



State of Montana

Agency IT Plan 2016

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, including research and 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 and support directly from the campuses. This includes, but is not limited to, the primary network infrastructure, email and security services, and assistance with LAN administration. The campuses also host finance, HR, and student warehouses in their virtual server environments. These warehouses are designed through collaborative partnerships with functional and technical staff from both OCHE and the campuses and are maintained by the MUS IT Director. IT operations at OCHE are performed by a small number of IT professionals.

The goals and objectives outlined in this plan support the day-to-day management 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 Montana Board of Regents of Higher Education (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 State business objectives:

State Objectives

Better Education

Better Jobs

More Effective Government



MUS Strategic Plan

Access & Affordability

Increase the overall educational attainment of Montanans through increased participation, retention, and completion rates in the Montana University System

Workforce & Economic Development

Assist in the expansion and improvement of the state's economy through the development of high value jobs and diversification of the economic base.

Efficiency & Effectiveness

Improve institutional and system efficiency and effectiveness

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 2016 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 4 FTE who provide day-to-day IT support to the agency and data warehouse development, management, and support. Of the 4 FTE, only 2.5 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

Ongoing projects involve upgrading desktop operating systems and software, end-of-lifecycle replacement of servers and desktop computers, expanding the use of web/video conferencing, and working toward a more mobile-friendly website. OCHE is also involved in the very early stages of developing an HR data warehouse.

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 implemented, the level of acceptable risk is challenged by the ever changing technology and associated risks from growing attacks and social structure changes. OCHE conducts annual security training for all employees and is currently revising its internal security policies. The OCHE works with the flagship campuses of the MUS to review and update security-related Board of Regents policies as needed to ensure compliance with state and federal guidelines.

Continuity of Operations (COOP) Capability Program General Description

The OCHE has not joined with the Department of Administration Continuity Services for the development of Continuity of Operations Capabilities. The OCHE leases office space and facility support from the Student Assistance Foundation (SAF) and works with SAF to provide plans and structure to facilitate response and recovery capabilities to ensure the continued performance of OCHE's primary functions.

Public Records – Agency Records Management Duties: All electronic records will be retained and disposed of in accordance with the new Montana University System records retention schedule, State retention schedules, and/or federal retention requirements.

13. Planned IT Expenditures

	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021
IT personal services	371,516	390,092	409,596	430,076	451,580	474,159
IT operating expenses	214,604	218,896	223,274	227,739	232,294	236,940
IT initiatives	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total	586,120	608,988	632,870	657,816	683,874	711,099

14. Administrative Information

IT strategy and plan owner: Name: Clayton Christian
Phone: 444-0374
Email: cchristian@montana.edu

IT contact: Name: Tyler Trevor
Phone: 444-0307
Email: ttrevor@montana.edu

Alternate IT contact: Name: John Thunstrom
Phone: 544-3822
Email: jthunstrom@mso.umt.edu

Information Security Manager: Name: Edwina Morrison
Phone: 444-0326
Email: emorrison@montana.edu