



Department of Administration

IT Strategic Plan 2016

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1. Executive Summary

Montana continues to use information technology to serve citizens in a secure, efficient and effective manner. Information technology is a vital component in enabling the Governor's initiatives, such as the Main Street Montana project, to further educational opportunities and to create jobs.

The Department of Administration (DOA) supports these initiatives by serving as the backbone of state government. Providing leading-edge services to our customers and business partners, and by providing diverse centralized services to state agencies. These services include:

- Accounting, financial reporting, and warrant writing
- Audit review, enforcement, and technical assistance for local governments
- State treasury services
- State-bonded indebtedness administration
- Capitol Complex security
- Grounds and building maintenance
- Duplicating and mail services
- Procurement and surplus property administration
- Information systems development, telecommunications, 9-1-1 program management, data processing, and public safety radio communications
- Human resource management and workforce development
- Labor relations
- State-chartered financial institutions and credit unions oversight and regulation
- Insurance coverage and risk management programs
- Tort Claims Act administration
- Long-Range Building Program
- State employee group benefits
- State continuity planning
- Emergency management
- Workers' compensation management
- Governor-elect support

2. Environment, Success, and Capabilities

DOA has fully embraced the digital age. The use of mobile devices, social media, cloud computing, and virtualization has allowed us to expand online and mobile access to government services and data. Citizens have the ability to tap into many government services anytime, from anywhere. With the creation of the State's transparency portal, data portal and the business portal, citizens can access the power of data in government.

State Information Technology Service Division (SITSD) provides planning, coordination, policy, standards, and oversight of the state's IT operations. SITSD also runs an IT service delivery business, specifically managing a central computer center and a statewide telecommunications system. SITSD's IT service delivery business is unique within state government because it is a competitive environment. Agency customers can obtain IT services from the private sector, their internal IT organizations, or

SITSD. SITSD was recently given a Governor's award for excellence for its virtualization hosting in the State's datacenters. 330 servers, 52 terabytes of data have been migrated into this environment, with an annual cost savings exceeding \$200,000.

Architecture and Engineering Division (A&E) serves and assists all agencies, including the University System, and citizens of the state of Montana in the design, construction, repairs, and alterations of facilities. A&E is in the process of digitizing 2,000 sets of architecture plans dating back to 1900 which are part of A&E's essential records and storing them on the state's servers to allow for easy retrieval, distribution and preservation of the sets.

The Division of Banking and Financial Institutions (BFID) is responsible for protecting Montanans by regulating state-chartered and -licensed financial institutions under its supervision. BFID is working with SITSD on hosting the Banking Online Database (BOLD) at the State's datacenter resulting in lower maintenance costs and better access to the data.

General Services Division (GSD) is responsible for facilities management and print & mail services for State agencies. GSD is working on an electronic case management system which would allow for better tracking of requests and potentially could be shared by other divisions within DOA. GSD is also looking into an automated environmental control system that would allow for centralized control of building environmental conditions, such as HVAC, in state buildings. This system would increase efficiency by managing predicting potential issues, increase security of the DCCs and replacing end of life software applications.

The Health Care and Benefits Division (HCBD) provides state employees, retirees, legislators, judges, judicial branch employees, and their dependents with group benefits in an efficient manner and at an affordable cost. Currently HCBD is collaborating with the State Information Technology Services Division to construct a Claims Data Warehouse to provide enhanced decision making for the State of Montana Health Plan that is estimated to save the \$1.5 million dollars to the State Plan

The Risk Management and Tort Defense Division provides legal defense, claims adjudication, loss prevention services, and insurance coverage for state agencies to protect the state's vital assets and resources from the adverse consequences of claims and losses.

The State Financial Services Division (SFSD) provides financial and accounting services as well as procurement services to state agencies and local governments. SFSD has deployed an enterprise wide procurement system that allows for efficient acquisition of goods, management of state contracts, and transparency for State of Montana vendors. In fiscal year 2016 SFSD updated the ARTS application which improved the process for local governments to report file and better access to these reports for taxpayers.

The State Human Resources Division (SHRD) mission is to help Montana become an employer of choice. SHRD provides statewide human resources services and programs to support state managers in their efforts to attract, develop, and retain top talent. SHRD is made up of three bureaus to support their mission. The Bureau of Professional Development provides education to develop the State of Montana's workforce by helping agencies develop their own design and deliver relevant training to meet business requirements. The Bureau of Program Planning educates and supports agencies with compensation, classification, implement successful HR market practices consisting of; establishing a workforce diversity plan, develop administrative rules, employment policies, and guides for relevance and value in Montana

State Government. The Bureau of Human Resources Information Systems maintains and administers the State of Montana's payroll and benefit eligibility processes. Recently SHRD implemented a State wide recruiting system to attract top talent to the State's workforce.

3. IT Contributions and Strategies

DOA's programs and projects focus on effective/efficient government. DOA's IT strategy is to offer a wide range of cost effective enterprise services from multiple providers that provide state agencies and local governments with solid choices that can maximize support for their business processes while minimizing expenditures and resource investments.

- Risk management is the identification, assessment, and prioritization of risks followed by coordinated application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events.
- Records Management is the practice controlling the most important records of an organization; from the time such records are created through to their eventual disposal. The work includes identifying, classifying, prioritizing, storing, securing, archiving, preserving, retrieving, tracking and destroying records.
- Service Portfolio Management consists of (1) soliciting service requirements from agencies (2) continually evaluating cost effective and fiscally responsible shared enterprise services (3) delivering services that are competitive on price and function (best price/best solution) resulting in an increase/expansion of service utilization (4) offer new services that can potentially be used by a large segment of agencies
- SITSD will monitor, evaluate and upgrade its data centers, networks, and security to remain current with commonly accepted industry and government standards.
- Develop and deliver a consistent, branded, IT communication plan that promotes awareness and use of IT services and encompasses the informational needs of various stakeholder groups.
- Active workforce planning and management through (1) succession planning program to mitigate staff retirements (2) pooling vacant positions and specific FTE allocation to critical positions
- SITSD will employ its PMO to manage all major projects.

4. IT Principles

IT principles govern DOA's activities, decisions and service delivery operations. They provide touch-points and guidelines to ensure that the correct decisions are being made; decisions that will provide the greatest value to Montana's citizens and DOA's customers. Many of DOA's principles have their roots in MITA and the principles outlined in Montana's State Strategic Plan for IT 2016.

- Resources and funding will be allocated to the IT projects that contribute the greatest net value and benefit to stakeholders.
- Unwarranted duplication will be minimized by sharing data, IT infrastructure, systems, applications and IT services.
- Shared inter-state systems will be used to minimize IT expenditures, improve service delivery and accelerate service implementation.
- Information technology 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, and enable business continuity for state government.
- 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 to protect individual privacy and the privacy of IT systems information.
- Service offerings will incorporate security controls based on federal National Institute of Standards and Technology (NIST) security standards.
- DOA will employ *A Guide to the Project Management Body of Knowledge (PMBOK Guide)* principles for managing projects

5. IT Governance

IT governance is handled independently by each DOA division. In the larger divisions, State Human Resources Division and the State Financial Services Division, IT proposals and projects are handled by senior division management along with other division business. There are no separate IT formal processes and procedures for divisions with smaller IT operations: Architecture and Engineering, Banking and Financial Institutions, Office of Public Defender, Health Care and Benefits.

SITSD has a large and overlapping governance structures for its two separate missions: enterprise IT planning/coordination/oversight and enterprise service delivery.

Governance for enterprise planning/coordination/oversight rests with the CIO. The CIO receives input from several advisory boards and councils.

- Information Technology Board (ITB)
- Information Technology Managers Council (ITMC)
- 9-1-1 Advisory Council
- State Interoperability Governance Board (SIGB)
- Electronic Government Advisory Council (eGOV)

These advisory groups meet monthly or quarterly. The CIO is not obligated to act on their advice, but they are the voice of SITSD's customer base as well as the voice of the agency community. SITSD works with the Project Management Office Advisory Group (PMOAG), the Network Managers Group (NMG), and the Information Security Managers Group (ISMG). The CIO also participates in cabinet meetings, meets with the Governor's staff, and the LFC.

Governance for SITSD's service delivery function rests with the CIO and SITSD's senior management. SITSD uses the Decision Brief process for decisions related to internal SITSD operations and policy. Decision Briefs are short descriptions of a significant issue, alternatives and a recommended course of action.

The Change Control Board (CCB) provides a governance structure to assess, discuss and share the business and technical impacts of major changes to the SITSD business practices and infrastructure. These changes include proposals that have a cross-bureau impact, significant financial and/or service impact. The CCB's assessment and recommendations include financial impact, direct and indirect technical impact on all SITSD bureaus, services and customers.

6. IT Financial Management

DOA's IT financial management, outside of SITSD, is generally decentralized. Each division, and in some cases bureaus or programs, have distinct budgets and funding mechanisms including associated IT costs. Overall these divisions manage approximately \$10.5M of annual IT spending. The vast majority of these IT expenditures are allocated to divisions supporting the state's accounting and human resource systems. SITSD's IT financial management process is different.

SITSD is mainly funded through a proprietary fund. SITSD's primary revenue source is from charges to state agencies for server and application hosting, and data/voice network services. A significant portion of SITSD's budget is Enterprise Services. Funding for Enterprise Services comes from agency charges based on a per-user allocation. The Public Safety Communications Bureau is a separate entity funded through a combination of general funds, state special revenue funds and federal grants.

SITSD determines its budget and rates using the Financial Transparency Model (FTM) for activity based budgeting and costing. All SITSD costs, including personal services, are assigned to individual services if possible or distributed as indirect costs to an appropriate group of services, customers, or SITSD budget unit. The FTM calculates rates on this cost allocation and agencies' forecasted consumption of services. SITSD offers nearly 200 services so there are a wide variety of chargeable units. A primary SITSD objective is maintaining rates commensurate with costs since agencies have the option of not using SITSD services. History has shown that agency forecasts of service consumption are often overly optimistic, exceeding actual service usage. This has a negative impact on SITSD's rate recovery.

SITSD has the authority to maintain a 30-day working capital. The objective of having a working capital is to adequately recover costs to maintain current operations and plan for any unanticipated program changes or equipment purchases.

SITSD has implemented a Software Asset Management (SAM) program to establish statewide specifications and process requirements for the management of the State's \$33M annual investment in software assets. Implementing SAM policies, processes and practices through a statewide standard of performance is the foundation for protecting the state's investment in software.

SITSD manages a Master Lease Agreement with three qualifying lease companies that can be used by state agencies, universities, local governments and tribal entities. Leasing is a method for acquiring a

capital asset and spreading its large initial investment cost over several years; effectively preserving cash flow by moving capital expenditures to operating expenditures.

7. IT Services and Processes

DOA's portfolio of IT services is oriented around three divisions: State Human Resources, State Financial Services, and State Information Technology. The State Human Resources Division and State Financial Services Division IT services are based on the SABHRS PeopleSoft accounting, budgeting and human resources systems. The SABHRS accounting, budgeting and human resources applications support all state agencies. SITSD's mission is the delivery of generic enterprise-wide IT services that are not usually aimed at specific agency applications.

SITSD's service strategy is to offer a wide range of cost effective services from multiple providers that, when viewed in aggregate, provide state agencies and local governments with attractive choices that can maximize support for their business processes while minimizing expenditures and resource investments. Cost effective enterprise level shared IT services is the goal.

The scope of SITSD's service offerings is broad and very similar to peer states. SITSD's catalog of services is typical for a central state IT organization. SITSD's catalog of services includes:

- Network Services: data, voice, and video transport, internet access, LAN and wiring services, wireless, VPN
- Voice Services: voice mail, VOIP, Automatic Call Distribution (ACD), Interactive Voice Response (IVR), call recording, long distance, desktop equipment
- Hosting: servers, web servers, databases, storage and backup, applications mainframe, data center space and racks
- Professional Services: Project Management, database management, desktop support and management
- Communications: email, instant messaging, audio and video conferencing, SharePoint collaboration
- Software Development: application development and web development
- ECM: document management/archiving, forms management, workflow, report management

In addition to the services above that SITSD charges to the agencies that consume the services, SITSD also offers a group of other Enterprise services that are handled differently. These services benefit the entire state and agencies reimburse SITSD based on the size of their IT operations, not on the quantity of service consumed. Enterprise Services, listed below, amount to roughly 15% of all SITSD services.

- Support for IT councils and advisory groups
- Strategic IT planning
- IT procurement and contract management
- Enterprise Security Risk Management Program
- Enterprise Architecture, Standards, and Policy
- Oversight responsibilities from the Montana Information Technology Act

- State-wide continuity of operations program
- State telephone operators
- Website hosting for mt.gov
- Office of the CIO

SITSD has created a Technical Review Board (TRB). The TRB is responsible for reviewing requests for new technology. The TRB requests to ensure they align with strategic goals, compliance with State policy, and compatibility with existing State systems.

The Change Advisory Board (CAB) plays a very crucial role in reviewing the requests for changes to the SITSD's IT Infrastructure; and has final authority over approving changes. The CAB is comprised of at least one representative specialist from each SITSD functional area. The CAB and other Department Representatives meet weekly to evaluate the business and technical impact of changes. These activities assure that all changes to the systems and services that SITSD provide have undergone proper assessment and testing; are prioritized and planned to ensure the lowest risk possible; are coordinated so changes do not impact each other; and are coordinated to avoid times of high impact for affected services and our customers.

The Public Safety Communications Bureau supports four major program areas: the State's 9-1-1 Program, the Public Safety Spectrum Coordination Program, the Montana Broadband Program, and the Statewide Interoperability Governing Board (SIGB). The SIGB is tasked with working with emergency response leaders across all levels of government to implement a statewide strategic vision for communications interoperability.

8. IT Infrastructure, Staffing and Resources

Infrastructure

SITSD provides core IT services to the DOA and other state agencies; including network connectivity, computer support, email, telecommunications support and other basic IT services. SITSD also hosts the technology infrastructure of DOA's major systems, such as SABHRS and the Department's website.

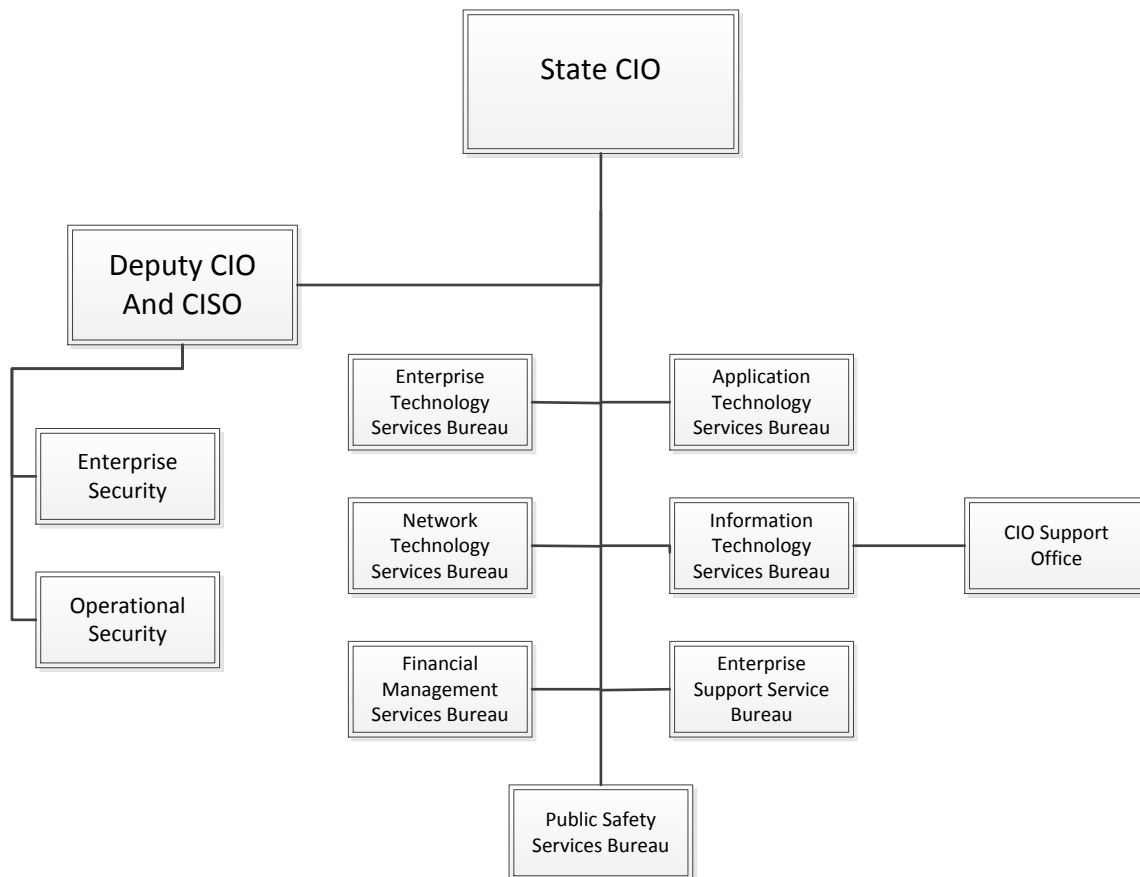
Montana has two primary data centers: The State of Montana Data Center (SMDC) in Helena and the Miles City Data Center (MCDC). MCDC operates as a backup and recovery site. Both sites are state-of-the-art, and the SMDC is one of the most energy efficient datacenters in the country. Eighteen agencies have moved their equipment to the SMDC and eleven agencies have moved their backup operations to the MCDC. The State of Oregon has contracted with SITSD to use the SMDC as a Disaster Recovery site.

The backbone of Montana's IT infrastructure is SummitNet, a secure consolidated voice, video and data network that supports approximately 22,000 devices at over 600 locations. The core network cities (Missoula, Helena, Bozeman, Billings and Miles City) are connected via physically redundant 10Gb/s links. Smaller sites are connected via 1Gb/s redundant links. The internet is accessible through Helena and Billings using diverse carriers. Standard remote site WAN access speeds are between 5Mb/s and 1.5Mb/s. Wireless A/B/G/N connectivity is also available in select locations. The State has implemented

802.1x Authentication across the complete enterprise network and successful authentication is required for network access.

Staffing

The State Financial Services and State Human Resources Divisions employ approximately 30 IT staff supporting the enterprise HR and Financial (SABHRS) systems. These staff report directly to their respective divisions. SITSD has approximately 175 FTE organized on a functional basis. SITSD is managing and adjusting its staffing to accommodate changes in technologies, cloud computing, sourcing, open systems and service portfolio management.



Vendor Partners and Resources

SITSD allocates approximately 50% of its vendor expenditures to communications vendors. This high percentage is a direct result of SITSD’s role in operating the state data, voice and video network. SITSD and the state are heavily invested with Microsoft, Oracle, Dell, IBM, NetApp and VMware. These vendors account for roughly 25% of SITSD’s annual vendor expenditures. The state uses Microsoft’s Office products on the desktop; SQL databases, Exchange email, and SharePoint are a few examples of the many Microsoft products used. The state uses Oracle products to support both database

and applications, VMware to support the virtualized server environment, IBM for the mainframe environment, NetApp for storage and Dell for both storage and desktop hardware.

9. Risks and Issues

The following table contains the major risks to SITSD’s IT strategy. Major risks meet one of two criteria.

- Risks with a probability of medium or high with an impact of high.
- Risks with a probability of high with an impact of medium or high.

Mitigation strategies are the pro-active actions that SITSD is using to lessen the probability of the risk occurring and minimizing the impact of the risk.

Primary Risk	Probability	Impact	Mitigation Strategy
Staff retirements	High	High	DOA continues to enhance a succession planning program that creates a list of staff eligible to retire and forecast an estimated retirement date and replacement plan when possible. Positions/skills rated as critical will have individual plans for skills transfer, replacement, documented procedures, etc. for mitigating the impact.
Loss of revenue due to competitive markets, especially cloud services.	Medium	High	SITSD continuously reviews market analysis of service costs and features available from the private sector. Each year the SITSD executive staff review the market analysis and make decisions on the long term delivery of those services judged to be at risk.
Agencies purchasing fewer services than budgeted.	High	High	SITSD has developed agency MOUs for services dependent upon a small number of agency customers. The MOUs will be negotiated at the start of each fiscal year.
Security breach	Medium	High	Montana has an active security program including, but not limited to, staff training and awareness, data encryption, security policies, NIST standards, virus protection, server and network monitoring, and Multi-State Information Sharing and Analysis.
Difficulty of hiring qualified technical staff	High	High	Increase pay for positions most affected by this issue.
IT Efforts not aligned across Divisions.	Medium	Medium	DOA’s Director and state CIO will provide integration to ensure divisional IT efforts are coordinated. .

10. IT Goals and Objectives

DOA's goals and associated objectives for the next biennium are itemized below.

Goal: Efficient and effective IT services

- Institute formal processes to assess new technologies for cost-effectiveness
- Implement shared IT services in an enterprise environment
- Use cloud, open source, and COTS systems to improve the IT effectiveness and efficiency
- Establish a records management program
- Establish a data management strategy
- Employ established technologies and applications from other government entities

Goal: Deliver IT economies of scale

- Expand SITSD's customer base to additional agencies, local governments, and other states
- Evaluate the overall awareness of IT services and solutions within the agency IT community

Goal: Improved quality of IT service

- Conduct periodic bandwidth assessments to:
 - identify remote state offices with inadequate bandwidth
 - identify inadequate port capacity
- Increase the percentage of new systems delivered with mobile access

Goal: Establish Service Portfolio Management practices

- Develop formal processes for evaluating new service proposals, modifications, and retirements
- Compare price and features of SITSD services to private sector equivalents
- Annually survey agency customers for satisfaction and service requirements

Goal: Minimize state business interruptions from disasters and infrastructure failures

- Establish an Information Risk Management Program
- Plan for system recovery via periodic testing, incident response practice, and recovery planning/practice

Goal: Prevent security leaks and breaches

- Enhance the state-wide security program
- Employ risk analysis, policies, procedures, training, monitoring, and risk mitigation to prevent incidents and minimize their impacts

Goal: Completion of the statewide public safety LMR backbone

- Develop and implement a long-term plan for the ongoing operation and maintenance of the public safety LMR system

Goal: Advance Department's mission by providing excellent and cost effective customer service

- Improve communication and collaboration with customers by providing technology help desk solutions and targeted electronic communication
- Provide transparency by continuing to improve data portal
- Expand Policy management system to State Agencies

11. IT Projects

Item	Description
Project name	Asset Management for State Accounting and Budget System
Division	State Financial Services Division
Project/program purpose and objectives	The State Accounting and Budget system currently has an outdated legacy Asset Management application to track and manage capital assets. There is an enterprise business need to update and enhance this application to meet asset management policies and provide better reporting for state agencies.
Estimated start date	1.01.2017
Estimated cost	\$200,000
Funding source - 1	Collaboration with State Agencies
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$50,000

Item	Description
Project name	HVAC Systems Network and Monitoring
Division	General Services
Project/program purpose and objectives	<ul style="list-style-type: none"> • Central server installed in the State Data center • Hardware upgrades in HVAC rooms • HVAC system control upgrades • Central integrated platform installed Configure schedules, set points, trend logs, and alarms
Estimated start date	6/2017
Estimated cost	Cost Components by phase1: \$600,000 Stage 1 : Software vendor selection = Internal Costs Stage 2: Install server and software; configure security (\$20,000) Stage 3: Replace controllers and upgrade panels (\$255,000 materials, \$275,000 labor) Stage 4: Training and support (\$50,000) Cost Components by phase 2: \$600,000

	Complete controllers and panel upgrades TOTAL COST = \$1,200,000
Funding source - 1	Long Range IT proposed (HB10)
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$150,000

Item	Description
Project name	Expand ARCHIBUS facility work order system
Division	General Services
Project/program purpose and objectives	<ul style="list-style-type: none"> • Configure and implement preventative maintenance • Integrate system users with State Active Directory • Convert FCI application and billing from MS Access • Determine repository for document management • Implement key control module
Estimated start date	6/2017
Estimated cost	Cost Components by phase; Phase 1 : Implement Preventative maintenance/Integrate AD; \$50,000 Phase 2: Convert billing from an Access DB; \$50,000 Phase 3: Convert FCI from an Access DB; \$100,000 Phase 4: Convert a Key Control module; \$25,000 Phase 6: Implement a document management plan and system; \$100,000 TOTAL COST = \$325,000
Funding source - 1	Long Range IT proposed (HB10)
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$25,000

Item	Description
Project name	Upgrade Door Access control system
Division	General Services Division
Project/program purpose and objectives	<ul style="list-style-type: none"> • Keep current maintenance support • Move to current windows server

	<ul style="list-style-type: none"> Automate badge reporting for agencies Needed for SMDC Bio metric access readers
Estimated start date	6/2017
Estimated cost	\$10,000
Funding source - 1	
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$10,000

Item	Description
Project name	Print and Mail Replacement System
Division	General Services Division
Project/program purpose and objectives	<p>The current systems are cumbersome to maintain and to keep current. The bureau needs a system that is more modern, easier to maintain, use and configure, with a goal of a future web based interface that customers could order print requests on line.</p> <p>Project Objectives:</p> <ul style="list-style-type: none"> Requirements analysis complete RFP complete Planning Testing Implementation <p>Maintenance</p>
Estimated start date	
Estimated cost	<p>Cost Components by phase;</p> <p>Phase 1 : Analysis and requirements; Internal costs</p> <p>Phase 2: RFP phase; Internal costs</p> <p>Phase 3: Vendor selection and purchase</p> <p>Phase 4: Planning and testing</p> <p>Phase 6: Implementation</p> <p>Phase 7: Maintenance</p> <p>TOTAL COST = \$500,000</p>
Funding source - 1	Long Range IT proposed (HB10)
Funding source - 2	

Funding source - 3	
Annual Costs upon completion	\$50,000

Item	Description
Project name	Upgrade Digital Printing
Division	General Services
Project/program purpose and objectives	<p>The Print and Mail bureau is focused on updating equipment to help reduce printing costs to the state while becoming more efficient and looking at being able to produce more work internally rather than contracting it out. By purchasing an inkjet press, Print & Mail will reduce the amount of maintenance costs to one machine while increasing production and quality.</p> <p>Project Objectives:</p> <ul style="list-style-type: none"> • Eliminate equipment that has reached its end of life • Replace with inkjet press (1 inkjet press can replace 4 pieces of equipment) • Newer inkjet technology has a useful life of 10+ years <p>Save on maintenance costs to the state and pass on savings to our customers</p>
Estimated start date	6/2017
Estimated cost	\$650,000
Funding source - 1	Long Range IT proposed (HB10)
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$10,000

Item	Description
Project name	Construction Project and Case Management
Division	Architecture and Engineering
Project/program purpose and objectives	<p>Architecture and Engineering has a business need for a project management application. The preferred solution would allow for A&E to track construction project tasks and milestones, while collaborating with private vendors for a successful completion. The preferred solution would allow A&E to efficiently track costs associated with a construction project for transparency and budget allocation.</p>

Estimated start date	6/2017
Estimated cost	\$180,000
Funding source - 1	
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$25,000

Item	Description
Project name	Claims Data Warehouse
Division	Health Care and Benefits Division
Project/program purpose and objectives	HCBD is currently working with the State Information Technology Services Division to build a Claims data warehouse that will allow HCBD to analyze claim data and make health and fiscal decisions to help state plan members.
Estimated start date	7/01/2015
Estimated cost	\$150,000
Funding source - 1	Self Funded
Annual Costs upon completion	\$50,000

Item	Description
Project name	Data Protection Initiative – Phase 3
Division	SITSD
Project/program purpose and objectives	To ensure the security of citizen data that is maintained by the State of Montana.
Estimated start date	07/01/2017

Estimated cost	5.6 Million
Funding source - 1	HB10
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	1 Million

Item	Description
Project name	DCIM Monitoring
Division	SITSD
Project/program purpose and objectives	Data Center Infrastructure Management (DCIM) - . is considered best practice for Data Centers and can help enforce standard processes for operating the data center. These processes can reduce operator errors. DCIM also provides operational data, including environmental data (temperature, humidity, and airflow), power data (at the device, rack, zone and overall data center) and cooling information.
Estimated start date	07/01/2017
Estimated cost	\$825,000.00
Funding source - 1	HB10
Funding source - 2	
Funding source - 3	
Annual Costs upon completion	\$25,000.00

12. Security and Business Continuity Programs

Security Program Description:

DOA is reviewing all department-wide (agency) IT systems to ensure they are compliant with §2-15-114, MCA, the Enterprise Information Security Policy, MOM #430, and SITSD's Information Security Programs policy. The policy adopted the National Institute of Standards and Technology (NIST) Special Publication 800 series as guides for establishing appropriate security procedures. This is in alignment with the State's direction for an enterprise approach to protect sensitive and critical information being housed and shared on State and/or external/commercial information assets or systems.

The DOA's information security management program is challenged with limited manpower and funding. While alternatives are reviewed and mitigation efforts are implemented, the level of acceptable risk is constantly challenged by the ever-changing technology and associated risks from growing attacks and social structure changes.

Continuity of Operations (COOP) Capability Program Description:

The Department of Administration began development of its Continuity of Operations program in October 2009. The COOP program involves two areas of focus. The first is completion of the Business Continuity Plans (BCP) for the Department. The second area is centered on a comprehensive Incident Management Plan, along with other associated plans. To date, the COOP effort has focused on data collection to support continuity planning. This data is based on continued performance of the State Essential Functions of government. The Living Disaster Recovery Planning System (LDRPS) is being used as the data warehouse for this effort. All Department BCP planners have been trained in its use. Continual improvements are being made to improve the ease of use of the software, as well as to improve its value to the planning effort. DOA has completed BCP Phases I and II for 73 identified Business Continuity Plans. Emergency Action Plans for each building that DOA employees occupy are complete.

Over the next biennium, the Department will develop its comprehensive Incident Management Plan, and create and implement a maintenance and exercise schedule for the plan. We will continue training as needed for new staff.

Public Records – Agency Records Management Duties:

All electronic records will be retained and disposed of in accordance with general records retention schedules, agency records retention schedules, and/or federal retention requirements. (For additional information on records management please see, <http://sos.mt.gov/Records/State/index.asp>). New and updated IT systems will be developed with records management in mind.

13. Planned IT Expenditures

	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021
IT personal services	\$18,763,000	\$19,138,000	\$19,521,000	\$19,911,000	\$19,521,000	\$19,911,000
IT operating expenses	\$34,382,000	\$35,070,000	\$35,771,000	\$36,487,000	\$35,771,000	\$36,487,000
IT initiatives						
Other						

Total						
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14. Administrative Information

IT Plan Owner:

Name: Tyler Weingartner
Phone: 444-2560
Email: TWeingartner@mt.gov

Alternate IT contact:

Name: Pete Wiseman
Phone: 444-9665
Email: PWiseman@mt.gov