



June 23
2022

QUARTERLY
REPORT

INFORMATION
TECHNOLOGY
BOARD

MEETING OVERVIEW



Thursday, June 23, 2022



10:00 a.m. – 12:00 p.m.



[March 24, 2022 Meeting Recording](#)



Members

Misty Ann Giles – Chair

Brian Gootkin

Chris Dorrington

Representative Braxton Mitchell

Beth McLaughlin

Michael Harris

Vacant

Arthur Pembroke, Montana Association of Counties

Sean Higgenbotham, Cascade County

Ryan Osmundson

Vacant

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

March 24, 2022 Minutes

Members Present

Kevin Gilbertson, Acting Chair	Christi Jacobsen, SOS	John Daughtry, COR	JP Pomnichowski, SEN
Chris Dorrington, DEQ	Braxton Mitchell, Rep	Jennifer Fielder, PSC	Amy Sassano, GOV
	Michel Sweeny, SAO	Susan Fox, LEG	

Guests

Adam Carpenter, DOA	Chad Williams	Kari Hahn, SITSD	Michelle Hauer, DEQ
Andy Hanks, SITSD	Christie Breland, DOR	Katherine Guenther, LEG	Molly Plummer, SAO
Annie Murdock, SITSD	David Barcroft, SHI	Kellee English, SOS	Oliver Hudgins, SITSD
April Grady, SITSD	David Swenson, MPERA	Kim Warren, DLI	Pat McGlenn, CompuNet
Audrey Hinman, SITSD	Denise Adamson, SITSD	Maryann Costello, SITSD	Phillip English, PSC
Bradley Runnion, SITSD	Errolyn Lantz, GOV	Matt Overstreet, Gartner	Rawlin Richardson, SITSD
Buddy Hanrahan, LIV	Fred Sargeson, NIC	Matt Van Syckle, SITSD	Rennan Rieke, MHS
Carrie Albro, HHS	Fredrick Gow, LEG	Rich Vimpany, DOA	Rian Miller, SITSD
	Samantha Mongoven, NIC	Christi Jacobsen, SOS	Robert Finstad, DOR
		Tim Walker	

Welcome

(00:00:03) Recording Announcement, CIO Support Staff

- (00:01:02) Introductions

(00:03:32) Chair Remarks, Kevin Gilbertson

- (00:04:03) Chris Dorrington made a motion to approve the [December 16, 2021 Minutes](#). Michael Sweeney seconded the motion. Motion Carried.

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

Business

(00:05:11) Meeting Effectiveness/Improvements, Kevin Gilbertson,

(00:05:40) Operational Overview, Kevin Gilbertson

- (00:05:55) Enterprise IT Financial Workgroup (EITFW) Overview, April Grady
- (00:07:25) Rates Workgroup Overview, April Grady
- (00:13:10) MT-ISAC Report, Andy Hanks
 - **(00:19:52) Action Item:** Submitting nominations for the Governor's approval.
 - (00:22:45) Program Increment Planning, Kevin Gilbertson- Rian Miller

(00:27:19) Executive Summary Overview

- (00:27:36) Finance Executive Summary, April Grady
- (00:34:27) Technology Executive Summary, Matt Van Syckle
- (00:43:59) Security Executive Summary, Andy Hanks
- (00:56:34) Customer Success Executive Summary, Rian Miller

Discussion

(01:02:05) Member Forum/Suggestions

- Hybrid Meetings.

(01:05:19) Public Comment

(01:05:56) Future Priorities

- Hardware Procurement RFP update.

Adjournment

((01:06:53) Commissioner Fielder motioned to adjourn the meeting. Meeting adjourned.

AGENDA

Welcome

- Recording Announcement, CIO Support Staff
 - Introductions
- Chair Remarks, Misty Ann Giles
 - Review and Approve [March 23, 2022 Minutes](#)
- Chief Information Officer Report, Kevin Gilbertson
 - Security Centralization

Business

- Operational Overview, Kevin Gilbertson
 - Enterprise IT Financial Workgroup (EITFW) Overview
 - Hardware Procurement
 - Rates Workgroup Overview
 - MT-ISAC Report
 - Program Increment Planning
 - Executive Summary Overview

Discussion

- Member Forum/Suggestions
- Public Comment
- Future Priorities

Adjournment

- Next Meeting
 - Thursday, September 22, 2022
 - 10:00 a.m. – 12:00 p.m.
 - Location TBD

OPERATIONAL OVERVIEW

Detailed Discussions/Topics

- [Enterprise IT Financial Workgroup \(EITFW\) Overview](#)
- [MT-ISAC Report](#)
- [Program Increment \(PI Planning\)](#)
- [Executive Summary Overview](#)
- [Q3 LFC CIO Report](#)
- [Q3 LFC Project Portfolio Summary](#)

ENTERPRISE IT FINANCE WORKGROUP (EITFW) OVERVIEW

The Enterprise IT Financial Workgroup (EITFW) is a standing workgroup of the Information Technology Board 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 reports to ITB quarterly.

EITFW has established two committees to review the current rate structure for IT services (Rates Committee) and to brainstorm funding sources for innovation and modernization in IT across the enterprise (Innovation Committee). SITSD will be proposing a Business User bundle rate at the next Rates committee meeting for review. There will be two or three tiers of Business User bundles to fit all staff needs. The Innovation committee will be developing a survey and communications plans for agencies to submit IT modernization and efficiency requests for review by the committee for prioritization.

The current business items include:

- Establishing resources and form inventories for agencies to begin their 100% digital projects
- Budgeting and rate-setting process for the 2025 biennium
- Centralized desktop purchasing
- Implementing an IT financial management system
- Creation of Organizational Change Management section in SITSD for business user adoption of new technologies.

Standing reports include:

- The state ESRI contract and allocations
- Updates on Billing Platform, the ITSD billing system

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.

Future meetings will focus on implementing components of the IT Financial Management strategic plan. Short-term items to address include IT asset management, and IT investment portfolio management

MONTANA INFORMATION SECURITY ADVISORY COUNCIL (MT-ISAC) REPORT

The Montana Information Security Advisory Council (MT-ISAC) was established in 2015. The council serves at the pleasure of the Governor and consists of fifteen to twenty Council members, representing the various State and Federal agencies, local governments, universities, K-12 schools and private entities. The Governor appoints the Council members and the Chair. The purpose of the Council is to advise the Governor with respect to a statewide strategic information security program.

Website: <https://sitsd.mt.gov/Governance/Boards-Councils/MTISAC/>

- The last meeting was June 1, 2022
- The next meeting is September 7, 2022

Last meeting agenda

- NGA Policy Academy (Cybersecurity Workforce Development), Andy Hanks
- Centralizing Cybersecurity, Andy Hanks
- Security Strategic Plan, Andy Hanks
- SOS, Statewide, and SITSD Tabletop Exercises, Rich Vimpany
- Enterprise Risk Assessment, Rich Vimpany

Workgroup updates

- **MT-ISAC Best Practices Workgroup**
- Launched 2021-22 Nationwide Cyber Security Review (NCSR)
- Scheduled next Statewide Virtual Tabletop results
- **MT-ISAC Girls in Cybersecurity Workgroup**
- Completed Kids Safe Online Poster Contest for K-12 schools
- Continued CyberStart America for K-12 schools and Cyber FastTrack for colleges
- Planning Security Awareness video initiative for K-12 schools
- **MT-ISAC Strategic Partnerships Workgroup**
- Apply consistent security policies across the state
- Socialize cybersecurity best practices
- Establish cybersecurity conference
- **MT-ISAC Montana CAREs Workgroup**
- Multi-agency workgroup to serve public institutions in Montana
- Planning for Communication, Assessment, Response, and Enhancement services

Current Topics

- Northwestern Energy Cyber Program and Threat Hunting Team, Jeanne Vold
- Known Exploited Vulnerabilities CISA Catalog, Joe Frohlich
- Montana Cybersecurity Enhancement Project (MT-CEP), Andy Hanks
- State and Local Cybersecurity Grant Program (IIJA), Andy Hanks
 - Cyber Security Planning Committee

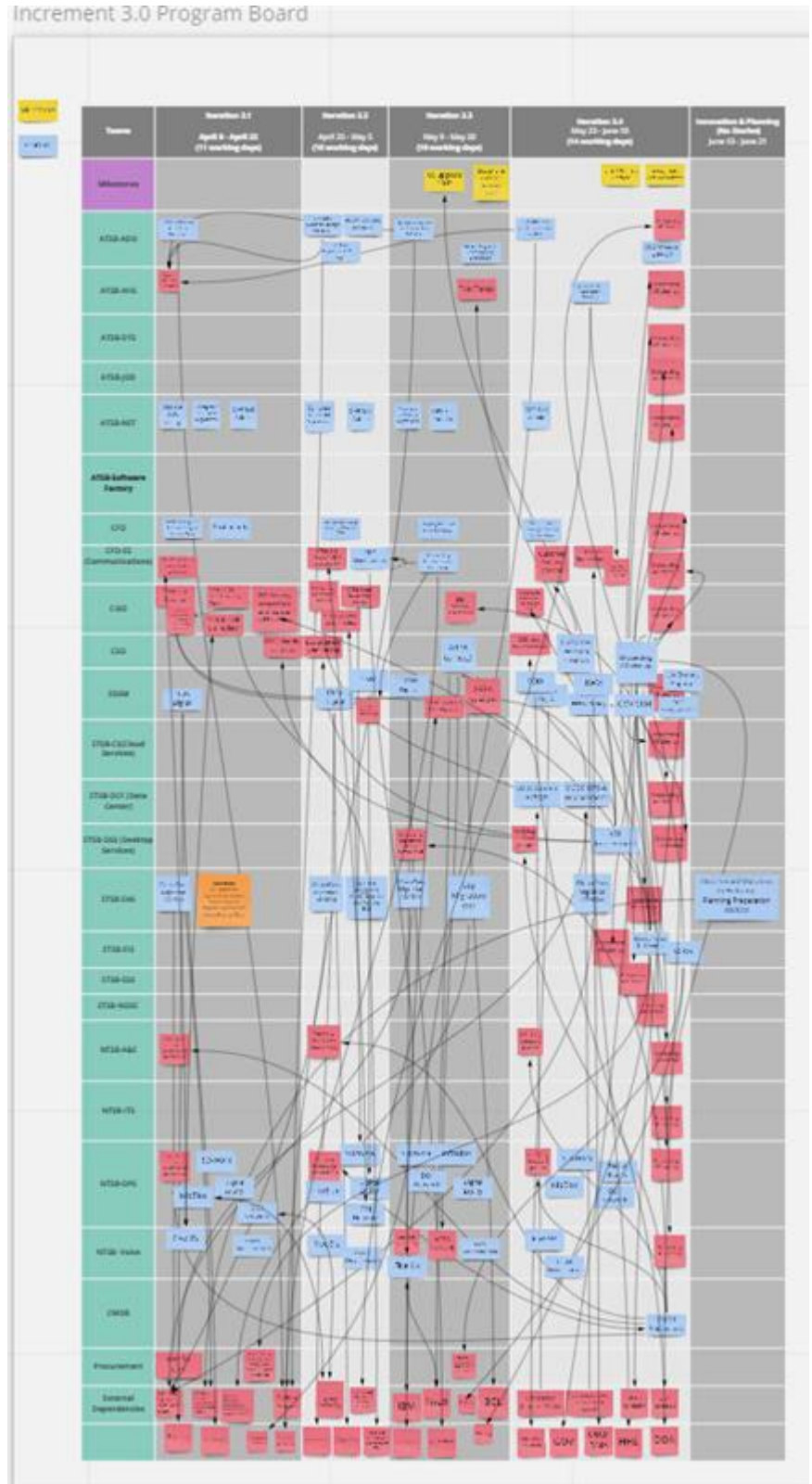
Current Action Items

Action items to complete before the next meeting:

- Finalize Council Member nominations to Governor for appointment
- Approve Operating Papers
- Appoint workgroup chairs

SITSD Program Increment (PI) Planning

A Program Increment (PI) is a timebox during which an Agile Release Train (ART) delivers incremental value in the form of working, tested software and systems. PIs are typically 8-12 weeks long. The most common pattern for a PI is four development Iterations, followed by one Innovation and Planning (IP) Iteration.



FINANCE EXECUTIVE SUMMARY

The SITSD ITAM has implemented software asset management in ServiceNow. ITAM staff is testing data and workflows. SITSD has asked interested agencies to reach out to Denise Adamson to start the implementation process.

SITSD Business Services is developing 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.

SITSD has joined the IJJA grant workgroup established through the Governor's office and had established a role which will work with OBPP on cybersecurity opportunities available through infrastructure funding.

The Executive Services and Support Bureau (ESSB) has standardized a communications plan within SITSD to ensure customers and end-users are receiving all pertinent information in a clear and concise format. Communications has been identified as a dependency on numerous projects so SITSD is posting Communications Coordinator position that will take on communication planning and development. This role will also implement an OCM methodology to optimize business processes for end-users by creating the communications plan, implementing the plan, helping draft template communications for agency rollout, and enhancing adoption efforts through training.

SITSD has hired a training officer to improve performance, create greater confidence, provide career opportunities, establish in-house training, decrease inequities, ensure skill-based training and upskilling for employees. This program includes employee orientation and guides the emerging leader initiative. Andrea Gordon has already created a fun learning environment on Teams, issued a survey to staff regarding training needs, orchestrated three leadership trainings to managers and staff, and created an onboarding handbook and improved process. The training office will also be developing a social strategy to make SITSD a sought-after place to work.

Along with the training program SITSD is working to partner with other state agencies, private entities, schools and universities to establish a program to grow an IT workforce from within the state of Montana's communities. SITSD has started internships with two students from Carroll College for the spring 2022 semester, that have extended into summer, and hopes to expand the program to more students in their last year or semester in all Montana schools who would be willing to work for SITSD in a training assignment to help establish their careers.

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 modernization and R&D. EITFW has also established a work group to focus on the state's IT rate structure.

TECHNOLOGY EXECUTIVE SUMMARY

ServiceNow

All agencies have completed their migration from ServiceNow ITSM to CSM.

The Department of Commerce is finishing up their 100% digital project with the help of multiple agencies at the end of June. After the completion of the project information of recommended roles, templates and other key artifacts will be provided to agencies.

End of Life Products and Services

Epass Montana end of life is June 30, 2022. All agencies must complete the conversion to Okta by that date. Extensions past June 30 require an approved exception request and will cost \$6,000 per month to cover the cost of keeping ePass up and running.

There are a lot of important dates coming up for end-of-life software, they are listed on IT dates to watch. <https://itdates.mt.gov/>.

New Voicemail System

The State's new voicemail system went live on June 20, 2022. Old voicemails will be saved for 30 days, after that they will be permanently deleted. Some of the new features are a web-based UI that allows employees to manage their voicemail box and reset their voicemail password. One item to notice is that for the employee to use those functionalities they must have a valid personal email address listed in active directory. If they do not, the employee can manage their voicemail the traditional way from the desk phone. For voicemail password resets they will need to work with their agency helpdesk to submit a case to the voice team.

New Cloud Contact Center

The State has implemented a new cloud contact center and will start the planning and transition process in the next PI planning process. The goal is to have all new contact centers built on the new contact center while working on transitioning current contact centers. Agencies should work on using this as an opportunity to do some business process reviews on their contact centers. The Avaya contact center was cost recovered as an ala cart service for contact center features. The new contact center will be cost recovered using two bundled options, Basic and Advanced. The State will continue to use Avaya for VoIP phone service.

Software Factory

SITSD has stood up it's first software factory team. This new development process relies heavily on the software factory reference design from the DOD and will also make use of paired programming. Software will be deployed using micro services all deployed on containers. Work has started on the first eight projects that will enable testing, training, and learning for agile improvement.

SECURITY EXECUTIVE SUMMARY

Accomplishments and Priorities

- Drafted cloud security assessment and responsibility matrix
- Held a couple of continuity planning sessions with DES
- Registered information systems in GRC tool
- Completed the State's cybersecurity insurance application
- Revied updated information security policy
- Stated planning for Zero Trust Network Architecture
- Continued planning for IIJA State & Local Cybersecurity Grant program
- Continued planning for centralizing Executive Branch cybersecurity
- Completed NICE Framework assessment of all cybersecurity staff
- All State agencies completed the Nationwide Cyber Security Review (NCSR)

Annual Security Awareness Training

- The 2021-22 cycle completed on May 31, 2022
- 96% of State employees completed the 2021-22 Annual Security Awareness Training
 - Executive: 96%
 - Judicial: 95%
 - Legislative: 99%
- All State agencies qualified for the cybersecurity insurance discount from Risk Management & Tort Defense

National Governor's Association - 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 Government
- Selecting workgroup chairs and scheduling workgroup meetings
- Draft report due by August 31, 2022
- Final report due by October 31, 2022
- Met with Indiana's workforce development team on May 12, 2022
- Held team meetings on May 16 and June 13, 2022
- Next meeting on June 27, 2022

2019 HB2 Status Overview

- Allocated \$6.3m (Spent \$5,609,528, Accrued \$389,616, Remaining \$187,548)
- 12 projects divided into 20 initiatives (3 executing, 17 closed)

As of May 16, 2022	COMPLETED	TARGET	ACCRUED	EXPENDED	REMAINING
CMDB & SecOps	65%	31-Dec-22	94,676	92,893	1,784
Enterprise Risk Assessment	60%	31-Oct-22	269,940	161,964	107,976
RSA Archer GRC	95%	31-Dec-22	25,000	3,250	21,750
TOTAL			389,616	258,107	131,510

2021 HB10 Status Overview

- Allocated \$500k (Spent \$0)
- 1 project (1 initiating)
- Cloud Access Security Broker (CASB), 1% completed, targeting December 31, 2022 for completion, \$500k budgeted, \$0 expended, \$500k remaining.

OPERATIONS EXECUTIVE SUMMARY

The newly created Operations Office consists of portions of the previous Customer Success Office and Enterprise Technology Services Bureau which was within the Technology Office. The new organization contains the following work sections.

- ARPA Contact Center
- SITSD ServiceDesk
- Customer Success Managers
- Network Operations and Security Center (NOSC)
- Desktop Support

ARPA Contact Center

The contact center continues to take calls and cases from citizens. Monthly statistics from the program:

- 2,452 visits to ARPA.mt.gov, 9,579 pageviews
- 16,083+ FAQ views
- Over 7,013 cases opened (email and phone) – Currently have 363 open cases
- Highest viewed pages (other than home): Housing and Rental Assistance (48.44% of views), Water and Sewer (32.75% of views), Communications (13.88% of views)

We continue to work with agency ARPA programs to find additional ways to support our agency partners and help citizens navigate benefits available to them.

- ARPA CSAT Score: 3.48/162
- Up .02 points since April

Positive Citizen Feedback:

- “The whole connect MT team have been absolutely great to work with!”
- “This has been the most helpful program. It really takes care of your needs”
- “Very pleased and so appreciative of all the help received through this program!”

SCCM

The SCCM (System Center Configuration Manager also known as Microsoft Endpoint Manager) is a Desktop Management Suite that gives agencies the ability to utilize SITSD's SCCM infrastructure to manage their Windows desktop devices. The recently implemented CMG provides a simple way to manage clients over the internet. CMG acts as an internet-based distribution point that provides many of the same features available to on prem devices. SCCM in combination with the CMG sets up a path for co-management and eventual migration to the cloud-based Intune service.

VDI

VDI (Virtual Desktop Infrastructure) allows end users access to virtual, instant clone style workstations from nearly any computing device that has access to the internet. SITSD recently started a VDI enhancement project that aims to improve the end user experience by reducing logon times, increasing application virtualization capabilities and increasing hardware resource availability.

Customer Success

Customer Success Managers continue to work with agencies to form stronger strategic partnerships. Current focus has been on IT Strategic Plans, budgets, and the digital challenge. We continue to support agencies in meeting their goals, objectives, and priorities. The Customer Success Managers program continues to improve as we adopt SaFe Agile practices in our daily functions.

LEGISLATIVE FINANCE COMMITTEE

Q3 CIO REPORT

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

- State CIO, Kevin Gilbertson sent:
 - HHS Director, Adam Meier, a conditional approval on January 11, 2022, to the MOM-SITSD-POL-Information Technology Life Cycle (ITLC) Policy.
 - DOC Director, Scott Osterman, a conditional approval on February 15, 2022, to the MOM-SITSD-POL-Secured eGovernment Service Access Policy.
 - STF President, Laurence Hubbard, a conditional approval on March 21, 2022, to the MOM-SITSD-POL-Information Security Policy-Appendix A (Baseline Security Controls).

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 ITPRs – 217
- Denied ITPRs – 0
- Total Costs – \$18,819,889.18
- Annual Ongoing Cost – \$4,107,686.16
- ITPRs with \$0.00 Cost – 38

Agency Procurement Report

- Total number of IT items purchased – 1,269
- Total cost - \$4,563,920.98
- Agencies – COR, FWP, ART, STF
- Items Include - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS, etc.

LEGISLATIVE FINANCE COMMITTEE Q3 PROJECT PORTFOLIO SUMMARY

Agencies reported 33 projects.

The project dashboard is located here: <https://lcreports.mt.gov>.

- **1 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)
 - HHS - MFSIS Phase 2
- **3 Yellow Overall Health Status** (Supplemental Reports Located in Dashboard)
 - COR – Electronic Health Records System
 - DEQ - Coal Information Management System (CIMS): Phase 1
 - HHS – MPATH-Care-Management-Release-2
- **3 Red Overall Health Status** (Supplemental Reports Located in Dashboard)
 - HHS - MPATH – Care Management Module-Release 1
 - MDT - Program & Project Management System (PPMS)Post
 - STF - Insurance Policy and Billing System Replacement
- **7 Total Closing Projects**
 - DOR – Cannabis Control Division IT System
 - DLI – ERD Integrated Case Management (ICM) System – Phase 2
 - LEG - House/Senate Chamber Automation Project
 - MDT – Montana Reference Network Pilot Migration
 - HHS – MPATH – Provider Services
 - HHS – MPATH – Release 1
 - STF - Insurance Policy and Billing System Replacement
- **0 Closed Projects** (Post-Implementation Reports Located in Dashboard)