Montana Electronic Government Services Act

(2-17-1101-1105, MCA)

The Montana Electronic Government Services Act outlines the responsibilities for the Department of Administration regarding electronic government in Montana. They are as follows:

Provide the environment to develop eGovernment services
eGovernment services contract in place January 2001, second contract January 2011
eGovernment services infrastructure available May 2001
Electronic Government Advisory Council established October 2001
Oversight transferred to the Information Technology Board by Legislature in 2015

Provide a common look and feel for eGovernment in Montana
eGovernment Service Certification Standard approved May 2003
mt.gov templates and compliance criteria released July 2005

Provide a single point of entry for eGovernment services
DiscoveringMontana.com launched October 2000
DiscoveringMontana.com services page launched May 2001
mt.gov launched November 2005
ePass Montana launched September 2006
ePass Montana 2.0 launched in June 2013
Montana.gov redesign launched in July 2013

Promote the benefits of eGovernment
News, events and releases, brochures, trade shows, radio actualities

Awards

2016 State of Montana IT Project Excellence Award
Business Checklist, MERLIN Payment Portal, Prescription Drug Registry, Conference and Training Registration

StateScoop 50 Award - Innovation of the Year
Business Checklist
Top 8 Finalist - ACT-IAC's Igniting Innovation
Business Checklist

2015 State of Montana IT Project Excellence Award
Livestock Reporting
Best of the Web
Montana Safety Assessment Management System

2013 State of Montana IT Project Excellence Award
Prescription Drug Registry, Asbestos Project Permitting, Income Tax Express, Brand Rerecord
Best of the Web
Prescription Drug Registry

2011 Best of the Web
Montana Connections

2010 Best of the Web
Roadside Payments, Candidate Filing

2009 Best of the Web
ePass Montana, Transportation Permits - Market and Sheep, Burn Permits

2008 State of Montana IT Project Excellence Award
Gambling Suite of Services, Voter Verification
Best of the Web
Gambling Suite of Services

2007 State of Montana IT Project Excellence Award
Tank Helper, Temporary Registration Permits, FWP Online License Sales

2006 Montana Governor's Award for Excellence in Performance
End of Life Registry
Best of the Web
Tank Helper

2005 Innovations Award from the Council of State Governments
Voter Verification
Best of the Web
Business Tax Express, Unemployment Insurance Filing, Business Entity Annual Reports

2003 Trail Blazer Award from the Government Solutions Center
Licensee Lookup
Best of the Web
FWP Online License Sales

Information Technology Board Members

John Lewis, Chair
Dept. of Administration

Matt Van Syckle
Interim State CIO

Mike Milburn
Dept. of Justice

Mike Kadas
Dept. of Revenue

Mandi Hinman
Public Service Commission

Sheila Hogan
Dept. of Public Health & Human Services

Dan Villa
Office of Budget Program & Planning

Susan Fox
Legislative Branch

Kenneth Bailey
Office of Public Instruction

Sean Higginbotham
Cascade County

Jennie Stapp
Montana State Library

John Tubbs
Dept. of Natural Resources & Conservation

Beth McLaughlin
Supreme Court

Galen Hollenbaugh
Labor and Industry

Cece Harris
Private Sector

John Thunstrom
Commissioner of Higher Education

Chris Mehl
Bozeman City Commissioner

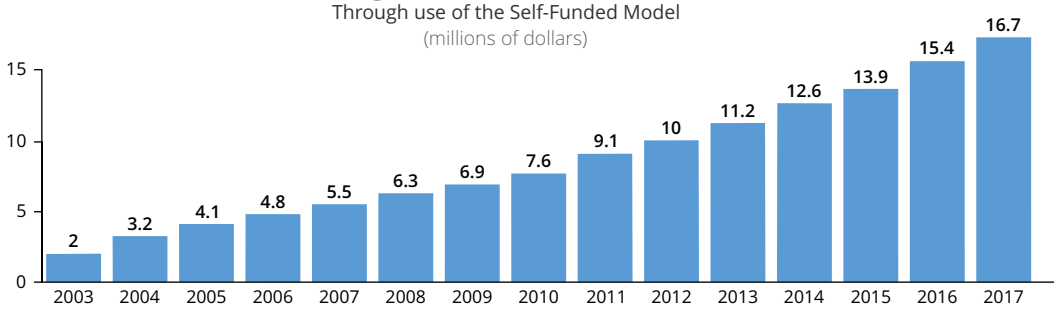
Representative Kirk Wagoner
House District #75

Senator Roger Webb
Senate District #23

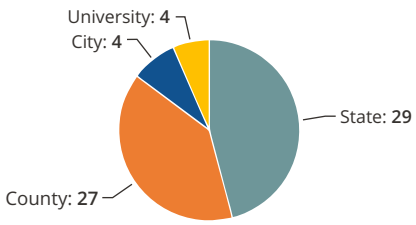
Cost Savings to the State of Montana

Through use of the Self-Funded Model

(millions of dollars)

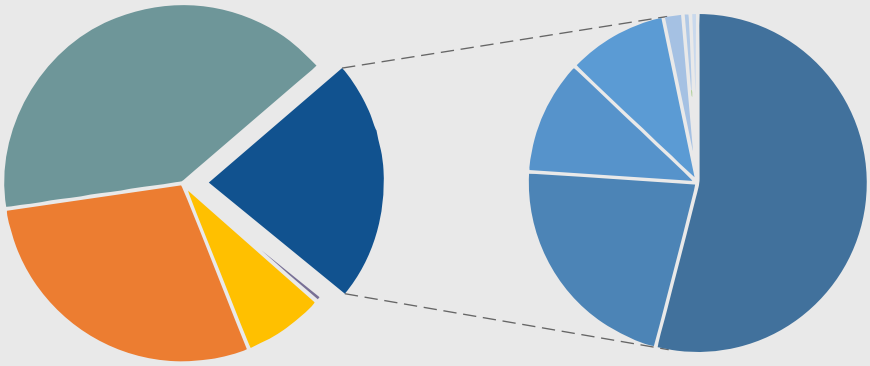


64 eGovernment Partners



1,944 eGovernment Activities

- **432** eGovernment Services & Enterprise Solutions
  - **231** Custom Services
  - **97** Over the Counter Payment Services
  - **48** Major Enhancements
  - **41** Payment Processor Integrations
  - **8** Shopping Cart Services
  - **3** Mobile Event Agenda
  - **3** On the Go Mobile Payment Solutions
  - **1** AppEngine Solutions
- **795** Conference & Training Events
- **560** Enhancements to Existing Services
- **145** ePass Service Providers
- **12** Other Services & Solutions



All eGovernment Activities

eGovernment Services & Enterprise Solutions

eGovernment Services & Enterprise Solutions

Custom Services
A complete end-to-end, eGovernment service developed to meet a specific need and to help citizens and/or businesses interact with the partnering entity. Examples include Hunting and Fishing licenses, Convicted Felon Look-up and County Burn Permits.

Major Enhancements
The development of a significant functionality change or new component to an existing eGovernment service. Examples include allowing customers to submit a hunting application online, or new functionality that allows citizens to view upcoming and current burn activity throughout their county.

Over the Counter Payment Service (OTC)
A secure, enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and electronic checks. Examples include the departments of Agriculture and Livestock as well as Roosevelt County, Missoula County and the City of Glendive.

On the Go Mobile Payment Solution (OTG)
A mobile payment solution that allows partnering 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. Examples include Dawson County and the City of Glendive.

Payment Processor Integrations - Common Checkout Page (CCP)
An enterprise payment solution that is integrated into a service developed by the partnering entity, or their vendor, to allow them to accept electronic payments securely.

Shopping Cart Service
An out-of-the-box, all-inclusive shopping cart solution that allows partnering entities to market and sell merchandise and accept payments securely and electronically. Examples include the Department of Livestock Brand Books, Fish, Wildlife & Parks State Parks, Montana Historical Society and the Legislative Branch.

AppEngine
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.

Enhancements to Existing Services

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

Conference & Training Solutions

Conference & Training Registration
A complete end-to-end solution that allows for the registration and overall management of conferences, training sessions, and events. Conference attendees can quickly and easily register, select sessions or tracks they wish to attend, and pay the necessary fees, if applicable.

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. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

ePass Service Providers

Is the integration of ePass Montana into a service developed by a partner entity 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.

Other Services & Solutions

Alliance Partnerships
A service or solution 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.

Other Related eGovernment Activities
Includes services offered by MI other than those listed above. Examples include analysis and need assessments, and security scans of systems owned and maintained by a partner entity.