Montana SITSD

September 22

2023

QUARTERLY
REPORT

INFORMATION
TECHNOLOGY
BOARD

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MEETING OVERVIEW

📅 Thursday, September 21, 2023

⏱ 10:00 a.m. – 12:00 p.m.

👥 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

MONTANA
SITSD

June 8, 2023 Minutes

Members Present

Kevin Gilbertson, Acting Chair
Daniel Zolnikov, St Rep

Sean Higginbotham, LGR

Laef Olson, Private SR

Jennifer Fielder, PSC

Guests

Adam Carpenter, CDO	Carrie Albro, DPH	Errolyn Lantz, GOV	Kim Warren, DLI
Handy Hanks, SITSD	Christie Breland, DOR	Fred Sargeson, NIC	Manuel Soto, DOR
Annie Murdock, SITSD	Dave Johnson, SITSD	James Zito, SITSD	Maryann Costello, SITSD
April Grady, SITSD	David Swenson, MPERA	Jessica Plunkett, FWP	Matt Cody, NTT
Phillip English, PSC	Rawlin Richardson, SITSD	Kari Hahn, SITSD	Matt Van Syckle, SITSD
Michael Sweeney, SAO	Elle Arredondo, SITSD	Katelyn Schaub, SITSD	Michael Sweeney, SAO
Hannah Thorne, SITSD	Jay Rudloff, Okta	Kellee English, SOS	Patricia Trooien, PSC
Holly Womack, Pine Cove	Robert Finstad, DOR	Rebecca Webb, BD	Rennan Rieke, HIS
Chris Hermance, ITSD	Karen Vanni, SITSD	Tom Mandera, Peraton	
Erin Fashoway, MSL	Roone Ruanaidh, SITSD	Veronica Lamka, Peraton	
Michele Snowberger, SITSD	Daniel Donithan, SITSD	Michelle Hauer, DEQ	
Rennan Rieke, MHS			

Welcome

- •(00:00:03) Recording Announcement, CIO Support Staff
  - ○(00:00:49) Introductions
- •(00:03:47) Chair Remarks, Kevin Gilbertson, Acting Chair
  - ○(00:04:55) Michael Sweeney made a motion to approve the December 15, 2022 Minutes. Kevin Gilbertson seconded the motion. Motion carried.
- •(00:05:12) Chief Information Officer Report, Kevin Gilbertson

Business

- •(00:05:37) Review and Approve Operating Procedures, No Quorum to vote.
- •(00:05:55) Operational Overview, Kevin Gilbertson
- •(00:06:16) Executive Summary Overview
- •(00:18:26) State IT Strategy
- •(01:08:19) CX Initiatives

Discussion

- •(01:25:15) Member Forum/Suggestions
- •(01:25:36) Future Priorities
- •(01:25:54) Public Comment

Adjournment (01:26:20) Michael Sweeney moved to adjourn the meeting. Sean Higginbotham seconded the motion. Motion carried.

Next Meeting
Thursday, September 21, 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 June 8, 2023
- Chief Information Officer Report, Kevin Gilbertson

Business

- Review and Approve Operating Procedures
- Operational Overview
- State IT Strategy
- CX Initiatives

Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

Adjournment

- Next Meeting
  - Thursday, December 14, 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 CONTIUNED

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

ITB Report

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OPERATIONAL OVERVIEW

1. Program Increment (PI Planning)
2. Executive Summary Overview
3. LFC Reports

SITSD Program Increment (PI) Planning

Our Scaled Agile Program Coach, Denise Adamson, has completed training sessions for all SITSD leaders and scrum masters.

SITSD is working toward fully utilizing the SAFe module in ServiceNow for planning, tracking, and reporting the work we are completing. The goal is to have the whole division using the SAFe module in ServiceNow by the end of this program increment (PI). Using this module will provide a variety of advanced tracking and visualization tools to support our implementation of the SAFe Framework. The visualization below is from the first sprint of this PI and is one example of our data visualization capabilities.

Cumulative Flow Diagram - A cumulative flow diagram below is used to visualize the flow of work through the states and the overall progress. Work efforts are depicted on the vertical axis, while the horizontal axis shows the timeline. The different colored bands represent the current state of work items.
- **Ready:** Indicates the number of work items (stories) that are ready to start work on.
- **Work In Progress:** Indicates the number of work items that are currently being worked on.
- **Ready for Testing:** Indicates the number of work items that are ready to be tested.
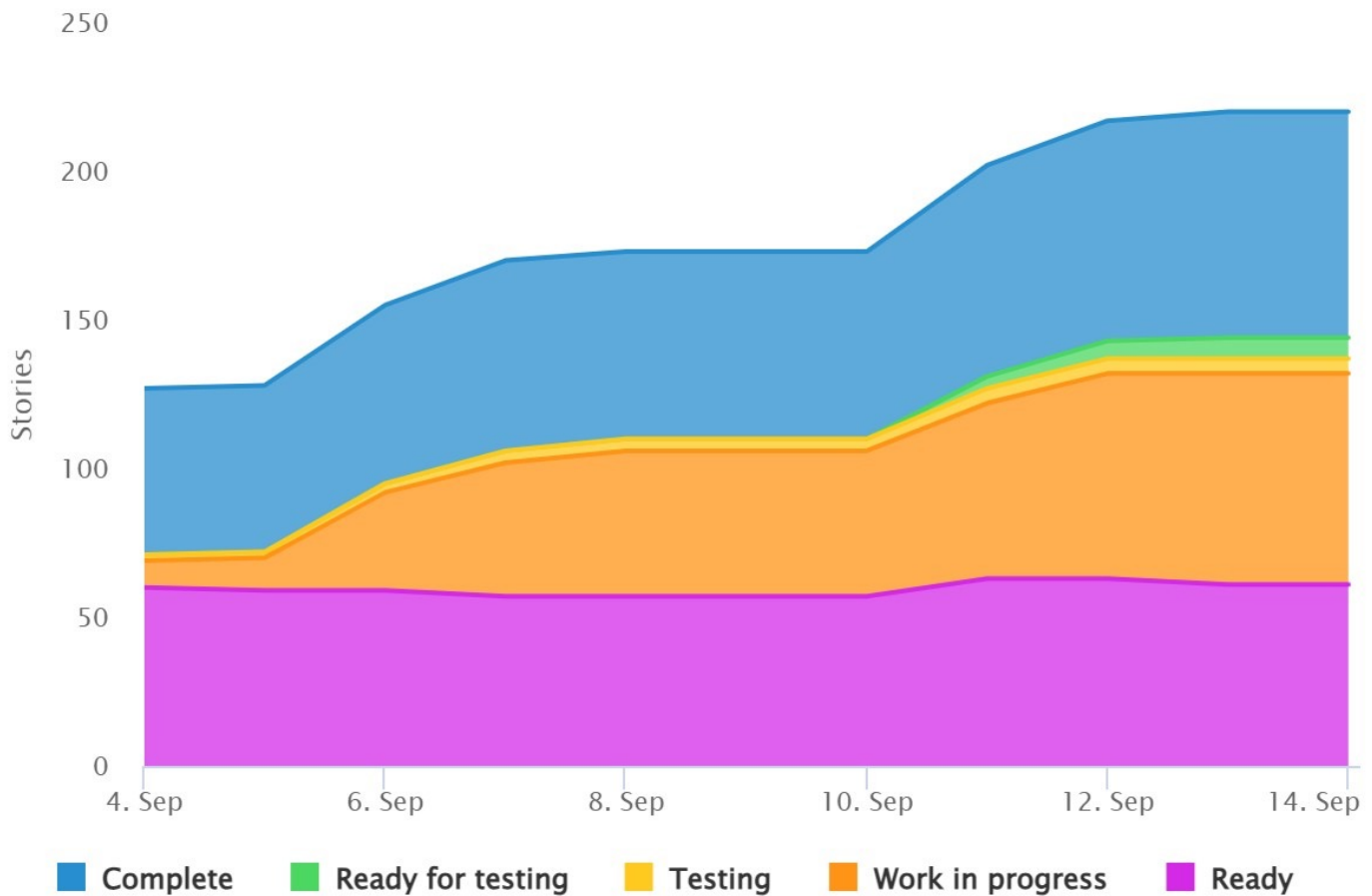
SITSD Executive Summaries

1. Finance Executive Summary
2. Technology Executive Summary
3. Security Executive Summary
4. Operations Executive Summary

FINANCE EXECUTIVE SUMMARY

ITPRs
SITSD has been enhancing transparency by inviting agencies to the weekly ITPR review meetings. These sessions aid in addressing queries and feedback, making the approval process more efficient. After the recent closure of the Enterprise Desktop Purchasing RFP, we are on track to finalize the contract with the chosen vendor.

Financial Services Bureau
The Finance team is actively exploring a new IT Financial Management platform. It's anticipated to streamline rate setting, budgeting, forecasting, and billing. We're currently awaiting POC documentation after intensive discussions with the product vendor.

Business Transformation
SITSD is leveraging the Scaled Agile Framework (SAFe) to examine operational efficiency and customer experience. As we continue, we'll pinpoint areas of the SAFe roadmap that require attention and incorporate SAFe principles across our operations. In addition, we're using the SAFe module in ServiceNow for enhanced transparency.

Our endeavors in organizational change management include conducting empathy mapping sessions to grasp customer experience challenges. We've also embarked on an assessment of survey data to identify hindrances in change adoption and are currently crafting a robust enterprise OCM strategy to bolster change capability.

Training Initiatives
The Training division is forging ahead by offering specialized in-house training for various systems , including ServiceNow, Cascade Web Design, Archer, Google Analytics, and the SAFe Demand process.

The team is also collaborating with bureaus to establish structured employee development. This work compliments their focus on developing a diverse training program, which includes orientation, leadership sessions, and the Emerging Leaders Program. The second cohort of the Emerging Leaders Program is set to launch in October. It is designed to bolster inter-agency collaboration with a keen focus on the Human-Centered Design approach.

Communication
In the recent quarter, the Communication section successfully orchestrated the Montana IT Strategic Planning Conference, facilitating collaboration between SITSD and Agency IT leaders. Concurrently, efforts are being made to refine enterprise communications and ensure regular IT updates are disseminated.

TECHNOLOGY EXECUTIVE SUMMARY

ServiceNow

Significant advancements were made in our digital infrastructure and service platforms in the recent quarter. We have successfully rolled out two major projects in ServiceNow: the Department of Livestock has completed its brands management system, and the Department of Health and Human Services has unveiled the first phase of its resource management system.

The ServiceNow Executive Steering Committee has greenlit the DLI Work Force Modernization Project for the development on the ServiceNow environment. The Committee's next focus is on charting a strategic roadmap for the future expansion and deeper utilization of the ServiceNow modules and features currently owned by the state.

Cloud Migration

Cloud migration is another pivotal area of our digital transformation. The State is shifting DR and essential IT services to the cloud. Key priorities for the next quarter include transitioning tools and services such as Splunk, Control-m, load balancing, web application firewall, and external DNS to cloud-based hosting. Additionally, we aim to establish more cloud-direct connections, with Helena and Miles City being connected directly to AWS.

Exchange Online

SITSD is taking active steps to enhance email security through Exchange Online. Communications are being sent to affected counties about two crucial matters. Firstly, counties that use the MT.gov subdomain for emails will be engaged with a transition plan to bolster security measures. Secondly, following our shift to Exchange Online, a handful of county email addresses are still tethered to the on-premises environment. Plans for their long-term support are in the pipeline.

Enterprise Architecture

The Enterprise Architecture team has been industrious in framing new technical standards. These standards are pivotal for maintaining state systems' consistency, quality, and interoperability.

Among the standards being developed are:
- Cloud – Addressing selection criteria, requirements, and specific examples of aligning with security mandates. Agency CIOs and IT managers are reviewing the draft of this standard.
- Application Modernization – This standard clarifies the preference for Commercial Off-The-Shelf (COTS) solutions and provides guidelines on state application development. Agency CIOs and IT managers are reviewing the draft of this standard.
- Authentication – Focused primarily on citizen and employee authentication for cloud services, the final version of this standard is available at the IAM Standard link.
- AI – This standard guides the development, deployment, and ethical considerations when integrating AI technologies. The finalized standard is accessible via the AI Technical Standard link.

We are committed to further refining and optimizing our technology infrastructure and services in the State's and its residents' best interests.

SECURITY EXECUTIVE SUMMARY

Over the last quarter, the SITSD Security team brought on Chris Santucci as the Interim CISO while a search is conducted for a replacement for the former CISO, Andy Hanks. As part of the long-term vision for the SITSD Security Team, several other hiring processes are currently underway. The Enterprise Security Compliance Officer has become engrained in processes and continues to be leveraged. An Offensive Security Specialist was recently hired to improve the State's security posture. And, most recently, qualified candidates from a pool of 78 applicants were interviewed for the ISSO 1 and ISSO 2/3 positions; offers have been extended to five qualified candidates. We plan to hire the remaining consolidated FTE within the next six to eight months.

The Security team has been working on several projects to address vulnerabilities in our IT Systems. These projects include developing an SSL/TLS Decryption process, completing the "MOVEit Transfer" vulnerability investigation, replacing lingering end-of-life SOPHOS agents on agency machines with SentinelOne, completing multiple authorization packages, and reviewing agency third-party penetration tests.

The Security team has been focusing on the future of security and strategically improve the State's long-term security posture. As part of this long-term strategy, the team has engaged in several strategic initiatives including conducting the first vulnerability landscape meeting with Executives, starting a Vulnerability Management Program, Creating and implementing Security non-functional requirements (NFR) for PI Planning projects, and developing a Zero Trust Roadmap and draft of a Zero Trust Strategy for the state. These initiatives are critical to protecting our IT assets now and long into the future.

Keeping up to date with advanced tools and platforms is another critical aspect of our State's IT security. The security team has been evaluating new tools to meet the state's needs. Over the past quarter, they have completed an RFI for an Endpoint Management Tool, completed a POC for the Tanium platform, and are beginning work on Enterprise Password Manager RFI (HB10 project).

The Security team continues to be an active collaborator in projects across state agencies. Most notably, they have been aiding State HR and other state agencies with forensic cases, and they have begun working with the Election Security Group in preparation for the 2024 General Election.

Members of the Security team are staying abreast of the most recent trends and best practices in IT Security through continued participation in national conferences and security exercises including the MS-ISAC convention and the J-CSOC Tabletop Exercise in which multiple state participated. Additionally, they are demonstrating leadership in the field by speaking at functions including at Montana State University, the SITSD GovTech conference, and the MS-ISAC conference.

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OPERATIONS EXECUTIVE SUMMARY

Operations Sections
The operations organization contains the following work sections.
1. ARPA Contact Center
2. SITSD ServiceDesk
3. Customer Success Managers
4. Network Operations and Security Center (NOSC)
5. Enterprise Desktop Services
6. ITIL Service Delivery Manager

ARPA Contact Center
The ARPA Contact Center has recently pivoted from answering ARPA/MERA-related queries, as the volume of these inquiries has reduced. Instead, they have shifted their focus towards working with DPHHS/OPA offices, handling Tier 1 calls related to Medicaid. This partnership is anticipated to continue until February 2024. Subsequent to this period, the Center is slated to merge with the SITSD ServiceDesk, taking on the Tier 1 responsibilities. This strategic move is expected to significantly reduce the call volume for the Service Desk, enabling the existing IT service desk staff to prioritize and efficiently address IT-related calls.

SITSD Service Desk
As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk has successfully closed 3,006 cases since the start of June 2023. Encouragingly, the overall customer satisfaction has witnessed an upward trend, increasing from 4.56 in May to a current rating of 4.57.

Customer Success Managers
The customer success managers play a pivotal role in ensuring the fruitful implementation of State agency IT and business endeavors. Their role extends beyond just relationship-building; they understand and drive the adoption of SITSD products and services. They also have a mandate to optimize the State Agency IT budget. Current undertakings include facilitating discussions about CITRIX usage across various departments, gauging agency requirements for event management tools, Canva, and Articulate platforms, and providing continued support for ITPR-related Agency tasks, among other duties.

Network Operations and Security Center (NOSC)
Operating continuously, the NOSC, located at the State of Montana Data Center, is responsible for maintaining the security and smooth functioning of the State's computing and network systems. Recent data reveals that in the past 30 days, the NOSC has effectively tackled 781 phishing incidents and addressed 408 technical-related incidents.

OPERATIONS EXECUTIVE SUMMARY

Enterprise Desktop Service Section

To streamline the process of consolidated purchasing and support, the Enterprise Desktop Service Section is gearing up to implement an enterprise-level solution. This solution aims to simplify the procurement and distribution process of workstations, ensuring it aligns with industry best practices, yet remains flexible enough to meet individual agency requirements.

ITIL Service Delivery Manager

Significant strides are being made within the realm of the Information Technology Infrastructure Library (ITIL). A cross-functional team within SITSD is diligently working to integrate the Common Service Data Model (CSDM) in ServiceNow during Planning Interval (PI) 9.0. The implementation of CSDM will provide a solid foundation for architectural and process decisions related to various IT tasks. Looking ahead, emphasis will be placed on refining the Product Management roles within SITSD, specifically in relation to the applications and tools present in ServiceNow's suite of products.

LEGISLATIVE FINANCE COMMITTEE
CIO REPORT

**CIO Report Legislative Finance Committee
2022-23 Q4 (April 1 – June 30, 2023)**

Exceptions Granted to State Agencies (2-17-515, MCA)
1.None

Information Technology Projects (2-17-512, MCA and 2-17-526, MCA)
1.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)
1.None

Information Technology Procurement Requests (ITPR)
1.   Total Number of ITPRs – 379
2.   Denied ITPRs – 1
3.   Total Costs – $75,767,741.35
4.   Annual Ongoing Cost –$45,334,786.90
5.   ITPRs with $0.00 Cost – 39*
*Includes ITPRs submitted with only $1.00 reported as cost.

Agency Procurement Report
1.Total number of IT Items purchased – 850
2.$251,706.30
3.Agencies – FWP, ART
4.Items included - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS

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LEGISLATIVE FINANCE COMMITTEE
PROJECT PORTFOLIO SUMMARY

Project Portfolio Summary Legislative Finance Committee

37 Total Projects
- 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
    - House Bill 10 Projects that have not yet started will be visible in the dashboard during the next LFC report.
- 4 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
    - MDT – Federal Billing Project
- 2 Red Overall Health Status (Supplemental Reports Located in Dashboard)
    - MDT - Program & Project Management System (PPMS)Post
    - STF - Insurance Policy and Billing System Replacement
    - DEQ – Fees Application and Compliance Tracking System (FACTS)

4 Total Closing Projects
- HHS – LIHEAP Phase 1 – Eligibility Integration
- MDT – Montana Citizen Portal – Prototype
- SOS – ElectMT
- STF – Insurance Policyholder and Agents Portals

0 Closed Projects (Post-Implementation Reports Located in Dashboard