

Agency Information Technology Plan

Agency

Office of the Public Defender

Mission

We provide effective professional legal services with equal access to quality client-centered representation.

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal One:	Design, procure, and implement state-of-the-art case management system.	Goal 1 Goal 2 Goal 3 Goal 4 Goal 5
Objective One:	Participate in the development of system requirements and Request for Proposal.	1.1, 1.2,1.4
Objective Two:	Assist the Operations Unit in the development of policies and standard processes, procedures, and desk references for the new system.	2.3, 3.1, 4.1, 5.4
Objective Three:		
Objective Four:		
Objective Five:		
<input checked="" type="checkbox"/> Add Goal		

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Two:	Utilize an appropriate level of project management methodology for major information system enhancements and projects.	Goal 1 Goal 4 Goal 5
Objective One:	Enhancement requests to OPD's information systems will appropriately documented and tracked.	1.2, 4.1, 5.2
Objective Two:		
Objective Three:		
Objective Four:		
Objective Five:		
<input checked="" type="checkbox"/> Add Goal		

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Three:	Continue to improve and automate business processes to make the agency more efficient and increase the integrity of our data.	Goal 1 Goal 2 Goal 4
Objective One:	Assist the Operations Unit to document and evaluate current business processes and make recommendations where technology may be able to automate a process.	1.1, 2.1, 2.3, 2.5, 4.1, 4.2
Objective Two:	Support the Agency's transition to paperless offices by ensuring each office has the necessary system and network requirements to be successful. Additionally, will provide support to offices experiencing issues during and after transition to paperless with network and system support.	4.1, 4.2
Objective Three:	IT will support all roles deemed appropriate for teleworking through system and network preparedness, resources for access and issues, and ongoing troubleshooting/support as needed. This is in support of current nationwide workforce trends as well as ensuring crisis preparedness.	4.1, 5.4
Objective Four:		
Objective Five:		
<input checked="" type="checkbox"/> Add Goal		

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Four:	Utilize ServiceNow's change management module to control how IT staff make changes on critical information systems.	Goal 2 Goal 3 Goal 5
Objective One:	Maintain the stability and integrity of production information systems.	2.2, 3.2
Objective Two:	Reduce production information system outages due to unintended consequences from changes.	2.2, 3.2

Objective Three:	Ensure management is aware and understands the associated risks of proposed changes. Changes to critical systems will be reviewed and approved by the appropriate agency management.	3.1
Objective Four:	Assist the Operations Unit to ensure changes are communicated to OPD personnel through appropriate communication channels (email, updated process documentation, etc.)	2.2, 5.2, 5.5
Objective Five:		

Add Goal

Agency Goal/Objective

State Strategic Plan Goal/Objective Reference

Goal Five:	Enhance and Maintain an Information Security Program.	Goal 3
Objective One:	Work with the OPD HR department to develop employee security roles to be used when granting access to systems. In addition, work with OPD Operations to ensure appropriate platform access.	3.1, 3.2
Objective Two:	Enhance and maintain information security policies and controls based on best practices and available resources.	3.1, 3.2, 3.3, 3.4, 3.5
Objective Three:		
Objective Four:		
Objective Five:		

Add Goal

Agency Goal/Objective

State Strategic Plan Goal/Objective Reference

Goal Six:	Participate in a multi-agency effort to develop a justice information exchange to increase efficiencies and collaboratively seek to maximize investments in the State's criminal justice systems.	Goal 1 Goal 2 Goal 3 Goal 4 Goal 5
Objective One:	Reduce or eliminate data entry duplication among agencies utilizing the same information (e.g. client name, charge, etc.) via data sharing.	1.1, 1.3, 2.1, 2.2, 2.3, 4.1, 4.4
Objective Two:	Increase integrity of data and provide accurate operational reporting.	2.3, 3.2, 4.3, 4.4
Objective Three:	As a group of criminal justice agencies, identify effective and ineffective programs to maximize investments in criminal justice reform.	1.1, 1.2, 1.3, 1.5, 2.5, 4.3, 4.4, 5.5
Objective Four:		
Objective Five:		

Link to Agency Goals and Objectives

<http://publicdefender.mt.gov/Portals/61/Strategic%20Plan%202021%20Biennium.pdf>

Information Technology Resources and Capabilities

Information Technology Resources

Summary of information technology resources:

Bureau / Unit Name	Number of FTE	Primary Function / Mission
OPD IT	4	Network Administrators (2), Computer Systems Analyst, IT Manager
<input checked="" type="checkbox"/> Add Resource	OPD Case Management	Case Management System Administrators
<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.)

3

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

1

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

0

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

63TB

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

Quantity

Estimated Replacement Value

Printers	35	165,000
Desktop PCs	92	55,200
Laptop PCs	216	280,800
Video Conferencing Units	20	75,000

Information Technology Projects

Project Name

Case Management System Replacement

Division

Central Services/Operations

Project / Program purpose and objectives

OPD's current case management system will no longer be supported by the vendor as of 6/30/2021. This will be a replacement system and will include migrating all existing data to the new system.

State Strategic Plan Goal/Objective Reference

Goal 1 - Objectives 1-5; Goal 2 - Objectives 1-5; Goal 3 - Objectives 1, 2; Goal 4 - Objectives 1-4; Goal 5 - Objectives 1,2,4

Estimated start date

7/1/2020

Estimated delivery date

7/1/2021

Estimated cost

\$2,500,000 over ten years

HB 10 Request

No

Funding Source 1

TBD

Funding Source 1 Amount

Funding Source 2

Funding Source 2 Amount

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion

approximately 250,000

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

Currently drafting RFP Scope of Service/Business Requirements to be filed in July 2020. 0% Complete \$0 Expended

Add Project

Agency Contact Information

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