### Agency Information Technology Plan

**Agency**

Department of Public Health and Human Services

**Mission**

The Department of Public Health and Human Services' (DPHHS) mission is to improve and protect the health, well-being, and self-reliance of all Montanans. To fulfill that mission, the department has made significant investments in information technology (IT). Our IT systems and the data they manage are critical for the department programs that provide services for families, children, seniors, veterans, and the disabled. Responsibility for these IT systems lies within the Technology Services Division (TSD), which oversees IT system development, maintenance, procurement, and operations. The mission of TSD is to provide effective and efficient IT services to the Department. We help the Department use IT to transform traditional program delivery into citizen centric services. TSD strives to manage the various Department systems as an overall integrated portfolio to meet the needs of internal and external customers. This type of system life-cycle management is key in keeping up with fundamental technology changes such as cloud-based systems, web services, and enterprise service orientated architecture. TSD strives to provide effective and efficient IT services to the Department, and enterprise service orientated architecture.

<table>
<thead>
<tr>
<th>Agency Goal/Objective</th>
<th>State Strategic Plan Goal/Objective Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal One:</strong></td>
<td></td>
</tr>
<tr>
<td>Objective One:</td>
<td></td>
</tr>
<tr>
<td>Integrate data systems and modernize capacity for data analytics through enterprise data solutions and software.</td>
<td>Goal 2: Optimization of Shared Services 2.2 Shared 2.3 Standardization Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G</td>
</tr>
<tr>
<td>Objective Two:</td>
<td></td>
</tr>
<tr>
<td>Objective Three:</td>
<td></td>
</tr>
<tr>
<td>Collaborate with key stakeholders to deliver interoperable IT solutions and tools across branches, divisions, and programs.</td>
<td>Goal 2: Optimization of Shared Services 2.1 Automate 2.2 Shared Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G</td>
</tr>
<tr>
<td>Objective Four:</td>
<td></td>
</tr>
<tr>
<td>Increase internal controls through enterprise content management solution.</td>
<td>Goal 2: Optimization of Shared Services 2.2 Shared Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G</td>
</tr>
<tr>
<td>Objective Five:</td>
<td></td>
</tr>
<tr>
<td>Promote an innovative culture through shared services and modernization.</td>
<td>Goal 2: Optimization of Shared Services 2.2 Shared 2.3 Standardization Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G</td>
</tr>
</tbody>
</table>

**Goal Two:**

Operational excellence.

<table>
<thead>
<tr>
<th>Agency Goal/Objective</th>
<th>State Strategic Plan Goal/Objective Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective One:</td>
<td></td>
</tr>
<tr>
<td>Develop enterprise systems with common client identifiers.</td>
<td>Goal 4: Unified Digital Government 4.1 Modernization 4.4 G2G</td>
</tr>
<tr>
<td>Objective Two:</td>
<td></td>
</tr>
<tr>
<td>Protect and safeguard DPHHS infrastructure by strengthening cybersecurity posture, performance and policy.</td>
<td>Goal 3: Cybersecurity Enhancements and Strategy 3.1 Identify 3.2 Protect 3.3 Detect 3.4 Respond 3.5 Recover</td>
</tr>
<tr>
<td>Objective Three:</td>
<td></td>
</tr>
<tr>
<td>Improve cybersecurity controls and tools.</td>
<td>Goal 3: Cybersecurity Enhancements and Strategy 3.1 Identify 3.2 Protect 3.3 Detect 3.4 Respond 3.5 Recover</td>
</tr>
<tr>
<td>Objective Four:</td>
<td></td>
</tr>
<tr>
<td>Enhance end user capacity, knowledge and skills with shared, efficient, and automated business solution tools.</td>
<td>Goal 2: Optimization of Shared Services and Support: 2.1 Automate 2.2 Shared 2.3 Standardize Goal 5: Service First 5.2 Communication 5.4 Retain, Recruit, and Train</td>
</tr>
</tbody>
</table>

**Goal Three:**

Responsible and transparent management of IT resources and investments.

<table>
<thead>
<tr>
<th>Agency Goal/Objective</th>
<th>State Strategic Plan Goal/Objective Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengthen governance to facilitate decision making that improves operational efficiency, collaboration and transparency.</td>
<td>Goal 1: Fiscal Responsibility 1.1 Cost Effective 1.2 Transparency 1.3 Collaboration Goal 4: Unified Digital Government 4.4 G2G Goal 5: Service First 5.2 Communication 5.4 Retain, Recruit, and Train</td>
</tr>
<tr>
<td>Objective One:</td>
<td></td>
</tr>
<tr>
<td>Increase use of effective IT investment planning, evaluation, and management principles across the department.</td>
<td>Goal 1: Fiscal Responsibility 1.1 Cost-Effective 1.2 Transparency 1.3 Collaboration 1.2 Goal 2: Optimization of Shared Services and Support: 2.1 Automate 2.2 Shared 2.3 Standardize</td>
</tr>
<tr>
<td>Objective Two:</td>
<td></td>
</tr>
<tr>
<td>Invest, cultivate and retain a high-impact workforce.</td>
<td>Goal 5: Service First 5.1 BRM 5.2 Communication 5.4 Retain, Recruit, and Train</td>
</tr>
<tr>
<td>Objective Three:</td>
<td></td>
</tr>
<tr>
<td>Optimize information technology investments to improve process efficiency and enable innovation.</td>
<td>Goal 1: Fiscal Responsibility 1.1 Cost Effective 1.2 Transparency 1.5 Statewide Investment Management</td>
</tr>
<tr>
<td>Objective Four:</td>
<td></td>
</tr>
</tbody>
</table>
### Objective Five: Standardize IT business solutions and tools across the department resulting in shared, smart, and efficient business practices and use of departmental resources and human capital.

#### Add Goal

### Link to Agency Goals and Objectives


### Information Technology Resources and Capabilities

#### Information Technology Resources

**Summary of information technology resources:**

<table>
<thead>
<tr>
<th>Bureau / Unit Name</th>
<th>Number of FTE</th>
<th>Primary Function / Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Systems Bureau</td>
<td>23.5</td>
<td>The Information Systems Bureau is responsible for internal application development, maintenance and operations, database administration, and system administration for the Department's web and database servers.</td>
</tr>
<tr>
<td>Network and Communications Bureau</td>
<td>27</td>
<td>The Network and Communications Bureau is responsible for desktop LAN administration, the technology services center (help desk), security operations and Microsoft server systems.</td>
</tr>
<tr>
<td>Compliance and Security Bureau</td>
<td>4</td>
<td>The Compliance and Security Office is responsible for security policy and compliance, IT security and IT systems audits.</td>
</tr>
<tr>
<td>Project Management Bureau</td>
<td>8</td>
<td>The mission of PMB is to deliver project support to the Organization (TSD) and its Customers by providing facilitation of project management processes and methodologies in a manner that is efficient, consistent, and standardized; provide mentoring and coaching to raise the project management maturity level of the organization and identify opportunities to leverage and implement Enterprise Services in an efficient manner and support the Department's Enterprise Vision at a project team level.</td>
</tr>
<tr>
<td>Office of Analysis, Process, Projects and Learning</td>
<td>7</td>
<td>The Office of Analysis, Process, Projects, and Learning is to support the Department to ensure processes are efficient, innovative and transparent by providing strategic business services to strengthen coordination and collaboration across DPHHS branches, divisions and programs. The Office of APPL provides business analysis, project management, technical writing, graphic design, and information technology training services to support our mission.</td>
</tr>
</tbody>
</table>

#### Add Resource

### Information Technology Capabilities

#### Summary of Systems:

- I have reviewed all of my agency’s systems in Assurance CM and certify that it is accurate.

#### Summary of Hardware:

**Total Number of Appliances** (Devices designed for internet access and specialized business use, but without capabilities of a fully-equipped server. Can be physical or virtual. Include all chassis, tape systems, firewalls, switches, KVM’s, and USB anywhere devices.)

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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Total Number of Appliances</strong></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

**Total Number of Physical Servers** (Include physical servers used for virtualization. Do not include equipment hosted by SITSD.)

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Total Number of Physical Servers</strong></td>
<td></td>
</tr>
<tr>
<td>6</td>
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</tbody>
</table>

**Total Number of Virtualized Servers** (Do not include equipment hosted by SITSD.)

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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Total Number of Virtualized Servers</strong></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

**Total Usable Storage Space** (SANs and NASs. Do not include storage hosted by SITSD.)

<p>| | |</p>
<table>
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</thead>
<tbody>
<tr>
<td><strong>Total Usable Storage Space</strong></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
### Device Type (Including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.)

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Quantity</th>
<th>Estimated Replacement Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktops</td>
<td>1800</td>
<td>1,080,000</td>
</tr>
<tr>
<td>Laptops</td>
<td>1200</td>
<td>1,440,000</td>
</tr>
<tr>
<td>Surface Tablets</td>
<td>40</td>
<td>32,000</td>
</tr>
<tr>
<td>State Phones</td>
<td>600</td>
<td>300,000</td>
</tr>
<tr>
<td>Printers</td>
<td>300</td>
<td>1,500</td>
</tr>
</tbody>
</table>

### Information Technology Projects

**Project Name**: MPATH

**Division**: Technology Services Division

**Project / Program purpose and objectives**

The Department of Public Health and Human Services (DPHHS) has initiated the Montana Program for Automating and Transforming Healthcare (MPATH) to procure software and services to replace the State’s aging legacy Medicaid Management Information System (MMIS). DPHHS will acquire discrete modules that align with the Final Rule for Mechanized Claims Processing and Information Retrieval Systems as described in 42 CFR 433.111, and successfully meet the goals and business needs identified by DPHHS during the modularity planning process. The MPATH modularity blueprint includes the following modules: Systems Integration Services, Provider Services, Data Analytics Services, Financial Support Services, Claims Processing and Management Services, Care Management Services, Customer Care Services, and Pharmacy Support Services. DPHHS will be developing and releasing RFP’s related to these modules over the next two years.

**State Strategic Plan Goal/Objective Reference**

Goal #2: Optimization of shared services and support/Objectives: 2.1-2.5; Goal #4 Unified Digital Government 4.1-4.4

**Estimated start date**: 1/2/2017

**Estimated delivery date**: 9/30/2022

**Estimated cost**: $103,837,339

**HB 10 Request**: Yes

**Funding Source 1**: HB10

**Funding Source 1 Amount**: $72,740,000

**Funding Source 2**: HB2

**Funding Source 2 Amount**: $31,097,339

**Funding Source 3 Amount**:

**Annual costs upon completion**: $29,136,914

**Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.**

30%

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**Project Name**: Hyland Migration

**Division**: Technology Services Division

**Project / Program purpose and objectives**

Migrate from the on-premise hosted solution to the cloud based solution for Perceptive Content. Migrate all existing ECM services to Perceptive Content.

**State Strategic Plan Goal/Objective Reference**

Goal #1-Fiscal Responsibility/Objectives: 1.1, 1.4, 1.5 Goal #4/Objectives: Unified Digital Government 4.1-4.3
Estimated start date
6/1/2020

Estimated delivery date
10/1/2020

Estimated cost
$164,871

HB 10 Request
No

Funding Source 1
HB2 – SITSD Restricted Appropriation
Funding Source 1 Amount
$164,871

Funding Source 2
Funding Source 2 Amount

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
$408,390

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
0%

Add Project

Project Name
MFSIS- Future Phases

Division
Child and Family Services Division

Project / Program purpose and objectives
In accordance with 45 CFR 95.610, this project is the State's Comprehensive Child Welfare Information System (CCWIS). This includes the planning, and delivery of future phases of the Child Welfare replacement system utilizing enterprise solutions when able and integrating with the overall enterprise architecture. The Department successfully completed phase 1 of the MFSIS. Phase 1, the Assessment, Intake, and Investigations Module, has been certified and in maintenance and operations status since December 2019.

State Strategic Plan Goal/Objective Reference
Goal #2 Optimization of shared services and support/Objectives: 2.2, 2.4, 2.5; Goal #4 Unified Digital Government 4.1, 4.3, 4.4.; Goal #5 Service First/Objectives 5.2, 5.4, 5.5

Estimated start date
7/1/2019

Estimated delivery date
6/30/2024

Estimated cost
$10,000,000

HB 10 Request
Yes

Funding Source 1
HB10
Funding Source 1 Amount
$5,445,238

Funding Source 2
TBD
Funding Source 2 Amount
$4,554,762

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
Not started.

Add Project

Project Name
CHIMES Features and Controls

Division
**Technology Services Division**

### Project / Program purpose and objectives
New features to streamline and automate workflow, increase the detection, prevention and monitoring of fraud waste and abuse, and increase the data sharing capabilities.

### State Strategic Plan Goal/Objective Reference
Goal #1 Fiscal Responsibility/Objectives 1.1-1.4; Goal #3 Cybersecurity Enhancements and Strategy/Objectives 3.1-3.5

#### Estimated start date
4/1/2020

#### Estimated delivery date
9/30/2022

#### Estimated cost
$3,049,242

#### HB 10 Request
Yes

#### Funding Source 1
**HB10**
**Funding Source 1 Amount**
$2,804,292

#### Funding Source 2
**TBD**
**Funding Source 2 Amount**
$244,950

#### Annual costs upon completion
TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
10%

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### Technology Services Division

### Project / Program purpose and objectives
Implementation of an agency wide configurable business management solution that provides ability to migrate legacy technologies into this configurable off the shelf product.

### State Strategic Plan Goal/Objective Reference
Goal #4 Unified Digital Government/Objective 4.1, Goal #2 Optimization of shared services and support/Objectives 2.1-2.5

#### Estimated start date

#### Estimated delivery date

#### Estimated cost
$2,000,000

#### HB 10 Request
No

#### Funding Source 1
**TBD**
**Funding Source 1 Amount**
$2,000,000

#### Funding Source 2

#### Funding Source 3

#### Annual costs upon completion
$350,000

### Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
20%
Project Name
Process Automation and Digitization

Division
Technology Services Division

Project / Program purpose and objectives
Using process automation tools such as Perceptive, ServiceNow, Sharepoint online, among other automation and digitization tools the department will be automating and digitizing key business processes. The objective will be improved efficiencies, reduction of paper and increased documentation of key business processes. This project will also evaluate the department’s website for improved communication and digital government solutions.

State Strategic Plan Goal/Objective Reference
Goal #1 Fiscal Responsibility/Objectives 1.1, 1.3; Goal #2/Objectives 2.1-2.5; Goal #4 Unified Digital Government/Objectives 4.1-4.4; Goal #5 Service First/Objectives 5.1-5.5

Estimated start date

Estimated delivery date

Estimated cost
TBD

HB 10 Request
No

Funding Source 1

Funding Source 2

Funding Source 3

Annual costs upon completion
TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
Project has been on hold due to COVID-19 emergency.

Add Project

Project Name
Enterprise Data Management

Division
Technology Services Division

Project / Program purpose and objectives
Development and implementation of an enterprise data management plan that will enable the department to continue to increase capacity of data analytics and reporting using of the enterprise data warehouse and other enterprise architecture components and tools. The project will include adding additional data sources exchanges with the data warehouse from the department and external data sources such as the statewide HIE.

State Strategic Plan Goal/Objective Reference
Goal #2 Optimization of shared services and support/Objectives 2.1-2.5; Goal #3 Cybersecurity Enhancements and Strategy/Objectives 3.1-3.5

Estimated start date

Estimated delivery date

Estimated cost
Unknown as it will depend on the number of data sources identified and the complexity of the data exchanges.

HB 10 Request
No

Funding Source 1

Funding Source 2

Funding Source 3

Annual costs upon completion
TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
### Mainframe Migration - CAPS and SEARCHS

**Division**
Technology Services Division

**Project / Program purpose and objectives**
Migrate from a legacy mainframe to a mid-tier technology.

**State Strategic Plan Goal/Objective Reference**
Goal #1 Fiscal Responsibility/Objectives 1.1-1.5; Goal #4 Unified Digital Government/Objective 4.1

<table>
<thead>
<tr>
<th>Estimated start date</th>
<th>3/1/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated delivery date</td>
<td>6/30/2021</td>
</tr>
<tr>
<td>Estimated cost</td>
<td>$5,445,238</td>
</tr>
<tr>
<td>HB 10 Request</td>
<td>Yes</td>
</tr>
<tr>
<td>Funding Source 1</td>
<td>HB10</td>
</tr>
<tr>
<td>Funding Source 1 Amount</td>
<td>$5,445,238</td>
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<tr>
<td>Funding Source 2</td>
<td></td>
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<tr>
<td>Funding Source 2 Amount</td>
<td></td>
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<tr>
<td>Funding Source 3</td>
<td></td>
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<tr>
<td>Funding Source 3 Amount</td>
<td></td>
</tr>
<tr>
<td>Annual costs upon completion</td>
<td>$544,003</td>
</tr>
<tr>
<td>Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.</td>
<td>15%</td>
</tr>
</tbody>
</table>

### CCUBS Modernization

**Division**
Technology Services Division

**Project / Program purpose and objectives**
This project is for the modernization of CCUBS Oracle forms and reporting to allow for increased flexibility and data sharing capabilities.

**State Strategic Plan Goal/Objective Reference**
Goal #4 Unified Digital Government/Objective 4.1

<table>
<thead>
<tr>
<th>Estimated start date</th>
<th>1/1/2020</th>
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</thead>
<tbody>
<tr>
<td>Estimated delivery date</td>
<td>7/1/2022</td>
</tr>
<tr>
<td>Estimated cost</td>
<td>$4,000,000</td>
</tr>
<tr>
<td>HB 10 Request</td>
<td>No</td>
</tr>
<tr>
<td>Funding Source 1</td>
<td>HB2</td>
</tr>
<tr>
<td>Funding Source 1 Amount</td>
<td>$4,000,000</td>
</tr>
<tr>
<td>Funding Source 2</td>
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<tr>
<td>Funding Source 2 Amount</td>
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<tr>
<td>Funding Source 3</td>
<td></td>
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<tr>
<td>Funding Source 3 Amount</td>
<td></td>
</tr>
<tr>
<td>Annual costs upon completion</td>
<td>TBD</td>
</tr>
</tbody>
</table>
Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
15%

Add Project

Project Name
Legacy Technology Modernization

Division
Technology Services Division

Project / Program purpose and objectives
Evaluating and updating legacy technology and applications to ensure continuity of critical services and operations. The department manages and maintains the operations of over 100 applications. Many of these applications are difficult to modify in a way that can keep up with the demands of the business. This project will evaluate business critical applications used for things such as fiscal operations, electronic medical record processing, and various case management processes to identify and implement the best technology solution with a continued focus on eliminating duplication by leveraging existing applications or configurable off-the-shelf products and ensuring information and data security.

State Strategic Plan Goal/Objective Reference
Goal #1: Fiscal Responsibility/Objectives 1.1-1.5; Goal #2 Optimization of shared services and support/Objectives 2.1-2.5; Goal #4 Unified Digital Government 4.1

Estimated start date
7/1/2020

Estimated delivery date
12/31/2022

Estimated cost
TBD

HB 10 Request
No

Funding Source 1

Funding Source 1 Amount

Funding Source 2

Funding Source 2 Amount

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion
TBD

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
0%

Add Project

Agency Contact Information

Agency Director / Administrator
Name
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444-5623

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