



Department of Corrections

**AGENCY INFORMATION
TECHNOLOGY PLAN**



2018



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Mission, Goals, and Objectives



Agency information technology mission, goals, and objectives ([2-17-524\(1\)\(a\)\(b\), MCA](#)).

| | |
|----------------|--|
| Mission | <ul style="list-style-type: none"> The Montana Department of Corrections staff enhances public safety, supports the victims of crime, promotes positive change in offender behavior, and reintegrates offenders into the community. <p>The Department of Corrections does not have a specific mission statement for the Information Technology Division (ITD). ITD supports the Department’s mission and the goals and objectives of the Department programs by providing centralized support for all activities with an IT component including support, development, procurement, financial review, project management, and oversight.</p> |
|----------------|--|

| | | State Strategic Plan Goal/Objective Reference | Agency Goal/Objective Reference |
|------------------------|---|---|---|
| Goal One | Complete the implementation of the OMIS as the official offender record project. | Goal 1: Secure Goal 3: State of the Art Goal 4: Capacity Goal 5: Capabilty Goal 6: Cost effectiveness | This goal is a program 1 agency goal. |
| Objective One | Participate in a leadership role on the project. | Objective 1.1 Objective 1.4 Objective 3.1 | This objective is a Program 1 objective |
| Objective Two | Participate in the development of policy and procedures. | Objective 1.1 Objective 1.4 Objective 3.1 | This objective is a Program 1 objective |
| Objective Three | Participate on all IT related committees i.e. data governance, data security, access security, document classification and management, and records retention. | Objective 1.1 Objective 1.4 Objective 3.1 | This objective is a Program 1 objective |

| | | State Strategic Plan Goal/Objective Reference | Agency Goal/Objective Reference |
|-----------------|--|---|---------------------------------------|
| Goal Two | Utilize the appropriate level of project management methodology for all information system enhancement activities. | Goal 1: Secure Goal 3: State of the Art Goal 4: Capacity Goal 5: Capabilty Goal 6: Cost effectiveness | This goal is a program 1 agency goal. |

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| Objective One | All enhancement requests to the Department's information systems (Offender Management Information System (OMIS) and Youth Management System (YMS)) will be managed using an appropriate project management methodology. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |
| Objective Two | Every significant enhancement will have a signed charter from the project sponsor, a project scope document, and a communication plan. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |
| Objective Three | Feature documentation will be produced and updated throughout the cycle and conduct development status sessions. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |

**State Strategic Plan
Goal/Objective
Reference**

**Agency Goal/Objective
Reference**

| | | | |
|------------------------|---|--|---|
| Goal Three | Utilize effective change management practices that govern the methods in which the Department IT staff conduct changes on critical information systems. | Goal 1: Secure Goal 3: State of the Art Goal 4: Capacity Goal 5: Capability Goal 6: Cost effectiveness | This Goal is a program 1 Agency goal. |
| Objective One | Maintain the integrity of the production environment. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |
| Objective Two | Reduce or eliminate disruptions to the availability of production systems or services due to changes. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |
| Objective Three | Ensure appropriate management review to understand risks associated with changes, and to mitigate these risks wherever possible. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |

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| Objective Four | Provide a process that supports the efficient and prompt handling of changes and provides accurate and timely information about those changes. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |
|-----------------------|--|--|---|

| | | State Strategic Plan Goal/Objective Reference | Agency Goal/Objective Reference |
|------------------------|--|--|---|
| Goal Four | Maintain and operate an information security program. | Goal 1: Secure | This Goal is a program 1 Agency goal. |
| Objective One | Continue to develop information security policies for all National Institute of Standards and Technology (NIST) families. | Objective 1.1 Objective 1.4 Objective 1.5 | This objective is a Program 1 objective |
| Objective Two | Continue to implement NIST security controls that ensure the security, privacy, availability, and integrity of data and systems. | Objective 1.1 Objective 1.4 Objective 1.5 | This objective is a Program 1 objective |
| Objective Three | Ensure access to data and systems is appropriate, allowing access only for those with a legitimate need. | Objective 1.1 Objective 1.4 Objective 1.5 | This objective is a Program 1 objective |
| Objective Four | Work with department HR staff to develop staff roles that will be used when granting role-based security as with the Enterprise FIM and MIM process. | Objective 1.1 Objective 1.4 Objective 1.5 | This objective is a Program 1 objective |

| | | State Strategic Plan Goal/Objective Reference | Agency Goal/Objective Reference |
|------------------|---|--|--|
| Goal Five | Where and when possible, automate business practices to make the practices more efficient and cost effective. | Implement scalable technologies that meet customer Goal 1: Secure Goal 3: State of the Art Goal 4: Capacity Goal 5: Capability Goal 6: Cost effectiveness | This Goal is a program 1 Agency goal. |

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| Objective One | Assist in the evaluation of current business practices and make recommendations where applicable to automate process. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |
| Objective Two | Participate in efforts to capture and define business process architecture for automation efforts. | Objective 1.1 Objective 1.4 Objective 3.1 Objective 4.6 | This objective is a Program 1 objective |

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| Link to Agency Goals and Objectives | http://cor.mt.gov/Portals/104/Resources/GOALS%26OBJECTIVES.pdf |
|--|---|



Resources and Capabilities

Current information technology resources and capabilities ([2-17-524\(1\)\(c\)\(d\), MCA](#)).

Information Technology Resources

Summary of information technology resources:

| Bureau / Unit Name | Number of FTE | Primary Function / Mission |
|------------------------------------|---------------|---|
| IT Division Administrator / CIO | 1 | Provides leadership, direction, and support for all agency IT activities. Represents the department on state IT councils and committees, MT Criminal Justice Information Sharing projects, and national committees relating to Corrections Technology. |
| Network Support Bureau | 11 | Responsible for providing agency services in the areas of server management, desktop computer and laptop management, access and security control, the information technology procurement process, hardware and software inventory management, Information security, software installation and support, server and computer patching, offender cell phone forensics. |
| Application Development Bureau | 9.5 | Responsible for providing agency services and support for the departments adult and youth information management systems. This includes development of new system functionality, support and updates of existing functionality, support of system application server integration, internal report development and distribution, management of Internet and Intranet websites (DOC, MCE, BOPP), administration and development of SharePoint sites, and business analysis. |
| Statistics and Data Quality Bureau | 3 | Responsible for responding to all information requests relating to offender data requested by agency staff, other state agencies, the legislature, federal government agencies, media, and citizens. Reviews OMIS and YMS for incomplete and/or inaccurate data and provides that information to the data owners for correction. Conducts statistical analysis as directed by the Division administrator and Director's office. |
| IT Project Manager | 1 | Provides IT project management for all department projects that requires IT PM participation. |
| Radio, phone, and video manager | 1 | Provides management and support of the departments 1,207 radios, video conference systems, and primary support for phone system |

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| | | issues. This position is also the liaison for the IntelliTime Staff Scheduling system. |
| Crime Control Bureau IT Manager | 1 | The CCB IT Manager reports to the Crime Control Bureau Chief and is responsible for providing user support, training, project management, developing and maintaining bureau databases, application programs, Internet applications and interfaces. |

Information Technology Capabilities

Summary of Systems:

| Name | Description | Purpose |
|------|---|---|
| OMIS | Offender Management Information System | <p>OMIS is the official record of adult offenders under the supervision of the department. OMIS supports functionality required in all stages of department supervision from initial sentencing through discharge. OMIS interfaces with multiple systems including, but not limited to:</p> <ul style="list-style-type: none"> • Montana Integrated Justice Information System Broker • Victim Information Notification Everyday • CACTAS trust accounting system • Inmate telecommunication system • Sapphire pharmacy system • RevQ restitution and payment collection system • DPPHS Medicaid Management Information System |
| RevQ | Revenue Results restitution and payment collection system | <p>This system is used to collect payments due for restitution, supervision fees, and parental contributions for youth. The system also tracks all financial information related to restitution owed to victims and generates payments to the victims as money is collected. This system interfaces with:</p> <ul style="list-style-type: none"> • OMIS • State Accounting Budgeting and Human Resources System (SABHRS) |
| YMS | Youth Management Information System | <p>YMS is the official record of youth offenders under the supervision of the department. YMS supports functionality required in all stages of department supervision from initial sentencing through discharge.</p> |

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| KACE | KACE information technology management system. | KACE is a virtual appliance that is hosted on SITSD servers in the SMDC. This appliance manages the agency IT service desk ticketing system, computer inventory, software metering and inventory, computer patch management, software deployment, desktop imaging, and reporting. |
| CACTAS | Commissary and Trust Accounting System | <p>This system manages the Montana Correctional Enterprises (MCE) canteen and commissary. This includes all offender canteen inventory, sales, and delivery, and charging. Comprehensive lists of all purchases are maintained. The system also manages inmate trust account information.</p> <p>This system interfaces with:</p> <ul style="list-style-type: none"> • OMIS • SABHRS • Century Link • Keefe |
| DLP | Digital License Plate Manufacturing System | <p>This system manages the license plate manufacturing process. Including design, ordering, production, and distribution of license plates and license plate tags. This system interfaces with:</p> <ul style="list-style-type: none"> • DOJ MERLIN |
| Inmate communications system (CenturyLink) | Inmate communications system (CenturyLink) | <p>This system manages all inmate telephone calls, video visitation, and Edovo education tablets. This includes managing the inmate call lists, block lists, attorney lists, and recording of all calls, except calls to attorneys. Interfaces include:</p> <ul style="list-style-type: none"> • OMIS • CACTAS |
| IntelliTime | Post scheduling software. | <p>This system is used to schedule correctional officers at our secure facilities. The system is used to ensure all required posts are staffed for all shifts and that only staff with the required credentials can staff posts that require those credentials. It also manages</p> |

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| | | <p>seniority for overtime scheduling. This system interfaces with:</p> <ul style="list-style-type: none"> • SABHRS |
| Sapphire | Pharmacy and medication administration. | <p>This system manages the department's prescription formulary and medication administration process at our secure facilities. All medications are ordered via this system and the delivery and administration of medication is recorded. This system interfaces with:</p> <ul style="list-style-type: none"> • OMIS |
| VINE | Vitim Notification System Everyday | <p>VINE is the departments Victim Notification Provider (VNP). This system will generate a phone call, e-mail, and/or text message to the registered victim of a crime. The notification occurs within seconds of the department transmitting changes in offender status that require notification. This system interfaces with:</p> <ul style="list-style-type: none"> • OMIS |
| ExaqVision | Video Surveillance System | <p>This system integrates all of the components to manage, distribute, view, control access, and store video data captured on the video surveillance cameras installed at multiple locations in the department. This is the same system is utilized by GSD and is the system SITSD authorized for our agency to utilize for our video surveillance needs. The software is hosted on an SITSD hosted VM, the data is stored on SITSD hosted storage, and the cameras are connected to SITSD managed switches. This system is interfaced with:</p> <ul style="list-style-type: none"> • State Active Directory. |
| GMIS | Grant Management Information System | <p>This system tracks funds and reporting for the Montana Board of Crime Control grants to local law enforcement, state agencies, and non-profits. This system interfaces with:</p> <ul style="list-style-type: none"> • WARS • OSAS |

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| | | <ul style="list-style-type: none"> • FinRep • NarRep |
| MTIBRS | Montana Incident Based Reporting System | Collects 52 Federal Bureau of Investigation data elements from 107 law enforcement agencies statewide. Data elements include information on crime incidences and offenses, offender and victim information and arrestee information. |
| AVID | Automated Victim Information Database | Victim information database required by federal grantors. Tracks victim services provided statewide by subgrantees supported by MBCC grant passthrough funds. |
| OSAS | Grant Management Online Subgrant Application System | Online Subgrant Application System (OSAS) - an application support system for subgrantees to submit material in response to RFPs issued by MBCC. |
| JDDRS | Juvenile Detention Data and Reporting System | The Juvenile Detention Data and Reporting System (JDDRS) requires all adult jails and lockups, collocated adult and juvenile detention facilities, to report secure juvenile detentions to the Montana Board of Crime Control (MBCC); allowing MBCC to monitor Montana's compliance with the JJDP Act. Included as part of JDDRS, is an automated research-based detention risk assessment instrument (DRAI) to aid law enforcement and court officials in making an objective decision to release or detain youth. |
| Criminal Justice Directory | Criminal Justice Directory | Law Enforcement Directory - a resource that provides title and contact information for all Montana State Government Departments, County Government, City Offices, Federal Government Offices and Other Criminal and Juvenile Justice Departments and Agencies. |

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Summary of Hardware:

Appliances: Devices designed for internet access and specialized business use, but without capabilities of a fully-equipped server. Appliances can be physical or virtual. Include all chassis, tape systems, firewalls, switches, KVM's, and USB Anywhere devices. Do not include appliances hosted by SITSD.

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| Total Number of Appliances | 0 |
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Physical Servers: Include physical servers that are used for virtualization. Do not include servers hosted by SITSD.

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| Total Number of Physical Servers | 3 (2 @ Montana State Prison and 1 @ Riverside Correctional Facility) |
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Virtualized Servers: Do not include servers hosted by SITSD.

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| Total Number of Virtualized Servers | 0 |
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Storage: SANs and NASs. Do not include storage hosted by SITSD.

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| Total Usable Storage Space | 0 |
|----------------------------|---|

Devices: Currently in service including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.

| Device Type | Quantity | Estimated Replacement Value |
|--|----------|--|
| Desktops | 848 | \$841,216 (source Dell PC Quote) |
| Laptops | 182 | \$218,400 (source Dell Laptop Quote) |
| Mobile Devices (tablets, phones, etc.) | 308 | \$30,797 (MAX). These devices vary, and a replacement phone will cost between \$0.00 and \$99.99 depending on the phone type. |
| Network Multi-Function devices | 72 | These printers are leased utilizing the State Print and Mail leasing process. Some printers are on legacy leases and will be converted to the State Print and Mail leasing process when the leases expire. |
| Network Printers | 47 | \$35,250 (based on average replacement cost of the most common printers) |
| Desktop printers | 126 | \$25,200 (avg. price \$200 based upon review of most common models) |
| Cameras | 350 | \$350,000 (source current avg. cost via state ATS contract) |
| Polycom Video Conferencing Units | 17 | \$88,000 (source SITSD) |
| Crime Control Conference Room Unit | 1 | \$100,000 (source SITSD) |
| Portable radios | 902 | \$2,319,000 (source Motorola quote) |
| Mobile radios | 305 | \$1,119,000 (source Motorola quote) |



Agency information technology projects ([2-17-524\(1\)\(e\)\(f\)\(2\), MCA](#)).

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|---|---|
| Montana State Prison Video Surveillance Modernization | |
| Montana State Prison | |
| Project / Program purpose and objectives | <p>Security camera systems are utilized to assist in providing enhanced security and improved surveillance of high risk locations. Additionally, the department is required to comply with the Prison Rape Elimination Act (PREA) and security camera systems are integral as a deterrent as well as an investigative tool.</p> <p>Historically, security cameras were expensive and have been installed by external security doors and gates and in areas where there were higher risks of incidents. The ability to monitor the cameras from remote locations was limited and access was generally only available to staff at the location the camera was installed.</p> <p>Multiple analog security cameras have been installed as standalone systems that record on Digital Video Recorders (DVRs) and in once case VHS tape. These systems are in various locations at MSP, they are not networked, integrated, or synchronized with the other systems. To meet operational needs older systems are upgraded or expanded whenever funding can be obtained.</p> <p>Department IT staff have worked with the State Information Technology Services Division, General Services Division, Montana State Prison, and Montana Correctional Enterprises to develop the requirements for updating the video surveillance system at the facility.</p> <p>This system operates on the state network, the servers that manage the cameras runs on an SITSD server located in the State of Montana Data Center (SMDC). The video is saved to an SITSD storage device located at MSP for short term storage and each night migrated to SITSD hosted storage located at the SMDC. The system designed by SITSD, GSD, and ITD integrates all the components that manage, distribute, view, and store video data.</p> <p>The initial camera installations have been very successful and live video is available to staff that need to have access at MSP as well as Investigators and the Director's office in Helena.</p> <p>MSP and MCE have installed 290 surveillance cameras and have a requirement for 171 more cameras to replace the</p> |

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| | <p>remaining legacy cameras and provide coverage in areas that currently have no cameras.</p> <p>There is currently no funding for the remainder of these cameras. The department is considering an EPP request and is also exploring the potential for grant funding. A final budget has not yet been developed.</p> <p>This narrative and project cost details will be updated when all information has been determined and is available.</p> <p>Cost for cameras \$171,000 Cost for camera licenses one time: \$34,200 Annual cost for camera licenses: \$6,318.45 Annual SITSD costs for camera network connections: \$71,717.40 Installation costs: TBD – staff time and contractor costs not yet finalized.</p> |
| IT Goal and Objective Reference | Implement scalable technologies that meet customer demand flexibly and rapidly, with minimal capital expenditures. |
| Estimated start date | Click or tap to enter a date. |
| Estimated delivery date | Click or tap to enter a date. |
| Estimated cost | |
| HB 10 Request | Choose an item. |
| Funding source one | Funding Source Amount Allocated |
| Funding source two | Funding Source Amount Allocated |
| Funding source three | Funding Source Amount Allocated |
| Annual costs upon completion | |
| Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended. | The project to install these cameras will start when funding is obtained. There is potential that this will be broken into several smaller projects, covering a single unit or location at a time as funding is obtained. |

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| Clinical Services Division Electronic Medical Records | |
| Clinical Services Division | |
| Project / Program purpose and objectives | <p>Department of Correction's facilities currently utilize paper-based medical charts for all aspects of offender medical care. The continued use of a paper system is inefficient and the acquisition of an Electronic Medical System (EMR) that would allow for the automation of offender medical records is a necessity. This automation would greatly enhance the medical services provided at the sites by:</p> <ul style="list-style-type: none"> • Improving the quality of patient care; • Improving accuracy of diagnosis; • Improving care coordination; • Increasing efficiencies and cost savings. |

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| | <p>Additionally, all areas of health care can work together more efficiently; medical, dental and mental health care will be able to work in a team approach rather than as individual work groups. The medical records department will greatly decrease the amount of time currently used on hand-copying documents for litigation, grievances, and transfer of patients. Staff time will be greatly reduced by reducing the amount of time transferring paper-based charts from one department to another. The ability to interface with the medical systems of our external medical providers will also be more efficient than the current process. In addition, EMR software allows for easily accessible statistical data, and tracking certain aspects of a patient’s health status—e.g., graphing of a diabetic’s Hemoglobin A1c (HbA1c) values.</p> <p>There is currently no funding for this project and the department is currently exploring the costs for acquiring and ongoing maintenance of an EMR.</p> | |
| IT Goal and Objective Reference | Goal 5: Where and when possible, automate business practices to make the practices more efficient and cost effective. | |
| Estimated start date | Click or tap to enter a date. | |
| Estimated delivery date | Click or tap to enter a date. | |
| Estimated cost | To be determined | |
| HB 10 Request | Yes | |
| Funding source one | Funding Source | Amount Allocated |
| Funding source two | Funding Source | Amount Allocated |
| Funding source three | Funding Source | Amount Allocated |
| Annual costs upon completion | | |
| Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended. | The Clinical Services Division has reviewed several Electronic Medical Record systems and is at the requirements gathering stage. Once the requirements are gathered cost estimates will be developed and funding sources will be determined. T | |



Contact Information

Agency Director / Administrator

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|-----------------|--|
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Information Technology Contact (CIO / IT Manager)

| | |
|-----------------|--|
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Information Security Manager

| | |
|-----------------|--|
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