



OFFICE OF STATE PUBLIC DEFENDER

**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	We provide effective professional legal services with equal access to quality client-centered representation.
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The agency's Strategic Plan is enclosed with this document. The agency's Director provides high-level supervision and direction for the statewide system.

OPD is a large statewide criminal defense law firm. As such, the statewide agency has some unique technical and IT-based challenges. The agency must protect private and privileged information while at the same time safeguarding the work product of its staff and attorneys. While OPD is not a criminal justice agency, it operates within a criminal justice environment that requires collaboration between OPD and criminal justice agencies. Some of the agency's unique challenges are as follows:

- There are personnel and funding challenges to structure, manage, and operate an adequate Information Security Management (ISM) program to address the constant change in technology and associated security requirements.
- There are some technical challenges related to records retention and our Case Management System (CMS). Currently, OPD does not have the ability to systematically perform file destruction while retaining essential conflict of interest information. Currently, OPD only has the capability to delete all information related to a case. We continue to work with the CMS vendor to develop a solution. Additionally, OPD's file servers do not have any organization nor records retention applied. Generally, these servers should not have any case related documents.

OPD has approximately 20 physical offices throughout the State of Montana. All OPD offices are connected to the backbone of Montana's IT infrastructure, SummitNet. OPD has also expanded the Program 3 (Conflict Coordinator program) to include "home office" users that are not on SummitNet. These users and their equipment are difficult to manage since there is no remote management capability when not on SummitNet. OPD's primary IT service vendor is SITSD, who provides virtual servers, database management, storage, and network connection services. OPD also works closely with Journal Technologies for support and maintenance of the case management system.

- OPD is currently using solutions such as the State's new 'FlexVPN' option.

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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal One	Improve our existing Information Technology network and application topology.	Goal 3: State-of-the-Art	3.3
Objective One	Enhanced security for all users.	Objectives: 1.1, 3.1	3.3.2

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Two	Utilize our existing technology to better improve business operations of the Office of the State Public Defender.	Goal 3: State -of-the-Art	3.1; 3.3
Objective One	Identify sufficient information technology resources to meet agency technical priorities and empower the full use of technical resources.	Objective: 3.1	3.1.5; 3.3.1

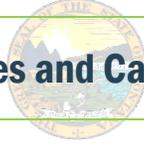
		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Three	Ensure Continued Operations.	Goal 4: Capacity	3.3
Objective One	Develop and Implement OPD Disaster Recovery Plan	Objectives: 4.1	3.3.4

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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Four	Ensure transparency, uniformity and consistency in the administration of the statewide system.	Goal: 2	3.1; 3.2; 3.3
Objective One	Develop monitoring and reporting mechanisms to ensure efficiency, transparency, and accountability.	Objective: 2.1	All 3.3 objectives

Link to Agency Goals and Objectives	LINK
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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
OPD IT	4	Network Administrators/Computer Systems Analyst
OPD Case Management	2	Case Management System Administrators

Information Technology Capabilities

Summary of Systems:

Name	Description	Purpose
Westlaw	Westlaw Legal Research	Legal research system used by the Appellate Defender Division of OPD
JustWare	Case Management System	OPD's primary business application used to manage all cases. Also used to manage Accounts Receivable for Public Defender Fees assessed by the courts.
Microsoft Dynamics CRM	Online billing system for OPD Contractors. Also used for Online Pre-Approval of client costs	All OPD contractors use the system to bill us for services provided. The system is also used by FTE Attorneys to request pre-approval of client related costs (mental health evaluations, expert witnesses, etc.)
Client Payment Portal	Online payment portal for Public Defender Fees imposed by the Courts.	Clients can make online payments for their Public Defender Fees.

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	0
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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	90	\$72,000
Laptops	192	\$240,000
Mobile Devices (tablets, phones, etc.)	30	\$3,000

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Printers	35	\$163,500
Cameras		
Continue entering applicable items.		
Continue entering applicable items.		
Continue entering applicable items.		

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

JustWare/Full-Court Integration		
Division		
Project / Program purpose and objectives	Integrate OPD's case management system with the Supreme Court Administrator's case management System. This integration would reduce or eliminate data entry duplication.	
IT Goal and Objective Reference	1, 2, 4	
Estimated start date	7/1/2020	
Estimated delivery date	6/30/2021	
Estimated cost	\$75,000	
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	\$21,000	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	0	

JustWare Justice Web		
Division		
Project / Program purpose and objectives	Grant case management system access to external parties (Contractors, clients, etc.). This would enable better data collection and interaction with our contractors. It would also improve client's access to our services.	
IT Goal and Objective Reference	1, 2, 4	
Estimated start date	7/1/2019	
Estimated delivery date	9/1/2019	
Estimated cost	\$60,000	
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	\$43,000	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	0	

Contact Information



Agency Director / Administrator

Name	Carleen Green
Phone Number	406-496-6085
Email Address	CGreen@mt.gov
Mailing Address	44 W Park, Butte, MT 59701

Information Technology Contact (CIO / IT Manager)

Name	Kyle Belcher
Phone Number	406-841-3777
Email Address	kbelcher@mt.gov
Mailing Address	108 Riverview 2E, Great Falls, MT 59404

Information Security Manager

Name	Kyle Belcher
Phone Number	406-841-3777
Email Address	kbelcher@mt.gov
Mailing Address	108 Riverview 2E, Great Falls, MT 59404

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