



DEPARTMENT OF LABOR and INDUSTRY

**AGENCY INFORMATION
TECHNOLOGY PLAN**



2018



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Mission, Goals, and Objectives

Mission	The Montana Department of Labor and Industry exists to promote and protect the well-being of Montana’s workers, employers, and citizens, and to uphold their rights and responsibilities.
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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal One	Common Customer Creating a culture of exceptional customer service by viewing and engaging customers first and foremost as DLI customers	Goals 1, 2, 3, 4, 5, & 6	Customer Focus; Continuous Improvement
Objective One	Minimize customer confusion and improve customer perception of DLI/State	Goals 2, 3 & 4	Customer Focus; Continuous Improvement
Objective Two	Staff development and career lattice structure	Goal 5	Individual Responsibility; Individual Growth; Continuous Improvement
Objective Three	Culture change	Goals 1, 2, & 3	Individual Growth; Ethics in the Workplace
Objective Four	Analysis of current structure, what changes are needed	Goals 1, 2, 3, 4, 5, & 6	Continuous Improvement

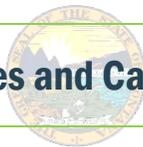
		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Two	Common Web Portal / Gateway to DLI Services Single portal connecting customers to multiple systems.	Goals 1, 2, 3, 4, 5, & 6	Customer Focus; Continuous Improvement
Objective One	Complete a situational assessment	Goals 1, 2, 3, 4, 5, & 6	Customer Focus; Continuous Improvement

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Objective Two	Improve the customer experience and communication through common systems and modules	Goals 2, 3, 4, 5, & 6	Customer Focus; Continuous Improvement
Objective Three	Provide for strategic partner engagement	Goal 1 & 6	Customer Focus; Continuous Improvement

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Three	Common Data Make better decisions based on good data	Goals 1, 2, 3, 4 & 5	Customer Focus; Continuous Improvement
Objective One	Assembling quality data	Goals 1 & 2	Customer Focus; Continuous Improvement
Objective Two	Organizing the data	Goals 1, 2, 3, 4 & 5	Customer Focus; Continuous Improvement
Objective Three	Analyzing the data	Goals 1, 2, 3, 4 & 5	Customer Focus; Continuous Improvement

Link to Agency Goals and Objectives	http://dli.mt.gov/about/goals
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Resources and Capabilities

Information Technology Resources

Summary of information technology resources:

Bureau / Unit Name	Number of FTE	Primary Function / Mission
Technology Services Division	54	The department has a centralized organizational structure for Information Technology (IT) that focuses on improving efficiencies and service, while reducing duplicative costs and improving coordination across the entire department and the state enterprise. Standardize or integrate IT applications, resources, and enterprise solutions.

The department’s organizational chart can be found on our website:

<http://dli.mt.gov/about/organizational-chart>

Information Technology Capabilities

Summary of Systems:

Name	Description	Purpose
Accela (Ebiz.mt.gov)	Professional, Occupational and Permitting System	Allows citizen's to apply, renew, search, pay fees, schedule inspections and view inspection results of building, construction-related and professional permits, licenses, and reports
Arbitration	Roster of qualifying Arbitrators.	allows for online registration and place resumes for approval on the web site
Asarco Claims Application	benefits tracking application	Pays benefits to claimants and provides services
CAT (Case Tracking)	Case tracking system for Office of Administrative Hearings	Tracks wage and hour and labor mediation related cases
DLI JIRA Service Desk	Service Desk Management	Used to track DLI employee IT service incidents
DLI.MT.GOV	Department Web Presence	This is the public facing Department web page.
Docket (for DLI)	Case tracking system for Workers Comp Court	Used to manage Workers' Compensation cases. Custom case management system develop to track worker compensation court docket actions

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Electronic Prior Claims	The system provides access for insurers on limited workers compensation claim information	The system provides access for insurers on limited workers compensation claim information
Federal OES	Federal Occupational Employment Statistics	U.S. Department of Labor and Statistics system used to input Montana data and pull statistical reporting of other state's employment data.
CRICET	Independent Contractor Contractor Registration	Supports the licensing aspect for all Construction Contractors including registration, issuing Independent Contractor Exemption Certificates, determination of worker status.
IT Procurement System	IT Procurement tracking system	The Procurement system is used by the Technology Services Division to track IT purchases including hardware, software, training, and internal expenses.
Mine Grant Application	Application for tracking mine inspections	Tracks employers and the training they receive from DLI
MISTICS	Unemployment Insurance Benefits System (Montana's Integrated System to Improve Customer Service))	State of Montana's Unemployment Insurance (UI) benefits system that establishes and tracks unemployment insurance claims and creates payments for the state's workers who become unemployed through no fault of their own. UI benefits system encompasses Unemployment Insurance (UI), Disaster Unemployment Assistance (DUA), Emergency Unemployment Compensation (EUC), Extended Benefits (EB), and Trade Readjustment Assistance (TRA), among other unemployment programs.
MontanaWorks.gov	One Stop Portal to DLI services	The MontanaWorks system is a one-stop portal for services offered by DLI Workforce Services and Unemployment Insurance, including job seeker services, training, state job bank and unemployment insurance.
Mworks	WSD's case management system	Staff uses Mworks to input jobs for employers, match job seekers to jobs, determine eligibility for various programs, provide case

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		management services, manage apprentices.
POC	Proof of coverage	Electronic means for workers compensation insurers to send and receive policy data
Safety Weekly Activity	Safety Weekly Activity	Track and report activity of inspectors for health and safety of mines
Silicosis	Silicosis	Tracks the claimants and beneficiaries who are currently receiving Silicosis benefits.
STAARS	Unemployment Insurance Tax System (Status, Tax Accounting, Audit, & Rating System)	System allows employers (or their authorized representatives) to register (apply) for a new Unemployment Insurance (UI) account, view and make changes to UI account information and demographics, file quarterly reports (including importing files and bulk electronic filing), make payments and run reports.
SIF	Subsequent Injury Fund	The SIF system reports people who meet the definition of permanent impairment by law. The person files a claim with the state and then meets with a doctor to determine the seriousness of the injury and if it affects that person careers.
UEF	Uninsured Employers Fund Claims	Track claimants whom are injured on the job and were not covered by Worker's Compensation Insurance. The UEF fund reimburses medical providers for services rendered.
WCAN	Workers' Compensation Administration Network	Collects and compiles information from insurers, employers, medical providers, claimants, adjusters, rehabilitation providers, and the legal profession. Used to make policy and management decisions.

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.

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.

Total Number of Physical Servers	18
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Virtualized Servers: Do not include servers hosted by SITSD.

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

Total Usable Storage Space	0
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Devices: Currently in service including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.

Device Type	Quantity	Estimated Replacement Value
Desktops	621	\$579,393
Laptops	354	\$578,436
Mobile Devices (tablets, phones, etc.)	10	\$8,999
Printers	175	\$48,725
Cameras	1	\$300



MontanaWorks.gov	
Dept. wide	
Project / Program purpose and objectives	<p>MontanaWorks.gov enhancements</p> <ol style="list-style-type: none"> 1. Further integration of common system, customer and data through the enhancement of MontanaWorks.gov 2. Common case management for both Unemployment Insurance and Workforce services Divisions 3. Expand internal client module services to include Employers and Providers 4. Build additional reporting and business intelligence resources by integrating with DLI's data warehouse 5. Integration of DLI applications via web services to the department portal at MontanaWorks.gov
IT Goal and Objective Reference	Common Customer; Common Web Portal; Common Data
Estimated start date	1/31/2019
Estimated delivery date	6/30/2021
Estimated cost	To be determined
HB 10 Request	No
Funding source one	To be determined Amount Allocated
Annual costs upon completion	Internal maintenance and support; no license costs; costs to ITSD for housing data and servers
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	MontanaWorks.gov future enhancements have not been initiated.

Data Warehouse Enhancements	
Dept. wide	
Project / Program purpose and objectives	<p>Data Warehouse enhancements</p> <ol style="list-style-type: none"> 1. Identify DLI's internal and external customer reporting needs. 2. Build additional reporting and business intelligence resources within DLI's data warehouse.
IT Goal and Objective Reference	Common Customer; Common Web Portal; Common Data
Estimated start date	10/1/2018

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Estimated delivery date	6/30/2020	
Estimated cost	To be determined	
HB 10 Request	No	
Funding source one	To be determined	Amount Allocated
Annual costs upon completion	Internal maintenance and support; limited annual Tableau desktop licenses; costs to ITSD for housing data and servers	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Data Warehouse future enhancements have not been initiated.	

Contact Information



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