



MONTANA DEPARTMENT OF NATURAL RESOURCES & CONSERVATION

HB 632

DNRC Technology Modernization for Citizen Services

Project Summary

The Broadband, Technology and Cyber Projects Fund in ARPA will leverage broadband infrastructure across Montana to help connect rural communities to digital services in both the private and public sectors. Our citizens' ability to access critical services and engage with state government is impacted by the lack of digital services at DNRC, leaving the Department without the ability to best serve its constituents during public health emergencies.

This proposal provides the ability to access natural resource permits, leases, and services remotely and safely, with minimal physical contact, mitigating potential spread of COVID-19 among communities. It incorporates digital payment processing and remote paperless workflows to enable efficient service delivery between DNRC employees and the public. Success will result in the transition to a digitally managed financial system that incorporates up-to-date fiscal and cyber security measures. The proposal also enables the digital hiring, tracking, time entry and payroll of seasonal emergency firefighters (EFF) serving the public during fire emergencies, enhancing remote access for these critical employees.

Key Measurable Objectives

Deploy new citizen engagement tool. (Not a new service, replaces Facebook and other public postings) Identify prioritization of service needs by the public from DNRC through online citizen engagement tools.

Deploy new modernized website. Redesign the DNRC web presence to quickly connect citizens to the prioritized services in the department identified above.

Enable digital access to those prioritized services by removing paper workflows and enabling online payment functionality and digital signatures for State Land leases, Mineral leases, and Cabin leases; Ag & Grazing Leases; Timber Sales; Oil & Gas permits; Water Right permits; Christmas Tree & Firewood Permits, State Lands Recreation permits; State Nursery Seedling purchases; Conservation and Resource Development grant agreements; and others as identified by the citizen engagement initiative.

Digitally manage accounting information. Transition internal legacy financial tracking based on paper transactions to a cloud based, digitally managed financial system with digital invoice, receipts, payments (both to the public and from citizens), and tracking; notice creation; signatures and approvals; and integration with State Accounting Bureau & Human Resource System (SABHRS).

Seasonal Staff Self-service portal and payroll processing. Develop the ability for the EFFs to use an online self-service portal to submit personal hire information; timesheet entry; and fiscal information tied to SABHRS.

Online Auditing of Emergency Fire Fighter Time. Create the ability for DNRC Land office personnel to access online EFF timesheet information to improve the efficiency of audit activities (review hours worked, personnel assigned, etc.) for different fires.

Conclusion and Estimated Costs

This project enables digital access, enhances cyber security, and streamlines DNRC service delivery to the public impacted by COVID restrictions--all remotely and safely for both staff and citizens.

Citizen Engagement Platform	\$	300,000
Modernized Financial Platform	\$	1,400,000
Firefighter Hiring & Payroll	\$	560,000
Online Payments/Permitting	\$	700,000
Total	\$	2,960,000