



# MONTANA LEGISLATIVE BRANCH

## Legislative Fiscal Division

Room 110 Capitol Building \* P.O. Box 201711 \* Helena, MT 59620-1711 \* (406) 444-2986 \* FAX (406) 444-3036

**Director**  
AMY CARLSON

DATE: March 13, 2018  
TO: Legislative Finance Committee  
FROM: Kris Wilkinson, Lead Fiscal Analyst  
RE: Information Technology Strategic Plan 2018-2020

Statute requires the Department of Administration (DOA) to submit the Information Technology (IT) Strategic Plan to the Legislative Finance Committee (LFC) at its next scheduled meeting after March 1<sup>st</sup>.

Statute also requires that the plan:

- Reflect the policies outlined in statute, See Appendix 1 for statute related to IT policy, and be in accordance with statewide standards and polices established by DOA
- Establish the statewide mission, goals, and objectives for the use of information technology, including goals for electronic access to government records, information, and services
- Establish the strategic direction for how state agencies will develop and use information technology resources to provide state government services

DOA has submitted the Information Technology Strategic Plan for 2018-2020 to the LFC. The plan addresses:

- Statewide mission
- Goals for the use of information technology. Goal 3 and Goal 4 address electronic access to government records and information. Goals 1 through 6 address access to government services
- Objectives to implement the specific goals. The majority of the objectives address access to government services. Objectives 3.1, 3.3, 4.4, and 4.6 address electronic access to government records and information

## Appendix 1. Statute Related to IT Policy

2-17-505. Policy. (1) It is the policy of the state that information technology be used to improve the quality of life of Montana citizens by providing educational opportunities, creating quality jobs and a favorable business climate, improving government, and protecting individual privacy and the privacy of the information contained within information technology systems.

(2) It is the policy of the state that the development of information technology resources in the state must be conducted in an organized, deliberative, and cost-effective manner.

(3) It is the policy of the state that information technology is essential and vital to the people of the state of Montana, and the services, systems, and infrastructure are therefore considered to be an asset of the state.

(4) The following principles must guide the development of state information technology resources:

(a) There are statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and other entities using the state network.

(b) Mitigation of risks is a priority in order to protect individual privacy and the privacy of information contained within information technology systems as they become more interconnected and as the liabilities stemming from the risk to information technology, also known as cyber risk, have increased.

(c) Whenever feasible and not an undue cyber risk, common data is entered once and shared among government entities at any level or political subdivision.

(d) Third-party providers of data, such as citizens, businesses, and other government entities, are responsible for the accuracy and integrity of the data provided to government entities.

(e) Government entities are required to conduct business through open, transparent processes to ensure accountability to the citizenry, and information technology provides access to information through simple and expeditious procedures.

(f) In order to minimize unwarranted duplication, similar information technology systems and data management applications are implemented and managed in a coordinated manner.

(g) Planning and development of information technology resources are conducted in conjunction with budget development and approval.

(h) Information technology systems are deployed aggressively whenever it can be shown that it will provide improved services to Montana citizens.

(i) Public-private partnerships are used to deploy information technology systems when practical and cost-effective.

(j) State information technology systems are developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible.

(k) State information technology systems are able to accommodate electronic transmissions between the state and its citizens, businesses, and other government entities, including providing financial incentives for citizens and businesses to use electronic government services.

(l) State information technology systems are able to embrace the economics of digitized records to avoid duplication and transport costs.

(m) Electronic record creation, management, storage, and retrieval processes and procedures are used to create and deliver professional records management experiences for the citizens of Montana.

(n) State information technology systems are able to embrace continuous process improvement initiatives in order to keep pace with new and emerging technologies and delivery channels in order to allow citizens to determine when, where, and how they interact with government agencies.

(5) It is the policy of the state that the department must be accountable to the governor, the legislature, and the citizens of Montana.

History: En. Sec. 3, Ch. 313, L. 2001; amd. Sec. 1, Ch. 166, L. 2013.