



E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

1st Quarter 2018

Table of CONTENTS

TABLE OF CONTENTS	2
1ST QUARTER 2018	3
Executive Summary	3
Overview of eGovernment Activities	4
eGovernment Success Stories	4
eGovernment Activities – 2018	5
2018 eGov Activities by Service Category	5
eGovernment Services & Enterprise Solutions	6
Enhancements to eGovernment Services	7
Conference & Training Solutions	8
ePass Montana – the State’s Single Sign-on Solution	8
Other Services and Solutions	9
SABHRS and the State Treasury	9
CUSTOMER SUPPORT	9
SERVICE ACCESSES	10
Services with highest visits on app.mt.gov for 2018	10
USER SESSIONS	10
IN CLOSING	11

Executive Summary

Non-Monetary Transactions

of transactions processed to date 2,044,416

Monetary Transactions (processed by Montana Interactive)

of transactions processed to date 2,009,558

Gross amount collected to date (includes agency identified statutory/rule and any add'l fees) \$88,337,620

Total Dollars Processed through all eGovernment Services offered by the State	88,337,620
Total Dollars Remitted to the State (statutory/rule fee)	(85,611,783)
Total Net Revenues to Montana Interactive before operating expenses	<u>2,725,837</u>

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	54,732
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	<u>2,671,105</u>

Total Portal Revenue 2,725,837

Payment Processing and Other Operating Costs	<u>(2,022,187)</u>
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Total Operating Income 703,650

Total Provision for income taxes	<u>(196,406)</u>
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Net Income \$ 507,244

Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)

of transactions processed to date (Business Tax Express) 37,481

Gross amount collected to date (Business Tax Express) \$59,100,831

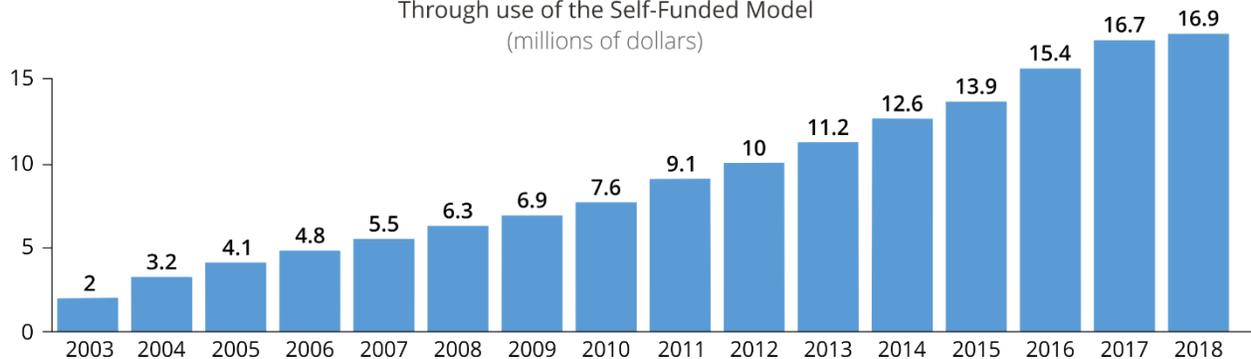
State Costs Avoided (since start of contract 2001)

Cumulative cost savings to the state \$ 16,967,952

The “State Costs Avoided” of over \$16.9 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.

Cost Savings to the State of Montana

Through use of the Self-Funded Model
(millions of dollars)



Overview of eGovernment Activities

Achieved in Q1 2018

35 eGovernment activities were launched and/or addressed during Q1 2018. This includes 4 Major Enhancement Requests to existing services, 13 new AppEngine services, 2 Over-the-Counter payment solutions, 1 Common Checkout payment integration, 9 Conference & Training Registration services, 1 ePass Service Provider integrations, and 5 enhancements and additions to existing eGovernment services.

eGovernment Success Stories



Yellowstone National Park and YourPassNow

Yellowstone National Park has partnered with NIC, MI's parent company, to offer digital entrance passes to visitors through YourPassNow, a digital marketplace that makes it easy and convenient for visitors to purchase entrance passes to public lands online.

YourPassNow provides an alternative to the traditional paper-based, in-person purchase method while simultaneously providing public lands with a tool to help manage the visitor experience. Using a personal device, visitors can purchase park entrance passes from yourpassnow.com. Parks can absorb the fee or opt to pass it onto customers. Once purchased, passes are emailed and can be used immediately, stored on a personal device, and/or printed for future use.

Developed in cooperation with the National Park Service, YourPassNow streamlines a paper-based purchase process that was previously only available at physical park locations or approved resellers. YourPassNow provides visitors a new level of recreation access to America's public lands.



Behind the Scenes...

Transport Layer Security (TLS) Protocol Conversion

In Q4 of 2017, Montana Interactive initiated work on an environment-wide Transport Layer Security (TLS) protocol update. This was a nationwide effort as MI, along with all NIC entities across the country, worked diligently to implement the higher level of TLS traffic for payment integrated services. This move insured the continued security of MI-developed eGovernment services along with partner and customer sensitive data.

In addition to added security measures, the TLS update was recommended and ultimately, required per PCI Standards and in order to maintain compliance. SSL and early TLS protocols were removed as an example of strong cryptography from the PCI Standards in April 2015 and the move to TLS 1.1 or higher is now mandated to retain PCI compliance.

The initial focus and implementation was on payment services in order to comply with all PCI requirements. Afterwards, MI continued to expand the security measures to restrict all traffic to TLS 1.1 or higher at a server level for all remaining MI-developed services. As part of the initial companywide cutover, MI instituted updates on all internal applications to handle and utilize the TLS 1.1 or higher protocol. For the remaining cutover, MI had to work hand in hand with our applicable state, county and city partners whose applications make calls to the MI infrastructure.

All partners and their corresponding applications are now required to send traffic at least at the TLS 1.1 level under the server level implementation of the TLS protocol. MI and impacted partners underwent significant testing efforts to confirm that all impacted applications could successfully interact with the MI infrastructure at the higher security level. The majority of the TLS efforts occurred throughout Q1 with the final production implementation of the TLS 1.1 or higher cutover was successfully completed on May 30th.

First Data – New Payment Processor

MI's parent company, NIC and all of its 28 subsidiaries are in the process of replacing the existing payment processor, Wordpay, and implementing First Data as the new merchant processor for processing credit cards. First Data is the one of the largest merchant processors in the U.S. and provides a wider service offering that will allow NIC to offer more solutions in the future. The primary reasons for the change and more importantly, benefit to our partners include:

1. Availability of the FD40 EMV swipe device that supports chip, pin and contactless payment processing. This device enhances security at the point of sale through to the payment processor.
2. Tokenization of credit card data that allows for added refund capabilities and the reduction of card data stored.
3. Stronger performance and availability

MI began this process in Q1 and will continue through at least Q2. There is no impact to services during the migration process. MI notifies each agency prior to initiating this process and monitors each service closely once completed to ensure success.

eGovernment Activities – 2018

Service	Agency	Entity Type	Service Type	Launched
Prescription Drug Registry - Data Dump for DPHHS	Labor and Industry	State	Major ER	03/30/2018
Made in Montana - Phase II create email template and add report columns	Commerce	State	Enhancement Request	03/29/2018
Hail Summit Conference	Auditor's Office	State	Conferences	03/28/2018
ePass Service Provider - Crime Control Bureau Montana Victim Information System	Corrections	State	ePass Service Provider	03/23/2018
Personnel Development Conference	Environmental Quality	State	Conferences	03/21/2018
Vacuum Truck Technician Training and Troubleshooting Septic Systems Conference	Environmental Quality	State	Conferences	03/21/2018
Payment Portal - METRC State Payment Portal Integration	Public Health	State	CCP	03/19/2018
Policy Premium Payments - Changes to Policy Number and Payment Labels	State Fund	State	Enhancement Request	03/08/2018
Public Health 2018 Summer Institute Conference	Public Health	State	Conferences	03/07/2018
AppEngine - Donations Service (changed from "add donation option" Enhancement Request to AppEngine Platform and re-wrote service)	Historical Society	State	AppEngine	03/06/2018
AppEngine – Montana Heritage Center Campaign Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Education and Outreach Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Greatest Need Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Historic Preservation Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Publications Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Research Center Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Museum Donation Service	Historical Society	State	AppEngine	03/06/2018
AppEngine – Sydney Edgerton Memorial Bronze Donation Service	Historical Society	State	AppEngine	03/06/2018
Over the Counter Payment Processing – MT Immunization Program	Public Health	State	OTC	03/01/2018
iPermit - add fields and updates to application	Transportation	State	Enhancement Request	02/15/2018
2018 Biennial Montana Financial Education Coalition Conference	Commerce	State	Conferences	02/01/2018
Montana Highway Patrol Eight States Conference	Justice	State	Conferences	02/01/2018
Montana Tech 2018 MBMG Mining and Mineral Symposium	University of Montana	University	Conferences	02/01/2018
Over the Counter Payment Processing – Flathead County Clerk of District Court Payments	Flathead County	County	OTC	01/31/2018
Child Support Payments - Remove Ability for Double Payments	Public Health	State	Enhancement Request	01/16/2018
2018 Annual Housing Credit Compliance Training	Board of Housing	State	Conferences	01/12/2018
Professional Licensee Lookup - Nurses Aid redirect link	Public Health	State	Enhancement Request	01/10/2018
MEDA 2018 Spring Conference	Commerce	State	Conferences	01/05/2018
AppEngine - Certificate of Need Ambulatory Surgical Centers online form	Public Health	State	AppEngine	01/04/2018
AppEngine - Certificate of Need Critical Access Hospitals online form	Public Health	State	AppEngine	01/04/2018
AppEngine Certificate of Need Home Health Agencies online form	Public Health	State	AppEngine	01/04/2018
AppEngine Certificate of Need Long-Term Care Facilities online form	Public Health	State	AppEngine	01/04/2018
Driving Record Search - Add 3% MVD Admin Fee (MI-283)	Justice	State	Major ER	01/01/2018
Monitor - Add 3% MVD Admin Fee (MI-285)	Justice	State	Major ER	01/01/2018
Vehicle History Search - Add 3% MVD Admin Fee (MI-282)	Justice	State	Major ER	01/01/2018

2018 eGov Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2018. 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.

4 - new Custom eGovernment Services & Major Enhancements launched in the 1st Quarter 2018

4 – Custom eGovernment Services & Major Enhancements launched in 2018

282 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Prescription Drug Registry - Data Dump for DPHHS	Labor and Industry	State	03/30/2018
Driving Record Search - Add 3% MVD Admin Fee (MI-283)	Justice	State	01/01/2018
Monitor - Add 3% MVD Admin Fee (MI-285)	Justice	State	01/01/2018
Vehicle History Search - Add 3% MVD Admin Fee (MI-282)	Justice	State	01/01/2018

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.

1 – new Payment Processor Integration(s) occurred in the 1st Quarter 2018

1 - Payment Processor Integrations occurred in 2018

42 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - METRC State Payment Portal Integration	Public Health	State	03/19/2018

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.

2 - new OTC Payment Solutions launched in the 1st Quarter 2018

2 – OTC Payment Solutions launched in 2018

99 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Over the Counter Payment Processing – MT Immunization Clinic	Public Health	State	03/01/2018
Over the Counter Payment Processing – Flathead County Clerk of District Court Payments	Flathead County	County	01/31/2018

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 1st Quarter 2018

0 – OTG Mobile Payment Solutions launched in 2018

3 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OTG Mobile Payment Solutions in Q1 2018			

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.

13 – new AppEngine Solution(s) launched in the 1st Quarter 2018

13 – AppEngine solution launched in 2018

14 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
AppEngine - Donation Service (changed from “add donation option” Enhancement Request to AppEngine Platform and re-wrote service)	Historical Society	State	03/06/2018
AppEngine – Montana Heritage Center Campaign Donation Service	Historical Society	State	03/06/2018
AppEngine – Education and Outreach Donation Service	Historical Society	State	03/06/2018
AppEngine – Greatest Need Donation Service	Historical Society	State	03/06/2018
AppEngine – Historic Preservation Donation Service	Historical Society	State	03/06/2018
AppEngine – Publications Donation Service	Historical Society	State	03/06/2018
AppEngine – Research Center Donation Service	Historical Society	State	03/06/2018
AppEngine – Museum Donation Service	Historical Society	State	03/06/2018
AppEngine – Sydney Edgerton Memorial Bronze Donation Service	Historical Society	State	03/06/2018
AppEngine - Certificate of Need Ambulatory Surgical Centers online form	Public Health	State	01/04/2018
AppEngine - Certificate of Need Critical Access Hospitals online form	Public Health	State	01/04/2018
AppEngine - Certificate of Need Home Health Agencies online form	Public Health	State	01/04/2018
AppEngine - Certificate of Need Long-Term Care Facilities online form	Public Health	State	01/04/2018

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 1st Quarter 2018

0 – Shopping Cart Solutions launched in 2018

8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in Q1 2018			

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.

5 – Enhancements launched in the 1st Quarter 2018

5 – Enhancements have launched in 2018

566 – Enhancements have launched throughout our partnership since 2006*

* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Made in Montana - Phase II create email template and add report columns	Commerce	State	03/29/2018
Policy Premium Payments - Changes to Policy Number and Payment Labels	State Fund	State	03/08/2018
iPermit - add fields and updates to application	Transportation	State	02/15/2018

Child Support Payments - Remove Ability for Double Payments	Public Health	State	01/16/2018
Professional Licensee Lookup - Nurses Aid redirect link	Public Health	State	01/10/2018

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.

9 - new Conference and Training Registrations launched in the 1st Quarter 2018

9 – Conference and Training Registrations launched in 2018

804 – Conference and Training Registrations have launched since 2006*

* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Hail Summit Conference	Auditor's Office	State	03/28/2018
Personnel Development Conference	Environmental Quality	State	03/21/2018
Vacuum Truck Technician Training and Troubleshooting Septic Systems Conference	Environmental Quality	State	03/21/2018
Public Health 2018 Summer Institute Conference	Public Health	State	03/07/2018
2018 Biennial Montana Financial Education Coalition Conference	Commerce	State	02/01/2018
Montana Highway Patrol Eight States Conference	Justice	State	02/01/2018
Montana Tech 2018 MBMG Mining and Mineral Symposium	University of Montana	University	02/01/2018
2018 Annual Housing Credit Compliance Training	Board of Housing	State	01/12/2018
MEDA 2018 Spring Conference	Commerce	State	01/05/2018

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 1st Quarter 2018

0 – new instances of the Mobile Event Agenda application launched in 2018

3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in Q1 2018			

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.

1 - new ePass Service Provider was configured in the 1st Quarter 2018

1 – ePass Service Providers were configured in 2018

146 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - Crime Control Bureau Montana Victim Information System	Corrections	State	03/23/2018

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 1st Quarter 2018
 0 - Alliance Partnership Services launched in 2018
 8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016/2017/2018			

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 1st Quarter of 2018
 0 – new Other eGovernment Related Activities were performed in 2018
 4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

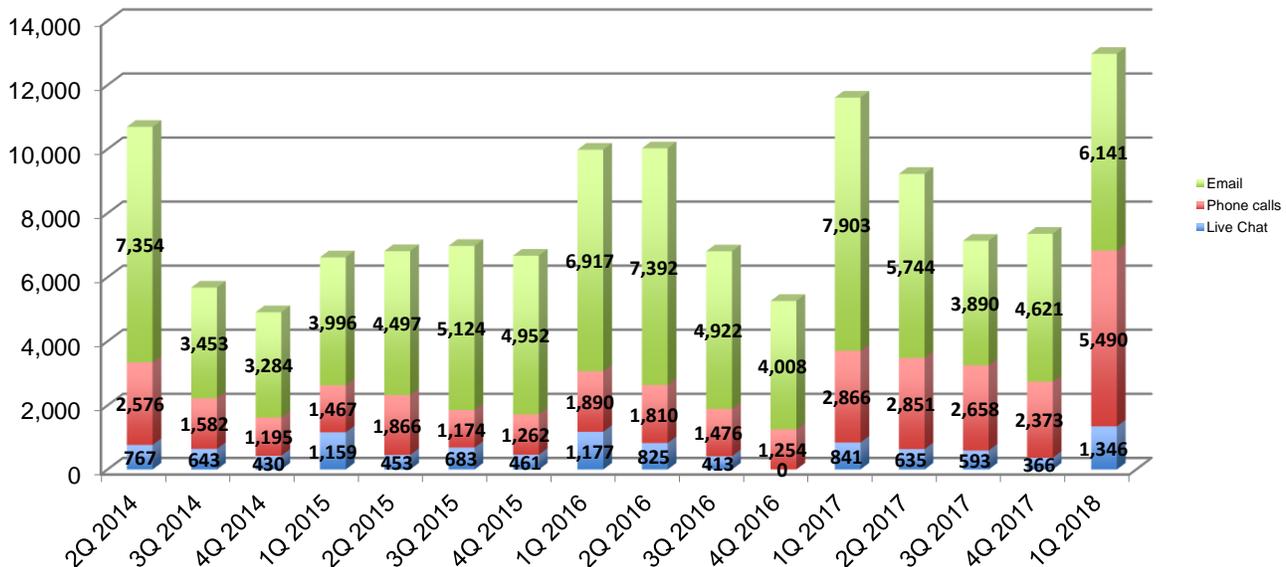
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2017 to date			

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 12,977 customer inquiries in the 1st Quarter 2018
 35,341 customer inquiries handled by the MI Helpdesk in 2017



SERVICE ACCESSES

Services with highest visits on app.mt.gov for 2018

Service	Visits	Month	Visits 2017	Visits 2018
ePass Montana	767,097	January	694,229	827,842
Unemployment Insurance Filing	502,371	February	606,603	746,813
Correctional Offender Network	226,533	March	786,461	885,388
Hunting and Fishing Licenses	210,875	April	702,770	
Child Support Lookup	163,870	May	654,600	
My Revenue	105,314	June	574,379	
Vehicle Registration Renewal (VRR)	78,872	July	567,271	
Temporary Registration Permit (TRP)	74,885	August	585,919	
Prescription Drug Registry	58,709	September	541,060	
Business Tax Express	41,953	October	633,596	
Candidate Filing	25,945	November	624,831	
CHOPRS	23,342	December	631,115	
		Total	7,602,834	2,459,886

USER SESSIONS

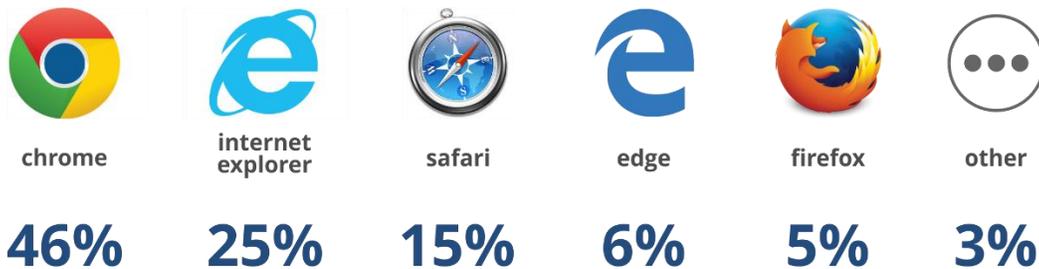
In Q1, there were 2,428,270 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 231 individual custom services.

User sessions by device for Q1 2018



This represents the percentages of the 2,428,270 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q1.

User sessions by browser for Q1 2018



This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 2,428,270 total user sessions in Q1. "Other browsers" include Amazon Silk, Samsung Internet, Android Webview, Android Browser, Safari (in-app), and Opera.



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



Along with the MI Management Team

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