

# Agency Information Technology Plan

**Agency**

Department of Public Health and Human Services

**Mission**

The Department of Public Health and Human Services' (DPHHS) mission is to improve and protect the health, well-being, and self-reliance of all Montanans. To fulfill that mission, the department has made significant investments in information technology (IT). Our IT systems and the data they manage are critical for the department programs that provide services for families, children, seniors, veterans, and the disabled. Responsibility for these IT systems lies within the Technology Services Division (TSD), which oversees IT system development, maintenance, procurement, and operations. The mission of TSD is to provide effective and efficient IT services to the Department. We help the Department use IT to transform traditional program delivery into citizen centric services. TSD strives to manage the various Department systems as an overall integrated portfolio to meet the needs of internal and external customers. This type of system life-cycle management is key in keeping up with fundamental technology changes such as cloud-based systems, web services, and enterprise service orientated architecture. The mission of TSD is to provide effective and efficient IT services to the Department. We help the Department use IT to transform traditional program delivery into citizen centric services. TSD strives to manage the various Department systems as an overall integrated portfolio to meet the needs of internal and external customers. This type of system life-cycle management is key in keeping up with fundamental technology changes such as cloud-based systems, web services, and enterprise service orientated architecture.

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
<b>Goal One:</b>	Effective, innovative IT lifecycle management.	Goal 1: Fiscal Responsibility Goal 2: Optimization of Shared Services Goal 4: Unified Digital Government
<b>Objective One:</b>	Integrate data systems and modernize capacity for data analytics through enterprise data solutions and software.	Goal 2: Optimization of Shared Services 2.2 Shared 2.3 Standardization Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G
<b>Objective Two:</b>	Design a modern, scalable, flexible, and shared enterprise service platform.	Goal 1: Fiscal Responsibility 1.1 Cost Effective Goal 2: Optimization of Shared Services 2.2 Shared 2.3 Standardization Goal 4: Unified Digital Government 4.1 Modernization
<b>Objective Three:</b>	Collaborate with key stakeholders to deliver interoperable IT solutions and tools across branches, divisions, and programs.	Goal 2: Optimization of Shared Services 2.1 Automate 2.2 Shared Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G
<b>Objective Four:</b>	Increase internal controls through enterprise content management solution.	Goal 2: Optimization of Shared Services 2.2 Shared Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G
<b>Objective Five:</b>	Promote an innovative culture through shared services and modernization.	Goal 2: Optimization of Shared Services 2.2 Shared 2.3 Standardization Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G

Add Goal

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
<b>Goal Two:</b>	Operational excellence.	Goal 2: Optimization of Shared Services Goal 3: Cybersecurity Enhancements and Strategy Goal 4: Unified Digital Government Goal 5: Service First
<b>Objective One:</b>	Implement a strong, core information technology governance framework.	Goal 4: Unified Digital Government 4.1 Modernization
<b>Objective Two:</b>	Develop enterprise systems with common client identifiers.	Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G
<b>Objective Three:</b>	Protect and safeguard DPHHS infrastructure by strengthening cybersecurity posture, performance and policy.	Goal 3: Cybersecurity Enhancements and Strategy 3.1 Identify 3.2 Protect 3.3 Detect 3.4 Respond 3.5 Recover
<b>Objective Four:</b>	Improve cybersecurity controls and tools.	Goal 3: Cybersecurity Enhancements and Strategy 3.1 Identify 3.2 Protect 3.3 Detect 3.4 Respond 3.5 Recover
<b>Objective Five:</b>	Enhance end user capacity, knowledge and skills with shared, efficient, and automated business solution tools.	Goal 2: Optimization of Shared Services and Support: 2.1 Automate 2.2 Shared 2.3 Standardize Goal 5: Service First 5.2 Communication 5.4 Retain, Recruit, and Train

Add Goal

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
<b>Goal Three:</b>	Responsible and transparent management of IT resources and investments.	Goal 1: Fiscal Responsibility Goal 2: Optimization of Shared Services and Support Goal 4: Unified Digital Government Goal 5: Service First
<b>Objective One:</b>	Strengthen governance to facilitate decision making that improves operational efficiency, collaboration and transparency.	Goal 1: Fiscal Responsibility 1.1 Cost Effective 1.2 Transparency 1.3 Collaboration Goal 4: Unified Digital Government 4.4 G2G Goal 5: Service First 5.2 Communication 5.4 Retain, Recruit, and Train
<b>Objective Two:</b>	Increase use of effective IT investment planning, evaluation, and management principles across the department.	Goal 1: Fiscal Responsibility 1.1 Cost-Effective 1.2 Transparency 1.3 Collaboration Goal 2: Optimization of Shared Services and Support: 2.1 Automate 2.2 Shared 2.3 Standardize
<b>Objective Three:</b>	Invest, cultivate and retain a high-impact workforce.	Goal 5: Service First 5.1 BRM 5.2 Communication 5.4 Retain, Recruit, and Train
<b>Objective Four:</b>	Optimize information technology investments to improve process efficiency and enable innovation.	Goal 1: Fiscal Responsibility 1.1 Cost Effective 1.2 Transparency 1.5 Statewide Investment Management

Goal 2: Optimization of Shared Services and Support  
2.1 Automate 2.2 Shared 2.3 Standardize

**Objective Five:**

Standardize IT business solutions and tools across the department resulting in shared, smart, and efficient business practices and use of departmental resources and human capital.

Goal 1 Financial Responsibility 1.1 Cost Effective 1.2 Transparency 1.3 Collaboration Goal 2 Optimization of Shared Services and Support 2.2 Shared 2.3 Standardize Goal 5 Service First 5.1 BRM 5.2 Communication 5.4 Retain, Recruit, and Train

Add Goal

**Link to Agency Goals and Objectives**

<https://dphhs.mt.gov/Portals/85/Documents/DPHHSStrategicPlan2019-2024.pdf>

**Information Technology Resources and Capabilities**

**Information Technology Resources**

**Summary of information technology resources:**

Bureau / Unit Name	Number of FTE	Primary Function / Mission	
<input type="checkbox"/> Add Resource	Information Systems Bureau	23.5	The Information Systems Bureau is responsible for internal application development, maintenance and operations, database administration, and system administration for the Department's web and database servers.
<input checked="" type="checkbox"/> Add Resource	Network and Communications Bureau	27	The Network and Communications Bureau is responsible for desktop LAN administration, the technology services center (help desk), security operations and Microsoft server systems.
<input checked="" type="checkbox"/> Add Resource	Compliance and Security Bureau	4	The Compliance and Security Office is responsible for security policy and compliance, IT security and IT systems audits.
<input checked="" type="checkbox"/> Add Resource	Project Management Bureau	8	The mission of PMB is to deliver project support to the Organization (TSD) and its Customers by providing facilitation of project management processes and methodologies in a manner that is efficient, consistent, and standardized; provide mentoring and coaching to raise the project management maturity level of the organization and identify opportunities to leverage and implement Enterprise Services in an efficient manner and support the Department's Enterprise Vision at a project team level.
<input checked="" type="checkbox"/> Add Resource	Office of Analysis, Process, Projects and Learning	7	The Office of Analysis, Process, Projects, and Learning's mission is to support the Department to ensure processes are efficient, innovative and transparent by providing strategic business services to strengthen coordination and collaboration across DPHHS branches, divisions and programs. The Office of APPL provides business analysis, project management, technical writing, graphic design, and information technology training services to support our mission.
<input type="checkbox"/> Add Resource			

**Information Technology Capabilities**

**Summary of Systems:**

I have reviewed all of my agency's systems in Assurance CM and certify that it is accurate.

**Summary of Hardware:**

**Total Number of Appliances** (Devices designed for internet access and specialized business use, but without capabilities of a fully-equipped server. Can be physical or virtual. Include all chassis, tape systems, firewalls, switches, KVM's, and USB anywhere devices.)

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**Total Number of Physical Servers** (Include physical servers used for virtualization. Do not include equipment hosted by SITSD.)

6

**Total Number of Virtualized Servers** (Do not include equipment hosted by SITSD.)

2

**Total Usable Storage Space** (SANs and NASs. Do not include storage hosted by SITSD.)

N/A

Device Type (Including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.)	Quantity	Estimated Replacement Value
Desktops	1800	1,080,000
Laptops	1200	1,440,000
Surface Tablets	40	32,000
State Phones	600	300,000
Printers	300	1,500

**Information Technology Projects**

**Project Name**  
MPATH

**Division**  
Technology Services Division

**Project / Program purpose and objectives**  
The Department of Public Health and Human Services (DPHHS) has initiated the Montana Program for Automating and Transforming Healthcare (MPATH) to procure software and services to replace the State's aging legacy Medicaid Management Information System (MMIS). DPHHS will acquire discrete modules that align with the Final Rule for Mechanized Claims Processing and Information Retrieval Systems as described in 42 CFR 433.111, and successfully meet the goals and business needs identified by DPHHS during the modularity planning process. The MPATH modularity blueprint includes the following modules: Systems Integration Services, Provider Services, Data Analytics Services, Financial Support Services, Claims Processing and Management Services, Care Management Services, Customer Care Services, and Pharmacy Support Services. DPHHS will be developing and releasing RFP's related to these modules over the next two years.

**State Strategic Plan Goal/Objective Reference**  
Goal #2: Optimization of shared services and support/Objectives: 2.1-2.5; Goal #4 Unified Digital Government 4.1-4.4

**Estimated start date**  
1/2/2017

**Estimated delivery date**  
9/30/2022

**Estimated cost**  
\$103,837,339

**HB 10 Request**  
Yes

**Funding Source 1**  
HB10

**Funding Source 1 Amount**  
\$72,740,000

**Funding Source 2**  
HB2

**Funding Source 2 Amount**  
\$31,097,339

**Funding Source 3**  
  
**Funding Source 3 Amount**

**Annual costs upon completion**  
\$29,136,914

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**  
30%

Add Project

**Project Name**  
Hyland Migration

**Division**  
Technology Services Division

**Project / Program purpose and objectives**  
Migrate from the on-premise hosted solution to the cloud based solution for Perceptive Content. Migrate all existing ECM services to Perceptive Content.

**State Strategic Plan Goal/Objective Reference**  
Goal #1-Fiscal Responsibility/Objectives: 1.1, 1.4, 1.5 Goal #4/Objectives: Unified Digital Government 4.1-4.3

**Estimated start date**

6/1/2020

**Estimated delivery date**

10/1/2020

**Estimated cost**

\$164,871

**HB 10 Request**

No

**Funding Source 1**

HB2 – SITSD Restricted Appropriation

**Funding Source 1 Amount**

\$164,871

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$408,390

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

0%

Add Project

**Project Name**

MFSIS- Future Phases

**Division**

Child and Family Services Division

**Project / Program purpose and objectives**

In accordance with 45 CFR 95.610, this project is the State's Comprehensive Child Welfare Information System (CCWIS). This includes the planning, and delivery of future phases of the Child Welfare replacement system utilizing enterprise solutions when able and integrating with the overall enterprise architecture. The Department successfully completed phase 1 of the MFSIS. Phase 1, the Assessment, Intake, and Investigations Module, has been certified and in maintenance and operations status since December 2019.

**State Strategic Plan Goal/Objective Reference**

Goal #2 Optimization of shared services and support/Objectives: 2.2, 2.4, 2.5; Goal #4 Unified Digital Government 4.1, 4.3, 4.4.; Goal #5 Service First/Objectives 5.2, 5.4, 5.5

**Estimated start date**

7/1/2019

**Estimated delivery date**

6/30/2024

**Estimated cost**

\$10,000,000

**HB 10 Request**

Yes

**Funding Source 1**

HB10

**Funding Source 1 Amount**

\$5,445,238

**Funding Source 2**

TBD

**Funding Source 2 Amount**

\$4,554,762

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

TBD

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

Not started.

Add Project

**Project Name**

CHIMES Features and Controls

**Division**

Technology Services Division

**Project / Program purpose and objectives**

New features to streamline and automate workflow, increase the detection, prevention and monitoring of fraud waste and abuse, and increase the data sharing capabilities.

**State Strategic Plan Goal/Objective Reference**

Goal #1 Fiscal Responsibility/Objectives 1.1-1.4; Goal #3 Cybersecurity Enhancements and Strategy/Objectives 3.1-3.5

**Estimated start date**

4/1/2020

**Estimated delivery date**

9/30/2022

**Estimated cost**

\$3,049,242

**HB 10 Request**

Yes

**Funding Source 1**

HB10

**Funding Source 1 Amount**

\$2,804,292

**Funding Source 2**

TBD

**Funding Source 2 Amount**

\$244,950

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

TBD

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

10%

Add Project

**Project Name**

WellSky Implementation

**Division**

Technology Services Division

**Project / Program purpose and objectives**

Implementation of an agency wide configurable business management solution that provides ability to migrate legacy technologies into this configurable off the shelf product.

**State Strategic Plan Goal/Objective Reference**

Goal #4 Unified Digital Government/Objective 4.1, Goal #2 Optimization of shared services and support/Objectives 2.1-2.5

**Estimated start date**

**Estimated delivery date**

**Estimated cost**

\$2,000,000

**HB 10 Request**

No

**Funding Source 1**

TBD

**Funding Source 1 Amount**

\$2,000,000

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$350,000

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

20%

Add Project

**Project Name**

Process Automation and Digitization

**Division**

Technology Services Division

**Project / Program purpose and objectives**

Using process automation tools such as Perceptive, ServiceNow, Sharepoint online, among other automation and digitization tools the department will be automating and digitizing key business processes. The objective will be improved efficiencies, reduction of paper and increased documentation of key business processes. This project will also evaluate the department's website for improved communication and digital government solutions.

**State Strategic Plan Goal/Objective Reference**

Goal #1 Fiscal Responsibility/Objectives 1.1, 1.3; Goal #2/Objectives 2.1-2.5; Goal #4 Unified Digital Government/Objectives 4.1-4.4; Goal #5 Service First/Objectives 5.1-5.5

**Estimated start date**

**Estimated delivery date**

**Estimated cost**

TBD

**HB 10 Request**

No

**Funding Source 1**

**Funding Source 1 Amount**

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

TBD

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

Project has been on hold due to COVID-19 emergency.

Add Project

**Project Name**

Enterprise Data Management

**Division**

Technology Services Division

**Project / Program purpose and objectives**

Development and implementation of an enterprise data management plan that will enable to the department to continue to increase capacity of data analytics and reporting using of the enterprise data warehouse and other enterprise architecture components and tools. The project will include adding additional data sources exchanges with the data warehouse from the department and external data sources such as the statewide HIE.

**State Strategic Plan Goal/Objective Reference**

Goal #2 Optimization of shared services and support/Objectives 2.1-2.5; Goal #3 Cybersecurity Enhancements and Strategy/Objectives 3.1-3.5

**Estimated start date**

**Estimated delivery date**

**Estimated cost**

Unknown as it will depend on the number of data sources identified and the complexity of the data exchanges.

**HB 10 Request**

No

**Funding Source 1**

**Funding Source 1 Amount**

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

TBD

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

Add Project

**Project Name**

Mainframe Migration- CAPS and SEARCHS

**Division**

Technology Services Division

**Project / Program purpose and objectives**

Migrate from a legacy mainframe to a mid-tier technology.

**State Strategic Plan Goal/Objective Reference**

Goal #1 Fiscal Responsibility/ Objectives 1.1-1.5; Goal #4 Unified Digital Government/Objective 4.1

**Estimated start date**

3/1/2020

**Estimated delivery date**

6/30/2021

**Estimated cost**

\$5,445,238

**HB 10 Request**

Yes

**Funding Source 1**

HB10

**Funding Source 1 Amount**

\$5,445,238

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$544,003

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

15%

Add Project

**Project Name**

CCUBS Modernization

**Division**

Technology Services Division

**Project / Program purpose and objectives**

This project is for the modernization of CCUBS Oracle forms and reporting to allow for increased flexibility and data sharing capabilities.

**State Strategic Plan Goal/Objective Reference**

Goal #4 Unified Digital Government/Objective 4.1

**Estimated start date**

1/1/2020

**Estimated delivery date**

7/1/2022

**Estimated cost**

\$4,000,000

**HB 10 Request**

No

**Funding Source 1**

HB2

**Funding Source 1 Amount**

\$4,000,000

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.

15%

Add Project

**Project Name**

Legacy Technology Modernization

**Division**

Technology Services Division

**Project / Program purpose and objectives**

Evaluating and updating legacy technology and applications to ensure continuity of critical services and operations. The department manages and maintains the operations of over 100 applications. Many of these applications are difficult to modify in a way that can keep up with the demands of the business. This project will evaluate business critical applications used for things such as fiscal operations, electronic medical record processing, and various case management processes to identify and implement the best technology solution with a continued focus on eliminating duplication by leveraging existing applications or configurable off-the-shelf products and ensuring information and data security.

**State Strategic Plan Goal/Objective Reference**

Goal #1: Fiscal Responsibility/Objectives 1.1-1.5; Goal #2 Optimization of shared services and support/Objectives 2.1-2.5; Goal #4 Unified Digital Government 4.1

**Estimated start date**

7/1/2020

**Estimated delivery date**

12/31/2022

**Estimated cost**

TBD

**HB 10 Request**

No

**Funding Source 1**

**Funding Source 1 Amount**

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.

0%

Add Project

## Agency Contact Information

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