

Sept. 16
2021

QUARTERLY **REPORT**

INFORMATION
TECHNOLOGY
BOARD

MEETING OVERVIEW



Thursday, September 16, 2021



10:00 a.m. – 12:00 p.m.



[June 17, 2021 Meeting Recording](#)



Members

Misty Ann Giles – Chair

Brian Gootkin

Chris Dorrington

Representative Braxton Mitchell

Beth McLaughlin

Michael Harris

Susan Fox

Arthur Pembroke, Montana Association of Counties

Sean Higgenbotham, Cascade County

Kurt Alme

Michael Sweeney

Laef Olson

Adam Meier

Jennifer Fielder

Christi Jacobsen

JP Pomnichowski

Troy Downing

Kevin Gilbertson

Administration

Corrections

Environmental Quality

House District 3

Judicial Branch

Justice/Attorney General Office

Legislative Services

Local Government

Local Government

Office of Budget and Program Planning

Office of Public Instruction

Private Sector

Public Health and Human Services

Public Service Commission

Secretary of State

Senate

State Auditor

State IT Services Division

June 17, 2021 Minutes

Misty Ann Giles, DOA- Chair
Kevin Gilbertson, State CIO
Jennifer Fielder, PSC

Brian Gootkin, COR
Michael Harris, DOJ
Sean Higginbotham, LGOV Rep

Christi Jacobsen, SOS
Braxton Mitchell, House Rep
Laef Olson, Public Sector Rep

Molly Plummer, SAD
Dale Gow, LEG
Lisa Mader, JUD

Guests

Amy Sassano, GOV
Andy Hanks, SITSD
Annie Murdock, SITSD
Audrey Hinman, SITSD
Bradley Runnion, SITSD
Christie Magill, SITSD
Christie Breland, DOR

Errolyn Lantz, GOB
Fred Sargeson, Tyler Tech
Jason Pekovitch, NIC
Jessica Plunkett, FWP
John McCarthy, DPH
Kari Hahn, SITSD
Kellee English, SOS

Kim Warren, DLI
Lance Wetzel, SITSD
Manuel Soto, DOR
Maryann Costello, SITSD
Mike Bousliman, MDT
Pat Boles, MS
Rawlin Richardson, SITSD

Rian Miller, SITSD
Samantha Mongoven, NIC
Thomas Judge, DPH
Tim Walker, Treinen Asso
Tom Mander, Peraton
Veronica Lamka, Peraton

Welcome

(00:00:04) [Recording](#) Announcement, CIO Support Staff

(00:00:57) Chair Remarks, Misty Ann Giles

(00:01:02) Introductions and Welcome New Members

(00:05:41) Misty Ann Giles made a motion to approve the December 17, 2020 minutes. Motion carried.

(00:03:05) State Chief Information Officer (CIO) Report, Kevin Gilbertson

(00:03:43) Introductions and Welcome New Members

(00:06:39) Information Technology Managers Council (ITMC)

(00:09:50) ARPA Contact Center

Business

Standing Reports

(00:11:08) Project Dashboard Report, Kevin Gilbertson

(00:14:41) Chief Information Security Officer (CISO) Report, Andy Hanks

(00:15:06) Security updates

(00:18:56) Montana Information Security Advisory Council (MT-ISAC) Report

(00:21:04) Chief Financial Officer (CFO) Report, April Grady

(00:21:12) HB 10

(00:21:44) Fiscal Year End

(00:22:24) Acting Chief Technology Officer (CTO) Report, Audrey Hinman

(00:22:41) Technology updates

(00:23:29) Montana Interactive Update

(00:23:58) Okta

(00:25:12) PayZang

(00:25:58) Chief Customer Success Officer Report, Rian Miller

(00:26:09) Customer Success Office Overview

Discussion

(00:27:17) Member Forum/Suggestions, None Reported

(00:27:40) Public Comment, None Reported

(00:28:01) Future Agenda Topics

SITSD Strategy Conference Discussion

Adjournment (00:28:59)

Next Meeting

September 16, 2021

10:00 a.m. to 12:00 p.m.

AGENDA

Welcome

- Recording Announcement, CIO Support Staff
- Chair Remarks, Misty Ann Giles
 - Introductions and Welcome New Members
 - Review and Approve [June 17, 2021 Minutes](#)
- Chief Information Officer Report, Kevin Gilbertson
 - Information Technology Managers Council (ITMC)
 - ARPA Contact Center

Business

- Meeting Effectiveness/Improvements, Kevin Gilbertson
- Operational Overview, Kevin Gilbertson
 - Enterprise IT Financial Workgroup (EITFW) Overview
 - MT-ISAC Report
 - State of Montana Information Technology Strategic Plan
 - Executive Summary Overview

Discussion

- Member Forum/Suggestions
- Public Comment
- Future Priorities

Adjournment

- Next Meeting
 - Thursday, December 16, 2021
 - 10:00 a.m. – 12:00 p.m.
 - Location TBD

MEETING EFFECTIVENESS/IMPROVEMENTS

[2.17.513, MCA. Duties of the Board](#)

Why you Matter to ITB

As senior policy officials, your participation, guidance, and influence will ensure information technology resources are utilized in an organized, deliberative, and cost-effective manner to the benefit of our citizens.

Summary of Key Roles and Responsibilities

- Drafts legislation recommendations to the Governor
- Advises enterprise purchases regarding IT resources
- Drives implementation of emerging technology in state government
- Reviews major budget requests, and rates
- Advises on eGovernment services
- Reviews and approves major IT projects
- Advises department on statewide IT standards and policies
- Assists in drafting the State Strategic Information Technology Plan

OPERATIONAL OVERVIEW

Detailed Discussions/Topics

- [Enterprise IT Financial Workgroup \(EITFW\) Overview](#)
- [MT-ISAC Report](#)
- [State of Montana Information Technology Strategic Plan](#)
- [Executive Summary Overview](#)

ENTERPRISE IT FINANCE WORKGROUP (EITFW) OVERVIEW

The Enterprise IT Financial Workgroup (EITFW) was established as a standing workgroup of the Information Technology Manager's Council (ITMC) to make recommendations regarding the financial impact of existing and proposed enterprise-based IT solutions for the State of Montana.

Mission Statement: EITFW is a multi-agency advisory forum that will provide input on decisions impacting IT service offerings; including rate setting, utilization, and cost recovery.

Goal 1: Review and advise on IT services and their corresponding rates based on need, projected utilization, and estimate of full costs to provide service.

Goal 2: Review and advise on policies and procedures for the cost recovery of centralized IT services provided by SITSD.

Goal 3: Review and advise on guidelines for consistent recording of IT expenses using the IT account codes established in MOM Policy 316.

Goal 4: Collaborate with OBPP to maintain a framework for reporting statewide IT expenditures in Volume 10 of the Governor's Executive Budget.

Goal 5: Provides a forum for collaboration between SITSD and agencies to improve billing efficiency and transparency.

EITFW meets monthly and, after the dissolution of ITMC, will report to ITB quarterly.

The current business items include:

- Implementation of PayZang the new payment portal for eGov services
- Agency implementation of Amplifund grants management software
- IT Financial Management strategic planning
- Budgeting and rate-setting process for the 2025 biennium
- Integrating DocuSign and Adobe Sign into automated workflows

Standing reports include:

- The state ESRI contract and allocations
- Updates on Billing Platform, the new ITSD billing system
- IT grant funding sources, research, and management

EITFW is also responsible for providing input on new services introduced to the enterprise and how the costs for those services will be allocated to the agencies. EITFW was integral in the cost allocation for the ServiceNow implementation.

Future meetings will focus on evaluating rate structure alternatives and implementing components of the IT Financial Management strategic plan. Short-term items to address include enterprise desktop purchasing, IT asset management, and IT investment portfolio management. Long-term goals include an innovation and research and development funding mechanism to prioritize and fund new technologies across the enterprise.

MONTANA INFORMATION SECURITY ADVISORY COUNCIL (MT-ISAC) REPORT

The purpose of the Council is to advise the Governor with respect to a statewide strategic information security program.

Council meetings are on the third Wednesday of the third month each quarter.

- The last meeting was held on September 15, 2021
- The next meeting to be held on December 15, 2021

We are recruiting for workgroup members. Please contact ciosupportstaff@mt.gov if you are interested in serving on one of the following workgroups. Workgroup updates are listed below:

- MT-ISAC Best Practices Workgroup - to collaborate on cybersecurity best practices to be used within the State of Montana.
 - Statewide Virtual Tabletop held (May 19th 9am-noon)
 - Secure Coding Guideline completed
 - SANS Vouchers ordered
- MT-ISAC Girls in Cybersecurity Workgroup - to identify opportunities within Montana to help young women explore their interests in cybersecurity education and careers.
 - Preparing for Kids Safe Online Poster Contest
 - Preparing for CyberStart America
 - Montana K-12 schools
 - Girl Scouts & Boy Scouts
 - Inaugural K-12 security awareness video initiative (boys & girls)
- MT-ISAC Strategic Partnerships Workgroup - to organize strategic partnerships in Montana that benefit the State of Montana's cybersecurity posture.
 - Apply consistent security policies across the state
 - Socialize cybersecurity best practices
 - Establish cybersecurity conference
- MT-ISAC Montana CAREs Workgroup - to coordinate cybersecurity communications, assessment, response, and enhancement services to public institutions in the State of Montana.
 - Initiatives:
 - Communication
 - Assessment
 - Response
 - Enhancement
 - Preparing to present to leadership



State of Montana

IT Strategic Plan

STATE IT STRATEGIC GOALS

In addition to keeping the lights on, IT must grow its capabilities. The following goals are stated in a way that describe the desired future state. For each goal, the CIO Strategy Committee's identified near, mid, and long-term priorities necessary to realize that future. The following sections provide the goals and objectives.

An innovative workforce dedicated to reshaping the way IT Services are delivered

It is important for Montana to attract, develop and retain a modern workforce. Montana has been very fortunate to have a highly skilled and competent workforce working for State government IT. While there has always been competition for talent with private sector, post-pandemic issues are impacting the State's ability to attract and retain qualified people. It is imperative that we find ways to reach out to the next generation of IT professionals and work with our current employees to continuously modernize and safeguard services to the citizens of Montana as new technologies emerge to efficiently and securely provide citizen services.

Near Term

- Develop Career Paths for IT Professionals
- Develop Cross-Training between Agencies
- Develop an IT Leadership Program
- Conduct a study comparing IT spend across state agencies, nearby states, and private sector competitors for talent.

Mid-Term

- Align the Workforce with Strategic Goals
- Modernize operations, creating 30% operational efficiencies to make staff salaries more competitive with the private sector and fund innovation efforts
- Adopt Flexible Workspaces and Policies to Compete with Private Sector
- Develop a Succession Planning Initiative to Prepare for Retirements
- Develop Internship and Apprenticeship Opportunities for Early/New Career Professionals

Long-Term

- Develop Partnerships with Higher Education to Provide Low-Cost Education Opportunities for Employees
- Program for Continuous Anticipated Education and Training to Renew and Reskill

Strategic IT investment empowering delivery of citizen services

The key focus of this goal is to optimize spending for maximum benefit. IT is a significant investment for Montana providing the ability for all agencies to carry out their mission. We need to ensure each dollar is spent in a way that returns the most benefit for citizens. This requires continually improving finance management practices to be transparent and traceable; provide total cost of ownership for operations, assets, and investments; robust and integrated, near real-time reporting; and to allow funding flexibility to provide the best value for the State. This strategic plan should be used as a guide for where and how to strategically invest in IT.

Near Term

- Create Grant Program to Capitalize on Federal IT Grants
- Use the IT Procurement Request Process to Encourage Standardized Applications
- Consolidate Service Catalogues with more descriptive information (total cost, who is using, etc.)

Mid-Term

- Implement portfolio management system to prioritize project investments
- Centralized reporting of all IT projects
- Centralized PC and Peripheral purchasing
- Measured ROI for all investments
- Restructure and simplify service rates
- Tie IT expenditures to business objectives and goals (citizen services) in the procurement process
- Implement vendor management program

Long-Term

- Organize purchasing and development across agencies by product line (e.g. permits, license, identity management, case management, etc.)
- Create an innovation fund or process for flexible funding for short notice utilization to meet emerging business needs

Citizen one-stop shop anywhere, anytime, any device

The State will provide a secure digital access option for all citizen services offered by the State. This requires a digital redesign of our website to have more of a citizen-centered design. This will ensure all citizens have quick, easy, and secure access to government services available to them, use those services, and to easily get the support they need. To make the digital access portal friendlier for citizens, data, information sharing must be allowed between multiple agencies, it is imperative that agencies develop cooperative agreements for data, citizens transactions, empower frontline staff and mitigate the need for citizens to authenticate themselves multiple times.

Near Term

- Identify all citizen services that need to be digitized, including digitizing forms and other materials citizens may currently have to submit by mail or fax
- Implement asset management to help track delivery effectiveness for all software assets
- Define a governance model for mt.gov and associated applications
- Define a cross-agency support model
- Complete single sign on (SSO) implementation for all applications
- Offer mobile options
- Collect more feedback from the public (for example, digital services public townhalls and surveys) and use information to improve citizen services.

Mid-Term

- Create a citizen-centric mt.gov site with a single point of entry for citizens
- Enable business users to develop digital workflow through low code/no code solutions to allow for more timely delivery of services
- Create and implement a state digital identity standard including Master Data Management to allow a minimum shared citizen record to help provide personalized service
- Offer location awareness services to enable rapid delivery of pertinent information and services

Long-Term

- Cross-agency shopping cart
- Implement a consolidated platform with common web services
- Offer one consolidated mobile application for all Montana government services

All enterprise products and services are widely leveraged to provide maximum benefit

Optimize all enterprise products and service deliveries. Ensure architectural principles used are reviewed / approved by executive leadership

Near Term

- Create an Enterprise Architecture team
- Plan for training and support of all enterprise applications
- Require all solutions to go through architectural review to assure they meet current and future state goals and objectives
- Develop a collaborative process for adopting enterprise applications
- Move the State to a “COTS First”, “Cloud Smart” approach
- Continually invest in network connectivity improvements to support operations, in particular, remote locations
- Create a culture that allows “fail fast”

Mid-Term

- Deprecate legacy applications and roll them into enterprise applications
- Implement organization change management methodology within the implementation cycle of all enterprise products
- Share product(s) for automated streamlined business processes (eg., cross-agency permitting application)

Long-Term

- Implement edgeless edge (SD-WAN)
- Create redundant high bandwidth services, ubiquitously

The State's information assets and citizens' data are protected

All of Montana's IT teams are committed to providing secure and resilient services. Cyber threats are ever evolving and becoming more sophisticated. To keep all government held data secure, SITSD will work with agencies to build a culture of awareness, preparedness and resilience through secure processes, technology, and education.

Near Term

- Integrate secure coding practices guidelines
- Register State information systems in RSA Archer
- Implement offensive security program
- Conduct third party independent assessment

Mid-Term

- Consolidate State security operations under state CISO
- Implement monthly compliance assessments
- Integrate security practices into business processes
- Establish cloud, on-premise, and other standard security contract language
- Enhance business continuity and disaster recovery program (more regular cadence)
- Establish statewide ransomware policies

Long-Term

- Implement zero trust architecture
- Partner with legislators to strengthen vendor security requirements

FINANCE EXECUTIVE SUMMARY

SITSD Business Services has worked with agencies to implement a new IT Billing System. SITSD gathered input from agencies on the features, integrations, and functions for a new system that would aid in simplifying and clarifying the billing process. The new system is in production and July invoices have been processed. SITSD continues to work with agencies on any issues that arise as well as working with SITSD ATSB staff to add requested functionality.

The SITSD ITAM group has been working with the ServiceNow team to transfer all SITSD hardware asset data into ServiceNow and is testing capabilities to ensure they meet asset management needs. SITSD is reaching out to agencies that are interested in implementing Hardware Asset Management and developing a schedule for roll out to agencies.

Through EITFW and Customer Support Management, SITSD has gathered challenges surrounding the implementation of PayZang, the new eGov payment portal. SITSD is working with State Accounting Bureau to evaluate merchant fee percentages and to address the noted challenges with the vendor.

SITSD Business Services is working with State Procurement Bureau to develop a vendor management initiative that will create a vendor inventory, implement a vendor classification tool, create a vendor scoring process, and implement a risk profile and assessment tool.

The Enterprise Services and Support Bureau is creating a grants management program and has been working with the technology and security bureaus to develop projects suitable for grant funding. ESSB will work with OBPP on cybersecurity opportunities available through infrastructure funding and will also involve agencies in grant projects when appropriate.

SITSD is in the beginning stages of theorizing a standardized training office. Providing a training officer, or a train the trainer initiative will improve performance, create greater confidence, provide career opportunities, establish in-house training, decrease inequities, ensure skill-based training, etc. This program will include employee orientation and would also guide the emerging leader initiative. Along with the training program SITSD is working to partner with other state agencies, private entities, schools and universities to establish an internship program to grow an IT workforce from within the state of Montana's communities.

SITSD is currently working with EITFW on developing a state-wide IT investment strategy that will improve efficiencies throughout the enterprise. This is a standing agenda item for EITFW to aid the state in defining and establishing common enterprise IT values and priorities. This strategy will allow for priority-based budgeting throughout state IT, implement cost-sharing opportunities, and provide funding for innovation and R&D.

TECHNOLOGY EXECUTIVE SUMMARY

ServiceNow

- The State of Montana hosted a multi-state, multi-agency art of the possible workshop on AppEngine, ServiceNow's low code/no code platform. Thank you to everyone who attended the workshop with SN. It was successful and beneficial for all those who attended. The state is working on licensing options for agencies use of AppEngine.
- The State is working with ServiceNow on a Customer Service Management (CSM) module 90-day success roadmap (training, governance, and adoption) for the CSM deployment. Our goal is to have it out by the end of October or beginning of November. Also, ServiceNow will be providing a demo/workshop to SITSD and agencies to better understand how CSM can Help Information Technology Service Management (ITSM) enable faster deploy time and configuration to agencies.

Microsoft Teams Voice

- SITSD is adding teams voice as an additional phone option alongside the current VoIP system for customers.
- Final design phase will cover long distance handling and phone number transition support.

Microsoft Multi-Factor Authentication (MFA)

- We have started the transition from RSA MFA to Microsoft MFA. We will move 1,000 to 1,500 users that have expiring tokens soon. We'd rather transition them, so we don't have to buy new tokens. We are going to transition in phases by users and not whole agencies.
- We are working with Microsoft to secure funding to provide resources to help with the transition.
- RSA MFA currently cost the State of Montana \$615,000 per year, Microsoft MFA licensing and soft tokens are included in the State's Microsoft agreement. Hard tokens as needed will still need to be paid for by the State.

Okta

- The State is moving from the legacy public single sign on product, ePass Montana, to Okta, a new SaaS product.
- Okta professional services will provide assistance with the configuration for the account conversion between the systems.
- SITSD project managers swill start reaching out to agencies get a schedule worked out as we get closer to conversion go live.

Move to Exchange Online

- All State employees have a license for exchange online included in the Microsoft agreement.
- Completing the project will decrease on prem hardware and maintenance needs.
- The State will end of life on prem Exchange on October 15, 2021. Any mailboxes that have not been moved by October 15, 2021 will be migrated at that time.

SECURITY EXECUTIVE SUMMARY

Threat Environment

- Windows Print Spooler Remote Code Execution Vulnerability
- Recommended Actions:
 - Uninstall the print spooler service
 - Disable the print spooler service
 - Disable client connections to the print spooler
 - Require administrator rights for print driver installation

Vulnerability Scan Results

- Elevating awareness of your application and information system vulnerabilities
- Must address critical and high and exploitable vulnerabilities

Application Patching

- Keep up-to-date on patching your applications
- Looking for 3rd party patching solutions

Behavior-based AV

- Agencies should keep their S1 agents updated to the latest version to avoid bugs and utilize latest features

WAF

- All websites should be behind the enterprise WAF
- Review your WAF policies to ensure they are appropriately configured

Security Awareness Training

- The 2021-22 Security Awareness Training cycle will start on October 1, 2021, and end on May 31, 2022
- State employees will be in one campaign
 - Will be counted for cybersecurity insurance discount
- Contingency Workers will be in another campaign
 - Will not be counted for cybersecurity insurance discount
 - Will allow removals by agencies or by workers by opening SNOW case to Security Awareness
- During the 2020-2021 Security Awareness Training cycle:
 - 93% of enrolled State employees completed the Security Awareness Training
 - 100% of enrolled SITSD employees completed the Security Awareness Training
 - 100% of enrolled SITSD employees completed CJIS Level 4 training
 - 100% of enrolled SITSD employees completed HIPAA training
- Agencies with 75% of employees completing the training will receive the cybersecurity insurance discount from RMTD
- Recommendations to mandate the standard annual security awareness training for network access and specialized privileged access security awareness training for employees with privileged access.

SECURITY EXECUTIVE SUMMARY

Simulated Phishing Campaigns

- We send at least one simulated phishing email to every state employee to increase awareness, enhance knowledge, and monitor risk to the environment.
- The YTD Phish-Prone All Industry Sector average is 3.6%
- The YTD Phish-Prone Government Sector average is 3.7%
- The YTD Phish-Prone State of Montana average is below 1%
- Increasing sophistication of the simulated phishing campaigns

Cybersecurity Awareness Month

- Starts October 1, 2021
- This year's theme is: "Do Your Part. #BeCyberSmart."
- We will send out weekly emails about each week's theme
- Will distribute cybersecurity awareness posters
- SITSD will also create posters for the state training
- Will launch multiple campaigns:
 - Kids Safe Online Poster Contest
 - CyberStart America
 - Montana K-12 schools
 - Girl Scouts & Boy Scouts
 - Inaugural K-12 security awareness video initiative

Nationwide Cybersecurity Review (NCSR)

- All state agencies completed the NCSR for the third year in a row
- MT-ISAC Best Practices reviewed the NCSR data in their September 1st meeting
 - Data is being used on the Governor's dashboard to provide an overview of agency and statewide cybersecurity posture
 - Data was used in the IT Strategic Planning Conference to develop a Deep Dive Review program where we will more closely examine low maturity functions and develop remediation and tracking plans to enhance them

National Governor's Association (NGA) Policy Academy

- One of five states selected by the National Governor's Association
- Montana is focusing on Cybersecurity Workforce Development
- Partnership with Employers, Schools, and State Government
- Have had multiple CORE and HOME team meetings
- Held a workshop with NGA
- Planning workgroup meetings

SECURITY EXECUTIVE SUMMARY

Montana Cybersecurity Enhancement Project 2019 (MT-CEP)

- **2019 HB2 Status Overview**
 - Allocated \$6.3m
 - Spent \$5,609,528
 - Carry forward 148,222
 - Unused \$542,250
 - 12 projects divided into 20 initiatives
 - Not Started = 0
 - Initiated = 0
 - Executing = 3
 - Closed = 17
- **RSA Archer**
 - All general support systems have been registered into Archer
 - All State information systems (including cloud-hosted systems) must be registered in RSA Archer by December 31, 2021
 - We are working to integrate RSA Archer with ServiceNow's Vulnerability Response (VR) module to automate vulnerability response and tracking
- **Enterprise Risk Assessment**
 - Kicked-off on August 6th
 - Completed first round of document requests
 - We will be reaching out to agencies during the next month to discuss your involvement

Montana Cybersecurity Enhancement Project 2021 (MT-CEP #2)

- **2021 HB10 Status Overview**
 - Allocated \$500k
 - Spent \$0
 - Unused \$5k
 - 1 project
 - Not Started = 1
- **CASB**
 - Allocated \$500k for CASB solution
 - Will be kicking off a project for selection and implementation in the Fall/Winter

CUSTOMER SUCCESS EXECUTIVE SUMMARY

ARPA

- The ARPA Contact Center was successfully stood up within a 3-week time period for a June 1 go-live date. We've received over 13,200 visits to arpa.mt.gov since June 1 and nearly 1,700 calls and cases from citizens looking for assistance with ARPA funding. We continue to work closely with agencies to expand the Contact Center knowledge to better support agencies and ensure we can provide the quickest resolution to citizens with questions about the program.

Customer Success

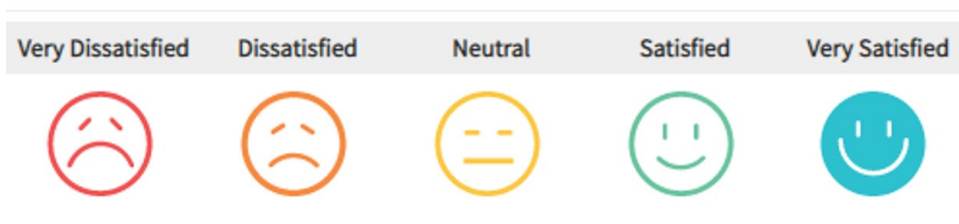
- Customer Success Managers have been assigned to each agency. Their role is to practice strategic relationship management with agency personnel, align budget to goals and priorities, assist with solutions for process improvements, assist in complex tickets and tracking, and to share information widely among agency leadership. We will begin our first Quarterly Business Reviews with agencies in October.

SAFe

- The Scaled Agile Framework (SAFe) encompasses a set of principles, processes, and best practices that helps larger organizations adopt agile methodologies, such as Lean, Kanban, and Scrum, to develop and deliver high-quality products and services faster. SAFe is particularly well-suited to complex projects that involve multiple large teams at the project, program, and portfolio levels. SITSD is working toward implementing SAFe. Program Increment (PI) Planning is a two-day event to establish transparency and collaboration with SITSD, the agencies they serve, as well as key stakeholders. The event is facilitated by SITSD's Release Train Engineer and will result in establishment of a plan for the Program to deliver products to customers over the coming months. SITSD is having several internal pre-workshops to introduce Program Increment planning to our teams, which will help us move closer to using scaled agile framework in our daily operations. The two-day sessions are open to all of SITSD employees. Agency CIOs have also been invited to include their projects in the process.

CSAT Metrics

- SITSD Customer Satisfaction - 4.73 / 5.0
- Citizen Satisfaction - 3.33 / 5.0
 - Note: Due to a few key pieces of feedback from survey responses, we were able to make an adjustment on our automated feedback sent to customers, that will allow them more insight on how we are handling their cases and comment information. This should help the score improve in the future and will provide better service to the citizens.



LEGISLATIVE FINANCE COMMITTEE Q4 CIO REPORT

Exceptions Granted to State Agencies ([2-17-515, MCA](#))

- State CIO, Kevin Gilbertson sent:
 - DOA Director, Misty Ann Giles a denial on May 14, 2021 to the MOM-SITSD-POL- Information Security Policy (Section 2.1.20).
 - STF President, Laurence Hubbard, a denial on May 14, 2021 to the MOM-SITSD-POL- Information Security Policy – Appendix A (Baseline Controls (AC11-1)).
 - STF President, Laurence Hubbard an approval on May 14, 2021 to the MOM-SITSD-POL- Information Technology Life Cycle (ITLC) Policy.
 - DPHHS Director, Adam Meier a conditional approval on May 14, 2021 to the MOM-SITSD-POL-Online Electronic Payment Processing Policy.
 - DPHHS Director, Adam Meier an approval on June 21, 2021 to the MOM-SITSD-POL-Secured eGovernment Service Access Policy.
 - DNRC Director, Amanda Kaster a conditional approval on June 17, 2021 to the MOM-SITSD-POL-Information Technology Procurement Request (ITPR) Policy (Section III, B; and Appendix A Section C).

Information Technology Projects ([2-17-512, MCA](#) and [2-17-526, MCA](#))

- The information technology project portfolio report, supplemental reports, and post implementation reports are located at <https://lfcreports.mt.gov>.

Policy Changes ([5-12-205, MCA](#))

- None to report

Information Technology Procurement Requests (ITPR)

- Total Number of ITPR's – 361
- Denied ITPR's – 1
- Total Costs – \$71,590,400.32
- Annual Ongoing Cost – \$31,054,899.82
- ITPR's with \$0.00 Cost – 45

Agency Procurement Report

- Total number of IT items purchased – 1,905
- Total cost - \$2,528,435.800
- Agencies –COR, FWP, DOR, MSF, TRS, DOJ
- Items Include - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS, etc.

LEGISLATIVE FINANCE COMMITTEE – Q4 PROJECT PORTFOLIO SUMMARY

Agencies reported 39 projects. The project dashboard is located here: <https://lfcreports.mt.gov>.

3 Black Overall Health Status (This status is defined as a project that has been funded but does not have a charter or security plan in place)

- DEQ Coal Information Management System (CIMS)
- HHS MFSIS Phase 2
- LIV Interface Systems Upgrade

2 Yellow Overall Health Status (Supplemental Reports Located in Dashboard)

- LEG House/Senate Chamber Automation
- SOS ElectMT

5 Red Overall Health Status (Supplemental Reports Located in Dashboard)

- HHS CAPS Mainframe to MidTier Transition
- HHS MPATH – Provider Services
- HHS MPATH – Care Management Module
- HHS SEARCHS Mainframe to MidTier Transition
- STF Insurance Policy and Billing System Replacement

7 Total Closing Projects

- DOJ Criminal Justice Information Network (CJIN) System Replacement
- HHS CHIMES COVID-19 Policy and Procedure Change
- HHS CHIMES IVR-Phone Workload Relief & Fraud, Waste, and Abuse Alerting
- HHS Prevention, Detection and Monitoring of Medicaid Fraud, Waste and Abuse
- HHS Process, Automation, and Efficiency Enhancements
- HHS WellSky VocRehab
- STF Enterprise Data Catalog and Unstructured Extraction Framework

3 Closed Projects (Post-Implementation Reports Located in Dashboard)

- DOJ Montana Enhanced Registration & Licensing Information Network (MERLIN) Driver Modernization
- DLI ERD Integrated Case Management (ICM) system – Phase 1
- SOS Registry Integration System