Department of Corrections

Agency Information Technology Performance Report
2017 Biennial Report

Please complete this report by close of business October 25, 2016.
Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:
https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx.

MCA 2-17-521(4) requires the Department of Administration to prepare a biennial report on Information Technology (IT) based on the Agency IT Plans and Performance Reports required under MCA 2-17-524.

This performance report evaluates progress made towards the objectives articulated in your 2014 Agency IT Plan, which can be found at:
https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx.

Please answer each section below based on your 2014 Agency IT Plan (*add lines to the tables as needed*).

Section 1: An evaluation of the Agency's performance relating to IT (MCA 2-17-524(3)(a)).

- Referencing the goals and objectives noted in Section 10 of your 2014 Agency IT plan, please fill in the table below with the information for each goal and objective.
    - 2014 Agency IT plans can be found in your Agency folder located at https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx.
- Please provide an update on the efforts to implement your Agency 2014 IT goals and objectives. Your update may include how a goal/objective has advanced the Agency mission.

GOAL	OBJECTIVES	UPDATE
Utilize the appropriate project management methodology for all information system enhancement projects lasting over 100 hours	Utilize charters for significant projects. Produce feature documentation throughout the cycle.	We met this objective.
Continually enforce change management practices that govern the methods in which the Department IT staff conduct changes on critical information systems.	Maintain integrity of production environment. Reduce or eliminate disruptions of production systems. Ensure appropriate review.	We met this objective.
Enhance the quality of data contained within the Department's information systems (Offender Management Information System (OMIS) and Youth Management System (YMS)).	Reduce the number of data errors by utilizing procedures to find and correct them. Modify systems, when possible, to reduce errors. Contact user who made the error to correct the error.	We met this objective.
Implement a strategy that utilizes technology to give offenders direct access to information critical to reentry efforts and supports victims of crime by 2016.	Provide services to offenders that provide access to case plan information.	We did not meet this goal. The Department's reentry team worked on a number of items relating to an updated case plan, but the resources have not been available to implement this electronically.
Where possible, automate business practices to make the practices more efficient and cost effective.	Evaluate current business practices and make recommendations regarding automation.	We met this goal for any new or upgraded system request.

Implement working groups to collaborate and coordinate the development of requirements, standards, policy, procedures, and strategy for all department cross divisional technology initiatives.	Establish an offender technology working group. Establish a mobility working group.	We met these objectives and both groups were created. The offender technology working group established a technology roadmap that will be followed as resources permit. The mobility working group met to discuss the needs of community corrections. This resulted in the testing of various types of mobile devices and a decision to utilize rugged laptops as the solution.

Section 2: An assessment of progress made toward implementing the Agency IT Plan (MCA 2-17-524(3)(b)).

- Please detail progress made toward completing IT projects identified under section 11 of your 2014 Agency IT Plan.
  - Your Agency plan can be found in your Agency folder located at https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx.
- Please include project cost, schedule and completion information.

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	MDIU Door control upgrade	
Agency / Division	Corrections / Montana State Prison	
Project / Program purpose and objectives	Upgrade the door control system for the Martz Diagnostic Intake Unit (MDIU) at Montana State Prison. This upgrade will update the system that operates the video cameras, speakers, internal security doors, and external security doors and gates for MDIU.	
Estimated start date	April 2014	
Estimated cost	$48,632	$48,632
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	$	$12,032.75
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	100% complete	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Water Telemetry system replacement	
Agency / Division	Corrections / Montana State Prison	
Project / Program purpose and objectives	All of the water used at MSP for cooking, drinking, grounds maintenance, showers, and fire prevention is provided from a central storage tank that is supplied by 3 wells on the property. This system monitors the water level in the main tank and when more water is needed a radio signal is sent to one or all of the wells and they begin to pump and send the necessary water. The system continually monitors the flow of water throughout the facility, the water level in the storage tank, the water level in each of the wells, and makes automatic adjustments based upon the water demands throughout the day and night. In the event of a fire the system detects that water used in the suppression of that fire is flowing begins pumping water to keep the system supplied.	

Estimated start date	Fall 2014	
Estimated cost	$50,000	$113,960
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	Repairs as needed	Repairs as needed
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	100 % complete	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Inmate video visitation	
Agency / Division	Corrections / All secure facilities	
Project / Program purpose and objectives	The project will result in the issuance of an RFP to provide inmate video visitation at our secure facilities. The intent of video visitation is not to eliminate in-person visitation, but rather to provide more than one way for families and friends to remain in contact with incarcerated offenders.	
Estimated start date	RFP release summer 2014	
Estimated cost		
Funding source – 1	Funded by video visitation charge	
Funding source – 2		
Funding source – 3		
Annual costs upon completion		
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Project cancelled. RFP was released and a contract was signed with the successful vendor. Subsequently the vendor was unable to make the system available at all locations and after several attempts at a resolution the contract was cancelled.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Adult Educational Assessment Software procurement	
Agency / Division	Corrections / Montana State Prison	
Project / Program purpose and objectives	Procurement of an assessment tool that includes an Adult Basic Education (ABE) component to be used to evaluate offenders in the areas of reading, writing, and math with a focus on the requirements needed to successfully pass the new High School Equivalency Degree test that is replacing the GED test. This tool would pre-test the offender, place them at the proper curriculum level, and provide additional testing as the offender progresses in their curriculum, including preparation for testing.	
Estimated start date	May 2014	March 2015
Estimated cost	$20,000	$20,000
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	$0	$0
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	100% complete	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Electronic Health Records	
Agency / Division	Corrections / Clinical Services Division	
Project / Program purpose and objectives	Department of Correction's facilities currently utilize paper-based medical charts. Purchase of an electronic health record (EHR) system is the first step toward utilization and implementation of an EHR system. EHR is the automation of medical records within a facility. This automation would greatly enhance the medical services provided at the sites by: Improving the quality of patient care, accuracy of diagnosis, care coordination and increasing efficiencies and cost savings. This will increase the interoperability and efficiency of health care as medical, dental and mental health care will be able to work in a team approach rather than as individual work groups. The medical records department will greatly decrease the amount of time currently used on hand-copying documents for litigation, grievances, and transfer of patients. Staff time will be greatly reduced by reducing the amount of time transferring paper-based charts from one department to another. In addition, EHR software allows for easily accessible statistical data, and tracking certain aspects of a patient's health status—e.g., graphing of a diabetic's Hemoglobin A1c (HbA1c) values. We are seeking a Software as a Service (SaaS) solution rather than a solution that would require a capital outlay in hardware and software systems.	
Estimated start date	Dependent on funding	
Estimated cost	$368,000	
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	$155,712	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Cancelled, the project was not funded by the legislature	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Dental Panograph Machine	
Agency / Division	Corrections / Clinical Services Division	
Project / Program purpose and objectives	Montana State Prison's current panograph film processor is broken and would be extremely expensive to repair. The image quality of the current panograph is below acceptable quality standards. The radiographs are important for detection of oral pathology of the upper and lower jaw, including tumors and malignancies; preparation for dental surgical procedures, especially for detection of nerves close to the tooth roots and maxillary sinuses; for follow-up to maxilla-facial surgeries; and for detection of maxilla-facial trauma. The new panograph machine could produce significantly better images and can be transmitted digitally. The new panograph would allow for MSP to meet the treatment recommendations and standard of care set forth by the National Commission on Correctional Health Care (NCCHC).	

Estimated start date	Dependent on funding	
Estimated cost	$25,000	
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	Maintenance as required	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Cancelled, the project was not funded by the legislature	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Tablet computers for field staff	
Agency / Division	Corrections \ Probation and Parole Division	
Project / Program purpose and objectives	This request will address mobility issues for a select number of employees. For example, the probation and parole officers are often times in the field making contact with offenders. The ability to access the Offender Management Information System (OMIS) instantaneously will add safety and efficiency to these contacts. It will also give officers the ability to notate any situation so that the next officer has the ability to access these notes and determine if the offender is unstable and should not be approached without law enforcement assistance. Support staff would be able to access critical information outside of the office.	
Estimated start date	Dependent on funding	
Estimated cost	$113,303	
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	$12,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Cancelled, the project was not funded by the legislature	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Jasper Server Professional	
Agency / Division	Corrections / Information Technology Division	
Project / Program purpose and objectives	The purpose of this procurement is to enhance the distribution and accessibility of mission critical information with Department staff and external state agencies. This software will allow for the creation of a Business Intelligence portal. This portal will allow non-technical staff to use existing data to create, edit, and distribute ad hoc reports and charts that will allow them to get the data they need, when they need it. They will be able to create distribution schedules that will automatically transmit information in report format to local law enforcement and other strategic partners.	
Estimated start date	Dependent on Funding	
Estimated cost	$25,000	$22,500
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	$25,000	$22,500

Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	100%

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Security Technology enhancements and assessments	
Agency / Division	Corrections / all secure facilities	
Project / Program purpose and objectives	Perimeter and internal security systems are critical components of protecting the public, staff, and inmates at secure facilities. Current electronic systems are outdated, deficient, non-integrated, and in some cases have failed and cannot be repaired. This request will allow the department to assess and modernize our current environment with more efficient, effective, reliable, and integrated technology that can be monitored from central locations at each facility. Assessment The Montana Department of Corrections intends to contract with qualified design professionals, experienced in all security aspects for correctional facilities, to review the security systems at all of its facilities and community corrections locations which include: Montana State Prison, Montana Women's Prison, Pine Hills Youth Correctional Facility, Riverside Youth Correctional Facility, and regional probation and parole offices. A majority of the security camera, door control, key control, and perimeter security systems at these facilities are in poor condition, severely out of date and need to be upgraded in order to ensure the safety of the general public, correctional employees and inmates. The scope of work for the security upgrades project shall include but not be limited to full basic architectural/engineering services. Full basic services shall include: programming (site investigation and prioritization scheduling), schematic design (preliminary alternative materials and systems recommendations, including life cycle maintenance briefing), design development, construction documents, cost estimates, implementation recommendations and closeout services. Project closeout services shall include design process analysis meetings to assess implementation of sustainable design and construction requirements and review any lessons learned from the overall effort. This is Phase 1 of a multi phased effort. The primary emphasis will be to assess the condition of the security systems at each of the facilities and their compliance with American Correctional Association (ACA) regulations and Prison Rape Elimination Act (PREA) requirements. Evaluate the extent of the problems and propose the necessary upgrades. The assessment shall provide the cost to address the issues including a specific phased plan. Phase 1 shall also include the development of uniform guidelines to apply to prison security systems, and programming through schematic design. The initial assessment shall produce a life-cycle cost estimate, recommended systems, replacement strategy including prioritization and a preliminary budget. Deliverables shall include a complete coherent, and detailed narrative for an effective security system, an executive summary and quick	

	reference guide for easy distribution to decision-makers, new equipment recommendations, budget cost estimates and construction documents. The department also seeks funding to repair and/or replace various electronic security systems that are no longer functioning properly. These systems include perimeter security, security cameras, and door controls at Montana State Prison and key control at Montana Women's Prison. Perimeter security systems The perimeter of Montana State Prison must be protected to ensure there is no unauthorized entrance or exit from the facility. Physical and electronic controls are an important component of perimeter security. Physical controls can include gates, doors, fences, concertina wire, manned towers, and observation. Electronic controls can include motion sensors, barrier intrusion detection, infrared beam detection, motion sensors, fence stress detection, cut wire detection, and security cameras. These systems will generate an alarm when triggered. The current system at MSP is outdated, unreliable, and non-existent in some areas. The electronic perimeter monitoring systems at MSP need to be updated utilizing a systems approach that integrates all of the components at central monitoring locations. This funding will allow us to replace the existing system at MSP with a state of the art perimeter security system. The resulting plan from the completed security assessment requested as part of this package will be utilized in the acquisition process. Security camera systems Security camera systems are utilized to assist in providing enhanced security and improved surveillance of high risk locations. The department is required to comply with the Prison Rape Elimination Act (PREA) and security camera systems are integral as a deterrent as well as an investigative tool. Historically, security cameras were expensive and have been installed by external security doors and gates and in areas where there were higher risks of incidents. The ability to monitor the cameras from remote locations was limited and access was generally only available to staff at the location the camera was installed. Multiple analog security cameras have been installed as standalone systems that record on Digital Video Recorders (DVRs) and in once case VHS tape. These systems are in various locations at MSP, they are not networked, integrated, or synchronized with the other systems. In order to meet operational needs older systems are upgraded or expanded whenever funding can be obtained. This is often done by the maintenance staff and without the benefit of any analysis of current technology or a comprehensive long term strategy. Modern digital technology can now provide for fully digital system that are more economical than the traditional analog systems. An Ethernet backbone allows for a large number of devices to communicate over the network, reducing the individual cabling requirements needed to

	deploy a new system. Video can be managed by a single storage area network (SAN) rather than multiple standalone DVRs with a 16 camera limitation. These systems have advanced software for video archival, retention, searching, and analysis. The security camera systems at MSP need to be updated utilizing a systems approach that integrates all of the components that manage, distribute, view, and store video data. This funding will allow us to replace the most critical security camera systems at MSP based upon the results of the completed security assessment requested as part of this package. Door control systems A door control system operates security cameras, intercoms, gates, and internal and external security doors within a unit or complex. These systems allow a single correctional officer to monitor all of the security cameras within a unit as well as open and close doors as needed from a control room. In the event of a system failure all of the security doors would need to be operated manually with keys, which would have an impact on the staffing, security, and safety of the unit as well as that of the entire institution. MSP has 4 door control systems within the institution that are past their end of life and need to be replaced. The first control system based in main control in the Wallace building has an operating system from 1984. The system operates intercoms, security cameras, and door controls. The current system uses obsolete parts and is currently repaired utilizing salvaged components from a similar system that was previously replaced in a unit. Components for repair are no longer commercially available. The second control system is based at the rear of the institution in the industries and maintenance compound. This area is controlled by the rear guard station and tower 4, which is located across from the guard station. The system operates security cameras and gates controlling access to and from this compound. The system was originally installed in 1974 when the facility was built and has some of the original components still in place. It is difficult to find replacement parts for this system. The remaining two controls systems are the original systems installed in two high side housing units in 1979. These controls systems operate intercoms, security cameras, cell doors, block doors, unit entry doors, and other internal doors within the units. Parts for repairs are currently salvaged from a similar system that was previously replaced in another unit. Components for repair are no longer commercially available. Key control systems A key control system provides the ability to electronically track and store keys at a facility. In this system the keys are stored in a secure cabinet on tamper proof key rings. Key rings are assigned to authorized staff who can only access the keys required for their shift.. The system records the date and time keys are checked out, who checked them out, and when they were returned. These systems are more secure and reliable than a manual logging system. The current key control system at MWP is 13 years old and no longer supported by the company and

	needs to be replaced. If this system fails MWP will need to revert to an emergency manual key distribution process until the system can be repaired. This would utilize manpower that would normally be supervising inmates.	
Estimated start date	Dependent on funding	
Estimated cost	1,945,850	$600,000
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion		To be determined
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	5% The project was not funded by the legislature. Subsequently the Department of Administration State Information Technology Services Division allocated the Department $600,000 in HB10 funds for the Montana State Prison Perimeter Security System. The Department reduced the scope of work from all perimeter security systems to the most critical components on the most critical perimeter, contracted with an engineer to develop a plan for upgrading the identified area that included the capability to upgrade the other areas as funding becomes available. The RFP is currently being prepared for release.	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	MSP Scanners	
Agency / Division	Corrections / Montana State Prison	
Project / Program purpose and objectives	The purpose for these scanners will be to allow direct upload into the Offender Management Information System (OMIS) an electronic record of the grievance form. At this time there have been numerous issues with regional facilities misplacing the grievance files. This would ensure at least an electronic copy could be recovered for legal purposes if needed. A work order for the OMIS function has as already been submitted.	
Estimated start date	Dependent on funding	
Estimated cost	$8,000	
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion		
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Cancelled, the project was not funded by the legislature	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name	Warehouse delivery software	
Agency / Division	Corrections / Montana State Prison	
Project / Program purpose and objectives	The purpose for this delivery software is to make the tracking of and picking up and delivering a package easier to track. Currently when warehouse staff pick-up a package, they must hand write the vendors name, shipping #'s and destination of delivery. The warehouse staff pick-up and deliver over 3200 packages a month and the current	

	manual process is no longer an efficient and effective way to manage this process.	
Estimated start date	Dependent on funding	
Estimated cost	30,000	
Funding source – 1	General Fund	
Funding source – 2		
Funding source – 3		
Annual costs upon completion	$1,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Cancelled, the project was not funded by the legislature. MSP issued an RFI to obtain more information and is pursuing internal funding to move forward with this.	

Section 3: An inventory of agency information services, equipment and proprietary software (MCA 2-17-524(3)(c)).
To collect data on "information services" and "proprietary software", we are leveraging LDRPS (L10). Our goal is to utilize and maintain LDRPS as the authoritative source for this information.

- Please verify the information in the LDRPS Spreadsheet, making any necessary updates or additions.
- Please email your updated spreadsheet to Dawn Pizzini, subject matter expert, at dpizzini@mt.gov.
    - The LDRPS spreadsheet can be found in your Agency folder located at https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx.
    - We will pull a final LDRPS Spreadsheet for submission as part of the Biennial Report based on your Agency's input.

For "equipment", we are utilizing the standard Agency Inventory Template Spreadsheet we have used for past biennial reporting and that we are currently using to gather information for the IT Convergence project. The spreadsheet can be found in your Agency folder located at https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx.

- If you **have** already provided your inventory for the IT Convergence project, please fill out the last tab labeled **DEVICES**.
    - Please review the entire workbook for accuracy and make any necessary changes.
- If you **have not** provided this inventory, please fill out the entire workbook.

Questions can be directed to:

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