



Department of Commerce

**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
Goal Number 1: Provide unique information technology solutions	Provide and maintain information technology solutions that meet the unique business requirements of the department's customers and staff.	This is being performed as planned. Commerce has a diverse set of needs to support our divisions. This includes basic computer technology support for communications and office operations across all divisions. Specific technology sectors include banking/housing support, promotions/marketing, investments management, GIS, economic analysis, grants and loan servicing support, and museum collection and contact management.

<p>Goal Number 2: Increase electronic government services</p>	<p>The department will enhance electronic government service to better serve our customers and realize efficiencies. Enhanced web services allow the agency to deliver its services more efficiently and increase customer satisfaction by providing more self-service options and quicker processing of requests. Reporting and tracking of information collected for business requirements will improve. Information can be shared by multiple programs to reduce duplication. The beneficiaries include the citizens of the State of Montana, department staff, and department customers.</p>	<p>Commerce aggressively pursues opportunities to enable our processes or products via the internet. This reduces the number of our paper based business processes, improves efficiency, and brings more of our services to the public for their use and consumption at their locations at times for their convenience.</p>
<p>Goal Number 3: Secure department IT resources.</p>	<p>Secure department hardware, software, and data to prevent unauthorized access, alteration, or loss and ensure business continuity. Secure information systems benefit everyone by ensuring business continuity in the event of a disaster or attack.</p>	<p>Commerce takes advantage of security programs and processes made available via the State enterprise. Where appropriate, additional measures are implemented to protect sensitive data or the enterprise.</p>
<p>Goal Number 4: Staff development and support tools.</p>	<p>Provide staff the skills and tools necessary to support the business needs of our customers both inside and outside the department. Improving the technical expertise of agency staff allows the agency to more effectively and efficiently serve our customers. The beneficiaries include the citizens of Montana, department staff, and department customers.</p>	<p>Commerce has been fortunate to be able to implement some programs other agencies are not able to prioritize. Conversely, due to our size training is limited to addressing essential needs only.</p>

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	Commerce did not have any IT related projects planned that met the following criteria: <ol style="list-style-type: none"> 1. A budget of \$500,000 or more, whether or not it is an EPP item. The \$500,000 budget is the sum of all grants, current operating budget expenses, new budget allocations, special fees, and other sources of funds and includes costs associated with internal builds. 2. An IT initiative with a budget of \$100,000 or more and also comprises 25% or more of the agency's IT budget, whether or not it is an EPP item. 3. An IT project or initiative that impacts other agencies or has the potential for an enterprise-wide impact. 	
Agency / Division		
Project / Program purpose and objectives		
Estimated start date		
Estimated cost		
Funding source – 1		
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.		

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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See associated spreadsheets.