



September 22,  
**2022**

# QUARTERLY **REPORT**

INFORMATION  
TECHNOLOGY  
BOARD

## MEETING OVERVIEW



Thursday, September 22, 2022



10:00 a.m. – 12:00 p.m.



[June 23, 2022 Meeting Recording](#)



Members

### Misty Ann Giles – Chair

Brian Gootkin

Chris Dorrington

Representative Braxton Mitchell

Beth McLaughlin

Michael Harris

Jerry Howe

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

## June 23, 2022 Minutes

### Members Present

Kevin Gilbertson, Acting Chair-  
St CIO  
Michelle Hauer, DEQ  
John Daughtry, COR  
Jeff Slavick, LGR

Lisa Mader, JUD  
Braxton Mitchell, Rep  
Laef Olson, Private Rep.

Jennifer Fielder, PSC  
Jerry Howe, LEG  
Dale Gow, LEG

JP Pomnichowski, SEN  
Michael Harris, DOJ  
Arthur Pembroke, MAC

### Guests

Amy Sassano, OBPP  
Annie Murdock, SITSD  
April Grady, SITSD  
Ashley Downing, SITSD  
Audrey Hinman, SITSD  
Becky Webb, NTTDATA  
Bradley Runnion, SPB  
Buddy Hanrahan, LIV  
Carrie Albro, DPHs

Christie Breland, DOR  
Christie Magill, SITSD  
Dave Johnson, SITSD  
David Swenson, MPERA  
Denise Adamson, SITSD  
Errolyn Lantz, GOV  
Fred Sargeson, Tyler  
Jessica Plunkett, FWP  
Michel Sweeny, SAO

Kari Hahn, SITSD  
Kellee English, SOS  
Kim Warren, DLI  
Manuel Soto, DOR  
Maryann Costello, SITSD  
Michele Snowberger, SITSD  
Pat McGlenn, CompuNet  
Patricia Trooien, PSC

Phillip English, PSC  
Rawlin Richardson, SITSD  
Rennan Rieke, HIS  
Rich Vimpany, SITSD  
Samantha Mongoven, NIC  
Sarah Bartow, DOA  
Veronica Lamka, Peraton

### Welcome

- (00:00:04) Recording Announcement, CIO Support Staff
  - (00:01:03) Introductions
- (00:04:21) Chair Remarks, Kevin Gilbertson, Acting
  - (00:06:51) Michael Sweeney made a motion to approve the [March 23, 2022 Minutes](#). Jeff Slavick seconded the motion. Motion carried.
- (00:07:48) Chief Information Officer Report, Kevin Gilbertson
  - (00:07:53) Security Centralization

### Business

- (00:12:31) Operational Overview, Kevin Gilbertson
  - (00:12:43) Enterprise IT Financial Workgroup (EITFW) Overview, April Grady
    - (00:20:14) Hardware Procurement
    - (00:25:39) Rates Workgroup Overview, April Grady
- (00:26:21) MT-ISAC Report, Rich Vimpany
  - (00:32:00) Program Increment Planning, April Grady, Kevin Gilbertson

### Executive Summary

- (00:36:46) Executive Summary , April Grady
- (00:41:02) Technology Executive Summary, Audrey Hinman
  - (00:42:56) Software Factory
- (00:46:02) Security Executive Summary, Rich Vimpany
- (00:48:29) Operations Executive Summary, Dave Johnson
- (00:53:27) LEG Finance Q3 CIO Report, Kevin Gilbertson

## June 23, 2022 Minutes Continue

### Members Present

Kevin Gilbertson, Acting Chair-  
St CIO  
Michelle Hauer, DEQ  
John Daughtry, COR  
Jeff Slavick, LGR

Lisa Mader, JUD  
Braxton Mitchell, Rep  
Laef Olson, Private Rep.

Jennifer Fielder, PSC  
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Dale Gow, LEG

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Dave Johnson, SITSD  
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Errolyn Lantz, GOV  
Fred Sargeson, Tyler  
Jessica Plunkett, FWP  
Michael Sweeny, SAO

Kari Hahn, SITSD  
Kellee English, SOS  
Kim Warren, DLI  
Manuel Soto, DOR  
Maryann Costello, SITSD  
Michele Snowberger, SITSD  
Pat McGlenn, CompuNet  
Patricia Trooien, PSC

Phillip English, PSC  
Rawlin Richardson, SITSD  
Rennan Rieke, HIS  
Rich Vimpany, SITSD  
Samantha Mongoven, NIC  
Sarah Bartow, DOA  
Veronica Lamka, Peraton

### Discussion

- (00:57:48) Member Forum/Suggestions
- (01:00:39) Public Comment
- (01:01:07) Future Priorities
  - Infrastructure Investment Jobs Act.
  - Security Centralization Benefits.
  - ServiceNow Feedback on Usability.
  - Commerce 100% Digital Applications
  - Emergency equipment backup on hand.

**Adjournment** (01:07:32) Michael Harris made a motion to adjourn the meeting. Jennifer Fielder seconded the motion. Motion carried.

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

## AGENDA

### Welcome

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

### Business

- Commerce 100% Digital Update, Angie Miller
- Operational Overview, Kevin Gilbertson
  - Infrastructure Investment Jobs Act
  - Security Centralization Benefits
  - Zero Trust Working Group Proposal
  - 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, December 15, 2022
  - 10:00 a.m. – 12:00 p.m.
  - Location TBD

## OPERATIONAL OVERVIEW

Detailed Discussions/Topics

- [Commerce 100% Digital](#)
- [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](#)

## COMMERCE 100% DIGITAL

The goal of this project was to bring individuals together to get an agency to 100% digital by the end of Fiscal Year 2022. However, the objectives behind this goal were more than a launch of digital transformation. While all agencies share this challenge, there were no best practices to create a shared approach. A key objective of this project was to create that best practice blueprint for agencies. Additionally, a cross agency team was needed to get input and provide experience to more agencies, as well as meeting an aggressive timeline.

Commerce had already completed a process inventory and many processes were already digital, which left 9 processes to digitize through the project. This scope fit the need to make the date achievable while having enough diverse tasks for best practices.

### Scope

The scope of the project included internal and external processes owned by Commerce. Any process owned by another agency and shared across the state was out of scope for this project. For example, human resource forms were out of scope, as State HR will be digitizing them. In the end, digital transformation was done on 9 processes:

- Virginia City / Nevada City train reservation
- Grant Management Applications
- Research Information Services Requests
- Information Technology Onboarding / Offboarding
- Fiscal Requests
- Communication Requests
- Contract Approval
- Purchase Request
- Travel Request

### Timing

Between the first discussion through to completion was 5 months. The first month was determining the project team, scope, and approach. The second month was spent in gathering specific requirements for each process. The remaining three months were spent finalizing requirements, development, and testing. The aggressive timeline provided the foundation for a best practice blueprint; however, it did leave less time for cross training.

### Resources

Participation included 45 individuals from 6 agencies and 3 vendors and was led by a project manager from MDT, Elle Arredondo. These individuals included business customers and IT team members from Commerce, SITSD, DEQ, MDT, DNRC, and DLI. The vendors were focused on specific process for the train reservation and grant management.

### Next Steps

The aggressive timeline required the team to keep scope down to basic requirements. This has allowed the team to start using the digital processes and determine what works well and what doesn't. Commerce is now working on phase 2 of digital transformation and focusing on one to two processes at a time.

## 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). The rates committee has reviewed the proposed rates for the 2025 biennium. SITSD will proceed with submitting the proposed rates for legislative approval during the 2023 legislative session. SITSD is also engaging with a vendor to assess the current rate structure and service catalog so allow the state to invest in off the shelf or cloud billing and budgeting systems.

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. SITSD is also submitting a HB 10 request for an IT modernization fund to aid agencies in the 100% digital effort.

The current business items include:

- Reviewing the 100% digital roadmap, once published, for agencies to begin their 100% digital projects
- Discovery for an enterprise e-signature solution
- Centralized desktop purchasing volume surveys to agencies
- Inventory requirements for biennial reports
- Strategic conference update-wrap up meeting is scheduled for early November
- HB 10 request reviews for 2023 legislative session
- Organizational Change Management-posting for Business Transformation Manager and Instructional Designer to lead the effort

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.



# 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 September 7, 2022
- The next meeting is December 7, 2022

## Business

- NGA Policy Academy (Cybersecurity Workforce Development), Andy Hanks
- Security Consolidation, Andy Hanks
- Security Strategic Plan, Andy Hanks
- SITSD and Statewide Tabletop Exercises, Andy Hanks
- SITSD TTX: 9am – 1pm on October 12, 2022
- Statewide TTX: 9am – 1pm on November 9, 2022
- Enterprise Risk Assessment, Andy Hanks

## Working Group Reports

- Best Practices Workgroup, Andy Hanks
  - Discussed Table Top Exercises (TTX)
  - Discussed objectives for the Cybersecurity Committee in the IT Strategic Conference
- Girls in Cyber Security Workgroup, Andy Hanks
  - Planning for Kids Safe Online Poster Contest (K-12 students)
  - Planning for CyberStart America (high school students)
  - Planning for Cyber FastTrack (college students)
  - Planning Security Awareness video initiative (state employees)
- Strategic Partnerships Workgroup, Andy Hanks
  - Apply consistent security policies across the state
  - Socialize cybersecurity best practices
  - Establish cybersecurity conference
- Montana CAREs Workgroup, Andy Hanks
  - Multi-agency workgroup to serve public institutions in Montana
  - Planning for Communication, Assessment, Response, and Enhancement services

## Current Topics

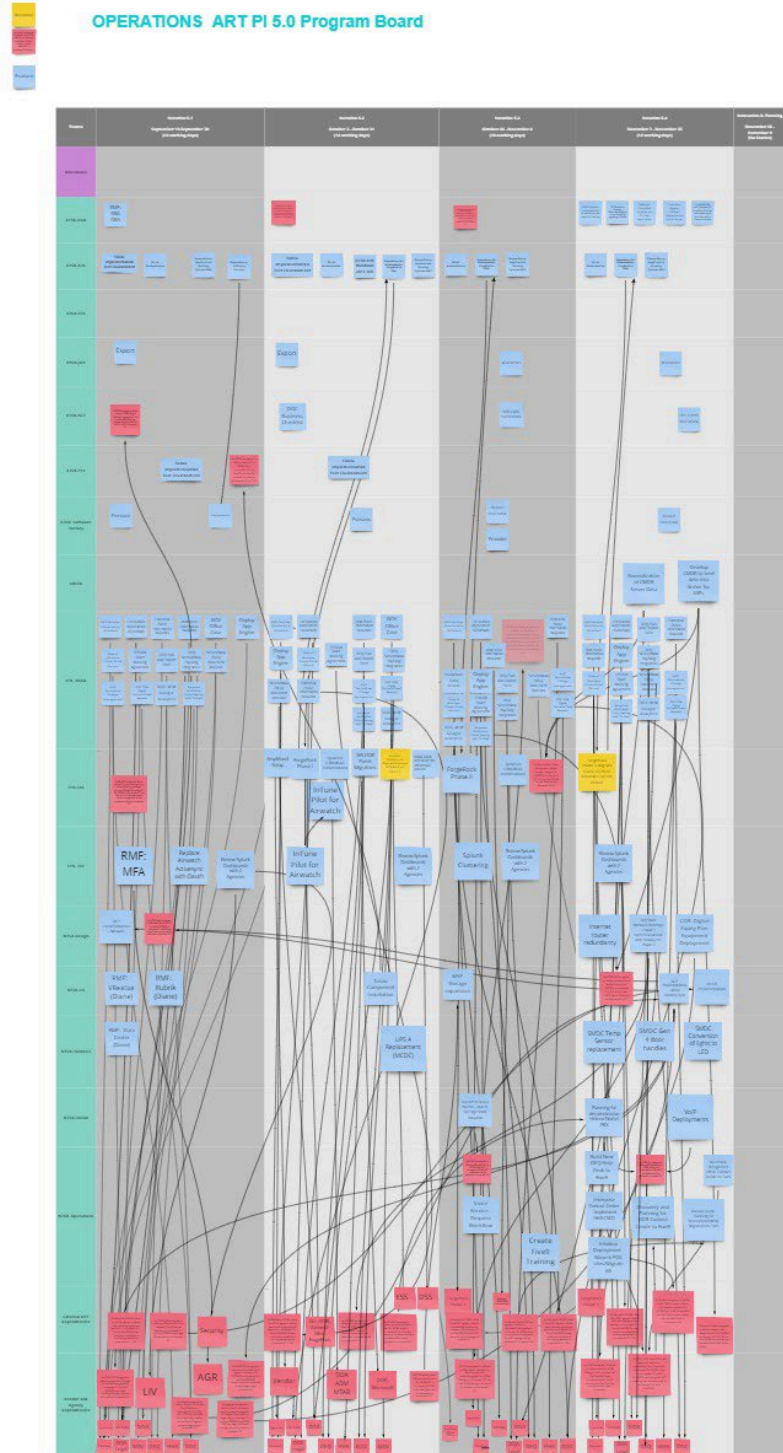
- IRS Audit, Margaret Kauska
- State and Local Cybersecurity Grant Program (IIJA), Andy Hanks
  - Waiting for the Notice of Funding Opportunity (NOFO)
  - Forming the Cyber Security Planning Committee

## Action Items

- 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.



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## FINANCE EXECUTIVE SUMMARY

The SITSD ITAM has implemented software asset management in ServiceNow. ITAM staff is testing data and workflows. ITAM is collaborating with the training coordinator to develop end user training for agency onboarding.

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 is also implementing a customer survey rating vendor performance, coinciding with contract milestones.

SITSD has joined the IIJA 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. SITSD is looking forward to creating a communications and business support section. This section will support business needs within SITSD and oversee grant management and communications within SITSD. This section will also assist in PI planning by developing communications plans, implementing the plans, and helping draft template communications for agency rollout.

SITSD has posted a Business Transformation Manager position that will take on organizational change management, scaled agile project management, communication planning, and end-user training coordination. This role will implement an OCM methodology to optimize business processes for end-users.

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 also guides the Emerging Leader initiative. SITSD will also be positing for an Instructional Designer to support internal training efforts and end-user training for new technologies.

The Emerging Leaders program is going to allow an opportunity for SITSD staff to apply to an intense development plan for leadership candidates that show high potential and a passion to advance within the State of Montana. This program is designed to ignite discussion, leadership development, self-reflection, behavioral change, and relationship building.

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.

## TECHNOLOGY EXECUTIVE SUMMARY

### ServiceNow

- The state in August completed a multiday, multiagency workshop for governance of ServiceNow that included building multidiscipline, multiagency boards for portfolio governance, technical governance, and Strategic Governance.
- ServiceNow App engine - SITSD is creating a guide, training options and a plan for low code no code that will be released in October.

### Okta

- Completed move off the old ePass Montana system on June 30th.
- Temporarily removed external identity provider as an authentication option .
- Implemented a new self-service password reset process for citizens.
- Moving DLI unemployment to Okta by end of the year.

### Five9 Contact center

- All new contact centers are now being built in five9.
- Less existing complex contact centers will be built by SITSD resources.
- Complex or time sensitive existing contact centers will be built by five9.
- Goal to complete majority of the contact center migrations by June 30<sup>th</sup> 2023.

### Cloud Disaster Recovery

- SITSD Completed standup of infrastructure for cloud DR to AWS and completed a test server replication.
- SITSD plans to transition 20% of storage and compute DR to AWS by the end of 2022 and complete full transition by the end of 2023.

### Exchange Online

- The current State mobile device management routes exchange online traffic through on prem systems and needs to be changed, the need for this change has been accelerated because Microsoft has set an end-of-life date of Oct 1<sup>st</sup> for Basic Auth. All mobile devices will need to use the Outlook app for Android and iOS starting September 28<sup>th</sup>.
- There are multiple counties that use a sub domain of MT.gov for email and in order to improve security we will start working with them on a transition plan.
- After the State moved to exchange online there remains a few county email address using the on prem environment that will need a plan created for long term support.

## SECURITY EXECUTIVE SUMMARY

### Accomplishments and Priorities

- Supported multiple agencies through SSA and IRS audits
- Implemented a Cloud Access Security Broker
- Participated in Continuity Strategy Workshop with Disaster and Emergency Services
- Held planning sessions with DHS CISA for the SITSD and Statewide Tabletop Exercises
- Cybersecurity Workforce Development
  - National Governor's Association Policy Academy
  - Create a statewide strategic plan for cybersecurity workforce development
  - Deliver final report to the Governor by December 31
- Security Consolidation
  - Consolidate Executive Branch agency (without elected officials) security resources
  - Met with state agency leadership to discuss consolidation
  - Complete planning by December 31
  - Begin transition on July 1, 2023
- Zero Trust Network Architecture
  - Started Zero Trust Network Architecture roadmap
  - Complete Zero Trust Maturity Assessment by December 31
- State & Local Cybersecurity Grant Program
  - Infrastructure Investment and Jobs Act (IIJA)
  - Held multiple meetings with state and local stakeholders
  - Finalize Cybersecurity Planning Committee by September 30
  - Create State of Montana Cybersecurity Plan template by October 31
- Enterprise Risk Assessment
  - Conducting a third-party independent risk assessment
  - Complete assessment by September 30, receive final report by October 31

### 2019 HB2 Status Overview

- CMDB & SecOps: 65% completed, targeting December 31 for completion
  - \$94,676 accrued, \$92,893 expended, \$1,783 remaining
- Enterprise Risk Assessment: 80% completed, targeting October 31 for completion
  - \$269,940 accrued, \$263,192 expended, \$6,749 remaining
- RSA Archer GRC: 95% completed, targeting December 31 for completion
  - \$25,000 accrued, \$18,250 expended, \$6,750 remaining

### 2021 HB10 Status Overview

- Cloud Access Security Broker: 80% completed, targeting December 31 for completion, \$500k allocated, \$249,719 expended, \$250,281 remaining

## OPERATIONS EXECUTIVE SUMMARY

The operations 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. Statistics from the program:

- Over 48,000 visits to ARPA.mt.gov and over 142,000 pageviews since inception
- Over 6,500 visits to ARPA.mt.gov and over 25,200 pageviews June '22 thru August '22
- Over 19,000 FAQ views
- Over 9500 cases have been opened since inception
- 2076 cases were opened from June '22 thru August '22

The contact center continues 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: 3.38/220
- Down .1 points since June
- The downward trend is due to the messages that were being sent to callers. It stated that their case was closed, which was confusing to the citizen. We made a change to the message template on August 4<sup>th</sup>, since then the number has been on the rise.

### Positive Feedback:

- “Was sweet and wonderful”
- “Me and my family are very thankful for all the support and help we have received from you. Very understandable every act takes time. Every good deed is greatly appreciated. Thank You”
- “You guys are amazing. I have never had any issue with staff, over the phone, everyone has always gone above and beyond to help. I am very grateful for the service that you are providing.”

### SITSD Service Desk

The Service Desk is first level support for all agency IT and SITSD contracted agencies.

- Almost 40,000 ServiceNow cases have been worked by SITSD since January '22 in ServiceNow.
- The ServiceDesk took over 3,600 calls that were OKTA related from June '22 thru August '22.
- SITSD CSAT Score: 4.56/2,354

### Positive Feedback:

- “No improvement required. Thanks!”
- “Unsure, it was quick, painless, and informative, thanks for all you do”
- “My issue was resolved quickly, and I can see no room for improvement based on this ticket. Thank you”

### VDI

VDI (Virtual Desktop Infrastructure) allows end users access to virtual workstations from nearly any computing device that has access to the internet. SITSD has recently purchased Igel, a new firmware for the client. This will enhance USB support on thin clients (AKA pucks or 3040's). It also allows the use of old hardware, like retired laptops or desktops, to connect to the VDI environment. This could save on hardware replacement by allowing us to use old hardware. There are more improvements coming.

### Customer Success

Customer Success Managers continue to work with agencies to form stronger strategic partnerships. Current focus has been on SITSD Program Increment Planning. We have been working very closely with the agencies to walk them thru the process and get their features on the SITSD Program Board. The communication and collaboration will continue throughout the Program Increment.



## LEGISLATIVE FINANCE COMMITTEE

### Q3 CIO REPORT

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

- State CIO, Kevin Gilbertson sent:
  - a. DEQ Director, Chris Dorrington, a conditional approval on April 15, 2022, to the MOM-SITSD-POL-Information Technology Life Cycle (ITLC) Policy.
  - b. SOS, Christi Jacobson, a conditional approval on June 28, 2022, to the MOM-SITSD-POL-Secured eGovernment Service Access Policy.
  - c. HHS Director, Adam Meier, a denial on June 28, 2022, due to security concerns with the IMAP protocol.

#### 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 – 307
- Denied ITPRs – 0
- Total Costs – \$69,235,662.04
- Annual Ongoing Cost – \$48,943,432.84
- ITPRs with \$0.00 Cost – 53

#### Agency Procurement Report

- Total number of IT items purchased – 1,068
- Total cost - \$2,120,746.75
- Agencies – COR, FWP, DOC, STF
- Items Include - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS, etc.

## LEGISLATIVE FINANCE COMMITTEE Q4 PROJECT PORTFOLIO SUMMARY

Agencies reported 35 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
  - MDT- Federal Billing Project
  - MDT – Montana Citizen Portal - Prototype
- **3 Yellow Overall Health Status** (Supplemental Reports Located in Dashboard)
  - COR – Electronic Health Records System
  - DEQ - Coal Information Management System (CIMS): Phase 1
  - FWP – ExploreMT
  - 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
  - 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)
  - LEG - House/Senate Chamber Automation Project