



**State of Montana**  
**Department of Justice**

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**2012 Agency Biennial IT Report**  
**Fiscal Year 2011-2012**

August 2012

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## EXECUTIVE SUMMARY

The Department of Justice (DOJ) has substantially completed three initiatives, deferred one and five remain on-going by design. Even though some of the initiatives were not funded with EPPs, they were partially funded with grants and through reallocation of existing base budget.

As part of the Justice Community of Interest (JCOI), the Attorney General (AG) established the Montana Integrated Justice Information Sharing (MIJIS) Advisory Group which is comprised of executives and technical representatives from DOJ, Department of Corrections, Department of Public Health and Human Services, Department of Transportation, the State CIO's office, Office of Courts Administrator, Department of Fish, Wildlife, and Parks, Board of Crime Control, and local law enforcement. The purpose of the MIJIS group is to advise the AG on ways to improve the information sharing of public safety information by coordinating justice-related technology initiatives using standardized and cost-effective methods.

<b>Initiative Status</b>	<b>Total</b>	<b>Fully Funded</b>	<b>Unfunded</b>	<b>Partially Funded</b>
Completed				
Substantially Completed	2	1		1
Deferred	1	1		
Delayed				
Cancelled				
Remain on-going by design	6			6

# SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

## *Goal Number 1:*

### **ITG 1** Share Information

Description: A tremendous quantity of information that should be shared is still not effectively shared and utilized among Justice communities of interest (JCOIs). The challenges of solving this problem include the inadequacy of existing information systems, lack of consistent policies, practices and standards, and the need to coordinate information sharing efforts. The key strategies for addressing this issue are discussed in the following objectives.

Benefits: The benefits are increased information to various JCOI users in order to make better timely decisions and take action which will in turn lead to greater public safety.

Which state strategic goal(s) and/or objective(s) does your goal address? Objectives 2-1 and 2-2

### **Supporting Objective/Action**

#### **ITO 1-1** Map Justice information

Accomplishments: 40% complete. A majority of the data locations are known and can be queried, however, the formal mapping has still to be accomplished.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 1-2** Develop information sharing standards, protocols and policies

Accomplishments: 50% complete. The National Information Exchange Model (NIEM) has been proposed as a standard. The Global Federated Identity and Privilege Management (GFIPM) and Global Reference Architecture (GRA) are under review.

Status: On-going

## *Goal Number 2:*

### **ITG 2** Deliver business solutions

Description: IT supports and enables the Justice business. Therefore IT investments and projects should be aligned and prioritized in a cooperative agreement between the business units and IT.

Benefits: What benefits are realized and who realizes the benefits? DOJ and JCOI will be more efficient and effective and therefore Montana citizens will be more informed and safer.

Which state strategic goal(s) and/or objective(s) does your goal address? Objective 1-6

### **Supporting Objective/Action**

#### **ITO 2-1** Align IT governance to meet business needs

Accomplishments: 80% complete. Governance bodies, charters, processes and procedures for DOJ and JCOI are in place. As part of the JCOI, the Attorney General (AG) established the Montana Integrated Justice Information Sharing (MIJIS) Advisory Group which is comprised of executives and technical representatives from DOJ, Department of Corrections, Department of Public Health and Human Services, Department of Transportation, the State CIO's office, Office of Courts Administrator, Department of Fish, Wildlife, and Parks, Board of Crime Control, and local law enforcement. The purpose of the MIJIS group is to advise the AG on ways to improve the information sharing of public safety information by coordinating justice-related technology initiatives using standardized and cost-effective methods.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 2-2** Map Justice processes

Accomplishments: 40% complete. A number of business processes in DOJ divisions have been mapped and continue to be optimized and/or automated. In addition, other processes have been scheduled to be mapped and analyzed as well.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 2-3** Build and leverage partnerships

Accomplishments: A number of partnerships have been established through contracts and agreements in order to assist in the delivery and support of IT systems and services.

Status: On-going

## ***Goal Number 3:***

### **ITG 3** Optimize infrastructure

Description: IT infrastructure needs to be consolidated and reused where possible in order to eliminate waste and improve IT and business efficiency.

Benefits: What benefits are realized and who realizes the benefits? Efficient use of money and people resources and the ability to efficiently change or grow structure and capacity as needed to serve future needs.

Which state strategic goal(s) and/or objective(s) does your goal address? Objectives 2-1, 2-2, 2-4

### **Supporting Objective/Action**

#### **ITO 3-1** Standardize, Consolidate and Integrate

Accomplishments: DOJ has standardized on types of workstation devices (desktop, laptop, etc), servers, storage and other IT items in order to minimize different configurations that must be maintained.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 3-2** Maintain current systems

Accomplishments: Current DOJ systems have been identified and are being evaluated individually to determine service levels and life cycle support and planning.

Status: On-going

## **Goal Number 4:**

### **ITG 4** Strengthen IT security

Description: Because of the type of information that is available on and via DOJ networks and systems, DOJ has some of the highest security requirements of all Montana agencies. As such, security must be a high priority for the agency.

Benefits: What benefits are realized and who realizes the benefits? Benefits include confidentiality of information and increased system availability. Strong security will protect the confidentiality of DOJ information and will provide those who use this information, the ability to efficiently access it for use in order to provide their services to the public.

Which state strategic goal(s) and/or objective(s) does your goal address? 4-1

### **Supporting Objective/Action**

#### **ITO 4-1** Assure trusted and resilient systems and information

Accomplishments: A DOJ security working group comprised of all DOJ division representatives was formed. They have prioritized DOJ systems and now they are doing risk assessments on the top systems. Then policies, processes, and technologies will be implemented in order to mitigate risks where appropriate and feasible.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 4-2** Implement Identity Management

Accomplishments: The team was formed consisting of DOA, DOJ, HHS, MDT and other agencies to evaluate identity management issues, options and recommendations. The team made a recommendation to establish Active Directory trust relationships between the existing AD forests (Technical details and design to be established); and to investigate and procure an IdM solution to allow interfaces to be developed between the enterprise AD forest and agency forests. EPPs have been submitted by various agencies to support this effort and will await legislative approval and/or direction.

Status: Deferred

### **Supporting Objective/Action**

#### **ITO 4-3** Institutionalize IT security

Accomplishments: A DOJ security working group comprised of all DOJ division representatives was formed to work DOJ security issues and as a result, security awareness has increased. DOJ ITSD developed and documented a project management process that identifies security as a key component of projects and is considered early in the project in order to engineer security into the project instead of being an afterthought. DOJ also implemented a local government security outreach program where staff visits and communicates with local government officials to engage them in security awareness, requirements, and solutions. The DOJ newcomer security training was also improved.

Status: On-going

## **Goal Number 5:**

### **ITG 5** Strengthen management of IT

Description: DOJ IT must continue to strengthen the management of IT in order to allow DOJ business performance improvements through the use of information technology. DOJ IT must attract and retain well-qualified IT professionals, effectively collaborate across the Department and utilize industry standard practices, processes, and tools.

Benefits: What benefits are realized and who realizes the benefits? The benefits are improved quality and efficiency of IT services and systems supporting DOJ businesses.

Which state strategic goal(s) and/or objective(s) does your goal address? Objectives 1-1 and 1-2.

### **Supporting Objective/Action**

#### **ITO 5-1** Attract and retain a skilled IT workforce

Accomplishments: The recruitment process was significantly changed for the better and allows greater information exchange between the department and recruits thereby allowing each party to make better decisions in order to achieve long term employment.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 5-2** Increase collaboration (internal and external)

Accomplishments: The DOJ intranet was significantly enhanced to support greater collaboration. Each division has their own site but there is also a DOJ-wide page. A project management site is also being implemented that will allow great project collaboration between divisions and external to DOJ. The DOJ front page internet was also totally redone using Wordpress and is hosted in the cloud. All State applications that require added security are hosted inside Summitnet.

Status: On-going

### **Supporting Objective/Action**

#### **ITO 5-3** Improve IT governance discipline

Accomplishments: IT governance groups were developed for internal projects, web projects and information sharing projects all with the same structure. Executive, project and working group levels are in place to work various items and make recommendations and decisions. Along with this, governance documents have also been developed. In addition, various IT processes have been defined, refined, documented, measured and improved.

Status: On-going

## SECTION 2: IT INITIATIVES STATUS UPDATES

### *Initiative 1 - Title:* MERLIN

**Description:** MERLIN (Montana Enhanced Registration and Licensing Information Network) is a three phase project that when complete will change the way motor vehicle and driver licensing services are provided in Montana. The first two phases of MERLIN are complete. The most recent phase dealt with vehicle titling and registration and dealer licensing and it is now in an operations and maintenance mode. The final phase pertains to driver licensing and records and we are in the beginning stages of project management, design and analysis for this phase. The MERLIN project includes electronic commerce applications through the state portal using Montana Interactive.

**EPP Number (if applicable):** 1201 & 1202

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred		x		
Delayed				
Cancelled				
Remain on-going by design				

### *Initiative 2 - Title:* Vehicle Insurance Verification System (VIVS)

**Description:** VIVS provides a capability to verify during the registration process that vehicles have proper insurance. This project will be to acquire the necessary systems and/or service and place it into operations. The first two phases of this project are complete: verification of insurance via contractor provided web service and verification of insurance via MERLIN/CJIN integrated call to contractor web service.

**EPP Number (if applicable):** 1203 & 1204

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed		x		
Deferred				
Delayed				
Cancelled				
Remain on-going by design				

### *Initiative 3 - Title:* SmartCop

**Description:** SmartCop provides an integrated information system for the Montana Highway Patrol (MHP) dispatch and patrol. It includes software, hardware and services to support dispatch operations and an in-car mobile solution including a laptop, printer, card reader, wireless connection and various other equipment. SmartCop will be in operations and maintenance mode which include equipment refresh in order to ensure high quality system operation.

**EPP Number (if applicable):** 1303

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				

Delayed				
Cancelled				
Remain on-going by design				x

**Initiative 4 - Title:** Integrated Justice Information System (IJIS) Broker

**Description:** The IJIS Broker is vital to public safety because it creates the exchanges that allow a wide range of agencies to share real-time information quickly, securely and accurately. As more exchanges are established, more information is available that could be critical to public safety. Currently the IJIS Broker is hosted in an environment that will no longer be supported by the vendor and therefore must be transitioned to a new environment to ensure continued operation.

**EPP Number (if applicable):** 2901

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				
Delayed				
Cancelled				
Remain on-going by design				x

**Initiative 5 - Title:** Crime Laboratory Equipment

**Description:** The Crime Laboratory in Missoula analyzes evidence submitted by statewide law enforcement, corrections agencies, county coroners and forensic pathologists. Evidence can range from biological specimens submitted to the toxicology section to suspected illicit drugs in the Chemistry section. High quality instrumentation in the laboratory is costly but saves on labor costs and provides more accurate results to improve the criminal justice system. To maintain the quality of work at the laboratory takes an ongoing effort to upgrade instrumentation to the most current devices for analyzing evidence. The lab is requesting OTO money to replace and upgrade their instruments, including one new LC/MS and four existing GC/MS instrumentations.

**EPP Number (if applicable):** 3201

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				
Delayed				
Cancelled				
Remain on-going by design				x

**Initiative 6 - Title:** Criminal Justice Information Network (CJIN)

**Description:** Provide operations and maintenance to CJIN. CJIN provides access to criminal justice information to support various justice missions in order to increase public safety.

**EPP Number (if applicable):** 1804

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				
Delayed				

Cancelled				
Remain on-going by design				x

**Initiative 7 - Title:** Continuity of Operations (COOP)

**Description:** Provide a COOP capability for DOJ IT systems in order to support justice missions should a disaster occur and affect the main DOJ systems location.

**EPP Number (if applicable):** 2902

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				x
Deferred				
Delayed				
Cancelled				
Remain on-going by design				

**Initiative 8 - Title:** Gambling Web Enhancements

**Description:** Enhance the web entry system that is being used for online reporting of 99% of video gambling machines.

**EPP Number (if applicable):** 701

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				
Delayed				
Cancelled				
Remain on-going by design				x

**Initiative 9 - Title:** IT Infrastructure

**Description:** This project is to acquire necessary servers, storage and licenses as current capacity is at 75% and with the various current and planned projects, this capacity will exceed current resources thereby requiring some support and/or project to be significantly reduced or canceled.

**EPP Number (if applicable):** 2904

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed				
Deferred				
Delayed				
Cancelled				
Remain on-going by design				x

## SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

