

State of Montana Information Technology Managers Council

Council Business Meeting May 6 - 8:30 – 10:30 State Capitol – Room 137

Welcome and Introductions (8:30 – 9:00)

- Evan Hammer, Chair
 - Introductions
 - Approval of April Minutes
 - Future meetings/FY2016 ITMC Nominations

- Ron Baldwin, State CIO Update (25 minutes)
 - Infrastructure Plan
 - ITPR Process
 - SITSD Rates
 - DLI Pilot Final Report
 - NASCIO Mid-Year

Business (9:00 -10:25)

- Legislative Wrap Up – Tammy LaVigne (5 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

- Mobile Device Management – Jerry Marks (5 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

- MS Internet Explorer/Browser Management – Audrey Hinman (5 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

- Strategic Planning – Pete Wiseman (5 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

- ESRI Public Sector Summit Recap – Dave Carlson (3 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)

- Crisis Communication Plan – Tammy LaVigne (3 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)

- Agency Accomplishments – Tammy LaVigne (2 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

Work Group Reports

- eGov Advisory Managers Group – Mike Bousliman (5 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)

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- PMO Tool – Stuart Fuller (15 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

Posted Reports

- Strategic Plan Input Document
- Agency Accomplishments
- Communication Contacts

Adjournment (10:27-10:30)

- **Next Meeting June 3 – TBD**
- **Member Forum**
- **Public Comment**
- **Adjourn**
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Notice: The Department of Administration will make reasonable accommodations for persons with disabilities who wish to participate in the ITMC's public meetings or need an alternative accessible format of this notice. If you require an accommodation, contact the Department of Administration no later than six business days prior to the meeting of interest, to advise us of the nature of the accommodation that you need. Please contact Samantha Cooley at (406)444-4616, or email scooley@mt.gov

Reporting to ITMC

Information Owner
Name: Pete Wiseman
Organization & Work Unit: SITSD/Strategic Planning
Phone: 444-9665
Email: pwiseman@mt.gov
Website (if applicable):

Information	
<input checked="" type="checkbox"/> Informational <input type="checkbox"/> Issue <input type="checkbox"/> Action Needed <input type="checkbox"/> Other:	
Name of Service, Program, Project or Issue: Strategic Planning	
Description: Introduction and Request input on the Strategic Plan process.	
Impact:	
Key Dates: Suggestions due no later than June 30 th .	
Other information and list any attachments:	

ITMC Advisory Council Meeting
April 1, 2015
8:30 am – 10:30 am
DEQ Metcalf Building, Room 111

Attendees	
Meeting Chairperson: Tim Bottenfield <i>(on behalf of Larry Krause)</i>	DOR
Kyle Belcher ☞	DOA
Mike Bousliman	MDT
Kristin Burgoyne ☞	MT Arts Council
Rick Bush	TRS
Joe Chapman	DOJ
Sky Foster	AGR
Stuart Fuller	DPHHS
Kreh Germaine	DEQ
Jim Gietzen	OPI
Cheryl Grey	SABHRS
Lisa Mader	Judicial Branch
Edwina Morrison ☞	OCHE
Angie Riley	MPERA
Stacy Ripple ☞	STF
Dustin Temple	FWP
Mark Van Alstyne ☞	SOS

Guests

Tammy LaVigne, SITSD; Cheryl Pesta, SITSD; Carol Schopfer, SITSD; Dale Matheson, LEG; Maura Fleetwood, SITSD; Jerry Marks, SITSD; Matt Pugh, SABHRS; Greg Snortland, MI; Becki Kolenberg, MI; Lesli Brassfield, SITSD; Joe Frohlich, SITSD; Sean Rivera, SITSD; Paul Erickson, Dell; Tammy Peterson, Supreme Court; Penne Cross, SITSD; Denise Adamson, SITSD; Lisa Tiano, Salesforce; Brock Bruner, Veeam Software; Duane Clark, Veeam Software; Brett Collard, Advanced Systems Group; Judy Kelly, DLI; Karen Farley, Dell; Andrea Keno, SHI; Pete Wiseman, SITSD; Steve Eller, LEG; Michael Seipp, Northrup Grumman; Greg Smith, DEQ; Christie McDowell, DOR; Chris Bacon, DOA; Tyler Weingartner, SITSD, Justyn Katsilas, DPHHS; Brad Runnion, SITSD; Matt Hosking, SITSD

☞ **Real Time Communication (online)**

Jim Archer, Barry Fox, Chris Gleason, Michael Jares, Dave Johnson, Jerry Kozak, Anne Kane, Wes Old Coyote, Jessica Plunkett, Jerry Steinmetz, Sue Leferink, Michael Sweeny, Terry Meagher, Irv Vavruska, James Zito, Phil Carpenter, John Levich, Jonathan Straughn, Darrin McLean, Tammy Stuart, Erika Billiet, Ed Sivils, Cindie Lockett, Chris Kuntz, Jim Newhall, Mike Allen, Kathleen Berg, Ed Glenn, Maris Cundith

I. Welcome & Introductions

Employee News

Sky Foster is the new Chief Technology Manager for the Department of Agriculture.

Joe Frohlich is the new Enterprise Security Program Manager. Has worked the past several years for Ravalli County and served as the ITMC chairperson.

Brad Runnion is the new Acquisition Management Specialist for SITSD.

Lesli Brassfield, Communications Officer, SITSD announced her resignation. She accepted a new position with the State of Oregon and will be leaving on Thursday, April 9. Tammy thanked her for her hard work and excellent service.

New employees and personnel changes will be added as a standing agenda item for ITMC meetings. Announcements should be sent to Tammy LaVigne prior to the monthly meeting.

March Minutes

The [March Minutes](#) were approved.

II. State CIO Update, Tammy LaVigne (on behalf of Ron Baldwin)

CIO Top 5 List

1. **DLI Pilot**

Summary: SITSD and DLI are evaluating Perceptive Software's ImageNow application suite for electronic document and content management. Matt Hosking and Brad Runnion of SITSD are working on this. The pilot has been successful, both SITSD and Judy Kelly, DLI are satisfied with the progress made.

Inquiry

There has been some struggle within the agencies on records and content management. Mike Bousliman asked what the future looks like and what his agency can do to prepare for upcoming changes. There is a need for some direction in this area.

Response

An enterprise solution is being developed. Ron Baldwin will speak further on this at the May ITMC meeting. Matt Hosking commented that the purpose of the pilot is to give the CIO the information he needs to make a decision about our enterprise strategy for content management. The report is due at the end of April and will be made available to ITMC members once it is finalized.

2. **Mobile Device Management**

Summary: AirWatch agreement containing conditions and requirements has been signed and finalized. The next step is to complete an agreement with SHI, who is the purchasing vendor. Jerry Marks will provide a status report. Rates will be discussed at the May ITMC meeting.

3. **Data Protection Initiative**

Summary: This is an ongoing initiative. The access control and verification pilot is underway with full production expected by July 1, 2015. Multi-factor authentication and enterprise risk assessment are complete.

4. Five Year IT Infrastructure Plan

Summary: The plan is being developed to identify the IT infrastructure for voice, video, data, server, storage etc. The plan will be delivered to the CIO for review and approved by July 1, 2015.

5. Service Catalog Update

Summary: Wendia SOW is expected to be complete by the end of the week. The service description template and service bundling recommendations are complete. Carol Schopfer and Lesli Brassfield are working on this project.

Joint IT Sub-Committee

This was a committee formed during the session. Their objective was to examine State IT and why it was perceived that agency IT fixed cost requests increased by \$11.6M. The committee concluded the \$11.6M was not accurate by further examining IT and IT expenditures within the State. HHS, DLI, DOR, LEG, MSL, Supreme Court, COR, Judicial, DOJ and MDT testified. The group met four times during the session covering the following list of agenda items:

1. Data centers
2. Security (hit House State Administration, General Government, Appropriations, and IT sub-committee's)
3. Records Management (HJ2 and Ron Baldwin with ECM Pilot)
4. Broadband HB 14, failed
5. Industry Briefings: Rob Farris and Bonnie Lorang
6. Agency biennial budgets
7. Impact on agencies
8. SITSD services and rates and the history of these services and rates.

<i>Requests from the Session</i>	
Request	Response from SITSD and IT sub-committee
Identify the ratio from \$11.6M of business volume to the cost of doing business.	SITSD provided a chart that differentiated the figures and clarified the increase was \$11.2M, not \$11.6M.
Senator Blaisdell asked what portion of the \$3M security costs is one-time only.	\$3M is not one-time only, it's the enterprise rate.
Request for more information on the overlap between HB2 and HB10.	There is no overlap between the two. SITSD's budget is ongoing, HB10 is one-time only capital costs.
IT Volume 10	Ongoing, see information below.

IT Volume 10

Ron Baldwin and Dan Villa are discussing. The objectives for creating this Volume include:

1. Provide transparency
2. Standardization of IT expenditures

3. Map utilization of technology, increase efficiency and track savings

Next Steps after the Session

The IT Finance Committee will meet after the session is over to define goals and objectives for IT Volume 10. The process will include agency involvement.

Feedback

1. Third party facilitation between SITSD and agencies
2. An IT Finance group would conduct a financial analysis, while a second group formed through ITMC to determine what the keys services are and how IT funds are allocated

Goals

1. Collaboration among CIO's and CFO's to ensure the cost of services are paying off and business needs are met.
2. Create definitions and develop a consistent IT coding system within SABHRS.
3. Develop presentable cost information.
4. Evaluate what services are cost effective through financial analysis.
5. Prioritize what services are most important, impacting how IT funds are spent.

Action: Tammy will bring comments forward to Ron.

III. Legislative Update

1. **Senate Bill 220** *Elimination of eGovernment Advisory Group*
The bill has gone through the House and will go to the Governor for signature.
2. **House Bill 288**
This is a repeal law regarding transfer of IT resources. The bill is currently with the Governor's Office. This bill contains a clause "*creating efficiency, eliminating duplication of effort*" that will give SITSD and agencies credit for combining resources..
3. **House Bill 2 and SITSD Budget Cuts**
Ron Baldwin and Sheila Hogan are in executive action this morning regarding this bill, more information to come.
4. **House Bill 10**
The legislature kept MDT and the courts whole. The remainder of \$12M general fund request was reduced to \$7.3M dollars. The law states DOA will prioritize projects and determine how the money should be spent. Ron is working with the Governor's office to determine the strategy for returning to the session with a request for something different.

IV. Business

IT Fixed Costs/IBARS, Tammy LaVigne on behalf of Doug Volesky

Agencies are still having a difficult time with IBARS. Kris Wilkinson, financial analyst, made cuts using select items, instead of a straight across the board cut. More information will be available after the hearing on HB2.

NASCIO State IT Recognition Awards Program, Tammy LaVigne

There has been a call for the NASCIO awards. The program recognized IT achievements annually. It is rare that small states like Montana make the list, however, we are brainstorming projects we have that may qualify. Potential qualifying projects include FIM projects, online data capability, and v-could automation.

There are several awards categories. Categories, nomination forms, general information, eligibility guidelines and award archives can be viewed [here](#).

Award nominations are due by June 30, 2015.

Action: Samantha Cooley will post the NASCIO award link in the minutes.

Action: Tammy LaVigne will send out a reminder on April 15 for nominations.

LAWS Project, Dale Matheson

Dale Matheson, Systems Analyst for Legislative Services shared information on the LAWS project. This project was proposed during the last five sessions, during the last session the project was approved and money was set aside. The project vendor is Propylon. The contract is signed and the official kickoff was about a month ago.

The goals of this project (end results of codified law) include:

1. MCA's
2. Annotations
3. Rules of the Court that are required by law to be published and maintained in master form

The current setup is on the mainframe. Right now they are working on pulling the information off of the mainframe and getting it into a safe and supportive environment. The new tools include new version control capabilities, audit control capabilities with the bill drafting system tied into all of it. Web accessibility and mobile friendly will be areas of focus for this project. The new system will have different and enhanced report capabilities. Agency bill drafting systems and accessibility for legal staff will be included in the new system. Folio is being considered, although there is some uncertainty as to whether or not it falls within the project scope. Chamber processes will be looked at for improvements and support. When the project is complete, the goal is to maintain the new system with the current Legislative Services IT Staff.

Out-of-scope: The budget system, voting system, house and senate protocols and rules are out of scope and will not be included in this project.

Agency Impact: Agency impact and current agency use of the LAWS system will be considered during the design process.

Action: Contact Dale Matheson for any questions on the LAWS project. More information will be provided at ITMC in August or September.

Enterprise Security Program, Joe Frohlich

Joe is the new Enterprise Security Program Manager for SITSD.

Agency Outreach

The goal of agency outreach is to help each agency develop a customized security program. Joe, Lisa Vasa, and Mike Barbere are meeting with agencies to educate them on security polices, the

importance of documenting these policies, strategies, risk management and defining priorities. DOR commented they just met with Joe and his team and felt positive about the experience. The Information Security Advisory Council will also have a major role in developing the Enterprise Security Program.

Role of ISAC

The Information Security Advisory Council (ISAC) will be in place soon. They will play a major role in developing the Enterprise Security Program. The documents (Rules of Operation etc.) for ISAC will be brought forth to ITMC for review. ISAC will consist of CIO's, local government and University, Legislative and Military representatives.

eGov Managers Group, Mike Bousliman

eGov Advisory Council

The eGov Advisory Council is being discontinued, ITB will absorb the function and role of the eGov Advisory Council.

eGov Managers Group

Mike discussed the purpose and goals of the eGov Managers Group.

Major goals of this group include defining "eGov Services" on a consistent and statewide level and identifying enterprise priorities. Currently the group is working on evaluating the MI contract as well as making a decision on the use of CEP's or RFP's.

eGov Managers Group membership is open and is currently seeking more participants.

Action: Samantha Cooley will post the [March 23, 2015 meeting minutes](#) in addition to the [eGov Managers Group goals and objectives](#) for ITMC members.

Action: If you are interested in attending, please contact Tammy LaVigne.

Next Meeting Information: April 13, 2015 at 1:00 pm (Room 52, Mitchell Building)

Enterprise Change Notifications, Pete Wiseman

Pete Wiseman with ITSD service management presented the enterprise change notification tool (attachment 1). This process was approved a year ago to bring awareness to changes in systems with shared locations, ensuring the right resources are available. This will help prevent loss in case of an emergency. Enterprise changes are discussed at the weekly online CAB meetings held Wednesday mornings at 11:00 am, all are welcome to attend. Changes are also posted on the forward schedule of changes anytime.

Action: Use the Enterprise Change Request Form (*attachment 2*) on the service desk website to request any changes going forward.

PMO Tool, Stuart Fuller

Justyn Katsilas presented on Daptiv, the new DPHHS portfolio project management tool.

Use of new PPM Tool:

1. Updates from our staff
2. Updates on budget
3. Updates to Stuart on go-live dates
4. Comprehensive view for the Legislature and State CIO on HHS project portfolio

Benefits of Daptiv:

- Doesn't require users to be in it all day, everyday
- Minimal input to start a project (especially well-suited for MNO projects)
- Provides flexibility in status reports
- Built-in tools with the option to customize and/or build-your own
- Built-in reports with the option to customize and/or build your own
- Easy in, easy out product, online within one week
- Dynamic applications (forms, dashboards etc.)
- Tasks and milestones features
- Web-based
- Self-managed accounts and roles
- Customized landing dashboard
- Query tools and reporting
- Project tab
- Capability to interface with Gera, SharePoint, and MS Project Planning
- Profile, status, tasks etc. create Gantt reports that generates the CIO "TOP 5" for Stuart

Apps: Examples included administrative, resources, contract amendments, PMO lessons learned, expenses, risk, roles and responsibilities. The created apps help keep contracts organized as the fiscal year comes to an end. There are some app's that are standard that HHS won't be using.

Next Steps:

1. HHS will build a few more reports and prepare to implement a request process.
2. They will create a web-form that automates PM help desk services (separate from help desk)
3. Start leveraging a scoring process for prioritization. Input a weighted process that will help determine priorities with limited staff and recourses.
4. Stuart will set a meeting mid-April for the work group. Currently REV, IMPERA, MLS, DLI and DEQ are currently in the workgroup. They pulled the plug on PM central a month ago.

Goal: The goal is to get a recommendation to SITSD and ITMC by the end of June.

V. **Next Meeting**

Date: May 6, 2015

Location: TBA

Action: Tammy LaVigne will make a call for agenda items.

VI. **Member Forum:** none

VII. **Public Forum:** none

VIII. **Adjournment:** 10:15 am

IX. **Attachments**

The attachments are located at the end of this document and are as follows:

1. Enterprise Change Notification Form

X. **Summary of Action Items**

Tammy will bring comments forward to Ron relating to IT Volume 10 discussion.

Tammy LaVigne will send out a reminder on April 15 for nominations.

Samantha Cooley will post the [NASCIO award link](#) in the minutes.

Contact Dale Matheson for any questions on the LAWS project. More information will be provided at ITMC in August or September.

Samantha Cooley will post the [March 23, 2015 meeting minutes](#) in addition to the [eGov Managers Group goals and objectives](#) for ITMC members.

Anyone interested in joining eGov Managers Group, please contact Tammy LaVigne.

Use the Enterprise Change Request Form (*attachment 2*) on the service desk website for all enterprise change requests.

Reporting to ITMC

Information Owner
Name: Pete Wiseman
Organization & Work Unit: SITSD/Service Management
Phone: 444-9665
Email: pwiseman@mt.gov
Website (if applicable):

Information	
<input checked="" type="checkbox"/> Informational <input type="checkbox"/> Issue <input type="checkbox"/> Action Needed <input type="checkbox"/> Other:	
Name of Service, Program, Project or Issue: Enterprise Change Notification	
Description: IT Service Management has created a Web form for Enterprise Change Notifications. This form replaces agencies calling or emailing the ITSD Service Desk.	
Impact: Agencies performing changes to systems that are either in a shared location (datacenters) or shared by multiple agencies should completed the Enterprise Change Notification form before implementing the change, in order to make others aware of the work being performed.	
Key Dates: The form is available on the SITSD Service Desk Portal, ServiceDesk.mt.gov	
Other information and list any attachments:	