

# State of Montana Information Technology Managers Council

## Council Business Meeting January 7 - 8:30 – 10:30 DEQ Metcalf Building – Room 111

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

- Larry Krause, Chair
  - Approval of August Minutes
  - ITMC Winter Schedule
- Ron Baldwin, State CIO Update (Enterprise IT Funding workgroup; CIO Lesson Learned Recap; CIO Report to Governor regarding Consolidation Plans)

### Business (9:00 -10:25)

- LFD SITSD Budget Analysis – Doug Volesky (10 minutes)
  - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)
- 2015 Information Technology Legislation – Tammy LaVigne (5 minutes)
  - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)
- NTSB Organizational Changes – Kris Harrison (10 minutes)
  - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)
- Recruitment and Retention Phase I – Mike Bousliman (5 minutes)
  - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)
- ITMC Security Task Force Update – Joe Chapman (2 minutes)
  - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)

### Posted Reports

IT Legislation

### Adjournment (10:27-10:30)

- **Next Meeting February 4 – DEQ Metcalf Building**
- **Member Forum**
- **Public Comment**
- **Adjourn**

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**ITMC Council Business Meeting  
December 3, 2014  
8:30 am – 10:30 am  
Metcalf Building, room 111**

**Meeting Chairperson**

Larry Krause, Department of Commerce

**Attendees**

Ron Baldwin	Chief Information Officer, SITSD
Tim Bottenfield	Department of Revenue
Mike Bousliman	Department of Transportation
Joe Chapman	Department of Justice
Dan Chelini	Department of Environmental Quality
John Dayton	Department of Agriculture
Maura Fleetwood	State Information Technology Services Division
Kreh Germaine	Department of Natural Resources & Conservation
Chris Gleason	Department of Public Health & Human Services
Evan Hammer	State Law Library
Tammy LaVigne	State Information Technology Services Division
Lisa Mader	Montana Supreme Court
Kim Moog	Department of Labor & Industry
Edwina Morrison (online)	Department of Higher Education
Carol Schopfer	State Information Technology Services Division
Dustin Temple (online)	Department of Fish, Wildlife & Parks
Jody Troupe	Office of Public Instruction

**Guests**

Mike Allen, Chris Bacon, Rick Bush, Paul Erickson, Karen Farley, Cheryl Grey, Andrea Keno, Monica Lamka, Christie McDowell, Amber Nuxoll, Tammy Peterson, David Swenson and Amrie Vacenzuela

**Real Time Communication (online)**

Kyle Belcher, Kristin Burgoyne, Maris Cundith, Teresa Enger, Dan Forbes, Joe Frohlich, Ed Glenn, Kyle Hilmer, Audrey Hinman, Dave Johnson, Anne Kane, Terry Meagher, Wes Old Coyote, Jessica Plunkett, Matt Pugh, Stacy Ripple, Sean Rivera, Ed Sivils, Jerry Steinmetz, Jonathan Straughn and Doug Volesky

**SITSD Attendees**

Lesli Brassfield, Samantha Cooley, Warren Dupuis, Maura Fleetwood, Steve Haynes, Scott Lockwood, Jerry Marks, Tom Murphy, Cheryl Pesta, Lynne Pizzini, Irv Vavruska and Tyler Weingartner

**I. Welcome and Introductions – Larry Krause, Chair**

November minutes approved.

## II. State CIO Update – Ron Baldwin

Ron introduced and congratulated Craig Germaine on his new position as CIO for DNRC.

**Legislative Finance Committee Meeting:** Ron described the IT Inventory Report categories. (*Attachment 1*)

Handout Summary:

Category 1: All hardware in the data center, 16 agencies

Category 2: Some hardware in and some hardware out of the data center: 5 agencies

Category 3: Some hardware out with some SITSD Hosted Servers: 8 agencies

Category 4: All Out: 5 agencies

*Inquiry (Mike Bousliman)*

Is the type of hardware (sensitive vs. non-sensitive data/ type of hardware) being taken into account when assigning agencies into categories? Concern this could cause misunderstanding and problems with requirements and compliance.

*Response (Ron Baldwin)*

HB10 is taking physical security into account.

**Agency IT Inventory Background Information:** Suggestion by Larry to allow agencies to tell their “story” providing background information on their current IT inventory setup. Members of the group were in agreement they would like the opportunity to do so.

**Challenges with Connectivity:** Bandwidth continues to be a major challenge across the board, particularly for agencies with remote offices. While funding wasn’t approved through HB10 this session, the Governor’s office is aware of the problem and SITSD is working on developing other resources to finance needed improvements for the State. This issue will be a priority at the 2017 Legislative session.

➡ **Follow-up** Tammy LaVigne will be working with Larry Krause to develop a template to gather information. This will be a consolidated report on agency landscaping and background. The goal is to substantiate the need for bandwidth funding throughout the state.

Lynne Pizzini cautioned about security risks of publishing or sharing a report of this nature. Ron Baldwin commented that the new role of the five year IT infrastructure plan will help collect and summarize this information as well. The five year IT infrastructure plan will be available in the Spring.

**LC0519 MITA:** is currently in draft, and will update MITA Legislation. The bill will clarify and update definitions related to information technology and clearly define assignments and authority of the CIO. (*CD-ROM Draft Copy MITA Legislation, Attachment 1*)

**Enterprise Content Management:** Kicked off formal project charter. A pilot is being funded through DLI and HB10. SITSD will host the content management system. Matt Hosking spoke to the group with additional information on development of and uses for the content management system. DLI’s need developed through the Work Force Investment Act (WIA) relating to the mobility of today’s workforce. DOJ is currently using this tool for personnel files, HR, and accounts payable.

The pilot will be implemented in a series of five sprints over a four month time frame. After each sprint, pilot policy criteria will be measured against progress made during the sprint. The requirements of the RFP and the pilot policy are the same.

SITSD will keep ITMC updated with progress on a monthly basis.

### **III. 2015 Information Technology Legislation – Tammy LaVigne**

Tammy created a SharePoint page that has all IT related bills. The page is designed for SITSD and agency IT management to track and comment on pending legislation. (*IT Related Legislation, Attachment 2*)

Links to pending bills on the page are live, updating information within SharePoint as they occur.

Input/comments provided by the agencies will help the communication process between SITSD and the agencies and will aide in identifying potential issues with pending legislation, allowing an opportunity to revise while the bill is still in the drafting stage. (*Template, Attachment 3*)

### **IV. IT Conference Update – Penne Cross**

IT Conference is coming up. 12/8/2014 – 12/12/2014. Registration is \$75 until December 5 and will increase to \$100 on December 8. There are a variety of key-note speakers and there will be a vendor session that includes information on the State procurement process on Tuesday. The Department of Homeland Security will be presenting a cyber-exercise on Friday morning. It is recommended that each agency send a representative to attend. (*2014 IT Conference Summary, Attachment 4*)

### **V. Mobile Device Management Update – Jerry Marks**

**Status:** Thank you to the agencies that participated in the RFP. AirWatch was selected as the product. The RFP process is completed and the project is now moving into procurement. There is now a project manager on board. SITSD will test-run the product and then begin adding agencies. Agencies are encouraged to participate in the policy development process for this product. Agency policy will differ among agencies based on the use of the product and specific business needs of each agency.

➤ **Follow-up:** Jerry will send agencies notifications on policy planning meeting information and status updates.

**Features:** AirWatch isn't a cloud-based system, it will be on premise. Features include: support of state-owned, shared devices and personal devices, file sharing, full device management, workspace management, access to SharePoint, dashboard, compatibility with app stores, user management and self-registration option and 24/7 product support.

**Cost** (based off minimum of 1000 users)

The new service will be listed as a catalog item. One-time licensing of \$42.63 per device plus an annual charge of \$8.53 per user. Please note this figure will be adjusted to include additional costs related to SITSD's deployment and maintenance of the service.

➤ **Follow-up:** Agencies interested in getting on board right away should send an email to Jerry Marks acknowledging their interest. Please specify the level of interest and estimated number of users. This will help SITSD to better gauge pricing.

## **VI. Enterprise Risk Assessment – Lynne Pizzini**

The Enterprise Assessment was funded through HB10 during the 2013 Legislative Session. The goal of conducting this assessment was to evaluate the security of the enterprise and identify vulnerabilities. An RFP process was completed during the Spring of 2014, the project kicked off in June, assessment reports were provided to SITSD on October 17, 2014 and the final report was presented by the vendor on November 5, 2014.

**Strong Enterprise Security Program:** Factors contributing to a strong enterprise security program include support from top management, a comprehensive plan, full participation (across agencies), access to up-to-date security tools, good information security behavior and ongoing assessments.

SITSD has support from the Governor's office and is moving forward with the recommendations resulting from the assessment. A comprehensive plan is in place for addressing identified risk factors. Lynne is encouraging full agency participation and is working hard to implement updated security tools. There has already been a substantial improvement in monthly incident reports as a result of the recent WebDefend update. Reported incidents decreased from average of around 70-80 per month down to 37 (last month).

### **Overall Recommendations:**

1. Ongoing assessments
2. Create/update policies based on other recommendations provided
3. Evaluate effectiveness of policies and procedures, (ex: patch management)
4. Provide increased security planning and training to technical staff
5. Continuity of operations, disaster recovery
6. Conduct independent and periodic evaluations for enterprise

### **Categories for Findings**

1. Managerial Findings:  
Incident response in agencies and policy and procedures, lack of configuration management, ongoing assessments, interconnection security agreements
2. Operational Findings:  
Lack of reviewing loss and continuous monitoring. Recommendation vulnerability scanning be done on a weekly or daily basis and accreditation boundaries (network design should be more compartmentalized, not allowing the same level of access for all users)
3. Technical Findings:  
Lack of encryption for data at rest, patch management, application hardening (training of technical staff will address this aspect) unsupported software including legacy, XP and Linux.
4. Physical Findings:  
Remote offices not adequately secured, equipment outside of data centers, security of shred bins, viewable records
5. Social Engineering  
Four scenarios conducted, the first scenario service desk and security staff wasn't notified. Service desk responded well with only an 18% fail rate. Other scenarios averaged about 50% fail rate indicating a need for training.

**Agency Involvement:** collaboration among agencies will be instrumental to security across the board.

➤ **Follow-up:** agencies can begin working on agency-specific risk assessment recommendations by implementing actions immediately.

**Security Task Force:** derived from recommendation of ITMC group. Group generated a report that was given to the Governor's Office and recommendations are being implemented. FTE created for lead of Enterprise Security Program, job posting will be available soon.

“**Top 5**” method is being used to identify critical issues throughout SITSD. Same method will be used in the Enterprise Security Program as well. Research states that addressing the top 5 will eliminate 90% of total issues.

## **VII. Recruitment & Retention Phase I – Mike Bousliman**

*(Apprentice Program, Attachment 5)*

This is an informal work group, comprised of members of SITSD and agency IT managers with a common goal of identifying contributing factors in the recruitment and retention of quality employees. Meetings are held bi-weekly. Tomorrow the group will have its fourth meeting to date.

DLI has an apprentice program with Helena College and the group is currently looking at implementing something similar. The idea is to invest in students by paying for their education, employing them during and after college coursework with an agreement they will work for a pre-established period of time after graduation. The program is still in drafting stage.

Next meeting is tomorrow (12/4/2014) at 10:30 am at the DLI-IT Shop (2550 Prospect Ave.), all are welcome to attend. Joe Chapman will be speaking. Agenda items for future meetings will include career ladders, union challenges and work structures relating to recruitment, retention, training opportunities etc. in place currently for various agencies.

➤ **Follow-up:** Tammy LaVigne will work on establishing meeting schedules and agendas for this group. Information on upcoming meeting times and topics will be shared at the ITMC meetings going forward.

## **VIII. FIM and SPLUNK**

**FIM – Jerry Marks**

SITSD is abandoning the SABHRS ID proposal and will be moving forward with ACL2 ID's. The gold source of data is SABHRS HR, with the exception of phone numbers and email. The Gold source for email and telephone numbers is active directory. Project is sponsored by Dave Carlson.

SITSD is in process of creating a POB (service desk) form for agencies with an expected completion date the end of December. The new form will allow agencies to restrict access to ID's, similar to firewall. Jerry is working with NMG to create groups. These groups will then be placed in organizational units managed by agency IT staff.

**FIM Timeline:**

December 2014: December 1, 2014 agencies will be contacted for blocks of ID's to implement ID automated assignment and FIM project. By the end of the month: POB form completion, SITSD will assign ID's, and launch an internal FIM pilot (automated account creation).

February 2015: piloting with 2 agencies, OPI and DOR

End of Session 2015: proposed schedule to agencies with FIM move date.

July 2015: full implementation of FIM.

**SPLUNK – Sean Rivera**

SPLUNK will be supporting the entire enterprise. The process involves enabling universal forwarders on all appropriate devices to increase security. This is the tool SITSD is using to meet federal requirements as stated in the enterprise policy that requires logging all security incidents. Forwarders will send log information to the SPLUNK environment. Testing will occur over the next three months, starting with CHIMES test and CHIMES production.

Currently, SITSD is developing the architecture and plan to be complete within the next two to four months.

**IX. Business Checklist – Audrey Hinman**

The Business Checklist is an e-Gov service partnership with Governor’s Office and Montana Interactive. The Governor will highlight the project at the Governor’s state-address in January. The site is a checklist for businesses to understand and identify state and local requirements to own and operate a business in Montana. Includes licensing, permits, taxes, etc.

➔**Follow-up:** agencies need to be publishing items so they are available to the public. If there are users that need access to complete this step, please contact Andy Shirliff in the Governor’s office. The was open to the public on December 5.

File-transfer Service Update: version 2 will be available by the end of January.

Enhancements in this version:

- Ability to email AD groups
- MT-Drive: similar to Dropbox. A secure location to share files with the public. Each employee with an MT-Drive account will be allocated 20 gigs of space. Accounts of employees that have left their position will be available to their supervisors for a limited period of time. This is very similar to the current practice with email accounts.

**X. Member Forum:**

none

**XI. Public Comment:**

none

**XII. Posted Reports**

*CD-ROM Draft Copy MITA Legislation, Attachment 1*

*IT Related Legislation, Attachment 2*

*Template, Attachment 3*

*2014 IT Conference Summary, Attachment 4*

*Apprentice Program, Attachment 5*

**XIII. Adjournment:** 10:23 a.m.

**Next Meeting:**

**Date:** January 7, 2015

**Time:** 8:30 a.m. – 10:30 a.m.

**Location:** Metcalf Building, room 111

**Minutes Submitted:** December 26, 2014 by Samantha Cooley





	LC0836	Jonathan McNiven (R) HD 5	Revise laws related to contracting for electronic services																
	LC1273	Christine Kaufmann (D) SD	Repeal the electronic government advisory board and transfer duties																
	LC1326	Geraldine Custer (R) HD 39	Allow electronic voting for disabled voters																
	LC1330	Tom Steenberg (D) HD 99	Generally revise 9-1-1 laws																
	LC1353	Douglas (Doug) Kary (R) SD	Establish a state web page of convicted embezzlement names																
	LC1436	Kirk Wagoner (R) HD 75	Revise laws related to protecting of electronic private financial information																
	LC1521	Nate McConnell (D) HD 89	Provide for the uniform electronic legal material act																
	LC1592	Rick Ripley (R) SD 10	Provide for infrastructure funding																
	LC1822	Tom Berry (R) HD 40	Generally revise laws related to 9-1-1																
	LC1823	Jennifer Eck (D) HD 79	Revise 9-1-1 laws related to GPS and GIS																
	LC1850	Zach Brown (D) HD 63	Study broadband infrastructure and deployment																
	LC1851	Zach Brown (D) HD 63	Revise laws related to community broadband capacity in Montana																
	LC1857	Kerry White @	Maximize information integrity in government																
	LC1872	JP Pomnichowski (D) SD 33	Authorize central database for public notice																
	LC1882	Daniel Zolnikov (R) HD 45	Generally revise information technology laws																
	LC2017	Tom Richmond @ HD 56	Revise laws regarding information technology																

Requires DOA to issue guidelines that provide policy and procedural guidance to state agencies for ensuring and maximizing the quality, objectivity, utility, and integrity of info disseminated and used by state agencies as a qualitative or quantitative basis; requires periodic reporting including number of complaints regarding accuracy of information. Purpose is to require gov entities to make known the legal authority upon which actions are based.

