's education and training as well as their personal and professional development. We also review skill sets and gaps during long term and project planning to help ensure we have the right people. We work to ensure the office environment is comfortable, safe, energetic, collaborative, team oriented, innovative, fun, and rewarding and that people are adequately compensated for their knowledge, skills, abilities, and results.	agencies, 8 departed for other higher paying private sector technology companies, and 2 retired. These departures have left gaps in institutional knowledge critical to DOJ systems and projects. DOJ is committed to looking at other paths to recruitment, hiring, and retention of qualified IT employees by first looking deeper at partnerships with our state institutions of higher education with the goal of developing partnerships that bring success to DOJ as well as good paying jobs for Montana educated students.
	• Increase collaboration (internal and external). Information sharing, and collaboration enhancements will continue to develop and leverage ideas and best practices to efficiently complete projects and operate and manage systems and contracts. Collaboration will increase communication, knowledge sharing, and teamwork, which will positively impact projects, operations, contracts, and other initiatives through reduced errors, faster delivery, and exceeding customer needs.	• DOJ-IT has partnered with MT-ISAC to leverage public-private partnerships to enhance cybersecurity information sharing, outreach and risk awareness. DOJ-DCI (MATIC) partnered with DHS to build a secure portal where cyber security information, projects and collaboration can be shared among Montana stakeholders. DOJ IT continues to use various tools such as Lync/Skype, SharePoint, and other web applications to increase collaboration in the State and nationwide.
	• Improve Process Discipline. The goal of having processes is to improve customer and employee satisfaction. Processes provide rules and guidelines for how to conduct business. In some instances, such as security, rules and processes must be strictly followed. Other times, processes provide guidelines and people must use their	• DOJ IT has documented and implemented approximately five new processes and modified others as needed. To strengthen DOJ's security posture, additional policies and procedures have been put in place; along with auditing and logging to ensure processes are being met. A few examples of these are the IT Use

	knowledge and experience to adapt to the situation in order to complete the task. Processes also allow new staff to understand how the IT business works and allow measurements to be taken and the process modified in order to improve customer and employee satisfaction. • Optimize system and project portfolio management. JITSD will leverage best practices to continually review and refine systems and projects supporting DOJ. Some systems or projects may not be needed as much as others, and with limited resources, some things may have to be canceled or postponed.	Policy, Firewall Change Procedure, Vulnerability Scanning Procedure, Media Sanitization Procedure, Forensic Analysis Event Response Procedure, etc. • DOJ has modified the project intake process to accommodate changing needs and requirements. Portfolio management will be reviewed in 2018 once DOJ implements a project portfolio tool.
Strengthen DOJ Information Security Posture-Effective information security for DOJ systems and data is essential to prevent data tampering, disruptions in critical operations, fraud, and unauthorized disclosure of sensitive and personal information. Security also helps to reduce the risk of legal liability and brings about regulatory compliance with state and federal laws.	• Assure trusted and resilient systems and information. • Implement Access controls. DOJ will implement risk-based, cost-effective information access control policies and systems to safeguard DOJ information. • Institutionalize Information Security. Security is only as strong as its weakest link (people, process, or technology). Therefore, security must be institutionalized across every aspect of DOJ. From conception through implementation of systems; while developing processes and performing job duties and tasks; to performing administrative functions; security awareness must be present. DOJ will implement a risk-based decision framework and continue to strengthen information security education and training.	• In cooperation with DOA, DOJ has implemented data loss prevention mechanisms to prevent unauthorized disclosure of sensitive information. • DOJ has implemented monitoring systems to prevent data tampering. • All DOJ mobile systems are encrypted to meet Federal FBI CJIS requirements. • DOJ thumb drives that contain sensitive data are now encrypted. • In cooperation with DOA, DOJ has implemented multifactor authentication across its environment at the endpoint level to safeguard DOJ systems and information. • DOJ has also enhanced first-level authentication requirements to provide additional security. • DOJ is collaborating with MT-ISAC to bring forward several policies that will enhance the cyber hygiene of all agencies. Some of these policies are already in place and are actively being applied to the DOJ technology environment. • DOJ has made security education among its employees a top priority. The DOJ mandates 95% of all employees will take security training

		on a yearly basis; exceeding the state standard of 75%. • DOJ has set up an internal resource for DOJ employees to utilize that pertain to security education and outreach. The DOJ Security Team also attends internal meetings and provides additional specialized security training for employees where there needs to be an additional security emphasis within DOJ.

DOR (DEPARTMENT OF REVENUE)		
GOAL	**OBJECTIVES**	**UPDATE**
Facilitate and collaborate with business units the process of identifying and implementing appropriate, efficient and cost-effective technology solutions to meet the department's business goals and objectives.	• Improve and enhance electronic services for Montana's citizens and businesses. These online services need to ensure the protection, confidentiality, and security of taxpayer information and revenue operations. Enhance and embrace the taxpayers' needs to interact with the department through means other than by phone or through written correspondence by continually improving Internet-based communication with taxpayers through website, portal, and knowledge-based systems. • Expand and enhance electronic collaboration technologies to support tax administration functions of the business units. There is a vital need to make statewide information sharing and training more effective, productive, safe and cost-effective. • Improve efficiency, service and taxpayer confidentiality through imaging and scanning technology by continuing to move from paper processing to the increasing use of electronic filing and payments. • Administer and secure confidential state tax records, in both physical	• Conducted usability study of the departments tax portal with taxpayers. Used the feedback gathered from the study to improve and update the user portal. • Updated GenTax versions to facilitate information sharing in a safe cost-effective manner. • Updated IBML scanner server software version.

	and electronic formats, through centralized records management. • Enhance the property valuation system to better meet local governments' data requirements; to make the valuation process more accurate, timely and taxpayer friendly; and to support data sharing and centralization to facilitate tax administration and compliance activities. Ensure field staff have the tools and training to do their work in an efficient and effective manner. Implement electronic forms and records management and enhance GIS capabilities to support the department. • Enhance the use of data and statistical analysis tools to maximize the validity and reliability of cross matching and compliance activities using data from GenTax, Orion, IRS and other DOR sources. Provide support for maintaining the tax base, addressing fraud and auditing presence in the department. Stay current with industry security standards for fraud prevention and integrity of taxpayer information. • Protect against potential threats that cloud computing could pose to successful revenue collections. • Develop online systems for businesses, licenses, fees and permits. Ensure data consolidation and presentation using transparency in government tools. • Support the development and implementation of customer relations management processes supporting internal workflows and interactive distance learning/training.	• Formalized a project to address electronic records creation and retention. • Assisted the property division with the institution of a teleworking process and the addition of mobile devices for field staff. • See #2. • Partnering with SITSD to ensure cloud computing and services are secure. • Conducting a review of presentation and operation of the E-Stop business license application to better serve the public and state agencies. • Leveraging processes included with GenTax to document and track user training, assisting work groups with the creation and presentation of staff training.

	• Provide technological support and expertise for eliminating antiquated ordering systems, continuous warehousing improvements, addition of QR codes on licenses and increased use of mobile applications in support of liquor control processes. • Strive to keep applications and systems, especially GenTax, Orion and Fairfax, up to date with service packs and upgrades as they become available.	• Partnering with Liquor warehouse staff to identify, procure and implement inventory management solutions that help with reordering so that inventory levels are maintained within the capacity of the liquor warehouse space, while maintaining inventory levels needed by Montana liquor entities. • Transitioned to a quarterly schedule of service pack implementation to keep the Gentax system at the highest levels of operational capability and lowest level of risk.
To gain recognition as the best, most efficient and well-organized IT unit in Montana state government, providing exemplary service and support to the department and citizens of Montana. Deliver effective, reliable, secure information technology solutions, and excel in customer service.	• Measure IT performance using data collected in the ASU Service Request tool and the NSU Microsoft Service Manager, and report **metrics** in the DOR IT Office Annual Report and through the performance review process. • Provide **transparency** into the ITO through sharing annual survey results, continued development and publishing of internal controls, refinement of the IT proposal request (ITPR) process, and through the IT governance steering committee (ITGSC). • Show **value** with respect to improving our business partners' performance and efficiency by connecting the right services, quality and costs to business processes.	• Provided annual report of IT activities to the leadership team. Report includes metrics of work accomplished and summary of activities for the prior year. • Completed annual customer survey and shared results with leadership. Developed and documented internal control process for system management and change. • Aided business units in identifying business process inefficiencies and in implementing solutions that help business units achieve/accomplish more with existing resources.
Recruit and retain a highly skilled IT workforce.	• Provide IT staff with career ladders detailing a structured sequence of job positions through which employees may progress on a career path within the ITO. • Provide IT staff with continuous training to improve performance or to assist in attaining a required level of knowledge or skill.	• Career ladders are finalized and in use. • Training is provided both through on-line learning and on the job training.

	• Provide IT staff with competitive salaries by regularly assessing market rates and working with department executive, human resources and financial management personnel. • Conduct annual stay interviews with staff to learn specific actions that the department may need to take to strengthen the employee's engagement and retention within the agency.	• Continuously monitoring the regional salary survey information and adjusting staff salaries accordingly. • Conducting stay interviews.
Define procedures to ensure timely and orderly resumption of DOR's business operations with minimal or no interruption to time-sensitive services.	• Develop and implement a business continuity/resumption plan. • Ensure that back-up tax payment processing and tax return custody services will function if a disaster makes the current department tax payment and return processing facility unavailable. • Regularly perform disaster recovery drills using the Helena State Data Center and Miles City Backup Facility.	• Ongoing development of plan with collaboration from security, DOR IT and SITSD. • MOU with Idaho in place for payment processing, plans in place for alternative work sites and staffing. • Ongoing.

FWP (DEPARTMENT OF FISH, WILDLIFE & PARKS)		
GOAL	**OBJECTIVES**	**UPDATE**
Revamp the Information Technology Program.	• Re-organization resources and business processes to improved business alignment through enterprise principles, increased transparency and communication, and a value-based approach to technology investment decisions.	• In 2016 a 3rd party facilitated a strategic review of the Information Technology Division. Based on this review, their recommendations to improve the Division's governance, capacity, and efficiency were initiated in 2017 with the merger of Data Services and IT Division to form the Technology Services Division. Except for one tech located at the FWP Headquarters offices, all Helena TSD staff were consolidated into a single location. This move facilitated greater collaboration, communication, and cooperation between the five bureaus. Furthermore, the unified division has seen increased efficiencies in the

		application of security requirements and is more easily able to holistically assess the needs of the agency for IT resource improvements and investments. The Division will continue to initiate the recommendations as resources become available to support them.
Review Automated Licensing System.	• Undertake an independent analysis of the Automated Licensing System (ALS) capabilities and status considering the agency business goals as they relate to the delivery of licensing products, services, and information.	• A 3rd party consulting firm completed an analysis of ALS in the spring of 2018. They gathered information from FWP staff and license vendors for the business needs of an updated transaction system that would meet all the agencies requirements. Based on that feedback and their own industry research, the consultants provided FWP a report with five potential routes (e.g. augmentation through replacement of the existing system). This report is one of the supporting documents for FWP's 2019 HB10 request.
Identify and Develop Mobile Computing Solutions.	• Implement mobile solutions to increase work efficiency, decrease data entry efforts, and provide for more holistic view of agency data. These solutions need to provide specifically identified business value to the department.	• FWP continues to investigate the use of mobile technologies to support its programs. In 2017, the department developed an application to facilitate the gathering of Aquatic Invasive Species data in the field. The deployment of the SmartCop program to the Enforcement Division was completed in 2017. In 2018, some programs began using ArcGIS's Survey123 and Collector for sage grouse and forestry management data. The department developed an FWP GPS Base map for use internally to offset the cost of purchasing annual updates from a third-party vendor.
Implement Data Governance and Security Enhancements.	• Spatial Data Storage Standards – Design department systems with geo-spatial needs and data as core considerations. • PII Protection – Develop clear policies to guide the collection, storage, use,	• FWP continues to work on the goals identified in its 2016 Strategic Plan. Improvements have been made to document the protection of PII beyond the application of SITSD's

	and dissemination of personal information. • Eliminate individual data silos – data has value beyond the purpose of its initial collection; provide central repositories for data collected by individuals for use by the entire agency and the public. Leverage business intelligence to facilitate utilization of agency data for decision making. • Facilitate data-based decision making – organize and provide access to agency data in a way that allows decision makers to leverage the considerable amount of data the agency holds to make decisions.	policies and State statute requirements. The continued development of the Wildlife Information System allowed the department to centralize information for Conservation Easements, Game Damage Hunts, Mandatory Harvest Report, Migratory Bird Habitat and Upland Game Birds. Information silos still exist for some programs but with the development of new internal applications, staff and management are beginning to understand the value of centralized data for management decisions and program efficiencies.
Develop Strategies for Mobile License Delivery.	• Provide mobile solutions for purchase, delivery, and proof of licensure for FWP hunting, fishing, and recreational licenses.	• MyFWP Portal -The portal is designed to display hunting and fishing licenses, application status and bonus points on any type of mobile device. • FishMT-The Department updated several obsolete applications like MFISH, the Fishing Guide, and FIS, along with new and innovative ideas, and provide the public with a contemporary one-stop fisheries information resource on FWP's website. On-going work include organizing fish and boat regulations into a map-based, searchable database; developing a genetic data system and front end; and creating an Aquatic Habitat Restoration Project dataset. The new FishMT site is designed to be viewed on any mobile device. • Digital Carcass Tag-The department is working through the procurement process for the development of a paperless carcass tag that is planned for implementation in Spring 2019.
Eliminate Legacy Technologies	• Develop and implement a plan to convert Oracle Forms and .Net developed applications in the FWP	• The conversion of Oracle forms and .Net was completed in 2017. Screens that were previously used by those tools were convert into multi-

	technology portfolio to JAVA applications by FY 18.	function applications that were developed by FWP and are supported by current technologies.

GOV (GOVERNOR'S OFFICE)		
GOAL	**OBJECTIVES**	**UPDATE**
Manage constituent contacts to the office of the Governor in a timely and efficient manner.	• Receive and respond to constituent contacts to the office of the Governor. Maintain database of constituent contacts. • Mass email distribution system.	• Ongoing.
Ongoing effective budget preparation.	• Continue ongoing maintenance of existing systems to ensure stability and availability. Review division processes and forms and update, revise, or replace as necessary. • Partner with the DOA IBARS group to continue with the upgrade from MBARS to IBARS and manage any additional system modifications.	• IBARS conversion was successful and feature modifications continue to be managed.
Utilize IT resources to make it easier for local entities such as local Economic Development organizations, individuals, or companies to expand a business, relocate a business, or start a business in Montana.	• Business Navigator - Prepare enhancements for the newly launched Business Navigator to include functionality such as electronic filing of permits and licensing through the portal, inclusion of local government permits and licenses relevant to new businesses, and other improvements. • Main Street Montana – The Governor's Office and the leadership team for the Main Street Montana Project (MSMTP) are utilizing Microsoft SharePoint 2010 as the tool to coordinate and track activities and documents associated with the MSMTP. SharePoint offers a centralized calendar system in which multiple users can add and track relevant activities. In addition, SharePoint provides the capability of centrally managing all documents (Word documents, PowerPoint presentations, Excel spreadsheets, etc.) to ensure proper communication and version control with multiple people and agencies providing input.	• All goals are ongoing.

	• Enhance existing web sites to promote economic development to improve functionality, improve marketing to businesses wishing to locate or expand in the state, and to highlight Montana's advantages as a place to do business.	

HHS (DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES)		
GOAL	**OBJECTIVES**	**UPDATE**
Use information technology to support and enhance department program service delivery and increase efficiencies.	• Start to replace the legacy State Automated Child Welfare Information System (CAPS) and the legacy Child Support Enforcement System (SEARCHS), which have reached end-of-life.	• DPHHS has partially met this objective. We have initiated the replacement of CAPS. The department is using a "modular" design approach. The first module is currently being implemented. See Child Welfare Case Management System Phase 1 project described in the Assessment of Progress section.
	• Continue activities to migrate, replace, or discontinue all other secondary Mainframe systems. (Note - the mainframe is still used as a file transfer platform for various Federal interfaces).	• DPHHS has partially met this objective. Some of the secondary systems have been moved off the mainframe.
	• Implement electronic health records systems and replace legacy EHR systems for the department's facilities.	• No new activity from an IT perspective.
	• Replace the Document Management System (DMS) with the new Enterprise Content Management system from SITSD.	• DPHHS has partially met this objective with conversion of documents from DMS to Perceptive. After that is complete (targeted for 12/31/218), Phase 2 effort of having systems interact directly with Perceptive, and Phase 3 of scanning directly into Perceptive with the Image Now product will begin.
	• Continue to expand the use of eGovernment services for client interactions including reporting of benefits.	• Minimal progress made.
	• Extend and enhance the framework of the self-service client portal for the department.	• No current efforts to extend the Apply.mt.gov.
		• DPHHS continues to operate and maintain IT systems necessary for the functions of the department.

	• Implement and manage secondary IT systems and programs as required by the department. • Implement mobile technology applications for citizen and employee access to systems. Enhance existing systems to provide mobile device access where possible.	• No efforts currently. New COTS solutions being implemented/reviewed include this functionality requirement.
Ensure that information technology resources are efficient, responsive, cost-effective, and available when needed.	• Continue to implement an enterprise ITSM governance structure based on the ITIL 2011 framework. • Continue to implement IT project portfolio management based on PMBOK framework. • Continue to maintain and enhance an Information System Inventory of all department systems that includes information necessary for system life cycle planning and management. • Implement a division wide career ladder system for workforce development following a successful pilot of the system with ISB. • Implement increased network bandwidth in various locations across the state. • Request enough staffing resources to accomplish the department's IT objectives.	• DPHHS is currently conducting research and planning for a configuration management tool/process. • This is an ongoing effort with standard processes being utilized and reviewed / improved to accommodate for changes as needed. • DPHHS continues to improve the application inventory. The configuration management tool being researched in the first objective of this goal will also include a system inventory. • While a pilot career ladder system for programmers was implemented in April 2016, budget reductions and a change to the State pay system have impacted the ability to operationalize the pilot in other areas. • DPHHS identified the sites most in need of increased bandwidth and is working with the Department of Administration's Network group to accomplish the task. Bandwidth has been increased at more than 10 sites in the past twelve months, with future increases planned. • Subsequent budget reductions have impacted the ability to accomplish this objective.
Implement a modern enterprise architecture that supports interoperability and	• Continue to integrate the Enterprise Service Bus and web services into more Department systems.	• DPHHS has partially met this objective. Data exchange needs are evaluated for value in using the ESB.

sharing of data and functionality.	• Enhance the capabilities and system coverage of the Department's business intelligence tool, Pentaho. • Implement additional functionality and components of the Enterprise Service Bus and Enterprise Data Exchange.	The transition to web services where applicable is ongoing. • This is progressing, with extensions into new systems/programs leveraging Pentaho for reporting needs. • DPHHS has partially met this objective and will continue to implement additional functionality when it is determined useful and within resources.
Maintain and operate a National Institutes of Standards and Technology (NIST) Based Security Program.	• Continue to implement NIST-based security controls to ensure the security, privacy, availability, and integrity of data and systems. • Update and promulgate Information Security Policies that comply with the NIST cyber-security framework. • Continue the implementation of multi-factor authentication on systems that contain protected, sensitive, or private information. • Continue the implementation of additional encryption for those systems that contain protected, sensitive, or private information. • Continue to implement enterprise security information and event management for department systems as appropriate (SPLUNK). • Continue to implement and develop a NIST based risk management system for system lifecycle management.	• DPHHS continues to implement NIST-based security and privacy controls. • The Department has made some progress on this objective. The Department will continue to update and promulgate IT security policies. • Multi-factor authentication (MFA) implementation continues, with the next phase of implementation to include CHIMES EA and CITRIX, two major systems used by DPHHS. • This is an ongoing effort, addition/expansion of security and encryption as a result of scans, risk assessments and NIST standards. • DPHHS has partially met this objective, with system inclusion in SPLUNK expanding. • DPHHS has partially met this objective, implementing many facets of a NIST-based risk management system.

HIS (HISTORICAL SOCIETY)		
GOAL	**OBJECTIVES**	**UPDATE**
Integrated Agency IT Platform.	• Proactive Management of Hardware and Software Assets.	• The Society continues to use desktops that are near the end of their recommended hardware replacement cycles. We hope to be an early adopter of SITSD's UDW services, in part to mitigate this issue.

	• IT Security. • Staff Training.	• The Society enabled RSA two-factor authentication in this period and is rolling out Windows 10 with SITSD's recommended security requirements. Our staff has completed annual Securing the Human training. • Staff training and support is provided on an as-needed basis.
Electronic Services and Digital Content Access Availability.	• Access to Research Center and Museum Catalogs. • Antiquities Database. • E-Commerce. • Electronic Access to Montana the Magazine of Western History.	• The Society uses social media to promote our collections and information. We continue to use our industry's standards and our own research to enhance discoverability and accessibility of our services and information. • The State Historic Preservation Office rolled out a new Antiquities Database in conjunction with SITSD developers. Development if this database is ongoing. • The Society's store rolled out a new online shopping app in conjunction with Montana Interactive. The store intends to implement a new point-of-sale system in the coming months. • The agency rolled out a new web presence for the Magazine, as well as other publications from the Society Press.

LIV (DEPARTMENT OF LIVESTOCK)		
GOAL	**OBJECTIVES**	**UPDATE**
Provide and implement cost-effective information technology with available resources and to assist in providing services to the livestock industry, Montana veterinarians, to the public and in assisting Department of Livestock employees in the day to day operations of their jobs.	• Utilize more technology in the Department to increase productivity. • Update current in-house applications to newer, effective, and more secure applications. • Migrate and modify the website to make it more accessible for both internal and external customers.	• Streamline some current systems to be more productive for staff. • Looking at a replacement COTS application that will cover most of the out dated software that is currently in use. • Website has been migrated and constantly rewriting pages to make it more accessible for both internal and external customers.

LOT (LOTTERY)		
GOAL	**OBJECTIVES**	**UPDATE**
The Montana Lottery and Lottery Operating System vendor has been certified by the North American Association of State and Provincial Lotteries (NASPL) for Best Practices in Quality Assurance of Product Development in the Lottery Industry: Requirements Definition, Development Process, and Acceptance Testing.	• The major business drivers for implementing the Best Practices for Quality Assurance of Product Development in the Lottery Industry are reducing risk and increasing integrity for the Montana Lottery, reducing development costs, decreasing potential for lost revenue, and decreasing the rate of potential project failure. Implementing these best practices have improved the quality and integrity of the lottery environment and provided increased efficiencies, resulting in reduced costs and increased profit margins for the Montana Lottery, contractors, and lottery retailers.	• As of August 31, 2018, the Montana Lottery and Lottery Operating System vendor continues to be certified by NASPL for Best Practices in Quality Assurance of Product Development in the Lottery Industry. The Montana Lottery continues to provide the state of Montana efficient and effective quality IT services with minimal interruption. A high level of security and integrity also continues to be improved upon.

MDT (DEPARTMENT OF TRANSPORTATION)		
GOAL	**OBJECTIVES**	**UPDATE**
Implement IT solutions to meet customer needs.	• Implement the Maintenance Management System. • Implement the ePART system. • Initiate the Traveler Information technology upgrade project. • Continue the PPMS project. • Implement a new Linear Reference System. • Initiate the Financial Management project. • Initiate the Automated Routing project. • Implement a new Grievance Tracking system.	• Completed. • Completed. • Project in the requirements/analysis phase. • RFP phase. • Implementation phase. • Oh hold, Federal Billing project took priority. • Requirements phase.
Implement IT Service Improvements.	• Implement an electronic records management solution for MDT. • Develop and implement a web strategy. • Develop and implement a Service Management strategy. • Assess video conferencing alternatives. • Assess IT Training needs.	• Project initiation phase. • Project underway, assessment phase. • Underway, will be implemented December 2018. • Ongoing. • Part of annual Performance planning process.

	• Improve network connectivity. • Implement cost effective hosting solutions to meet future MDT needs.	• Working with SITSD to identify priorities and future needs for MDT. • Working with SITSD to evaluate options.
Improve ISD Processes.	• Develop and implement a portfolio management process. • Develop and implement a disaster recovery strategy. • Update application development standards. • Develop and implement decision and communication processes. • Assess and manage IT risks. • Define the information architecture and technology strategy. • Implement a security program. • Manage the Mobile Device Management Project.	• Part of 2.3 above. • Oh-hold, SITSD will lead. • Complete. • Complete. • Complete. • Complete. • Ongoing. • Complete.
Research and Develop New Technologies and Services.	• Assess and develop mobile computing solutions. • Assess unified communication technologies. • Assess desktop computing alternatives. • Implement new endpoint management tools. • Develop a business intelligence technology strategy for MDT.	• On hold. • SITSD lead. • On hold pending UDW evaluation for MDT. • Analysis phase. • Analysis phase.
• Develop the IT Workforce.	• Develop a recruitment and retention strategy. • Assess and implement technical and soft-skill training and provide cross-training opportunities. • Develop a succession planning strategy • Improve and expand career ladder and employee development opportunities.	• Complete/ongoing activity. • Complete/ongoing activity. • In progress. • In progress, final career ladders complete by 12-31-2018.

MPERA (MONTANA PUBLIC EMPLOYMENT RETIREMENT ASSOCIATION)		
GOAL	**OBJECTIVES**	**UPDATE**
Successfully implement MPERA's overall customer service, business operations	• Release of PERIS / ERIC / VSS in FY17 Q1. • Release of Member Self Service Portal in FY17 Q4 with a gradual adoption plan through FY18.	• Released July 2016. • Released August 24, 2017.

and technology improvement program (MPERAtiv).		
Implementation of new development process standards and practices.	• Develop an infrastructure that will support a process including reporting, development, test, pre-production, and production. • Implement process for governance through to release.	• Completed – all environments are in place. • Completed.
Utilization of SITSD services, as appropriate.	• Move MPERA-hosted services to the SITSD Data Center(s). • Implement productivity and security offerings from SITSD (i.e. OneDrive, Two-factor Authentication) • Analyze feasibility of migrating from Laserfiche to Perceptive for electronic content management.	• Completed. • Partially completed. OneDrive available, but not promoted within agency. • Analyzed and not feasible at this time.

MSL (MONTANA STATE LIBRARY)		
GOAL	**OBJECTIVES**	**UPDATE**
Align information system resources with MSL program and service needs.	• Continue to evaluate information system resources currently maintained by MSL against MSL program and service needs to find opportunities for greater efficiency. • Evaluate external IT resources against MSL program and service needs; MSL will seek a onetime legislative appropriation to contract for the digital conversion of our legacy TBL analog recorded book collection. • Use the MSL strategic planning process and annual work plan process to identify priorities for new and/or expanded information systems, as well as systems that may be retired. • Encourage staff from all library programs to effectively collaborate across programs in order to use all library information system resources to meet the goals of MSL.	• Ongoing. IT staff loss due to budget cuts requires MSL to be more diligent in our need to find IT efficiencies that require minimal ongoing maintenance. • In process (see IT Project update). • Ongoing. MSL completed strategic planning in December 2016. It prioritizes the need for a useful information infrastructure. • Ongoing. Staff are collaborating more effectively, especially in reporting and in the use of maps and geospatial technology.
Develop and maintain current and new information systems that are properly aligned with MSL program and service needs.	• Maintain the MSL information technology plan. • Participate in IT governance.	• Both MSL's IT Plan and Report are current. • MSL is active in IT governance through ITMC, EITFW, the IT Board, and the 911 Advisory Council. Through this work

		MSL ensures that our data and information resources meet our partners' information needs.
	• Objective 2-3: Consult with Department of Administration when evaluating new information systems to support the MSL strategic plan; MSL is evaluating the cost and service impact to move our data storage and production server environment to the State of Montana Data Center (SMDC). If warranted MSL will seek legislative funding authority to increase fixed costs through the State Information Technology Services Division (SITSD) rate setting process to fund a migration to the SMDC.	• MSL completed the migration to the SMDC in October 2016. MSL moved to the shared environment in May 2018.
	• Comply with all relevant Enterprise IT standards and policies that align with MSL business needs and support MSL programs and services.	• Ongoing.
	• Continue to make use of the Agile Project Management process to proactively manage information systems and projects.	• MSL continues to rely on Agile Project Management because we do not have a dedicated project manager. Agile was used to manage the development and launch of ASPeN and will be used in an upcoming reporting project.
	• Proactively manage of hardware and software assets.	• Hardware asset management needs were greatly reduced by the migration to the SMDC. We look forward to the rollout of the Unified Desktop option to further minimize the need for dedicated desktop management and support.
	• Though not directly in support of MSL business operations, MSL will seek support from the Governor's Office and the Legislature for funding to make high speed broadband more affordable for libraries. If funded, a contracted public/private partnership is envisioned that would be administered through an outside entity.	• MSL has been unsuccessful in our effort to garner funding to support broadband for libraries.

Expand and improve online information services.	• Improve the overall design and usability of MSL websites and services. • Participate in formal State activities that, when well supported, improve the efficiency of online data and services delivery. • Collaborate with partners on projects and services which increase citizen access to public information and library content. • Provide online interfaces that enable partners to contribute feedback regarding MSL projects and services as well as content to MSL collections. • Create and deliver web services to serve MSL data and the data of MSL partners.	• With diverse programs, information resources, and applications to serve diverse audiences, the need to continue to improve the functionality and usability of the MSL website is ongoing. • MSL continues to participate in these activities. • Web access to information resources is critically important. MSL continues to see success with its use of Esri Managed Services to deliver GIS data via web services and well as increasing use of ArcGIS Online. Use of the State Library's ebook platform, MontanaLibrary2Go continues to increase at a staggering pace. • MSL makes use of a variety of social media including Facebook, Twitter, and we are exploring Pinterest and Instagram. • See Objective 3-3.
Develop business continuity and security programs.	• Implement a NIST-compliant Information System Security Program. • Develop an agency wide disaster recovery plan.	• MSL lacks the staff to implement our own continuity and security programs. IT staff loss due to budget cuts means that creating and supporting these programs is all but impossible. • Staff developed a disaster recovery plan, but it is untested. Since MSL no longer maintains a print collection, most of our information resources are managed electronically through the SMDC or third-party vendors. This fact minimizes the need for a dedicated agency disaster recovery plan.
Improve MSL's ability to attract and retain a qualified IT workforce.	• Objective 5-1: Use IT staff in ways that support the MSL Strategic Plan and promote opportunities for collaboration and cross-training both among internal colleagues as well as with MSL partners.	• MSL cut 50% of our IT staff due to budget cuts. For this reason, it is even more imperative for staff to work efficiently and for MSL to be able to rely on SITSD for support services.

OPD (OFFICE OF PUBLIC DEFENDER)		
GOAL	**OBJECTIVES**	**UPDATE**
Improve our existing Information Technology network and application topology.	• Implement Enhanced Security.	• OPD has complied with the end-user security awareness training program. We are still challenged with a lack of resources to complete the agency security program and are working on it as we can with our limited resources.
Utilize our existing technology to better improve business operations of the Office of the State Public Defender.		• OPD continues to expand our automatic document generation library in our case management system increase efficiency and reduce errors. Additionally, we have made mobile video conferencing with the courts available to attorneys and our clients.
Ensure Continued Operations.	• Develop and Implement OPD Disaster Recovery Plan.	• OPD now has a disaster recovery plan in place that includes our IT systems.

OPI (OFFICE OF PUBLIC INSTRUCTION)		
GOAL	**OBJECTIVES**	**UPDATE**
Implement the Every Student Succeeds Act (ESSA).		• The first iteration of the "ESSA Report Card for Montana Schools" will be published in December 2018.
Improve Information Technology Efficiencies and Capabilities.	• Fully utilize the capabilities of existing software packages.	• As of August 2018, the OPI is exploring possible organizational changes that would better align staff to provide needed IT services and address priorities and important projects. • In early 2018, the OPI launched a CRM pilot project for the Special

		Education Division. The purpose of the project was to efficiently track and manage interactions with customers and pilot issue tracking. The CRM solution is hosted and provided by SITSD. Based on this pilot the OPI anticipates that this system could eventually replace other various systems and processes that similarly track but do not cross organizational boundaries or share information with other divisions. It could also replace various other systems that track demographic and geographic information of OPI constituents and customers.
	• Review and consolidate the OPI server environment.	• Over the past two years the OPI server infrastructure has been reduced by 11% with additional systems planned to be removed shortly. Additional Management systems have been added to support existing systems in a sustainable way that will enable the OPI to meet the demand of the agency while maintaining a high level of operational efficiency.
	• Refresh the OPI server environment.	• The entire OPI server environment is now hosted with SITSD. Aging Server systems have been identified and are actively being upgraded or replaced with systems that meet current industry best practices.
	• Further integrate existing software solutions.	• One of the immediate and biggest hurdles to minimizing the data reporting burden on schools and districts is making our authorization and authentication processes and systems easier to use. We are in the early stages of improving our OPI Common Login (OCL) system and processes and the associated applications (~25) that use it. A self-serve password reset application deployed in 2017 for Active Directory-based applications. The OPI also anticipates better utilize our website to provide a “portal” to

		OPI systems that better organizes and presents systems and information to our customers in a more intuitive and an easier to use manner.
New application development.		• During the past two years, the OPI has begun multiple projects to replace older systems or create new ones as laws and business needs have changed and evolved. New systems developed/procured or in process of are: MABLE and CASES are moving towards COTS as federal NRS reporting requirements change and business practices changes. MAEFAIRS in response to 2017 legislative changes. CSIP in response to ESSA implementation MontCAS in response to audit findings around assessment practices. Public/Non-public School Central to support efforts to more accurately collect and report data. Special Education Portal around efforts to more accurately collect and report data.
	• Replace the existing Child Nutrition Program solution.	• The OPI's legacy Child Nutrition Program (CNP) was replaced with a "COTS" solution for the 2017-2018 school year. The new platform is called Montana Agreement and Payment System (MAPS) and enhancements and additional modules are being planned and budgeted for through 2022.

Records Management		• In 2017 the OPI began deploying the Department of Administration hosted Perceptive Content Management System to automate and digitize back- office operations and record keeping. OPI anticipates more processes to go live on the platform over the next two years and prepare for potential customer-facing processes to move to the platform.
Project Management Development.		• The OPI now has three dedicated IT Project Managers who manage all larger scale IT projects, including software developments and procurements, and the agency's Information Systems Security Plan (ISSP) effort, among others. One project manager has also obtained PMP certification. The OPI anticipates the formal creation of a Project Management Office to further promote and practice good project management across the agency.
Improve the security environment for the agency.	• Implement the appropriate NIST guidelines within the agency.	• The OPI is committed to and has continued to make progress on improving its security environment. Using the NIST and state directives the OPI has developed clear plans and processes to insure the highest level of protection. We will continue to address the security and controls of each application. Our goal is to complete ISSP assessments on all high priority applications and many of the medium priority apps in the next biennium. • The OPI has made good progress on the implementation of an agency wide NIST based security plan. An ISSP summary plan has been created and approved and application risk assessments have been completed. OPI Security staff meet regularly to implement and review controls and work on application security

	• Institute an enterprise identity management system to control the provisioning and authentication of accounts with access to OPI data.	plans and insure NIST compliance. Our goal is review and insure NIST compliance in every aspect of our security implementation. • We continue to work on this goal but still have some hurdles to cross. Our two OPI application authentication methods that need to be consolidated are OCL and AD. We did make some progress on the AD authentication where we implemented self-service password reset and we have tightened our application password controls. Our goal is to continue to work towards a feasible solution.
	• Update the disaster recovery plan and create a Continuity of Operations Plan.	• Significant progress has been made with the Continuity of Operations Plan. We are actively working with DOA to get all information updated in the new Assurance program that was implemented this spring using their provided benchmarks. The OPI's internal disaster recovery plan has been updated to address high priority processes identified by • DOA using the new system and is tested on a regular basis.

PSC (DEPARTMENT OF PUBLIC SERVICE REGULATION)		
GOAL	**OBJECTIVES**	**UPDATE**
New PSC Website.	• Reliable Information Access. • Improved Security. • Remote Customer Service.	• The Commission's new website went live in April of 2018.
Improve Document Availability.	• Faster Access to Documents. • Improved Security. • Remote Access.	• A new content management system, EDDI, is currently in development by SITSD. Our new website, combined with a new calendaring system, makes remotely accessing documents and scheduling tasks easier.
Move to Electronic Storage.	• Develop New Processes for Record Management. • Move Towards a Fully Digital System.	• Scanning of old documents has commenced. Reliance on paper records is being reduced by improved access to digital material.
New Case Management System.	• Research Various Case Management Systems. • Review Systems Utilized by Other State Agencies. • Select a Cost Effective and Beneficial System.	• A new content management system, EDDI, is currently in development by SITSD.

SAO (STATE AUDITOR'S OFFICE)		
GOAL	**OBJECTIVES**	**UPDATE**
Provide safe and secure IT environments.	• Physical and environmental safeguards are often overlooked. While our rooms are access protected, we needed to consider other issues, such as damage or loss caused by fire, flood, and sensitivity to temperature extremes.	• Made sure that there was proper heating and cooling in the physical rooms that housed our environment.
Implement IT security systems to accomplish Security Information and Event Management (SIEM) with automated alerting and reporting.	• Continue to improve the use of Tenable Nessus for security and vulnerability scans with weekly reports to key IT personal. Update and test servers, applications and other devices that have email alert systems.	• Second year of using Tenable Nessus with desktop reporting being done on a weekly basis. Virtual servers have email alerts set. UPS batteries has text alerts.
Provide balanced management of information and technology.	• Dedicated to providing effective systems that meet the needs of our Agency.	• CSI IT Staff actively pursues innovative solutions to meet the agency's technology needs, developing custom interfaces, providing stable infrastructure and leveraging emerging technologies to advance the Agencies business objectives.

Modernize critical Legacy technologies	• To replace an aging system that no longer supported the Agencies business needs.	• SAO now has a system that delivers the services needed and has the capabilities that meet the current and upcoming needs of the Agency.
Be flexible and responsive to changing priorities and requirements.	• The shifting dynamics of the workplace means that you need to adapt and respond to change, quickly.	• The way's we create, store and share information are changing, we are striving to be more flexible to the Agency's needs.
Employee development	• Employee development is important for employees to enhance their skills and upgrade their existing knowledge to perform better.	• Provide adequate time and resources for CSI's IT to be trained according to industry standards and keep up to speed with new technologies and best practices.

SOS (SECRETARY OF STATE)		
GOAL	**OBJECTIVES**	**UPDATE**
Enable all customers to register, file, and access information quickly and easily.	• Enable more online and mobile services for Montana voters, businesses, notaries public, and citizens.	• SOS enhanced the SIMS Business Registry system to enable going "digital and mobile" for all Business Filings in September 2017, allowing customers to access filing information 24/7. SOS recently completed CEP for the procurement of a new Commercial Off the Shelf system for an Enterprise Registry System. The new system will provide more automation and mobile capabilities for the citizens of Montana.
Keep business registration fees low.	• Ensure online services are automated.	• By automating all services, SOS has eliminated reprocessing fees. In addition, we there are no fee increases for business customers. System enhancements have further improved services and ease of use for our customers.
Minimize vendor support contracts.	Provide internal application support.	• SOS is utilizing vendor support contracts for system development.
Minimize system development and deployment time.	Utilize cloud services whenever possible.	• SOS continues to look toward cloud based solutions.
Improve data security.	Implement IT security plan.	• Increased security has been a major focus of the SOS over the last year. SOS partnered with the SITSD Security Unit to complete a detailed system security

		report/plan for our election systems. The plan identifies areas of system vulnerability. The SOS will be implementing protections to satisfy the findings of this report. The SOS has implemented multi-factor authentication for all staff and county staff. All staff and county staff completed the SANS training. The SOS is partnering with the Dept. of Homeland Security and the National Guard on an in-depth security assessment in Sept 2018.

STF (MONTANA STATE FUND)		
GOAL	**OBJECTIVES**	**UPDATE**
Develop and allocate IT staff for efficiency and cost effectiveness.	• Manage IT staff and assets to support governance approved and prioritized business insurance goals. • Architect for flexible and low-cost system changes and reduced vendor lock in at the application level.	• IT/ESPM staff and assets effectively support Executive and Board of Director approved business goals. Projects and ongoing infrastructure and application work met planned deliverables during this IT Agency Plan reporting period. • MSF's IT Architecture Team continually protects the data and environment through integrated layers of security; designs the environment to meet current and future needs of the business; and develops and enforces standards to deliver lower total cost support with greater business flexibility.
Provide an operational and competitive edge to MSF insurance service delivery.	• MSF employees receive insurance functionality and system support that enables value-added and personalized customer service. • MSF stakeholders receive timely, anticipatory, and accurate insurance information.	• MSF employees and stakeholders continue to receive reliable service, insurance functionality, and efficient support. • IT/ESPM employees deliver effective operational management of MSF data center and building IT infrastructure, as well as software maintenance and enhancements to core insurance and business applications.
Ensure MSF infrastructure and non-insurance applications support existing operational requirements and are positioned for flexibility.	• Develop and reinforce practices to secure data and minimize risk of exposure to non-authorized parties.	• As an insurance carrier MSF has several incremental security requirements driven by insurance business processes, the distribution of insurance product through independent third parties

	• Provides MSF employees and stakeholders with efficient systems and reliable operations environment.	(insurance agencies), and the sensitive nature of the detail information collected. MSF continues to work on security policy and plan infrastructure in accordance with SITSD's security policies. • MSF data center and systems availability results meets or exceeds business requirements for established core and secondary applications.
Provide leadership in MSF governance for effective planning and decisions, as well as improved project success. Plan and direct development of the MSF Annual Business Plan and communication to MSF Board of Directors.	• Business driven and approved decisions with regular review and tracking of projects and operational metrics.	• The MSF Executive team reviews project progress and operational metrics monthly. Multiple governance decisions are made on an annual basis and all are documented via an official order that includes signature from all Executives.

TRS (TEACHERS RETIREMENT SYSTEM)		
GOAL	**OBJECTIVES**	**UPDATE**
Continue development of M-Trust.		• TRS completed its Phase II M-Trust project in December 2016. TRS embarked on a Phase III enhancement project in January 2017 with an anticipated completion date of November 2019.
Continue work on improving storage capabilities.		• Completed. With the migration to a fully hosted infrastructure environment, as part of the state IT convergence, TRS now has adequate, expandable and redundant file storage for its systems.
Plan migration of electronic records system.		• Completed. In August 2018, TRS completed its migration from its legacy FileNet content management system to the state-hosted enterprise content management system.
Improve the use of virtualization with the agency.		• Completed. All TRS servers and user workstations are virtualized and running on state-hosted VSP (virtual server platform).

Section 1 – MCA 2-17-521(4) (c)

This section fulfills MCA 2-17-521 (4) (c) regarding an assessment of progress made toward implementing the state strategic information technology plan.

2016 STATE STRATEGIC INFORMATION TECHNOLOGY PLAN		
GOAL	**OBJECTIVES**	**UPDATE**
Efficient and effective IT services.	• Institute formal processes to assess new technologies for cost-effectiveness. • Implement shared IT services in an enterprise environment. • Use cloud, open source, and COTS systems to improve the IT effectiveness and efficiency. • Establish a records management program. • Establish a data management strategy. • Employ established technologies and applications from other government entities.	• SITSD is migrating hosted Microsoft SharePoint to the dedicated State of Montana cloud government tenant space.
Deliver IT economies of scale.	• Expand SITSD's customer base to additional agencies, local governments, and other states. • Evaluate the overall awareness of IT services and solutions within the agency IT community.	• SITSD's LMI service has added one state, Virginia, and is in negotiation with others.

Improved quality of IT service.	• Conduct periodic bandwidth assessments to:
	  ○ identify remote state offices with inadequate bandwidth.
	  ○ identify inadequate port capacity.
	  ○ Increase the percentage of new systems delivered with mobile access.	

Establish Service Portfolio Management practices.	• Develop formal processes for evaluating new service proposals, modifications, and retirements • Compare price and features of SITSD services to private sector equivalents • Annually survey agency customers for satisfaction and service requirements.	• Added multiple formal procedures for exchange administrators to follow as they process agency requests for exceptions to policy as it relates to the enterprise email platform.
Minimize state business interruptions from disasters and infrastructure failures.	• Establish an Information Risk Management Program. • Plan for system recovery via periodic testing, incident response practice, and recovery planning/practice.	• Added physical RSA appliance to platform to increase redundancy of environment.

Prevent security leaks and breaches.	• Enhance the state-wide security program. • Employ risk analysis, policies, procedures, training, monitoring, and risk mitigation to prevent incidents and minimize their impacts.	• Implemented Multi-Factory Authentication for all state employees and many contingent workers including county workers who provide election support.
Completion of the statewide public safety LMR backbone.	• Develop and implement a long-term plan for the ongoing operation and maintenance of the public safety LMR system.	
Advance department's mission by providing excellent and cost-effective customer service.	• Improve communication and collaboration with customers by providing technology help desk solutions and targeted electronic communication. • Provide transparency by continuing to improve data portal. • Expand Policy management system to state agencies.	• The State Data Portal was migrated to Tableau, which provides more options for customers. • Establishing a Service Desk knowledge base through ServiceNow.

The state of Montana Strategic IT Plan can be found at http://sitsd.mt.gov/Governance/IT-Plans.

Section 1 – MCA 2-17-521(4) (d)

This section fulfills MCA 2-17-521 (4) (d) regarding the inventory of state information services, equipment and proprietary software.

For a complete list of state information services provided by SITSD to state and local government, please refer to the Service Catalog found at http://sitsdcatalog.mt.gov/.

Please refer to the approved list of software products for use by state and local governments at http://asl.mt.gov/.

For a summary of state owned and leased equipment please refer to section 1 of the Biennial Report. For a detailed list of agency owned and leased inventory please refer to the agency inventory sheets which can be found in the individual agency folder at https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information.

Please refer to the Living Disaster Recovery Planning System (LDRPS) sheet for an outline of proprietary software which can be found at https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/.

Section 1 – MCA 2-17-521(4) (e)

This section fulfills MCA 2-17-521 (4) (e) regarding the agency budget requests for major projects.

The following tables provide updates for projects listed in the 2016 Agency IT Plans. In addition to the projects below, you will find a link to the Legislative Finance Committee (LFC) dashboard report. This report is presented to the LFC on a quarterly basis and provides an update of all projects which meet the criteria for being reported as a capital or enterprise level IT project. The latest LFC report can be found at: https://ent-sp1.mt.gov/sites/pmo/reporting/LFCAgency/_layouts/15/start.aspx#/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2Fpmo%2Freporting%2FLFCAgency%2FShared%20Documents%2FLFC%20Reports%2F2018%2FQ4&FolderCTID=0x0120009A5A97EC8D8F4B46A9CB5E64591C49D4&View=%7BD1039789%2D3524%2D40AA%2DA6CB%2DE9B31DD57362%7D.

Full details regarding the agency projects can be found in agency performance reports located at https://sitsd.mt.gov/Governance/IT-Plans.

AGR (DEPARTMENT OF AGRICULTURE)		
Agricultural Licensing System		
Agricultural Sciences Division		
Project / Program purpose and objectives	Upgrade existing Licensing and Registration system to allow web-based licensing, registrations, inspections and enforcement activities, including e-commerce and mobile access. Augment or replace existing hardcopy and email processes. Provide customers with an alternate method for registering products and renewing licenses. Provide department staff with alternative methods for entering inspection and enforcement data.	
IT Goal and Objective Reference		
Estimated start date	4/29/2012	
Estimated delivery date	11/1/2013	
Estimated cost	$1,136,347	
HB 10 Request	No	
Funding source one	State Special Revenue	$1,180,763
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$26,450	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	75% complete with three out of four phases finished with multiple programs implemented. Currently completing Phase 4.0 re-gap development.	

Online e-Government Montana State Crop Hail Insurance	
Agricultural Development Division	
Project / Program purpose and objectives	Supports Montana State Crop Hail Insurance program allowing public to apply, file claims, adjust claims and pay for Hail insurance policies online. Producers will be able to make insurance applications, file claims and make electronic payments with credit, debit or e-Check payments. Insurance adjusters will be able to utilize mobile devices to enter adjusted claim and loss

	information utilizing both connected and disconnect mobile applications. The Montana State Crop Hail Insurance program is a program unique to Montana. This will be mostly a custom-built system with possibly some COTS or open source product integration.	
IT Goal and Objective Reference		
Estimated start date	6/30/2016	
Estimated delivery date	11/1/2018	
Estimated cost	$250,000	
HB 10 Request	No	
Funding source one	State Special Revenue	$250,000
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Negligible	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	On Hold, 0% completed. Funding for rewriting this application has yet to be allocated.	

ART (MONTANA ARTS COUNCIL)
No reported projects

BPE (BOARD OF PUBLIC EDUCATION)

CHE (COMMISSIONER OF HIGHER EDUCATION)
No reported projects

COR (DEPARTMENT OF CORRECTIONS)	
Montana State Prison Perimeter Security System	
Montana State Prison	
Project / Program purpose and objectives	The Montana Department of Corrections will contract with qualified design professionals experienced with correctional facility perimeter security systems to review the security systems at Montana State Prison. The scope of work for the assessment shall include but not necessarily be limited to full basic architectural/engineering services. Full basic services shall include: programming (site investigation and prioritization scheduling), schematic design (preliminary alternative materials and systems recommendations, including life cycle maintenance briefing), design development, construction documents, cost estimates, implementation recommendations and closeout services. Project closeout services shall include design process analysis meetings to assess implementation of sustainable design and construction requirements into the project and review any lessons learned from the overall effort.
IT Goal and Objective Reference	NA
Estimated start date	12/1/2016
Estimated delivery date	12/1/2017
Estimated cost	$1,200,000

HB 10 Request	Yes	
Funding source one	HB10	$580,000
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	TBD	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	We did not receive full funding for this project. The amount received was utilized to replace what was necessary. The portion we received funding for is 100% complete.	

Youth Services Division central control center		
Youth Services Division		
Project / Program purpose and objectives	The Riverside Youth Correctional Facility has repurposed part of their building to house adult offenders. There is a need to update their current security process with a central control center that will allow a staff person at a central location to monitor both portions of the facility. This includes the ability to view security cameras, monitor and control doors, and communicate with all locations of the facility via two-way audio communication devices.	
IT Goal and Objective Reference	NA	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project was not funded	

Montana State Prison Key Control System	
Montana State Prison	
Project / Program purpose and objectives	The key control system in use at Montana state prison was received from the Federal Bureau of Prisons in 1992. It will no longer work with current operating systems and is utilized on a stand-alone computer at the facility. Staff at MSP track over 5,000 keys and utilize this system keep a record of who has each key, who can access each key, and where each key ring (hook number) is located. Access lists are created and provided to Main control and the units for auditing purposes. MSP staff count the key rings, the number of keys on each ring and ensure that all keys are accounted for. They also maintain a separate database that contains all the cut information for all keys and locks that will be replaced as part of this project.
IT Goal and Objective Reference	Where possible automate business practices
Estimated start date	NA
Estimated delivery date	NA
Estimated cost	NA

HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project was not funded	

Department Electronic content management		
Montana Correctional Enterprises et al.		
Project / Program purpose and objectives	Utilize SITSD Enterprise content management services to develop ECM for multiple business units in the Department. The divisions wanting to start utilizing ECM are Montana Correctional Enterprises, Business Management Services, Clinical Services Division, and the Board of Pardons and Parole. Once SITSD completes the conversion to FileNet we will work with SITSD to develop a plan for moving forward.	
IT Goal and Objective Reference	NA	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project was cancelled and there was no work completed.	

Riverside Youth Correctional Facility Phone system and network	
Youth Services Division	
Project / Program purpose and objectives	The State Information Technology Services Division has advised the department that this phone system needs to be upgraded because it is past the end of life for the hardware. SITSD will continue to provide support via their vendors, however they can no longer guarantee that hardware and software failures can be resolved. This system is shared with the DPHHS operated Montana Developmental Center. With the current project to reduce operations at MDC it is unknown if they will update the phone system. The cost to install a new phone system at RYCF is included in the event the shared phone system is no longer viable. The network at this location is also a shared network. SITSD has provided costs for in the event the network DMARC needs to be relocated.
IT Goal and Objective Reference	NA
Estimated start date	NA
Estimated delivery date	NA

Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	It was determined that the other facility would not fully close and the shared system remained the solution.	

Montana State Prison Phone System upgrade		
Montana State Prison		
Project / Program purpose and objectives	The State Information Technology Services Division has advised the department that this phone system software needs to be upgraded because it is past the end of life. The hardware has 10 years of useful life if the software is upgraded. SITSD will continue to provide support via their vendors, however they can no longer guarantee that failures can be resolved if it due to software issues.	
IT Goal and Objective Reference	NA	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project was not funded the system will be upgraded at some point in the future by SITSD as part of the statewide VOIP project	

Montana State Prison Video Surveillance system update	
Montana State Prison	
Project / Program purpose and objectives	Security camera systems are utilized to assist in providing enhanced security and improved surveillance of high-risk locations. Additionally, the department is required to comply with the Prison Rape Elimination Act (PREA) and security camera systems are integral as a deterrent as well as an investigative tool. Historically, security cameras were expensive and have been installed by external security doors and gates and in areas where there were higher risks of incidents. The ability to monitor the cameras from remote locations was limited and access was generally only available to staff at the location the camera was installed. Multiple analog security cameras have been installed as standalone systems that record on Digital Video Recorders (DVRs) and in once case VHS tape. These systems are in various locations at MSP, they are not networked, integrated, or synchronized with

	the other systems. In order to meet operational needs older systems are upgraded or expanded whenever funding can be obtained. Modern digital technology can now provide for fully digital system that are more economical than the traditional analog systems. An Ethernet backbone allows for many devices to communicate over the network, reducing the individual cabling requirements needed to deploy a new system. Video can be managed by a single storage area network (SAN) rather than multiple standalone DVRs with a 16-camera limitation. These systems have advanced software for video archival, retention, searching, and analysis. The security camera systems at MSP need to be updated utilizing a systems approach that integrates all the components that manage, distribute, view, and store video data. This funding will allow us to replace the most critical security camera systems at MSP based upon the results of the completed security assessment requested as part of this package.	
IT Goal and Objective Reference	Where possible automate business practices	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	Final cost to TBD	
HB 10 Request	Choose an item.	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project was requested in HB 10 and was not funded. The Department is replacing cameras as they fail and when funding permits. At this time the cameras have been replaced in a few of the units, but adequate funding does not exist to replace all. Funding has not been approved for the next biennium. This is no longer a facility wide project request and the Department will address on a case by case basis as camera systems fail and/or funding becomes available.	

Clinical Services Division Electronic Health Records	
Clinical Services Division	
Project / Program purpose and objectives	Department of Correction's facilities currently utilize paper-based medical charts. Purchase of an electronic health record (EHR) system is the first step toward utilization and implementation of an EHR system. EHR is the automation of medical records within a facility. This automation would greatly enhance the medical services provided at the sites by:

	• Improving the quality of patient care; • Improving accuracy of diagnosis; • Improving care coordination; • Increasing efficiencies and cost savings. Additionally, all areas of health care can work together more efficiently; medical, dental and mental health care will be able to work in a team approach rather than as individual work groups. The medical records department will greatly decrease the amount of time currently used on hand-copying documents for litigation, grievances, and transfer of patients. Staff time will be greatly reduced by reducing the amount of time transferring paper-based charts from one department to another. In addition, EHR software allows for easily accessible statistical data, and tracking certain aspects of a patient's health status—e.g., graphing of a diabetic's Hemoglobin A1c (HbA1c) values. Our department will partner with DPHHS in the selection of an EHR that would work for both agencies.	
IT Goal and Objective Reference	Where possible automate business practices	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	This was a joint HB10 request carried by DPHHS. This funding was not approved. The Department still has need for this solution but does not have an active funding source or project. It needs to be determined if this will be an enterprise request of if Corrections can have their own EMR system.	

Riverside Youth Correctional Facility Phone system and network	
Youth Services Division	
Project / Program purpose and objectives	The State Information Technology Services Division has advised the department that this phone system needs to be upgraded because it is past the end of life for the hardware. SITSD will continue to provide support via their vendors, however they can no longer guarantee that hardware and software failures can be resolved. This system is shared with the DPHHS operated Montana Developmental Center. With the current project to reduce operations at MDC it is unknown if they will update the phone system. The cost to install a new phone system at RYCF is included in the event the shared phone system is no longer viable.

	The network at this location is also a shared network. SITSD has provided costs for in the event the network DMARC needs to be relocated.	
IT Goal and Objective Reference	NA	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	It was determined that the other facility would not fully close and the shared system remained the solution.	

Pine Hills Youth Corrections Facility (PHYCF) Door control consolidation and upgrade		
Youth Services Division		
Project / Program purpose and objectives	A door control system operates security cameras, intercoms, gates, and internal and external security doors within a unit or complex. These systems allow a single correctional officer to monitor all the security cameras within a unit as well as open and close doors as needed from a control room. This project would upgrade the door control systems for PHYCF in Miles City by combining four separate door control systems at that facility into a single system. Creating one main control system will allow for greater efficiency over the current configuration.	
IT Goal and Objective Reference	Where possible automate business practices	
Estimated start date	NA	
Estimated delivery date	NA	
Estimated cost	NA	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	This project was not funded and is currently not active.	

Department Inmate Telephone System (ITS) upgrade	
Project / Program purpose and objectives	The project will result in the issuance of an RFP to provide inmate communication services to the Department offender population. The current ITS contract is nearing the end of the contracted term. An RFP will be issued summer of 2016.
IT Goal and Objective Reference	NA
Estimated start date	Winter 2016

Estimated delivery date	Winter 2017	
Estimated cost	No costs to the Department	
HB 10 Request	Choose an item.	
Funding source one	NA	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	None	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% complete	

Department Pre-Sentence Investigation automation		
Project / Program purpose and objectives	The PSI that MTDOC currently submits to District Courts across the State of Montana contains vital information to criminal justice partners and Department employees. Information contained in the PSI is considered when making sentencing decisions and impacts business functions all throughout the correctional cycle. In order to create a PSI currently, staff must first create an offender in OMISv2 and enter enough demographic and legal information to track the offender. The information is then rekeyed a second time into a PSI template that is not stored in any of the Departments databases and is therefore inaccessible when trying to exchange information between systems. A copy of the document is then emailed, faxed, or mailed to the district court, where the information is used to create the judgment. This process will be dramatically improved once the PSI is entirely electronic as it paves the way for a system to system exchange of information between the MTDOC and District Courts that wouldn't require human interaction.	
IT Goal and Objective Reference	Where possible automate business practices	
Estimated start date	Fall 2015	
Estimated delivery date	Spring 2016	
Estimated cost	$275,820	
HB 10 Request	Choose an item.	
Funding source one	Grant funding	$275,820
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	None	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100 % complete	

Project Name Board of Pardons and Parole automation	
Project / Program purpose and objectives	The development effort will incorporate all Montana Board of Pardons and Parole (MTBOPP) data into OMISv3. The MTBOPP currently uses an access database to store information related to offender parole hearings, include scheduled hearings, hearing

	decisions, conditions of supervision, analyst recommendations and case notes. The encapsulation of this data into the departments information systems would dramatically reduce the amount of time board staff spend maintain its offender base. Because the board doesn't use OMISv2 as its offender management system, information already updated in OMIS must be keyed into the access database in order to keep the offender data current. Duplicate entry is done on offender names, identification numbers, demographics, and location daily. Grant funded modified FTE will be assigned to this project until completion. The engineer will not be responsible for the data conversion efforts, only the software development. Once completed, the department will be able to have all information regarding offender's conditions of supervision, regardless of imposing authority, in one location. This gives the department a complete picture of the specific conditions offenders are legally required to comply with.	
IT Goal and Objective Reference	Where possible automate business practices	
Estimated start date	Fall 2015	
Estimated delivery date	Spring 2016	
Estimated cost	$374,836	
HB 10 Request	Choose an item.	
Funding source one	Grant funding	$374,836
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	No additional costs	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% complete	

CPP (COMMISSIONER OF POLITICAL PRACTICES)
No reported projects

DEQ (DEPARTMENT OF ENVIRONMENTAL QUALITY)	
Electronic ePermitting System (NOTE: Former report has multiple phases – these have been rolled together since).	
Air, Energy, and Mining	
Project / Program purpose and objectives	The U.S. Department of Interior, Office of Surface Mining Reclamation and Enforcement (OSMRE) and the Montana Department of Environmental Qualify (DEQ) entered a Memorandum of Understanding (MOU) in July 2015 that established a framework for the pursuit of software development and other activities as they relate to management of the Montana's Coal Program. Under that MOU, DEQ and OSMRE further established a Cooperative Agreement that coordinates their efforts to complete the development and functional implementation of a web-based electronic permitting (ePermit) application system and software called Coal Application (CoalApp). The ePermit is a paperless permit application system that uses electronic methods to assemble, distribute, and assimilate information about a proposed project. CoalApp will

	incorporate two current OSMRE information technology systems in need of re-development; the Field Office Comprehensive Information System (FOCIS) and the Inspection & Enforcement Tracking System (I&E Tracking). Once the redevelopment of those systems is complete, they will be incorporated into the new ePermit application. The FOCIS tracking system is DOS based and severely outdated. All the functionality of the FOCIS software will be incorporated into the CoalApp. The Cooperative Agreement is the vehicle for OSMRE and DEQ to jointly accomplish this mission. Mission and Objectives: The mission of the team is to redesign and, where possible, combine and integrate current line-of-business applications into modern, n-tiered web applications. Item Description Author all required project life-cycle and security documentation Convert the MT-DEQ E-permitting system for use by the Tennessee federal program Design and code the CoalApp application to address the needs of MTDEQ and OSM	
IT Goal and Objective Reference	NA	
Estimated start date	5/2/2016	
Estimated delivery date	6/28/2019	
Estimated cost	$1,400,000	
HB 10 Request	No	
Funding source one	Federal	$1,400,000
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	100,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	47%	

DLI (DEPARTMENT OF LABOR & INDUSTRY)
No reported projects

DMA (DEPARTMENT OF MILITARY AFFAIRS
No reported projects

DNRC (DEPARTMENT OF NATURAL RESOUCES & CONSERVATION)	
Water Rights Information System (WRIS) Sustainability Project – Discovery Phase/Online Water Measurement Forms	
Water Resources Division	
Project / Program purpose and objectives	Business analysis to identify the path for the future business system for the management of statewide water rights in accordance with the Montana State Constitution Article IX Section III.
IT Goal and Objective Reference	IT Goal 5; Objectives 5-4; 5-7
Estimated start date	Click or tap to enter a date.
Estimated delivery date	Completed
Estimated cost	$50,000

HB 10 Request	No	
Funding source one	SSR	$50,000
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$0	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% completed and expended.	

Situation Analyst Montana		
Forestry Division		
Project / Program purpose and objectives	Procure & support a SaaS, web-based decision support system that can provide an up-to-date, map-based statewide common operating picture for fire and emergency response operations.	
IT Goal and Objective Reference	IT Goal 9; Objective 9-6	
Estimated start date	Pilot project ran from	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$100,000	
HB 10 Request	No	
Funding source one	Federal Grant	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project on hold pending internal business analysis & review.	

DOA (DEPARTMENT OF ADMINISTRATION)		
Asset Management for State Accounting and Budget System		
State Financial Services Division		
Project / Program purpose and objectives	The State Accounting and Budget system currently has an outdated legacy Asset Management application to track and manage capital assets. There is an enterprise business need to update and enhance this application to meet asset management policies and provide better reporting for state agencies.	
IT Goal and Objective Reference		
Estimated start date	1/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$200,000	
HB 10 Request	No	
Funding source one	Collaboration with State Agencies	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$50,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Cancelled. Not funded.	

HVAC Systems Network and Monitoring
General Services

Project / Program purpose and objectives	Central server installed in the State Data center, Hardware upgrades in HVAC rooms, HVAC system control upgrades, central integrated platform installed, configure schedules, set points, trend logs, and alarms	
IT Goal and Objective Reference		
Estimated start date	6/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$1,200,000	
HB 10 Request	Yes	
Funding source one	Long Range IT	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$150,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Cancelled. Not funded.	

Expand ARCHIBUS facility work order system		
General Services		
Project / Program purpose and objectives	Configure and implement preventative maintenance, integrate system users with State Active Directory, Convert FCI application and billing from MS Access, determine repository for document management, implement key control module	
IT Goal and Objective Reference		
Estimated start date	6/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 325,000	
HB 10 Request	Yes	
Funding source one	Long Range IT	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$25,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Cancelled. Not funded.	

Upgrade Door Access control system		
General Services		
Project / Program purpose and objectives	Keep current maintenance support, move to current windows server, automate badge reporting for agencies, Needed for SMDC Bio metric access readers	
IT Goal and Objective Reference		
Estimated start date	6/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 10,000	
HB 10 Request	No	
Funding source one	Long Range IT	Amount Allocated
Funding source two	Funding Source	Amount Allocated

Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$10,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Completed. 100% $10,000	

Print and Mail Replacement System		
General Services		
Project / Program purpose and objectives	The current systems are cumbersome to maintain and to keep current. The bureau needs a system that is more modern, easier to maintain, use and configure, with a goal of a future web-based interface that customers could order print requests on line.	
IT Goal and Objective Reference		
Estimated start date	6/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 500,000	
HB 10 Request	Yes	
Funding source one	Long Range IT	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$50,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	On Hold. 0% $0	

Upgrade Digital Printing		
General Services		
Project / Program purpose and objectives	The Print and Mail bureau is focused on updating equipment to help reduce printing costs to the state while becoming more efficient and looking at being able to produce more work internally rather than contracting it out. By purchasing an inkjet press, Print & Mail will reduce the amount of maintenance costs to one machine while increasing production and quality. eliminate equipment that has reached its end of life Replace with inkjet press (1 inkjet press can replace 4 pieces of equipment, Newer inkjet technology has a useful life of 10+ years, Save on maintenance costs to the state and pass on savings to our customers	
IT Goal and Objective Reference		
Estimated start date	6/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 650,000	
HB 10 Request	Yes	
Funding source one	Long Range IT	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$10,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Cancelled. Not funded.	

Construction Project and Case Management
Architecture and Engineering

Project / Program purpose and objectives	Architecture and Engineering has a business need for a project management application. The preferred solution would allow for A&E to track construction project tasks and milestones, while collaborating with private vendors for a successful completion. The preferred solution would allow A&E to efficiently track costs associated with a construction project for transparency and budget allocation.	
IT Goal and Objective Reference		
Estimated start date	6/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 180,000	
HB 10 Request	No	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$25,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Cancelled. Not funded.	

Claims Data Warehouse		
Health Care and Benefits		
Project / Program purpose and objectives	HCBD is currently working with the State Information Technology Services Division to build a Claims data warehouse that will allow HCBD to analyze claim data and make health and fiscal decisions to help state plan members.	
IT Goal and Objective Reference		
Estimated start date	7/1/2015	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 150,000	
HB 10 Request	No	
Funding source one	Self-funded	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$50,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Cancelled. From July 2015 to December 2017, HCBD paid $973,755.45 for the custom data warehouse build. SITSD was unable to build a data warehouse that met the needs of HCBD. HCBD was approved to terminate the SITSD project and went out for RFP in June 2018 for a data warehouse vendor. New vendor to be implemented January 1, 2019.	

Data Protection Initiative – Phase 3	
SITSD	
Project / Program purpose and objectives	To ensure the security of citizen data that is maintained by the State of Montana.
IT Goal and Objective Reference	
Estimated start date	7/1/2017
Estimated delivery date	Click or tap to enter a date.
Estimated cost	$ 5,600,000
HB 10 Request	Yes

Funding source one	HB10	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$1,000,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.		

DCIM Monitoring		
SITSD		
Project / Program purpose and objectives	Data Center Infrastructure Management (DCIM) -. is considered best practice for Data Centers and can help enforce standard processes for operating the data center. These processes can reduce operator errors. DCIM also provides operational data, including environmental data (temperature, humidity, and airflow), power data (at the device, rack, zone and overall data center) and cooling information.	
IT Goal and Objective Reference		
Estimated start date	7/1/2017	
Estimated delivery date	Click or tap to enter a date.	
Estimated cost	$ 825,000.00	
HB 10 Request	Yes	
Funding source one	HB10	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$25,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.		

DOC (DEPARTMENT OF COMMERCE)	
Website Discovery & Research	
Montana Office of Tourism and Business Development (MOTBD)	
Project/Program purpose and objectives	MOTBD's consumer facing web site, VisitMT.com was redesigned and launched in March of 2015. This project is to research the effectiveness of the current implementation. This project will involve four phases, a comparison with tourism web sites from competing states, interviews with internal staff and partners, user testing and a final presentation of findings and recommendations.
IT Goal and Objective Reference	Goal Number 1: Provide unique information technology solutions
Estimated Start Date	6/1/2018
Estimated Delivery Date	9/7/2018
Estimated Cost	$45,610
HB 10 Request	N/A

Funding Source One	Lodging Facility Use Tax Statutory Appropriation	$45,610
Funding Source Two	Funding Source	Amount Allocated
Funding Source Three	Funding Source	Amount Allocated
Annual Costs Upon Completion	N/A	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	25% completed. This project is divided into four phases. The first phase completed as of June 30 was the web site audit. The remaining three phases, internal user/external partner interviews, live user testing and final presentation of findings and recommendations. This individual project was paid in full up front.	

Project Name Website Trip Ideas Map		
Montana Office of Tourism and Business Development (MOTBD)		
Project/Program purpose and objectives	MOTBD's consumer facing web site, VisitMT.com was redesigned and launched in March of 2015. The site included extensive use of interactive Google Maps across thousands of online business listings and hundreds of tourism web pages. In June 2018 Google changed their pricing structure causing our annual expense for Google Maps go from $0 to $36,000.00. This project seeks to find a more affordable, possibly open source, mapping solution that gives us greater flexibility and functionality with our current interactive and static image maps. This project will incorporate the findings from the Website Discovery & Research project as well as information gathered from the research phase of this project to recommend solutions for the multiple cases in which the site currently uses Google Maps or static maps. The final phase of this project will involve the development of several unique instances of interactive maps for business listing, attractions, trip itineraries and aggregated editorial content.	
IT Goal and Objective Reference	Goal Number 1: Provide unique information technology solutions	
Estimated Start Date	1/7/2019	
Estimated Delivery Date	5/31/2019	
Estimated Cost	$40,000	
HB 10 Request	N/A	
Funding Source One	Lodging Facility Use Tax Statutory Appropriation	$40,000
Funding Source Two	Funding Source	Amount Allocated
Funding Source Three	Funding Source	Amount Allocated
Annual Costs Upon Completion	N/A	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	0% has been completed to date. This individual project was paid in full up front. Work will commence January 7, 2019 and complete May 31, 2019.	

DOJ (DEPARTMENT OF JUSTICE)		
Driver Modernization (DM) (MERLIN 3rd Phase)		
Motor Vehicle		
Project / Program purpose and objectives	MERLIN revolutionizes the way motor vehicle and driver licensing services are provided in Montana by automating various aspects of the business. Montana has more than 1.75 million titled vehicles and MERLIN supports the yearly task of providing titles for 470,000 vehicles, registration of over 1 million vehicles and licenses and ID cards for approximately 200,000 individuals per year. Vehicle title and registration, integrated accounting, and dealer licensing has been accomplished and has entered an operations and maintenance mode. The MERLIN system includes electronic commerce applications through the state portal using Montana Interactive.	
IT Goal and Objective Reference	Goal 1. Deliver Value Added IT solutions. Objective 1.1 Meet business needs for new, replacement, and upgraded systems.	
Estimated start date	7/1/2014	
Estimated delivery date	6/30/2020	
Estimated cost	$14,186,963	
HB 10 Request	No	
Funding source one	General Fund	$1,079,104
Funding source two	State Special Revenue	$1,946,096
Funding source three	Capital Projects Fund	$5,657,890
Annual costs upon completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project reported as “Green” in June LFC. Project now “Yellow” due to three key team member departures and risk associated with potential move of the mainframe. 42% complete $10,864,381 expended	
Computerized Criminal History (CCH v2) upgrade		
Criminal Investigation		
Project / Program purpose and objectives	The Computerized Criminal History (CCHv2) upgrade is a multi-year, multi-phase project that will improve the timeliness, accuracy, and completeness of criminal justice information. Key highlights: □ Provides secure access to Criminal History Record Information (CHRI) for public safety practitioners. □ Tracks data at an offense and charge level thereby providing charge traceability to a criminal cycle. □ Ensures compliance with federal rules for security and data. □ Designs new Montana State Registry to replace Sexual or Violent Offender Registry. □ Leverages Georgia’s CCH system code at no cost □ Establish the foundation for real-time web service integration with FullCourt Enterprise.	
IT Goal and Objective Reference	2. Modernize and Optimize Infrastructure 2.2 Develop information sharing standards, protocols, policies, and exchanges.	
Estimated start date	10/1/2015	

Estimated delivery date	9/28/2018	
Estimated cost	$1,729,455	
HB 10 Request	No	
Funding source one	NCHIP Grant 2015	$1,729,455
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$197,200 including CCHv3 and FEDEX	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% completed; funds expended.	

Computerized Criminal History (CCH v3) upgrade		
Criminal Investigation		
Project / Program purpose and objectives	The Computerized Criminal History (CCHv3) upgrade is a multi-year, multi-phase project that will improve the timeliness, accuracy, and completeness of criminal justice information. Key highlights: Creates convenient online portal through which criminal justice partners across Montana will be able to access criminal history records and systems Creates ability to do online criminal record validations, saving DCI staff significant time and substantial costs Will enhance compliance by offering advanced authentication Will provide efficiencies not currently possible Leverages significant work from CCHv2 project	
IT Goal and Objective Reference	2. Modernize and Optimize Infrastructure 2.2 Develop information sharing standards, protocols, policies, and exchanges.	
Estimated start date	10/1/2016	
Estimated delivery date	3/31/2020	
Estimated cost	$2,269,680	
HB 10 Request	No	
Funding source one	NCHIP 2016	$2,021,096
Funding source two	State Special Revenue (CRISS)	$750,000
Funding source three	Local Match	$224,566
Annual costs upon completion	$197,200 (anticipated maintenance contract cost, if completed)	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project 15% complete $537,099 expended.	

Full Court Enterprise Data Exchange (FEDEX)	
Criminal Investigation	
Project / Program purpose and objectives	The FullCourt Enterprise Data Exchange (FEDEX) upgrade Key highlights: Purpose: A. Replace the existing data exchanges with new exchanges that capture all court actions that are compatible with the new FullCourt Enterprise Case Management (FCE) System and CCHv2 B. Implement new data exchanges for: 1) Orders of Protection, 2) Bench/Arrest Warrants and 3) No Contact Court Orders from the Courts directly to the Law Enforcement and NCIC.

	Objectives: 1. Replace current data exchange with a real-time web services exchange which will make court data immediately available to law enforcement and public safety professionals. 2. Construct three new exchanges for (protection orders, arrest/bench warrants, and no contact orders) using the same web services architecture. 3. Implement these exchanges so as a court is transitioned from the legacy FullCourt system to FCE, the data exchange would be included in their go-live processing.	
IT Goal and Objective Reference	2. Modernize and Optimize Infrastructure 2.2 Develop information sharing standards, protocols, policies, and exchanges.	
Estimated start date	10/1/2016	
Estimated delivery date	To Be Determined when project starts	
Estimated cost	$385,000	
HB 10 Request	Yes	
Funding source one	HB10 LRIT	$385,000
Funding source two		Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	To Be Determined when project starts	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	1% complete – Project On-Hold until we can meet with Office of the Court Administrator and their vendor to re-initiate the planning process. $15,773 expended.	

DOR (DEPARTMENT OF REVENUE)		
GenTax Upgrade to V10		
Department of Revenue		
Project / Program purpose and objectives	• Leverage advantages in the upgrade to increase efficiency and effectiveness of tax administration • Transition to a browser-based application architecture in order to reduce maintenance of software and increase flexibility • Improved task and workflow management, including the ability to access more detailed information quickly	
IT Goal and Objective Reference	Goal 1 objectives 1,2,4,6,11	
Estimated start date	3/1/2016	
Estimated delivery date	12/31/2016	
Estimated cost	$500,000	
HB 10 Request	No	
Funding source one	HB2 - GF	
Funding source two		
Funding source three		
Annual costs upon completion	No additional costs; existing maintenance agreement in place. No additional costs; existing maintenance agreement in place.	

Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% Completed.

Collection Changes		
Department of Revenue		
Project / Program purpose and objectives	Provide technical enhancements and solutions to ensure collectors can manage caseloads more efficiently Evaluate existing business processes for potential automation Includes training for new business processes Includes individual and business collection types	
IT Goal and Objective Reference	Goal 1 objectives 1,2,4,6,11	
Estimated start date	4/1/2016	
Estimated delivery date	12/31/2016	
Estimated cost	Included with cost of GenTax V10 Upgrade	
HB 10 Request	No	
Funding source one	none	
Funding source two		
Funding source three		
Annual costs upon completion	No additional costs; existing maintenance agreement in place. No additional costs; existing maintenance agreement in place.	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% Complete	

SOS (Secretary of State)		
Registry System Integration (Secretary of State Info Management System Replacement)		
Secretary of State IT		
Project / Program purpose and objectives	The Secretary of State Uniform Commercial Code (UCC) system and our Notary system are both currently running on an unsupported software platform. We plan to procure a software vendor to upgrade our UCC system. This development will then provide the infrastructure to add our business registration and notary systems to the new platform in later phases. These systems need to also be centralized under one system and are currently siloed and independent of each other. The goal is to have an integrated registry system.	
IT Goal and Objective Reference	Enable all customers to register, file, and access information quickly and easily Enable more online and mobile services for Montana voters, businesses, notaries	
Estimated start date	October 1, 2018	
Estimated delivery date	12/31/2019	
Estimated cost	$4,270,000	
HB 10 Request	No	
Funding source one	Proprietary	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated

Annual costs upon completion	$175,000
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Not started 0%

Administrative Rules (ARM) SQL Upgrade		
Secretary of State IT		
Project / Program purpose and objectives	Instead of a full ARM system replacement, the Secretary of State Administrative Rules of Montana will procure a vendor to upgrade the current system, saving approximately $500,000. The ARM server is currently running SQL Server 2008. With SQL Server 2008 EOL being 2019, SOS is looking to upgrade the ARM server framework to work with supported and updated SQL software. We will not be moving our ARM system to a new software platform at this time and this is strictly a maintenance upgrade only.	
IT Goal and Objective Reference	Enable all customers to register, file, and access information quickly and easily.	
Estimated start date	10/15/2018	
Estimated delivery date	12/31/2018	
Estimated cost	$75,000	
HB 10 Request	No	
Funding source one	Proprietary	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	0.00	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	0%	

Election System		
Secretary of State IT		
Project / Program purpose and objectives	In 2016, the SOS reported the MT Votes Upgrades and Enhancements Project. The MT Votes System has been enhanced to accommodate changing business requirements. However, due to the aging system and infrastructure and the availability for funding, SOS will procure a new fully integrated election system in 2018.	
IT Goal and Objective Reference	Enable all customers to register, file, and access information quickly and easily.	
Estimated start date	November 1, 2018	
Estimated delivery date	12/31/2019	
Estimated cost	$2,000,000	
HB 10 Request	No	
Funding source one		Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Not started 0%	

FWP (FISH, WILDLIFE & PARKS)		
FWP Wildlife Information System		
Wildlife		
Project / Program purpose and objectives	This project is to engage additional development resources via the Master Contract for IT services to assist in-house development staff with the addition of core functionality to the Wildlife Information System. This considers functions such as an online harvest survey module, the migration of outdated wildlife contract management systems into current technology stacks, modules to collect and manage wildlife collector permit data, and incorporation of functionality that further enables Wildlife's ability to perform their strategic goals and objectives.	
IT Goal and Objective Reference	Data governance and Security	
Estimated start date	7/15/2015	
Estimated delivery date	6/29/2018	
Estimated cost	$6.5 million	
HB 10 Request	No	
Funding source one	Pittman-Robertson Grant (75% of cost)	$4,875,000
Funding source two	General License Funds (25% of cost)	$1,625,000
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$30,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Completed and in use.	

FWP SmartCop Expansion		
Enforcement		
Project / Program purpose and objectives	After successfully implementing the SmartCop (DOJ administered) program for FWP game wardens and sergeant's, the utility provided by this system has become so valuable it is necessary to provide FWP investigator's and Warden Captain's this functionality. The project will provide standards SmartCop hardware, software, licensing, and DOJ services to these additional fourteen (14) officers.	
IT Goal and Objective Reference	Mobile Computing Solutions	
Estimated start date	7/10/2017	
Estimated delivery date	9/22/2017	
Estimated cost	$94,621	
HB 10 Request	No	
Funding source one	General License Funds	$94,621
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$63,245 (DOJ Maintenance Costs)	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Completed and in use.	

GOV (GOVERNOR'S OFFICE)

No reported projects

HHS (DEPARTMENT OF PUBLIC HEALTH & HUNAN SERVICES)		
MMIS / PBM		
Technology Services Division		
Project / Program purpose and objectives	Management and administration of all activities related to Medicaid Program, Healthy Montana Kids, and Mental Health Services Plan. Numerous systems that do not interface with each other or with the data warehouse making analysis and reporting cumbersome. There is a need for a multi-plan MMIS (Medicaid Management Information System) and Pharmacy Benefits Manager to allow for management of all health care programs in one system and to exchange client data across programs to better manage care	
IT Goal and Objective Reference	Use information technology to support and enhance department program service delivery and increase efficiencies.	
Estimated start date	Click or tap to enter a date.	
Estimated delivery date	12/5/2015	
Estimated cost	$6,778,779	
HB 10 Request	Yes	
Funding source one	General Fund	677,878
Funding source two	Federal Fund	6,100,901
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$2,800,000-$3,100,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% completed and all above funds expended.	

Vocational Rehabilitation and Blind (VRB) Case Management System		
TSD		
Project / Program purpose and objectives	Vocational Rehabilitation Program provides a variety of services designed to promote the work and independent of Montanans with disabilities. Cases are established for individuals so that these services can be provided, managed, and tracked. This integrated case management solution will provide for the automated, efficient, provisioning, and tracking of rehabilitation cases. The system will be easily useable by individuals who are blind or low-vision.	
IT Goal and Objective Reference	Use information technology to support and enhance department program service delivery and increase efficiencies.	
Estimated start date	1/1/2013	
Estimated delivery date	7/27/2016	
Estimated cost	$1,796,951	
HB 10 Request	No	
Funding source one	State Special	$1,385,520.00
Funding source two	General Fund	$405,081.00
Funding source three	Federal Fund	$6,350.00
Annual costs upon completion	$194,152.00	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project successfully implemented in July 2016, with 99% of the appropriated funds expended.	

Medicaid Eligibility & Enhancement and CHIMES MA/HMK Integration		
TSD		
Project / Program purpose and objectives	The department needs to enhance its integrated eligibility systems with newer technology and other updates. DPHHS will enhance the current CHIMES system to implement an application process that will provide a streamlined, secure, and interactive client experience in enrolling for health coverage. With the heavy emphasis on increasing automation in the enrollment process, CHIMES will interface with client verification systems, and the Federal data services hub, to provide clients with "real-time" eligibility determinations. In addition to the expanded customer service options, DPHHS will modify the following systems during the enhancement phase: Document Management System, Montana's Online Application, MMIS, Business Intelligence.	
IT Goal and Objective Reference	Use information technology to support and enhance department program service delivery and increase efficiencies.	
Estimated start date	5/1/2014	
Estimated delivery date	9/26/2016	
Estimated cost	$26,632,680	
HB 10 Request	Yes	
Funding source one	Federal Fund	$23,930,242.00
Funding source two	General Fund	$2,702,438.00
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA – Ongoing support for this effort is included in the ongoing CHIMES M&O contract.	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Effort successfully implemented with 93% of the funds expended.	

ACA E&E Phase II		
TSD		
Project / Program purpose and objectives	The purpose of this project is to enhance the current CHIMES system to implement increased automation in the enrollment process for re-applications/new program requests, reported changes, and renewals. CHIMES will be modified to include functionality to support multiple workload models – both a case-based model and a task-based model. This supports an incremental roll-out of DPHHS' Service First vision (Phase 2). CHIMES will also pursue changes to integrate with the State's future replacement MMIS system, and transition from flat file batch interfaces to real-time web services to exchange health coverage and enrollment data. OBJECTIVES: Increased automation in the enrollment process; functionality to support multiple workload models.	
IT Goal and Objective Reference	Implement a modern enterprise architecture that supports interoperability and sharing of data and functionality.	
Estimated start date	3/2/2015	
Estimated delivery date	6/6/2016	
Estimated cost	$6,616,031.00	
HB 10 Request	Yes	
Funding source one	Federal Fund	$5,936,755.00

Funding source two	General Fund	$679,275.00
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA – M&O will occur within the existing CHIMES M&O Contract.	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project fully completed with 72% of the funds expended. Some scope items were removed via Department Decision, reducing the overall cost from what was originally estimated.	

Enterprise Services Phase 1		
TSD		
Project / Program purpose and objectives	The purpose of this project is to enhance the current Enterprise Architecture to implement additional business intelligence and data analytics capabilities for processing timeliness, backlogs, task throughput, error rates, and work participation. In addition, DPHHS will be pursuing several security initiatives to further protect sensitive client data in the database and on file servers, implement SIEM monitoring to mine logs for attempted unauthorized access, and require multi-factor authentication to access solution components that provide access to client data. Objectives: improve program ability to monitor and analyze data. Increase security.	
IT Goal and Objective Reference	Maintain and operate a NIST based security program Implement a modern enterprise architecture that supports interoperability and sharing of data and functionality.	
Estimated start date	2/9/2015	
Estimated delivery date	4/30/2018	
Estimated cost	$2,678,555.67	
HB 10 Request	Yes	
Funding source one	Federal Fund	$2,403,544.46
Funding source two	General Fund	$$275,010.20
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA – Ongoing costs for this effort and included in the CHIES M&O Contract.	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project successfully implemented with 94% of the budget expended.	

ACA E&E Phase III	
TSD	
Project / Program purpose and objectives	The purpose of this project is to enhance the current CHIMES system functionality to meet changes in federal and state regulations and improve user functions and accuracy. OBJECTIVES 1) implement required changes for the HELP Act; 2) implement the required Minimum Essential Coverage (MEC) reporting requirements on IRS form 1095-B. States are required to report that information to beneficiaries by January 31, 2016 for 2015 coverage year information; 3) implement changes with the User Interface (UI) for CHIMES to allow proper functionality with the latest state supported browser; 4) Implement a Case Review Function in CHIMES to improve accuracy and provide for additional quality assurance measures in determining eligibility.

	This will allow for reporting and tracking for improvement; 5) implement a Tableau dashboard which will visualize data extracts from multiple systems, such as CHIMES EA, the Self-Service Portal, MT BEAR (Business Intelligence tool), JIRA, and the phone cloud; 6) replace the existing stand-alone Family Planning Waiver application and eligibility by integrating the application with the existing Self-Service Portal (SSP), and integrating the eligibility determination, correspondence and interfaces within CHIMES EA; and 7) implement the ability for qualified entities to enter presumptive eligibility determinations via SSP, automate enrollment for these referrals, and allow Department staff to manage qualified entity accounts/authorizations.	
IT Goal and Objective Reference	Use information technology to support and enhance department program services delivery and increase efficiencies Implement a modern enterprise architecture that supports interoperability and sharing of data and functionality.	
Estimated start date	7/6/2015	
Estimated delivery date	10/29/2016	
Estimated cost	$7,967,391.00	
HB 10 Request	Yes	
Funding source one	Federal Fund	$7,183,910.00
Funding source two	General Fund	$78,481
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA – M&O costs for this are included in the CHIMES M&O contract.	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	All items for this effort successfully implemented and budget fully expended.	

Enterprise Services Phase 2	
TSD	
Project / Program purpose and objectives	The purpose of this project is: 1) Implementation and operations services for a Medicaid Aged, Blind, or Disabled Asset Verification System (M-ABD AVS). Title VII, Section 7001(d) of P.L.110-252 (Supplemental Appropriations Act of 2008) added a new section to the Social Security Act. Section 1940 now mandates that all states to implement an electronic system for verifying the assets of aged, blind or disabled Medicaid applicants/beneficiaries. The M-ABD AVS system would be used to verify assets held at various Financial Institutions for the very limited group of aged, blind, or disabled Medicaid applicants / beneficiaries. Other Medicaid applicants are specifically precluded from this verification via federal law and regulation; 2) Procurement a vendor to provide modern data management, data exchange, web services, project management, and reporting capabilities to support expanded health care services for Montana. The Enterprise Data Exchange (EDX) will facilitate the transfer of data between multiple systems and business entities and “store and forward” data as necessary creating the base repository for future analytics. The EDX will also centralize core and common business functionality so that it

	becomes the master source for data; and 3) Upgrading to the enterprise version of MuleSoft primarily for additional support and continuity of service. The upgrade also allows integration with our service platform with a single repository for authentication and authorization.	
IT Goal and Objective Reference	Implement a modern enterprise architecture that supports interoperability and sharing of data and functionality.	
Estimated start date	10/8/2015	
Estimated delivery date	6/30/2016	
Estimated cost	$4,638,261	
HB 10 Request	Yes	
Funding source one	General Fund	$474,981.52
Funding source two	Federal Fund	$4,274,833.63
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	NA – Included in CHIMES M&O and Internal Operations Costs	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project scope adjust in June 2017, to separate the AVS effort as its own effort. The remaining scope of this effort: 1. Develop and Implement Enterprise Data Exchange 2. Create exports and Interfaces in CHIMES to support Medicaid Expansion have been completed with all funds expended. The AVS project is current in a procurement status, as we procure a vendor to provide an AVS solution via RFP.	

Child Welfare Case Management System Phase 1		
TSD		
Project / Program purpose and objectives	The purpose of this project is to replace, in a componentized approach, the case management, intake, and investigations business functions from the CAPS mainframe system. These major business functions will have the biggest impact to users and provide the greatest opportunity to streamline and automate tasks for the CFSD staff. This project is now being referred to as MFSIS (Montana Family Safety Information System).	
IT Goal and Objective Reference	Use information technology to support and enhance department program service delivery and increase efficiencies.	
Estimated start date	2/15/2016	
Estimated delivery date	10/31/2018	
Estimated cost	$3,627,961.00	
HB 10 Request	Yes	
Funding source one	General Fund	$1,813,981.00
Funding source two	Federal Fund	$1,813,981.00
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Unknown	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Project about 70% completed. UAT has begun and training documentation for end users being developed. DDI is wrapping up with final sprints.	

HIS (HISTORICAL SOCIETY)
No reported projects

LIV (DEPARTMENT OF LIVESTOCK)		
Web Page rewrite		
Division		
Project / Program purpose and objectives	The current web page is managed using Sharp Content and that product is being phased out of support. So, the Web page needs to be re-written using Dot Net Nuke DNN and updated to the new state template.	
IT Goal and Objective Reference	Migrate and change pages	
Estimated start date	10/2/2015	
Estimated delivery date	Completed	
Estimated cost	Internal	
HB 10 Request	Choose an item.	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Internal	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% - $0.00 funds expended	

Project NameLivestock information sharing and Records management software Liv Apps		
Division		
Project / Program purpose and objectives	The department needs an IT system to share with all Livestock divisions to track fees collected in each division and an avenue in which to share information with each other. This may involve setting up a department intranet web site. We plan for this to include a module to assist with records management.	
IT Goal and Objective Reference	Setup SharePoint for the Dept.	
Estimated start date	FY2019	
Estimated delivery date	No estimate as it has not been determined the entire scope	
Estimated cost	$1,279.49 monthly to SITSD	
HB 10 Request	Choose an item.	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$15,353.88	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	0% - $0.00 expended	

Milk and egg licensing and Milk Lab	
Division	
Project / Program purpose and objectives	A new system is needed to improve to licensing process of Milk licenses and the tracking of Milk lab results and reporting.
IT Goal and Objective Reference	New COTS App to replace the existing Milk, Egg, and now including Meat and Poultry applications
Estimated start date	TBD - Currently in a solicitation stage.
Estimated delivery date	TBD

Estimated cost	$1.2 Million in 2 years ($600,000 per year)	
HB 10 Request	Choose an item.	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Annual maintenance contracts still TBD	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	10% - $0.00 funds expended	

Per Capita Fee verification system		
Division		
Project / Program purpose and objectives	A system to check for those who have paid their per capita fee against our databases of those who have owned livestock and to flag those who do not match.	
IT Goal and Objective Reference	Find a way to verify funds	
Estimated start date	10/2/2015	
Estimated delivery date	TBD	
Estimated cost	Internal	
HB 10 Request	Choose an item.	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Internal	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	10% - $0.00 expended. Looking at another option that may not have IT involved to validate these funds.	

LOT (MONTANA LOTTERY)		
Montana Lottery Operating System and Related Services		
Department of Administration / Montana Lottery		
Project / Program purpose and objectives	The Lottery Operating System contract will provide the Montana Lottery with the latest technology and service available in the lottery industry to remain current and competitive.	
IT Goal and Objective Reference	The Lottery Operating System contract is providing efficient and effective IT service to the state of Montana providing and managing Lottery products, as well as improving the quality of IT services and minimizing state business interruptions via 24/7 operation. The contract also provides cost effective service as the contractor is paid a percentage of net sales, while maintaining security breaches through the closed Lottery network.	
Estimated start date	3/31/2016	
Estimated delivery date	3/31/2016	
Estimated cost	The contractor is being paid 8.49% of net sales until 1/1/2019 when the payment will be reduced to 8.31% of net sales for the remainder of the contract, 3/30/2024.	
HB 10 Request	No	
Funding source one	Funding Source	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated

Annual costs upon completion	No funds will be requested from the Legislature. The contractor is paid a percentage of sales during the life of the contract for all services.
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project completion does not occur until the contract expires, however the transition from the old contract to the new contract was 100% completed on March 31, 2016 as scheduled. No funds were requested from the Legislature for this contract as noted above, therefore no funds were expended.

Third Party Conversion Testing		
Department of Administration / Montana Lottery		
Project / Program purpose and objectives	The third-party conversion testing contract provided the Montana Lottery with the greatest assurance of the integrity of the new Lottery Operating System.	
IT Goal and Objective Reference	The third-party conversion testing improved the quality of IT services while ensuring efficiency of department resources. Testing conducted by the contractor allowed the department to focus on other aspects of the new Lottery Operating System contract, while still ensuring the integrity of the product.	
Estimated start date	11/1/2015	
Estimated delivery date	11/1/2015	
Estimated cost	$190,000	
HB 10 Request	Yes	
Funding source one	OTO per 2015 legislature	$190,000
Annual costs upon completion	n/a	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The project is 100% complete. $10,000 monthly payments have been made per the contract. As of June 30, 2018, $190,000 of the $190,000 fixed cost has been expended.	

MDT (Department of Transportation)		
Program and Project Management System (PPMS) Replacement		
Multiple Divisions		
Project / Program purpose and objectives	The purpose of the PPMS project is to find solution to address MDT's risk for non-compliance with federal requirements, and increased staff-related costs and STIP/TCP production errors/delays which jeopardize program or project delivery.	
IT Goal and Objective Reference	Goal 1, Objective 2	
Estimated start date	1/1/2017	
Estimated delivery date	10/1/2019	
Estimated cost	4-6 million	
HB 10 Request	Yes	
Funding source one	HSSR	Amount Allocated
Funding source two	FSR	Amount Allocated
Funding source three	SPR	Amount Allocated
Annual costs upon completion	Unknown currently	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	The RFP is posted, with responses due by September 27. < 7% expended to date.	

Linear Referencing System Replacement
Multiple Divisions

Project / Program purpose and objectives	The purpose of the Linear Referencing System replacement project is to facilitate easy collection and location of features in the field, integrate data using multiple referencing methods, and simplify the data maintenance and access within all divisions of MDT. The department would like to improve accuracy of the features referenced to the road network, minimize redundancy in agency database systems, and minimize data maintenance needs due to changes in the transportation network.	
IT Goal and Objective Reference	Goal 1 Objective 3	
Estimated start date	2/1/2017	
Estimated delivery date	10/1/2019	
Estimated cost	$1.5 million	
HB 10 Request	Yes	
Funding source one	HSSR	Amount Allocated
Funding source two	FSR	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Unknown	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Contract awarded in March of 2018, implementation phase has started. Estimated 20% completed	

Utility Permitting and Administration System (UPAS)		
Engineering Division, Right of Way Bureau		
Project / Program purpose and objectives	This system is to replace an entirely manual process of spreadsheets and paper for utility permitting.	
IT Goal and Objective Reference	Goal 1, Objective 6	
Estimated start date	11/1/2017	
Estimated delivery date	1/1/2019	
Estimated cost		
HB 10 Request	No	
Funding source one	Federal Grant	$250,000
Funding source two	Federal Grant (STIC)	$80,000
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Procurement completed; in contract negotiation with selected vendor. Project kickoff meeting will be scheduled prior to September 30, 2018. Project completion – approximately 15%	

Federal Billing System		
Multiple Divisions		
Project / Program purpose and objectives	The purpose of the Federal Billing System project is to find solution to address not only the issues identified by FHWA but a complete solution to replace the multiple applications supporting funds management and the billing system processes.	
IT Goal and Objective Reference	Goal 1, Objective 4	
Estimated start date	6/1/2017	
Estimated delivery date	3/4/2020	
Estimated cost	unknown	
HB 10 Request	No	
Funding source one	FSR	Amount Allocated

Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Unknown	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Currently assessing potential of using a People soft module to meet the needs of this requirement. Estimated 50% completed analyzing the PeopleSoft module.	

Traveler Information System Replacement		
Multiple Divisions		
Project / Program purpose and objectives	This system will provide road condition, construction and other information to the traveling public.	
IT Goal and Objective Reference	Goal 1, Objective 1	
Estimated start date	5/25/2018	
Estimated delivery date	10/1/2019	
Estimated cost	Unknown cost at this point, phase 1 by October 2019	
HB 10 Request	No	
Funding source one	NHTSA	Amount Allocated
Funding source two	HSSR	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Unknown	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Finalizing the requirements gathering and analysis phase. 5% expended.	

CADD Document Management System		
Engineering Division		
Project / Program purpose and objectives	This system is to replace an antiquated CADD Document Management system.	
IT Goal and Objective Reference	Goal 1, Objective 5	
Estimated start date	9/1/2016	
Estimated delivery date	12/31/2018	
Estimated cost	$1.5 million	
HB 10 Request	No	
Funding source one	HSSR	Amount Allocated
Funding source two	FSR	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Procurement completed; in contract negotiation with selected vendor. Project completion – approximately 20%	

MPERA (MONTANA PUBLIC EMPLOYEES RETIREMENT ADMINISTRATION)	
MPERAtiv – PERIS/ERIC/MSS - Line of Business (LOB) pension administration system, including a second phase for Member Self-Service (MSS) Portal	
MPERA	
Project / Program purpose and objectives	• Improve business processing to meet customer expectations • Provide improved services, effectiveness and efficiency • Provide its plan members and retirees with the ability to access account information through the Internet

	• Continue to address the demands of customers and changes in business processes to effectively support and administer our retirement plans	
IT Goal and Objective Reference	Successfully implement MPERA's overall customer service, business operations and technology improvement program (MPERAtiv).	
Estimated start date	10/14/2010	
Estimated delivery date	7/9/2016	
Estimated cost	$15,500,000	
HB 10 Request	No	
Funding source one	MPERA Funding	$15,500,000
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$150,000 / year licensing ongoing $800,000 / year support as needed	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Completed – expended 15,570,746	

MSL (MONTANA STATE LIBRARY)		
Talking Book Library Digital Conversion Project		
Digital Library		
Project / Program purpose and objectives	The 2013 Legislature approved $25,000 (OTO) funds from July 1, 2013-June 30, 2014, to support a part-time temporary hire to convert Montana analog cassette titles to digital format. During that time 25%, or 265 titles, of the cassette collection was converted, leaving 75%, or about 700 titles, yet to be converted. Completing this project was identified as a priority during the executive planning processes for both the 2015 and 2017 legislative session however the State Library was not been funded to complete this work. The need to complete this conversion is now critical because The National Library Service no longer supports analog cassettes and the C-1 players used to play cassettes in MSL's collection are at end of life and should be decommissioned. However, the State Library cannot decommission our C-1 machines while TBL patrons still rely on them to listen to our remaining analog collection. For this reason, in October 2017, the State Library Commission granted MSL authority to use State Library Trust money to complete this project.	
IT Goal and Objective Reference	Goal 2, Objective 2	
Estimated start date	5/1/2018	
Estimated delivery date	12/31/2018	
Estimated cost	$135,000	
HB 10 Request	No	
Funding source one	Montana State Library Trust	$135,000
Annual costs upon completion	$100.00	

Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	5% complete and funds are .1% expended.

OPD (OFFICE OF PUBLIC DEFENDER)
No reported projects

OPI (OFFICE OF PUBLIC INSTRUCTION)		
Direct Certification Enhancements		
Health Enhancement and Safety		
Project / Program purpose and objectives	The OPI recently introduced a new system that uses DPHHS data to directly certify students for the school's nutrition program. The agency recently received a USDA grant to enhance the system to increase usability, add additional sources of data for use in certification and to build interfaces to school district systems	
IT Goal and Objective Reference	Objective 2-1 – Fully utilize the capabilities of existing software packages	
Estimated start date	1/21/2014	
Estimated delivery date	12/30/2016	
Estimated cost	$984,000.00	
HB 10 Request	No	
Funding source one	USDA Grant	$971,000.00
Funding source two	General Fund	$13,000.00
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$0	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% Complete and 100% of all funds expended.	

Art II Grant	
Health Enhancement and Safety	
Project / Program purpose and objectives	The project will replace existing school nutrition systems currently in use at the OPI and add additional automation to increase agency efficiencies.
IT Goal and Objective Reference	Objective 3-1 – Replace the existing Child Nutrition Program solution
Estimated start date	10/1/2015
Estimated delivery date	9/28/2018
Estimated cost	$1,515,000

HB 10 Request	No	
Funding source one	USDA Grant	$1,497,000.00
Funding source two	General Fund	$18,000.00
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$150,000.00	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	98% complete and 88% of funds expended	

PSC (PUBLIC SERVICE COMMISION)

The Public Service Commission was dependent entirely on SITSD support until shortly before the submission of its 2016 IT Plan; as such, it was deemed infeasible to undertake major projects at that time.

The Commission has since achieved a large degree of IT autonomy and has worked closely with SITSD to advance its goals of efficient, convenient, and practical systems.

SAO (STATE AUDITOR'S OFFICE)

Project Name Sales Force		
Division Securities Bureau		
Project/Program purpose and objectives	Most Securities filings are currently maintained on databases external to the SAO and by a for profit bank. This is not consistent with best practices. The system needs to interface with SEC EDGAR Database, NASAA EFD, and BNYMELLON BLUE EXPRESS. In addition, by housing the data in the system, we will be able to provide a web interface for citizens of Montana to easily research potential investments.	
IT Goal and Objective Reference	Goal: Provide balanced management of information and technology. Objective: Dedicated to providing effective systems that meet the needs of our Agency.	
Estimated Start Date	9/8/2016	
Estimated Delivery Date	1/31/2017	
Estimated Cost	$60K +	
HB 10 Request	N/A	
Funding Source One	Agency Budget	$168,000
Funding Source Two	Funding Source	Amount Allocated
Funding Source Three	Funding Source	Amount Allocated
Annual Costs Upon Completion	$60 ongoing licensing per seat	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	In January of 2017, SAO terminated this project due to staffing issues within Salesforce and deliverables were not met.	

Project Name CSI Legacy System Replacement	
Division Agency Wide	
Project/Program purpose and objectives	This project was to replace a legacy system that supports both the Securities and Insurance divisions. The replacement system will be maintained on updated backend infrastructure and developed in industry standard application methods. The

	replacement system is currently being developed and documented to allow for future enhancements and integration for additional systems critical to CSI. By replacing the legacy system, it has provided a reliable platform for CSI staff to perform day-to-day operations critical to CSI's success and will be completed by 12/31/2016.	
IT Goal and Objective Reference	Goal: Provide balanced management of information and technology Objective Reference: Dedicated to providing effective systems that meet the needs of our Agency.	
Estimated Start Date	4/2014	
Estimated Delivery Date	12/31/2016	
Estimated Cost		
HB 10 Request	N/A	
Funding Source One	Agency Budget	
Funding Source Two	Funding Source	Amount Allocated
Funding Source Three	Funding Source	Amount Allocated
Annual Costs Upon Completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	On December 31, 2016 this initial project was completed for the Insurance and Central Services Bureaus. Securities will be completed by December 2018. Since then this has become an ongoing project as there has been modifications and additions to accommodate other Bureaus in the Agency.	

STF (MONTANA STATE FUND)	
Application and infrastructure lifecycle support	
Project / Program purpose and objectives	Ongoing support and maintenance for existing core business and business support applications.
IT Goal and Objective Reference	1. Provide an operational and competitive edge to MSF insurance service delivery. a. MSF employees receive insurance functionality and system support that enables value-added and personalized customer service. b. MSF stakeholders receive timely, anticipatory, and accurate insurance information. 1. Ensure MSF infrastructure and non-insurance applications support existing operational requirements and are positioned for flexibility. a. Develop and reinforce practices to secure data and minimize risk of exposure to non-authorized parties. b. Provides MSF employees and stakeholders with efficient systems and reliable operations environment.
Estimated start date	7/1/2016
Estimated delivery date	Approved work delivered annually

Estimated cost	$8,547,744	
HB 10 Request	No	
Funding source one	MSF Board of Director approved annual budget	$8,547,744
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$8,547,744	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Application and infrastructure support planned for timeframe of this document 100% complete.	

Data centric initiatives		
Division		
Project / Program purpose and objectives	Potential projects approved by MSF Board of Directors or governance committees to leverage volume of insurance business data.	
IT Goal and Objective Reference	2. Provide an operational and competitive edge to MSF insurance service delivery. a. MSF employees receive insurance functionality and system support that enables value-added and personalized customer service. b. MSF stakeholders receive timely, anticipatory, and accurate insurance information.	
Estimated start date	7/1/2016	
Estimated delivery date	Approved work delivered annually	
Estimated cost	$209,526	
HB 10 Request	No	
Funding source one	MSF Board of Director approved annual budget	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion		
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	Data centric initiatives approved for timeframe of this document 100% complete.	

TRS (TEACHERS RETIREMENT SYSTEM)	
M-Trust	
Division	
Project / Program purpose and objectives	Montana TRS is migrating its pension management system to a modern technology architecture. The upgrade will move the system to a web-based architecture running Adobe ColdFusion 10 on a Windows server housed on TRS hardware in the State of Montana Data Center (SMDC). This front-end application will connect to an Oracle database hosted by SITSD in the SMDC. The web-based front end will be accessible by standard web browsers, including the state standard Internet Explorer as well as Mozilla Firefox.
IT Goal and Objective Reference	Goal 1
Estimated start date	10/1/2013
Estimated delivery date	12/15/2016

Estimated cost	Estimate was $2,704,224	
HB 10 Request	No	
Funding source one	Pension Trust - 09506	$2,639,670
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$72,000	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	100% completed, actual cost was $2,639,670	

Examine alternatives to FileNet or upgrade our FileNet system		
Division		
Project / Program purpose and objectives	Montana TRS has a mature FileNet records management system used to store and retrieve electronic records. That system is due for an upgrade in the next three to five years, but TRS is aware of statewide efforts to identify efficient and effective ERM/ECM solutions for the State of Montana. The agency plans to monitor the state RFI and RFP process then decide on a plan to enhance records management for TRS.	
IT Goal and Objective Reference	Goal 3	
Estimated start date	12/1/2014	
Estimated delivery date	8/13/2018	
Estimated cost	$4,700 – TRS migrated to the state-hosted enterprise content management system. Initial setup cost was $4,700.	
HB 10 Request	No	
Funding source one	Pension Trust - 09506	Amount Allocated
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$5,500 Est	
Status of the project as of **June 30, 2018**. Indicate % completed and status of funds expended.	90% completed. $4700 for initial setup expended as well as some monthly costs associated with maintain the development environment during the planning for the migration.	

Section 1 – MCA 2-17-521(4) (f)

This section fulfills MCA 2-17-521 (4) (f) regarding other information as determined by the department or requested by the governor or the legislature.

Summary of notable accomplishments during the last biennium:

- Saved the state over $1.6 million dollars as a result of Governor Bullock's executive order for IT convergence.
- Increased the data analytics and business intelligence capabilities of the Montana Data Portal, data.mt.gov.
- Implemented multi-factor authentication to further secure access to the state's mission-critical systems and data.
- Established a Mobile-First strategy. We develop all applications and websites using responsive design, formatted primarily for mobile devices and secondarily for desktop devices.
- Implemented data loss prevention technology to add an additional layer of security for sensitive information maintained by the state.
- Implemented a Voice over Internet Protocol (VoIP) initiative where all phones in the state will be integrated with advanced unified communications abilities.
- Completed a migration to an enterprise content management system. This new system provides the state the capability to go completely paperless with enterprise scanning and workflow features.
- Created the Montana Information Security Advisory Council (MT-ISAC) based on an executive order by Governor Bullock, dedicated to community outreach in cybersecurity.
- Implemented mobile device management to secure the state's mobile workforce in a Bring Your Own Device (BYOD) world.

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