MONTANA
SITSD

June 22
2023

QUARTERLY
REPORT

INFORMATION
TECHNOLOGY
BOARD

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MEETING OVERVIEW

📅 Thursday, June 22, 2023

⏱ 10:00 a.m. – 12:00 p.m.

📄 December 16, 2022 Meeting Recording

👥 Members

Misty Ann Giles – Chair	**Administration**
Brian Gootkin	Corrections
Chris Dorrington	Environmental Quality
Vacant	House Representative
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
Elsie Arntzen	Office of Public Instruction
Laef Olson	Private Sector
Charlie Brereton	Public Health and Human Services
Jennifer Fielder	Public Service Commission
Christi Jacobsen	Secretary of State
Daniel Zolnikov	Senate
Troy Downing	State Auditor
Kevin Gilbertson	State IT Services Division

December 15, 2022 Minutes

Members Present

Yvette Englert, Acting Chair	Michael Harris, DOJ	Laef Olson, Private SR	Amy Sassano, OBP
Matt Van Syckle, SITSD	Sean Higginbotham, LGR	Michael Hauer, DEQ	Kellee English, SOS
Brian Gootkin, COR	Michael Sweeny, SAO	Jerry Howe, LEG	Beth McLaughlin, JUD
JP Pomnichowski, Senate			

Guests

Andrea Gordon, SITSD	Carrie Albro, DPH	Kevin Echols, Cisco	Rennan Rieke, HIS
Ashley Downing, SITSD	Casey Adamson, Cisco	Kim Warren, DLI	Roone Ruanaidh, SITSD
Austin Lindsay, SOS	David Swenson, MPERA	Manuel Soto, DOR	Samantha Mongoven,
Annie Murdock, SITSD	Denise Adamson, SITSD	Maryann Costello, SITSD	NIC
Andy Hanks, SITSD	Elle Arredondo, SITSD	Michele Snowberger, SITSD	Teresa Pearson, SITSD
April Grady, SITSD	Kari Hahn, SITSD	Michelle Hauer, DEQ	Tom Mandera, Peraton
Bradley Runnion, SITSD	Katelyn Schaub, SITSD	Penne Cross, SITSD	Veronica Lamka, Peraton
Dave Johnson, SITSD	Annie Murdock, SITSD	Rawlin Richardson, SITSD	

Welcome

- **(00:00:08)** Recording Announcement, CIO Support Staff
  - **(00:00:55)** Introductions
- **(00:03:29)** Chair Remarks, Evette Englert, Acting
  - **(00:04:03)** Laef Olson made a motion to approve the September 9, 2022 minutes, Sean Higginbotham seconded the motion. Motion carried.
- **(00:06:19)** Chief Information Officer Report, Matt VanSyckle

Business

- **(00:14:59)** Operational Overview, Matt VanSyckle,
  - **(00:15:13)** Zero Trust Workgroup, Andy Hanks
    - Sean Higginbotham made a motion to pass the Zero Trust Workgroup, Laef Olson seconded the motion. Motion carried.
  - **(00:22:29)** Strategic Plan Update, Matt VanSyckle
  - **(00:25:08)** SITSD Proposed Legislation, April Grady
  - **(00:26:40)** Enterprise IT Financial Workgroup (EITFW) Overview, April Grady
  - **(00:30:00)** Rates Workgroup Overview, April Grady
  - **(00:31:05)** MT-ISAC Report, Andy Hanks
  - **(00:36:13)** Program Increment Planning, Matt VanSyckle
  - **(00:42:44)** Executive Summary Overview, April Grady
  - **(00:45:03)** Technology Update, Matt VanSyckle
  - **(01:02:39)** Security, Andy Hanks
  - **(01:10:47)** Operations, Dave Johnson

Discussion

- **(01:19:40)** Member Forum/Suggestions, None
- **(01:20:20)** Public Comment, None
- **(01:20:36)** Future Priorities
  - Agent Orange

Adjournment

(01:22:59)

- Next Meeting
  - Thursday, June 22, 2023
  - 10:00 a.m. – 12:00 p.m.
  - Zoom Webinar

AGENDA

Welcome

- Recording Announcement, CIO Support Staff
    - Introductions
- Chair Remarks, Misty Ann Giles
    - Review and Approve December 16, 2022 Minutes
- Chief Information Officer Report, Kevin Gilbertson

Business

- Review and Approve Operating Procedures
- Operational Overview
    - Legislative Update
    - Executive Summary Overview
- State IT Strategy
- CX Initiatives

Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

Adjournment

- Next Meeting
    - Thursday, September 21, 2023
    - 10:00 a.m. – 12:00 p.m.
    - Zoom Webinar

INFORMATION TECHNOLOGY BOARD (ITB) OPERATING PROCEDURES

1. **Roles and Responsibilities (2-17-505, MCA and 2-17-513, MCA)**

   Information technology is an essential component in enabling the Governor's initiatives and must serve citizens in a secure, efficient, and effective manner. The board shall guide state and local government in the development and deployment of intergovernmental information technology resources.

   The board provides a collaborative forum to draft legislation recommendations for the Governor and Legislature regarding information technology statute's, policies, and other legislation. These proposed changes will ensure the efficiency and effectiveness of information technology at an enterprise level for state and local government.

   It is essential the board study the past, present, and future information technology needs to guarantee emerging technology aids in the development of enterprise information technology purchases. An essential role of the board is to advise the Department of Administration (DOA) on statewide information technology standards, policies, major information technology budget requests, and rates.

   The board is the central coordination point to identify, evaluate, and prioritize departmental and interagency electronic government services. This level of effort will ensure the appropriate creation, management, and administration of electronic government services and information.

2. **Membership (2-15-1021, MCA)**

   Board members are appointed by the Governor in January of every odd-numbered year. Appointees to the Board shall be senior policy officials such as department directors, legislators, and agency Chief Information Officers (CIOs). Members of the Board and their designated alternates should be senior managers, not technical staff.

   The Board will consist of 18 members:

   - Director of DOA, who serves as the Chair
   - State CIO
   - Director of the Office of Budget and Program Planning (OBPP)
   - Three members who are directors of state agencies, appointed by the Governor
   - Two Local Government Representatives, appointed by the Governor
   - One member representing the public service commission, appointed by the public service commission
   - One Private Sector Representative, appointed by the Governor
   - One member of the House of Representatives, appointed by the Speaker of the House
   - One member of the Senate, appointed by the President of the Senate

INFORMATION TECHNOLOGY BOARD (ITB)
OPERATING PROCEDURES CONTIUNED

- One Legislative Branch Representative, appointed by the Legislative Branch Information Technology Planning Council
- One Judicial Branch Representative, appointed by the Chief Justice of the Supreme Court
- One K-12 Education Representative, appointed by the Superintendent of Public Instruction
- The Attorney General or their designee
- The Secretary of State or their designee
- The State Auditor or their designee

Appointments must be made without regard to political affiliation and exclusively for the management of the information technology resources used by the state.

A vacancy occurring on the Board must be filled by the appointing authority in the same manner as the original appointment.

In the event of delayed reappointment, current appointees will continue in their positions until reappointments occur.

3.   **Voting and Participation**

Members are strongly encouraged to attend all meetings. An alternate may be designated to represent members on the occasion that they are unable to attend. The designated alternate may vote on behalf of the member.

The Board shall function in an advisory capacity (2-15-1021, MCA and 2-15-102, MCA). A majority of the membership of the Board constitutes a quorum to do business (2-15-122, MCA). Each member of the Board has one vote.

4.   **Meetings**

The Board shall meet on a quarterly basis or as determined by the Chair. The Chair may call a special meeting of the Board.

4.1 **Meeting Notices (ARM 2.2.102)**

The State CIO Support Staff shall use best efforts to post meeting notices a week ahead of time. Meetings shall be posted a minimum of 72 hours in advance.

Meeting notices shall follow the open meeting rules, Mont. Code Ann. Title 2, Chapter 3, Part 2 and ARM 2.2.102.

All Board meeting materials will be distributed via the ITB Website
https://sitsd.mt.gov/Governance/Boards-Councils/IT-Board/.

INFORMATION TECHNOLOGY BOARD (ITB) OPERATING PROCEDURES CONTINUED

4.2 Communications

The Board shall communicate through the Chair. Members are encouraged to contact the Chair with suggested agenda items. Official correspondence will be distributed at the discretion of the Chair.

4.3 Public Participation

Members of the public are encouraged to attend and to participate in the Information Technology Board meetings. The agenda must include an agenda item allowing public comment for any item on the agenda and for any item that is not on the agenda of the meeting and that is within the jurisdiction of the agency conducting the meeting. Public comment must be incorporated into the official minutes of the meeting.

Members of the public may submit written public comment to CIOSupportStaff@mt.gov or by fax at (406) 444-2701.

5. The State Information Technology Services Division (SITSD) Participation

The State CIO Support Staff will provide the following administrative support to the Board:

- Assisting in creation of meeting agenda
- Organizing meeting dates
- Coordinating meeting rooms
- Facilitating meetings
- Drafting minutes
- Distributing correspondence
- Responding to the ad-hoc needs of the Board
- Provide technical resources for assigned subcommittees, as requested by the Chair
- Assuring approval of the Operating Procedures after appointment of the Board in each odd-numbered year.

6. Operating Procedures

The Operating Procedures will be reviewed and approved in the first meeting of the newly appointed members after January of each odd-numbered year.

7. Expense Reimbursement

Mileage, meals, and lodging expenses will be reimbursed according to Section's 2-15-124, MCA and 5-2-302, MCA.

History

Approved on [enter date] Added information on meeting notices and public participation. Reformatted and rearranged previous version. Added history section,
Approved: December 16, 2021

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OPERATIONAL OVERVIEW

Detailed Discussions/Topics

- [Legislative Update](#)

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

- [MT-ISAC Report](#)

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

- [Executive Summary Overview](#)

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LEGISLATIVE UPDATE

1. **HB 10 Long-Range Information Technology Appropriations**
   - Working with Agencies to approve and transfer funds for approved projects
   - Greater oversight over projects and completed milestones

2. **HB 47 Montana Information Technology Act***
   - All state data, wherever it is stored (on-premises or cloud), it is subject to State IT polices, framework, and controls.
   - Updated definitions, including the definition of Chief Privacy Officer.
   - COTS is to be utilized when feasible rather than custom-built solutions. The department has full oversight authority over all custom developed code for all state agencies.
   - Modernizes the IT governance and updates the powers and duties of the department.
   - Allows the department to take immediate action when faced with IT policies or a security threat and allows for notification of any action to the Governor.
   - All new technology must have a strategic objective and be in support of the state's strategic IT plan.
   - Exempts the State Auditor from MITA.

3. **HB 110 Making Interim Budget Committees Permanent**
   - Making interim budget committees permanent and exempting those committees from interim study assignments.

4. **HB 132 Modifying Timing of Legislative Audits**
   - Annual financial audits will be conducted annually instead of every two years starting in FY26.

5. **HB 140 Establishing Modernization and Risk Analysis Committee**
   - Bipartisan legislative committee to use available data and analytical resources to study costs and revenues of all state and local government entities affecting the future well-being of Montanans, including IT systems.

6. **HB 148 Revise Information Technology Board Membership***
   - Changes the presiding officer from the DOA Director to the CIO

7. **HB 149 Generally Revise Laws Related to 9-1-1 Program***
   - Clean up bill from 2021 legislation moving 9-1-1 program from DOA to the Department of Justice.

8. **HB 190 Provide for a State Government Performance and Results Act**
   - Public policy to provide for an annual planning process for the State, to provide transparency of State initiatives.
   - Requires each department to complete an annual plan by September 1.
   - Requires each department to complete an annual performance report focusing on measuring outcomes and outputs with respect to performance measures. First report is due December 1, 2024, and then annually by October 1st.

LEGISLATIVE UPDATE CONTINUED

9. **HB 210 Require State Agencies to Timely Pay for Services of Other State Agencies**
   - Agencies must pay another agency's invoice within the time specified in a written agreement, 60 days, or by fiscal year end.

10. **HB 348 Revise Laws Related to State Government Employee Directories**
    - Each agency must post name, direct phone number, and email address of each employee whose job responsibilities include regular interactions with the public.
    - Each agency must post an organization chart.

11. **HB 890 Require Certain Government Boards to Provide Audio/Video Recordings of Public Meetings**
    - Requires audio and video recordings of certain boards both state and local boards.
    - DOA is required to issue administrative rule to provide guidance to local governments and certain state boards to create audio and video meeting recordings and to make those records publicly available online.

12. **HB 949 Generally Revise Education Laws Related to Data Governance**
    - Creates a workforce data governing board.
    - DOA Director is a voting member and presiding officer.
    - CIO is nonvoting member.
    - Established board responsibilities including developing polices and procedures for linking and sharing of education and workforce information.

13. **SB 50 Generally Revise Laws Related to Data Breach Notification***
    - Clarifies the department's responsibilities in securing the State's information technology resources and citizen's data.
    - Defines security incident.
    - State agencies are required to immediately notify the Chief Information Security Officer of security incidents without unreasonable delay.
    - Further defines the role of the CISO, including allowing the CISO to advise security strategies and programs for local and tribal governments.
    - Changes any extension for the deadline of a state agency's procedures for protecting individual's personal information from the ITB to the Governor.

14. **SB 325 Revise Laws Relating To the Privacy of Marital Communications**
    - Clarifies that spousal privilege extends to electronic communication between spouses.
    - Exempts communication transmitted by the statewide telecommunications network.

15. **SB 397 Generally Revise Laws Related to Privacy and Facial Recognition Technology**
    - Prohibits the use of facial recognition technology for continuous facial surveillance or facial identification by state or local government agencies and law enforcement agencies.
    - Allows use of facial recognition technology by a state agency when the agency provides a written use and privacy policy, with minimum requirements, provides for notice requirements, and meaningful human review.

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.

SITSD has included a review of the current service catalog and rate structures into the current PI planning effort. The executive team will work with service providers and business process staff to develop a catalog and rate structure that is accessible for both business users and IT staff. The final recommendation will be presented to EITFW and the enterprise rates subcommittee for their review and approval.

SITSD is conducting a POC with a tool to develop financial dashboards related to IT spend. This tool will integrate with SABHRS and the IT billing system to automate current processes, improve forecasting and benchmarking abilities, financial reporting, and ROI.

SITSD has entered into and enterprise signature agreement with DocuSign and is working with the vendor to enroll all enterprise agencies, expand access to workflow and additional capabilities, and provide training to end users.

The current business items include:

- Enrollment in and expanded services in the enterprise e-signature solution
- Centralized desktop purchasing volume RFP
- Billing system enhancements
- Vendor performance surveys
- HB 10 fund transfer requirements
- FYE Billing and FY 24/25 rates
- IAITAM training for standardized asset management
- Organizational Change Management methodology, standard, and plans moving forward
- Cloud support costs

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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 December 7, 2022
- No meetings were held this quarter.

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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.
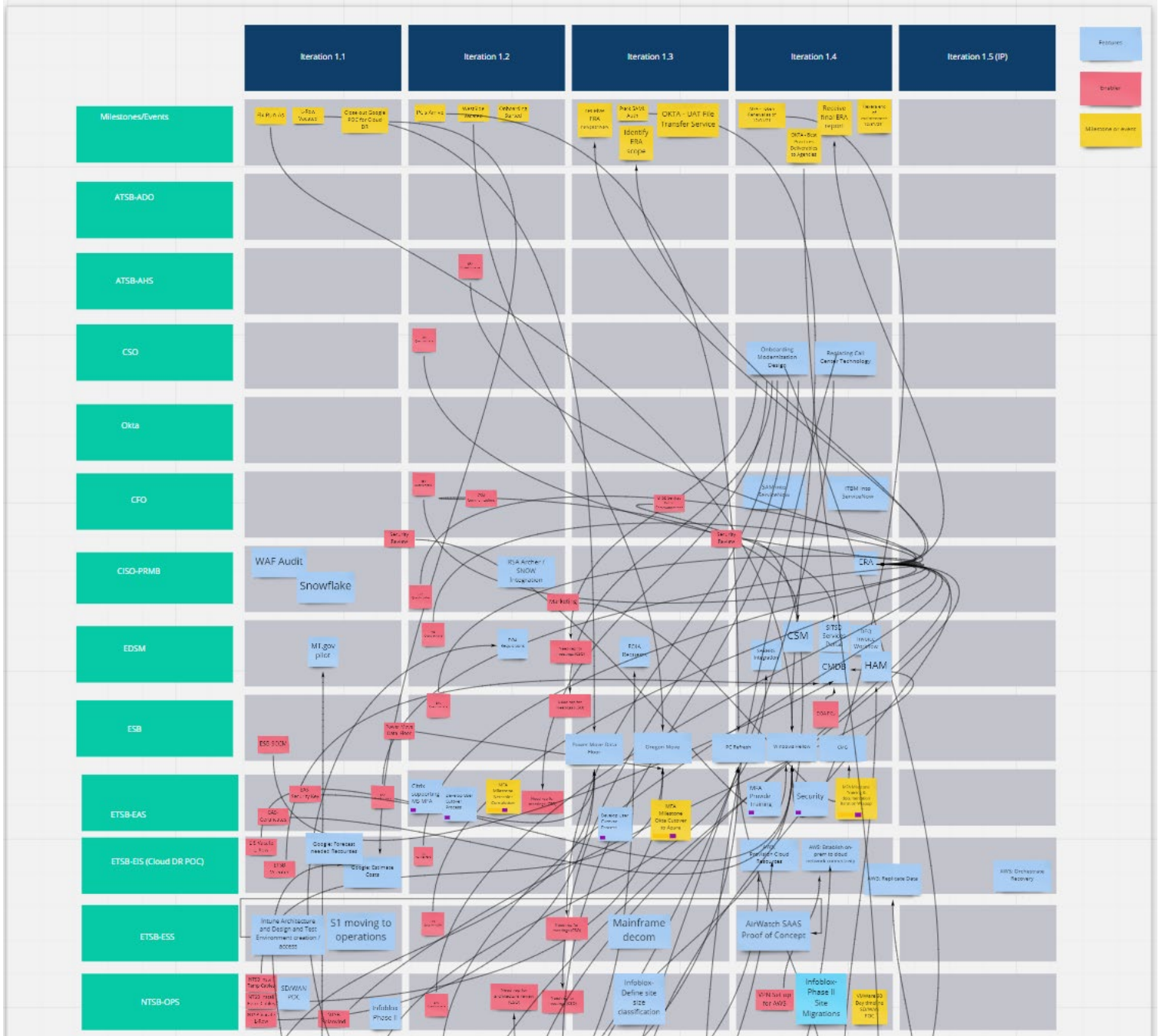
FINANCE EXECUTIVE SUMMARY

SITSD Business Services is currently implementing a customer survey rating vendor performance, coinciding with contract renewals. This bureau is also working with Billing Platform on implementing functionality and reporting enhancements, a POC on a financial process automation tool, and a revision of the service catalog.

SITSD is reevaluating the IT procurement request process. With feedback from agencies, the ITPR form will move into ServiceNow with enhanced instructions on how to enter information into fields. Additional fields will be added to the form to capture total IT spend, strategic alignment, and expected ROI. SITSD is also exploring ways to better help agencies through the IT procurement process.

The Communications Section is working on developing a strategic communications plan and researching implementing an email communications tool with actionable metrics. Through this group, SITSD is updating IT policies in ServiceNow. This group is also organizing the strategic planning conference in August.

The Business Transformation section has created a third release train for PI planning to adapt to IT operations work requirements. This addition has been well adopted for the current PI planning phase. This section is also improving the demand process in the Strategic Portfolio module to better prioritize IT projects across the enterprise and is developing an OCM methodology to optimize business processes for end-users.

The Training section has established in-house training for end users for systems including Software Asset Management and Contact Centers. This section has developed employee development plans for division staff and created access to the Montana State Library online, Pluralsight, and LinkedIn learning. The training program supports employee orientation, reality-based leadership sessions, a CIO leadership speaking series, and also guides the Emerging Leader initiative.

The Emerging Leaders program is finishing the first cohort for SITSD staff. Program participants attended learning sessions and implemented an employee improvement initiative. This group created a strong bond across various IT responsibilities. State agencies will be participating in the second cohort of the ELP program with agency CIOs sponsoring agency IT staff. The second ELP will begin after the strategic conference in August. This group will be provided training opportunities and will have a new overarching strategic goal to complete.

TECHNOLOGY EXECUTIVE SUMMARY

ServiceNow

The technology team is working with the new ITIL manager on a data model for enterprise ITIL, the framework will support managing IT services, improving efficiency, aligning with business objectives, and delivering exceptional customer experiences for those that IT support.

VoIP

The state completed the shutdown of the old state Nortel phone system at the end of last year and completed the transition to a modern communication infrastructure for the phones that were using it, reducing costs, and improving operational efficiency. SITSD also completed that full removal of the old equipment out of the Mitchell building.

Cloud

- State has moved 25% of DR data to the cloud.
- Added direct connection from Miles City to AWS.
- The direct connection between Helena and AWS will be completed by the end of June.
- As part of moving DR to the cloud the state will also transitioning, Splunk, Control-m, load balancing, web application firewall, external DMZ firewall and external DNS to the cloud.

Exchange Online

SITSD will be sending out communications to affected counites for the items below.

- 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 on prem environment that will need a plan created for long term support.

Enterprise Architecture

Working on creating four new technical standards. These standards will serve as valuable guidelines, ensuring consistency, quality, and interoperability of state systems.

- Cloud – The cloud standard will cover selection, requirements and specific examples on how to align with security requirements.
- Application modernization – Standard will cover the direction to use COTS first and how application development should be done in the state.
- Authentication – Primary scope is for citizen and employee authentication for cloud services.
- AI - Will cover development, deployment, and responsibilities when using AI technologies.

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SECURITY EXECUTIVE SUMMARY

Accomplishments and Priorities

- Hired Enterprise Security Compliance Officer
- Continuing Zero Trust security tool Proof of Concept
- Completed Zero Trust maturity assessment
- Completed Public Key Infrastructure assessment
- Tested connection between threat intelligence tool and zero trust tool
- Participated in Electric Grid table top exercise with DHS, National Guard, Northwestern Energy, and University of Montana
- Assisted with non-state government ransomware event at a university
- Completed level 1 and level 2 security assessments for a cloud platform
- Completed the State's cybersecurity insurance application for renewal
- Coordinated responses to multiple phishing business email compromise incidents
- Coordinated responses to multiple smishing fraud scam incidents
- Finalized the 3rd party penetration testing MOU
- Finalized the penetration testing service offering MOU
- Participated in an Election Security table top exercise
- Completed forensics investigation for an agency
- Created Offensive Security Program Plan
- Implemented and transitioned to a new Business Continuity / Disaster Recovery tool
- Implementing a new Notification Management tool
- Coordinated all state agencies completing the annual Nationwide Cyber Security Review self-assessment
- Published new information security policies and standards
- Completed multiple authorization packages
- Completed Annual Security Awareness Training campaign (December 16, 2022 – May 31, 2023)

2021 HB10 Status Overview

- <u>Cloud Access Security Broker</u>: 100% completed.

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)
- Enterprise Desktop Services
- ITIL Service Delivery Manager

ARPA Contact Center

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

- About 25,000 visits to ARPA.mt.gov over the last 90 days
- 7,043 Call Center cases have been opened since March (highest call/case volume since inception)
    - March = 2,599
    - April = 2,362
    - May = 2082
- It's noteworthy that even with the increased call volume the average Customer Satisfaction score has risen from 3.66 in March to 3.88 in May.

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.

Positive Feedback:

- "Do absolutely nothing (to improve), Can't beat perfection"
- "Thank you. You all are wonderful I want to thank you for working hard on these applications. I am grateful for you folks. God bless."
- "I don't see anything that needs improvement. I see the representative staff as wonderful, wonderful people... And very helpful. I'm very Thankful for them and the organization."

SITSD Service Desk

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

- Over 66,500 ServiceNow cases have been worked by SITSD since January '22 in ServiceNow.
- 8,854 ServiceNow cases have been worked by SITSD between March and May.
- SITSD CSAT Score: 4.56/2,830
    - March = 4.62
    - April = 4.6
    - May = 4.66

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OPERATIONS EXECUTIVE SUMMARY CONTINUTED

NOSC (Network Operations and Security Center)

- The NOSC is staffed 24/7/365 at the State of Montana Data Center. They are tasked with providing security and monitoring for the State of Montana Data Centers and all computing and network systems for proper and continuous operation, while maximizing the reliability and availability for customers and the citizens of Montana. They are the first line of defense for the State of Montana network.

Customer Success Managers

- The customer success managers drive success for a portfolio of State agency IT and business. This role includes responsibilities for long-term relationship building and support; maintaining an understanding of SITSD products, services, and support; driving adoption of enterprise products; advocacy for the customer; billing and budget support, etc. Customer Success Managers have the goals of improving efficiencies, adoption of IT products and services, and maximizing the State Agency IT budget.

Enterprise Desktop Service Section

- The desktop support section has been working closely with, SITSD CISO and Agency desktop support staff on the proof of concept for Tanium with some great results so far. The POC ends June 30, result to come soon after.

ITIL Service Deliver Manager

- Information Technology Infrastructure Library (ITIL)
- The ITIL Service Delivery Manager is primarily responsible for researching and driving the adoption of ITIL best practices and methodologies across the organization to improve service delivery, efficiency, and customer satisfaction. The ITIL Service Delivery Manager plays a vital role in boosting the user experience (UX) by ensuring intra-agency collaboration for the smooth delivery of top-notch services that meet and exceed customer demands.

LEGISLATIVE FINANCE COMMITTEE
Q4 CIO REPORT

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

State CIO, Kevin Gilbertson sent:

- FWP Director, Henry Worsech, an exception on February 28, 2023, to the MOM-SITSD-POL-Information Security Policy-Appendix A

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 – 346
- Denied ITPRs – 1
- Total Costs – $56,344,899.46
- Annual Ongoing Cost – $37,512,932.45
- ITPRs with $0.00 Cost – 58*

*Includes ITPRs submitted with only $1.00 reported as cost.

Agency Procurement Report

- Total number of IT items purchased – 719
- Total cost - $795,231.51
- Agencies – COR, FWP, ART
- Items Include - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS, etc.

LEGISLATIVE FINANCE COMMITTEE
Q4 PROJECT PORTFOLIO SUMMARY

Agencies reported 37 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)
- HHS - MFSIS Phase 2
- MDT - Federal Billing Project

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

2 Red Overall Health Status (Supplemental Reports Located in Dashboard)
- MDT - Program & Project Management System (PPMS)Post
- STF - Insurance Policy and Billing System Replacement

15 Total Closing Projects
- COR – Electronic Health Records System
- DOR – Cannabis Control Division
- HHS – Care-Management-Release-2
- HHS – CHIMES Quality Assurance and Accuracy
- HHS – LIHEAP Phase 1 – Eligibility Integration
- HHS – Provider Services
- JUD – Court Technology Improvement
- MDT – Bridge Management
- MDT – CADD Platform Software Implementation
- MDT – Montana Citizen Portal – Prototype
- MDT – Montana Reference Network Pilot Migration
- OPI – FY? 2019 ART Implementation Grant
- SOS – ElectMT
- STF – Insurance Policy and Billing System Replacement
- STF – Insurance Policyholder rand Agents Portals

1 Closed Projects (Post-Implementation Reports Located in Dashboard)
- DLI – Integrated Case Management (ICM)