



DEPARTMENT OF COMMERCE

**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	Commerce's Information Technology strategy is to support our business divisions in the accomplishment of their respective missions. This includes day to day operational support for management of the IT related resources, procurement, security, change/fix, and web resource coordination and development. We strive to provide the most cost-effective solutions and timely, professional support to our client community.
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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal One	Maintain focus and priority on security related principals, practices, tools and processes so that data and resources of our department and constituents are kept secure and available to contribute to the successful completion of our business objectives.	G1 - Secure	G1
Objective One	Continue to mature our security plans for those business functions or systems most at risk.	Obj: 1.1, 1.4, 1.6	G1
Objective Two	Continue to engage each employee as an active member of our team in securing our environment and resources.	Obj: 1.2, 1.3	G1
Objective Three	Take advantage of resources made available to the Department that aid in implementing a multi front defense to cyber threats.	Obj: 1.1, 1.2, 1.3, 1.5, 2.1, 4.1, 4.3, 4.4, 6.2	G1
Objective Four	Increase participation in periodic disaster recovery testing and exercises.	Obj: 1.1, 1.3, 4.1	G1

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference

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Goal Two	Seek out and engage in partnerships with others that will allow us to implement newer technologies more quickly and efficiently.	Goal 2 - Shared	G2, G3
Objective One	Stay aware of new enterprise services that may provide cost effective solutions to existing and emerging problems.	Obj: 2.1	G3
Objective Two	Engage with other agencies to share technologies or services that have been discovered and to adopt best practices that have been proven elsewhere.	Obj: 2.1	G2
Objective Three	Continue to implement additional work flows within the Enterprise Content Management system to more efficiently manage our documents and reduce processing times.	Obj: 2.3, 3.1, 4.6	G2
Objective Four	Evaluate the Unified Digital Workspace service for use within Commerce.	Obj: 2.2, 3.2	G2, G3
Objective Five	Evaluate enterprise service management system as a replacement for the existing TrackIT management system.	Obj: 5.2	G2, G3
Objective Six	Evaluate the use of eMACs as the standard within Commerce for our grants and procurements management or expand usage of the multiagency web grants portal.	Obj: 3.1	G2
Objective Seven	Evaluate web site tools to improve content management, ease of use, accessibility and mobility.	Obj: 1.5, 3.1	G3

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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Three	Increase our capabilities in the tools and resources used in the secure and efficient collaboration and communication with our team members and constituents both within and external to the State Enterprise.	Goal 3 – State-of-the-Art	G3
Objective One	Evaluate and implement products such as MS Teams, Teamwork, Basecamp, Slack, etc. to provide more efficient tools to manage the information resources of our dynamic and specialized teams.	Obj: 1.3, 2.3, 3.1, 4.2	G3
Objective Two	Contribute to the improvement of the enterprise content management system and associated analytical tools or identify and pursue alternatives that will meet our needs.	Obj: 6.1	G3
Objective Three	Identify and implement web analytical tool(s) that meet our needs in managing our large and diverse web presence and public communication foot print.	Obj: 6.1	G3
Objective Four	Identify and implement email and texting communication tools that can communicate with both internal and external constituents to reach and measure the success of our marketing campaigns.	Obj: 3.3	G3
Objective Five	Update/replace existing conference room equipment to ensure effective and efficient meetings.	Obj: 3.1, 4.2, 5.3	G3

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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Four	Identify and implement tools or services needed to meet Commerce's unique needs within our limited means.	Goal 5 – Capability Goal 6 – Cost Effectiveness	G2
Objective One	Evaluate and implement a portfolio management tool for Montana Facility Finance.	Obj: 3.1	G4
Objective Two	Continue to implement emerging tools such as Workiva/wDesk, Tableau, and Moodle/Moonami through team member education and integration in the work processes for our business units.	Obj: 3.1, 4.6	G4
Objective Three	Evaluate and consider any/all alternatives to the Adobe family of software products.	Obj: 6.1	Obj: 4.4
Objective Four	Evaluate Gov2Go, AccessGov and other eForms products as an alternative to existing internet technology tools.	Obj: 3.1, 4.6	Obj: 4.3
Objective Five	Evaluate and implement, as appropriate, tools, services or resources that meet our unique needs that may not be available as an Enterprise service.	Obj: 3.1, 4.6	G4
Objective Six	Research bulk digital storage options to address our video needs.	Obj: 4.7	G4
Objective Seven	Complete Board of Investments project to replace an aging Oracle based system with SQL.	Obj: 4.7	G4

Link to Agency Goals and Objectives	http://commerce.mt.gov/About/MissionAndVision
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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
Director's Office	4	Provide application, desktop, website, infrastructure and security support to Commerce.
MT Office Tourism and Business Development	6	Provide GIS, database, website, and desktop support.
Housing Division	2	Provide application and desktop support.
Board of Investments	1	Provide desktop, security and infra-structure support.

Information Technology Capabilities

Summary of Systems:

Name	Description	Purpose
Housing Development Software, Emphasis, HAPPY	The Housing Division uses a variety of applications to manage the Housing business functions, loan servicing and Section 8 programs.	Provides day to day operational support to the business functions, records management and client records tracking.
Past Perfect	The Heritage Commission uses a system that provides inventory and publication of historical artifacts owned and managed by the Commission.	Provides inventory capability and the capability to expose portions of the collection to the public for viewing.
Montana Office of Tourism and Business Development	The Montana Office of Tourism and Business Development use a variety of on premise and SaaS applications to meet their Tourism, Film Office and Business Development needs.	Systems are used to manage the content of a large internet presence in support of Tourism, Film Office resources, management and delivery of product, digital content management and grants management.
Investment Development Software, Bloomberg, Factset, Fund Connect, Multi-Currency Horizon, MyStateStreet, SinglePoint, US Bank Gateway	The Investment Division (Board of Investments) uses a variety of applications to manage the Investment business functions, loan servicing and INTERCAP programs.	Provides day to day operational support to the business functions, movement of money, trading activity, records management and reporting activities.

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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.

Total Number of Appliances	Zero
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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	Zero
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Virtualized Servers: Do not include servers hosted by SITSD.

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

Total Usable Storage Space	12 TB RAID (plus various 1-2T drives) in the Montana Film Office for storage of Raw and Edited video.
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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	207	\$220,592.00
Laptops	117	\$175,740.00
Mobile Devices (tablets, phones, etc.)	46	\$21,950.00
Printers	92	\$32,200.00
Cameras	58	\$38,493.00
Continue entering applicable items.		
Continue entering applicable items.		
Continue entering applicable items.		

AGENCY INFORMATION TECHNOLOGY PLAN



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

None Planned		
Division		
Project / Program purpose and objectives		
IT Goal and Objective Reference		
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.		

Project Name		
Division		
Project / Program purpose and objectives		
IT Goal and Objective Reference		
Estimated start date	Click or tap to enter a date.	
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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.		



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