

State of Montana Information Technology Board
Minutes
September 7, 2017
10:00 a.m.
Capitol Building, Room 152

Members Present:

John Lewis, DOA – Chair
Ron Baldwin, SITSD/State CIO
John Tubbs, DNRC
Kenneth Bailey, OPI
Evan Hammer, MSL – Alternate

Stuart Fuller, DPHHS – Alternate
Joe Chapman, DOJ – Alternate
George Parisot, DLI – Alternate
☪ John Thunstrom, OCHE

Staff Present: Jennifer Schofield, Wendy Jackson, Sarah Mitchell

Guests Present: Matt Van Syckle, Becki Kolenberg, Tami Gunlock, Linda Kirkland, Samantha Mongoven, Jason Pekovitch, Bill Jarocki, Kreh Germaine, Don Harris, Lynne Pizzini, Quinn Ness, Miki Cestnik, Pete Brustkern, Elle Arredondo

☪ **Real-time Communication:** Sarah Bartow, Cheryl Pesta, Angie Riley, Greg Thomas, Jennifer Alger, Jerry Marks, Audrey Hinman, Cheryl Pesta

Welcome and Introductions

John Lewis welcomed the board to the September 7, 2017 Information Technology Board (ITB) meeting. All members and guests were introduced.

Minutes

Motion: Kenneth Bailey made a motion to approve the December 13, 2016 minutes. Director John Tubbs seconded the motion. Motion carried.

State Chief Information Officer (CIO) Update

Ron Baldwin reviewed ITB's vision for future involvement with Information Technology (IT) projects. This board will participate in discussions and provide guidance regarding large enterprise agreements and IT contracts. Mr. Baldwin presented details regarding the three-year Microsoft Enterprise Agreement (EA). This is a cloud based service, which allows users to place the license on up to five devices. The Microsoft EA will lead state government towards future cloud agreements and utilization.

In addition, ITB is required by statute to participate in discussions regarding the next 10-year contract for an e-services provider.

Business

Roles and Responsibilities

Mr. Baldwin presented the Roles and Responsibilities for ITB. This presentation is located on the ITB website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Board>. Statutory duties of the board were reviewed. Mr. Baldwin noted ITB offers a level of guidance, oversight, and recommendations to provide credence and motivation for IT projects for the State of Montana.

Mr. Baldwin reviewed the pending Data Transport Services contract. A Request for Proposal (RFP) will be issued to secure this contract and will include multiple awards for voice, data, and video. An innovative approach is being pursued to secure IT contracts, which includes allowing Montana companies to directly participate in the RFP process to increase the variety of options. This approach will enable Montana telecommunications companies to compete directly and increase cost effectiveness and option availability for customers. Senator Jon Tester has confirmed support regarding this contract. ITB will assist in the management of this contract.

Action Item: Mr. Baldwin will update ITB regarding Data Transport Services procurement.

Jennifer Schofield reviewed Operating Procedures for ITB located at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Board>. Ms. Schofield requested the board review the Operating Procedures and provide feedback to JSchofield@mt.gov by September 21, 2017. The Operating Procedures will be presented to the board for final approval following the Governor's Office reappointment of members.

Action Item: CIO Support Staff will place approval of ITB Operating Procedures on the December 7, 2017 ITB meeting agenda.

Draft Strategic Plan Timeline

Mr. Baldwin reviewed the drafted Strategic Plan Timeline. This information is posted on the ITB website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Board>. Statute requires ITB provide input regarding the Strategic Plan. This plan serves as a tool for State Information Technology Services Division (SITSD), agencies, and the ITB. Information provided in the Strategic Plan will ensure accurate data is reported to the Legislative Finance Committee (LFC). Ms. Schofield noted a Strategic Plan Timeline Policy will be established. Submit questions regarding the Draft Strategic Plan Timeline to Ms. Schofield at JSchofield@mt.gov.

Action Item: Mr. Baldwin will review the budget timeline and planning documents due to Office of Budget and Project Planning (OBPP) every even numbered year.

Action Item: Jennifer will post the drafted Strategic Plan Timeline to the ITB website and solicit agency feedback.

Montana Interactive (MI) Financial Information

Pete Brustkern reviewed MI's internal audit for SITSD. Mr. Brustkern's audit included a review of MI's quarterly statements and a validation of fees to ensure accurate calculation. Based on this audit, it was determined quarterly reports provided by MI are reasonable and resources are being managed appropriately.

First Responder Network Authority (FirstNet)

Quinn Ness reported the State Interoperability Governing Board (SIGB) passed a unanimous decision to recommend Governor Bullock select a proactive opt-in to FirstNet. This decision will not include any cost to the State of Montana. The use of FirstNet services and applications are voluntary. The cost for the service will be determined by December 31, 2017. The FirstNet service will include priority and preemption network connectivity for first responders and emergency management personnel.

9-1-1 Advisory Council

Mr. Ness provided a report regarding the 9-1-1 Advisory Council. This council consists of 17 members appointed by Governor Bullock. The council statutory duties include advising the Department of Administration (DOA) in the allocation of 9-1-1 fees, the statewide 9-1-1 plan, and the new grant program. The State 9-1-1 program is for local governments that host primary 9-1-1 dispatch services. House Bill 61 clarifies the duties and powers of the 9-1-1 Advisory Council, the DOA, and the roles of state and local government in relation to the 9-1-1 Program. In addition, House Bill 61 revises the allocation and distribution process and allocation formula prescribed in statute. Two subcommittees were created to address the requirements outlined in House Bill 61. The 9-1-1 Advisory Council is working with the Montana State Library (MSL) to combine efforts and meet Geographic Information System (GIS) needs. Additional information regarding this council is located on the 9-1-1 Advisory Council website at <http://sitsd.mt.gov/Governance/Boards-Councils/9-1-1/Advisory-Council>. Submit questions regarding the 9-1-1 Advisory Council to Mr. Ness at QNess@mt.gov.

Standing Reports

Legislative Finance Committee (LFC)

Mr. Baldwin reviewed the State CIO report to the LFC. This includes portfolio reporting of high level projects with high monetary value or enterprise impact. Every quarter information is collected from agencies regarding project updates to the LFC, including project baseline, health, earned value, cost performance index, and schedule index. Levels of project health listed as red or yellow require additional information regarding the project health level. ITB will review LFC reported projects and provide advice and guidance regarding IT projects.

Mickey Cestnik, with the Legislative Audit Division, provided a brief review of the of the current audit regarding DOA IT contracts. This audit has progressed into a broader project encompassing responsibility of project reporting and monitoring.

Chief Technology Officer (CTO)

Matt Van Syckle provided a brief update regarding technology projects for the State of Montana. The Voice over Internet Protocol (VoIP) project has deployed 1,000 phones. Helpful VoIP information and the project plan are posted in the SITSD Services Portal at www.sitsdservicecatalog.mt.gov/VoIP-Avaya-Phones. The IT Convergence project completion deadline date is December 31, 2017. The Department of Public Health and Human Services (DPHHS), Montana Department of Transportation (MDT), Fish, Wildlife and Parks (FWP), and the Department of Environmental Quality (DEQ) remain to be completed. The Multifactor Authentication RSA project has deployed 9,000 tokens with all agencies participating at some level. Virtual Desktop Infrastructure (VDI) technology is being explored as an alternate to a server-based computing model. Reported benefits of VDI include a decrease in energy usage, increase in security, and reduction of resources performing maintenance and updates. Submit questions regarding the CTO update to Mr. Van Syckle at MVanSyckle@mt.gov.

Chief Information Security Officer (CISO)

Lynne Pizzini reported on enterprise security and the Montana Information Security Advisory Council (MT-ISAC). Agencies will complete the National Cybersecurity Review (NCSR) self-assessment this fall to evaluate current levels of cybersecurity posture. An overall NCSR report will be provided to Governor Bullock. The Department of Homeland Security (DHS) performed various reviews for the State of Montana in August 2017. These reports are pending completion. The Enterprise Security Program (ESP) received a DHS grant to provide advanced level security training. In addition, Advanced Threat Protection (ATP) will be implemented on email systems October 1, 2017. The Best Practices Workgroup approved Acceptable Use Rules of Behavior and Identification and Authentication standards. The workgroup updated the Small Cyber Incident Handling standard and Disposal of Media Storage requirements. The workgroup chose Microsoft Endpoint Protection as the Anti-Virus (AV) standard and SentinelOne as the AV augmentation standard. The workgroup developed and configured information for the Data Loss Prevention (DLP) system. The go live date for DLP is October 1, 2017. The Situational Awareness Workgroup finalized an outreach website that provides resources to the public. In addition, a letter introducing this website and reviewing other cybersecurity information was sent to critical infrastructure entities for the State of Montana. A follow-up phone call was completed to ensure organizations received the letter and to answer any questions. Submit questions regarding the CISO update to Ms. Pizzini at LPizzini@mt.gov.

Information Technology Managers Council (ITMC)

Kreh Germaine noted ITMC is comprised of several agency Chief Information Officers (CIO). In the spring of 2017, ITMC reviewed and updated their Operating Procedures. The council is designed to provide advice and guidance to the ITB. In addition, the ITMC reports and solicits feedback from the ITB. GIS will provide a review at the October 4, 2017 ITMC meeting. Mr. Germaine invited the ITB to inform the ITMC regarding future initiatives. Additional information about this council is located at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Submit questions regarding ITMC to Mr. Germaine at KGermaine@mt.gov.

Enterprise IT Financial Workgroup (EITFW)

Mr. Baldwin reported on recent activities of the EITFW. This workgroup reviews future and current IT project endeavors and enterprise level rates and services. Tami Gunlock reviewed the SITSD Rates and Service Report. On January 13, 2017, the Joint Appropriations Subcommittee on General Government took executive action to accept SITSD's rates and to include boiler plate language of House Bill 2 to restrict the funding to SITSD for all agencies. SITSD re-ran rates to include an additional 2% vacancy savings assessment to achieve the overall 6%. The 2% reduction affected rates with personal services costs attributed to them. Rates that require additional staff time were more heavily affected. SITSD's Fiscal Year (FY) 2018 budget was reduced by \$278,630, and FY 2019 budget was reduced by \$341,963. Service utilization stayed the same. Agency budgets remained intact except for the reduction to effected service rates.

Additional rate changes included consolidation of backup and backup archive rates and standardization of professional services hourly rates. Professional services rates previously included several variations, based on the area of expertise. Variations in professional services rates resulted in confusion on the part of customers. To alleviate this confusion, a division wide rate was established using a weighted average, excluding Application Development and Database Administrator (DBA) Professional Services. The professional services rate for expert time was changed to \$140.00/hour for all bureaus. The Application Development and DBA Professional Services rates remains at \$120.00/hour.

The cost of the Voice over Internet Protocol (VoIP) service is budget neutral to agencies that select the 9611G model phones. VoIP billing will be a bundled rate, combining all voice services including the cost of phones, dial tone charges, and voicemail fees. Long distance charges will not be included in the bundled VoIP rate but will continue to be billed separately. Phone model options include the 9641GS model at a rate of \$25.47 per month and the budget neutral 9611G model at a rate of \$19.97 per month.

The Backup Service Rate model was consolidated. Mainframe catalog items were consolidated from 14 to 4. This simplifies the billing for catalog services for main billing. Submit questions regarding the SITSD Rates and Service Report to Ms. Gunlock at TGunlock@mt.gov.

Additional information about this workgroup is located at <http://sitsd.mt.gov/Governance/Boards-Councils/EITFW>. Submit questions regarding EITFW to Erica Johnston at Erica.Johnston@mt.gov.

State of Montana Project Management Advisory Workgroup (SMPMAW)

Bill Jarocki provided a report on the State of Montana Project Management Advisory Workgroup (SMPMAW). The workgroup's goals are to increase collaboration in project management and to establish and promote best practices. SMPMAW will meet with the Montana Chapter of the Project Management Institute (PMI) starting September 2017. The workgroup reviewed PMI's Pulse of the Profession 2017 Survey to explore effective methods for completing projects on time and on budget. This survey is posted on the SMPMAW website located at <http://sitsd.mt.gov/Governance/Boards-Councils/PMAW>. PMI's survey indicated successful project managements requires developing project management talent, performing benefit realization, establishing Project Management Offices (PMO), elevating sponsorship, and utilizing agile approaches. Additional information regarding this workgroup is located at <http://sitsd.mt.gov/Governance/Boards-Councils/PMAW>. Submit questions regarding SMPMAW to Mr. Jarocki at BJarocki@mt.gov.

Enterprise Content Management (ECM) Workgroup

Elle Arredondo provided a report on the ECM workgroup. This workgroup acts collaboratively to plan, resolve, and develop lessons learned regarding project initiatives. The workgroup is currently developing a sandbox to test new ideas. Mr. Baldwin noted ECM promotes the use of Perceptive Content which is the state's enterprise standard. Additional information regarding this workgroup is located on the ECM website at <http://sitsd.mt.gov/Governance/Boards-Councils/ECMW>. Submit questions regarding ECM to Ms. Arredondo at EArredondo@mt.gov.

eGov

Becki Kolenberg introduced Montana Interactive's (MI) staff members, Samantha Mongoven and Jason Pekovitch. Ms. Kolenberg reviewed the eGovernment Services Status Report. This report is located on the ITB website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Board>. Cost savings to the State of Montana, eGovernment activities, services, and enterprise solutions were reviewed. Ms. Kolenberg presented MI's Interactive General Manager's Report. This report is located on the ITB website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Board>. Information provided in this report includes non-monetary transactions, monetary transactions, other monetary transactions, and eGovernment success stories. Ms. Kolenberg presented MI's Gov2Go. Information regarding Gov2Go is located on the ITB website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Board>. Submit questions regarding the eGovernment Services Status Report, MI's Interactive General Manager's Report, and Gov2Gov to Ms. Kolenberg at bkolenberg@mt.gov.

Discussion

Member Forum

None

Public Comment

None

Future Agenda Topics

Submit future agenda topic suggestions to Ms. Schofield at JSchofield@mt.gov.

Next Meeting

Thursday, December 7, 2017

10:00 a.m. to 12:00 p.m.

Capitol Building, Room 152

Adjourn

The meeting adjourned at 12:20 p.m.