

## 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

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| <p><b>2019</b> State Government Experience Award<br/>My Revenue<br/>Service to the Citizen™ Awards - Champions of Change<br/>My Revenue</p> <p><b>2016</b> State of Montana IT Project Excellence Award<br/>Business Checklist, MERLIN Payment Portal, Prescription Drug Registry, Conference and Training Registration<br/>StateScoop 50 Award - Innovation of the Year<br/>Business Checklist<br/>Top 8 Finalist - ACT-IAC's Igniting Innovation<br/>Business Checklist</p> <p><b>2015</b> State of Montana IT Project Excellence Award<br/>Livestock Reporting</p> <p><b>2013</b> Best of the Web<br/>Montana Safety Assessment Management System</p> <p>State of Montana IT Project Excellence Award<br/>Prescription Drug Registry, Asbestos Project Permitting, Income Tax Express, Brand Rerecord<br/>Best of the Web<br/>Prescription Drug Registry</p> <p><b>2011</b> Best of the Web<br/>Montana Connections</p> <p><b>2010</b> Best of the Web<br/>Roadside Payments, Candidate Filing</p> | <p><b>2009</b> Best of the Web<br/>ePass Montana, Transportation Permits - Market and Sheep, Burn Permits</p> <p><b>2008</b> State of Montana IT Project Excellence Award<br/>Gambling Suite of Services, Voter Verification<br/>Best of the Web<br/>Gambling Suite of Services</p> <p><b>2007</b> State of Montana IT Project Excellence Award<br/>Tank Helper, Temporary Registration Permits, FWP Online License Sales</p> <p><b>2006</b> Montana Governor's Award for Excellence in Performance<br/>End of Life Registry<br/>Best of the Web<br/>Tank Helper</p> <p><b>2005</b> Innovations Award from the Council of State Governments<br/>Voter Verification<br/>Best of the Web<br/>Business Tax Express, Unemployment Insurance Filing, Business Entity Annual Reports</p> <p><b>2003</b> Trail Blazer Award from the Government Solutions Center<br/>Licensee Lookup<br/>Best of the Web<br/>FWP Online License Sales</p> |
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## Information Technology Board Members

**John Lewis, Chair**  
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**Tim Bottenfield**  
State CIO

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Dept. of Justice

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Dept. of Revenue

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Public Service Commission

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Dept. of Public Health & Human Services

**Art Pembroke**  
Lewis & Clark County

**Susan Fox**  
Legislative Branch

**Michael Sweeney**  
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 Renick**  
Private Sector

**John Thunstrom**  
Commissioner of Higher Education

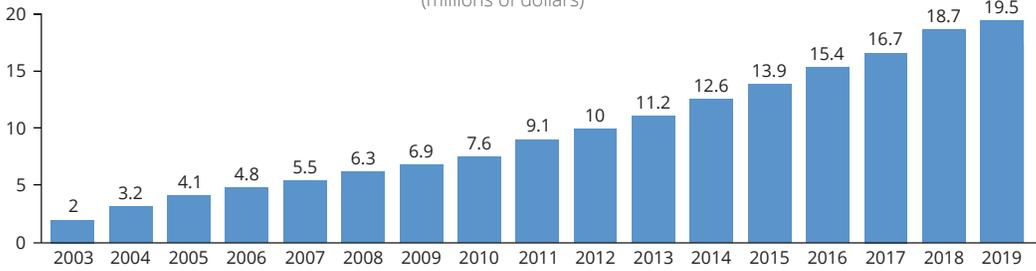
**Tom Livers**  
Office of Budget and Program Planning

**Representative Kenneth Holmlund**  
House District #38

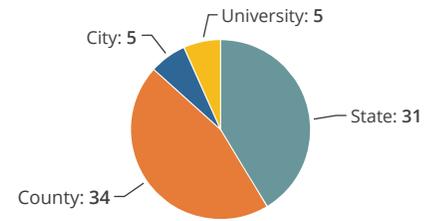
**Senator PJ Pomnichowski**  
Senate District #33

## Cost Savings to the State of Montana

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

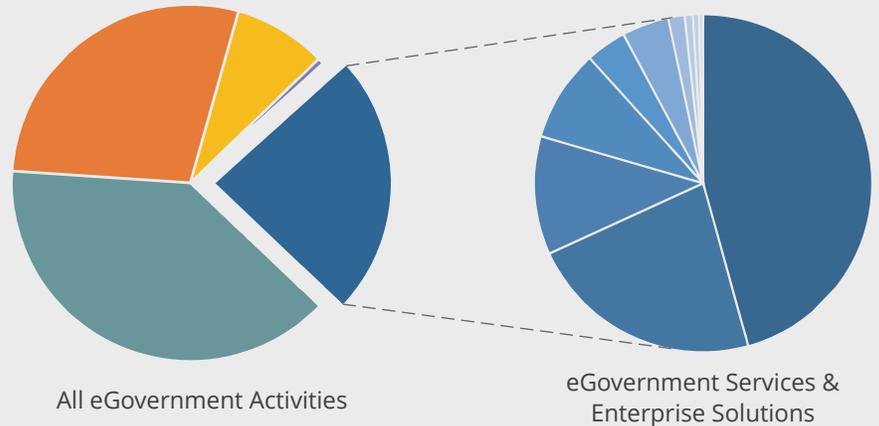


## 75 eGovernment Partners



## 2,155 eGovernment Activities

- 512 eGovernment Services & Enterprise Solutions
  - 234 Custom Services
  - 115 Over the Counter Payment Services
  - 58 Major Enhancements
  - 45 Payment Processor Integrations
  - 23 AccessGov Solutions
  - 20 AppEngine Solutions
  - 8 Shopping Cart Services
  - 4 OnTheGo Pay Solutions
  - 3 Mobile Event Agenda
  - 2 OnTheGo Solutions
- 840 Conference & Training Events
- 610 Enhancements to Existing Services
- 181 ePass Service Providers
- 12 Other Services & 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.

#### OnTheGo Solution (OTG)

Eliminate the need for paper forms and allows your users to gather the information they need when and where they need it. Whether users are in their office or the remotest fields, OnTheGo gives them the tools they need to get the job done.

#### OnTheGo Pay Solution (OTG Pay)

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.

#### AccessGov

AccessGov is a citizen portal that provides easy access to state, county, and city government. Everything citizens and businesses need, from content and PDFs to services, can be managed in one easily configurable web portal.

#### 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.