NIC MONTANA

Montana Electronic Government Services Act
(2-17-1101-1105, MCA)

The Montana Electronic Government Services Act outlines the responsibilities for the Department of Administration regarding electronic government in Montana. They are as follows:

Provide the environment to develop eGovernment services
eGovernment services contract in place January 2001, second contract January 2011
eGovernment services infrastructure available May 2001
Electronic Government Advisory Council established October 2001
Oversight transferred to the Information Technology Board by Legislature in 2015

Provide a common look and feel for eGovernment in Montana
eGovernment Service Certification Standard approved May 2003
mt.gov templates and compliance criteria released July 2005

Provide a single point of entry for eGovernment services
DiscoveringMontana.com launched October 2000
DiscoveringMontana.com services page launched May 2001
mt.gov launched November 2005
ePass Montana launched September 2006
ePass Montana 2.0 launched in June 2013
Montana.gov redesign launched in July 2013

Promote the benefits of eGovernment
News, events and releases, brochures, trade shows, radio actualities

Awards

2020   Service to the Citizen Awards - Champions of Change
AccessGov & Prompt Pay - Missoula County Clerk & Treasurer Tyler Gernant

2019   State Government Experience Award
My Revenue
Service to the Citizen™ Awards - Champions of Change
My Revenue

2016   State of Montana IT Project Excellence Award
Business Checklist, MERLIN Payment Portal, Prescription Drug Registry, Conference and Training Registration
StateScoop 50 Award - Innovation of the Year
Business Checklist
Top 8 Finalist - ACT-IAC's Igniting Innovation
Business Checklist

2015   State of Montana IT Project Excellence Award
Livestock Reporting
Best of the Web
Montana Safety Assessment Management System

2013   State of Montana IT Project Excellence Award
Prescription Drug Registry, Asbestos Project Permitting, Income Tax Express, Brand Rerecord
Best of the Web
Prescription Drug Registry

2011   Best of the Web
Montana Connections

2010   Best of the Web
Roadside Payments, Candidate Filing

2009   Best of the Web
ePass Montana, Transportation Permits - Market and Sheep, Burn Permits

2008   State of Montana IT Project Excellence Award
Gambling Suite of Services, Voter Verification
Best of the Web
Gambling Suite of Services

2007   State of Montana IT Project Excellence Award
Tank Helper, Temporary Registration Permits, FWP Online License Sales

2006   Montana Governor's Award for Excellence in Performance
End of Life Registry
Best of the Web
Tank Helper

2005   Innovations Award from the Council of State Governments
Voter Verification
Best of the Web
Business Tax Express, Unemployment Insurance Filing, Business Entity Annual Reports

2003   Trail Blazer Award from the Government Solutions Center
Licensee Lookup
Best of the Web
FWP Online License Sales

Information Technology Board Members

John Lewis, Chair
Dept. of Administration

Tim Bottenfield
State CIO

Mike Milburn
Dept. of Justice

Gene Walborn
Dept. of Revenue

Mandi Hinman
Public Service Commission

Sheila Hogan
Dept. of Public Health & Human Services

Susan Fox
Legislative Branch

Michael Sweeney
Office of Public Instruction

Sean Higginbotham
Cascade County

Martha Williams
Montana Fish, Wildlife and Parks

Jennie Stapp
Montana State Library

Beth McLaughlin
Supreme Court

Cece Renick
Private Sector

John Thunstrom
Commissioner of Higher Education

Tom Livers
Office of Budget and Program Planning
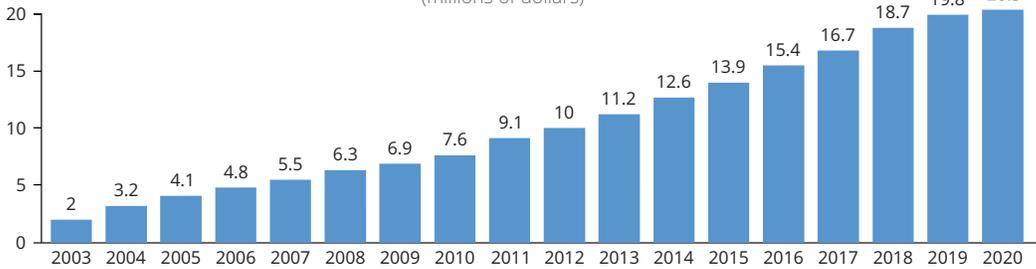
Tom Lopac
Labor & Industry

Cody Jones
Jefferson County

Representative Kenneth Holmlund
House District #38

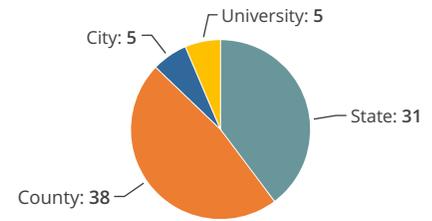**Senator PJ Pomnichowski**
Senate District #33

Cost Savings to the State of Montana
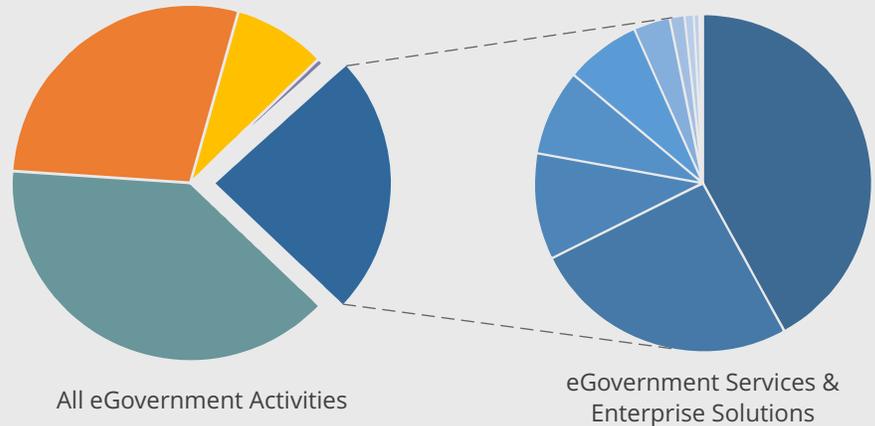### Through use of the Self-Funded Model
(millions of dollars)

Bar chart values:
- 2003: 2
- 2004: 3.2
- 2005: 4.1
- 2006: 4.8
- 2007: 5.5
- 2008: 6.3
- 2009: 6.9
- 2010: 7.6
- 2011: 9.1
- 2012: 10
- 2013: 11.2
- 2014: 12.6
- 2015: 13.9
- 2016: 15.4
- 2017: 16.7
- 2018: 18.7
- 2019: 19.8
- 2020: 20.3

79 eGovernment Partners

- University: 5
- City: 5
- State: 31
- County: 38

2,281 eGovernment Activities

- **589** eGovernment Services & Enterprise Solutions
  - **242** Custom Services
  - **149** Over the Counter Payment Services
  - **58** Major Enhancements
  - **49** Payment Processor Integrations
  - **48** AccessGov Solutions
  - **20** AppEngine Solutions
  - **8** Shopping Cart Services
  - **5** Prompt Pay Solutions
  - **5** OnTheGo Pay Solutions
  - **3** Mobile Event Agenda
  - **2** OnTheGo Solutions
- **862** Conference & Training Events
- **631** Enhancements to Existing Services
- **187** ePass Service Providers
- **12** Other Services & Solutions

All eGovernment Activities

eGovernment Services & Enterprise Solutions

eGovernment Services & Enterprise Solutions

Custom Services
A complete end-to-end, eGovernment service developed to meet a specific need and to help citizens and/or businesses interact with the partnering entity. Examples include Hunting and Fishing licenses, Convicted Felon Look-up and County Burn Permits.

Major Enhancements
The development of a significant functionality change or new component to an existing eGovernment service. Examples include allowing customers to submit a hunting application online, or new functionality that allows citizens to view upcoming and current burn activity throughout their county.

Over the Counter Payment Service (OTC)
A secure, enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and electronic checks. Examples include the departments of Agriculture and Livestock as well as Roosevelt County, Missoula County and the City of Glendive.

OnTheGo Solution (OTG)
Eliminate the need for paper forms and allows your users to gather the information they need when and where they need it. Whether users are in their office or the remotest fields, OnTheGo gives them the tools they need to get the job done.

OnTheGo Pay Solution (OTG Pay)
A mobile payment solution that allows partnering entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices. Examples include Dawson County and the City of Glendive.

Payment Processor Integrations - Common Checkout Page (CCP)
An enterprise payment solution that is integrated into a service developed by the partnering entity, or their vendor, to allow them to accept electronic payments securely.

Prompt Pay
Prompt Pay allows government employees to send a prepopulated payment link by SMS text message and/or email to citizens, which eliminates over the phone or fax payment processing. Prompt Pay improves the secure handling of electronic payment information (PCI compliance), modernizing the user's experience when interacting with government employees and reducing the workload of their customer service clerks.

Shopping Cart Service
An out-of-the-box, all-inclusive shopping cart solution that allows partnering entities to market and sell merchandise and accept payments securely and electronically. Examples include the Department of Livestock Brand Books, Fish, Wildlife & Parks State Parks, Montana Historical Society and the Legislative Branch.

AppEngine
AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

AccessGov
AccessGov is a citizen portal that provides easy access to state, county, and city government. Everything citizens and businesses need, from content and PDFs to services, can be managed in one easily configurable web portal.

Enhancements to Existing Services

An enhancement involves any requested change to an existing eGovernment service not considered to be a major enhancement. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

Conference & Training Solutions

Conference & Training Registration
A complete end-to-end solution that allows for the registration and overall management of conferences, training sessions, and events. Conference attendees can quickly and easily register, select sessions or tracks they wish to attend, and pay the necessary fees, if applicable.

Mobile Event Agenda
An easy to use mobile agency application available for both iOS and Android which offers partnering entities the ability to go paperless. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

ePass Service Providers

Is the integration of ePass Montana into a service developed by a partner entity or their vendor. NIC Montana provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

Other Services & Solutions

Alliance Partnerships
A service or solution developed and maintained by one of NIC Montana's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service, and NIC Montana serves as the contract oversight.

Other Related eGovernment Activities
Includes services offered by NIC Montana other than those listed above. Examples include analysis and need assessments, and security scans of systems owned and maintained by a partner entity.