



MONTANA FISH, WILDLIFE & PARKS

**AGENCY INFORMATION
TECHNOLOGY PLAN**



2018



Table of Contents



Mission, Goals, and Objectives.....	3
Resources and Capabilities	5
Information Technology Resources.....	5
Information Technology Capabilities.....	7
Projects.....	8
Contact Information	10

Mission, Goals, and Objectives



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

Mission	<p>FWP Mission Statement – “Montana Fish, Wildlife & Parks, through its employees and citizen commission, provides for the stewardship of the fish, wildlife, parks, and recreational resources of Montana, while contributing to the quality of life for present and future generations”</p> <p>TSD Mission Statement – “The mission of the Technology Services Division is to support the agency in achieving its mission and goals through the application of technology. TSD partners with Agency programs to create innovative solutions; provide information technology leadership, products, and services; ensure compliance of information technology with all statutes, policies, standards and plans; and develop and maintain the agency’s technology strategy and architecture plans.”</p> <p>To accomplish its mission, TSD:</p> <ul style="list-style-type: none"> • Collaborates with Agency programs to ensure its processes align with agency priorities when developing solutions or providing services. • Follows best practices and standards when providing and supporting technology services to internal and external customers. • Ensures compliance with information technology best practices and standards through the application of security and governance polices
----------------	---

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal One	Technology Optimization Project	Goals 1 and 3	Goals 1, 2 and 3
Objective One	Refine and improve the service management process.	Objective 3.1	Objectives 1.1 and 3.1
Objective Two	Streamline technology governance and IT strategic planning.	Objective 1.6	Objectives 3.1 and 3.3
Objective Three	Build an Enterprise Architecture Capability.	Goal 4	Objective 3.2

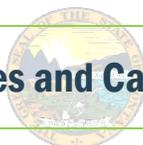
		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Two	Data Governance and Security	Goals 1 and 4	Goals 1 and 2

AGENCY INFORMATION TECHNOLOGY PLAN

Objective One	PII Protection – Develop clear policies to guide the collection, storage, use and dissemination of personal information.	Objectives 1.1, 1.3 and 1.4	Objective 1.3
Objective Two	Eliminate Data Silos – provide central repositories for data collected by individuals.	Objective 4.5, 4.6 and 4.7	Objective 1.1
Objective Three	Facilitate data based decisions – allow the agency to make informed decisions by providing access to relevant data.	Objective 4.4	Objectives 1.1, 1.2, 1.3, 2.1 and 2.2

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Three	Mobile Computing Solutions	Goal 3	Goals 1, 2 and 3
Objective One	Provide interactive communication between FWP and the public.	Objective 3.1	Objective 1.2, 1.3, 2.2 and 2.3
Objective Two	Enhance customer service to include streamlining revenue-generating processes.	Objective 3.1	Objective 3.3
Objective Three	Improve public usability and access to FWP-specific information and programs.	Objective 3.1	Objective 2.1

Link to Agency Goals and Objectives	FWP Vision and Guide 2016 -2026
--	---



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
Chief Information Officer	1	Responsible for developing, communicating, and implementing the vision and strategy for all technology at FWP. The CIO serves as the administrator of the Technology Services Division, guiding their individual efforts in a unified and strategic direction. The CIO is also the primary technology expert for FWP, responsible for identifying changing trends and making high-level decisions and changes to department-wide IT direction. The CIO makes decisions regarding technology policies, projects, and budget.
Application Development Bureau	8	Provide in-house development of software specific to the natural resource management mission of the department. These FTE also support the ongoing enhancement and maintenance of all FWP developed systems with particular emphasis on the agency's mission critical applications.
DevOps Bureau	4	Promote communication, collaboration and integration. Dedicated to the study of building, evolving and operating rapidly-changing resilient systems at scale. Ensuring data integrity, security, and efficient database design; quality assurance; and secure implementations are critical functions of this section.
Geographic Information Bureau	8	Provide geospatial data acquisition, management, analysis, dissemination and education for the department and the public. Staff is also responsible for the development and maintenance of web mapping applications used by staff and the public.
Network Services Bureau	12	Provide desktop and applications support, server and infrastructure management, and handle operational security for FWP's technology program.
Projects Bureau	5	Provide project management, business analysis, and development support services to FWP's technology program and its stakeholders. Process and policy development and customer outreach

AGENCY INFORMATION TECHNOLOGY PLAN

		and relations are an important part of this group's mission, as well.
Technology Program	1	Provides administration of the FWP IT Security Program, Records Management Program, and servers as the agency Continuity of Operations Program Coordinator.

Information Technology Capabilities

Summary of Systems:

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	1
----------------------------	---

Physical Servers: Include physical servers that are used for virtualization. Do not include servers hosted by SITSD.

Total Number of Physical Servers	0
----------------------------------	---

Virtualized Servers: Do not include servers hosted by SITSD.

Total Number of Virtualized Servers	0
-------------------------------------	---

Storage: SANs and NASs. Do not include storage hosted by SITSD.

Total Usable Storage Space	20 TB
----------------------------	-------

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

Device Type	Quantity	Estimated Replacement Value
Desktops	455	\$360,000
Laptops	733	\$1,048,923
Mobile Devices (tablets, phones, etc.)	257	\$89,950
Printers	490	\$147,000
Cameras	587	\$176,100
Thin Clients	50	\$21,250
Toughbooks	123	\$514,755
ALX Device (Point of Sale)	390	\$390,000

AGENCY INFORMATION TECHNOLOGY PLAN



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

Automated License System		
FWP		
Project / Program purpose and objectives	In 2001, Montana Fish, Wildlife and Parks (FWP) implemented an Automated Licensing System (ALS) that focused on the automation of the sale of hunting and fishing licenses through local providers (e.g. retail stores) in addition to FWP regional offices. Over the last 17 years, ALS has been improved and stretched to meet new agency and customer needs, changed to accommodate new license regulations and types, and expanded to integrate additional business functions. The system is coming to the end of its useful life. We are planning for a complete replacement or reconstruction of the existing licensing system to support existing core functions, new information technology design and software, and expand functionality to meeting existing and new agency business and customer needs.	
IT Goal and Objective Reference	Public Service, Resource Management and Capacity Building for Effective Management.	
Estimated start date	7/1/2019	
Estimated delivery date	1/4/2021	
Estimated cost	\$10,000,000	
HB 10 Request	Yes	
Funding source one	General License Fund	Dependent on Legislative action
Funding source two	Federal Pittman-Robertson Federal Grant	Dependent on amount of funding source #1 and federal match requirement
Funding source three	N/A	N/A
Annual costs upon completion	Unknown - Dependent on solution chosen	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Business case has been created	

Facilities Management		
FWP		
Project / Program purpose and objectives	FWP owns property and building across the state. We need a centralized solution for tracking maintenance, contracts and repairs for State Parks, Wildlife	

AGENCY INFORMATION TECHNOLOGY PLAN

	Management Areas, Fishing Access Sites, Offices and Hatcheries.	
IT Goal and Objective Reference	Resource Management and Capacity Building for Effective Management	
Estimated start date	Unknown	
Estimated delivery date	Unknown	
Estimated cost	Dependent on solution chosen	
HB 10 Request	No	
Funding source one	General License Fund	Dependent on Legislative action
Funding source two	State Park Revenue	Dependent on amount funding source #1
Funding source three	N/A	N/A
Annual costs upon completion	Unknown - Dependent on solution chosen	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	0% and \$0	

SmartCop Expansion and Support		
Enforcement		
Project / Program purpose and objectives	Ongoing Support and Expansion of the SmartCop program at FWP.	
IT Goal and Objective Reference	Public Service	
Estimated start date	Ongoing	
Estimated delivery date	Ongoing	
Estimated cost	\$92,600	
HB 10 Request	No	
Funding source one	General License Fund	\$92,600
Funding source two	N/A	N/A
Funding source three	N/A	N/A
Annual costs upon completion		
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	100% Implemented and requesting ongoing support at \$92,600 per year for an FTE.	

Policy Management		
FWP		
Project / Program purpose and objectives	Develop new tools for document and information management and to centralize FWP policies so they are available to all staff regardless of their location and access to SummitNet. This would increase the staff's use and application of State and agency policies and forms.	
IT Goal and Objective Reference	Capacity Building for Effective Management	
Estimated start date	Unknown	
Estimated delivery date	Unknown	
Estimated cost	Dependent on solution chosen	
HB 10 Request	No	

AGENCY INFORMATION TECHNOLOGY PLAN

Funding source one	General License Fund	Dependent on Legislative action
Funding source two	State Park Revenue	Dependent on amount funding source #1
Funding source three	N/A	N/A
Annual costs upon completion	Unknown - Dependent on solution chosen	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	0% and \$0	



Contact Information

Agency Director / Administrator

Name	Martha Williams
Phone Number	406-444-3186
Email Address	Martha.williams@mt.gov
Mailing Address	1420 E. 6th Ave. Helena MT 59601

Information Technology Contact (CIO / IT Manager)

Name	Jessica Plunkett
Phone Number	406-444-5513
Email Address	jplunkett@mt.gov
Mailing Address	1625 11th Ave. Helena MT 59601

Information Security Manager

Name	Rebecca Cooper
Phone Number	406-444-4756
Email Address	rcooper@mt.gov
Mailing Address	1625 11th Ave. Helena MT 59601

Alternative accessible formats of this report will be provided upon request.
 All publishing of this document was done electronically. 0 copies of this document were printed for a total cost of \$0.