



Department of Public Health and Human Services (DPHHS)

**AGENCY INFORMATION
TECHNOLOGY PLAN**



2018



Healthy People. Healthy Communities.

Department of Public Health & Human Services



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Mission, Goals, and Objectives



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.

Key Information Technology Initiatives

The key IT initiatives of the department are:

1. Acquire new or replacement systems via a "Custom-Last" strategy.
2. Migrate applications off the State of Montana Mainframe.
3. Improve IT operations by adopting standard IT governance and operations frameworks.

Custom-Last

The Department is adopting a custom last strategy for new services and systems needing replacement. Cloud based Software as a Service (SaaS) allows the department to access applications and services that are specifically built to meet the needs of the department. SaaS also has the advantage of quicker implementation over customized programming and development. On-premise services or systems will be COTS with custom builds as last resort.

State of Montana Mainframe

DPHHS uses the Department of Administration – State Information Technology Services Division (SITSD) mainframe computer for managing child welfare and child support enforcement (CAPS and SEARCHS). Both systems were developed and implemented in the early 1990's. The use of the SITSD mainframe by other state agencies has dramatically decreased as agencies move systems to modern technology and cloud based services. In 2015, DPPHS initiated a redevelopment project for a modular replacement of the child welfare system. For child support enforcement, DPHHS is researching available options and the resources required for a replacement.

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IT Operations

TSD has been implementing the Information Technology Infrastructure Library (ITIL) operational practices. ITIL is a detailed set of practices and governance frameworks for IT operations that was originally developed by the UK government. ITIL has been widely adopted by the IT industry and is considered a best practice for IT organizations. DPHHS is working on implementing additional components of ITIL to improve overall IT governance and operational support. Figure 1 shows the basic areas of the ITIL framework.

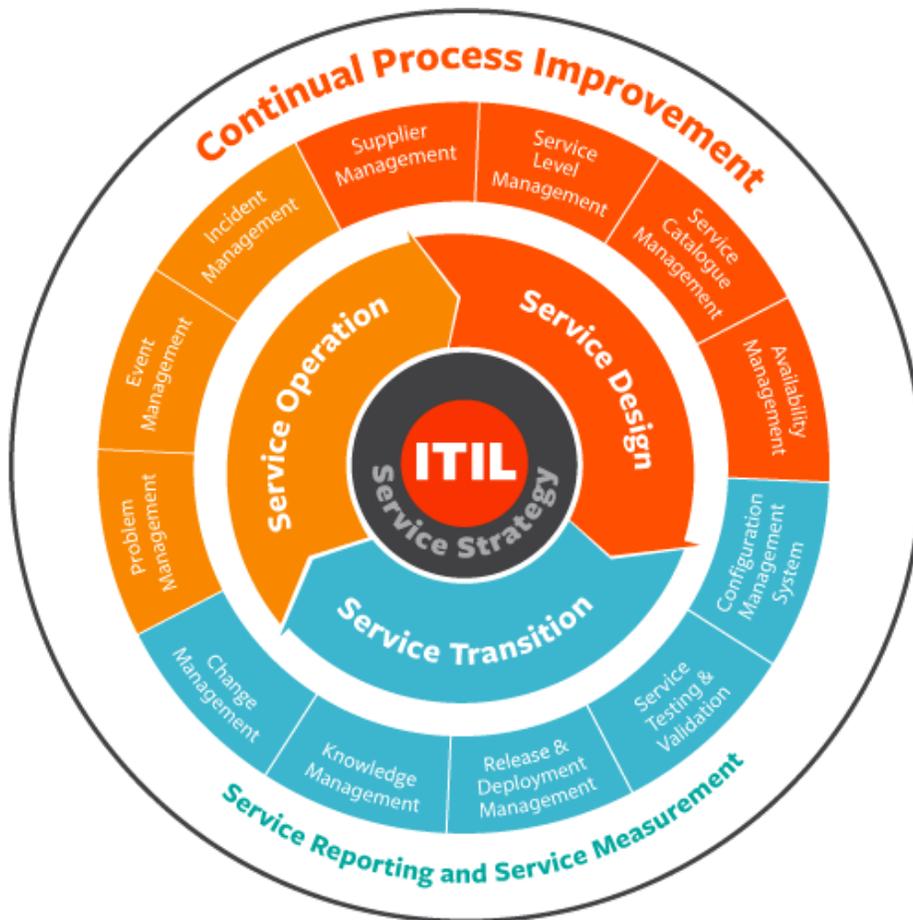


Figure 1 - ITIL Process Framework

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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
<u>Goal One</u>	Manage the lifecycle of department IT systems.	Goal 3 – State of the Art Goal 4 - Capacity	Sustainability
Objective 1.1	Continue the replacement of the Mainframe system for the child welfare system (CAPS) and explore options to replace the child support enforcement system (SEARCHS).	Objective 3.1	N/A
Objective 1.2	Migrate from DPHHS’s custom document management system to the enterprise content management system (Perceptive).	Objective 3.1 & 4.6	N/A
Objective 1.3	Replace, upgrade, or redevelop existing legacy systems as budget, time, and resources allow.	Objective 3.1	N/A
<u>Goal Two</u>	Improve IT operations and management.	Goal 5 – Capability	Effectiveness
Objective 2.1	Implement ITIL framework components for Request, Service Catalog, and Configuration Management Database.	Objective 5.2	N/A
Objective 2.2	Enhance the application inventory system to allow necessary system life cycle planning and management.	Objective 5.2	N/A
<u>Goal Three</u>	Implement modern enterprise architecture as resources and budget allow.	Goal 3 – State of the Art Goal 4 - Capacity	Efficiency
Objective 3.1	Expand the use of the Enterprise Service Bus and web services to more systems.	Objective 3.1	N/A
Objective 3.2	Enhance the capabilities and system integration of business intelligence tools.	Objective 4.4	N/A
Objective 3.3	Expand the availability of eGovernment services for client interactions and client self-service.	Objective 3.1	N/A

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		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Objective 3.4	Implement mobile technology applications to enable citizen and employee access to services.	Objective 3.1	N/A
<u>Goal Four</u>	Maintain and operate robust security program based on the National Institutes of Standards and Technology (NIST) cyber-security framework.	Goal 1 - Secure	Effectiveness
Objective 4.1	Continue to implement NIST-based security controls, policies, and procedures to ensure the security, privacy, availability, and integrity of data and systems.	Objective 1.1	N/A
Objective 4.2	Continue the implementation of additional encryption for those systems that contain protected, sensitive, or private information.	Objective 1.5	N/A
Objective 4.3	Continue to implement enterprise security information and event management for department systems.	Objective 1.5	N/A
Objective 4.4	Maintain and improve the NIST based security risk management system.	Objective 1.4	N/A

Link to Agency Goals and Objectives	http://dphhs.mt.gov/directorsoffice and http://dphhs.mt.gov/biennialreports
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Resources and Capabilities

Overview

The Technology Services Division (TSD) is the “computer shop” for the department and manages the computer systems and applications that support the department. The mission of TSD is to provide efficient and effective Information Technology to the department 24 hours a day 365 days a year. The IT systems that the department uses enable management of programs that protect children and adults, improve public health, provide health care, provide food, and provide many other forms of assistance. Without effective IT systems the department can’t meet its mission of protecting and improving the health, well-being, and self-reliance of all Montanans.

The department has some of the most complex and resource-intensive IT systems in the State. It is a primary user of the State of Montana Mainframe with the state’s child welfare system (CAPS) and the child support enforcement system (SEARCHS). The department has over 79 major separate computer applications plus numerous secondary applications and systems. These applications include such areas as health facility licensing, laboratory management, Medicaid payments, client assessments, accounts receivable, disability determination, and vital records.

TSD provides these major services to the department:

- Computer Administration and Support – maintenance and administration of desktop, laptops, mobile devices, and associated software.
- Helpdesk Service – services to support employees using computers and systems.
- Network and Communications – administration and coordination of network and phone services.
- System Development – development, programming, and implementation of new systems.
- System Operations – maintenance and operations of various systems including legacy applications.
- Security and Compliance – IT system security risk analysis and assessments of systems. Implementation and enforcement of policies and procedures to protect systems used by the department.
- IT Project Management – planning, leading, resource management, and managing tasks to implement IT projects.
- IT Contract Management – management of contracts for IT services and external vendors in support of department systems.

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The department has over 94 office locations with network connections across the state including several major facilities (see Figure 2). TSD also manages over 3,200 personal computers and 450 mobile devices. Network bandwidth at affordable prices to remote locations is a key driver of technology adoption. A reliable high-speed network allows the department to utilize various systems located in the datacenter in Helena along with desktop video conferencing, VOIP phone systems, computer based training tools, remote document imaging, and remote desktop administration tools.

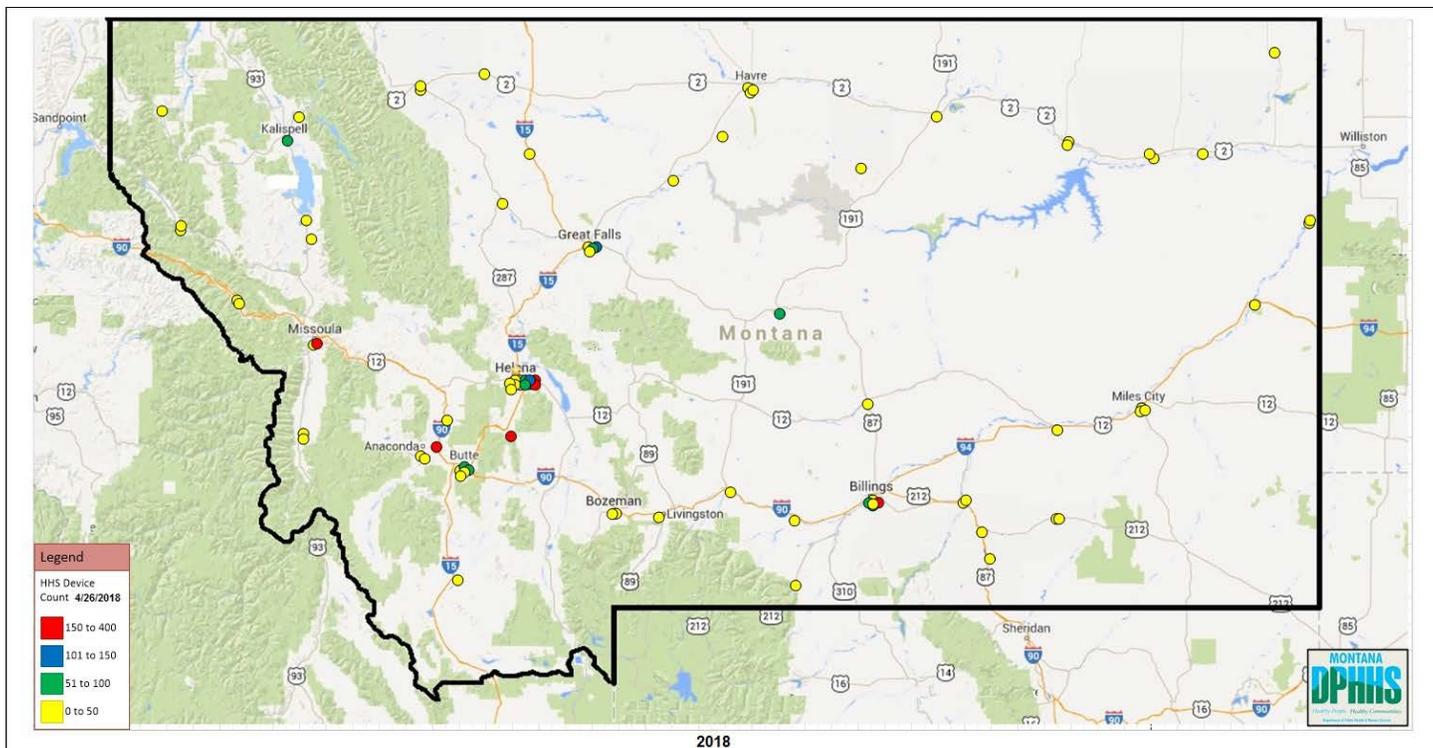


Figure 2 - DPHHS Office locations

IT Environment Summary:

- Number of desktops/laptops managed for the department: 3,240
- Number of offices with IT equipment: 94 buildings in 49 cities and towns.
- Number of network connections: 81
- Number of major computer systems used in the department: 79
- Number of FTE for TSD: 62.6

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Key Accomplishments FY2017 – FY2018:

- Implemented a replacement SNAP/TANF Electronic Benefits card SaaS system with very little downtime on conversion night.
- Implemented a new electronic Women, Infants, and Child (WIC) electronic benefits card SaaS system.
- Implemented a SaaS solution to bill and process Medicaid premium payments from clients.
- Implemented a SaaS solution for Medical Marijuana Seed to Sale tracking. The new system is also replacing the legacy provider and card holder registration system.
- Implemented a SaaS solution for computer based training and department training videos.
- Completed a project to improve the accessibility of documents on the Departments website.
- Implemented two-factor authentication for the entire department.
- Migrated all user accounts, workstations, and servers to the enterprise Active Directory.
- Migrated all DPHHS hosted applications, web servers, and databases to the DOA/SITSD hosted environment.
- Implemented a new self-service IT help desk portal for department users.
- Implemented a new service to accommodate the federal government's change to Medicare client identification numbers.
- Produced a new State Medicaid Health Information Technology Plan. (Plan is in draft as of April 30, 2018)

Major Bureau Functions:

Summary of information technology resources:

Bureau / Unit Name	FTE (Permanent)	Primary Function / Mission
Information Systems Bureau	25.5	Responsible for internal application development, maintenance and operations, database administration, and system administration for the departments web and database servers.
Network and Communications Bureau	24	Responsible for desktop LAN administration, the technology service center (help desk), security operations, and Microsoft server systems.
Project Management Bureau	6	Responsible for IT project management, IT systems business analysis, and contractor operations management for large IT systems.
Compliance and Security Office	6.1	Responsible for security policy and compliance, IT security and system audits, IT contract management, and IT procurement management.

Information Systems Bureau (ISB):

ISB's primary function is application development, system operations, and systems integration. It is responsible for doing internal computer programming and development for custom programs needed by the department that can't be otherwise obtained commercially. It also operates and manages servers and databases used by the department to run the majority of its applications.

Computer Application System Development and Support

The three Application Development and Support Sections (ADSS) develop, enhance, and maintain applications that support the department's business functions with a primary focus on critical business services. This focus includes defining enterprise architecture and systems integration to provide common business services across multiple divisions. ADSS supports two separate development technologies, Oracle Forms/Reports and Java. Most legacy ADSS applications use Oracle Forms. New development is done with Java. ADSS is actively working to define enterprise-class services that will reduce the size and scope of new or replacement applications.

Computer Application and Database Hosting

The Database and Web Group (DAWG) Section provides Oracle Database Hosting and Web/Application Server administration. Servers are primarily Linux and are virtualized. The servers reside in the State of Montana Data Centers in Helena and Miles City and are hosted by DOA/SITSD. DAWG configures and manages database and web/application servers. Database hosting is primarily done in an Oracle environment. Web/Application servers include Oracle Application Server (Weblogic), Tomcat, JBoss, and Apache. Hosting services include production support of online and batch processing, and 7x24 on-call support for applications that require it.

Network and Communications Bureau (NCB):

NCB's primary function is desktop user support and administration. It is also responsible for managing network and phone services, file servers, desktop applications, user provisioning, and operational security.

Technology Services Center (TSC)

The TSC provides technical support and resources for over 3,000 department employees and 5,000 non-employees, professional service providers, and internet users that use or interact with the department's services. These services include help desk, basic desktop and application support, mainframe support, and mid-tier server operations support for the department. Approximately 3,100 requests for help are opened per month at the TSC. It is

the goal of the TSC to resolve as many customer requests as possible during the initial call. The first call resolution rate of the TSC is currently at 89.1%.

Network and Communications Support

NCS main job is to administer desktop computers and associated server systems. NCS deploys operating systems, software applications, and software updates. NCS also manages network connections for the department and oversees phone systems requests working with DOA/SITSD. NCS monitors compliance settings on desktops, manages the hardware inventory and software inventory installed on computers.

Network Security Unit (NSU)

NSU provides operational security services such as monitoring and alerting from various monitoring tools deployed by DPHHS and DOA/SITSD. NSU manages user provisioning and access requests. NSU works with the program data owner to appropriately grant and rescind access to various department systems.

Project Management Bureau (PMB):

The Project Management Bureau (PMB) is the IT Project Management Office (PMO) for the department. The PMO provides centralized and coordinated management of large information technology projects. PMB is responsible for ensuring the success of system development projects by staffing them with qualified professionals. Maintenance and operations support services are provided for selected existing large systems. PMB identifies and develops IT project management methodology, practices, and guidelines. PMB also acts as a centralized clearinghouse for IT project policies, procedures, templates, and other project tools.

Compliance and Security Office (CSO)

The Compliance and Security Office is responsible developing an information security program that follows the National Institutes of Standards (NIST) risk management framework. This includes developing information security policies, conducting information security risk assessments, and ensuring the Department complies with information security regulations and policies. The CSO is also responsible for IT procurement management; IT contract management; and managing federal IT funding requests for the Departments systems.

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Information Technology Capabilities

Summary of Major Systems:

Name	Description	Purpose
ARMS (Accounts Receivable Management System)	ARMS is used to manage the accounts receivables business processes for the department. The ARMS System works in conjunction with SFSL.	Accounts Receivable management
Aspen / Oasis	Aspen/Oasis is a Federal HHS (CMS) provided system that enables tracking and management of CMS regulated healthcare providers including licensing, surveys, enforcement, and complaint/incident tracking.	Federal program for CMS provider management
AWACS - Agency Wide Accounting System	AWACS is a collection of functionality at the core of many DPHHS legacy applications systems. AWACS provides common financial application interfaces and shared services for generating payment and journal transaction in SABHRS. A portion of the system also provides contract management. This system is being gradually be replaced by SFSL and other systems. AWACS has interfaces with SABHRS to manage various accounting information.	Fiscal account and contract management
AWACS – DDP or DDP	DDP is used to manage developmentally disabled clients, services, individual cost plans, eligibility, and payments. DDP is actually four individual applications that are tightly integrated with the AWACS system.	Client and service management
AWACS – DDS or DDS	DDS is used to manage client and provider payments for certain groups of eligible disabled citizens. DDS is tightly integrated with the AWACS system.	Client/provider payment management
Big Sky Rx	Big Sky Rx is used to manage the State Pharmaceutical Assistance Program to help pay for Medicare Part D prescription drug coverage premiums for eligible Montanans.	Client and eligibility management
BTS (Bill Tracking System)	The Bill Tracking System is used to track various legislation affecting the department programs and services.	Bill tracking
CACFP	CACFP is used to manage applications, claims, and payments for the USDA Adult and Child Care food program.	Payment and grant management
CAPS	CAPS is used for the overall management of child welfare including foster care, child abuse investigations, and case management. CAPS is a legacy Mainframe system.	Child welfare management
CareWare	CareWare is used to manage certain public health data reporting and tracking requirements. County Health departments and other entities use the system to report data and case information to the State.	Client / Case reporting

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Name	Description	Purpose
CARS	CARS is used for citizen reporting of violations of the Montana Clean Indoor Air Act. The system is also used for complaint management, investigation, and resolution.	Complaint management and resolution
CaseWase (Shortgrass)	CaseWave is a third-party SaaS system used for Medicaid Waiver case management by Montana's Area Agencies on Aging and DPHHS.	Case management
CCUBS (Child Care under the Big Sky)	CCUBS is used to manage the child care licensing and child subsidies. The system also is used to manage provider inspections, family eligibility determinations for subsidy and payment processes, federal error rates, quality assessments, quality improvement, and contract management.	Child Care licensing and management
CDS (Central Database System)	CDS is used to manage various programs for the Human Resources Development Councils and the Intergovernmental Human Services Bureau of HCSD. These programs include Low Income Energy Assistance (LIEAP), weatherization, Energy Share, Energy Audit, Energy Education, and the commodity food warehouse. The homeless management information system (HMIS) is tightly integrated with CDS.	Manage energy and food commodity assistance programs
Certifi	Certifi is a SaaS system that is used to bill and process Medicaid premium payments from clients. The system includes interfaces to accept multiple payment options, tracking, and reporting.	Premium billing and payment management
CHIMES	CHIMES provides combined eligibility determination and case management for the Medicaid, SNAP, TANF, and Healthy Montana Kids (HMK or CHIP) programs.	Eligibility management
CHRIS	CHRIS is the Child Health Referral and Information System. It is used to manage providers and payments for certain services for eligible children identified to have a special health care need.	Case and provider management plus billing and payments
Citrix	Citrix is used to provide remote access to various applications and specialized desktops from inside and outside of the state network.	Remote application access
CNARP	CNARP is used to manage registration and facility status queries for Certified Nurses Aids.	Registration management
Copia, Harvest, Telcor, GS_Lab, and LIMS	These are five systems that manage various aspects of the State Public Health Lab including equipment, testing, data management, and billing. The GS_Lab billing system has been replaced by Telcor.	State lab management systems
DMS (Document Management system)	DMS is a custom developed document management and scanning system that is part of the DPHHS enterprise service bus architecture. The DMS system is in the process of being replaced by the SITSD provided enterprise content management system (Perceptive).	Document scanning and management

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Name	Description	Purpose
eHARS	eHARS is a Federal CDC provided application used for certain public health reporting, policy management, and analysis.	CDC public health reporting
Enterprise Services Bus (ESB)	The ESB allows real-time data exchange and web services between systems. It was implemented in conjunction with CHIMES and has been expanded and upgraded to serve as an Enterprise Data Exchange (EDX) for department systems.	Enterprise data exchange and web services bus for the department
FCSL/FCS	FCSL/FCS is used to manage food and consumer services licensing and registration.	Licensing management
FPS	FPS is a custom-built forms presentation system used for on-line forms for certain Adult Protective Services and public health data collection needs.	On-line fillable forms
Health Information and Resource Management System (HIRMS)	HIRMS is used to manage emergency medical services (EMS) licensing, EMS service patient data, registration of community AED programs, registration of healthcare providers for disaster response, and other related hospital information.	EMS licensing, management and reporting
HealthStat	HealthStat is used manage specific program objectives, metrics, and milestones for the Public Health and Safety Division.	Operations oversight
HFLS	HFLS is used to manage the licensing and compliance for various health facilities.	Licensing management
HIPPS	HIPPS is used to manage a health insurance premium payment program for certain qualified Medicaid recipients.	Case management and premium payments
HITS	HITS is used to manage the department's fair hearing and appeals process.	Case management and decision tracking
HMIS	HIMS is used by various non-profit and governmental entities to manage and report on services provided to the homeless. HMIS is tightly integrated with the CDS system.	Data reporting and limited case management
imMTrax (Montana Immunization Tracking System)	imMTrax is used to register and track child immunization records across the state. Various health care providers and schools access the system to record and retrieve immunization records.	Child immunization records management
InContact (ATOS/Unify)	InContact is a SaaS based virtual call center used by the Offices of Public Assistances to manage phone calls to the Public Assistance Helpline.	Virtual call center
IRIS	IRIS is used to manage various data and case status for specific programs provided by the Areas on Aging and other senior services agencies.	Data collection and reporting
IRMS	IRMS is used to manage certain facility warehouse inventory and other department inventory needs.	Inventory management
iServ	iServ is used to manage agency travel requests, travel reimbursements, and employee time card reporting.	Time and Travel management
JAMA	JAMA is a SaaS solution used for IT system requirement documentation and traceability.	IT system requirements

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Name	Description	Purpose
JIRA	JIRA is a development item tracking system used to manage large IT system development including on-going operational enhancements, defects, and user issues.	IT development management
Kronos	Kronos is used for time cards, time recording, and other time clock needs at department's facilities.	Time card system
LEAP	LEAP is a SaaS based system used for case management and investigation by Adult Protective Services.	Case management and investigations
MASTS	MAST is used for collection and reporting of data for certain services provided to seniors including but not limited to personal care, home delivered meals, counseling, and assisted transportation.	Case management and data reporting
MCTR	MCTR is used to track and report certain public health data related to cancer.	Data collection and reporting
MDRS	MDRS is used to provide a query service for death record lookup for various DPHHS systems.	Record query
METRC	METRC is a SaaS provided system for management of the Montana Medical Marijuana Program. The system provides seed-to-sale tracking, card holder registration, and provider licensing.	Specialty seed-to-sale tracking system
MHRS (Eleanor)	MHRS is used to collect and report data regarding mental health patient care from various Montana mental health providers and connected DPHHS systems.	Data collection and federal reporting
Microsoft SharePoint	SharePoint is used as a workgroup collaboration tool, document repository, and for simple workflow processes.	Workgroup collaboration tool.
Microsoft System Center	MS System Center is used to manage department desktops and Windows servers. The system also provides a user self-service portal and a help desk ticket tracking system.	Desktop and Server management plus help desk management
MICRS (Management Information and Cost Recovery System)	MICRS is used to track beds, medication, and services for clients in the department's facilities. It is primarily used to bill the various third-party payers such as Medicaid, Medicare, and private insurance.	Manages third-party billing for clients in facilities
MIDIS	MIDIS is used to collect certain sensitive public health data from providers and labs.	Data collection and reporting
MIECHV	MIECHV is used to manage the Maternal, Infant, and Childhood Home Visiting program.	Case management and reporting
MMS	MMS is used to register and manage medical marijuana providers and card holders. This system has been replaced by METRC.	Registration and tracking system
MONA	MONA is used to manage case funding allocations and assessments for developmentally disabled clients.	Case management

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Name	Description	Purpose
Montana Medicaid Information System (MMIS)	MMIS is used to processes and pay Medicaid, CHIP, and Montana Mental Health Service claims for the State. It is a hosted legacy solution and is operated by Conduent.	Manage and process Medicaid claims
Moodle (eLearn)	Moodle is a SaaS electronic learning management system for staff development and training course management. There is some external use of Moodle by specific department contractors / providers.	Staff training system
M-Spirit	M-Spirit is used to manage the WIC program including client eligibility, client services, food vendors, and expenditure tracking.	Specialty client and program management
MTAP	MTAP is a SaaS system used to manage equipment inventory and check-out of specialized telecommunications equipment for the hearing impaired.	Inventory management
Open Scan	Open Scan is an imaging system used by Child Support Enforcement to track the receipt and disbursement of child support payments.	Child Support Enforcement document management
Pentaho	Pentaho is one of the department's main business intelligence and reporting tools. Pentaho system tools are also used in various data exchange, transformation, and loading processes.	BI, reporting, and ETL
PERQS	PERQS is used to manage department purchases, issue purchase orders, and manage purchase authorizations.	Purchasing management
PolicyTech	PolicyTech is a SaaS solution for on-line policy and procedure development, tracking, and publishing.	Policy management
QAMS	QAMS is used for reporting and tracking of incidents and quality measures for home and community based services.	Quality measures reporting and tracking
RAS	RAS is used manage residential accounts for patients at the State's health facilities.	Accounts receivable
SAMS (Substance Abuse Management System)	SAMS is used to manage substance abuse treatments and outcomes for provider payment and Federal reporting purposes.	Substance Abuse treatment reporting and payment management
SDS/Cast	SDS/Cast is used to manage cancer screening and diagnostics for the Montana Cancer Control program.	Case management and provider payments
SEARCHS	SEARCHS is the Mainframe based case management and fiscal management system for Child Support Enforcement.	Child Support Enforcement case and fiscal management
SFSL (Share Fiscal Service Layer)	SFSL is a set of shared web services available via the enterprise services bus which serves as a payment engine and interface with SABHRS.	Web Services interface to SABHRS

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Name	Description	Purpose
SOAR (EBT)	SOAR is a SaaS system that manages EBT benefits and EBT cards for the SNAP, TANF, and WIC programs.	EBT card system for SNAP, TANF, and WIC
Statewide Trauma Data System	The Statewide Trauma Data System is used to enable reporting and tracking of Emergency Room visits by hospitals.	ER visit tracking and reporting
STEVE 2.0	STEVE 2.0 is a SaaS provided system to share information between states and the federal government for vital record events (births and deaths).	SaaS data exchange
TARTS	TARTS is used to record and track staff time for specific projects. It is also used to manage the cost allocation of staff time across projects.	Time recording system
TEAM History	TEAMS History is used to provide access to certain historical SNAP/TANF/Medicaid eligibility and case history data. The mainframe TEAMS system was replaced by CHIMES in 2012.	Data query and reporting
TESS	TESS is used to manage certain eligibility determinations for mental health services plans.	Client eligibility management
TIER	TIER is a legacy system that provides limited electronic health records for the Montana State Hospital and the Montana Chemical Dependency Center.	Electronic Health Records system
Vita	Vita is used by the office of vital statistics to track and report on fetal deaths.	Data collection and reporting
Vital Stats / VSIMS	VSIMS is used to manage and record birth, death, and marriage records for the State of Montana.	Vital records management
VR-MACS	VR-MACS is used for client case management, assessment, tracking, and service provisioning for the vocational rehabilitation program.	Case management and service provisioning
WIC-SIS	WIC-SIS is used by the WIC program to search for and verify a WIC applicant's enrollment in other assistance programs such as SNAP, TANF, and Medicaid.	Data query

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Summary of Hardware:

Appliances: Devices designed for internet access and specialized business use, but without capabilities of a fully-equipped server. Appliances can be physical or virtual. Include all chassis, tape systems, firewalls, switches, KVM's, and USB Anywhere devices. Does not include appliances hosted by SITSD.

Total Number of Appliances	0
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Physical Servers: Include physical servers that are used for virtualization. Does not include servers hosted by SITSD.

Total Number of Physical Servers	47
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Virtualized Servers: Does not include servers hosted by SITSD.

Total Number of Virtualized Servers	0
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Storage: SANs and NASs. Does not include storage hosted by SITSD.

Total Usable Storage Space	0
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Devices: Currently in service including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.

Device Type	Quantity	Estimated Replacement Value
Desktops	2020	\$ 1,776,000
Laptops	1100	\$ 1,320,000
Mobile Devices (tablets, phones, etc.)	500	\$ 250,000
Printers (Networked)	364	\$ 432,000
Cameras	100	\$ 25,000

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Existing Projects

Enterprise Services Phase 1		
HCSD / TSD		
Project / Program purpose and objectives	<p>Enhance the Enterprise Architecture to implement additional business intelligence and data analytics for processing timeliness, backlogs, task throughput, error rates, and work participation. Pursue several security initiatives to protect client data in the database and on file servers, implement SIEM, and require multi-factor authentication.</p> <p>The purpose of this project is to enhance the current Enterprise Architecture to implement additional business intelligence and data analytics capabilities for processing timeliness, backlogs, task throughput, error rates, and work participation. In addition, DPHHS will be pursuing several security initiatives to further protect sensitive client data in the database and on file servers, implement SIEM monitoring to mine logs for attempted unauthorized access, and require multi-factor authentication to access solution components that provide access to client data. Objectives: improve program ability to monitor and analyze data. Increase security.</p>	
IT Goal and Objective Reference	<p>Goal 3, Objective 3.1 Goal 3, Objective 3.2 Goal 4, Objective 4.1 Goal 4, Objective 4.3</p>	
Estimated start date	2/8/2015	
Estimated delivery date	4/30/2018	
Estimated cost	\$2,700,000	
HB 10 Request	Yes	
Funding source one	Federal Fund	90%
Funding source two	General Fund	10%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Not Applicable, as the systems being serviced are included within TSD operational budget and CHIMES M&O budget	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is in progress. Currently we are testing the last item of the TAM upgrade. All other components of this effort have been successfully implemented. This project is 99% completed with 90% of the budget expended	

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Enterprise Services Phase 3		
HCSD / TSD		
Project / Program purpose and objectives	The purpose of this project is to complete an assessment of the E&E system and Health Enterprise for MITA 3.0 compliance, implement additional operational analytics and business intelligence, expansion of integration layer to support more robust ad hoc reporting capabilities, and upgrading to the latest version of the Pentaho software product and associated regression testing, utilize a predictive model based on supervisor reviews and errors noted from scheduled review processes, and implement core messaging services that support troubleshooting and statistical transaction analysis on the EDX.	
IT Goal and Objective Reference	Goal 3, Objective 3.1 Goal 3, Objective 3.2 Goal 4, Objective 4.1 Goal 4, Objective 4.3	
Estimated start date	7/1/2016	
Estimated delivery date	12/31/2017	
Estimated cost	\$2,450,000	
HB 10 Request	Yes	
Funding source one	Federal Fund	90%
Funding source two	General Fund	10%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Not Applicable, as the systems being serviced are included within TSD operational budget and CHIMES M&O budget	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	This project has been fully implemented, with 99% of the project budget expended.	

Montana Program for Automating and Transforming Healthcare (MPATH)		
MMIS		
Project / Program purpose and objectives	The MPATH modularity blueprint includes the following modules: Systems Integration Services, Provider Services, Enterprise Data Warehouse 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. The Department of Public Health and Human Services (DPHHS) has initiated the Montana Program for	

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	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.	
IT Goal and Objective Reference	Goal 1, Objective 1.3 Goal 3, Objective 3.1 Goal 3, Objective 3.2 Goal 3, Objective 3.3 Goal 4, Objective 4.3	
Estimated start date	1/1/2017	
Estimated delivery date	9/30/2022	
Estimated cost	\$73,255,288.00	
HB 10 Request	Yes	
Funding source one	Federal Fund	90%
Funding source two	General Fund	10
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Total is unknown at this time.	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is in progress. Project is 5% complete with 3% of the budget expended.	

Update of State Medicaid Health Information Technology Plan (SMHP)		
TSD/BFSD/Medicaid		
Project / Program purpose and objectives	To update the State Medicaid Health Information Technology Plan (SMHP), to reflect the current plan to meet federal regulations and guidance for Health Information Technology and Electronic Health Records Incentive Programs. This effort entails completing the draft of the CEP to bring on a contractor to update the SMHP, and then to manage the contractor with the updating of the SMHP to Department Expectations.	
IT Goal and Objective Reference	Goal 3, Objective 3.3 Goal 4, Objective 4.1	
Estimated start date	9/1/2017	
Estimated delivery date	5/31/2018	
Estimated cost	\$270,000	
HB 10 Request	Yes	
Funding source one	Federal Fund	90%
Funding source two	General Fund	10%
Funding source three	Funding Source	Amount Allocated

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Annual costs upon completion	None
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is in progress, approximately 70% complete. 40% of the project budget has been expended with the expectation that the budget will be fully utilized.

Seed to Sale System (Medical Marijuana Tracking and Reporting per SB333)	
Operations Branch	
Project / Program purpose and objectives	This project is the procurement and implementation of a system to support the Medical Marijuana program including a seed to sale tracking system that meets the requirements set forth in SB333. This project will implement a full-service seed to sale inventory management system to track marijuana products from seedlings to the sale of consumable products and integrate with new cardholder registry and licensing solution.
IT Goal and Objective Reference	Goal 1, Objective 1.3 Goal 3, Objective 3.2 Goal 3, Objective 3.3 Goal 3, Objective 3.4 Goal 4, Objective 4.1 Goal 4, Objective 4.3
Estimated start date	6/1/2017
Estimated delivery date	6/30/2018
Estimated cost	\$625,000
HB 10 Request	Yes
Funding source one	State Special Fund 100%
Funding source two	Funding Source Amount Allocated
Funding source three	Funding Source Amount Allocated
Annual costs upon completion	Approximately \$250,000 annually, including system support, product tags, badges, and other items needed to support business functions.
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is in progress with an initial go live of Phase 1 in April 2018. This effort is 95% complete with approximately 40% of the budget expended.

Social Security Number Removal Initiative (SSNRI)	
TSD/HCSD/MMIS	
Project / Program purpose and objectives	The Social Security Number Removal Initiative is a project to remove the SSN from Medicare Cards and replace them with a Medicare Beneficiary Identifier (MBI). This will impact systems that currently interface with CMS for Medicare related information, as they will have to be updated to received and send MBIs. The objective of this project is to implement web service

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	technology to transition the use of the HICN number to the MBI number from CMS. Using web services, we intend to automate and centralize the exchange of information with CMS for MBI.	
IT Goal and Objective Reference	Goal 3, Objective 3.1	
Estimated start date	4/3/2017	
Estimated delivery date	12/31/2018	
Estimated cost	\$760,000	
HB 10 Request	Yes	
Funding source one	Federal Fund	90%
Funding source two	General Fund	10%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	Not Applicable, as the systems being serviced are included within TSD operational budget.	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Effort is in progress with a target implementation date in April 2018. Approximately 25% of the project budget has been expended with the expectation the entire project budget will be utilized.	

Asset Verification System (AVS)		
TSD/HCSD/Medicaid		
Project / Program purpose and objectives	This project is to implement technology that allows for an automated process to cross check for assets with Financial Institutions when determining eligibility for certain Aged, Blind, and Disabled Medicaid applicants/enrollees. This system is required to comply with Section 1940 of the Social Security Act, subsection 1903(i)(24) of the Supplemental Appropriations Act of 2008 (P.L. 110-252).	
IT Goal and Objective Reference	Goal 1, Objective 1.3	
Estimated start date	8/13/2018	
Estimated delivery date	2/1/2019	
Estimated cost	\$550,000	
HB 10 Request	Yes	
Funding source one	Federal Fund	90%
Funding source two	General Fund	10%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$195,000	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Department is in the procurement planning stages of this effort, so no budget has been expended.	

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TEAMS History App		
TSD/HCSO/CSED		
Project / Program purpose and objectives	This project will develop a system that allow CSED to query and research TEAMS archive data. This project consists of extracting certain data from the legacy TEAMS system, loading that data into a modern database schema and the development of a query system. The data and its structure is specific to the business functions and needs of CSED to manage certain child support enforcement activities.	
IT Goal and Objective Reference	Goal 1, Objective 1.3	
Estimated start date	2/3/2017	
Estimated delivery date	7/31/2017	
Estimated cost	NA, completed under Existing SEARCHS M&O Contract LOE.	
HB 10 Request	No	
Funding source one	Federal Fund	66%
Funding source two	General Fund	14%
Funding source three	State Special	20%
Annual costs upon completion	None	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Completed. This effort was successfully implemented in July 2017.	

TEAMS Data Extracts		
TSD/HCSO/QAD		
Project / Program purpose and objectives	This project was to extract certain historical data from the legacy TEAMS systems for CSED, HCSO, and other programs. Different groups had different data extract requirements. Data was then loaded into databases to enable research, query, and historical reporting.	
IT Goal and Objective Reference	Goal 1, Objective 1.3	
Estimated start date	2/3/2017	
Estimated delivery date	12/31/2017	
Estimated cost	\$110,000	
HB 10 Request	No	
Funding source one	Federal Fund	57%
Funding source two	General Fund	43%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	None	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Completed. All extracts and routines provided to TSD for use to create and populate Oracle databases with TEAMS data. 100% if the project budget expended.	

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Public Assistance Call Center Replacement Project		
HCSD		
Project / Program purpose and objectives	The purpose of this project is to replace the functionality of the current DPHHS Public Assistance Help Line with an Avaya Contact Center solution hosted and managed by the Department of Administration – State Information Technology Services Division (SITSD). The successful design and implementation of the Avaya solution will result in a cost savings for DPHHS while retaining functionality, increasing uptime, and increasing system capability.	
IT Goal and Objective Reference	Goal 1, Objective 1.3	
Estimated start date	12/1/2017	
Estimated delivery date	12/31/2018	
Estimated cost	A \$50k initial investment to setup and implement.	
HB 10 Request	No	
Funding source one	Federal Fund	58%
Funding source two	General Fund	37%
Funding source three	State Special	5%
Annual costs upon completion	Approximately \$600,000, based on cost project sheet from SITSD.	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is in progress, with effort on requirements gathering and the setup of telephony infrastructure.	

Montana Family Safety Information System (MFSIS) (Child welfare system replacement)		
CFSD		
Project / Program purpose and objectives	The purpose of the MFSIS (Montana Family Safety Information System) project is to replace, in a modular approach, the business functions of the CAPS mainframe child welfare management system. In response to the limitations of CAPS and to comply with recommendations from an October 2015 Legislative Audit Report, CFSD determined the need to implement a new CCWIS compliant system to replace CAPS. The new system modules will operate concurrently with CAPS until all functionality has been completed and CAPS has been retired. The initial phase of the project is focused on developing the intake and investigations module.	
IT Goal and Objective Reference	Goal 1, Objective 1.1 Goal 1, Objective 1.3	
Estimated start date	2/18/2016	

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Estimated delivery date	10/31/2018	
Estimated cost	\$3,100,000	
HB 10 Request	Yes	
Funding source one	Federal Fund	50%
Funding source two	General Fund	50%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$100,000 annually for hosting, support, maintenance and operations services provided by SITSD	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Phase 1 of the project is in development, with the transition to UAT occurring in next couple months. Phase 1 is at about 70% complete. Approximately 85% of project budget for Phase 1 has been expended to date.	

Ombudsman Replacement Project		
Senior and Long-Term Care (SLTC)		
Project / Program purpose and objectives	The SLTC division will replace the current system used by the SUA (State Unit on Aging) to track activities with a SaaS product. The software will meet data reporting requirements for the Ombudsman program required under the OAA (Older Americans Act). The existing HARMONY system is obsolete and unsupported. The system acquisition will include the NORS (National OMBUDSMAN Reporting System) federal reporting requirement under the OAA. The Ombudsman program serves as a client advocate for disabled and senior adults in facilities throughout the State of Montana.	
IT Goal and Objective Reference	Goal 1, Objective 1.3 Goal 3, Objective 3.3 Goal 3, Objective 3.4	
Estimated start date	4/2/2018	
Estimated delivery date	7/1/2018	
Estimated cost	\$12,000	
HB 10 Request	No	
Funding source one	Federal Fund	75%
Funding source two	General Fund	25%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$11,000 Annually for Maintenance and Support	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is ready to be kicked off with the Vendor/Development team, and is targeted to be completed in July 2018.	

Legal Services Replacement Project		
Senior and Long-Term Care (SLTC)		

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Project / Program purpose and objectives	The SLTC division is replacing the current IRIS (Intake and Referral Information System) used by the SUA (State Unit on Aging) with a SaaS product. This software will be used to track activities and meet data reporting requirements for Legal Services Developer under the OAA (Older Americans Act). The existing IRIS system is unsupported and obsolete. The SUA program provides legal services to qualified seniors in the development of a range of legal documents including Wills, Homestead Act, Power of Attorney, Deeds, Mortgages and many others. The main goal of the project is to support the collection of demographic data of clients served and the storage of the documents developed. The system will track the cases and activities involved in the development of legal documents.	
IT Goal and Objective Reference	Goal 1, Objective 1.3 Goal 3, Objective 3.3 Goal 3, Objective 3.4	
Estimated start date	3/1/2018	
Estimated delivery date	5/1/2018	
Estimated cost	\$12,000	
HB 10 Request	No	
Funding source one	Federal Fund	75%
Funding source two	General Fund	25%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$11,000 Annually for Maintenance and Support	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project is current in progress. Approximately 50% of the project has completed, and is on track to be completed in May 2018. There are currently no expenditures.	

MAST and IRIS (ADRC) Replacement Project		
Senior and Long-Term Care (SLTC)		
Project / Program purpose and objectives	The SLTC division is replacing the current MAST (Montana Aging Services Tracking) and IRIS (Intake and Referral Information System) with a SaaS product. The proposed system will provide support for the activities of the local AAAs, ADRCs, and the CCOAs including the tracking of local grants and efforts including Alzheimer, Veterans and Respite Care. The system will also include the analysis and creation of federally mandated NAPIS and SHIP reporting.	
IT Goal and Objective Reference	Goal 1, Objective 1.3	

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	Goal 3, Objective 3.3 Goal 3, Objective 3.4	
Estimated start date	3/1/2018	
Estimated delivery date	Phase 1 - 07/01/2018; Phase 2 - 12/31/2018	
Estimated cost	\$60,000	
HB 10 Request	No	
Funding source one	Federal Fund	75%
Funding source two	General Fund	25%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$30,000.00	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project has recently started, with currently no expenditures.	

APS Reporting Portal Project (BOUNDS)		
Senior and Long-Term Care (SLTC) and Quality Assurance Division (QAD)		
Project / Program purpose and objectives	This SaaS solution will replace the need for providers to call several various programs to make reports as required by multiple federal and state requirements. The primary purpose of the proposed system is for elder abuse reporting and incident management. The proposed system will be used by providers of care for disabled adults and seniors in group and nursing homes to report incidents of abuse, neglect and exploitation. The proposed system will create efficiency in processing these reports and result in better reporting and data for the State on abuse, neglect and exploitation.	
IT Goal and Objective Reference	Goal 1, Objective 1.3 Goal 3, Objective 3.3 Goal 3, Objective 3.4	
Estimated start date	3/15/2018	
Estimated delivery date	6/1/2018	
Estimated cost	\$10,000	
HB 10 Request	No	
Funding source one	Federal Fund	75%
Funding source two	General Fund	25%
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$8,000	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	Project has recently started, with currently no expenditures.	

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WIC EBT Vendor Services		
Public Health and Safety Division (PHSD)		
Project / Program purpose and objectives	This project is to implement a WIC EBT system. The proposed system services include an EBT contractor that will support the WIC benefit transactions in all aspects, including card creating/distribution, redemption, reporting, settlement, merchant, retailer, and participant support services.	
IT Goal and Objective Reference	Goal 1, Objective 1.3 Goal 3, Objective 3.4	
Estimated start date	9/24/2015	
Estimated delivery date	9/30/2017	
Estimated cost	\$663,000	
HB 10 Request	Yes	
Funding source one	Federal Funding	100%
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	\$1 per case, per month, averaging out to approximately \$120,000 annually (Based on last 3 months invoices).	
Status of the project as of March 31, 2018 . Indicate % completed and status of funds expended.	WIC EBT System fully implemented in September 2017, with a DDI cost of \$600,000.	

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