MONTANA
SITSD

December 15
2022

QUARTERLY
REPORT

INFORMATION
TECHNOLOGY
BOARD

MEETING OVERVIEW

📅 Thursday, December 15, 2022

⏱ 10:00 a.m. – 12:00 p.m.

📄 [September 22, 2022 Meeting Recording](#)

👥 Members

Misty Ann Giles – Chair	**Administration**
Brian Gootkin	Corrections
Chris Dorrington	Environmental Quality
Representative Braxton Mitchell	House District 3
Beth McLaughlin	Judicial Branch
Michael Harris	Justice/Attorney General Office
Jerry Howe	Legislative Services
Arthur Pembroke, Montana Association of Counties	Local Government
Sean Higgenbotham, Cascade County	Local Government
Ryan Osmundson	Office of Budget and Program Planning
Vacant	Office of Public Instruction
Laef Olson	Private Sector
Vacant	Public Health and Human Services
Jennifer Fielder	Public Service Commission
Christi Jacobsen	Secretary of State
JP Pomnichowski	Senate
Troy Downing	State Auditor
Kevin Gilbertson	State IT Services Division

September 22, 2022 Minutes

Members Present

Kevin Gilbertson, Acting Chair-	Michael Harris, DOJ	Laef Olson, Private SR	Braxton Mitchell, HRep
Brian Gootkin, COR	Sean Higginbotham, LGR	Jennifer Fielder, PSC	Amy Sassano, OBP
	Michael Sweeny, SAO	Dale Gow, Gov	

Guests

Adam Carpenter, CDO	Bradley Runnion, SITSD	Errolyn Lantz, GOV	Kim Warren, DLI
Andrea Gordon, SITSD	Buddy Hanrahan, LIV	Fred Sargeson, NIC	Manuel Soto, DOR
Handy Hanks, SITSD	Carrie Albro, DPH	James Zito, SITSD	Maryann Costello, SITSD
Angie Miller, COM	Christie Breland, DOR	Jessica Plunkett, FWP	Matt Cody, NTT
Annie Murdock, SITSD	Dave Johnson, SITSD	Kari Hahn, SITSD	Matt Van Syckle, SITSD
April Grady, SITSD	David Swenson, MPERA	Katelyn Schaub, SITSD	Michael Sweeney, SAO
Austin Lindsay, SOS	Denise Adamson, SITSD	Kellee English, SOS	Patricia Trooien, PSC
Phillip English, PSC	Rawlin Richardson, SITSD	Rebecca Webb, BD	Rennan Rieke, HIS
Samantha Mongoven, TECH	Sarah Bartow, CDO	Tom Mandera, Peraton	

Welcome

(00:00:08) Recording Announcement, CIO Support Staff
- (00:00:55) Introductions

(00:04:36) Chair Remarks, Kevin Gilbertson
- (00:03:44) Review and Approve June 23, 2022 Minutes, Quorum is needed to take action.

(00:06:31) Chief Information Officer Report, Kevin Gilbertson

Business

(00:07:28) Commerce 100% Digital Update, Angie Miller

(00:53:40) Operational Overview, Kevin Gilbertson

(00:54:18) Operational Reports, Andy Hanks
- (00:54:33) Infrastructure Investment Jobs Act.
- (01:14:34) Security Centralization Benefits.
- (01:22:04) Zero Trust Working Group Proposal.
- (01:32:10) MT-ISAC Report.

(01:26:41) Operational Reports, April Grady
- (01:26:46) EITFW Overview
- (01:29:20) Rates Workgroup Overview
- (01:30:35) Centralized Desktop Purchasing.
- (00:00:00) Program Increment Planning, None Reported

(01:34:54) Program Increment Planning, Kevin Gilbertson

(01:37:34) Executive Summary
- (01:37:43) Financial, April Grady
- (01:37:51) Emerging Leaders Program
- (01:39:00) Interns
- (01:40:09) Technology, Matt Van Syckle
- (01:40:09) ServiceNow
- (01:41:53) Okta
- (01:43:56) Five9 Contact Center
- (01:45:14) Cloud Disaster Recovery
- (01:46:59) Exchange Online
- (01:51:33) Dave Johnson
- (01:51:39) Contact Center Statistics

September 22, 2022 Minutes Continue

Members Present

Kevin Gilbertson, Acting Chair- Brian Gootkin, COR	Michael Harris, DOJ Sean Higginbotham, LGR Michael Sweeny, SAO	Laef Olson, Private SR Jennifer Fielder, PSC Dale Gow, Gov	Braxton Mitchell, HRep Amy Sassano, OBP

Guests

Adam Carpenter, CDO	Bradley Runnion, SITSD	Errolyn Lantz, GOV	Kim Warren, DLI
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Austin Lindsay, SOS	Denise Adamson, SITSD	Kellee English, SOS	Patricia Trooien, PSC
Phillip English, PSC	Rawlin Richardson, SITSD	Rebecca Webb, BD	Rennan Rieke, HIS
Samantha Mongoven, TECH	Sarah Bartow, CDO	Tom Mandera, Peraton	

Discussion

- (01:53:30) Member Forum/Suggestions
- (01:54:13) Public Comment
- (00:00:00) Future Priorities
    - ServiceNow Feedback on Usability.
    - Emergency equipment backup on hand.
    - 100% Digital
    - Zero Trust Work Group
    - ARPA Call Center Wrap Down

Adjournment (01:54:54)

- Next Meeting
    - Thursday, December 15, 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 September 22, 2022 Minutes
- Chief Information Officer Report, Kevin Gilbertson

Business

- Operational Overview, Kevin Gilbertson
  - Zero Trust Workgroup
  - Strategic Plan Update
  - SITSD Proposed Legislation
  - Enterprise IT Financial Workgroup (EITFW) Overview
  - Rates Workgroup Overview
  - MT-ISAC Report
  - Program Increment Planning
  - Executive Summary Overview

Discussion

- Member Forum/Suggestions
- Public Comment
- Future Priorities

Adjournment

- Next Meeting
  - Thursday, March 23, 2023
  - 10:00 a.m. – 12:00 p.m.
  - Location TBD

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OPERATIONAL OVERVIEW

Detailed Discussions/Topics

- [Enterprise IT Financial Workgroup (EITFW) Overview](#)

- [MT-ISAC Report](#)

- [Program Increment (PI Planning)](#)

- [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 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 has proceeded with submitting the proposed rates for legislative approval during the 2023 legislative session. SITSD has entered into an agreement with MagicOrange to assess the current rate structure and processes so allow the state to invest in off the shelf or cloud billing and budgeting systems.

SITSD has submitted a HB 10 request for an IT modernization fund to aid agencies in the 100% digital effort. 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 if these funds are approved.

The current business items include:

- Discovery for an enterprise e-signature solution
- Centralized desktop purchasing volume RFP
- Grant Management software
- Service Now Processes
- Bill Tracking for the 2023 Legislative Session
- Snowflake RSA agreement
- SITSD proposed legislation
- HB 10
- Organizational Change Management methodology, standard, and plans moving forward

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

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MONTANA INFORMATION SECURITY ADVISORY COUNCIL (MT-ISAC) REPORT

DESCRIPTION
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 December 7, 2022
- The next meeting is March 1, 2023
- The current council serves until June 30, 2023

BUSINESS
- NGA Policy Academy (Cybersecurity Workforce Development), Andy Hanks
  - Project has been on hold due to "State & Local Cybersecurity Grant Program" activities
  - Meetings to resume in February 2023
- Security Consolidation, Andy Hanks
  - Consolidate security resources from Executive Branch state agencies without elected officials
  - Consolidation will unify the State's limited security resources under a single strategy to protect citizen's data
  - Position moves require legislative approval
  - Will begin transition phase in July 2023
- Security Strategic Plan, Andy Hanks
  - Revied security strategic plan and progress
- SITSD and Statewide Tabletop Exercises, Andy Hanks
  - Successfully completed the SITSD TTX on November 9
  - Successfully completed the Statewide TTX on November 10
  - Both TTXs were hosted by the Cybersecurity and Infrastructure Security Agency (CISA) and the Multi-State Information Sharing and Analysis Center (MT-ISAC) at the Delta Hotel.
- Enterprise Risk Assessment, Andy Hanks
  - The ERA completed on October 31
  - Currently reviewing the final report
  - Will disseminate results to state agencies that participated in the assessment

WORKGROUP REPORTS
No workgroup meetings held since last Information Technology Board meeting
- Best Practices Workgroup: collaborate on cybersecurity best practices to be used within the State of Montana.
- Girls in Cyber Security Workgroup: identify opportunities within Montana to help young women explore their interests in cybersecurity education and careers.
- Strategic Partnerships Workgroup: organize strategic partnerships in Montana that benefit the State of Montana's cybersecurity posture.
- Montana CAREs Workgroup: coordinate cybersecurity communications, assessment, response, and enhancement services to public institutions in the State of Montana.

MONTANA INFORMATION SECURITY ADVISORY COUNCIL (MT-ISAC) REPORT CONTINUE

CURRENT TOPICS
•State and Local Cybersecurity Grant Program (IIJA), Andy Hanks
  •Selected the Cybersecurity Planning Committee
  •Submitted application for extension before November 15 deadline
  •Next committee meeting is in February 2023
•Zero Trust Network Architecture, Andy Hanks
  •Planning to perform a Zero Trust Maturity Assessment in 23Q1
  •Multiple HB10 requests submitted for Zero Trust projects
•Montana Cybersecurity Regional Conference Tour, Andy Hanks
  •Have had a few informal discussions, will start formal planning meetings in 23Q1
  •Targeting Summer 2023 to hold 4-5 regional conferences across Montana
•Incident Response Planning, Andy Hanks
  •No presenter, rescheduling to next meeting
•Cybersecurity Insurance, Andy Hanks
  •No presenter, rescheduling to next meeting

DISCUSSION
•Member Forum
  •None
•Public Comment
  •None
•Future Agenda Topics
  •Zero Trust
 •Incident Response Planning
  •Cybersecurity Insurance

ACTION ITEMS
•Send final Council Member nominations to Governor for appointment
  •Completed on December 12, 2022
•Approve Operating Papers
  •To be completed on March 1, 2023
•Appoint workgroup chairs
  •To be completed on March 1, 2023

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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.
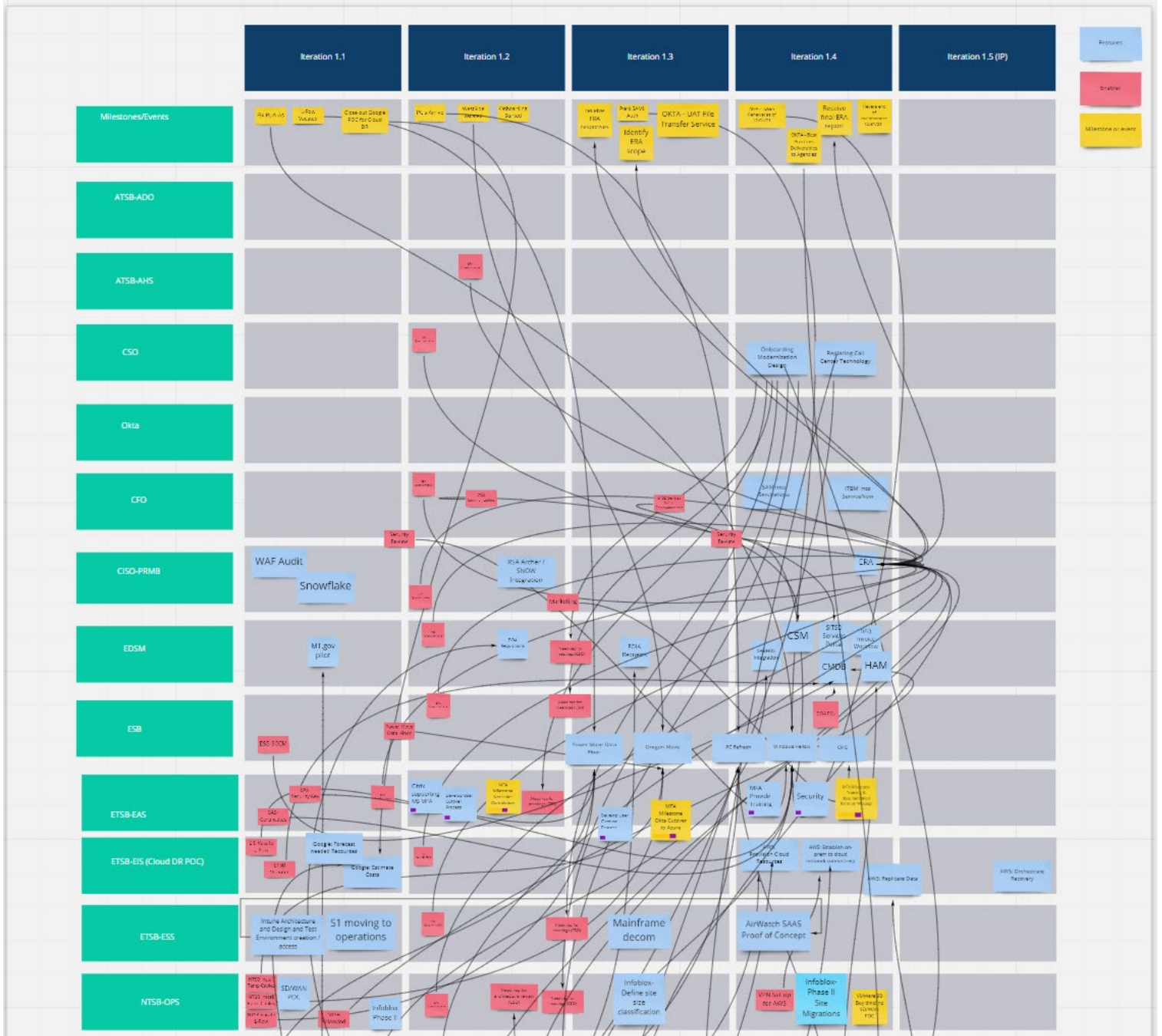
FINANCE EXECUTIVE SUMMARY

The SITSD ITAM has implemented software asset management in ServiceNow. ITAM staff is testing data and workflows. 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 filled 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 interviewing 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. The ELP will provide their first recommendations to the executive team on December 16, 2022.

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 has setup governance of ServiceNow that includes multidiscipline, multiagency boards for portfolio governance, technical governance, and strategic Governance.
• ServiceNow App engine - SITSD has created a guide, training options and a plan for how low code no code can help state agencies in the move to digital government.

Nortel

• The State will be decommissioning the old Nortel phone system on December 28, 2022.
• This has been a multi-year process with contributions by all agencies to transition to the state VoIP phone system.

Five9 Contact center

• All new contact centers are now being built in five9.
• Less complex existing 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, 2023.

Cloud Disaster Recovery

• SITSD has completed moving 400 servers and 120TB of storage to the cloud for DR.
• SITSD plans to complete the transition of storage and compute for DR to AWS by the end of 2023.

Exchange Online

• 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 & PRIORITIES
- Hired Risk Management bureau chief
- Completed Security Sprint, two weeks all SITSD dedicated to cybersecurity work
- Held SITSD (November 9) and Statewide (November 10) Tabletop Exercises
- National Governor's Association Policy Academy (Cybersecurity Workforce Development)
    - Create a statewide strategic plan for cybersecurity workforce development
    - Delayed due to State & Local Cybersecurity Grant Program activities
- Security Consolidation
    - Consolidate Executive Branch agency (without elected officials) security resources
    - Second round meetings with State CISO and Agency CIOs
    - Position decisions to be made during legislative session
    - Planning to begin transition on July 1, 2023
- Zero Trust Network Architecture
    - Started Zero Trust Network Architecture roadmap
    - Completing procurement of Zero Trust Maturity Assessment services
    - Planning to complete Zero Trust Maturity Assessment by March 31, 2023
- State & Local Cybersecurity Grant Program
    - Part of the Infrastructure Investment and Jobs Act (IIJA)
    - Finalized Cybersecurity Planning Committee on November 7
    - Held inaugural Cybersecurity Planning Committee meeting on November 10
        - Approved Cybersecurity Planning Committee Charter
        - Approved plan to file extension request
    - Submitted grant extension application on November 14
    - Drafting Cybersecurity Plan for review in next committee meeting on February 1, 2023
- Enterprise Risk Assessment
    - Conducted a third-party independent risk assessment
    - Final report accepted on November 17

2019 HB2 STATUS
- <u>CMDB & SecOps</u>: 100% completed on October 31
- $94,676 accrued, $92,893 expended, $1,783 FY22 funds left over
- <u>Enterprise Risk Assessment</u>: 100% completed on November 17
- $269,940 accrued, $263,192 expended, $6,749 FY22 funds left over, $6,749 spent from FY23 funds
- <u>RSA Archer GRC</u>: 100% completed on September 30
- $25,000 accrued, $18,250 expended, $6,750 funds left over, $6,750 spent from FY23 funds

2021 HB10 STATUS
- <u>Cloud Access Security Broker</u>: 90% 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 53,685 visits to ARPA.mt.gov and over 161,361 pageviews since inception
- Over 5,535 visits to ARPA.mt.gov and over 20,815 pageviews September '22 thru November '22
- Over 6,540 cases have been opened so far during the calendar year 2022.
- Over 3,400 cases were opened from September '22 thru November '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: 3.66/303 up from 3.38/220 end of August.

Positive Feedback:
- "Heather has been so awesome to me & Is a major asset to this program. I hope she is recognized because she went to great lengths to help me."
- "I am thankful that I was able to follow-up on the status of my application."
- "Althoufh the process is long, I understand the burden of applications and staff has always been friendly and courteous"

SITSD Service Desk
The Service Desk is first level support for all agency IT and SITSD contracted agencies.
- Over 46,000 ServiceNow cases have been worked by SITSD since January '22 in ServiceNow.
- SITSD CSAT Score: 4.55/2820

Positive Feedback:
- "I think your response is very quick and timely. thanks"
- "Response was great. The request was completed in a timely manner, staff was friendly and understanding of the situation. The representative that I worked with did an amazing job and is a credit to the IT tea"
- "Your team is outstanding on all levels! Thank you very much for all that you do."

Enterprise Desktop and Service Desk
We have recently updated the catalog Items for Desktop and ServiceDesk. These are to provide more information on what is available to agency.

Desktop Services provides state agencies with technical support for installation and management of user workstations connected to the State's Active Directory, Wide Area Network and cloud services. Administration of the workstations is provided by the Desktop Services staff based upon State of Montana hardware and software standards.
SITSD Desktop Services will assist agencies in meeting their personal computing requirements, including such tasks as:
- Procurement assistance, configuration, and installation of personal computers, including desktops and laptops.
- Software support for the standard operating systems, productivity tools and utilities
- Technical support, maintenance, and repair of managed hardware and software security patches. anti-virus updates, and other software

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OPERATIONS EXECUTIVE SUMMARY CONTINUE

•Technical support concerning agencies managing their SCCM as a Service
•Life cycle management, including asset and configuration management, procurement, and software license management
•Configuration and management of printers
•Administration of security access rights and privileges
•Management of backup and restoration of files stored on file servers. This only applies to customers of File and Printer Shared Server Service. Otherwise, customer is responsible for backup and restoration of files.

This service provides a consistent and reliable assistance for agencies when they need support from Desktop Services.

ServiceDesk Services: Agency customers will be able to Utilize the SITSD Service Desk for their agency. Agency customers will call into the SITSD Service Desk 444-2000 line, or use the Customer Portal to open their Incidents and Service Requests. The Service Desk is available 8:00-5:00 on State work days. Typical Service Desk support includes: Email, Active Directory, SharePoint, FTS, MDM, RSA, New/Termed user, Citrix, TEAMS, and Zoom. 24x7x365 support will be available for password resets, MDM support and RSA support. Additional support may be available for an additional charge. The Service Desk will resolve any cases, communicate with the customer for troubleshooting, or escalate to other groups in SITSD, depending on the business needs of the customer.

Cost will be based on the number of FTE within the agency requesting the service. An estimated number of hours per FTE will be billed to the agency on a monthly basis, regardless of the number of calls that are placed to the Service Desk.

Service Level Agreement
This service is available 24 hours per day seven (7) days per week excluding planned outages, maintenance windows and unavoidable events.
Support is available Monday-Friday, 7:00 AM-5:00 PM, on State working days. Support is not available on State government holidays, weekends or after 5:00 PM
Customer Responsibility
•Coordinate service order(s) through a single point of contact
•Provide a Billing Client Code
•Report any service issues to the SITSD Service Desk http://servicedesk.mt.gov

LEGISLATIVE FINANCE COMMITTEE
Q1 CIO REPORT

Exceptions Granted to State Agencies (2-17-515, MCA)
- State CIO, Kevin Gilbertson sent:
    - STF Director, Holly O'Dell, a conditional approval on August 2, 2022, to the MOM-SITSD-POL-Electronic Mail Policy.

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 – 223
- Denied ITPRs – 0
- Total Costs – $19,451,305.83
- Annual Ongoing Cost – $6,171,349.76
- ITPRs with $0.00 Cost – 55

Agency Procurement Report
- Total number of IT items purchased – 2,558
- $321,334.26
- Agencies – COR, FWP, ART
- Items Include - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS, etc.

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LEGISLATIVE FINANCE COMMITTEE
Q1 PROJECT PORTFOLIO SUMMARY

Agencies reported 36 projects.

The project dashboard is located here: https://lfcreports.mt.gov.

2 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)
- o   HHS - MFSIS Phase 2
- o   MDT- Federal Billing Project

4 Yellow Overall Heath Status (Supplemental Reports Located in Dashboard)
- o   COR – Electronic Health Records System
- o   DEQ - Coal Information Management System (CIMS): Phase 1
- o   FWP – ExploreMT
- o   HHS – MPATH-Care-Management-Release-2

3 Red Overall Health Status (Supplemental Reports Located in Dashboard)
- o   HHS - MPATH – Care Management Module
- o   MDT - Program & Project Management System (PPMS)Post
- o   STF - Insurance Policy and Billing System Replacement

6 Total Closing Projects
- o   DOR – Cannabis Control Division IT System
- o   STF – Insurance Policy and Agents Portal
- o   MDT – Montana Reference Network Pilot Migration
- o   HHS – MPATH – Provider Services
- o   HHS – MPATH – Release 1
- o   STF - Insurance Policy and Billing System Replacement

1 Closed Projects (Post-Implementation Reports Located in Dashboard)
- o   LEG - House/Senate Chamber Automation Project

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