

State of Montana

Agency IT Plan 2014

Office of Commissioner of Higher Education

Table of Contents

1. Executive Summary
2. Environment, Success, Capabilities
3. IT Contributions and Strategies
4. IT Principles
5. IT Governance
6. IT Financial Management
7. IT Services and Processes
8. IT Infrastructure, Staffing, Resources
9. IT Risks and Issues
10. IT Goals and Objectives
11. IT Projects
12. Security and Business Continuity Programs
13. Planned IT Expenditures
14. Administrative Information

1. Executive Summary

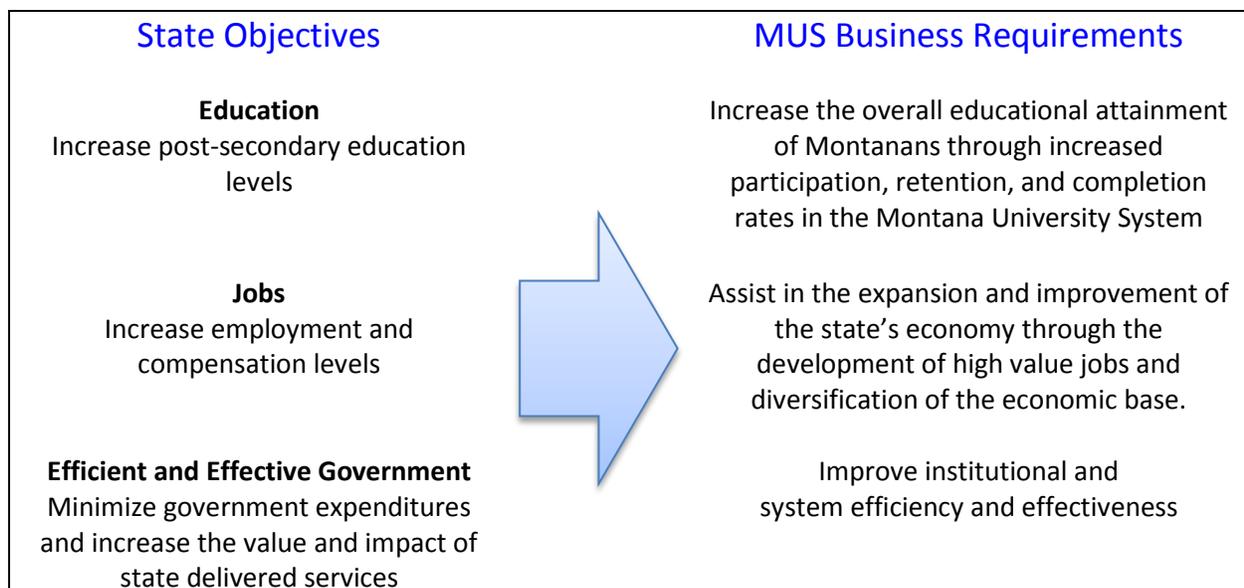
The Office of Commissioner of Higher Education (OCHE) provides management support and administrative leadership to all educational units and research & public service education agencies of the Montana University System (MUS). OCHE does not provide IT support or services to the campuses of the MUS. In fact, OCHE gets many IT-related services directly from the campuses. This includes the primary network infrastructure, assistance with LAN administration, and email services. The campuses also host and maintain finance and student data warehouses. IT operations at OCHE are performed by a small number of IT professionals who provide daily technical support primarily to OCHE staff.

The goals and objectives outlined in this plan support the day-to-day management of a small number of servers, desktop computers, and hardware; management and maintenance of agency websites; management of two data warehouses; and support for intra-office IT operations.

2. Environment, Success, and Capabilities

The OCHE is the central administrative unit of the MUS and the primary supporting office for the Board of Regents (Board). The Montana Constitution extends governance authority over the MUS to the Board but leaves the power to appropriate state funds for the MUS to the legislature. All state funds appropriated by the legislature to the Board for the support of the MUS are channeled through the OCHE, which is then distributed to the universities, community colleges, and tribal colleges.

The Board has developed a Strategic Plan for the MUS which sets forth an agenda for higher education in Montana by delineating the strategic directions, goals, and objectives that guide the MUS. The Plan is comprised of three primary goals: Access & Affordability, Workforce & Economic Development, and Efficiency & Effectiveness. These goals align with the State IT Objectives:



3. IT Contributions and Strategies

The OCHE's goal is to support the Board's primary strategies of access & affordability, workforce & economic development, and efficiency & effectiveness. Since OCHE does not provide IT support or services to the campuses of the MUS, OCHE's IT contributions are to provide day-to-day support to OCHE staff to enable them to carry out the Board's primary strategies.

4. IT Principles

The State Information Technology Plan for 2014 outlines IT principles that govern decisions and operations of the state's IT community. They provide touch-points and guidelines to ensure that correct decisions are being made; decisions that will provide the greatest value to Montana's citizens. These IT principles are embraced by OCHE:

- Resources and funding will be allocated to the IT projects that contribute the greatest net value and benefit to Montana stakeholders.
- Unwarranted duplication will be minimized by sharing data, IT infrastructure, systems, applications and IT services.
- Montana will use shared inter-state systems to minimize IT expenditures, improve service delivery and accelerate service implementation.
- IT will be used to provide educational opportunities, create quality jobs, a favorable business climate, improve government, protect individual privacy and protect the privacy of IT information.
- IT resources will be used in an organized, deliberative and cost-effective manner.
- IT systems will provide delivery channels that allow citizens to determine when, where, and how they interact with state agencies.
- Mitigation of risks is a priority for protecting individual privacy and the privacy of IT systems information.

5. IT Governance

The OCHE and MUS units work in a cooperative manner to provide the framework for a deliberative approach to making IT investments that support the services the MUS provides to its citizens.

6. IT Financial Management

The OCHE technically does not have an "IT organization." Primary IT funding and expenditures are embedded in the agency's base budget and no funding is specifically earmarked for IT operations.

7. IT Services and Processes

As stated in the previous section, OCHE does not technically have an “IT organization”. A small IT staff provides daily server and desktop support for internal business operations, agency websites, and management of the MUS data warehouses.

8. IT Infrastructure, Staffing and Resources

The OCHE has 3 FTE who provide IT support to the agency and 2 FTE who provide data warehousing support. Of the 5 FTE, only 3.5 FTE are state funded.

9. Risks and Issues

Primary Risk	Probability	Impact	Mitigation Strategy
Security breach	Medium	High	Our agency has an active security program including, but not limited to, staff training and awareness, data encryption, data loss prevention programs, and security policies.

10.IT Goals and Objectives

OCHE’s IT goals and objectives are to support ongoing business needs and opportunities while focusing on efficiency and effectiveness.

11.IT Projects

At this time, OCHE does not have any major IT projects or initiatives planned. Ongoing projects involve upgrading Microsoft server and desktop operating systems and software, management of a secure email application which was implemented in FY2013, implementing a data loss prevention program, end-of-lifecycle replacement of servers and desktop computers, and working to develop a more mobile-friendly website.

12.Security and Business Continuity Programs

OCHE has implemented an information security management program compliant with §2-15-114, MCA and State Information Technology Systems Division Information Security Programs policy with adoption of the National Institute of Standards and Technology (NIST) Special Publication 800 series as guides for establishing appropriate security procedures.

Like many other agencies, the OCHE’s information security management program is challenged with limited manpower and funding. While alternatives are reviewed and mitigation efforts are

Email: shattuck@montana.edu