CUSTOMER RELATIONSHIP MANAGERS ROLE CHANGE

MONTANA SITSD

SITSD has recently moved its Customer Relationship Managers to a new role within SITSD under the technical Bureau Chiefs. Effective April 4, 2016 the Customer Relations Managers (CRMs), now referred to as Business Analysts, will begin reporting directly to the technology service providers (SITSD Bureau Chiefs).

The SITSD Bureau Chiefs will individually and collectively be taking a direct and formal role in communicating with our customers as they design and develop solutions that meet the needs of our customers. The Business Analysts will support that effort under the direction of the Bureau Chiefs.

The following are the roles and responsibilities of these positions:

- Maintain a high level knowledge of all SITSD enterprise services
- Maintain an in depth knowledge of the services for the bureau assigned
- Review and understand assigned bureau budget, projects, etc
- Work with agencies on bureau services as directed by the assigned Bureau Chief
- Provide service price quotes and other service related information to customers as directed by the Bureau Chief
- Maintain the Service Catalog items for the assigned bureau
- Assist with the ITPR process
- Coordinate multiple bureau requests and/or incidents as directed by the Bureau Chief

Other points of information involving this change:

- Periodic meetings will be held with customers on Thursday mornings to provide the opportunity for direct communication with SITSD Bureau Chiefs, business analysts and technical staff

- Pete Wiseman will be an available contact for SITSD customers if needed. Ron and Lynne are also available to address any major projects or concerns

- Agencies are encouraged to appoint one or more persons to be incident and service coordinators for communications with SITSD

- Agencies will submit requests for information, incidents, etc. via the Service Desk and the Service Desk will assign the case to the bureau for response

- Monthly budget/actual reports that are currently sent to the CRMs will be posted to the service portal with the invoices for viewing

- Requests, projects, or incidents that involve multiple bureaus will have one bureau taking the lead and the Business Analyst for that bureau will coordinate as directed by the Bureau Chief

SITSD Bureau Breakdown

Network Technology Services Bureau (NTSB) – Voice, Video, Data, Security Solutions
Bureau Chief: Kris Harrison 406.444.3344 kharrison@mt.gov
Section Supervisors:
Chris Hope – Solutions Architect/Engineering Supervisor 406.444.6448 chope@mt.gov
Jody Troupe – Service Delivery Supervisor 406.444.2666 jtroupe@mt.gov
Barry Wall – Technology Availability Management Supervisor 406.444.2820 bwall@mt.gov

Application Technology Services Bureau (ATSB) – Application/Database Development and Hosting, Enterprise Content Management
Bureau Chief: Audrey Hinman 406.444.1635 ahinman@mt.gov
Section Supervisors:
Kenny Kyler – Database Technology Services Supervisor 406.444.0298 kkyler@mt.gov
Denise Adamson - .NET Development Supervisor 406.444.2781 dadamson@mt.gov
Barry Fox – Java and Oracle Development Supervisor 406.444.5895 bfox@mt.gov
Beth Stephenson – Application Development Operations Sup 406.444.2905 bstephenson@mt.gov
Karin Ohlin – Application Hosting Supervisor 406.444.0279 kohlin@mt.gov

Enterprise Technology Services Bureau (ETSB) – Enterprise Infrastructure/Services, Mainframe
Bureau Chief: Jerry Marks 406.444.2576 jmarks@mt.gov
Section Supervisors:
Randy Haefka – Enterprise Systems Support Supervisor 406.444.0107 randyhaefka@mt.gov
Matt Van Syckle – Enterprise Infrastructure Services Supervisor 406.444.2633 mvansyckle@mt.gov
Dave Johnson – Enterprise Application Services Supervisor 406.444.3211 dave.johnson@mt.gov

Financial Management Services Bureau (FMSB) – Financial Operations, Vendor Contract Management
Bureau Chief: James Schneider 406.444.9814 jschneider2@mt.gov
Section Supervisors:
Chad Hultin – Accounting Supervisor 406.444.2588 chultin@mt.gov
Linda Kirkland – Contract and Vendor Management Supervisor 406.444.1354 lkirkland@mt.gov

Information Security Bureau (ISB) – Digital Forensics, Incident Response, DR/Continuity of Operations, Risk Management, Compliance
Bureau Chief: Sean Rivera 406.444.9835 srivera@mt.gov
Enterprise Security Manager: Joe Frohlich 406.444.3119 jfrohlich@mt.gov
Section Supervisor:
James Zito – Security Operations Supervisor 406.444.3298 jzito@mt.gov

Enterprise Support Bureau (ESB) – Data Center Facilities, Desktop Services, Service Desk
Bureau Chief: Irv Vavruska 406.444.6870 ivavruska@mt.gov
Section Supervisors:
Ed Sivils – Data Center Facilities Supervisor 406.444.9949 esivils@mt.gov
Zachary Day – NOSC Supervisor 406.444.1392 zday@mt.gov
Rawlin Richardson – Service Desk Supervisor 406.444.4638 rrichardson@mt.gov
Anne Kane – Desktop Services Supervisor 406.444.0154 akane@mt.gov

Public Safety Communications Bureau – 9-1-1 Program
Bureau Chief: Quinn Ness 406.444.6134 qness@mt.gov

Information Technology Services Bureau – PMO, Policy and IT Planning, CIO Support
Section Supervisors:
Pete Wiseman – ITSM Supervisor 406.444.9665 pwiseman@mt.gov
Jennifer Schofield – CIO Support Supervisor 406.444.2926 jschofield@mt.gov