Montana
INTERACTIVE

E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

End of Year 2017

TABLE OF CONTENTS 2

END OF YEAR 2017 3

Executive Summary 3
Overview of eGovernment Activities 4
eGovernment Success Stories 4
eGovernment Activities – Q4 2017 5
2017 eGov Activities by Service Category 7
eGovernment Services & Enterprise Solutions 7
Enhancements to eGovernment Services 9
Conference & Training Solutions 10
ePass Montana – the State's Single Sign-on Solution 11
Other Services and Solutions 12
SABHRS and the State Treasury 12

CUSTOMER SUPPORT 12

SERVICE ACCESSES 13

Services with highest visits on app.mt.gov for 2017 13

USER SESSIONS 13

SERVICE METRICS 14

Service Cost Breakdown for Transaction Fund 14

IN CLOSING 23

Executive Summary

Non-Monetary Transactions	
# of transactions processed to date ……..	6,474,965

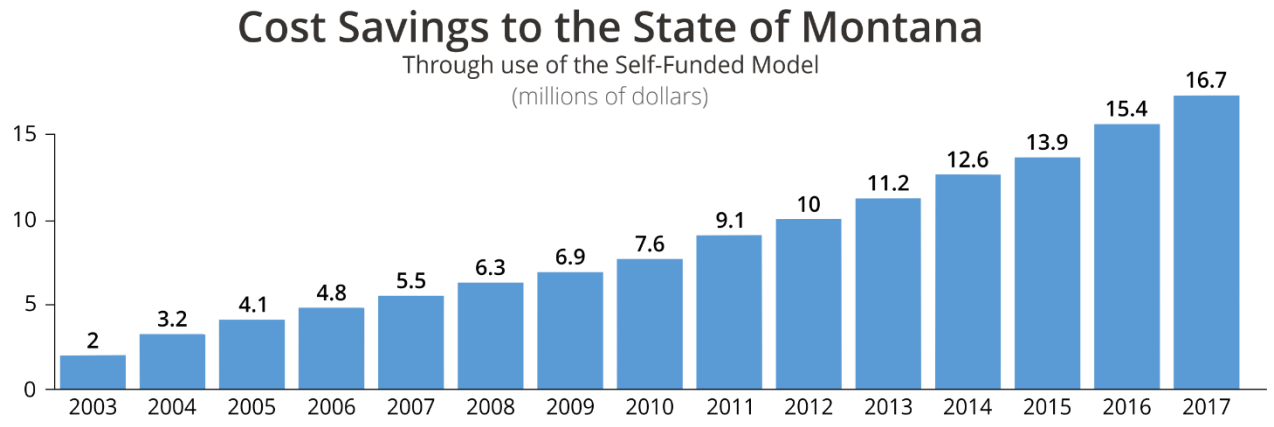
Monetary Transactions (processed by Montana Interactive)	
# of transactions processed to date …….....	6,989,840
Gross amount collected to date (includes agency identified statutory/rule and any add'l fees) …….	$262,569,935

Total Dollars Processed through all eGovernment Services offered by the State	262,569,935
Total Dollars Remitted to the State (statutory/rule fee)	(254,247,151)
Total Net Revenues to Montana Interactive before operating expenses	**8,322,784**
Types of Revenue Breakout	
Agency Funded Services (Time and Materials)	521,228
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	7,801,556
Total Portal Revenue	**8,322,784**
Payment Processing and Other Operating Costs	(6,527,299)
Total Operating Income	**1,795,485**
Total Provision for income taxes	(730,538)
Net Income	**$ 1,064,947**

Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)	
# of transactions processed to date (Business Tax Express) …….	152,658
Gross amount collected to date (Business Tax Express) ……	$266,551,024

State Costs Avoided (since start of contract 2001)	
Cumulative cost savings to the state …….	$ 16,710,527

The "State Costs Avoided" of over $16.7 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.



Overview of eGovernment Activities

Achieved in Q4 2017

23 eGovernment activities were launched and/or addressed during Q4 2017. This includes **2** new customized eGovernment services/major enhancement to existing services, **1** new AppEngine, **3** Over-the-Counter payment solutions, **7** Conference & Training Registration services, **2** ePass Service Provider integrations, and **8** enhancements and additions to existing eGovernment services.

Achieved Throughout all of 2017

101 eGovernment activities were launched and/or addressed throughout all of 2017. This includes **10** new customized eGovernment services/major enhancements to existing services, **8** Over-the-Counter payment solutions, **1** AppEngine, **4** Common Checkout payment solutions, **24** Conference & Training Registration services, **22** ePass Service Provider integrations, and **32** enhancements/additions to existing eGovernment services.

eGovernment Success Stories

Brand Liens

The Department of Livestock's Brand Liens service launched on December 1st of 2017. This service aids financial institutions across Montana responsible for handling the approximate 2,000 active liens associated with livestock brands. More than 450 individual bank users have been granted access to Brand Liens since December. Banks are responsible for continuing or terminating a brand as well as processing the renewal of a lien which occurs every 5 years in years ending in 3 and 8.

Prior to the launch of this online service, liens were processed manually, and each took approximately 1-hour to complete. Since this service launched, more than 140 various lien actions have been taken, resulting in than 100 hours of time savings for both bank personnel and Department of Livestock staff as liens handled online take a fraction of the time to process.

My Revenue

The Department of Revenue's My Revenue service continues its groundbreaking approach to delivering information to the citizens of Montana. With a public interface that delivers information in three unique formats – comprehensive form directory, intelligent keyword search, and a guided search – users of all technical abilities can connect with government like never before.

An administrative interface allows Department of Revenue staff to manage the front-end using intuitive features, such as an easy-to-use, drag and drop, dynamic form generator that integrates with the state payment portal and preferred enterprise content management system. These self-service capabilities are resulting in significant annual savings for the Department in the form of both time and money.

Customers have embraced this approach to interact with the Department. My Revenue has more than 3,900 ePass Montana accounts that have accessed the site since launch with more than 1,500 occurring in Q4 alone. There are 9 different online forms currently available for customers with more than 1,200 individual form submissions. One form in particular, associated with Medical Marijuana Tax allows customers to not only submit the necessary paperwork but also to pay the applicable taxes. To date, there have been more than 750 Medical Marijuana Tax transactions and gross revenues collected through the My Revenue service exceeding $350,000.

Vehicle Registration Renewal – eChecks and Responsive Design

The Department of Justice, Motor Vehicle Division added a new payment option to their Vehicle Registration Renewal service in Q4. Customers can now pay the applicable vehicle renewal fee using an electronic check, or eCheck. By paying with an eCheck, the potential savings for a customer exceed $3, in comparison to a credit card payment of the same average renewal fee. This savings is appealing to customers as was seen in the more than 14% adoption rate of eCheck payments during Q4.

Responsive design was also added to the Vehicle Registration Renewal service in Q4. Responsive design allows online services to adjust to the screen size of the device a user is utilizing such as a mobile phone, tablet or desktop computer. As the screen becomes smaller, responsive design adjusts the display accordingly so the user is able to view the content on the smaller device. The same content remains, however, responsive design controls how it is displayed on varying sized screens.

In Q4 alone, there were more than 38,500 total users (defined as a unique IP address) visiting the Vehicle Registration Renewal service. Of this total, 29% accessed the service using a phone or a tablet with desktop usage at 71%.

eGovernment Activities – 2017

Service	Agency	Entity Type	Service Type	Launched
Financial Institutions Bank Assessment add ability to upload PDFs	**Administration**	**State**	**Enhancement Request**	**12/28/2017**
Add ability to Enter Past Years Reports (ER#29)	**Revenue**	**State**	**Enhancement Request**	**12/28/2017**
Over the Counter Payment Processor - SHPO online payments	**Historical Society**	**State**	**OTC**	**12/21/2017**
My Revenue - Additional items Sprint 13	**Revenue**	**State**	**Enhancement Request**	**12/21/2017**
Business Tax Express change shipping methods	**Revenue**	**State**	**Enhancement Request**	**12/19/2017**
Pilot and Aircraft Registration and Renewal add penalty fee	**Transportation**	**State**	**Enhancement Request**	**12/14/2017**
ePass Service Provider - Service Organization and Reporting System	**Public Health**	**State**	**ePass Service Provider**	**12/12/2017**
MT AmeriCorps Symposium 2018 (Serve Montana Symposium)	**Labor and Industry**	**State**	**Conferences**	**12/6/2017**
MACo/DES Meeting Conference	**Montana Association of Counties**	**County**	**Conferences**	**12/6/2017**
Montana Tech Mine Design, Operations & Closure Conference 2018	**University of Montana**	**University**	**Conferences**	**12/6/2017**
Livestock Reporting modify Overpayment list and report, modify treasury report (#28)	**Revenue**	**State**	**Enhancement Request**	**12/5/2017**
Brand Liens	**Livestock**	**State**	**Custom Application**	**12/1/2017**
UST Licenses Training	**Environmental Quality**	**State**	**Conferences**	**11/22/2017**
ePass Service Provider - Uniform Code Filing (UCC)	**Secretary of State**	**State**	**ePass Service Provider**	**11/22/2017**
VISTA 1.5 enhanced report submission updates	**Public Health**	**State**	**Enhancement Request**	**11/21/2017**
Vehicle Registration Renewal – eChecks and Responsive Design	**Justice**	**State**	**Major ER**	**11/16/2017**
Billings Job Service 27th Annual JSEC Jobs Jamboree	**Labor and Industry**	**State**	**Conferences**	**11/8/2017**
Statewide Water Summit Conference	**Natural Resources and Conservation**	**State**	**Conferences**	**11/1/2017**
Made in Montana create email template, add report columns	**Commerce**	**State**	**Enhancement Request**	**10/26/2017**
2nd Montana Counties Forest Summit	**Montana Association of Counties**	**County**	**Conferences**	**10/26/2017**
Over the Counter Payment Processing - Hill County Treasurer Office	**Hill County**	**County**	**OTC**	**10/18/2017**
Over the Counter Payment Processing - Environmental Quality eBill Online Payments	**Environmental Quality**	**State**	**OTC**	**10/10/2017**
AppEngine - Montana Public Land Access Network Grant Program (MT PLAN)	**Natural Resources and Conservation**	**State**	**AppEngine**	**10/5/2017**
Customer Portal - Sprint 9 Forms Builder Integration and Sprint 10 items	Revenue	State	Enhancement Request	9/28/2017
Elected Officials Training Phase II Conference	Montana Association of Counties	County	Conferences	9/27/2017
Midwinter Conference	Montana Association of Counties	County	Conferences	9/27/2017
ePass Service Provider - SANS Securing the Human Training	Administration	State	ePass Service Provider	9/21/2017
ePayments Citations Roadside - add ability to send to individual Courts	Justice	State	Enhancement Request	9/6/2017
MEDA 2017 Fall Conference	Commerce	State	Conferences	8/30/2017
ePass Service Provider - SITSD Vendor Portal	Administration	State	ePass Service Provider	8/28/2017
Motor Carrier Service - iPermit rewrite	Transportation	State	Custom Service	8/23/2017
Best Beginnings/CCUBS - online application updates	Public Health	State	Enhancement Request	8/21/2017
Unemployment Insurance UI4U - Additional Fields to IDMS	Labor and Industry	State	Enhancement Request	8/17/2017
Driver License Practice Exam - Mobile App (iOS and Android)	Justice	State	Custom Service	8/16/2017
Correctional Offender Network - remove advanced search capability	Corrections	State	Enhancement Request	8/04/2017
Professional Licensee List Download - Removal of Speech Language Pathologist Aides	Labor and Industry	State	Enhancement Request	8/01/2017

Payment Portal - Office of the State Public Defender Central Services	Administration	State	CCP	7/31/2017
ePass Service Provider - Montana Board of Crime Control Victim Information System	Justice	State	ePass Service Provider	7/25/2017
Over the Counter Payment Processing -Montana Crime Prevention Conference	Justice	State	OTC	7/13/2017
ePass Service Provider - Public Defender Client Payment Portal	Administration	State	ePass Service Provider	7/11/2017
ePass Montana - 2.0 Conversion Tool	Administration	State	Enhancement Request	6/30/2017
Vehicle Registration Renewal - HB 225 Share Use Paths Opt In Service (MI 265)	Justice	State	Enhancement Request	6/30/2017
ePass Service Provider - BOI Intercap CTLP	Commerce	State	ePass Service Provider	6/27/2017
State Auditor's Office 2017 Montana Insurance Summit	Auditor's Office	State	Conferences	6/26/2017
ePass Service Provider CCUBS Provider Licensing	Public Health	State	ePass Service Provider	6/26/2017
Pavement Conditions Update Links	Transportation	State	Enhancement Request	6/15/2017
Vehicle History Search Registered Users Access Group - Display Fees (MI-237)	Justice	State	Enhancement Request	6/13/2017
Livestock Reporting modify counts by county report, bill template, user roles (#26)	Revenue	State	Enhancement Request	6/08/2017
End of Life Registry Hardware Upgrade Reconfiguration	Justice	State	Enhancement Request	5/31/2017
ePass Service Provider Secretary of State Uniform Commercial Code Filings	Secretary of State	State	ePass Service Provider	5/25/2017
Payment Portal - Richland County Direct Payment Integration	Richland County	County	Custom Application	5/22/2017
MACo Annual Conference 2017	Montana Association of Counties	County	Conferences	5/19/2017
MACo Budget Workshops 2017	Montana Association of Counties	County	Conferences	5/19/2017
Western International Forest Disease Work Conference (WIFDWC)	Natural Resources and Conservation	State	Conferences	5/19/2017
ePayments - Citation Roadside add Lincoln County to accept e payments transactions	Justice	State	Enhancement Request	5/18/2017
ePass Service Provider SABHRS Financials DEQ eBill	Administration	State	ePass Service Provider	5/12/2017
Montana Heritage Commission Member Service updates to links	Commerce	State	Enhancement Request	5/04/2017
MACo/JPIA County Attorney Roundtable	Montana Association of Counties	County	Conferences	5/02/2017
ePass Service Provider - New Hire Reporting Portal	Public Health	State	ePass Service Provider	4/28/2017
ePass Service Provider - Orion Data Portal	Revenue	State	ePass Service Provider	4/28/2017
ePass Service Provider County Collections Report	Revenue	State	ePass Service Provider	4/28/2017
ePass Service Provider eStop Licensing Portal	Revenue	State	ePass Service Provider	4/28/2017
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	Commerce	State	Conferences	4/14/2017
2017 Summer Institute	Public Health	State	Conferences	4/14/2017
Over the Counter Payment Processing - Lewis and Clark County Sheriff's Office Detention Center	Lewis and Clark County	County	OTC	4/13/2017
Over the Counter Payment Processing - Board of Housing Multifamily Department	Commerce	State	OTC	4/11/2017
Payment Portal - UM Western convert to CCP integration	University of Montana	University	CCP	4/10/2017
Livestock Reporting - unpaid balance report (#27)	Revenue	State	Enhancement Request	4/06/2017
ePass UI updates 2016	Administration	State	Enhancement Request	4/04/2017
Payment Portal - Missoula County Animal Control Division	Missoula County	County	CCP	3/29/2017
17th Annual MSF Medical Conference	State Fund	State	Conferences	3/17/2017
ePass Service Provider - MT-DOA-911	Administration	State	ePass Service Provider	3/09/2017
Livestock Reporting - modify $5 min function, add functionality to SSN/TIN/FEIN editing, remove livestock owned by others (#24)	Revenue	State	Enhancement Request	3/09/2017
Livestock Reporting - remove fee on payment batches and track fiscal money #21	Revenue	State	Enhancement Request	3/09/2017

Housing Credits Application Training Conference	Commerce	State	Conferences	3/02/2017
MEDA 2017 Spring Conference	Commerce	State	Conferences	3/02/2017
ePass Service Provider - myCOAL Application	Environmental Quality	State	ePass Service Provider	3/02/2017
ePass Service Provider - myCOAL ePermit	Environmental Quality	State	ePass Service Provider	3/02/2017
ePass Service Provider - myCOAL Inspections	Environmental Quality	State	ePass Service Provider	3/02/2017
ePass Service Provider - myCOAL Pub Sub	Environmental Quality	State	ePass Service Provider	3/02/2017
ePass Service Provider - myCOAL Security	Environmental Quality	State	ePass Service Provider	3/02/2017
Job Service Helena/Carroll College Job Fair	Labor and Industry	State	Conferences	2/28/2017
2017 Arbitration and Labor Relations Conference	Labor and Industry	State	Conferences	2/24/2017
Livestock Reporting - update demo, instructions, how do I and carousel text (#25)	Revenue	State	Enhancement Request	2/24/2017
Policy Premium Payments - Additional Payment Types	State Fund	State	Enhancement Request	2/21/2017
Montana Prescription Drug Registry - Interstate Data Sharing	Labor and Industry	State	Enhancement Request	2/18/2017
Vehicle History Search - Public User Validation Process and DPPA Reason Codes Update (MI-171)	Justice	State	Enhancement Request	2/14/2017
2017 Annual Housing Credit Compliance Training	Board of Housing	State	Conferences	2/10/2017
Over the Counter Payment Processing - Ravalli County Fairgrounds	Ravalli County	County	OTC	2/10/2017
Over the Counter Payment Processing - Phillips County	Phillips County	County	OTC	1/30/2017
Temporary Registration Permits: Mandated Limited Use Fee Update (MI-170)	Justice	State	Enhancement Request	1/24/2017
Unemployment Insurance UI4U - Lexis Nexis Integration	Labor and Industry	State	Enhancement Request	1/24/2017
ePass Service Provider - Jump Technology Services (LEAPs) System	Public Health	State	ePass Service Provider	1/20/2017
ePass Service Provider - Director's Office F300	Natural Resources and Conservation	State	ePass Service Provider	1/12/2017
49th Annual Governor's Conferences on Aging - Kalispell and Glendive	Public Health	State	Conferences	1/12/2017
Budget Status Reporting Service - Approp and Org Imbalance remove line	Public Health	State	Enhancement Request	1/12/2017
Candidate Filing - Update County for PSC/Judicial Candidates	Secretary of State	State	Enhancement Request	1/12/2017
Livestock Reporting - create report of customers owing money #23	Revenue	State	Enhancement Request	1/10/2017
Online Driver's License Renewal	Justice	State	Custom Application	1/05/2017
Burn Permits - Add Surrounding Counties	Lewis and Clark County	County	Enhancement Request	1/05/2017
Payment Portal - Gambling Services through TAP	Justice	State	CCP	1/03/2017

2017 eGov Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2017. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements

A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

2 - new Custom eGovernment Services & Major Enhancements launched in the 4th Quarter 2017
8 – Custom eGovernment Services & Major Enhancements launched in 2017
278 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched

Brand Liens	**Livestock**	**State**	**12/01/2017**
Vehicle Registration Renewal – eChecks and Responsive Design	**Justice**	**State**	**11/16/2017**
Motor Carrier Service iPermit rewrite	Transportation	State	8/23/2017
Driver License Practice Exam - Mobile App (iOS and Android)	Justice	State	8/16/2017
ePass Montana - 2.0 Conversion Tool	Administration	State	6/30/2017
Payment Portal - Richland County Direct Payment Integration	Richland County	County	5/22/2017
Montana Prescription Drug Registry - Interstate Data Sharing	Labor and Industry	State	2/18/2017
Unemployment Insurance UI4U – Lexis Nexis ID verification Integration	Labor and Industry	State	1/24/2017
Burn Permits – View Burning in Surrounding Counties	Lewis and Clark County	County	1/05/2017
Online Driver's License Renewal	Justice	State	1/05/2017

Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

0 – new Payment Processor Integration(s) occurred in the 4th Quarter 2017
4 - Payment Processor Integrations occurred in 2017
41 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Office of the State Public Defender Central Services	Administration	State	7/31/2017
Payment Portal - UM Western convert to CCP integration	University of Montana	University	4/10/2017
Payment Portal – Animal Control Division	Missoula County	County	3/29/2017
Payment Portal – Gambling Services through TAP	Justice	State	1/3/2017

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be take in person or over the phone as well as the customer entering their payment information via the Internet.

3 - new OTC Payment Solutions launched in the 4th Quarter 2017
8 – OTC Payment Solutions launched in 2017
97 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Over the Counter Payment Processing - SHPO online payments	**Historical Society**	**State**	**12/21/2017**
Over the Counter Payment Processing - Hill County Treasurer Office	**Hill County**	**County**	**10/18/2017**
Over the Counter Payment Processing - Environmental Quality eBill Online Payments	**Environmental Quality**	**State**	**10/10/2017**
Over the Counter Payment Processing - Montana Crime Prevention Conference	Justice	State	7/13/2017
Over the Counter Payment Processing - Lewis and Clark County Sheriff's Office Detention Center	Lewis and Clark County	County	4/13/2017
Over the Counter Payment Processing - Board of Housing Multifamily Department	Commerce	State	4/11/2017
Over the Counter Payment Processing - Ravalli County Fairgrounds	Ravalli County	County	2/10/2017
Over the Counter Payment Processing - Phillips County	Phillips County	County	1/30/2017

On the Go (OTG) Mobile Payment Solutions

The On the Go service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Mobile Payment Solution(s) launched in the 4th Quarter 2017
0 – OTG Mobile Payment Solutions launched in 2017
3 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OTG Mobile Payment Solutions in Q4 2017			

AppEngine

The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

1 – new AppEngine Solution(s) launched in the 4th Quarter 2017
1 – AppEngine solution launched in 2017
1 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
AppEngine - Montana Public Land Access Network Grant Program (MT PLAN)	**Natural Resources and Conservation**	**State**	**10/05/2017**

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 4th Quarter 2017
0 – Shopping Cart Solutions launched in 2017
8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in Q4 2017			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

8 – Enhancements launched in the 4th Quarter 2017
32 – Enhancements have launched in 2017
*561 – Enhancements have launched throughout our partnership since 2006**
** this information only started to be tracked in detail in 2006*

Service	Agency	Entity Type	Launched
Financial Institutions Bank Assessment add ability to upload PDFs	**Administration**	**State**	**12/28/2017**
Add ability to Enter Past Years Reports (ER#29)	**Revenue**	**State**	**12/28/2017**
My Revenue - Additional items Sprint 13	**Revenue**	**State**	**12/21/2017**
Business Tax Express change shipping methods	**Revenue**	**State**	**12/19/2017**
Pilot and Aircraft Registration and Renewal add penalty fee	**Transportation**	**State**	**12/14/2017**
Livestock Reporting modify Overpayment list and report, modify treasury report (#28)	**Revenue**	**State**	**12/5/2017**
VISTA 1.5 enhanced report submission updates	**Public Health**	**State**	**11/21/2017**
Made in Montana create email template, add report columns	**Commerce**	**State**	**10/26/2017**
Customer Portal - Sprint 9 Forms Builder Integration and Sprint 10 items	Revenue	State	9/28/2017
ePayments - Citations Roadside add ability to send to individual Courts	Justice	State	9/6/2017
Best Beginnings/CCUBS online application updates	Public Health	State	8/21/2017
Unemployment Insurance UI4U Additional Fields to IDMS	Labor and Industry	State	8/17/2017
Correctional Offender Network remove advanced search capability	Corrections	State	8/04/2017
Professional Licensee List Download Removal of Speech Language Pathologist Aides	Labor and Industry	State	8/01/2017

Vehicle Registration Renewal - HB 225 Share Use Paths Opt In Service (MI 265)	Justice	State	6/30/2017
Pavement Conditions Update Links	Transportation	State	6/15/2017
Vehicle History Search Registered Users Access Group - Display Fees (MI-237)	Justice	State	6/13/2017
Livestock Reporting - modify counts by county report, bill template, user roles (#26)	Revenue	State	6/08/2017
End of Life Registry - Hardware Upgrade Reconfiguration	Justice	State	5/31/2017
ePayments - Citation Roadside add Lincoln County to accept e payments transactions	Justice	State	5/18/2017
Montana Heritage Commission Member Service updates to links	Commerce	State	5/04/2017
Livestock Reporting - Update unpaid balance report (#27)	Revenue	State	4/06/2017
ePass UI updates 2016	Administration	State	4/04/2017
Livestock Reporting modify $5 min function, add functionality to SSN/TIN/FEIN editing, remove livestock owned by others (#24)	Revenue	State	3/09/2017
Livestock Reporting - Remove fee on Payment Batches and Track Fiscal money #21	Revenue	State	3/09/2017
Livestock Reporting - update demo, instructions, how do and carousel text (#25)	Revenue	State	2/24/2017
Policy Premium Payments - Additional Payment Types	State Fund	State	2/21/2017
Vehicle History Search - Public User Validation Process and DPPA Reason Codes Update (MI-171)	Justice	State	2/14/2017
Temporary Registration Permit - Mandated Limited Use Fee Update (MI-170)	Justice	State	1/24/2017
Candidate Filing - Update County for PSC/Judicial Candidates	Secretary of State	State	1/12/2017
Budget Status Reporting Service - Approp and Org Imbalance remove line	Public Health	State	1/12/2017
Livestock Reporting - create report of customers owing money #23	Revenue	State	1/10/2017

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

7 - new Conference and Training Registrations launched in the 4th Quarter 2017
24 – Conference and Training Registrations launched in 2017
*795 – Conference and Training Registrations have launched since 2006**
** Conference and Training launched in 2006*

Service	Agency	Entity Type	Launched
MT AmeriCorps Symposium 2018 (Serve Montana Symposium)	**Labor and Industry**	**State**	**12/06/2017**
MACo/DES Meeting Conference	**Montana Association of Counties**	**County**	**12/06/2017**
Montana Tech Mine Design, Operations & Closure Conference 2018	**University of Montana**	**University**	**12/06/2017**
UST Licenses Training	**Environmental Quality**	**State**	**11/22/2017**
Billings Job Service 27th Annual JSEC Jobs Jamboree	**Labor and Industry**	**State**	**11/08/2017**
Statewide Water Summit Conference	**Natural Resources and Conservation**	**State**	**11/01/2017**
2nd Montana Counties Forest Summit	**Montana Association of Counties**	**County**	**10/26/2017**
Elected Officials Training Phase II Conference	Montana Association of Counties	County	9/27/2017
Midwinter Conference	Montana Association of Counties	County	9/27/2017
MEDA 2017 Fall Conference	Commerce	County	8/30/2017
State Auditor's Office 2017 Montana Insurance Summit	Auditor's Office	State	6/26/2017
MACo Annual Conference 2017	Montana Association of Counties	County	5/19/2017
MACo Budget Workshops 2017	Montana Association of Counties	County	5/19/2017
Western International Forest Disease Work Conference (WIFDWC)	Natural Resources and Conservation	State	5/19/2017

MACo/JPIA County Attorney Roundtable	Montana Association of Counties	County	5/2/2017
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	Commerce	State	4/14/2017
2017 Summer Institute	Public Health	State	4/14/2017
17th Annual MSF Medical Conference	State Fund	State	3/17/2017
2017 Housing Credits Application Training Conference	Commerce	State	3/2/2017
MEDA 2017 Spring Conference	Commerce	State	3/2/2017
Job Service Helena/Carroll College Job Fair	Labor and Industry	State	2/28/2017
2017 Arbitration and Labor Relations Conference	Labor and Industry	State	2/24/2017
2017 Annual Housing Credit Compliance Training	Board of Housing	State	2/10/2017
49th Annual Governor's Conferences on Aging - Kalispell and Glendive	Public Health	State	1/12/2017

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 4th Quarter 2017
0 – new instances of the Mobile Event Agenda application launched in 2017
3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in Q4 2017			

ePass Montana – the State's Single Sign-on Solution

ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

2 - new ePass Service Provider was configured in the 4th Quarter 2017
22 – ePass Service Providers were configured in 2017
145 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - Service Organization and Reporting System	**Public Health**	**State**	**12/12/2017**
ePass Service Provider - Uniform Code Filing (UCC)	**Secretary of State**	**State**	**11/22/2017**
ePass Service Provider - SANS Securing the Human Training	Administration	State	9/21/2017
ePass Service Provider - SITSD Vendor Portal	Administration	State	8/28/2017
ePass Service Provider - Montana Board of Crime Control Victim Information System	Justice	State	7/25/2017
ePass Service Provider - Public Defender Client Payment Portal	Administration	State	7/11/2017
ePass Service Provider - BOI Intercap CTLP	Commerce	State	6/27/2017
ePass Service Provider - CCUBS Provider Licensing	Public Health	State	6/26/2017
ePass Service Provider - Secretary of State Uniform Commercial Code Filings	Secretary of State	State	5/25/2017
ePass Service Provider - SABHRS Financials DEQ eBill	Administration	State	5/12/2017
ePass Service Provider - New Hire Reporting Portal	Public Health	State	4/28/2017
ePass Service Provider - Orion Data Portal	Revenue	State	4/28/2017
ePass Service Provider - County Collections Report	Revenue	State	4/28/2017
ePass Service Provider - eStop Licensing Portal	Revenue	State	4/28/2017
ePass Service Provider - MT-DOA-911	Administration	State	3/9/2017
ePass Service Provider - myCOAL Application	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL ePermit	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Inspections	Environmental Quality	State	3/2/2017

ePass Service Provider - myCOAL Pub Sub	Environmental Quality	State	3/2/2017
ePass Service Provider - myCOAL Security	Environmental Quality	State	3/2/2017
ePass Service Provider - Jump Technology Services (LEAPs) System	Public Health	State	1/20/2017
ePass Service Provider - Director's Office F300	Natural Resources and Conservation	State	1/12/2017

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 4th Quarter 2017
0 - Alliance Partnership Services launched in 2017
8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016/2017			

Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 4th Quarter of 2017
0 – new Other eGovernment Related Activities were performed in 2017
4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

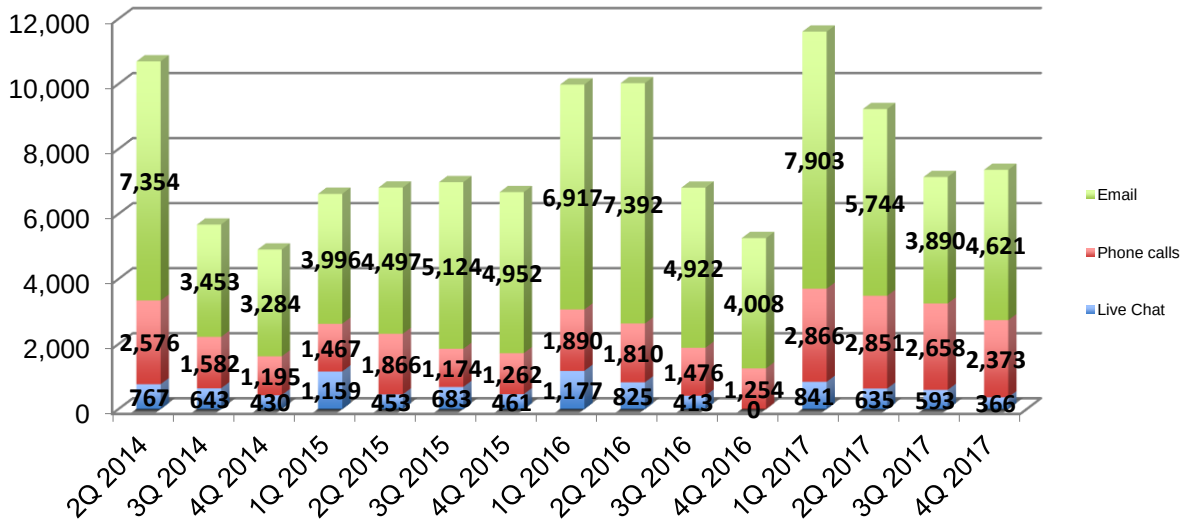
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2017 to date			

SABHRS and the State Treasury

On average, Montana Interactive sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The MI Helpdesk handled 7,360 customer inquiries in the 4th Quarter 2017
35,341 customer inquiries handled by the MI Helpdesk in 2017



SERVICE ACCESSES

Services with highest visits on app.mt.gov for 2017

Service	Visits
ePass Montana	2,517,219
Unemployment Insurance Filing	1,401,503
Convicted Offender Network	899,106
Child Support Payment Display	618,009
Hunting and Fishing Licenses	488,015
Temporary Registration Permit	322,361
Vehicle Registration Renewal (VRR)	222,562
Prescription Drug Registry	203,901
Business Tax Express	155,364
Burn Permit	89,328
Vehicle History Search	85,578
CHOPRS	80,075

Month	Visits 2016	Visits 2017
January	663,216	694,229
February	658,084	606,603
March	751,471	786,461
April	638,410	702,770
May	612,703	654,600
June	768,172	574,379
July	550,982	567,271
August	579,806	585,919
September	525,023	541,060
October	613,477	633,596
November	617,875	624,831
December	569,340	631,115
Total	**7,548,559**	**7,602,834**

USER SESSIONS

In Q4, there were 1,861,111 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 231 individual custom services.

User sessions by device for Q4 2017

This represents the percentages of the 1,861,111 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q4.

User sessions by browser for Q4 2017

This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 1,861,111 total user sessions in Q4. "Other browsers" include Edge, Amazon Silk, Samsung Internet, Android Webview, Android Browser,Safari (in-app), and Opera.

Service Cost Breakdown for Transaction Fund

The information below is presented to show the hours spent on the development and ongoing maintenance of eGovernment services and solutions built in partnership with various state, county, and city entities. The specific efforts in this list include: customized solutions, major enhancements to existing services, payment processor integrations, shopping cart integrations and alliance partnerships. The list is for informational purposes only – the agencies for which these services were built were not charged for the development or maintenance. The hours represented below do not contain hours for customer service, hosting (in most cases), mobile opportunities, application scans, security, state-of-the-art infrastructure, SOX & financial compliance, financial reconciliation, SABHRS integration, disaster recovery, and marketing.

Service Name	Launched	Total Project Hours	Total Production Costs	2016 Maintenance	Total Maintenance Costs
Administration					
Payment Portal - Office of the State Public Defender Central Services	7/31/2017	58	$ 6,900	$ -	$ -
ePass 2.0 Conversion	6/30/2017	421	$ 43,408	$ 34,922	$ 34,922
Banking and Finance Institutions Assessment	6/27/2017	202	$ -	$ 3,558	$ 3,558
Conference Registration - Responsive and State IT 2016 updates	8/29/2016	265	$ 27,295	$ -	$ -
MIConnect	7/16/2016	86	$ 8,858	$ 25,389	$ 25,698
Live Help Online Chat - Enterprise Solution	10/30/2014	N/A	N/A	$ -	$ -
Mutual Aid Permitting - rewrite	10/30/2014	4	$ 416	$ -	$ 901
eLearning (Moodle infrastructure) - Enterprise Solution	5/14/2014	25	$ 2,600	$ -	$ -
Shopping Cart - Enterprise Solution - NOP Commerce	3/6/2014	117	$ 12,168	$ 2,034	$ 2,137
Socrata - Alliance Partnership - Data Portal	1/15/2014	N/A	N/A	$ -	$ -
Security Authorization Service	12/27/2013	85	$ 8,840	$ 2,808	$ 4,367
MyEvents2Go Montana Innovative Symposium	9/6/2013	N/A	N/A	$ -	$ 2,060
ePass Montana - rewrite	6/23/2013	1,476	$ 147,621	$ 35,900	$ 174,395
Banking Online Database (BOLD) - Alliance Partnership	5/13/2013	N/A	$ -	$ 1,571	$ 3,271
Payment Portal - Banking Online Database (BOLD)	5/13/2013	79	$ 7,900	$ -	$ 2,701
Common Checkout Payment Processing - Enterprise Solution	4/20/2012	N/A	$ -	$ 4,013	$ 53,183
Over the Counter Payment Processing - Enterprise Solution (OTC)	10/10/2010	5	$ 489	$ 13,553	$ 13,553
Conference and Training Registration - rewrite	4/23/2010	1,105	$ 114,997	$ 8,586	$ 52,378
GIS State Database Collaboration	11/18/2009	23	$ -	$ -	$ -
State MINE eCalendar - Enterprise Solution	7/22/2009	50	$ 4,250	$ 60	$ 150
Payment Processor - Charitable Giving	10/1/2007	56	$ 4,200	$ -	$ 2,300
ePass Montana - original *	9/17/2006	1,990	$ 129,350	$ -	$ 92,883
Vendor Registration *	9/17/2006	N/A	$ -	$ -	$ -
Mortgage Broker, Lender & Loan Originator LicenSee Download *	6/19/2006	148	$ 8,240	$ -	$ 627
Conference and Training Registration - original *	11/1/2005	1,943	$ 116,124	$ -	$ 58,139
Banking and Financial Lookup *	10/20/2004	173	$ 9,705	$ -	$ 6,523
Radio Frequency Permitting	4/1/2004	287	$ 28,015	$ -	$ 19,873
Public Safety Answering Point (PSAP)	10/1/2003	53	$ -	$ -	$ 12,482
Bidder's List *	9/16/2003	662	$ 43,030	$ 626	$ 15,078
Virtual Cashier - Enterprise Solution	9/1/2003	332	$ 32,540	$ 146	$ 26,484
Virtual Terminal - Enterprise Solution	9/1/2003	397	$ 39,196	$ 133	$ 175,881
Search Engine (Statewide)	7/31/2002	N/A	$ 13,625	$ -	$ 63,635

State eCalendar Service	5/23/2002	480	$ 47,400	$ 2,488	$ 65,712
Shopping Cart - Enterprise Solution - original	10/30/2001	400	$ 40,000	$ 1,604	$ 76,240
Coloring Contest *	9/1/2001	160	$ 15,200	$ -	$ 2,040
Agriculture					
USA Plants - State Payment Portal Integration	3/4/2016	N/A	N/A	$ -	$ 1,373
Pesticide Continuing Education Training Registration - Private Applicators	7/10/2009	N/A	See Credit Lookup	$ -	$ -
Pesticide Continuing Education Credit Lookup - Private Applicators	7/10/2009	769	$ -	$ 26	$ 30,122
Pesticide Reporting Tool	6/29/2009	141	$ 11,985	$ -	$ 1,537
Pesticide Continuing Education Credit Lookup	5/1/2007	N/A	See Training Reg.	See Training Reg.	See Training Reg.
Pesticide Continuing Education Training Registration	5/1/2007	432	$ 32,400	$ -	$ 2,166
Board of Pardons and Parole					
Parole Violators	6/1/2003	50	$ 4,970	$ -	$ 1,165
Board of Public Education					
Agenda Request Notices	1/8/2010	115	$ 10,350	$ 60	$ 242
Broadwater County					
Agenda Request Notices	1/8/2010	115	$ 10,350	$ 60	$ 242
Agenda Request Notices	1/8/2010	115	$ 10,350	$ 60	$ 242
Agenda Request Notices	1/8/2010	115	$ 10,350	$ 60	$ 242
Butte Silver-Bow					
Burn Permits	3/1/2013	60	$ 6,000	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	3/1/2013	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2013	N/A	See above	$ -	$ -
Carbon County					
Burn Permits	10/6/2015	60	$ 6,000	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	10/6/2015	N/A	See above	$ -	$ -
Burn Permits Public Map	10/6/2015	N/A	See above	$ -	$ -
Cascade County					
Burn Permits	4/1/2011	129	$ 11,610	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	4/1/2011	N/A	See above	$ -	$ -
Burn Permits Public Map	4/1/2011	N/A	See above	$ -	$ -
Chouteau County					
Burn Permits	1/1/2015	46	$ 4,784	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	1/1/2015	N/A	See above	$ -	$ -
Burn Permits Public Map	1/1/2015	N/A	See above	$ -	$ -
Commerce					
My Events 2 Go 2017 Annual Montana Housing Partnership Conference	4/14/2017	7	$ 722	$ -	$ -
Payment Portal - Reeder's Alley - Over the Counter	9/15/2016	21	$ 2,163	See OTC	See OTC
Made in Montana - create member summary info PDF	8/11/2016	7	$ 721	$ -	$ -
Montana Heritage Commission Memberships	3/3/2015	83	$ 8,606	$ 3,923	$ 6,789
Made in Montana	3/6/2014	1,458	$ 148,643	$ 1,793	$ 9,073
Donations - Commerce	5/20/2013	87	$ 8,700	$ 304	$ 3,139
Live Help - Commerce *	5/31/2011	9	$ 425	$ -	$ 4,048
Shopping Cart - Commerce *	5/6/2008	N/A	See Shopping Cart	$ -	See Shopping Cart
Corrections					
Convicted Offender Network - rewrite	9/19/2013	497	$ 49,700	$ 3,332	$ 24,700

Victim's Registration	2/12/2012	495	$ 49,500	$ 484	$ 1,486
Inmate Banking	9/30/2010	408	$ 36,720	$ 622	$ 8,959
Inmate Banking - remaining 4 prison facilities	7/1/2010	N/A	See Inmate Banking	$ -	See Inmate Banking
Convicted Offender Network - original *	4/19/2002	550	$ 54,550	$ -	$ 65,112
Environmental Quality					
Licensee eLearning (Moodle infrastructure)	5/15/2014	25	$ 2,600	$ -	$ 1,143
Asbestos Project Permitting	11/8/2013	832	$ 16,797	$ 407	$ 10,919
Asbestos Accreditation Application	11/19/2009	907	$ 81,872	$ 1,573	$ 16,163
Asbestos Accreditation Renewal	11/19/2009	-	See Application	$ -	$ -
Tank Helper II - rewrite	10/6/2009	1,046	$ -	$ 4,194	$ 31,034
eBill Payment Portal	12/17/2008	166	$ 14,110	$ 1,282	$ 3,182
Subdivision Application	11/26/2008	2,220	$ -	$ 1,380	$ 48,998
Fish, Wildlife and Parks					
Shopping Cart - State Parks	3/6/2014	217	$ 22,555	$ 26	$ 15,344
Hunting and Fishing Licenses - rewrite	12/28/2012	1,825	$ 182,587	$ 21,506	$ 189,081
GovDelivery - Alliance Partnership	5/11/2012	N/A	$ -	$ -	$ -
Applications and Draws *	3/1/2004	870	$ 54,150	$ -	$ 27,665
Hunting and Fishing Licenses - original *	4/1/2003	3,043	$ 302,675	$ 31,680	$ 428,608
ePassport *	5/30/2001	540	$ 52,300	$ -	$ 17,850
Gallatin County					
Burn Permits	3/1/2010	207	$ 11,070	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	3/1/2010	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2010	N/A	See above	$ -	$ -
Governor's Office					
Business Checklist	12/18/2014	910	$ 94,640	$ -	$ 7,073
Accountability Partnership *	1/12/2010	32	$ 2,880	$ -	$ 360
Recognition Award *	2/26/2009	49	$ 4,165	$ -	$ 5,054
Good Ideas *	11/19/2004	95	$ 5,675	$ -	$ 5,197
Appointments *	11/12/2004	200	$ 11,800	$ -	$ 33,878
Nominations *	11/12/2004	40	$ 2,400	$ -	$ 7,913
Searchable Properties *	8/6/2002	240	$ -	$ -	$ 4,395
Historical Society					
Donations - Historical Society	11/15/2012	54	$ 5,400	$ 2,093	$ 3,591
Shopping Cart - Historical Society	1/15/2003	275	$ 26,495	$ 103	$ 26,832
Historical Society Memberships	9/1/2001	654	$ 65,625	$ 56	$ 51,125
Jefferson County					
Burn Permits	3/1/2012	59	$ 5,850	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	3/1/2012	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2012	N/A	See above	$ -	$ -
Justice					
Vehicle Registration Renewal – eChecks and Responsive Design	11/16/2017	621	$ 69,030	See VRR	See VRR
Driver Practice Exam - Mobile App Rewrite (iOS and Android)	8/16/2017	286	$ 30,701	$ -	$ -
Online Driver's License Renewal	1/5/2017	550	$ 56,640	$ 21,497	$ 21,497
DOJ Transaction & Deposit Files	7/16/2016	N/A	$ -	$ 38,604	$ 65,291
MERLIN Payment Portal	7/16/2016	455	$ 46,947	$ 8,928	$ 27,498
Veterans Designation - Administrative Site	12/27/2013	910	$ 91,374	$ 2,060	$ 2,680

Temporary Registration Permits - Auto Auctions	5/10/2013	-	$ -	$ -	$ -
Gambling - Live Tables License Renewals & Withdrawals *	5/1/2012	N/A	See License Renewals	$ -	See License Renewals
Gambling - Live Tables Permitting *	5/1/2012	280	$ 28,000	$ -	$ 950
Gambling - Live Tables Renewal *	5/1/2012	N/A	See License Renewals	$ -	See License Renewals
Trooper Memorial Fund *	12/7/2010	57	$ 5,130	$ -	$ -
Driver Practice Exam - Mobile App *	7/12/2010	30	$ 2,700	$ -	$ 520
Victims Database	6/30/2010	1,110	$ -	$ 1,032	$ 159,781
Payment Portal - Roadside Payments - SmartCop	5/18/2010	162	$ 14,580	$ 3,254	$ 18,497
Temporary Registration Permits - Dealership Logo	11/10/2009	25	$ 2,250	$ -	$ 1,609
Temporary Registration Permits - County Users and Expanded Permits	4/21/2009	N/A	See TRP	See TRP	See TRP
Temporary Registration Permits - Security Interest	4/21/2009	N/A	See TRP	See TRP	See TRP
Vehicle Registration Renewal	4/21/2009	525	$ 44,643	$ 103,509	$ 258,090
Vehicle Search - State Agencies & General Public	9/10/2007	N/A	See VS	See VS	See VS
Criminal History Background Search	6/6/2007	896	$ 58,240	$ 16,136	$ 66,309
Gambling - License Renewals *	4/16/2007	95	$ 6,175	$ -	$ 33,991
Vehicle Search - Public Users	4/13/2007	N/A	See VS	$ -	$ 2,002
Gambling - Permitting *	3/12/2007	550	$ 35,750	$ -	$ 14,244
Gambling - Taxes *	3/12/2007	146	$ 9,490	$ -	$ 26,255
Gambling - Meter Reads *	12/12/2006	506	$ 32,890	$ 26	$ 30,161
Driver Record Search - General Public	6/1/2006	432	$ 26,496	$ 9,065	$ 33,012
End of Life Registry	2/28/2006	170	$ 9,558	$ 1,801	$ 9,351
Temporary Registration Permits - Customer Expansion	12/30/2005	847	$ 47,319	$ -	$ 125,535
Temporary Registration Permits (TRP)	3/15/2005	2,701	$ 165,417	$ 62,995	$ 643,926
Sexual & Violent Offender Registry Download *	1/17/2005	292	$ 16,660	$ -	$ 2,735
Driver Record Monitoring	1/1/2004	630	$ 62,950	$ 13,275	$ 187,134
Vehicle Search (VS) - Registered Users	10/16/2003	491	$ 48,232	$ 29,347	$ 238,645
Vehicle Search - Bankruptcy Trustees	4/16/2003	N/A	See VS	See VS	See VS
Vehicle Search - Dealerships	4/16/2003	N/A	See VS	See VS	See VS
Residency Verification	4/1/2003	14	$ 1,430	$ -	$ 4,185
Driver Record Search - Registered Users	4/8/2002	500	$ 49,300	$ 11,879	$ 109,940
Driver Record Point-to-Point	4/1/2002	-	$ -	$ 10,521	$ 14,470
Driver Control Record Access *	7/15/2001	242	$ 25,210	$ -	$ 11,964
Labor and Industry					
Montana Prescription Drug Registry - Interstate Data Sharing	2/18/2017	2,134	$ 176,819	See PDR Search	See PDR Search
UI4U - Lexis Nexis ID Verification Integration	1/24/2017	171	$ 1,236	$ -	$ -
Prescription Drug Registry- Delegate Access	4/5/2016	4,732	$ 487,396	See PDR Search	See PDR Search
Payment Portal - Unemployment Insurance Benefit - Over the Counter	3/21/2016	5	$ 515	See OTC	See OTC
Payment Portal - Unemployment Insurance Contributions - Over the Counter	3/11/2016	5	$ 515	See OTC	See OTC
Prescription Drug Registry - Compliance Audit Report	11/13/2014	1,266	$ 119,020	$ -	$ 19,188
Payment Portal - Unemployment Insurance - STAARS	2/24/2014	120	$ 12,480	$ -	$ -
Payment Portal - Professional Licenses - Over the Counter	6/28/2013	N/A	See Building Codes	See Building Codes	See Building Codes
Prescription Drug Registry Board Portal	12/1/2012	355	$ 35,464	$ -	$ 11,512
Prescription Drug Registry - Healthcare Provider Search Registration	10/1/2012	117	$ 11,700	$ -	$ 34,715

Prescription Drug Registry - Search	10/1/2012	810	$ 81,000	$ 27,870	$ 195,440
Prescription Drug Registry - Reporting	3/12/2012	N/A	See PDR Search	$ 3,414	$ 370,414
Payment Portal - Professional Licenses - Online	1/31/2012	33	$ 3,300	$ 2,878	$ 27,291
Prescription Drug Registry - Reporting Registration	12/16/2011	2,051	$ 205,075	$ 70,571	$ 241,469
Payment Portal - Building Codes Online	11/22/2010	37	$ 3,848	$ 390	$ 18,013
Payment Portal - Building Codes - Over the Counter	10/18/2010	542	$ 55,826	See OTC	See OTC
Live Help - Labor & Industry	3/10/2010	13	$ 870	$ -	$ -
UI Employer Tax Registration - Phase 2 *	8/5/2009	1,279	$ 44,451	$ -	$ 728
Donate Life *	2/24/2009	102	$ -	$ -	$ 405
Professional Licensee List Download	1/15/2008	182	$ 13,679	$ 2,084	$ 15,465
UI Employer Tax Registration *	1/10/2008	1,601	$ -	$ -	$ 23,762
Electrical Permits *	1/22/2007	632	$ 41,080	$ -	$ 10,564
Electrical Permit Lookup *	8/1/2006	231	$ 19,805	$ -	$ 386
Continuing Education CE View	4/4/2006	216	$ 12,300	$ 192	$ 26,068
Continuing Education Course Lookup	4/4/2006	214	$ 12,365	$ 14	$ 12,035
Continuing Education Provider Service	4/4/2006	1,113	$ 65,005	$ 1,274	$ 38,062
UI4U - File Bi-weekly Requests	4/1/2005	N/A	See Claim Filing	See Claim Filing	See Claim Filing
UI4U Reactivate/Reopen Claim	1/18/2005	N/A	See Claim Filing	See Claim Filing	See Claim Filing
UI4U View 1099-G	1/17/2005	N/A	See Claim Filing	See Claim Filing	See Claim Filing
UI4U Review Claim	1/16/2005	N/A	See Claim Filing	See Claim Filing	See Claim Filing
UI4U Claim Filing	1/15/2005	2,215	$ -	$ 16,019	$ 223,382
Professional License Renewal Specialties *	11/15/2004	260	$ 15,500	$ -	$ 2,320
Professional Licensee Lookup *	12/3/2001	397	$ 38,885	$ -	$ 24,688
Professional License Renewal *	11/1/2001	1,305	$ 117,905	$ -	$ 476,909
Legislative Branch					
Shopping Cart - Legislative Services	8/29/2007	N/A	See Shopping Cart	$ -	$ -
Lewis and Clark County					
Burn Permits - View Burning in Surrounding Counties	1/5/2017	15	$ 412	$ -	$ -
Burn Permits Public Map (L&C)	6/2/2009	20	$ 1,700	$ -	$ 5,450
Burn Permits Interactive Voice Response (L&C)	3/2/2009	106	$ 8,968	$ 9,902	$ 14,183
Burn Permits Lewis & Clark County (L&C)	3/2/2009	447	$ 12,739	$ -	$ 233,258
Lewis and Clark County Needs Assessment *	3/1/2005	N/A	N/A	N/A	N/A
Livestock					
Brand Liens	11/28/2017	706	$ 84,561	$ 300	$ 300
Shopping Cart - Brand Books	5/11/2012	N/A	$ -	$ 180	$ 596
Bison Transportation Permits	1/31/2012	27	$ 2,725	$ 56	$ 1,827
Animal Health Import Permits	12/30/2011	109	$ 10,925	$ 197	$ 4,565
Brand Rerecord	1/3/2011	392	$ 35,280	$ -	$ 34,432
Brand Rerecord - Interactive Voice Recognition phone system	1/3/2011	30	$ 3,000	$ -	$ 104
Dealer Agent - Original Licensing	6/7/2010	113	$ 10,170	$ 26	$ 492
Dealer Agent - Licensing Renewal	4/1/2010	121	$ 10,890	$ 56	$ 2,310
Market Transportation Permits	7/21/2008	149	$ 12,665	$ 193	$ 16,118
Sheep Transportation Permits	7/21/2008	139	$ 11,815	$ 176	$ 7,734
Madison County					
Burn Permits	3/1/2011	129	$ 9,090	See L&C	See L&C

Burn Permits Interactive Voice Response (IVR)	3/1/2011	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2011	N/A	See above	$ -	$ -
Missoula County (includes City of Missoula)					
Payment Portal - Missoula City Public Works	9/9/2015	20	$ 2,060	See OTC	See OTC
Payment Portal - Building Permits Online *	9/16/2014	115	$ 11,960	See L&C	See L&C
Building Permits - In person payment solution *	9/10/2012	N/A	See Online	See Online	See Online
Payment Portal - Taxes and other fees	4/11/2012	20	$ 2,060	See OTC	See OTC
Burn Permits	3/1/2012	302	$ 30,225	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	3/1/2012	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2012	N/A	See above	$ -	$ -
Montana Arts Council					
Payment Portal - Montana Arts Council - Over the Counter	11/8/2016	6	$ 618	See OTC	See OTC
Natural Resources and Conservation					
Montana Public Land Access Network Grant Program	10/5/2017	8	$ 930	$ 120	$ 120
Nursery Shopping Cart and Administrative Site	9/4/2007	404	$ 30,300	$ 52	$ 7,119
Office of Public Instruction					
Payment Portal - Educator Licensure & Renewal	4/13/2014	45	$ 4,680	$ -	$ 750
Educator Licensure - rewrite *	4/12/2010	398	$ 39,070	$ -	$ 46,252
Educator Licensure Lookup *	7/27/2004	218	$ 21,450	$ -	$ 1,511
Educator Licensure - original *	9/5/2003	517	$ 46,530	$ -	$ 7,653
Park County					
Burn Permits	4/1/2015	129	$ 13,416	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	4/1/2015	N/A	See above	$ -	$ -
Burn Permits Public Map	4/1/2015	N/A	See above	$ -	$ -
Political Practices					
Candidate Download *	3/30/2011	118	$ -	$ -	$ 5,860
Candidate Search *	3/30/2011	118	$ -	$ -	$ 9,660
Committee Download *	3/30/2011	123	$ 9,225	$ -	$ -
Committee Registration *	3/30/2011	1,201	$ 90,075	$ -	$ 7,358
Committee Reporting *	3/30/2011	1,201	$ 63,075	$ -	$ 20,025
Committee Search *	3/30/2011	123	$ 9,225	$ -	$ 663
Committee Upload *	3/30/2011	1,201	$ 90,075	$ -	$ -
Candidate Reporting *	12/10/2009	239	$ -	$ -	$ 78,257
Candidate Upload *	12/10/2009	239	$ -	$ -	$ 24,452
Payment Portal - Lobbyist Registration	11/25/2008	57	$ 4,845	$ -	$ 1,720
Candidate Registration *	12/12/2007	248	$ -	$ -	$ 33,312
Lobbyist Download	1/8/2007	N/A	See Lobbyist Search	See Lobbyist Search	See Lobbyist Search
Lobbyist Search	1/8/2007	219	$ -	$ -	$ 20,308
Principal Download	1/8/2007	N/A	See Lobbyist Search	See Lobbyist Search	See Lobbyist Search
Principal Search	1/8/2007	N/A	See Lobbyist Search	See Lobbyist Search	See Lobbyist Search
Powell County			See Lobbyist Search		
Burn Permits	3/1/2013	59	$ 5,850	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	3/1/2013	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2013	N/A	See above	$ -	$ -
Public Health and Human Services					

Asthma Home Visiting Program	12/15/2016	209	$ -	$ 6,331	$ 6,331
Payment Portal - No Kid Hungry - Over the Counter	11/10/2016	4	$ 412	See OTC	See OTC
Volunteers in Service to America (VISTA) Quarterly Reporting)	4/14/2016	199	$ 20,460	$ 7,993	$ 10,637
Payment Portal - Pool Plan Review and Inspection - Over the Counter	1/4/2016	1	$ 103	See OTC	See OTC
Child Support Payments (Responsive Design)	9/1/2015	9	$ 968	$ -	$ -
Healthcare Facility Licensing (HFLS) - Versa Online - Alliance Partnership	9/1/2015	-	N/A	$ 180	$ 232
Vocational Rehab - Alliance Partnership - Initial reporting features	7/26/2015	29	$ 3,026	$ 1,700	$ 2,318
Certified Nurses Aid (CNARP) - Alliance Partnership	11/8/2014	N/A	$ -	$ -	$ -
Certified Nurses Aid Look-up - integrate into Iron Data solution	11/8/2014	45	$ 4,628	$ 60	$ 60
MT Safety Assessment and Management System - Priority Four Report *	9/9/2014	73	$ -	See MSAMS	See MSAMS
Payment Portal - Healthcare Facility Licensing	8/6/2014	78	$ 8,085	$ -	$ -
Healthcare Facility Licensing (HFLS) - Versa Regulation - Alliance Partnership	8/5/2014	33	N/A	N/A	N/A
MT Safety Assessment and Management System - Safety Committee *	7/30/2014	526	$ -	See MSAMS	See MSAMS
Vital Records - Enterprise Solution *	5/4/2014	1,975	$ 205,400	$ -	$ 13,208
Children & Adolescents Needs & Strengths (CANS) - Alliance Partnership	4/4/2014	24	$ 2,444	$ -	$ 413
Worksite Wellness - Review Utility	3/16/2014	99	$ 10,296	$ -	$ -
MT Safety Assessment and Management System (MSAMS) *	2/28/2014	2,517	$ -	$ -	$ 438,717
Worksite Wellness	2/11/2014	1,019	$ 105,942	$ -	$ 7,793
Budget Reporting and Management Service	10/29/2013	974	$ 180	$ 10,545	$ 135,007
Best Beginnings Childcare Scholarship	9/26/2013	1,320	$ -	$ 20,163	$ 21,351
Plan First - Family Planning	4/30/2012	855	$ -	$ 3,015	$ 7,531
Vital Records - Original *	4/28/2011	2,451	$ 218,732	$ -	$ 67,997
Montana Connections - Medicaid, TANF, SNAP, HMK *	12/8/2010	2,703	$ -	$ -	$ 22,221
Montana Connections - Prescreening *	12/8/2010	N/A	See MT Connection	See MT Connection	See MT Connection
Organ Donation Contribution *	2/24/2009	30	$ -	$ -	$ -
Nurses Aid Lookup - original *	7/30/2008	44	$ 3,740	$ -	$ 1,692
Child Support Payments - original	8/13/2007	768	$ 57,600	$ 5,313	$ 43,374
Radiology Inspections *	12/12/2004	382	$ 24,370	$ -	$ 2,865
Radiology Registration *	11/15/2004	904	$ 53,260	$ -	$ 15,000
Child Support Payment Display	6/13/2002	654	$ 64,910	$ 340	$ 11,634
Ravalli County					
Burn Permits	2/15/2015	72	$ 7,488	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	2/15/2015	N/A	See above	$ -	$ -
Burn Permits Public Map	2/15/2015	N/A	See above	$ -	$ -
Revenue					
My Revenue - Forms Builder	5/8/2017	236	$ 24,298	$ 463	$ 463
My Revenue	2/9/2017	482	$ -	$ -	$ -
Livestock Reporting (Phase 3: Payment)	10/29/2015	286	$ 29,678	$ -	$ 40,932
Livestock Reporting (Phase 2: Admin)	10/22/2015	1,243	$ 128,572	$ -	$ -
Livestock Reporting	1/5/2015	1,041	$ 30,331	$ 18,787	$ 26,773
Payment Processor - eStop Licensing	1/23/2014	80	$ 8,320	$ -	$ 806
Income Tax Express - Mobile	5/11/2012	170	$ 17,000	$ 215	$ 4,500
Payment Portal - Taxpayer Access Point (TAP)	8/27/2010	42	$ 3,780	$ -	$ 3,744

Debt Collection	7/29/2010	191	$ 17,191	$ 1,007	$ 8,936
Business Tax Express - Brewery	4/29/2008	41	$ 3,485	$ -	$ 200
Business Tax Express - Mineral Royalty	4/29/2008	41	$ 3,485	$ -	$ 23,044
Business Tax Express - Winery	4/29/2008	41	$ 3,485	$ -	$ 200
Business Tax Express - Liquor	1/17/2006	90	$ 5,650	$ -	$ 2,527
Business Tax Express - Corporate	1/31/2005	50	$ 3,050	$ -	$ 4,642
Business Tax Express - Cigarette	1/10/2005	100	$ 6,300	$ -	$ 4,967
Business Tax Express - COGS	7/1/2004	100	$ 6,100	$ -	$ 4,202
Business Tax Express - RVT	5/1/2004	105	$ 6,325	$ -	$ 4,882
Business Tax Express - LFT	4/1/2004	50	$ 5,675	$ -	$ 4,882
Business Tax Express - Withholding	1/1/2004	607	$ 11,890	$ 2,495	$ 218,200
Income Tax Express Short Form *	1/14/2003	393	$ 38,425	$ -	$ -
Income Tax Express *	3/21/2002	540	$ 53,460	$ -	$ 94,688
Richland County					
Payment Portal - Richland County Direct Payment Integration	5/22/2017	29	$ 2,982	$ -	$ -
Roosevelt County – Treasurer's Office					
Payment Portal - Black Mtn WebPay - Treasurers Office	4/25/2016	N/A	$ -	$ -	$ 618
Secretary of State					
My Voter Page - Native	9/28/2012	132	$ 13,200	$ -	$ -
My Voter Page - Mobile	9/6/2012	259	$ 25,900	$ -	$ 1,924
Pre-Filled Annual Reports (Replaced by SIMS)	2/26/2010	264	$ 23,760	$ -	$ 22,123
Security Application Scan *	5/18/2009	N/A	$ 350	$ -	$ 200
Voter Information & Polling Place Locator - original *	10/7/2008	226	$ -	$ 1,309	$ 15,518
Commercial & Non-Commercial Reg Agent Lookup *	10/1/2008	318	$ 27,030	$ -	$ 1,247
Voter File Version II	10/1/2008	552	$ 47,685	$ 3,051	$ 4,405
Voter Verification Version II *	4/30/2008	164	$ 13,940	$ 148	$ 964
Candidate Filing	1/22/2008	445	$ 37,783	$ 206	$ 52,716
Absentee Voter List Download	9/19/2006	63	$ 4,095	$ -	$ 650
Voter Verification *	6/3/2004	257	$ 25,425	$ -	$ 2,262
UCC Bulk Data (Replaced by SIMS)	5/31/2004	236	$ 23,380	$ -	$ 10,736
UCC Copies (Replaced by SIMS)	5/10/2004	N/A	See UCC Search	See UCC Search	See UCC Search
UCC Searches (Replaced by SIMS)	5/10/2004	919	$ 89,375	$ -	$ 52,251
Corporate Records (Replaced by SIMS)	12/3/2003	259	$ 25,155	$ -	$ 15,090
UCC Filings (Replaced by SIMS)	11/1/2003	2,350	$ 129,428	$ -	$ 30,404
Business Entity Annual Report (Replaced by SIMS)	10/15/2003	1,610	$ 160,890	$ -	$ 260,646
Registered Principal Search (Replaced by SIMS)	9/2/2003	1,028	$ 101,620	$ -	$ 58,762
Registered Principal Search Name Search (Replaced by SIMS)	9/2/2003	-	See RPS	See RPS	See RPS
Certified Copies (Replaced by SIMS)	8/1/2003	178	$ 17,510	$ -	$ 26,754
Voter File	5/29/2002	506	$ 49,910	$ -	$ 53,551
Business Entity Search (Replaced by SIMS)	8/2/2001	590	$ 58,750	$ -	$ 87,560
State Fund					
Policy Premium Payments	3/13/2014	334	$ 34,736	$ 5,029	$ 23,970
Stillwater County					
Stillwater County Black Mountain WebPay	11/1/2016	N/A	$ -	$ -	$ 206
Burn Permits	7/6/2015	7	$ 728	See L&C	See L&C

Burn Permits Interactive Voice Response (IVR)	7/6/2015	N/A	See above	$ -	$ -
Burn Permits Public Map	7/6/2015	N/A	See above	$ -	$ -
Sweet Grass County					
Payment Portal - Sweet Grass County	11/24/2015	4	$ 438	$ -	$ -
Teton County					
Burn Permits	3/1/2012	60	$ 6,000	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	3/1/2012	N/A	See above	$ -	$ -
Burn Permits Public Map	3/1/2012	N/A	See above	$ -	$ -
Transportation					
Motor Carrier Service - iPermit Rewrite	8/23/2017	250	$ 27,272	$ 780	$ 780
Payment Portal - MDT - ePart	5/24/2016	112	$ 11,536	$ 592	$ 5,979
Payment Portal - Motor Carriers - Over the Counter	5/24/2016	38	$ 3,914	See OTC	See OTC
Pilot and Aircraft Inventory	3/9/2016	237	$ 24,401	$ 150	$ 1,237
Courtesy Car Applications	9/18/2014	164	$ 17,074	$ 90	$ 116
Loans and Grants Applications	9/18/2014	383	$ 39,840	$ 1,231	$ 10,170
Aircraft Registration and Renewal	12/17/2013	67	$ 6,855	$ 866	$ 1,742
Pilot Registration and Renewal	12/17/2013	360	$ 36,015	$ -	$ 5,226
Pavement Conditions	8/1/2005	162	$ 9,430	$ 292	$ 16,204
Civil Rights/DBE Tracker *	12/15/2001	210	$ 20,650	$ -	$ 3,360
Motor Carrier Service - iPermit *	10/2/2001	240	$ 23,600	$ -	$ 18,373
University of Montana					
Payment Portal - Admissions Applications Western	3/10/2017	-	$ -	$ 103	$ 103
Payment Portal - MT Tech Parking	12/12/2014	95	$ 9,802	$ -	$ -
Payment Portal - UM Resident Life Housing	11/25/2014	75	$ 7,774	$ -	$ -
Payment Portal - Applications - Helena	12/3/2012	29	$ 2,900	$ -	$ -
Payment Portal - On Campus Housing - Western	5/15/2012	48	$ 4,775	$ -	$ 200
University Tuition Payments - Helena	7/8/2010	99	$ 8,910	$ 129	$ 5,357
Payment Portal - UM Physical Therapy	2/26/2010	39	$ 3,510	$ -	$ 100
Shopping Cart - Western	1/1/2010	-	$ -	$ -	$ -
Payment Portal - America's Professorship	4/25/2009	57	$ 4,845	$ -	$ 810
Payment Portal - UM Pharmacy	6/19/2008	33	$ 2,805	$ -	$ 324
Payment Portal - MT Tech	9/11/2006	46	$ 2,977	$ -	$ 1,684
University Tuition Payments - Western	8/2/2006	135	$ 8,775	$ 1,313	$ 6,930
University Tuition Payments - MT Tech	10/15/2005	111	$ 6,474	$ 52	$ 10,486
University Tuition Payments - UM	1/22/2003	498	$ 48,130	$ 1,504	$ 86,585
Yellowstone County					
Burn Permits	1/1/2013	60	$ 6,000	See L&C	See L&C
Burn Permits Interactive Voice Response (IVR)	1/1/2013	N/A	See above	$ -	$ -
Burn Permits Public Map	1/1/2013	N/A	See above	$ -	$ -
Yellowstone Service Security *	5/15/2003	44	$ -	$ -	$ 1,560

Total Hours	Total Production Costs	2017 Maintenance Costs	Total Maintenance Costs
115,733	$ 8,057,809	$ 708,544	$ 8,652,718

IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback.
I can be reached at 449-3468 x224 or bkolenberg@mt.gov.

Respectfully Submitted,

Becki Kolenberg
General Manager

Contact INFORMATION

Website PROFILE LINK

Along with the MI Management Team

Samantha Mongoven
Director of Marketing and Operations
smongoven@mt.gov

Jason Pekovitch
Director of Development
jpekovitch@mt.gov

www.egovmt.com