



Interim Budget Committee

December 15, 2021

Establishment of Rates HB 2 Reports ServiceNow

KEVIN GILBERTSON
CHIEF INFORMATION OFFICER
STATE OF MONTANA

ESTABLISHMENT OF RATES

Rate Setting

The Legislature approves SITSD rates charged to other state agencies for services and appropriates the cost of the service in the purchasing agencies' budgets.

Rate Calculation

SITSD offers more than 200 services. Service costs are recouped through agency payment of approved rates. SITSD, as an internal service fund, is subject to maintaining a 30-day working capital.

Rates=

- Personal Services (PS) + Operational Expenses (OE) + Overhead (OH) + Internal Sales (IS)/Total Units Sold

Rate/Working Capital

Cost of Service/Agency Utilization = Rate

- Working capital is the amount of cash remaining if all the current assets were converted to cash at their book value and all the current liabilities were paid at their book value.
- 30-day working capital prohibits SITSD from over-collecting and accumulating an excess fund balance.
- If agencies opt not to use SITSD services for which they were appropriated, SITSD must reduce expenditures to offset loss.

ESTABLISHMENT OF RATES – ESA & CESA

Enterprise Services Allocation 22/23	
Adlib Maintenance	\$ 19,197.23
Adobe ETLA	\$ 347,044.57
Application Development	\$1,399,272.00
Application Hosting .NET Ongoing Support	\$ 58,662.86
Application Hosting .NET Server Environment	\$ 9,678.75
Application Hosting App Server Ongoing Support	\$ 7,043.77
Communications Cloud	\$ 130,000.00
Continuity of Government	\$ 567,600.00
Database Hosting - SQL	\$ 8,065.53
Database Hosting - SQL Licensing	\$ 2,340.14
DBA Professional Services	\$ 31,410.00
Directory Services - Active Directory	\$ 171,358.14
Directory Services - Google	\$ 14,309.35
DNS DHCP IPAM	\$ 55,930.37
Enterprise Infrastructure / ESA	\$ 226,145.73
Enterprise Website/Web Content Hosting	\$ 346,363.85
Expert Time - AHS	\$ 58,381.20
Expert Time - CIO	\$ 305,414.00
Expert Time - Contract and Vendor Management	\$ 347,026.13
Expert Time - CTO	\$ 84,316.18
Expert Time - Executive Services & Support	\$ 199,182.47
Expert Time - Service Desk	\$ 49,979.92
Expert Time - ServiceNow	\$ 324,507.41
Expert Time - Supervision ATSB	\$ 75,400.65
Expert Time - Supervision ESB	\$ 29,391.50
Expert Time - Supervision ETSB	\$ 63,951.36
Montana.gov and MINE	\$ 283,409.82
MS Support Contract	\$ 538,125.00
ESA Total	\$5,753,507.92

CESA 2023B	
Service	Requested Amount
Application Development	\$ 24,000
Cybersecurity Enterprise Services - ESP	\$ 702,415
Cybersecurity Enterprise Services - IRTS	\$ 1,292,132
Directory Services - Identity Management	\$ 168,587
eGov Identity Management	\$ 57,378
Expert Time - AHS	\$ 336,000
Expert Time – Enterprise Security Risk Man	\$ 518,625
Expert Time – Forensic Investigations or T	\$ 618,638
Expert Time - NOSC	\$ 939,136
Expert Time - Supervision CISO	\$ 444,053
File and Object Storage	\$ 18,778
Live Storage	\$ 95,189
MFA Service	\$ 934,424
Network Security	\$ 791,042
Software Configuration Management	\$ 95,314
Splunk Service	\$ 818,482
Virtual Server	\$ 301,446
	\$ 8,155,640

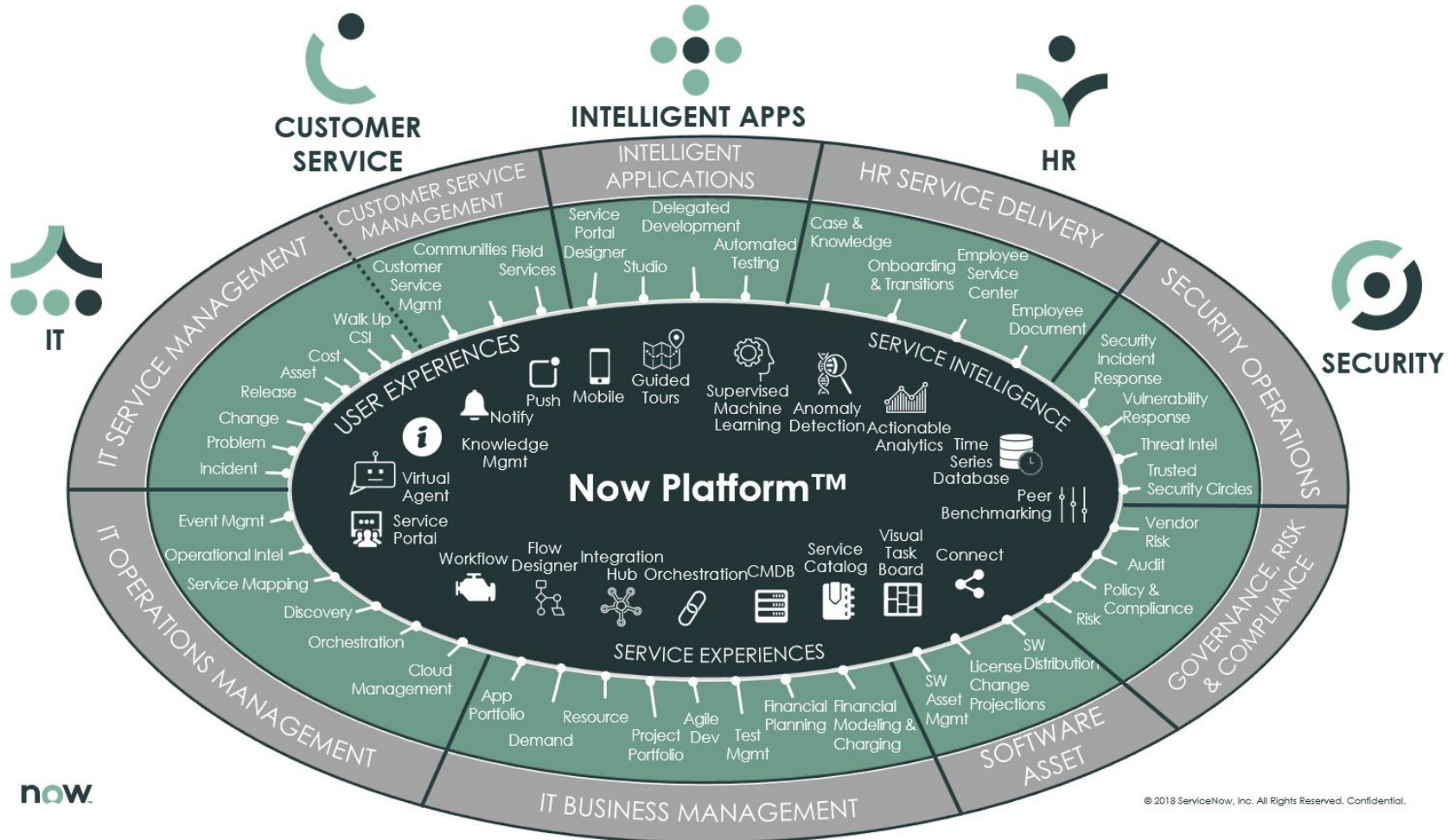
HB2 REPORTS

SITSD APPENDIX A

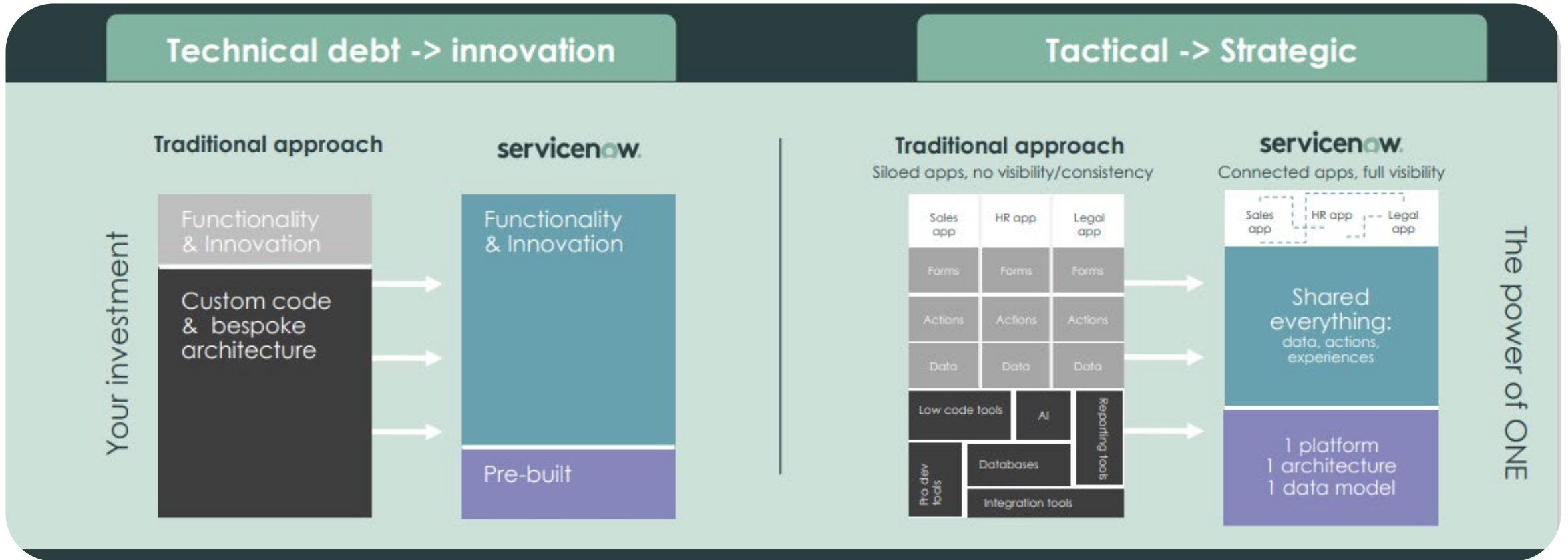
SERVICENOW

- Platform Overview
- Current Contract Review
- Current State Usage
- The Future
- Conclusion

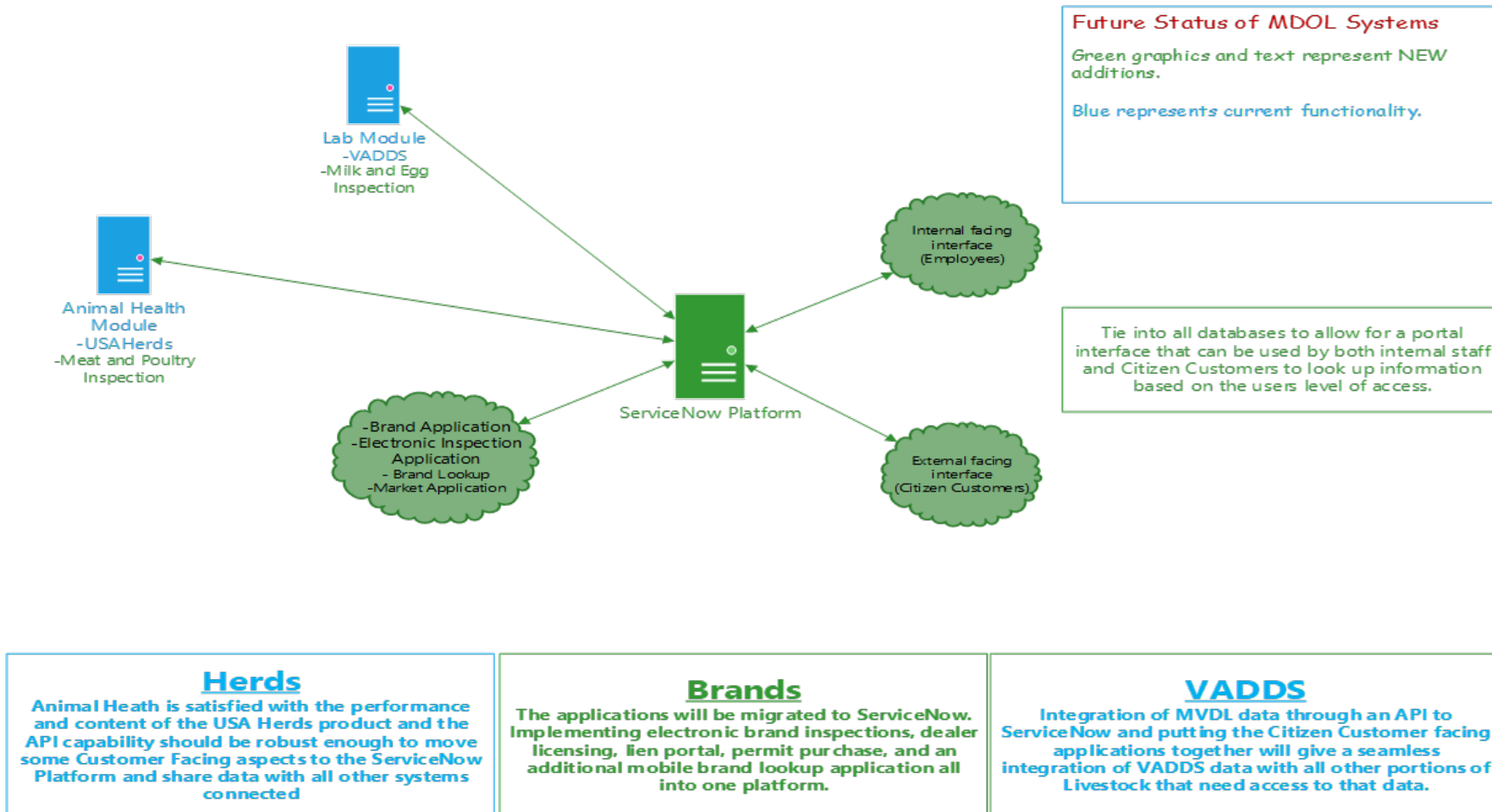
MODULES



TRADITIONAL VS. PLATFORM APPROACH



REAL WORLD SAMPLE - Livestock (In Progress)



ACTUAL ENTERPRISE ALLOCATION

Grand Total: \$2,405,133

Note: Agencies have not been able to estimate their savings yet since they are still learning of ServiceNow products as modules are launched.

ServiceNow Enterprise Allocation	
Business Unit	Budgeted Request Per Year
11040 - Legislative Branch	\$26,237
11120 - Consumer Counsel	\$1,109
21100 - Judiciary	\$81,035
31010 - Governor's Office	\$11,271
32010 - Secretary of State's Office	\$10,070
32020 - Commissioner of Political Prac	\$1,663
34010 - State Auditor's Office	\$15,358
35010 - Office of Public Instruction	\$33,997
41100 - Department of Justice	\$144,933
42010 - Public Service Regulation	\$4,250
51010 - Board of Public Education	\$554
51130 - School for the Deaf & Blind	\$15,698
51140 - Montana Arts Council	\$1,293
51150 - Library Commission	\$3,930

ServiceNow Enterprise Allocation	
Business Unit	Budgeted Request Per Year
51170 - Historical Society	\$10,971
52010 - Dept. of Fish, Wildlife & Parks	\$129,337
53010 - Dept of Environmental Quality	\$77,794
54010 - Department of Transportation	\$391,941
56030 - Department of Livestock	\$25,058
57060 - Dept Nat Resource/Conservation	\$101,855
58010 - Department of Revenue	\$122,870
61010 - Department of Administration	\$60,788
61030 - Montana State Fund	\$56,723
61040 - MT Public Employee Retirement	\$9,054
61050 - Teachers Retirement Board	\$3,880
61080 - Public Defender	\$50,246
62010 - MT Dept of Agriculture	\$21,200
64010 - Dept of Corrections	\$253,397
65010 - Department of Commerce	\$38,594
66020 - Labor & Industry	\$142,406
67010 - Dept of Military Affairs	\$14,412
69010 - Public Health & Human Services	\$543,210

SAMPLE PRICING - Single Agency (Limited Discount)

Size

- 900 Users
- 520 Contractors
- 350 Servers

Annual Price Per Module

- CSM Pro - \$545,280.00
- IRM Pro - \$54,144.00
- Integration Hub (Enterprise) - \$48,000
- ITOM Pro - \$168,432.00
- FSM Pro - \$383,040.00

Single Large Agency Total:

\$1,315,584.00

Current Largest Agency Spend:

\$391,941

ACTUAL USAGE - Modules

Agency	Current Agency Modules Systems Modules/Systems
Department of Commerce	ITSM, MERA
Department of Corrections	ITSM
Department of Environmental Quality	ITSM
Department of Fish, Wildlife, and Parks	ITSM
Department of Labor and Industry	ITSM, HAM, Unemployment Request
Department of Livestock	ITSM, HAM
Department of Military Affairs	ITSM
Department of Natural Resources and Conservation	ITSM, HAM
Department of Public Health and Human Services	ITSM
Department of Revenue	ITSM
Department of Transportation	ITSM, Conflict of Interest
Dept. of Administration, SITSD	ITSM, CMDB, Security Incident Response, Vulnerability Response, Policy
Dept. of Administration	Conflict of Interest, Mobile Device Management, Policy, DOA Onboarding, HAM
Judicial Branch	ITSM
Montana State Library	ITSM
Office of State Public Defender	ITSM, HAM
Office of the Secretary of State	ITSM
State Financial Services Division	ITSM
Department of Justice	Appointment Booking
Montana State Fund	ITSM
Enterprise	Virtual Agent

ACTUAL USAGE - Users

Company	User Count	Percentage of Count
HHS	592	16.53%
MDT	501	13.99%
FWP	305	8.51%
DNR	242	6.76%
COR	227	6.34%
DOJ	190	5.3%
ITSD	177	4.94%
DLI	174	4.86%
DOR	164	4.58%
JUD	115	3.21%
DOC	110	3.07%
DEQ	106	2.96%
STF	92	2.57%
ADM	75	2.09%
DMA	70	1.95%
OPD	53	1.48%
SFSD	46	1.28%
LIV	42	1.17%

AGR	35	0.98%
LEG	32	0.89%
OPI	31	0.87%
MSL	30	0.84%
HIS	29	0.81%
SOS	24	0.67%
CHE	19	0.53%
SAO	19	0.53%
GOV	18	0.5%
MLOT	14	0.39%
MPERA	14	0.39%
PSC	9	0.25%
TRS	7	0.2%
MSDB	6	0.17%
ART	4	0.11%
BPE	3	0.08%
CPP	3	0.08%
MCC	3	0.08%
MTAB	1	0.03%
Total	3,582	100%

SERVICENOW BACKLOG – Future Use

Agency	Modules/Systems
Department of Environmental Quality	DEQ App Engine, HR Workflow, AP Invoicing
Department of Livestock	Loss Prevention Grant Application, link a Payzang transaction to a survey distribution trigger, Brands Application - Glidefast partner
Department of Commerce	Made in MT (MIM) - Servos partner, Mortgage App - ServiceNow Services partner, HAM
Departement of Agriculture	Hay Hotline - Glidefast partner, CSM, HAM
Department of Public Health and Human Services	HHS - Problem Management
Montana State Library	CSM, appointment scheduler, public reference request form, Services to Libraries knowledge base and helpdesk
Dept. of Administration	FOIA Public Records Requests, HR Background Check Request, ProCard Requests, ProCard Receipts, DOA Requisition, Contingent Worker Form, A & E invoice workflow
Governor's Office	CSM
Departement of Agriculture	CSM
Legislative Services	CSM
Dept. of Administration, SITSD	SITSD Services Portal
Dept. of Administration, SITSD	CSM Enterprise Deployment
Dept. of Administration, SITSD	MT.gov Services Portal
Department of Corrections	HAM
Dept. of Administration, SITSD	PPM
Department of Natural Resources and Conservation	DNRC Sick Leave Fund
State Financial Services Division	SFSD Document Policy
Department of Fish, Wildlife, and Parks	Commissioner Public Comments, Pilot ProCard Receipts
Department of Justice	CSM, MVD appointment scheduler
Office of Public Defender	Policy, workflows for onboarding, offboarding, transfers
Montanta Department of Transportation	CSM
Department of Revenue	HAM
Office of the Secretary of State	CSM
Enterprise	SAM

THE POWER OF THE PLATFORM

- Replace Legacy Applications
- Enable Inter/Intra-Agency Collaboration
- Provide Low Cost ITSM & CSM
- Leverage Automation
- Develop with Low-Code/No-Code
- Utilize Integration into Other State Applications (e.g. SABHRS)

CONCLUSION

- Platforms and the Future of IT
- Drive Adoption and Education to Increase ROI
- The Digital Imperative – 100% Digital
Provide Integrated, Secure, and Powerful Tools to the Business
- Questions?