



E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

3rd Quarter 2018

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Executive Summary

Non-Monetary Transactions

of transactions processed to date 5,485,288

Monetary Transactions (processed by Montana Interactive)

of transactions processed to date 5,887,687

Gross amount collected to date (includes agency identified statutory/rule and any add'l fees) 229,833,907

Total Dollars Processed through all eGovernment Services offered by the State	\$229,833,907
Total Dollars Remitted to the State (statutory/rule fee)	(222,908,930)
Total Net Revenues to Montana Interactive before operating expenses	<u>6,924,977</u>

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	130,714
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	<u>6,794,263</u>
Total Portal Revenue	6,924,977

Payment Processing and Other Operating Costs (5,285,138)

Total Operating Income **1,639,839**

Total Provision for income taxes (470,543)

Net Income **\$ 1,169,296**

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

of transactions processed to date (Business Tax Express) 37,928

Gross amount collected to date (Business Tax Express) \$62,686,454

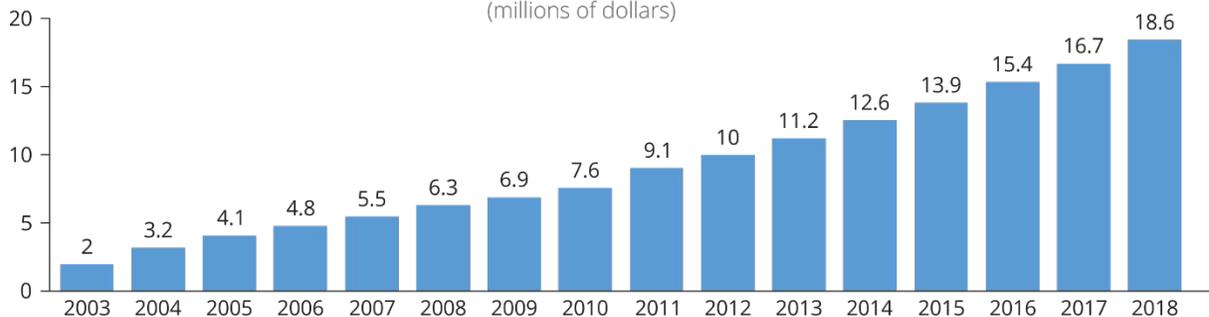
State Costs Avoided (since start of contract 2001)

Cumulative cost savings to the state \$ 18,661,577

The “State Costs Avoided” of over \$18.6 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)



eGovernment Success Stories



Food and Consumer Safety Licence Renewals - Health and Human Services

The Department of Health and Human Services (DPHHS) was looking at ways to improve a process for Food and Consumer Safety (FCS) renewals. Each year in the 4th quarter of the approximately 1,100 payments made, about 500 payments are paid in duplicate using their stand-alone Over the Counter payment service. In partnership with DPHHS, the Montana Interactive team implemented an AccessGov platform to look up payment data from the ARMS service to eliminate the majority of the duplicate payments which the agency must then refund annually. A File Transfer Service (FTS) file is being utilized to lookup payments from the ARMS data prior to submitting payment for renewals. The DPHHS and MI teams expect a significant decrease in duplicate payments with the new feature implemented.



Montana Fish, Wildlife and Parks Surplus Sales

Montana Fish, Wildlife and Parks (FWP) held three surplus sales in the 3rd Quarter 2018. Surplus sales were held August 6th, August 13th and September 11th. The Surplus Sale is an offering of left over or undrawn tags available again after the deadline for individuals to purchase. The sale creates a spike of traffic when the ALS application comes online at 5am. The Montana Interactive team along with the FWP team were online and, on the phone, supporting the early morning sales.

For the August 6th sale, the service saw a peak of 4880 connections per minute and a spike of 1,277 users at 5:00 am. During the first hour there were 1334 successful payment transactions.

For the August 13th sale, the service saw a peak of 2045 connections per minute and a spike of 578 users at 5:00 am. During the first hour there were 478 successful payment transactions.

The third Surplus Sale was a smaller, quick sale of returned Elk Combo licenses. 255 users were queued on the site when the application went live at 5am. The licenses were sold out for the general tags, which are the most popular, by 5:05, and 264 transactions were completed in the first 12 minutes. Thirty-minutes into the sale, the drop-off of users and payments was nearly complete, with 36 users on the application and 278 transactions completed.



Behind the Scenes...



AccessGov Platform

Montana Interactive launched a new self-funded platform; AccessGov. AccessGov allows government entities to manage content, PDFs, create interactive contact forms, or build custom web applications with one interface. Instead of a long list of forms and services on a website, AccessGov creates a branded, interactive portal. AccessGov offers a conversational interface called guided search that asks users a series of questions to get them to where they are going. The forms directory features a popular items list and qualifying questions to guide users to success. AccessGov is mobile responsive allowing citizens to access the portal from anywhere. Intuitive, in-form navigation breaks up complex forms to offer a better user experience. With AccessGov, partner administrators control user experience through configuration, not code. Content is easily edited through a word style editor. Guided search is handled graphically, providing a visual of all the paths users can take for easy updating. AccessGov is quick to stand up allowing users to create an AccessGov portal in days. Integration options are built in for a quick and easy payment component addition, perceptive integration or data transfers are also available.

The Montana Interactive team launched its first AccessGov instance for the Department of Health and Human Services - Primary Care Division. Primary Care Office Specialist Brandy Kincheloe wanted to create a place for healthcare providers who are eligible for the NHSC State Loan Repayment Program to apply to online. Currently these applications

and attachments were only accepted by paper submissions. Kincheloe was looking to create efficiencies for the program participants and the Family and Community Health Bureau. In her words, "I'm a one-woman shop and need to streamline the application process to be digital, clean and easy to process. Currently I am accepting handwritten applications!!" AccessGov allows Kincheloe the ability to export an excel spreadsheet with all of the information as well as gain accurate and complete information for full submissions without the need for additional follow-up.



RxGov

RxGov is a completely re-imagined Prescription Drug Monitoring Program (PDMP) platform and is a proven public health tool with robust monitoring and analysis to help leaders make better informed decisions to change clinical outcomes. As an enforcement and regulatory tool, a PDMP is a database that tracks controlled substances dispensed in a state and is designed to prevent multiple prescription opioids dispensed to the same individual from different providers

and over-prescribing by a single provider.

NIC provides a comprehensive PDMP system in Wisconsin (ePDMP – Enhanced Prescription Drug Monitoring Program – launched 2017), a solution in Montana (Montana Prescription Drug Registry – launched 2012), and a data transmitting component of the Utah Controlled Substance Database (launched 2011). NIC has purchased software assets; the RxOrbit PDMP technology from Leap Orbit. Leap Orbit is a Maryland-based, privately held company with a strong track record in health information exchanges, clinical decision support, and state and federal government markets. NIC will be leveraging Leap Orbit's healthcare IT expertise as they assist with business development efforts for this solution. This software purchase strengthens NIC's PDMP platform and healthcare vertical expertise.

Key benefits of the RxGov solution include:

- RxEngine Data Platform: RxEngine™ is a scalable data collection, matching, and data access platform for state PDMP data processing and delivery.
- RxIdentify: Unique patient-matching algorithm to prevent doctor shopping.
- RxConnections: Embedded directly into EHR workflows and patient records
- Data Transparency: Through the RxGov data validation toolkit, the system has complete end-to-end visibility among healthcare officials, pharmacies, government, and law enforcement. No data loss.
- HER Integration: PDMP medication lists and alerts embedded directly in the patient EHR or pharmacy record. With this platform, the need to log into a separate PDMP web portal is eliminated. RxGov uses open APIs and modern app standards, such as Smart on FHIR.
- Data Validation: Validate data and potential points of failure in your state's existing PDMP data platform with RxGov's data validation engine that provides end-to-end visibility into a state's existing PDMP data platform. Includes self-service administration of how pharmacy data is received by the system and processed.
- Reporting: Industry-leading analytics, reporting, and data visualization tools



Focus Process Improvement

Montana Interactive (MI) continues to invest in our partners and services. A key area the company has been focusing on is quality assurance. In doing so, MI has hired a Quality Assurance (QA) Analyst to assist in process improvement to continue to deliver quality solutions and services to our partners. In addition to the QA Analyst, the portal hired a Development Operations Engineer to focus on release and deployment practices, reliable operating environments and collaboration on quality as a whole. MI strives to meet the expectations of our partners. We understand the importance of saving costs by detecting and fixing issues and flaws at early stages while maintaining high quality standards with a shift in focus from detecting issues

to preventing them. With these additional investments, MI will work on maintaining and improving its quality standards, guard against bugs and defects, while maintaining our robust operational infrastructure.

Overview of eGovernment Activities

Achieved in Q3 2018

28 eGovernment activities were launched and/or addressed during Q3 2018. This includes 2 AccessGov tenants, 6 App Engine services, 6 Over the Counter payment services, 4 Conference & Training Registration services, 3 ePass Service Provider integrations, and 7 enhancements and additions to existing eGovernment services.

eGovernment Activities – 2018

Service	Agency	Entity Type	Service Type	Launched
Business Tax Express - File Update	Revenue	State	Enhancement Request	09/20/2018
Debt Collection - File Update	Revenue	State	Enhancement Request	09/20/2018
Income Tax Express - File Update	Revenue	State	Enhancement Request	09/20/2018
My Revenue - File Update	Revenue	State	Enhancement Request	09/20/2018
Child Support Payments - Daily Transaction file update	Public Health	State	Enhancement Request	09/13/2018
Payment Portal - Child Support Enforcement Division- Over the Counter	Public Health	State	OTC	09/13/2018
ePass Service Provider - Dams Emergency Action Plan Systems (DEAPS)	Natural Resources and Conservation	State	ePass Service Provider	09/12/2018
App Engine - Milk and Egg Bureau	Livestock	State	AppEngine	09/11/2018
App Engine - Milk Control Bureau In-State Pool Plan Assessment	Livestock	State	AppEngine	09/11/2018
App Engine - Milk Control Bureau License	Livestock	State	AppEngine	09/11/2018
App Engine - Milk Control Bureau Out-Of-State Distributor Assessment	Livestock	State	AppEngine	09/11/2018
App Engine - Milk Control Bureau Producer/Distributor Assessments	Livestock	State	AppEngine	09/11/2018
Vehicle Registration Renewal - Change the File Name for document uploads MI-372	Justice	State	Enhancement Request	09/06/2018
Conference - 2018 Invasive Species Summit	Natural Resources and Conservation	State	Conferences	09/05/2018
Temporary Registration Permits release 5.1 (5.4)	Justice	State	Enhancement Request	09/04/2018
Access Gov - Primary Care Montana State Loan Program	Public Health	State	AccessGov	08/31/2018
Access Gov - Centralized Intake	Public Health	State	AccessGov	08/30/2018
Payment Portal - Powder River County Treasurer - Over the Counter	Powder River County	County	OTC	08/29/2018
Payment Portal - Powder River Manor Physical Therapy - Over the Counter	Powder River County	County	OTC	08/29/2018
Payment Portal - Powder River Medical Clinic - Over the Counter	Powder River County	County	OTC	08/29/2018
ePass Service Provider - HHS Bill Tracking	Public Health	State	ePass Service Provider	08/14/2018
ePass Service Provider - MDT Outdoor Advertising Control	Transportation	State	ePass Service Provider	08/01/2018
Payment Portal - Missoula County Community and Planning Services Over the Counter	Missoula County	County	OTC	07/23/2018
Conference - 2018 Montana Public Safety Forum	Corrections	State	Conferences	07/18/2018
Conference - Montana Tech Career Fair	University of Montana	University	Conferences	07/18/2018
Conference - MEDA 2018 Fall Conference	Commerce	State	Conferences	07/16/2018
App Engine - VISTA Host Site Readiness Assessment	Public Health	State	AppEngine	07/12/2018
Payment Portal - Roosevelt County Clerk of District Court Over the Counter	Roosevelt County	County	OTC	07/10/2018
Asthma Home Visiting Program - Updates	Public Health	State	Enhancement Request	06/28/2018
Conference - 109th Annual Conference	Montana Association of Counties	County	Conferences	06/26/2018
Payment Portal - FACTS Integration	Environmental Quality	State	CCP	06/25/2018
ePass Service Provider - Benefits Administration	Administration	State	ePass Service Provider	06/20/2018

ePass Service Provider - MFFA Database	Commerce	State	ePass Service Provider	06/20/2018
ePass Service Provider - Bounds	Public Health	State	ePass Service Provider	06/20/2018
ePass Service Provider - Legal Services	Public Health	State	ePass Service Provider	06/20/2018
ePass Service Provider - Senior and Long-Term Care Ombudsman	Public Health	State	ePass Service Provider	06/20/2018
ePass Service Provider - EDDI	Public Service Commission	State	ePass Service Provider	06/20/2018
Temporary Registration Permit – re-write	Justice	State	Major ER	06/11/2018
ePass Service Provider - Online Training Center	Corrections	State	ePass Service Provider	06/06/2018
Unemployment Insurance - Change Ability to Use Back Buttons in Browser	Labor and Industry	State	Enhancement Request	06/05/2018
Prescription Drug Registry - Data Destruction	Labor and Industry	State	Major ER	05/30/2018
Conference - 2020 QAP Discussion Workshop	Commerce	State	Conferences	05/28/2018
Conference - 2018 Montana Insurance Summit	Auditor's Office	State	Conferences	05/16/2018
Conference - Bring it Together (B.I.T.) Training Conference	Commerce	State	Conferences	05/10/2018
Vehicle Registration Renewal - Version 4.2 updates	Justice	State	Major ER	05/10/2018
ePass Service Provider - MDT Class Rooms	Transportation	State	ePass Service Provider	05/10/2018
Montana State Fund - Logo Update	State Fund	State	Enhancement Request	04/30/2018
ePass Service Provider - DOC Training Portal	Commerce	State	ePass Service Provider	04/19/2018
ePass Service Provider - Alfresco serving as TREADS Document Management System	Environmental Quality	State	ePass Service Provider	04/19/2018
ePass Service Provider - Montana Public Health Directory	Public Health	State	ePass Service Provider	04/18/2018
My Revenue - Spreadsheet Field Pre-Population Sprint 14	Revenue	State	Enhancement Request	04/17/2018
Correctional Offender Network - change label	Corrections	State	Enhancement Request	04/05/2018
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
Conference - 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
Conference - Personnel Development	Environmental Quality	State	Conferences	03/21/2018
Conference - Vacuum Truck Technician Training and Troubleshooting Septic Systems	Environmental Quality	State	Conferences	03/21/2018
Payment Portal - METRC Payment 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
Conference - 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
Payment Portal – MT Immunization Program - Over the Counter Payment Processing	Public Health	State	OTC	03/01/2018
iPermit - add fields and updates to application	Transportation	State	Enhancement Request	02/15/2018
Conference - 2018 Biennial Montana Financial Education Coalition Conference	Commerce	State	Conferences	02/01/2018
Conference - Montana Highway Patrol Eight States Conference	Justice	State	Conferences	02/01/2018
Conference - Montana Tech 2018 MBMG Mining and Mineral Symposium	University of Montana	University	Conferences	02/01/2018

Payment Portal – Flathead County Clerk of District Court Payments - Over the Counter Payment Processing	Flathead County	County	OTC	01/31/2018
Child Support Payments - Remove Ability for Double Payments	Public Health	State	Enhancement Request	01/16/2018
Conference - 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
Conference - 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 eGovernment 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.

0 - new Custom eGovernment Services & Major Enhancements launched in the 3rd Quarter 2018

7 – Custom eGovernment Services & Major Enhancements launched in 2018

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

Service	Agency	Entity Type	Launched
Temporary Registration Permit – re-write	Justice	State	06/11/2018
Prescription Drug Registry - Data Destruction	Labor and Industry	State	05/30/2018
Vehicle Registration Renewal - Version 4.2 updates	Justice	State	05/10/2018
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.

0 – new Payment Processor Integration(s) occurred in the 3rd Quarter 2018

2 - Payment Processor Integrations occurred in 2018

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

Service	Agency	Entity Type	Launched
Payment Portal - FACTS Integration	Environmental Quality	State	06/25/2018
Payment Portal - METRC Payment 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 taken in person or over the phone as well as the customer entering their payment information via the Internet.

6 - new OTC Payment Solutions launched in the 3rd Quarter 2018

8 – OTC Payment Solutions launched in 2018

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

Service	Agency	Entity Type	Launched
Payment Portal - Child Support Enforcement Division- Over the Counter	Public Health	State	09/13/2018
Payment Portal - Powder River County Treasurer - Over the Counter	Powder River County	County	08/29/2018
Payment Portal - Powder River Manor Physical Therapy - Over the Counter	Powder River County	County	08/29/2018
Payment Portal - Powder River Medical Clinic - Over the Counter	Powder River County	County	08/29/2018
Payment Portal - Missoula County Community and Planning Services Over the Counter	Missoula County	County	07/23/2018
Payment Portal - Roosevelt County Clerk of District Court Over the Counter	Roosevelt County	County	07/10/2018
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 3rd 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 2018			

AccessGov

The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

2 – new AccessGov Solution(s) launched in the 3rd Quarter 2018

2 – AccessGov solution launched in 2018

2 – AccessGov Solutions have launched throughout our partnership since 2001

* this platform service launched in 2018

Service	Agency	Entity Type	Launched
Access Gov - Primary Care Montana State Loan Program	Public Health	State	8/31/2018
Access Gov - Centralized Intake	Public Health	State	8/30/2018

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.

6 – new AppEngine Solution(s) launched in the 3rd Quarter 2018

19 – AppEngine solution launched in 2018

20 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
App Engine - Milk and Egg Bureau	Livestock	State	09/11/2018

App Engine - Milk Control Bureau In-State Pool Plan Assessment	Livestock	State	09/11/2018
App Engine - Milk Control Bureau License	Livestock	State	09/11/2018
App Engine - Milk Control Bureau Out-Of-State Distributor Assessment	Livestock	State	09/11/2018
App Engine - Milk Control Bureau Producer/Distributor Assessments	Livestock	State	09/11/2018
App Engine - VISTA Host Site Readiness Assessment	Public Health	State	07/12/2018
AppEngine – Historical Society Donation Service (re-wrote service in AppEngine)	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 3rd 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 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.

7 – Enhancements launched in the 3rd Quarter 2018

17 – Enhancements have launched in 2018

578 – Enhancements have launched throughout our partnership since 2006*

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

Service	Agency	Entity Type	Launched
BTE File Update	Revenue	State	09/20/2018
Debt Collection File Update	Revenue	State	09/20/2018
ITE File Update	Revenue	State	09/20/2018
My Revenue File Update	Revenue	State	09/20/2018
Child Support Payments Daily Transaction file update	Public Health	State	09/13/2018
Vehicle Registration Renewal - Change the File Name for document uploads MI-372	Justice	State	09/06/2018
Temporary Registration Permits release 5.1 (5.4)	Justice	State	09/04/2018
Asthma Home Visiting Program - Updates	Public Health	State	06/28/2018
Unemployment Insurance - Change Ability to Use Back Buttons in Browser	Labor and Industry	State	06/05/2018

Montana State Fund - Logo Update	State Fund	State	04/30/2018
My Revenue - Spreadsheet Field Pre-Population Sprint 14	Revenue	State	04/17/2018
Correctional Offender Network - change label	Corrections	State	04/05/2018
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.

4 - new Conference and Training Registrations launched in the 3rd Quarter 2018

17 – Conference and Training Registrations launched in 2018

812 – Conference and Training Registrations have launched since 2006*

* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - 2018 Invasive Species Summit	Natural Resources and Conservation	State	09/05/2018
Conference - 2018 Montana Public Safety Forum	Corrections	State	07/18/2018
Conference - Montana Tech Career Fair	University of Montana	University	07/18/2018
Conference - MEDA 2018 Fall Conference	Commerce	State	07/16/2018
Conference - 109th Annual Conference	Montana Association of Counties	County	06/26/2018
Conference - 2020 QAP Discussion Workshop	Commerce	State	05/28/2018
Conference - 2018 Montana Insurance Summit	Auditor's Office	State	05/16/2018
Conference - Bring it Together (B.I.T.) Training Conference	Commerce	State	05/10/2018
Conference - Hail Summit Conference	Auditor's Office	State	03/28/2018
Conference - Personnel Development Conference	Environmental Quality	State	03/21/2018
Conference - Vacuum Truck Technician Training and Troubleshooting Septic Systems Conference	Environmental Quality	State	03/21/2018
Conference - Public Health 2018 Summer Institute Conference	Public Health	State	03/07/2018
Conference - 2018 Biennial Montana Financial Education Coalition Conference	Commerce	State	02/01/2018
Conference - Montana Highway Patrol Eight States Conference	Justice	State	02/01/2018
Conference - Montana Tech 2018 MBMG Mining and Mineral Symposium	University of Montana	University	02/01/2018
Conference - 2018 Annual Housing Credit Compliance Training	Board of Housing	State	01/12/2018
Conference - 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 3rd 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 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.

3 - new ePass Service Provider was configured in the 3rd Quarter 2018
 15 – ePass Service Providers were configured in 2018
 160 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - Dams Emergency Action Plan Systems (DEAPS)	Natural Resources and Conservation	State	09/12/2018
ePass Service Provider - HHS Bill Tracking	Public Health	State	08/14/2018
ePass Service Provider - MDT Outdoor Advertising Control	Transportation	State	08/01/2018
ePass Service Provider - Benefits Administration	Administration	State	06/20/2018
ePass Service Provider - MFFA Database	Commerce	State	06/20/2018
ePass Service Provider - Bounds	Public Health	State	06/20/2018
ePass Service Provider - Legal Services	Public Health	State	06/20/2018
ePass Service Provider - Senior & Long-Term Care Ombudsman	Public Health	State	06/20/2018
ePass Service Provider - EDDI	Public Service Commission	State	06/20/2018
ePass Service Provider - Online Training Center	Corrections	State	06/06/2018
ePass Service Provider - MDT Class Rooms	Transportation	State	05/10/2018
ePass Service Provider - DOC Training Portal	Commerce	State	04/19/2018
ePass Service Provider - Alfresco serving as TREADS Document Management System	Environmental Quality	State	04/19/2018
ePass Service Provider - Montana Public Health Directory	Public Health	State	04/18/2018
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 3rd 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 3rd 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

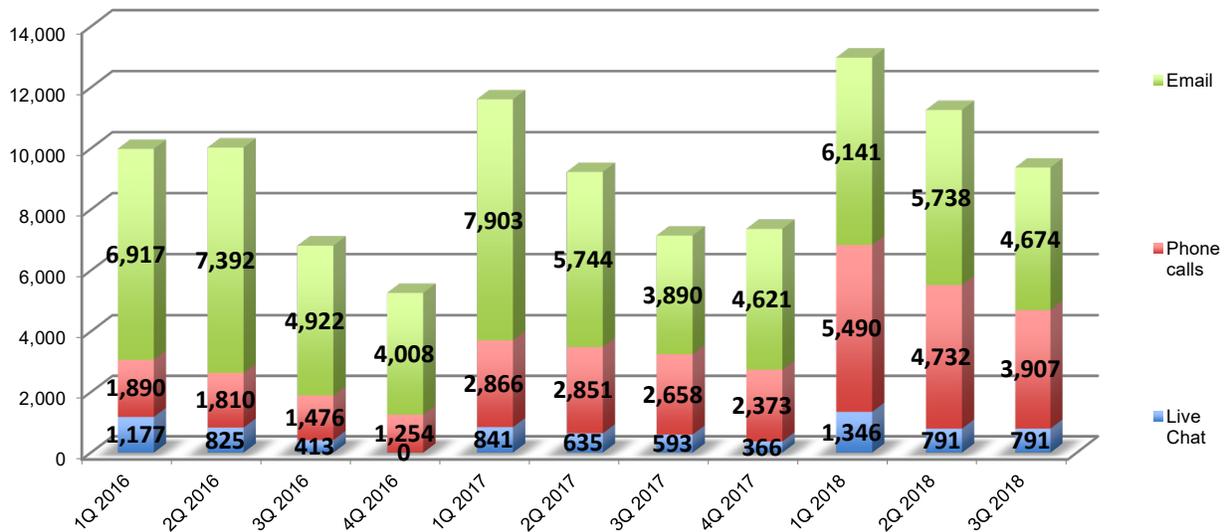
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2018 to date			

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 9,372 customer inquiries in the 3rd 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	670,799	January	694,229	827,842
Unemployment Insurance Filing	221,938	February	606,603	746,813
Correctional Offender Network	217,804	March	786,461	885,388
Hunting and Fishing Licenses	156,462	April	702,770	828,430
Child Support Lookup	147,221	May	654,600	727,694
Vehicle Registration Renewal (VRR)	96,487	June	574,379	682,360
Temporary Registration Permit (TRP)	86,865	July	567,271	663,189
Prescription Drug Registry	74,393	August	585,919	683,207
My Revenue	39,364	September	541,060	631,441
Business Tax Express	37,283	October	633,596	
CHOPRS	24,208	November	624,831	
Made in Montana	19,237	December	631,115	
		Total	7,602,834	7,423,316

USER SESSIONS

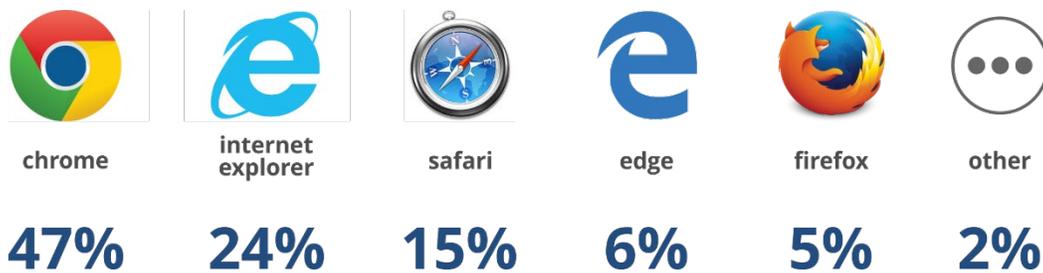
In Q3, there were 1,960,818 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 231 individual custom services.

User sessions by device for Q3 2018



This represents the percentages of the 1,960,818 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q3.

User sessions by browser for Q3 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 1,960,818 total user sessions in Q3. "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 X234 or fsargeson@egovmt.com.

Respectfully Submitted,

Fred Sargeson
General Manager

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