

Agency Information Technology Plan

Agency
 Montana Department of Transportation

Mission
 Our guiding mission is to serve the public by providing a transportation system and services that emphasize quality, safety, cost effectiveness, economic vitality and sensitivity to the environment

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal One:	Strategic Goal 1: Implement IT solutions to meet customer needs This strategic goal focuses on implementing IT-based solutions throughout the agency in order to improve operational efficiencies, reduce costs, and improve decision-making.	Goal 1 and Goal 4
Objective One:	Objective 1: Implement the new Bridge Management System Work with MDT Engineering Division to provide project, contract and vendor management and technical expertise for the business analysis, procurement and solution implementation phases for the new Bridge Management and Analysis System.	4-1
Objective Two:	Objective 2: Implement the CADD Platform Work with MDT Engineering Division to provide project management and technical expertise for the business analysis, procurement, and solution implementation phases for the new CADD Services Platform	4-1
Objective Three:	Objective 3: Implement a new Safety Information Management system Work with MDT Engineering Division to provide project and technical expertise for the business analysis, procurement, and solution implementation phases for the new Safety Information Management System (SIMS)	4-1
Objective Four:	Objective 4: Continue the PPMS project Continue to provide project management and technical expertise to the MDT for the, system implementation phase, as well as vendor and contract management for a new Program & Project Management System (PPMS)	1-5 and 4-1
Objective Five:	Objective 5: Continue the Federal Billing implementation Continue to provide project management and technical expertise to the MDT for the, system implementation phase, as well as vendor and contract management for a new Federal Billing program.	1-5

Add Goal

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Two:	Strategic Goal 1: Implement IT solutions to meet customer needs This strategic goal focuses on implementing IT-based solutions throughout the agency in order to improve operational efficiencies, reduce costs, and improve decision-making.	Goal 1 and Goal 5
Objective One:	Objective 6: Implement the new CADD Document Management system Work with MDT businesses, providing project management, vendor and contract management services, to implement a CADD documentation Management System with an integrated document storage solution that replaces the existing core printing/plotting functionality.	4-1
Objective Two:	Objective 7: Implement the Aeronautics Suite Work with the Aeronautics Division to modify the existing Aeronautics Suite that provides the functionality for pilot and aircraft registration tracking, tracking lists of conference attendees and exhibitors, airport fixed base operators, airport managers and newsletter recipients.	1-5
Objective Three:	Objective 8: MCS Systems Motor Carrier Services and other divisions at MDT to provide consulting as well as project, vendor and contract management services for multiple solutions to improve highway safety for the traveling public and motor carriers and provide exceptional service to Montana's motor carrier industry.	4-1
Objective Four:	Objective 9: Implement RTN Provide project management services to implement RTN enabling cost-saving solutions for public and private sectors in the fields of surveying, mapping, science, precision agriculture, construction, and other high accuracy positioning technology needs.	4-1
Objective Five:	Objective 10: Transit Grant Management Work with Rail, Transit & Planning Division, providing project management, vendor and contract management services, to implement Transit Grant Management solutions to help administer and manage Federal Transit Administration (FTA) funding while complying and staying current with FTA's unique, evolving programs.	1-5 and 4-1

Add Goal

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Three:	Strategic Goal 1: Implement IT solutions to meet customer needs This strategic goal focuses on implementing IT-based solutions throughout the agency in order to improve operational efficiencies, reduce costs, and improve decision-making.	Goal 1, goal 2, and Goal 4

Objective One:	Objective 11: Implement ERM and EDMS Work with MDT businesses to provide project management and technical expertise for the business analysis phase, procurement, Enterprise solution review and analysis, and software implementation phases for new Electronic Records Management and Electronic Content Management Solutions.	2-1 and 4-1
Objective Two:	Objective 12: Software to manage Traveler Info (RWIS and VMS) Work with MDT Maintenance Division to provide project management and application development expertise for the design and implementation of new Road Weather Information (RWIS) and Variable Message Signs (VMS) Systems.	4-3
Objective Three:		
Objective Four:		
Objective Five:		

Add Goal

Agency Goal/Objective

State Strategic Plan Goal/Objective Reference

Goal Four:	Strategic Goal 2: Implement IT Service Improvements The focus of this strategic goal is to assess and implement improvements to existing and potential new IT services in support of the wide variety of customer expectations and operational needs throughout MDT.	Goals 2, 4, and 5
Objective One:	Objective 1: Fully implement the enterprise Service Now help desk solution Assess, develop, and implement a service management solution in ISD that includes a one-stop service portal for the benefit of ISD customers throughout MDT.	2-1
Objective Two:	Objective 2: Assess and implement video conferencing alternatives Research and assess the future of video conferencing within MDT and determine if alternative solutions are warranted.	4-4
Objective Three:	Objective 3: Assess IT training needs Assess the IT training needs throughout MDT and develop a strategy for implementation.	5-4
Objective Four:	Objective 4: Improve Network Connectivity Continue to assess opportunities and needs and upgrade network connections as appropriate	4-4
Objective Five:	Objective 5: Assess and upgrade existing technologies Assess the existing IT technologies and develop a strategy for upgrading them where applicable	4-1

Add Goal

Agency Goal/Objective

State Strategic Plan Goal/Objective Reference

Goal Five:	Strategic Goal 3: Improve ISD Processes The Information Services Division has a wide variety of technical and business processes in place to support the services offered to MDT. The focus of this goal is to assess and improve ISD's processes in order to provide the most efficient and effective services possible	Goals 2, 3, and 5
Objective One:	Objective 1: Develop and implement a Disaster Recovery strategy Implement disaster recovery and continuity strategies to protect MDT IT operations in the event of a major incident	2-3
Objective Two:	Objective 2: Update Application Development Standards Develop a process to review and update application development standards.	2-3
Objective Three:	Objective 3: Develop and implement decision and communication processes Research, develop, and implement policies and procedures for communicating and decision-making within ISD.	5-2, 5-2, 5-5
Objective Four:	Objective 4: Assess and manage IT risks Research, develop, and implement an IT risk assessment and management process for ISD	2-3
Objective Five:	Objective 5: Update the Information Architecture and Technology strategy Research, develop, and implement policies and procedures for managing the information architecture and technology strategy for ISD. This will include GIS and data management within the agency.	2-3

Add Goal

Agency Goal/Objective

State Strategic Plan Goal/Objective Reference

Goal Six:	Strategic Goal 3: Improve ISD Processes The Information Services Division has a wide variety of technical and business processes in place to support the services offered to MDT. The focus of this goal is to assess and improve ISD's processes in order to provide the most efficient and effective services possible.	Goals 1, 2, 3, and 5
Objective One:	Objective 6: Implement a Security Program Implement organizational-wide Information Security Program required by MCA 2.15.114. The program will address security for the information and information systems that support the operations and assets of the department. The program will be aligned and integrated with program guidance of the Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) guidelines.	3-1, 3-2, 3-3, 3-4, 3-5

Objective Two:

Objective 7: Establish IT PMO and Implement IT PM standards and processes Establish the IT PMO, implement standards, document processes for IT Project Management. Develop standardized documentation for IT projects.

1-5

Objective Three:

Objective 1: Fully enable MDT's workforce for mobility Research, assess, and develop a suite of mobile computing solutions for the benefit of MDT operations. Objective 2: Implement new endpoint management tools Research, assess, and implement a new suite of end-point management solutions to meet the operational needs of ISD. Objective 3: Develop a data analytics strategy for MDT Research and develop opportunities to streamline business processes and provide MDT with a dynamic, flexible reporting tool that would enable employees to be more efficient and provide managers with more information in an easily accessible real time format. Objective 4: Implement a software compliance process Implement an asset management platform that provides software and application usage monitoring and management, software license compliance and license reconciliation.

4-4, 3-2, 4-1, 4-1

Objective Four:

Strategic Goal 5: Develop the IT Workforce The Information Services Division recognizes it is our people that make us so successful. This strategic goal is a continued commitment to further develop the workforce to ensure we have the best professional staff possible. Objective 1: Develop a recruitment and retention strategy Develop a recruitment and retention strategy for ISD. Objective 2: Assess and implement technical and soft skill training, and provide cross-training opportunities Assess Information Services Division employee's technical and soft skills and provide training opportunities to continually improve our employees. Analyze and develop opportunities for Information Services Division employees to engage in cross-training to further their professional development. Objective 3: Develop a succession planning strategy Analyze existing and future human resource needs within the Information Services Division and develop a succession planning strategy to meet the demands. Objective 4: Improve and expand career ladder and employee development opportunities Analyze the Information Services Division's existing career ladders and implement improvements as necessary. Evaluate and implement career development strategies.

Goal 5, Objective 4

Objective Five:

Link to Agency Goals and Objectives

https://www.mdt.mt.gov/mdt/2021goals_objectives.shtml

Information Technology Resources and Capabilities

Information Technology Resources

Summary of information technology resources:

Bureau / Unit Name

Number of FTE

Primary Function / Mission

Information Service Division

62.55

Information Technology Support and Implementation

Add Resource

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.)

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

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

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

Device Type (Including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.)

Quantity

Estimated Replacement Value

Desktops	1500	\$1,650,000
Laptops	800	\$1,360,000
Mobile Devices	300	\$30,000
Printers	400	\$750,000

Information Technology Projects

Project Name

Automated Weigh Stations

Division

Motor Carrier Services

Project / Program purpose and objectives

The Innovative Technology Deployment project will implement two Automated Weigh Station Screening Systems. One located at the Lima Weigh Station and the other at the Broadus Weigh Station. The project will deploy cameras and other technology supported by wireless communications at Lima and Broadus to conduct real-time truck, driver, and carrier screening. The screening system will focus officer resources on non-compliant motor vehicles, carriers, and drivers and allow compliant CMVs to pass through the weigh station.

State Strategic Plan Goal/Objective Reference

Goal 4 Objective 3

Estimated start date

Estimated delivery date

Estimated cost

965,000

HB 10 Request

No

Funding Source 1

SSR-UCR

Funding Source 1 Amount

144,750

Funding Source 2

FSR

Funding Source 2 Amount

820,250

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion

125,000

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

Not Started yet

Add Project

Project Name

Safet Analyst System

Division

Engineering

Project / Program purpose and objectives

MDT intends to implement a new Safety Information Management System to replace our current solution. 23 U.S.C. 148 requires all state DOTs to have a tool to analyze and evaluate crash data and identify potential mitigation projects. There is a need to modernize the current system and the plan is to leverage the AASHTOWare solution used by other State DOT's. The AASHTOWare product is a collaborative software solution developed under the guidance and direction of state DOT SME's and is managed in an environment that supports DOT specific business requirements. The current system has limited capabilities and is not supported and maintained at the level required for MDT to continue to improve its traffic safety analysis capabilities.

State Strategic Plan Goal/Objective Reference

Goal 4, Objective 1

Estimated start date

6/30/2020

Estimated delivery date

Estimated cost

600,000

HB 10 Request

No

Funding Source 1

SSR

Funding Source 1 Amount

525,000

Funding Source 2

Funding Source 2 Amount

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion

375,000

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

Not started as of March 31, 2020

Add Project

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