MONTANA LEGISLATIVE BRANCH

Legislative Fiscal Division

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Director
AMY CARLSON

DATE: December 11, 2017

TO: Legislative Finance Committee

FROM: Joe Triem, Finance Manager
              Shauna Albrecht, Fiscal Analyst

RE: Information Technology Interim Study Update

HB 2 contains the following language:
It is the intent of the legislature that the legislative finance committee include a study of enterprise, data storage, and network services as part of its 2019 biennium interim work. In addition, as part of the study, the legislative finance committee shall include a customer satisfaction survey to assess agency needs and challenges that may need to be addressed by the state information technology services division of the department of administration.

As a result, the study for the 2019 biennium was created with the following three components, with bullets added to each component to represent the current status:

A)   Customer satisfaction survey. Interviews with state agencies to understand agency satisfaction with SITSD: services provided, adoption of new technology, and competitiveness with private services in speed, cost, and service. Information gained through these surveys will be used to identify information technology services warranting additional research and analysis

- Survey is completed and was reported at the October LFC meeting
- Several recommendations came out of the report
    - Conduct the technician satisfaction portion of the survey by SITSD bureau as there were several comments stating the service varies significantly by bureau
    - Re-survey the agencies after convergence is fully complete (suggest summer of 2018)
    - Dedicate an agenda item at a future LFC to have SITSD explain and detail how enterprise rates are determined, evaluated, and adjusted

B)   Case study of the Legislative Branch. Detailed study and analysis of the cost/benefits of IT convergence versus decoupling from the current centralized services model

- Partnered with CompuNet to obtain quotes of the same services Legislative Branch is purchasing and utilizing from SITSD
- Currently analyzing rates, quotes, FTE requirements, and services
- Working closely with OLIS to ensure all IT related functions are covered and no gaps in services
- Conducting additional interviews with other agencies and other states that have separated legislative branch IT services
- Case study draft to be completed by January 31, 2018

C)   Academic input about industry trends related to centralized versus de-centralized IT services

- LFD has contacted UM & MSU for availability of academic research to the subject matter
  - Both campuses interested in assisting, however they do not have faculty experts in the subject matter and instead have been providing research papers relevant to the subject matter in relation to higher education
- Requested access to SITSD's Gartner account, a leading IT research firm, in order to locate relevant and reputable research