



State of Montana
Montana Department of Corrections

2012 Agency Biennial IT Report
Fiscal Year 2011-2012

August 2012

TABLE OF CONTENTS

EXECUTIVE SUMMARY1
SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES2
SECTION 2: IT INITIATIVES STATUS UPDATES.....6
SECTION 3: ADDITIONAL INFORMATION - OPTIONAL8

EXECUTIVE SUMMARY

The Department had two funded and one partially funded IT initiatives this biennium. Construction issues at one facility have caused a delay and the RFP will be released in the near future. The other two projects have gone through the RFP process and are in progress and on budget.

While there have been many challenges this year we have had an even greater number of successes and continued progress, some of which are listed in Section 3.

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed	0	0	0	0
Substantially Completed	2	2	0	0
Deferred	0	0	0	0
Delayed	1	0	0	1
Cancelled	0	0	0	0
Remain on-going by design	0	0	0	0

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Goal Number 1:

ITG 1 Utilize a project management model for all information system enhancement activities lasting over 100 hours.

Description:

IT will follow an appropriate level of project management for all OMIS and YMS enhancement activities over 100 hours in duration that are requested by the Department.

Benefits: What benefits are realized and who realizes the benefits?

This will benefit the Department and the taxpayers by utilizing a process that will enable us more effectively manage enhancements to these systems.

Which state strategic goal(s) and/or objective(s) does your goal address?

This will support state goal #1, in that we will be involving Department communities of interest (user groups) based upon the enhancement being developed. The development we do is also shared with a larger community of interest, consisting of 12 other states. The process of sharing our development code with this consortium of states also supports state goal number 2, although we are sharing interstate rather than intrastate. Montana County entities would be welcome to obtain our source code as well.

Supporting Objective/Action

ITO 1-1 All enhancement requests to the Department's information systems (Offender Management Information System (OMIS) and Youth Management System (YMS)) estimated to take more than 100 hours to complete will be managed using a formal project management model.

Accomplishments: The Application Development bureau has utilized an agile project management model for the projects that have met this criteria. The bureau is currently evaluating moving to a SCRUM based model that appears to be a better fit. They have participated in SCRUM training with other state agencies as part of this evaluation.

Status: Ongoing by design

Supporting Objective/Action

ITO 1-2 Every significant enhancement will have a signed charter from the project sponsor and a communication plan.

Accomplishments: A charter has been signed for each project that falls under this objective.

Status: Ongoing by design

Supporting Objective/Action

ITO 1-3 Produce and update feature documentation throughout the cycle and conduct development status sessions.

Accomplishments: With the loss of our Business Analyst (BA) in the staff cuts we had to find a way to continue the essential documentation that this position did. We trained a developer to become the BA and once that was accomplished the feature documentation is being fully documented. We also fully document the programming code as part of the development process and are creating a complete standards document that will be utilized for all future programming efforts in these systems.

Status: Ongoing by design

Goal Number 2:

ITG 2 Enhance the quality of data contained within the Department's information systems (Offender Management Information System (OMIS) and Youth Management System (YMS)).

Description:

To provide all interested parties' accurate and reliable offender information possible.

Benefits: What benefits are realized and who realizes the benefits?

Beneficiaries include, but are not limited, to the Department of Corrections, Department of Justice, State, Local and Federal Law enforcement, Legislative activities, crime victims, and taxpayers of the state.

Which state strategic goal(s) and/or objective(s) does your goal address?

None of the State's 4 goals are addressed by this goal.

Supporting Objective/Action

ITO 2-1 Reduce the number of data errors in our databases (including missing or incomplete data) by running existing and creating new programming procedures designed to catch errors on a regular basis and when data quality issues are found. These reports will be published to the Department Intranet site for management and staff to review.

Accomplishments: The statistics and Data Quality Bureau have created, and continue to create queries that search for commonly mis-formatted, incorrect, or missing data in the systems. When such data is found it is corrected when possible or sent to the staff responsible for the data entry for correction.

Status: Ongoing by design

ITO 2-2 Within 30 days of discovering a data error that can be reduced by modifying the Department's information system, utilize the Department's change request process to recommend enhancements to OMIS/YMS to reduce the likelihood of repeat errors.

Accomplishments: One cause of repeated errors was found to be generated by staff editing older entries in the system instead of making a new entry as required. This would

result in the loss of the history for that particular event and made it appear as though it never happened. A change was implemented that removed the ability to edit these entries once they were more than 7 days old. Because there was still a need to edit this data on occasion special access was granted to staff in each division who had the responsibility to make necessary updates. This eliminated the potential for lost data.

Additionally the bureau has developed reports that list that contain specific data that should be reviewed by the staff that supervise offenders. These lists are auto generated as specific times of the month that contain information on a caseload that should be checked. These lists are automatically emailed to the officer that supervises a caseload that has data to be checked.

Status: Ongoing by design

ITO 2-3 Within five days of discovering a user generated data error, contact will be made with the user. Subsequent meetings will be held to determine the cause, research solutions, and counsel staff, when necessary, to correct the error.

Accomplishments: Generally staff is contacted the day that the data error is discovered and the cause of the error is determined and the data corrected.

Status: Ongoing by design

Goal Number 3:

ITG 3 Where possible, automate business practices to make the practices more efficient and cost effective

Description:

ITD will continue to look for opportunities to automate and sponsor automated systems that will afford a business practice to operate in a more efficient manner.

Benefits: What benefits are realized and who realizes the benefits?

This will benefit the Department and the taxpayers by allowing business processes to be more accountable, cost effective and timely.

Which state strategic goal(s) and/or objective(s) does your goal address?

This will support state goal #1, Objective 1-6 where the Department will continue to encourage and promote the use of innovative technologies for delivering government services. This also fits within Objective 1-1 where IT resources are developed in an organized, deliberative and cost-effective manner.

Supporting Objective/Action

ITO 3-1 Evaluate current business practices and make recommendations

where applicable to automate process.

Accomplishments: The Department has moved forward in this area as needs have arose. Examples are Montana Correctional Enterprises utilizing an MP3 system for music distribution and an update to the pharmacy system that will allow infirmary staff to order medications online as well as have ready access to drug interaction information.

Status: Ongoing by design

SECTION 2: IT INITIATIVES STATUS UPDATES

Initiative 1 Montana Women's Prison security control system replacement

Description: The security control systems at Montana Women's Prison, which monitor access activity with 29 cameras, monitor and record interior activity with 32 cameras, operate 167 security doors and allow two-way communications over 150 intercoms, have never been fully integrated. Since their installation, beginning in 2001, they have been plagued with numerous breakdowns which have resulted in prolonged outages while repairs are accomplished. During those outages manual procedures are put into action allowing the facility to function. However, the outages greatly increase the risks to the safety and security of staff and offenders. This project will replace older equipment and systems and integrate the systems to allow their control from a single location, thereby enhancing the safety factor at MWP.

The Department of Corrections, in collaboration with the Department of Administration's State Procurement Bureau, will develop and release an RFP for the procurement, installation and maintenance of a new, and fully integrated, control system.

EPP Number: DP302

Status: The project went out to RFP, a winning vendor was selected, a contract was negotiated and signed, and the work is continuing on schedule. The system design is nearly complete with testing to commence by MWP and IT staff in September. Following a successful test full installation will commence soon after. Failing a successful test the deficiencies will be corrected and installation will then be scheduled.

Funding: Funded

Initiative 2 Riverside Video Surveillance

Description: The Riverside Youth Correctional Facility has received monies to install a video surveillance system to enhance security and safety. The system will provide visual confirmation of persons and vehicles requesting access to the facility, by the staff who are responsible for operating the person and vehicle sally ports that control that access. Additional surveillance cameras will be strategically placed within the housing unit (building 15) to allow the staff members to monitor activities in critical areas of that building. The images from all video cameras will be recorded for auditing and evidentiary purposes: those recordings will be kept for a minimum of 60 days.

The Department of Corrections, in collaboration with the Department of Administration's State Procurement Bureau, will develop and release an RFP for the procurement, installation and maintenance of a complete surveillance system.

EPP Number: DP502

Status: This project was delayed because of the funding difference. The Riverside Youth Correctional Facility spent time re-evaluating the locations that cameras would be needed to ensure that the highest risk areas were covered. The lesser funding made it impossible to provide coverage in all areas that staff felt were needed. Once the locations were determined an ITPR was submitted and the draft RFP was completed. There were several construction projects at the facility that made it difficult to proceed until these projects were complete. The Youth Services Division recently contacted the IT Division to let us know they were about ready to start the project again.

Funding: Partially Funded

Initiative 3 Victim Information and Notification Expansion

Description: Upgrade the department's Victim Information and Notification Everyday (VINE) system to track probationers and parolees. This will include identifying locations and triggering events that will be used to create new notifications. Areas of focus will be status changes such as: Prerelease to parole, probation, intensive supervision Parole to probation; Parole or Probation back to secure custody; and release from supervision.

EPP Number: DP602

Status: The Department's existing contract for Victim Notification expires in September 2012 and the Department and because it had reached the time limit allowed on the current contract the decision was made to issue an RFP for Victim Notification that included the proposed expansion. The RFP was released, a winning vendor was selected, the contract was negotiated and signed, and the work commenced. The system including the expanded services is scheduled to be in production October 2012.

Funding: Funded

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Accomplishments this biennium:

- Moved into the State of Montana Data Center (SMDC) September 17, 2011
- Finished consolidating all file servers to a virtual file server located in the State Data Center with the exception of servers in Deer Lodge, Billings, and Miles City
- Started an information security program
- Implemented the Employee Services Center (ESC) that allows recording of supervisory notes and performance evaluations
- Made significant enhancements to the Offender Management Information System (OMIS) and Youth Management System (YMS) including an improved user interface, event scheduling, risk and needs assessments, restitution payment information, and case management tools
- Piloted a successful test implementation of a new Victim Notification process in conjunction with the Bureau of Justice Assistance, IJIS, institute, and their vendors
- Implemented secure connectivity to OMIS using the State of Montana E-Government portal
- Implemented several new online services with Montana Interactive, including trust accounting deposits, victim registration, and an update to the Correctional Offender Network (CON)
- Implemented system to manage Mobile device security, including mobile phones and removable storage