

Volume 10 Appendix A

Information Technology Agency Request Summaries

Executive Summary

House Bill 10 includes new investments in information technology assets and are appropriated as long-range projects. The Executive Budget includes the following recommendations for new appropriations for long range information technology projects for the 2025 Biennium. A summary is provided for each project in this document.

Long Range IT Projects					
DEPT	Project Description	LRITP	SSR	FSR	Total
Justice	CARS	\$50,511,000			\$50,511,000
Ag	Commodity Assessment System	\$350,000	\$20,000		\$370,000
Ag	SAFHER Federal System		\$166,667	\$33,333	\$200,000
Ag	Grant Management System		\$40,000	\$20,000	\$60,000
DPHHS	Comprehensive Child Welfare Information System	\$12,537,881		\$12,537,881	\$25,075,762
DPHHS	Montana Child Support Enforcement Automated	\$4,412,940	\$6,304,200	\$20,803,860	\$31,521,000
DPHHS	Electronic Health Records and Billing – State Facility	\$25,000,000	\$2,321,690	\$285,614	\$27,607,304
DPHHS	Montana Healthcare Programs Modularity Project	\$4,940,613		\$44,465,517	\$49,406,130
DPHHS	SNAP Employment and Training/Enterprise Solution	\$1,400,000		\$1,400,000	\$2,800,000
DPHHS	Electronic Benefits Transfer System Replacement	\$1,250,000		\$1,250,000	\$2,500,000
Judicial	Judicial Courtroom Remote Appearance Video Technology	\$850,000			\$850,000
Judicial	Courthouse Security	\$500,000			\$500,000
DNRC	DNRC Financial Management System	\$758,800	\$596,200		\$1,355,000
DNRC	DNRC Fire Finance Processing System	\$500,000			\$500,000
DNRC	Flathead Reservation Information Technology System	\$700,000			\$700,000
DNRC	TLMS Customer Portal	\$2,000,000			\$2,000,000
DOA - ITSD	Cybersecurity Enhancements	\$21,513,774			\$21,513,774
DOA - ITSD	E-Discovery/Public Information Request Software	\$2,000,000			\$2,000,000
OPD	Wifi update in courthouses	\$350,000			\$350,000
PSC	Software Modernization Project (REDDI)		\$1,469,436		\$1,469,436
Livestock	Animal Health System		\$450,000		\$450,000
Livestock	Snowflake Integration		\$125,000		\$125,000
Livestock	Google AI		\$425,000		\$425,000
Corrections	Offender Management System Replacement	\$18,000,000			\$18,000,000
Total		\$ 147,575,008	\$ 11,918,193	\$ 80,796,205	\$ 240,289,406

Department of Administration – State Information Technology Services

Montana Cybersecurity Enhancement Project

DEPT	Project Description	LRITP	SSR	FSR	Total
DOA - ITSD	Cybersecurity Enhancements	\$21,513,774			\$21,513,774

Assesses the State's cybersecurity program maturity based on 128 criteria, provides expert analysis, and Zero Trust roadmap recommendations. Perform cyber hygiene assessments of applications, data, and users according to access policies, automating intelligent risk-based access based on data classification and device health. Reduce the cyberattack surface by implementing Zero Trust Endpoint Segmentation between workstations on the network.

E-Discovery/Public Information Request Software

DEPT	Project Description	LRITP	SSR	FSR	Total
DOA - ITSD	E-Discovery/Public Information Request Software	\$2,000,000			\$2,000,000

Enhances the capabilities for the State of Montana to retain and access data, ensure compliance with state regulations, and respond to data requests in a timely manner/Instate an office in DOA to respond to public information requests

Department of Agriculture

Commodity Assessment System

DEPT	Project Description	LRITP	SSR	FSR	Total
Ag	Commodity Assessment System	\$350,000	\$20,000		\$370,000

An online application that would allow Department of Agriculture producers to electronically submit their commodity data and make their assessment payments. Commodity assessments that apply to Montana's wheat, barley, pulse, organic produce, and potato producers. A digital commodity assessment reporting and payment process to replace our current paper process to meet the Governor's Digital Challenge. An automated system will improve customer service, data analysis, and operational efficiency.

SAFHER Federal System

DEPT	Project Description	LRITP	SSR	FSR	Total
Ag	SAFHER Federal System		\$166,667	\$33,333	\$200,000

A federal industry developed system for Agriculture Food, Health, E-Inspections, and Registration (SAFHR). Replace current and antiquated system, MT Plants, with more effective and robust system. This one-time only request will bring our most vital system/technology into the 21st century, improving our customer service, accountability, and operational efficiency, while meeting the safety needs and expectation of our constituents.

Grant Management System

DEPT	Project Description	LRITP	SSR	FSR	Total
Ag	Grant Management System		\$40,000	\$20,000	\$60,000

An automated grant management system with the capacity to interface with the statewide financial system (SABHRS) for grants that are administered by the Department of Agriculture for research, development, and marketing of Montana's agriculture industry. The funding will add functionality to the Department of Commerce's Service Now grants management system to adapt to the Department of Agriculture's grant needs. Replace current grant management system with a more effective system that will interface with the statewide financial system (SABHRS). This new system will improve our customer service, as well as our accountability and operational efficiency.

Department of Livestock

Animal Health System

DEPT	Project Description	LRITP	SSR	FSR	Total
Livestock	Animal Health System		\$450,000		\$450,000

Replace or upgrade the outdated and unsupported legacy applications currently in use. The system to be replaced serves as a key repository for animal identification records, import and animal movement records, and disease testing records to ensure traceability in the event of a foreign animal disease outbreak, and compliance with state law. The system also provides the capability for Montana veterinarians to utilize electronic method for issuing health certificates prior to export of Montana livestock out of state. Replacement or Upgrade of the existing Animal Health system with a Commercial Off The Shelf (COTS) replacement preferably with a Cloud Smart Approach. This will be a form, fit, function replacement for existing operability with improvements to areas where Animal Health deems the cost appropriate. The objectives include providing secure and uninterrupted service to the Citizens of the State of Montana and better utilization and integration of data within the Department of Livestock and other State and Federal Agencies.

Snowflake Integration

DEPT	Project Description	LRITP	SSR	FSR	Total
Livestock	Snowflake Integration		\$125,000		\$125,000

The Snowflake Integration Project will integrate the data from the Department of Livestock systems new and old by replicating production databases and moving data from retiring legacy systems onto the Cloud Data Platform for data integration and Robust / Query tools. The Department of Livestock Systems including the Brands Division, Animal Health Division, and Central Services Division will have replicated databases from any existing, upgraded, or legacy systems loaded to the Data Cloud for inclusion in a Robust Query and Reporting tool. The objectives of the project are to allow for robust reporting, provide long-term digital backup of both current and legacy systems, and allow for data integrations with State and Federal partners for improved communication and data sharing. Additionally, the integration of the data from this system will assist in developing real-time audit procedures, violation tracking, paper storage reduction, and reduce the time required to fulfill FOIA requests.

Google AI

DEPT	Project Description	LRITP	SSR	FSR	Total
Livestock	Google AI		\$425,000		\$425,000

Google AI for Livestock is a Doc AI project combined with a Vision AI integration that serves to recognize data and hand drawn images from Livestock inspection forms for entry into the Livestock inspection system. The purpose of the Google AI project is to digitize and automate the inflow of the Livestock Inspections Forms used to perform inspections when technology fails or is not in use. The objectives are to reduce or eliminate the data entry step and move the scanned hard copy to long-term storage eliminating the need for physical storage and reducing the time from paper to program.

Public Service Commission

Software Modernization (REDDI)

DEPT	Project Description	LRITP	SSR	FSR	Total
PSC	Software Modernization Project (REDDI)		\$1,469,436		\$1,469,436

PSC is implementing the REDDI Project utilizing the professional services of Stratosphere on the Pega Platform Case Management. PSC will utilize the Pega platform through a licensing subscription.

Department of Natural Resources and Conservation

Financial Management System

DEPT	Project Description	LRITP	SSR	FSR	Total
DNRC	DNRC Financial Management System	\$758,800	\$596,200		\$1,355,000

A comprehensive, enterprise financial system for the Department that provides efficiency in expenditure tracking, improves internal controls, provides for electronic records management and interfaces with the Statewide Accounting, Budgeting and Human Resource System (SABHRS). The new system proposed will be built on standard COTS financial software platforms with modern accounting and audit support functions. It will improve the accuracy of the system and allow for program budget planning and review to be much more efficient than today and prone to less errors. It will seamlessly integrate with essential SABHRS systems requirements, but with the department specific budgetary tracking needs. To provide an online modernized means of processing and tracking expenditure and accrual accounting information across all divisions of the DNRC in a single, intuitive, accurate and secure system to facilitate the expediency of citizen services with reduced staff resource requirements.

Fire Finance Processing System

DEPT	Project Description	LRITP	SSR	FSR	Total
DNRC	DNRC Fire Finance Processing System	\$500,000			\$500,000

Software application to summarize fire costs and that will meet business needs associated with contracting, tracking, billing and paying for resources used to fight wildland fire. The Montana Department of Natural Resources and Conservation (DNRC) Fire Finance and Incident Business processes are extremely complex involving collaboration among local, state and federal agencies as well as numerous business entities. DNRC is looking to implement robust financial tracking, cost-sharing, and incident reporting features to be able to provide near real time data about these resources to different stakeholders (internal fire operations personnel, internal leadership, external partners, contractors, public, etc.). As part of this effort DNRC wants to have most, if not all, work able to be completed and submitted to DNRC in digital format. Ideally this will tie into a new DNRC enterprise financial system. This project aligns with State IT Plan goal #2, Strategic IT Investment empowering delivery of citizen services and the Governor’s 100% digital goal. To promote efficiency, transparency, and accuracy throughout the wildland firefighting fire business management process; provide enhanced access to materials and information for decision making and improved workflow; provide DNRC business units with much-needed information on fire business resource management – including statistical reports related to utilization of resources, resource costs, and other reporting metrics associated with how resources are being leveraged to fight wildland fires.

Flathead Reservation Information Technology System

DEPT	Project Description	LRITP	SSR	FSR	Total
DNRC	Flathead Reservation Information Technology Sy:	\$700,000			\$700,000

DNRC needs funding to engage technology development that will allow the Board to administer their water rights in the existing and newly replaced Water Rights Information System. The DNRC is actively and currently engaged in a formalized discovery engagement with our contractor. This discovery will result in a level of effort, schedule, and cost associated in hiring a contractor to execute the development, project management, and business analysis necessary to deliver enhanced and changed features and business functionality within the WRIS that will allow the Board conduct statutorily mandated business operations. To enable the Board to manage the water rights under the CSKT Ordinance in accordance with state law, and for the DNRC to manage the water rights system also in accordance with state law.

Trust Land Management System Customer Portal

DEPT	Project Description	LRITP	SSR	FSR	Total
DNRC	TLMS Customer Portal	\$2,000,000			\$2,000,000

An externally facing portal for the new Trust Lands Management System customers to manage their leases, payments, and relationship with the Trust Lands Division. This will allow seamless, digital services for citizens who are customers of the State Lands and who provide revenue for state educational institutions. It will also streamline program workflows saving time and money in invoicing and collecting payments while providing customers information about their agreements, agreement renewals, terms, etc. To provide a secure, modernized means of providing lease agreements, invoicing customers, and collecting payments and revenues for those citizens in cooperative agreements with the Department. This will facilitate the management of citizen digital services that generate revenue for the Trust beneficiaries in line with the Enterprise objectives of a citizen one-stop shop. (State IT Plan Goal # 3.)

Office of Public Defender

Wi-Fi Updates in Courthouses

DEPT	Project Description	LRITP	SSR	FSR	Total
OPD	Wifi update in courthouses	\$350,000			\$350,000

Currently many courthouses in the state are not wired for Montana Secure internet wi-fi access, and the few that are only provide this access to District Court Judges. Employees from multiple state agencies, including OPD, DPHHS, DOJ, and Corrections, are typically in these courthouses on a daily basis and the lack of consistent, reliable, secure internet is impeding their ability to effectively complete their work while in the building. Because State employees cannot typically utilize city or county connections in these buildings, OPD is requesting funding to develop and deploy consistent and reliable State Secure Wi-fi in each courthouse in the State.

Department of Corrections

Offender Management System

DEPT	Project Description	LRITP	SSR	FSR	Total
Corrections	Offender Management System Replacement	\$18,000,000			\$18,000,000

This project would replace the current, internally-built system with a COTS, Cloud Smart system that is vendor supported. This project will involve issuing an RFP to procure and implement a COTS Offender Management System. Additionally, the Department would engage with a contractor to provide assistance in the form of vendor management, independent verification and validation, and project management. The Offender Management System plays a significant role in the day to day management of the Department of Corrections. It is used for tracking demographic information on offenders, storing assessments, tracking case management decisions, and assisting with victim notification and restitution collection, among many other functions. Implementation of a new system will not only enhance and streamline these functionalities, but will ensure continuity of these vital services, as difficulty finding, training, and keeping staff who can support the system will no longer be a concern.

Department of Public Health & Human Services

Comprehensive Child Welfare Information System

DEPT	Project Description	LRITP	SSR	FSR	Total
DPHHS	Comprehensive Child Welfare Information System	\$12,537,881		\$12,537,881	\$25,075,762

This request is to fully fund the build of a Comprehensive Child Welfare Information Systems (CCWIS) to replace the legacy child systems currently in use (CAPS and MFSIS). Montana declared its intention to build a CCWIS-compliant system in 2018. The ability to achieve a modular implementation of a new system (as originally envisioned) is significantly limited by the Administration for Children & Families' interpretation of "modular" and the federal requirement to have one system of record. Existing funding is not sufficient to meet federal expectations or achieve full system replacement. The current system environment is unstable post-mid-tier conversion. DPHHS will replace their legacy system with a modularized child welfare information system. The modernized system will support the child welfare services provided by CFSD and achieve compliance with the Comprehensive Child Welfare Information System (CCWIS) requirements. The new system modules will operate concurrently with CAPS until all functionality has been completed and CAPS is retired. The MFSIS replacement strategy was initially established in November 2015. Phase 1 of the MFSIS replacement project focused on the development of the intake and investigations module which was successfully implemented in November 2018. In 2019, DPHHS and CFSD resumed planning activities to prepare for the planned procurement and implementation of the remaining MFSIS modules. However, with the mainframe transition had to take priority and MFSIS was put on hold. With the system instability of CAPS, Montana risks losing federal funding if a new modern, compliant, CCWIS isn't designed and implemented.

Montana Child Support Enforcement Automated System

DEPT	Project Description	LRITP	SSR	FSR	Total
DPHHS	Montana Child Support Enforcement Automated	\$4,412,940	\$6,304,200	\$20,803,860	\$31,521,000

SEARCHS is obsolete, costly to maintain, and does not meet the needs of the children and families served in the Child Support Services division. The recent transition of the mainframe left the system unstable, with mandatory Federal interfaces not working properly, leaving Federal certification of the current system at risk. Due to the age of the system and programming language used in the original design, the workforce to maintain the system at minimally acceptable performance levels is difficult to recruit and maintain. This request is to secure funding for a full system replacement based on modern technology meeting the federal requirements for system certification. Once funding is secured, a full request for proposal will be issued to identify requirements for a full-scale system replacement. The objective of the project is for a fully-functional, certified state automated child support system. To be certified, a state's automated child support system must be comprehensive, operate statewide, and meet the standards of efficiency and effectiveness and the principles of an integrated system as set forth by federal regulation. A comprehensive system performs all functional requirements within legislative timeframes specified in federal child support regulations and guidelines. Additionally, a

comprehensive system electronically interfaces with other agencies’ and organizations’ systems - federal, state, tribal, international, and private - to improve program management and operations.

Electronic Health Records & Billing – State Facilities

DEPT	Project Description	LRITP	SSR	FSR	Total
DPHHS	Electronic Health Records and Billing – State Facil	\$25,000,000	\$2,321,690	\$285,614	\$27,607,304

This request is to obtain funding for the procurement, design, and enablement of an Electronic Health Records (EHR) system with billing functionality at DPHHS' 7 state-run healthcare facilities. Deployment of a comprehensive EHR system that allows the electronic entry, storage, and maintenance of digital medical data. Deploy an enterprise EHR system across the 7 state-run facilities, Provide full EHR functionality to achieve a better quality of care, Support streamlined business and centralized billing processes, Maximize billing opportunities, Enhance reporting capabilities, Enhance EHR and billing security and compliance, Improve communications and interfaces between business units and data sources, Integrate training and change management efforts, and Increase level of IT support.

Montana Healthcare Programs Modularity Project

DEPT	Project Description	LRITP	SSR	FSR	Total
DPHHS	Montana Healthcare Programs Modularity Project	\$4,940,613		\$44,465,517	\$49,406,130

HB10 funding is being requested to meet the requirements of Federal/State initiatives for multiple systems under the Montana Healthcare Programs Modularity Project (MPATH) program. Funding is needed to replace the legacy Pharmacy Claims Processing System, procure and implement an Electronic Visit Verification (EVV) system, and invest in technology to support the Interoperability and Patient Access Final Rule. Pharmacy Claims Processing system replacement, Electronic Visit Verification System and Services, Support for Interoperability and Patient Access Final Rule. Procurement and implementation of a new Pharmacy Claims Processing system, Procurement and implementation of an Electronic Visit Verification System, Implementation of a mobile engagement platform and funding to amend the Systems Integrator contract, needed to meet the requirements of the Interoperability and Patient Final Access Rule.

SNAP Employment & Training Enterprise Solution

DEPT	Project Description	LRITP	SSR	FSR	Total
DPHHS	SNAP Employment and Training/Enterprise Soluti	\$1,400,000		\$1,400,000	\$2,800,000

This project will automate manual processes, create program efficiencies, and deliver against the State’s digital transformation imperatives. It will improve employment rates among SNAP recipients through comprehensive and modernized service delivery. Enhance, digitize, and optimize manual processes. Enable the expansion of employment and training programs. Improve reporting and transparency across programs. Strengthen State interagency partnerships and infrastructure. Improve the ability for clients to enter regular employment and reduce their dependency on State public assistance. The objective of

the project is to strengthen the way DPHHS serves SNAP recipients through employment and training. The project will support efforts to remove employment barriers, help break the cycle of poverty, and progress recipients toward self-sufficiency. The project will align with the Governor’s and the Department’s goals of increasing efficiencies and increasing workforce opportunities for Montanans. This project will also automate manual processes, create program efficiencies, and deliver against the State’s digital transformation imperatives. It will improve employment rates among SNAP recipients through comprehensive and modernized service delivery.

Electronic Benefits Transfer System Replacement

DEPT	Project Description	LRITP	SSR	FSR	Total
DPHHS	Electronic Benefits Transfer System Replacement	\$1,250,000		\$1,250,000	\$2,500,000

The Department’s EBT contract expires in September 2025 and the current vendor will discontinue services at that time. The Department needs funding to procure, design, develop, and implement a new EBT system to continue providing Montanan’s most vulnerable citizens with SNAP, TANF, and WIC benefits. DPHHS is seeking a vendor to provide Electronic Benefit Transfer (EBT) Services for Montana’s Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF or Cash) program, and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). DPHHS will execute a contract with the selected vendor/contractor which will include the enablement of the following essential EBT functional service areas: account management; benefit redemption/transaction processing; reconciliation; settlement; State and Federal reporting; POS terminal deployment and maintenance; merchant management and support; deployment of farmer equipment (i.e., equipment that can process EBT transactions including, but not limited to, farmer and farmers’ market point of sale equipment); EBT card specifications, production and distribution; PIN establishment and maintenance; customer service support (retailer, cardholder, DPHHS); IVR services; web portal; hot site services; production recovery support; security and privacy; audit services; and training for merchants, farmers, DPHHS staff; eligible clients; and the work required to connect and or integrate with State enterprise systems and or platforms

Judicial Branch

Judicial Courtroom Remote Appearance Video Technology Project

DEPT	Project Description	LRITP	SSR	FSR	Total
Judicial	Judicial Courtroom Remote Appearance Video Te	\$850,000			\$850,000
Judicial	Courthouse Security	\$500,000			\$500,000

Addition and expansion of video equipment in Montana’s 75 courtrooms statewide. The Judicial Courtroom Remote Appearance Video Technology Project is an equipment deployment project that will require equipment purchasing, taking into consideration ITPR processes and rules, equipment receiving and asset logging, implementation planning, installation scheduling, technical installations, and new equipment training. 35 courtrooms (75% of all caseloads) will be equipped with 3-camera video systems and 85” television setups. 18 courtrooms will be equipped with multi-camera capable video equipment and television setups. The objectives of the Judicial Courtroom Remote Appearance Video Technology Project are to facilitate expanded remote appearance options, upgrading interactive video conference equipment to allow for more robust, multi-camera systems, to mitigate court reporter shortages by providing video/audio systems that will allow for remote court reporting and provide coverage to courtrooms from various locations throughout the state, and to realize remote appearance cost efficiencies for the public defender system, local government agencies who would not have to transport prisoners, and the litigants who would not have to travel if more remote appearances options are available.

Department of Justice

CARS – MERLIN replacement

DEPT	Project Description	LRITP	SSR	FSR	Total
Justice	CARS	\$50,511,000			\$50,511,000

The State of Montana, Motor Vehicle Division (MVD), has had the Montana Enhanced Registration and Licensing Information Network (MERLIN) system since 2009. It is a system written in C# and Visual Basic (VB) and uses State hosted SQL service databases. MERLIN has 3 key components: Drivers (Drivers Licenses, Permits, IDs, Commercial Credentials, Compliance and Investigation unit and Driver Enforcement), Vehicles (Titles, Registrations, Liens, Fleet, Insurance, Compliance, and Handicap Placards) and Finance (Point of Sale, General Ledger, Reporting, Accounts Payable, Accounts Receivable, etc.). MERLIN also processes data from a large number of interfaces including American Association of Motor Vehicle Administrators (AAMVA), Federal interfaces, state agencies and Third-party. MERLIN interfaces to a third-party document management system for scanning and to Idemia for card production and photos. Montana has implemented REAL ID and uses central issuance for driving and ID credentials. There are approximately 650 users in 56 counties.

The Motor Vehicle Division has contracted with Fast Enterprises to replace MERLIN with CARS (Credentialing and Registration System). On October 11, 2022, a scheduling and appointment module was deployed across Montana's MVD stations and as an option for counties. This module saw the opportunity to introduce modern abilities to confirm and cancel appointments via text message and in-office queueing features. The second phase of the CARS project will replace Driver License functionality in MERLIN and is in progress, with a go-live date of November 13, 2023. Project activities are currently on track and involve Fast Enterprises, MVD, and staff from other divisions of the DOJ and multiple state agencies. HB10 will fully fund the project to its completion, with the final phase to replace MERLIN Vehicle Services functionality on March 17, 2025.