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General Instructions

This report is due by close of business April 30, 2018. Please upload your final report and all applicable documents to your individual agency folder in the biennial reporting SharePoint site: https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/.

If you are attached to another agency, your individual folder is located within the overarching agency folder. All attached-to-agencies information should be reported within the overarching agency plan.

The Department of Administration (DOA) State Information Technology Services Division (SITSD) shall prepare a biennial report on information technology based on agency information technology plans and performance reports (2-17-521, MCA).

Each state agency is required to develop and maintain an agency information technology plan (2-17-523, MCA).

Format and content requirements are found in 2-17-524, MCA.

Review and approval requirements are found in 2-17-527, MCA.

SITSD will adhere to the exemptions as defined in 2-17-516, MCA and 2-17-546, MCA.

Answer each section below (add lines and tables as needed).
The Montana Commissioner of Securities and Insurance (CSI), also known as the Montana State Auditor, is the state government regulator of Montana’s insurance and securities industries and advocate for the citizens of Montana. The Office of the Montana State Auditor, Commissioner of Securities and Insurance (CSI) is a criminal justice agency that protects Montana’s consumers by ensuring fairness, transparency and access for Montanans in two of Montana’s largest industries — securities and insurance.

CSI Information Technology department actively pursues to deliver the best proven technology and innovative solutions available to meet the business objectives of the agency and the State of Montana. Develop custom interfaces, provide stable infrastructure, and leverage emerging technologies to advance the business objectives of CSI and the State of Montana.

<table>
<thead>
<tr>
<th>Mission</th>
<th>The Montana Commissioner of Securities and Insurance (CSI), also known as the Montana State Auditor, is the state government regulator of Montana’s insurance and securities industries and advocate for the citizens of Montana. The Office of the Montana State Auditor, Commissioner of Securities and Insurance (CSI) is a criminal justice agency that protects Montana’s consumers by ensuring fairness, transparency and access for Montanans in two of Montana’s largest industries — securities and insurance. CSI Information Technology department actively pursues to deliver the best proven technology and innovative solutions available to meet the business objectives of the agency and the State of Montana. Develop custom interfaces, provide stable infrastructure, and leverage emerging technologies to advance the business objectives of CSI and the State of Montana.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>State Strategic Plan Goal/Objective Reference</th>
<th>Agency Goal/Objective Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal One</td>
<td>Leverage our reliable, secure, and efficient information technology</td>
</tr>
<tr>
<td>Objective One</td>
<td>Maintain and enhance the IT infrastructure to support the operations of the Agency</td>
</tr>
<tr>
<td>Objective Two</td>
<td>Maximize staff potential to foster innovation and excellence.</td>
</tr>
<tr>
<td>Objective Three</td>
<td>Provide a secure computing environment that ensures data privacy, integrity and mitigates cyber-security threats</td>
</tr>
</tbody>
</table>

| Goal Two | Ensure excellent service to enable the effective use of technology, resources, and systems by the Agency | Goal 6 Objective 6.1 | Enable business continuity by delivering networking and server technologies which provide redundancy, reliability and flexibility. |
| Objective One | Work with departments to provide training on enterprise technologies. | Goal 1 Objective 1.2 | Upgrade hardware and software to take advantage of newly released features and capabilities. |
| Objective Two | Ensure a strong IT workforce capable of achieving the information technology goals of the Agency | | Provide technical development opportunities for IT employees and |

Revised June 20, 2018
| **Objective Three** | Enhance communications | Goal 3 Objective 3.3 | Keep Agency informed of emerging information technology solutions and best practices. |

<table>
<thead>
<tr>
<th><strong>State Strategic Plan</strong></th>
<th><strong>Agency Goal/Objective Reference</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal Three</strong></td>
<td>Support, upgrade, and enhance current business processes, tools, and systems</td>
</tr>
<tr>
<td><strong>Objective One</strong></td>
<td>Streamline workflow and automate business processes to improve business efficiency and reduce the use of paper.</td>
</tr>
<tr>
<td><strong>Objective Two</strong></td>
<td>Establish a review process to annually review each COOP plan with the business process owner for needed updates and changes</td>
</tr>
<tr>
<td><strong>Objective Three</strong></td>
<td>Update and review Living Disaster Recovery Planning System</td>
</tr>
</tbody>
</table>

**Link to Agency Goals and Objectives**

Resources and Capabilities

Information Technology Resources
CSI current infrastructure is comprised of a clustered virtual environment that services the entire agency’s data needs. This environment was designed with environmental and agency growth concerns in mind. CSI’s current backup environment includes redundancy which is hosted in the State of Montana Data Center. This allows for onsite backup with offsite redundancy which allows for a broader scope of disaster recovery options. CSI’s infrastructure has been engineered to meet the growing needs of the agency staff, while still maintaining costs at a lower threshold.

Each IT position at the Agency is responsible for supporting the agency users with day-to-day operations while also focusing on supporting CSI systems in their respective specialized concentrations.

<table>
<thead>
<tr>
<th>Information Technology</th>
<th>Number of FTE</th>
<th>Primary Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information System Manager</td>
<td>1</td>
<td>Focus is on actively coordinating the overall direction of IT department within the agency, carries out supervisory responsibilities, coordinate, and implements short and long-range technology strategic plans, manages IT related projects and coordinates overall direction of the IT department within the Agency. Assures integrity of agency data and confidential information through information security and data access management.</td>
</tr>
<tr>
<td>Senior Database Administrator</td>
<td>1</td>
<td>Develop application and enterprise software solutions, provide solution and designs. Support the performance, integrity and security of the production environment by maintaining per defined and documented maintenance plans and business needs.</td>
</tr>
<tr>
<td>Network Security Administrator</td>
<td>1</td>
<td>Administer and maintain agency network architecture and environment to ensure accurate, efficient processing and storage of CSI data; Enforces technical securities and procedures on the network as required to ensure the confidentiality, integrity, and accessibility of CSI technical resources are available 24X7.</td>
</tr>
<tr>
<td>Information Systems Specialist</td>
<td>1</td>
<td>Provides general technical assistance in support of applications, hardware, software, and network connectivity</td>
</tr>
</tbody>
</table>
Information Technology Capabilities

Summary of Systems:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insure Montana</td>
<td>Will be used for tax credits until fiscal year end 2020</td>
<td>Application</td>
</tr>
<tr>
<td>Oracle for SAO</td>
<td>Oracle database for production apps</td>
<td>Application</td>
</tr>
<tr>
<td>Splunk</td>
<td>Log Correlation and Event Monitoring</td>
<td>Application</td>
</tr>
<tr>
<td>Barracuda</td>
<td>Backup</td>
<td>Application</td>
</tr>
<tr>
<td>Abacus Law</td>
<td>Internally hosted database app</td>
<td>Application</td>
</tr>
<tr>
<td>Quick Books (SAO)</td>
<td>Accounting app used for Securities and Insure Montana research only</td>
<td>Application</td>
</tr>
<tr>
<td>SAO Production Database</td>
<td></td>
<td>Application</td>
</tr>
<tr>
<td>Oracle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SAO Production Web Application (Oracle) (SVC.MT.GOV/CSI/Apps)</td>
<td>Surplus lines production application</td>
<td>Application</td>
</tr>
<tr>
<td>Image Now</td>
<td>Document imaging</td>
<td>Application</td>
</tr>
<tr>
<td>VMWare ESXI v5.0</td>
<td>Virtualized machine management</td>
<td>Application</td>
</tr>
<tr>
<td>KeePass</td>
<td>Open source password manager</td>
<td>Application</td>
</tr>
</tbody>
</table>

Summary of Hardware:

<table>
<thead>
<tr>
<th>Total Number of Appliances</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Physical Servers</td>
<td>6</td>
</tr>
<tr>
<td>Virtualized Servers:</td>
<td></td>
</tr>
<tr>
<td>Total Number of Virtualized Servers</td>
<td>3</td>
</tr>
<tr>
<td>Storage: SANs and NASs.</td>
<td></td>
</tr>
<tr>
<td>Total Usable Storage Space</td>
<td>22 TB</td>
</tr>
</tbody>
</table>

Devices:

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Quantity</th>
<th>Estimated Replacement Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktops</td>
<td>82</td>
<td>$82,000.00</td>
</tr>
<tr>
<td>Laptops</td>
<td>19</td>
<td>$30,000.00</td>
</tr>
<tr>
<td>Mobile Devices (tablets, phones, etc.)</td>
<td>14</td>
<td>$11,000.00</td>
</tr>
<tr>
<td>Printers</td>
<td>18</td>
<td>$18,000.00</td>
</tr>
<tr>
<td>Leased Printers</td>
<td>5</td>
<td>$8,460.00</td>
</tr>
<tr>
<td>Security Cameras</td>
<td>34</td>
<td>$35,000.00</td>
</tr>
<tr>
<td>Cameras</td>
<td>8</td>
<td>$3,000.00</td>
</tr>
<tr>
<td>Scanners</td>
<td>11</td>
<td>$9,000.00</td>
</tr>
</tbody>
</table>
CSI does not foresee any major IT initiatives in the agency’s future. However, this could change if federal lawmakers, agencies and/or associations make changes which affect our Montana regulatory IT environment.

<table>
<thead>
<tr>
<th><strong>CSI Legacy System Replacement</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Wide</strong></td>
</tr>
<tr>
<td><strong>Project / Program purpose and objectives</strong></td>
</tr>
<tr>
<td><strong>IT Goal and Objective Reference</strong></td>
</tr>
<tr>
<td><strong>Estimated start date</strong></td>
</tr>
<tr>
<td><strong>Estimated delivery date</strong></td>
</tr>
<tr>
<td><strong>Estimated cost</strong></td>
</tr>
<tr>
<td><strong>HB 10 Request</strong></td>
</tr>
<tr>
<td><strong>Funding source one</strong></td>
</tr>
<tr>
<td><strong>Funding source two</strong></td>
</tr>
<tr>
<td><strong>Funding source three</strong></td>
</tr>
<tr>
<td><strong>Annual costs upon completion</strong></td>
</tr>
<tr>
<td><strong>Status of the project as of March 31, 2018. Indicate % completed and status of funds expended.</strong></td>
</tr>
</tbody>
</table>
# Contact Information

## Agency Director / Administrator

<table>
<thead>
<tr>
<th>Name</th>
<th>Commissioner of Security and Insurance, Montana State Auditor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number</td>
<td>406-444-2040</td>
</tr>
<tr>
<td>Email Address</td>
<td>Contact us on our website: <a href="http://csimt.gov/contact">http://csimt.gov/contact</a></td>
</tr>
<tr>
<td>Mailing Address</td>
<td>840 Helena Ave, Helena Mt 59601</td>
</tr>
</tbody>
</table>

## Information Technology Contact (CIO / IT Manager)

<table>
<thead>
<tr>
<th>Name</th>
<th>Glynis Gibson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number</td>
<td>406-444-3517</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:gegibson@mt.gov">gegibson@mt.gov</a></td>
</tr>
<tr>
<td>Mailing Address</td>
<td>840 Helena Ave, Helena Mt 59601</td>
</tr>
</tbody>
</table>

## Information Network and Security

<table>
<thead>
<tr>
<th>Name</th>
<th>Brian Jacobson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number</td>
<td>406-444-5233</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:bjacobson@mt.gov">bjacobson@mt.gov</a></td>
</tr>
<tr>
<td>Mailing Address</td>
<td>840 Helena Ave, Helena Mt 59601</td>
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Direct questions to:
State CIO Office
State Information Technology Services Division
ITBiennialReporting@mt.gov
406.444.2700

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