

Information Technology Managers Council Meeting
May 6, 2015
8:30 am – 10:30 am
State Capitol – Room 137

Attendees	
Meeting Chairperson: Evan Hammer <i>(on behalf of Larry Krause)</i>	MSL
Ron Baldwin	SITSD
Kyle Belcher ☞	DOA
Mike Bousliman	MDT
Kristin Burgoyne ☞	MT Arts Council
Joe Chapman	DOJ
Dan Chelini	DEQ
John Daughtery	Corrections
Dale Gow	LEG
Cheryl Grey	DOA
Lisa Mader	Supreme Court
Kim Moog	DLI
Edwina Morrison ☞	OCHE
Jim Newhall ☞	LIV
Angie Riley	MPERA
Stacy Ripple	MSF
Dustin Temple ☞	FWP
Mark Van Alstyne	SOS
Minutes recorded by: Samantha Cooley	SITSD

Guests

Tammy LaVigne, SITSD; Maura Fleetwood, SITSD; Carol Schopfer, SITSD; Sean Rivera, SITSD; Lynne Pizzini, SITSD; Matt Hosking, SITSD; Brad Runnion, SITSD; Pete Wiseman, SITSD; Brett Boutin, SITSD; Jerry Marks, SITSD; Veronica Lamka, Northrup Grumman; Audrey Hinman, SITSD; Brett Barton, Varonis; Jared Balderston, Varonis; Jenifer Alger, SITSD; Warren Dupuis, SITSD; Dave Carlson, SITSD; Tom Murphy, SITSD; Jeremy Stoshick, SITSD; Chris Bacon, DOA-HR; Greg Snortland, MI; Becki Kolenberg, MI; Cheryl Pesta, SITSD; Robert Richardson, Cisco; Sue Leferink, DOC; Christie McDowell, DOR; Karen Farley, Dell; Andrea Keno, SHI; Don Taylor, Dell; Luke Lucas, ITC; Carter Williamson, IBM; Bryan Shaw, Morrison-Maierle; Matt Pugh, SABHRS; Judy Kelly, DLI; Michael Sweeny, OPI; David Swenson, MPERA; Justin Porter, ITC; Barney Benkelman, Ikuw Solutions; Joe Frohlich, SITSD; Adam Kopczuk, CompuNet; Justyn Katsilas, DPHHS

☞ Real Time Communication (online)

Chris Kuntz, Darrin McLean, Irv Vavruska, Maris Cundith, Tammy Stuart, Kathleen Berg, James Zito, Wes Old Coyote, Terry Meagher, Jessica Plunkett, Marlo Conrady, Dave Nagel, Anne Kane, Erika Billiet, Matt Simpson, Dawn Temple, Bob Klein, Jack Marks, Dan Mossman, Michael Jares, Teresa Enger

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I. Welcome and Introductions

Evan Hammer from Montana State Library is the chair for today's meeting. He is sitting in for Vice Chair, Tim Bottenfield.

The March meeting minutes were approved.

ITMC Board FY 2015-2016

Nominations for ITMC members for FY 2015-16 are coming up. There are nine member seats. Tim Bottenfield will be the new ITMC chair. The CIO, Ron Baldwin is a standing board member, as well as a representative from the county. The rest of the member seats are delegated through a nomination process, with Ron making the final decision. Nominations should be sent to Tammy LaVigne by June. There will be a survey sent out in July to vote on nominees.

Action: send nominations to Tammy LaVigne before the June meeting.

Summer ITMC Schedule

There will be no ITMC meeting held in July.

II. CIO Report

Five Year Infrastructure Plan, Lynne Pizzini

SITSD staff members have been brainstorming the last few months on our infrastructure and how it can be revised to better support SITSD customers. The brainstorming sessions are complete and SITSD is now compiling the information in a technical document that will be brought forward to ITMC for review in July.

After ITMC reviews approves the document and it is finalized, we will be using the document to aide in creation of the IT Strategic Plan and will be included in the budgeting process.

ITPR Process, Warren Dupuis

Challenges with the Current ITPR Process

The current ITPR process is not designed in a way that allows us to gather necessary data for legislative reporting and does not meet the requirements of the Legislative IT Subcommittee recommendations. (*See attachment 1, IT Subcommittee Recommendations*)

New ITPR: Transparent and Meets Legislative Requirements

SITSD has examined the law, policies and the ARM to begin revamping the ITPR process. This effort is managed by Wes Old Coyote. The process is being modified in two major ways:

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1. Internal Review that is transparent to agencies with the establishment of the *Technical Review Board*. The architecture will be driven by and streamlining will occur through the Technical Review Board.
2. *Modification of ITPR Forms* to ensure the data elements that we are required to brief out on are captured. We will manually run the process initially, then it will be automated (something similar to POB). A short-form and a long-form will be in place, depending on the cost and nature of the ITPR.

Benefits to Agencies

Agencies will be involved in the development of the new ITPR form and process. Before the process is automated into a workflow, we will make adjustments based on agency input during the manual run of the process.

Agencies to be able to look up the status of an ITPR request on their own (without the CRM) through use of a unique identification number that is assigned to each procurement request.

All State IT purchases will be coded through SABHRS. This coding will allow managers to access a database where their agency's history of IT procurements is stored. This will also provide the ability to access and slice down data elements that are required for legislative reporting. The data will be beneficial to managers and supervisors in the identification of data trends and drive decision making.

The new ITPR process will begin July 1, 2015.

SITSD Rates, Ron Baldwin and Tammy LaVigne

SITSD will be sending out a letter to agencies discussing how we are going to handle the recent budget cuts. SITSD developed this plan with the Office of Budget and Program Planning. There will be a meeting directly after this meeting with the CIO's to discuss the letter and upcoming changes.

Finding Savings, Services Stay

In HB2, SITSD's budget was cut \$3.7M in the next biennium. Instead of cutting services SITSD is looking for savings. Ron commented these are difficult times, things are changing, we are stepping up to meet the challenge. Savings include maintaining 8% vacancy rate within SITSD. The budget office will be following SITSD's effort closely. CRM's are ready to contact the agencies with the rate sheets and meet with agencies face to face if needed. Agency utilization will stay the same, there will be changes in the rates. Agencies will need to work with their financial analysts on how funding will change. The goal is to keep these services at a level and quality that supports agency needs.

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Service Catalog

SITSD is changing the way they do business; one major change is the service catalog. How services are described, characterized, bundled and published will make them more consumable and user friendly. Each service will be coupled with a service level agreement that will explain the level of service and the type of support that comes with it. The goal of the rewrite and bundling is to compile the services in one spot and make them orderable online. Forms will be specific to the services, streamlining the ordering process.

Volume 10

Following this meeting, IT Managers and CIO's will be meeting to discuss IT Volume 10. Volume 10 will contain all of the state's IT spending, agency by agency. HB10 (the long-range spend) is in Volume 9. To produce Volume 10 IT expense recording must become standardized. SITSD Leadership is working closely with Cheryl Grey in SABHRS to begin the process by developing policy that dictates recording IT spending and creating a standardized chart of accounts. Going forward IT spending, statewide, will be recorded in a uniform manner producing an "apples to apples" comparison.

Pilot Report for ECM, Matt Hosking

SITSD is about ready to publish the ECM pilot report. The report has been vetted with Ron Baldwin and George Parisot, DLI. Next it will go the Governor for review, after which the results will be posted.

Matt Hosking updated the group on progress. SITSD is finished with the pilot. They completed the five sprints and the tasks set out in the charter. They examined a specific DLI stack and used the pilot to see if the solution DLI has meets our needs... and it does. The required traceability matrix was used. Everyone was invited to labs to come to labs to participate.. The pilot was a good way to bring agencies together to understand needs. A special thank you goes out to DOJ and DEQ for lending people of expertise.

Conclusion: Perceptive software image suite is an appropriate system for delivering enterprise content management.

George Parisot shared that from DLI's perspective, the pilot went really well. DLI was able to roll out integration within five days. The department will be using this in job service locations to image case files. All of the paper files will be automated with the ECM perceptive process. Based on the results of the pilot, DLI will be moving forward with Perceptive.

Inquiry:

"DLI is going to use Perceptive as their solution, what other solutions are there for the enterprise?" –Cheryl Grey

Response:

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“This pilot provided a model for collaborative innovation. This is in our policy. Warren Dupuis and his staff are working on a procedure to fully document how we can repeat this process in the future. This pilot was agency driven from the perspective of DLI. When we investigate the viability of something, it is worthwhile to investigate it as an enterprise-level solution. We asked how this will work for DLI, meeting a subset of requirements in the matrix Matt referred to in the RFP as well as understanding if it can work to fulfill an entire body of needs for Montana as identified through the ELG workgroup. HB 123 was passed, creating a high demand for efficient, affordable, full-functioning ECM’s for Montana now. From a fiscal perspective, Montana cannot afford to run two ECM’s. DLI is making a decision on what is best for their agency after participating in a well-run, comprehensive pilot. SITSD’s role in this pilot was to gain an understanding of whether or not Perceptive would meet Montana’s needs, enterprise wide. Given that DLI is the anchor tenant on our current ECM system, we will have to make a decision moving forward. I know many of you have patiently waited for this moment, at our request, and we thank you for that. We need to have a standardized ECM, most states do. It will make sense for us to head in that direction. We will make the decision moving forward here relatively quickly. There is a line item in HB10 for \$1M towards ECM that will help in this process. By the end of the month there will be a decision in place. At that time, agencies will have information on enterprise pricing.”

Mid-year NASCIO Meeting in Washington DC, Ron Baldwin

The mid-year meeting was held in Washington DC to promote federal interaction with State CIO’s. Ron attended the conference with Director Hogan.

The theme this year was “Disruptive Change”. This included information on the following topics:

1. Workforce
2. Cloud
3. Procurement
4. Policy
5. Security

Ron participated in a panel that discussed cyber security insurance. There were many states that don’t have cyber security insurance and were very interested in learning more about it. Ron provided a case-study on what the State of Montana went through last year and solicited questions. Montana is a nationwide leader in the area of cyber security. The conference also provided a good opportunity for Ron and Director Hogan to meet with Montana’s Representatives. They were able to meet face to face with Senator Zinke, Senator Daines and Senator Tester to discuss cyber security and the importance of broadband in Montana.

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Planning for Risk of Montana's IT Workforce

Current Challenge of Helena's IT Workforce

Mike Bousliman made a comment related to the workforce. There is a company in town that is recruiting many of the state IT's best and brightest, equating to about 15% of Mike's employees. It is difficult to compete with San Francisco wages. Workforce needs, compensation and retention need to be addressed in the strategic plan.

Developing a Solution

Ron agreed this issue needs to be addressed and will be included in the strategic plan. NASCIO recently published a study on workforce challenges; it would be beneficial to fold that into the decisions and discussions moving forward. The Workforce Workgroup will be reconvening now that the session is over, maybe this is something the group can look at.

Action: Tammy will schedule a meeting to reconvene the Workforce Workgroup and get the meeting posted.

Action: Mike will get ahold of HR to ensure their involvement. He will lead the group and set the goals and objectives for the before they meet.

StateScoop 50 Award

A special congratulations to Ron Baldwin for winning the *StateScoop Executive of the Year* award!

III. Business

Legislative Wrap-up, Tammy LaVigne

HB2: The Governor signed HB2. Tammy advised it would be beneficial to read through the line item veto's.

Joint IT Subcommittee: The outcome from the recommendations of this group will be discussed in the meeting following the ITMC meeting. All agencies will need to use the State Data Center, unless there is a compelling financial or security reason, not to.

HB10: HB10 will be signed on Thursday by Governor Bullock. Executive agencies that have a general fund, instead of getting a line item appropriation they are being lumped into one \$6.4M appropriation. Those projects are network, security, public safety communications, corrections security systems and DOJ improvement projects. The State CIO has been tasked with assigning priority to those projects and allocating how the funds are spent.

HB10 is a temporary bill for two years with appropriations ongoing until complete. The language in the bill states the following:

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- ◆ Encourage all state agencies to transfer to the Data Center unless there is a compelling financial or security reason not to.
- ◆ Promote the use of the Data Center to the University System and School Districts.
- ◆ Market the use of the data center if there is extra storage capacity.
- ◆ DOA will leverage federal funds to assist in building the infrastructure in federally funded programs.

HB10 has yet to be signed by the Governor, although SITSD expects he will sign it. After the bill is signed Ron will be meeting with agencies to make on a plan on how the funds are allocated. Ron will contact agencies about projects and funding requests that were submitted.

HB123 Electronic Records Management: DOA and SOS will approve ECM. DOA will set the standard for electronic records management systems within the state. Section 14 of HB123 states the DOA and SOS will work to ensure the compatibility of electronic management systems within state government and will promote adherence with policy and standards for the enterprise. HB123 codified electronic management into one section of law. It removed all other references throughout MCA.

HB231 MITA Revision: is dead.

HB288 Montana Information Technology Act: passed.

SB220 Removal of eGov Advisory Board: passed with the duties being transferred to the ITB.

HJ7 Study of Next Generation 911: passed.

HB28 Series of bills that require video recording: passed.

SB124 falls under HB28.

HB74 DOJ requiring reporting on breach notification: passed.

HB288 Repeal of the transfer of IT recourses: passed.

HB439 Board of Livestock Meetings must be recorded: passed.

SB45 Published state phone directory every two years: did not pass.

SB65 Code and Commissions Bill: passed.

SITSD Data Imaging Standard 306: is available in MOM.

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Mobile Device Management, Jerry Marks

SITSD selected AirWatch for MDM deployment. SITSD is in the process of standing it up and has engaged professional services. The architecture is non-prem with five server roles.

Timeline

The kick off was in April. Currently the environment is being finished and a rate analysis is being performed. Jerry is submitting a decision brief to solidify rates the week of May 11. On June 1, AirWatch will begin piloting with MDT and July 1, agency workshops on IT application deployment will open. On August 1, enrollment for AirWatch will begin.

Environment

The environment will be a delegated administrative model, BYOD or fully managed for agencies. The goal is to give customers a lot of options, a rate will be in place by the end of May. The service catalog decision brief uses the FTM model.

Internet Explorer and Browser Management, Audrey Hinman

Only the most recent versions of IE will be supported. Please see the table below to see what version of IE to use for compatibility with Windows.

Windows Version	Internet Explorer Version
Windows 7, Windows 8	IE Version 11
Windows 2008	IE Version 9
Windows 2008, release 2	IE Version 11
Windows 2012	IE Version 10
Windows 2012 R2	IE Version 11

Action: If an agency has apps that only work on certain versions of explorer, Microsoft is encouraging that systems are tested in IE 11 Enterprise Mode because of its backwards compatibility.

Windows 10 will be available in late July. Windows 10 will use IE11 and “Microsoft Edge”. “Edge” is the new name for the new IE. Going forward, Edge will be provided though the operating system with auto-updates, much like Firefox and Chrome. Edge has no backwards compatibility. Edge will have a virtual assistant called “Cortana” and will allow users to write on websites, create notes/annotations and has a drawing feature.

Effective April 12, 2016 .net will no longer be supported with tech or security updates. ePass apps need to have their framework updated and need to be moved to ePass 2.0.

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Action: to view the schedule of updates, go to Mine and view the [countdown calendar](#).

Action: any apps on ePass 1.0 need to be moved to ePass 2.0.

Greg Snortland of MI commented “ .net apps we have upgraded the toolkit to make it easy to move over from ePass 2.0. There is a transition plan in place and we are working very closely with DOA on that. None of our applications are built specifically to rely on any browser.”

Strategic Planning, Pete Wiseman

Pete previously held a position in the Business Service Management Bureau and is currently working in strategic planning. As SITSD goes through the process of developing the strategic plan they are seeking input and encouraging participation from agencies.

Action: Use the attached template (*attachment 2*) to provide input on SITSD’s strategic plan.

The new strategic plan is based on the existing plan and will be constructed to align with business and legislative requirements. Pete will follow up with an email to agencies for feedback.

ESRI Public Summit, Dave Carslon

ESRI is a provider of enterprise level GIS services; they are Montana’s software vendor for geographical information. They provide GIS services across the desktop. Dave recently attended the CIO summit, which was largely attended by city and county CIO’s. Highlights from the conference are as follows:

1. ESRI is working on bringing several sources of data together in map format that we may not otherwise be able to see.
2. ESRI is changing their technology model to adapt to users, this includes tools, ap-studio and web-app builder.
3. ESRI is using hot-spotting to identify problems for local governments. Hot-spotting provides maps that show hot-spots for various activities. For example, in New Jersey they began focusing on areas of crime and identified times and places where crimes were most likely to occur. Instead of patrolling at random, they were able to reduce the crime-rate by hot-spotting those areas and sending support to the highest levels of activity. In another example hot-spotting was used to try and reduce ER costs. Through the use of hot-spotting they were able to identify where people were coming from and substantially reduce the ER costs by setting up clinics next to the major housing projects within the area.

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4. Maryland transit authority used an app built by civic hackers for the Maryland transit, the app was built within one week. Chicago has a hack-a-thon event where people write code (mostly for free) for the city.
5. One-health initiative is a group that uses GIS data and integrated data from every piece of the health spectrum to figure out what is actually causing health problems from all areas of the world.
6. Montana is putting together an enterprise agreement with ESRI so we can use their services at a higher capacity. Montana will be moving our infrastructure into the ESRI services platform, this will reduce costs substantially. There was some discussion on GIS-light online, which plugs right in to the MS office that everyone can use. DOJ is pushing this out to a variety of people in the agency. Dave worked with the security office to approve a federation between the state directory and the federal platform.

GIS is a tool to transform data into information so people can move from “I know, “ to “I know why” to “I understand” . GIS online and managed services are exactly what state CIOs are talking about when they are talking about disruptive change. Overall, the conference was very city/county focused, providing valuable insight that would be beneficial for Montana’s CIO’s and IT Managers to attend in the future.

Crisis Communication Plan, Tammy LaVigne

The crisis communication plan is being utilized within our Information System Incident Response process. The plan will assist SITSD with communication efforts, both internal and external, during an incident. It identifies all levels of contacts and how we are to communicate with them. This process will help relay messages more effectively during an incident or outage.

This project is designed to communicate crisis level incidents with elected officials, department heads, and agency CIO’s. There are three phases to the plan. Phase 1 is the incident notification and assessment, Phase 2 is setting the communication in place and Phase 3 is the deployment of the communication. The communication tool can be activated by phone or web. The contact list currently has 35 members. Information for the list is pulled directly from HR allowing the tool to notify contacts via cell phone, work phone, home email and work email. The list is interactive and will allow members to sub-in secondary contacts in their absence.

Readyandsave.mt.gov will be up and running by the end of the summer and will provide incident updates.

Action: Tammy will send out an email to list members this week to provide them the option to input a functional email and a functional phone, removing their personal contact information from the default list.

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Agency Accomplishments, Congratulations to DOR!

There is a blue icon “accomplishments” box on the bottom SITSD homepage where agencies can submit their accomplishments. SITSD is using this tool for the IT Conference, NASCIO Awards and CIO Coin Awards. Last month, Department of Revenue filled it out to report their innovative work on livestock reporting. Kuddos to DOR!

IV. Work Group Reports

eGov Managers Group, Mike Bousliman

The eGov Managers Group is meeting the third Monday of each month in room 53 of the Mitchell Building at 1:00. Anyone interested in attending is welcome to join. The [meeting minutes](#) are well captured and available online. Currently the group is looking at a study conducted by UM on eGov services in Montana. The [summary report](#) of the study is available on MINE.

The current focus of this group is to determine where eGov services in the future; what services are important; and developing a strategic plan for eGovernment in Montana. The strategic plan will include both technical and business components. The group has also taken on an assessment of the MI contract.

Disruptive Change in IT Procurement

Challenge: Mike Bousliman attended a CIO forum where both public and private sector CIO’s were in attendance. He was having a discussion with a couple of private sector CIO’s about a new, innovate product he was working on. The individuals initially showed a high level of interest, when he told them he worked for state government they immediately shut the conversation down, stating they had no interest. They said they do not have the amount of time on their hands that it takes to procure from the state. While we do have to adhere to requirements and laws set forth by the legislature, it would be beneficial to the state to try look closely at procurement and adapt to the current environment to make us more accessible to the private sector.

Opportunity: Ron Baldwin commented that relative to eProcurement, this area will be experiencing disruptive change. The process will be modified to increase transparency, accessibility and flexibility. Cheryl Grey of SABHRS added the eMax Project is part of the Governor’s Main Street Montana initiative with a goal of making it easier for vendors to procure.

V. Other Agenda Items

PPM Tool, Justyn Katsilas

DPHHS met last week to gather knowledge for workgroups and identify their needs. Matt Hosking and Brad Runnion are going to reach out further to identify requirement and will compile list to move forward. The goal is to have a comprehensive list of requirements. The discussion of these

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requirements take into consideration PM tools and capabilities as well as portfolio management. All in all this is a project management discussion. Brad Runnion commented the focus is to talk to agencies specifically about strategic objectives. These objectives can drill down into the tactical level of project management making PPM and PMO tools inseparable.

From a strategic standpoint, Ron wants the groups to come up with a direction that best helps the agencies as long as agencies are using tools that have baseline functionality and capabilities. Ron's major focus is to ensure agencies have what they need and it's incorporated with project management.

NOREX Subscription, Brett Boutin

The NOREX subscription will not be renewed due to budget cuts.

Action: For agencies that use NOREX, download documents within the next two months. Brett will send out a notification with further information.

ESRI, Audrey Hinman

ESRI proof of concept is complete and currently Audrey's group is moving to ESRI cloud. The testing has gone well and hitting an IP address proved to be much faster. Audrey will update ITMC in June. She will send out a communication to discuss options with agencies which are to either go the cloud or change to another service provider. The deadline is short, SITSD needs agency decision's by the end of June. Contact Audrey or Evan Hammer, MSL, for further information.

VI. Adjournment: 10:26 am

VII. Next Meeting: June 3, 2015
Time: 8:30 am – 10:30 am
Location: State Capitol, Room 152

VIII. Attachments

1. *IT Subcommittee Recommendations*
2. *Strategic Plan Template*
3. [*eGov Managers Group Meeting Minutes*](#)
4. [*UM Study on eGov Summary Report*](#)

IX. Summary of Action Items

Action: send nominations to Tammy LaVigne before the June meeting.

Action: Tammy will schedule a meeting to reconvene the Workforce Workgroup and get the meeting posted.

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Minutes Completed by: Samantha Cooley

Submitted for Approval: May 29, 2015