The Montana Electronic Government Services Act outlines the responsibilities for the Department of Administration regarding electronic government in Montana. They are as follows:

**Provide the environment to develop eGovernment services**
- eGovernment services infrastructure available May 2001
- Oversight transferred to the Information Technology Board by Legislature in 2015

**Provide a common look and feel for eGovernment in Montana**
- eGovernment Service Certification Standard approved May 2003
- mt.gov templates and compliance criteria released July 2005

**Provide a single point of entry for eGovernment services**
- DiscoveringMontana.com launched October 2000
- MT.gov launched November 2005
- ePass Montana launched September 2006
- ePass Montana 2.0 launched in June 2013
- Montana.gov redesign launched in July 2013

**Promote the benefits of eGovernment**
- News, events and releases, brochures, trade shows, radio actualities

### Awards

**2019**
- Service to the Citizen™ Awards - Champions of Change
  - My Revenue

**2016**
- State of Montana IT Project Excellence Award
  - Business Checklist, MERLIN Payment Portal, Prescription Drug Registry, Conference and Training Registration
- StateScoop 50 Award - Innovation of the Year
  - Business Checklist
- Top 8 Finalist - ACT-IAC's Igniting Innovation
  - Business Checklist

**2015**
- State of Montana IT Project Excellence Award
  - Livestock Reporting
  - Best of the Web
  - Montana Safety Assessment Management System

**2013**
- State of Montana IT Project Excellence Award
  - Prescription Drug Registry, Asbestos Project Permitting, Income Tax Express, Brand Reregister
  - Best of the Web
  - Prescription Drug Registry

**2011**
- Best of the Web
  - Montana Connections

**2010**
- Best of the Web
  - Roadside Payments, Candidate Filing

**2009**
- Best of the Web
  - ePass Montana, Transportation Permits - Market and Sheep, Burn Permits

**2008**
- State of Montana IT Project Excellence Award
  - Gambling Suite of Services, Voter Verification
  - Best of the Web
  - Gambling Suite of Services

**2007**
- State of Montana IT Project Excellence Award
  - Tank Helper, Temporary Registration Permits, FWP Online License Sales

**2006**
- Montana Governor's Award for Excellence in Performance
  - End of Life Registry
  - Best of the Web
  - Tank Helper

**2005**
- Innovations Award from the Council of State Governments
  - Voter Verification
  - Best of the Web
  - Business Tax Express, Unemployment Insurance Filing, Business Entity Annual Reports

**2003**
- Trail Blazer Award from the Government Solutions Center
  - Licensee Lookup
  - Best of the Web
  - FWP Online License Sales

### Information Technology Board Members

- **John Lewis**, Chair
  - Dept. of Administration
- **Tim Bottenfield**
  - State CIO
- **Mike Milburn**
  - Dept. of Justice
- **Gene Walborn**
  - Dept. of Revenue
- **Mandi Hinman**
  - Public Service Commission
- **Sheila Hogan**
  - Dept. of Public Health & Human Services
- **Art Pembroke**
  - Lewis & Clark County
- **Susan Fox**
  - Legislative Branch
- **Kenneth Bailey**
  - Office of Public Instruction
- **Sean Higginbotham**
  - Cascade County
- **Jennie Stapp**
  - Montana State Library
- **John Tubbs**
  - Dept. of Natural Resources & Conservation
- **Beth McLaughlin**
  - Supreme Court
- **Galen Hollenbaugh**
  - Labor and Industry
- **Cece Renick**
  - Private Sector
- **John Thunstrom**
  - Commissioner of Higher Education
- **Tom Livers**
  - Office of Budget and Program Planning
- **Representative Kirk Wagoner**
  - House District #75
- **Senator Roger Webb**
  - Senate District #23
**eGovernment Services & Enterprise Solutions**

<table>
<thead>
<tr>
<th>Custom Services</th>
<th>Major Enhancements</th>
<th>Over the Counter Payment Services</th>
<th>Payment Processor Integrations</th>
<th>AppEngine Solutions</th>
<th>AccessGov Solutions</th>
<th>OnTheGo Pay Solutions</th>
<th>Mobile Event Agenda</th>
</tr>
</thead>
<tbody>
<tr>
<td>234</td>
<td>58</td>
<td>110</td>
<td>43</td>
<td>20</td>
<td>10</td>
<td>8</td>
<td>3</td>
</tr>
</tbody>
</table>

**Other Services & Solutions**

- Conference & Training Events: 826
- Enhancements to Existing Services: 592
- ePass Service Providers: 172
- Other Services & Solutions: 12

AccessGov is a citizen portal that provides easy access to state, county, and city government. Everything citizens and businesses need, from content and PDFs to services, can be managed in one easily configurable web portal.

### Enhancements to Existing Services

An enhancement involves any requested change to an existing eGovernment service not considered to be a major enhancement. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

### Conference & Training Solutions

- **Conference & Training Registration**: A complete end-to-end solution that allows for the registration and overall management of conferences, training sessions, and events. Conference attendees can quickly and easily register, select sessions or tracks they wish to attend, and pay the necessary fees, if applicable.

### ePass Service Providers

- **Mobile Event Agenda**: An easy to use mobile agency application available for both iOS and Android which offers partnering entities the ability to go paperless. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

### Other Services & Solutions

- **Alliance Partnerships**: A service or solution developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service, and MI serves as the contract oversight.

### Other Related eGovernment Activities

- **Includes services offered by MI other than those listed above. Examples include analysis and need assessments, and security scans of systems owned and maintained by a partner entity.**
Cost Savings to the State of Montana
Through use of the Self-Funded Model
(millions of dollars)

<table>
<thead>
<tr>
<th>Year</th>
<th>Mobile</th>
<th>Tablet</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2004</td>
<td>3.2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2005</td>
<td>4.1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2006</td>
<td>4.8</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2007</td>
<td>5.5</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2008</td>
<td>6.3</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2009</td>
<td>6.9</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2010</td>
<td>7.6</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2011</td>
<td>9.1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2012</td>
<td>10</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2013</td>
<td>11.2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2014</td>
<td>12.6</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2015</td>
<td>13.9</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2016</td>
<td>15.4</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2017</td>
<td>16.7</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2018</td>
<td>18.7</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2019</td>
<td>18.9</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

Device Usage:
- **30%** mobile
- **5%** tablet
- **65%** desktop

Browser Usage:
- Chrome: 48%
- Internet Explorer: 20%
- Safari: 17%
- Edge: 7%
- Firefox: 5%
- Other: 3%