



11.02 %

14.81 %

Statistic Graph  
All mentions:



	PRODUCT NAME	QTY	PRICE	TOTAL
1	ITEM 04	21	9.99\$	209.79\$
2	ITEM 03	4	5.5\$	22\$
3	ITEM 03	5	20\$	100\$
4	ITEM 04	97	40\$	480\$

Statistic Graph  
All mentions:



Statistic Graph  
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All mentions:



December 14  
2023

# QUARTERLY REPORT

INFORMATION  
TECHNOLOGY  
BOARD

## TABLE OF CONTENTS

- [Meeting Overview](#).....2
- [September 22, 2023 Minutes](#).....3
- [December 14, 2023 Agenda](#).....4
- [Information Technology Board Operating Procedures](#).....5
- [Operational Overview](#).....8
  - [Program Increment \(PI Planning\)](#).....9
  - [Enterprise IT Financial Workgroup](#).....10
  - [Executive Summary Overviews](#).....11
- [Legislative Finance Committee Reports](#).....17

## MEETING OVERVIEW



Thursday, December 14, 2023



10:00 a.m. – 12:00 p.m.



Members

Misty Ann Giles

John Daugherty

James Fehr

Braxton Mitchell

Beth McLaughlin

Austin Knudsen

Jerry Howe

Arthur Pembroke, Montana Association of Counties

Sean Higgenbotham, Cascade County

Ryan Osmundson

Elsie Arntzen

Laef Olson

Charlie Brereton

Jennifer Fielder

Christi Jacobsen

Daniel Zolnikov

Troy Downing

**Kevin Gilbertson - Chair**

Administration

Corrections

Environmental Quality

House Representative

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**

## AGENDA

### Welcome

- Recording Announcement, CIO Support Staff
- Introductions
- Review and Approve [September 21, 2023 Minutes](#)
- Chief Information Officer Report, Kevin Gilbertson

### Business

- Review and Approve Operating Procedures
- Operational Overview
- State IT Strategy
- Technical Standards
- AI Technical Standards
- Access and Identity Management Technical Standards

### Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

### Adjournment

- Next Meeting  
Thursday, March 21, 2024  
10:00 a.m. – 12:00 p.m.  
Zoom Webinar

## June 8, 2023 Minutes

### Members Present

Kevin Gilbertson, State CIO  
Yvette Englert, Acting Chair  
Sean Higginbotham, LGR

Carrie Albro, PHHS  
Michael Sweeny, SA  
Dale Gow, LSD

John Daughtery, COR  
Kelly English, SOS  
Lisa Mader, JUD

Amy Sassano, OBPP

### Guests

Michele Snowberger, SITSD  
Hannah Thorne, SITSD  
Matt Van Syckle, SITSD  
April Grady, SITSD  
Dave Johnson, SITSD  
Veronica Lamka, Peraton

Chris Hermance, SITSD  
Patricia Trooien, DPS  
Scotty Harry, Snowflake  
Bradley Runnion, SITSD  
Denise Adamson, SITSD  
Kathleen Brandis, SITSD

Roone Ruanaidh, SITSD  
Jessica Plunkett, FWP  
Kari Hahn, SITSD  
Chris Sinrud, OPI  
Andrea Gordon, SITSD  
Karen Vanni, SITSD  
Kim Warren, DLI

Robert Finstad, DOR  
Phillip English, PSC  
Erin Fashoway, State Library  
Rennan Rieke, MHS  
David Swenson, MPERA  
James Fehr, DEQ  
Errolyn Lantz, GOV

### Welcome

- (00:00:14) Recording Announcement, CIO Support Staff
  - (00:00:00) Introductions
- (00:00:00) Chair Remarks, Misty Ann Giles
  - (00:03:59) Review and Approve June 6, 2023 [Minutes](#)
    - Laef Olson made a motion to approve the June 6, 2023, minutes. Sean Higginbotham seconded the motion. Motion carried.
- (00:05:01) Chief Information Officer Report, Kevin Gilbertson

### Business

- (00:06:43) Review and Approve Operating Procedures-Michele Snowberger
  - Lack of quorum to approve the Operating Procedures.
  - Operational Overview
- (00:09:18) Executive Summary Overview
  - (00:11:42) Financial-April Grady
  - (00:13:27) Financial-Kevin Gilbertson
  - (00:14:10) ServiceNow-Matt Van Syckle
  - (00:15:08) Security-Kevin Gilbertson
  - (00:19:37) Teamwork Overview-Dave Johnson
  - (00:23:11) Move to the Cloud-Kevin Gilbertson, Matt Van Syckle
- (00:29:16) State IT Strategy-Kevin Gilbertson
- (01:18:17) Technical Standards-Kevin Gilbertson
  - AI
  - Access and Identity Management Technical Standards

### Discussion

- (01:26:38) Member Forum/Suggestions
  - (01:28:13) AI-Amy Sassano
- (00:00:00) Future Priorities-None
- (00:00:00) Public Comment-None

**Adjournment** (01:31:54) Sean Higginbotham made a motion to adjourn the meeting. Michaël Sweeney Seconded the motion. Motion carried.

- 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:

- State Chief Information Officer, who serves as the Chair
- Director of the Department of Administration, or designee
- Director of the Office of Budget and Program Planning (OBPP) or a designee
- Three members who are directors of state agencies, appointed by the Governor, or their designees
- 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](mailto: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



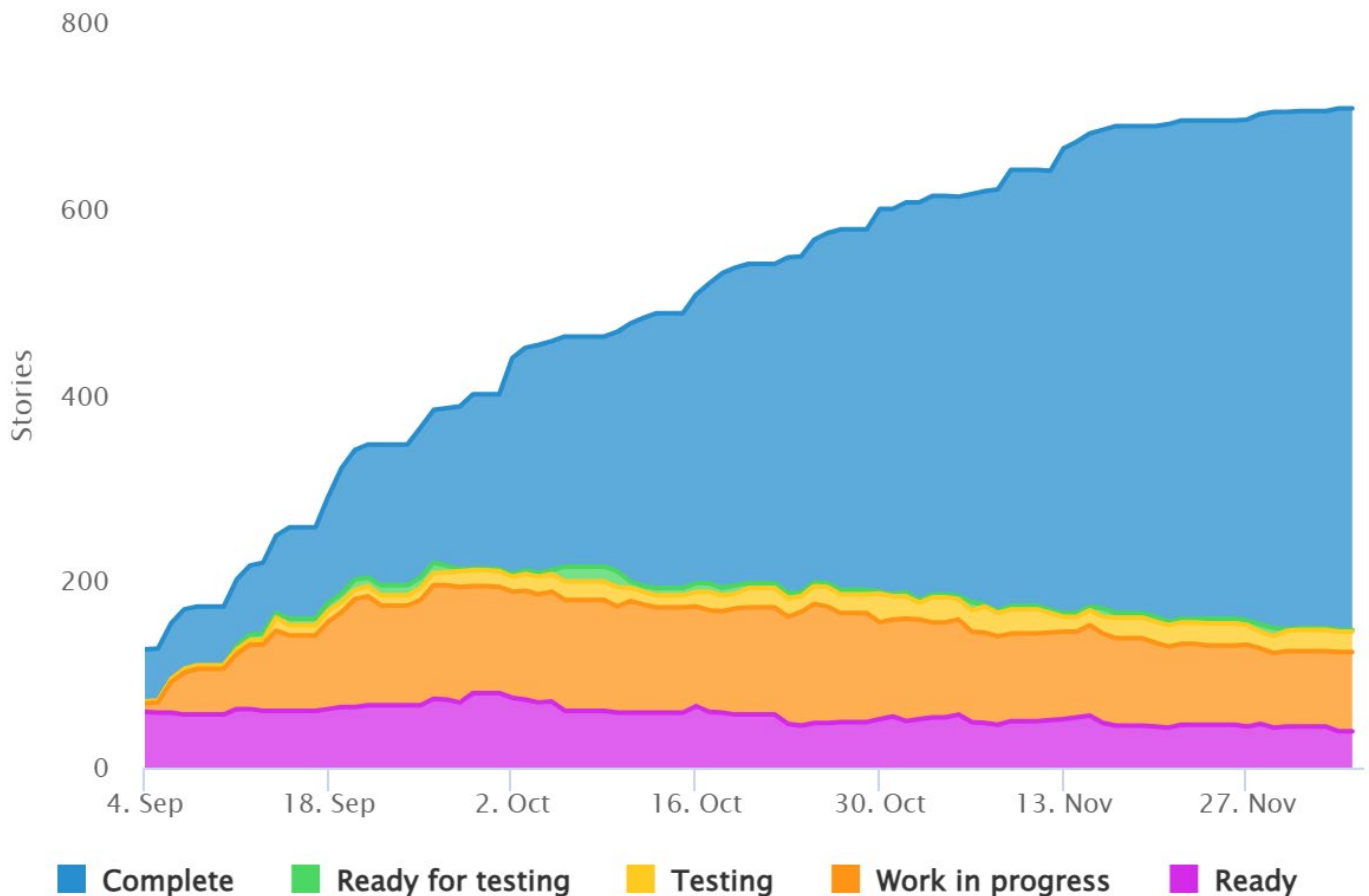
## SITSD Program Increment (PI) Planning

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.
- Testing:** Indicates the number of work items currently being tested.
- Complete:** Indicates the number of work items that are complete.



## OPERATIONAL OVERVIEW

1. [Program Increment \(PI Planning\)](#)
2. [Enterprise IT Financial Workgroup](#)
3. [Executive Summary Overview](#)
4. [LFC Reports](#)

## Enterprise IT Financial 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 members are using future meetings to revise the meeting structure to create a more collaborative environment. Recently there have been unexpected increases to those services that also require input from the enterprise and EITFW would benefit from instating workgroup sessions regarding increases to ensure communication, understanding, and agreement on how to distribute the unbudgeted costs.

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. This system will also replace the current budgeting system SITSD uses to set rates for IT services.

SITSD has started an Enterprise IT Asset Management Community of Practice with members from multiple agencies. This COP will consist of three workgroups to develop procedures and best practice standards over hardware asset management and software asset management and to also develop a governance process for all enterprise asset management.

The current business items include:

- Desktop Purchases
- Proven Optics Engagement for IT Financial Management
- ITAM Community of Practice
- Adobe Contract Renewal
- Agency Participation in TRB Meetings
- Enterprise initiatives (e.g. event management, Grammarly)
- EITFW Meeting Strategy, April Grady

## SITSD Executive Summaries

1. [Finance Executive Summary](#)
2. [Technology Executive Summary](#)
3. [Security Executive Summary](#)
4. [Operations Executive Summary](#)

## FINANCE EXECUTIVE SUMMARY

SITSD Business Services is looking into utilizing the Service Now procurement module to allow the procurement team to be assigned cases when projects require IT contracting work. This module will also provide alerts to the contract team 90 days prior to a contract renewal date and allow for the contract team to work with asset management to review licensing levels based on contract requirements and agency need.

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. While this change is in process, SITSD has invited agencies to participate in the weekly Technical Review Board meetings to answer questions or provide follow up documentation for ITPRs in real time. SITSD is also developing a customer satisfaction survey for agency ITPRs that were flagged for TRB and the resulting resolution time.

SITSD has hired an Enterprise IT Asset Manager to work with the Enterprise IT Asset Management Community of Practice to instate ITAM best practices, standards and governance across the enterprise. This position will champion usage of the hardware and software asset management modules in Service Now to compile an enterprise inventory of hardware and software assets. An enterprise inventory will ensure contract compliance, reduce redundancy, and generate cost savings.

The CFO is currently working with the business process architect to map previous, current and future HB 10 processes. Future processes include moving HB 10 project, funding transfer requests, and expense reporting into the Service Now Strategic Portfolio Management module. The LFC reporting process will also be moved to this module to ensure the entire lifecycle management resides together in one structure from project request, ITPR submission, funding transfers, asset procurement and management, related expense tracking, adjustments to project plans, to project completion and closeout.

## TECHNOLOGY EXECUTIVE SUMMARY

### Key HB10 funded technology projects

#### WAN network upgrades

SITSD has completed upgrades to 24 sites across the state and is currently in process to upgrade 22 more sites. The state will continue to work with telco providers across the state to upgrade additional sites as weather permits.

#### Software defined WAN (SD-WAN)

Licensing and hardware to support moving 100 WAN sites to SD-WAN has been completed. This procurement will enable the transition off legacy transport, hardware and options for network transport redundancy as needed to meet business needs for high availability.

#### Zero Trust Layer 7 Firewall Segmentation

The state has completed the procurement of new internal layer 7 firewalls that will be used to complete the multi phased layer 7 segmentation project. The first major phase will begin in the first PI of 2024 and will consolidate/transition existing internal transit L4 and L7 Firewalls into a single central L7 firewall. The second major phase will implement separate L7 firewall zones & routing vrf's per State agency supporting zero trust to reduce pivot attack surface area

#### Microsoft Identity Manager (MIM)

Today MIM is used to enable automation for onboarding and off boarding of state employees from the statewide HR system (SABHRS). MIM is at end of life and needs to be replaced over the next year. This is a key project for zero trust as will continue to secure and automate identity management in the state.

#### Enterprise Technology Governance

Over the last three months over 30 demands have worked through the ServiceNow governance process. The process today consists of three boards: demand, technical and executive. As we move forward with technical governance in the state the process will grow to cover additional enterprise products and platforms used across the state. Over the next couple months, the multi-agency executive board will add additional products and platforms beyond ServiceNow, update the charter and board membership for technical and demand board to better reflect the products governed.

#### Cloud Migration

The state has almost completed the transition of Splunk to cloud hosted and will start end user testing in the next month. This move will better enable log collection from state cloud systems while still support log collection from private cloud systems. Additional key priorities for the next few PIs will be Control-m, load balancing, web application firewall, and external DNS to cloud-based hosting.

#### Enterprise Architecture

Application Portfolio Management (APM) is the process of centralized oversight and coordinated control of the business applications and software services across the enterprise. APM provides visibility into the current application portfolio to make better decisions on application rationalization, cloud migration, and future investments to align with business objectives. Our initial and ongoing inventory of business applications (between HHS, DEQ, & SITSD) is up to 248. Application rationalization will enable reducing overlaps and redundancies by eliminating duplicate or redundant applications. Rationalization also helps with retiring outdated, unused or low-value applications to reduce costs and identifying opportunities to modernize, consolidate or migrate applications.

## SECURITY EXECUTIVE SUMMARY

Interim Chief Information Security Officer has stepped into assist with security continuity. The security team Began Election Security Workgroup with primary partners. Completed Cybersecurity Awareness Month, coinciding with Cyber and Infrastructure Security Administration's (CISA) #SecureOurWorld campaign. Began partnership with University of Montana for the PISCES project as well as various training initiatives.

### Security Architecture

The security architecture team successfully completed the POC, RFI, and procurement of Tanium with House Bill 10 funds of their service for implementation to mature enterprise Zero Trust architecture.

Additionally, completion of Zero Trust Vision and Strategy document, and is now ready for enterprise dissemination. Active Directory review of permissions and progressing towards role-based access to reduce excessive rights of users to data. Helped agencies reduce attack footprint with security architectural guidance to remove unnecessary holes accessible to off-network systems. Provided key technology vendors a Zero Trust roadmap for the state to align needed services with procurement planning.

### Security Risk Management

Hired (8) new security personnel. (2) level 1, (2) level 2, (2) Level 3, and an Agency Risk Management Supervisor and Threat Management Supervisor. We will have the Enterprise Supervisor position hired by the end of the calendar year. Newly created position – Enterprise Vulnerability Management Analyst will be posted and hired soon.

### Security Compliance

We have completed the SITSD portion of the Nationwide Cybersecurity Review (NCSR) and have moved collaboration from SharePoint to MS Teams. Agencies will begin completing with a target of Jan 31, 2024. The entire process is due Feb 28, 2024.

We have reviewed (20) existing policies and updated them with any new technologies or changes and normalized formatting.

Continued registering and working Authorization packages through the Enterprise GRC Tool.

### Security Operations

Obtained IRS approval for Cloud Disaster Recovery. Created 1st draft of security long-term strategy. Finalized KnowBe4 2024 Annual Security Awareness training with a new format not seen in previous years.

## OPERATIONS EXECUTIVE SUMMARY

### **SITSD Service Desk**

As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk has successfully closed 2,964 in the prior quarter. Encouragingly, the overall customer satisfaction has witnessed an upward trend, increasing from 4.57 last quarter to a current rating of 4.61. We also began collecting a customer effort score (CES). CES is the metric we use to track the amount of effort customers have to exert to fulfill a service request, resolve an incident, or obtain a product. We use a scale of 1 - 7, where a score of 1 reflects a "Very Easy" level of effort while a score of 7 reflects a "Very Difficult" level of effort. Our initial score from the last quarter is 1.69, this falls between the very easy (1) and easy (2) classification!

### **Customer Success Managers**

The customer success managers play a pivotal role in ensuring the successful 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 supporting agencies with demands through SITSD PI Planning, standing up ongoing local government/state meeting on a quarterly basis 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. Over the prior quarter NOSC has handled 2,337 phishing incidents and 1,184 other technical related incidents. During this same time period our security automation tool addressed 5,971 additional phishing incidents.

### **Enterprise Desktop Services**

Desktop is working with the SITSD security team and DNRC IT to coordinate the deployment of a new enterprise desktop management and security tool called Tanium. This software provides modern tools to deploy, maintain and secure end user computers across the enterprise in a consistent and reliable manner.

### **ITIL Service Delivery Manager**

A cross functional team is exploring the Common Service Data Model in ServiceNow, which is a part of our Configuration Management Database (CMDB) that would further ServiceNow's ability to operate for us as a single platform of action for service management by connecting our foundational, service, and portfolio data across product suites. Based on the outputs of this team, we are expecting to begin a proof of concept next PI where we are focused on proving it's a technical viability on our platform. Work continues with the enterprise architect and NOSC supervisor on modernizing our IT change management policy and procedure with the goal of maximizing the number of successful product/service changes implemented.



## INNOVATION AND TRANSFORMATION EXECUTIVE SUMMARY

### **Project Management**

The Project Management team is designing and planning to deliver a Human Centered Design workshop with agency CIOs to increase awareness and integration of human-centered design techniques and begin adding those techniques to strategic planning. The purpose of this workshop is to better understand how the State Information Technology Services Division can build trust and improve customer experience. Additionally, the Project Management team continues to coach, support, and assist technology teams with prioritizing agency work requests, so that the work is understood and completely timely.

### **Communications**

The Communications team has continued to support the enterprise with developing and disseminating strategic communications regarding planned technology changes, contract updates, and critical business operations updates. In multiple communication channels, customers and partners are reporting an improvement in communications and a trend toward more transparency. The Communications team will continue to work toward increasing visibility into priorities and work in progress between technology and business teams.

### **Training**

Successfully created and delivered multiple online and in-person training materials to support new software rollouts and end user adoption. The training team has worked closely with the other areas of State Information Technology Services and other Agency teams to develop end-user training for ServiceNow modules.

### **Process Analysis**

The Business Process Architect is working closely with multiple different functional areas to identify processes, document pain points, and determine optimization activities to improve organizational efficiency and customer satisfaction. Additionally, the Business Process Architect is identifying processes directly related to consolidation efforts.

## LEGISLATIVE FINANCE COMMITTEE

### CIO Report - 2023-24 Q1 (July 1 – September 30, 2023)

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

1.State CIO, Kevin Gilbertson granted an exception to Secretary of State, Christi Jacobsen, on September 11, 2023. The exception was to the Online Electronic Payment Processing policy.

#### 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 – 244

2. Denied ITPRs – 0

3. Total Costs – \$75,055,928.68

4. Annual Ongoing Cost –\$19,328,533.89

5. ITPRs with \$0.00 Cost – 41\*

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

#### Agency Procurement Report

1.Total number of IT Items purchased – 2,862

2.Total amount of IT items purchased - \$1,869,944.06

3.Agencies – FWP, ART

4.Items included - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS

## LEGISLATIVE FINANCE COMMITTEE

### Project Portfolio Summary - 2023-24 Q1 (July1 – September 30, 2023)

57 Total Projects

16 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)

- AGR – SAFHER Federal System
- COR – Offender Management System Implementation
- DOA - E-Discovery-Public Information Request Software
- DNRC – Fire Financial Information System
- DNRC – Flathead Reservation IT Management System
- DNRC – FSO Financial Management System
- DNRC – Interoperability – Integration (MES)
- DNRC – Interoperability – Mobile Engagement (MES)
- DNRC – TLMS Customer Portal
- HHS - CCWIS-CAPS/MFSIS RFP and System Replacement
- HHS - EBT Replacement
- HHS - Facilities Electronic Health Records & Billing System (EHR)
- HHS - Pharmacy Benefits Management System Replacement (MES)
- HHS – SEARCHES Replacement
- HHS – SNAP Employment & Training
- LIV – Livestock Animal Health System Replacement
  
- 3 Yellow Overall Health Status (Supplemental Reports Located in Dashboard)
  - DEQ – Coal Information Management System (CIMS): Phase 1
  - FWP – ExploreMT
  - MDT – Federal Billing Project
  
- 2 Red Overall Health Status (Supplemental Reports Located in Dashboard)
  - MDT - Program & Project Management System (PPMS)Post
  - DEQ – Fees Application and Compliance Tracking System (FACTS)
  
- 6 Total Closing Projects
  - DOA – Montana Cybersecurity Enhancement
  - HHS – CHIMES Resource Referral Engine – Phase 1
  - HHS – Electronic Visit Verification – Release 1 (MES)
  - HHS – LIHEAP Phase 2
  - SOS – ElectMT
  - STF – Insurance Policyholder and Agents Portals
  
- 2 Closed Projects (Post-Implementation Reports Located in Dashboard)
  - HHS - LIHEAP Phase 1 – Eligibility Integration
  - HHS – MPATH Provider Services
  - MDT – Montana Citizen Portal – Prototype