

Information Technology Board
December 9, 2014
Red Lion Colonial Hotel
Helena, MT

Official Members	
Meeting Chairperson: Sheila Hogan, Director, DOA	
Name	Agency/Division
Ken Bailey	OPI
Ron Baldwin	State CIO
Scott Darkenwald	DOJ, Chief of Staff
Kerry Davant	DNRC
Maura Fleetwood	DOA-SITSD
Stuart Fuller	DPHHS
Dale Gow	LEG
Tammy LaVigne	DOA-SITSD
George Parisot	DLI
Jennie Stapp	MSL
Jason Wiener	Missoula-Public Sector

Guests	
Name	Agency/Division
Tim Bottenfield	DOR
Joe Chapman	DOJ
Dave Dunbar	DEQ
Warren Dupuis	DOA-SITSD
Rick Esling	Lincoln County
Jim Gietzen	OPI
Kyle Hilmer	DOA-SITSD
Matt Hosking	DOA-SITSD
Lynne Pizzini	DOA-SITSD
Stacy Ripple	State Fund
<i>Meeting Minutes completed by: Samantha Cooley</i>	

I. Welcome and Introductions

Sheila Hogan welcomed the group and introduced two new members of the board. The first new member is Jason Wiener of the public sector in Missoula, MT. He is replacing Alex Phillip. The second member is Ken Bailey of OPI, replacing Julia Dilly.

The September 4, 2014 meeting minutes were approved.

II. Repeal of eGovernment Advisory Council-LC-1273

The eGov Advisory Council approved legislation to repeal the eGovernment Advisory Board and transfer the duties they hold to the ITB. Senator Koffman has agreed to carry this legislation into the session.

The eGov Advisory Council was formed over ten years ago to oversee the deployment of IT based eGovernment services through Montana State Government and at the local level.

Another responsibility of this group was to assess governance, prioritization and expenses of a long standing contract the State has with Montana Interactive (MI). MI is in its second ten year term contract with the State. There are well over 200 eGov web based services built and deployed by MI.

The funding model is transaction fee based in most cases. There is no upfront capital investment required by agencies, rather, the investment is made by the vendor. Instead of having a separate council examining this contract, the eGov Advisory Council feels it could occur at ITB in the context of integrated IT service/function within the State. It was agreed upon with legislators that they would sponsor the bill, moving forward to merge the eGov Advisory Council with ITB for efficiency and effectiveness of government.

III. CIO Update

HB10

One of the duties of ITB is to understand, know and review HB10 (a bound copy of the legislation was distributed to the group). HB10 is Montana's long range IT program bill. In this bill, capital and long range IT projects are appropriated, then allocated funding. Funding for projects within this bill are considered capital level expenditures that carry across biennia. They are managed until a delivery is made, after which, they are moved into maintenance and operations.

This session, the Governor's budget includes \$20M for projects, of that, \$12M are general fund expenses. The DOA has three line items of interest within the bill. They are as follows:

1. \$5.6M for network equipment to upgrade over 900 devices on SummitNet.
2. \$1.9M for Data Protection Initiative, oversight by Lynne Pizzini. In 12013, there was \$2M allocated towards data protection, this is a continuation of that effort.
3. \$2M for Statewide Public Communications Safety Systems for land mobile radio systems equipment updates.

The table below summarizes other projects contained in HB10.

Agency/Division	Amount Requested	Project
Department of Corrections	\$1.2M	Security system and perimeter work
Montana Courts	\$800K	Court Improvement Program
Department of Justice	\$500K	Court data exchange enhancement to assure links between DOJ and courts for appropriate interoperability
Department of Transportation	\$8M	Linear Reference System, Financial Management System and Risk Management System to manage federal projects

The items listed were selected to move forward into the session by the Governor's Office and the Director's Office.

Inquiry, Jason Wiener:

Jason sits on the City Council in Missoula. The council has requested reports from the courts to manage operations, measure outcomes of charges, conviction rates etc..The reports he receives come from static data, not data that can be manipulated. The Court Improvement Program specifically states it is not a case management system. He asked if case management will be something that comes up through the Court Improvement Program?

Response, Ron Baldwin:

Nobody from the courts is present today to fully answer that question. Ron will look into it and get that information back to Jason Wiener.

Action: contact the Courts for more information on the Court Improvement Program and forward information to Jason Wiener.

MITA Revision

The MITA Revision Act is moving forward into the session. This legislation establishes the office of the State CIO which is also a Division Administrator Position for State Information Technology Services Division of the Department of Administration.

SITSD currently manages the statewide network, state email, two data centers (located in Helena and Miles City), hosts servers and equipment, stores agency equipment in the State Data Center and maintains a service catalog with over 200 services. It has been over ten years since MITA has been in effect. A special thank you goes out to Warren Dupuis for reviewing and providing updates for this legislation.

Technology terminology and CIO authority have both been updated. This legislation was put in place for the effective deployment of IT resources and effective governance structure for IT resources. The 2011 Committee for Efficiency in Governance selected

this legislation to move forward. In 2013 SB312 modified MITA, particularly relating to IT Security and Transparency.

A high level overview of the changes to Title 2, Chapter 17 is listed below.

The CIO responsibilities will updated to convey the CIO is responsible for carrying out all duties within MITA and will be responsible for advising the Director's Office and the Governor's Office in matters relating to IT and IT security.

The definition of "data" will be updated to:

"any digital asset stored on IT resources and may refer to any electronic file, no matter what the format, including, but not limited to, data base, data text, images, audio and video"

"Central computer center" will be updated to:

"the State Data Center facility administered by the Department for the use of State agencies"

"Electronic Access System" will be updated to:

"telecommunications network that allows IT to exchange data in voice, video or electronic data format, included, but not limited to, the internet."

Change the clause that says *"IT systems deployed aggressively"* to *"IT systems deployed in an efficient and effective manner"*.

The IT Strategic Plan amendments will be updated to convey the value of State IT infrastructure is replacement value of assets required to be reported. The requirement for State IT Plan project reporting will be reduced from six years in advance down to four years.

IV. IT Inventory

Ron Baldwin provided a handout to the group of the IT Inventory audit that was requested of him by the Legislative Finance Committee. He delivered the report to them on December 2, 2014.

The committee asked for an inventory of what State agencies were using the State Data Center and to what extent. The findings were shown in a table of agencies that were classified into three categories: all in, some in/some out, and all out. The "all in" category includes storage capacity and computing capacity for SANS and servers.

Five agencies were classified "all-in", eight agencies were classified as "some in/some out" and five agencies were classified as "all out".

The State of Montana has made significant progress in the last several years on IT Infrastructure and its capability in virtualization. There are seven specific Data Center protections that are obtained through opting to use the Data Centers.

Inquiry, Jennie Stapp:

“Does the category with hosted servers include enterprise systems like GIS enterprise and enterprise web systems or does it mean agency owned?”

Response, Ron Baldwin:

“It includes enterprise equipment that is hosting agency applications, data and enterprise level equipment...not agency owned.”

Inquiry, Jennie Stapp:

“Do you feel like it would be beneficial to create an additional category that includes agencies that have a combination of some in and some out but also rely on enterprise systems? MSL is in that category.”

Response, Ron Baldwin:

“The second category, some in, some out, includes those agencies. What may be beneficial is to include an annotation to further define agencies that also rely on enterprise systems are included within that category. We will look at adding that.”

V. Enterprise Content Management (ECM)

SITSD is in the process of conducting a pilot with DLI on ECM. An interagency team of stakeholders spent several months developing agency and enterprise specific requirements that were cast into an RFP. The RFP was cancelled because of technical issues, so the DOA exercised its pilot policy to continue on with the project to find the best ECM system for Montana.

The pilot shadowed the DOJ project on ECM that has been ongoing for over a year and a half. DLI is participating in this pilot, which is being carried out in five sprints. Some of the funding from 2013 HB10 is being used for the pilot. The second sprint is targeted to be complete by the end of February, the progress of which will be reported during the session.

George Parisot commented there is an aggressive timeline for this project. They are testing the product in two remote job service locations with trained staff. The product being used for the pilot is Perceptive.

Content Management means content that is being captured or generated in paper or electronic format that is indexed and retrievable to capture and manage key, critical documents. The pilot is taking a well-known system that has enterprise capabilities and implementing them on a platform, making functions available for staff to use and capture on a local level and integrate with their systems. The current system for ECM is file-net. This group will be updated on the outcome of the pilot at the next meeting.

VI. Biennial Report, Warren Dupuis

This report is something that is required by MITA, it covers two fiscal years and must be delivered by January 1. The report must be approved by the CIO and is an evaluation of the effectiveness of SITSD. The report includes an assessment on the enterprise's ability to assist with IT services throughout the State, an evaluation of the State IT infrastructure, an inventory of services and equipment, performance of the IT Plan, progress made on the IT Plan and agency budget requests.

The report concluded that:

1. Security risk is coming more from a national level
2. The workforce is becoming more mobile, increasing the demand for mobility
3. Younger generations are more tech savvy and mobile, it has been difficult to retain younger generation employees for the State
4. More agencies are requesting cloud services and shared services simultaneously
5. Due to budget constraints, agencies are opting to lease hardware

The State is moving to the enterprise model, relying on collaboration and shared services. The report outlines accomplishments, challenges and future initiatives. Transparency was identified as a major area of progress for SITSD. The report found a strong need for security, a need for agencies to upgrade to a stronger network bandwidth and identified mobile device management, enterprise architecture and enterprise configuration management as challenges to come.

VII. Enterprise Security Risk Assessment

The Enterprise Security Risk Assessment was funded through HB10 during the 2013 Legislative Session. The goal of conducting this assessment was to evaluate the security of the enterprise and identify vulnerabilities. An RFP process was completed during the Spring of 2014, the project kicked off in June, assessment reports were provided to SITSD on October 17, 2014 and the final report was presented by the vendor on November 5, 2014.

Strong Enterprise Security Program: Factors contributing to a strong enterprise security program include:

- Support from top management
- A comprehensive plan
- Full participation from agencies
- Access to up-to-date security tools
- Good information security behavior
- Ongoing assessments

The State has support from the Governor's office and is moving forward with the recommendations resulting from the assessment. A comprehensive plan is in place for addressing identified risk factors. Lynne Pizzini is encouraging full agency participation

and is working hard to implement updated security tools. There has already been a substantial improvement in monthly incident reports as a result of the recent WebDefend update. Reported incidents decreased from average of around 70-80 per month down to 37 (last month).

Overall Recommendations:

1. Ongoing assessments
2. Create/update policies based on other recommendations provided
3. Evaluate effectiveness of policies and procedures (ex: patch management)
4. Provide increased security planning and training to technical staff
5. Continuity of operations, disaster recovery
6. Conduct independent and periodic evaluations for the enterprise

Categories for Findings

1. Managerial Findings:
Issues identified were: incident response in agencies, lack of policy and procedures, lack of configuration management, lack of ongoing assessments and need for interconnection security agreements.
2. Operational Findings:
There is a lack of reviewing logs and continuous monitoring on the logs. The recommendation is that vulnerability scanning be done on a weekly or daily basis and accreditation boundaries (network design should be more compartmentalized, not allowing the same level of access for all users).
3. Technical Findings:
Lack of encryption for data at rest, patch management, application hardening (training of technical staff will address this aspect) unsupported software including legacy, XP and Linux.
4. Physical Findings:
Remote offices not adequately secured, equipment outside of data centers, security of shred bins and issues with viewable records.
5. Social Engineering (Phishing)
Four scenarios were conducted. In the first scenario Service Desk and security staff were not notified. The Service Desk responded well with only an 18% fail rate. Other scenarios averaged about 50% fail rate, indicating a need for further security training.

Agency Involvement

Collaboration among agencies will be instrumental to increasing Montana's security posture.

Enterprise Security Program

The Security Task Force generated a report that was given to the Governor's Office. The

recommendations are being implemented. FTE created for manager of the Enterprise Security Program, the job posting will be available soon.

“Top 5” method is being used to identify critical issues throughout SITSD. The same method will be used in the Enterprise Security Program as well. Research states that addressing the top 5 will eliminate 90% of total issues.

VIII. Meeting Adjourned at 11:27 am.

Next Meeting: June 16, 2015

Time: 10:00 am 11:30 am

Location: State Capitol, room 152

IX. Summary of Action Items

Action: contact the Courts for more information on the Court Improvement Program and forward information to Jason Wiener.

Meeting Minutes draft submitted by: Samantha Cooley