PUBLIC SERVICE COMMISSION

AGENCY INFORMATION TECHNOLOGY PLAN

2018

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Mission, Goals, and Objectives

Agency information technology mission, goals, and objectives ([2-17-524(1)(a)(b), MCA](#)).

Mission	The Public Service Commission's (PSC) mission is to fairly balance the long-term interests of Montana utility and transportation companies and the customers they serve. PSC IT will provide e-Service and ensure information relating to dockets and PSC operations is utilized in a secure and complete manner.

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal One	Develop improved data management systems to more effectively meet the needs of PSC staff and the public	Goal 1: Secure Goal 2: Shared Goal 3: State-of-the-Art Goal 4: Capacity Goal 6: Cost-Effectiveness	Goals 1, 2, and 3
Objective One	Streamline and enhance employee access to data	Objectives: 2.1, 3.1, 4.6, 4.7, 6.3	Goals 1, 2, and 3
Objective Two	Implement state best practices for security to protect PSC systems and users	Objectives: 1.1,1.3,1.4, 1.5, 1.6, 4.1, 4.3	Goals 1 and 2
Objective Three	Give employees the tools they need to work efficiently with businesses	Objectives: 3.1, 4.6, 4.7	Goals 1, 2, and 3

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Two	Enhance the public's ability to access information from, and interact with, the PSC	Goal 2: Shared Goal 3: State-of-the-Art Goal 4: Capacity Goal 6: Cost-Effectiveness	Goals 1, 2, and 3
Objective One	Provide a user-focused website to allow consumers and businesses to easily access PSC information and documentation	Objectives: 2.3, 3.1, 4.4, 4.5, 4.6, 6.3	Goals 1, 2, and 3
Objective Two	Provide an intuitive data-submission portal for documentation, comments, and responses	Objectives: 2.3, 3.1, 4.4, 4.7, 6.3	Goals 1 and 2

|	from regulated entities and the general public		
Objective Three	Reduce employee workload by implementing user-friendly self-service functionalities.	Objectives: 2.3, 3.1, 4.4, 4.7, 6.3	Goals 1, 2, and 3

		State Strategic Plan Goal/Objective Reference	Agency Goal/Objective Reference
Goal Three	Create an easily accessible calendaring system so staff and the public can keep track of commission activities	Goal 3: State-of-the-Art Goal 4: Capacity Goal 6: Cost-Effectiveness	Goals 1, 2, and 3
Objective One	Reduce unnecessary overhead and waste by eliminating the need to create multiple scheduling documents	Objectives: 3.1, 4.4, 4.6, 6.3	Goals 1 and 3
Objective Two	Allow the public to easily find and review important dates and times	Objectives: 3.1, 4.4, 4.6	Goals 1, 2, and 3
Objective Three	Simplify and expedite the scheduling of staff and commission activities	Objectives: 3.1, 4.6, 6.3	Goals 1 and 3

Link to Agency Goals and Objectives	http://psc.mt.gov/ Our website is fairly new, and is still in the process of being updated with existing and new information. Our agency goals will be added soon.

Resources and Capabilities
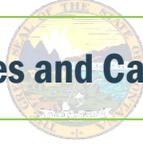
Current information technology resources and capabilities (2-17-524(1)(c)(d), MCA).

Information Technology Resources

Summary of information technology resources:

Bureau / Unit Name	Number of FTE	Primary Function / Mission
PSC	1	Maintenance, Upgrades, Development

Information Technology Capabilities

Summary of Systems:

Name	Description	Purpose
SQL Server Data Storage	ITS main database	Backbone System
Psc.mt.gov	Website	Public Interaction
Exchange	Email	Communications

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. Do not include appliances hosted by SITSD.

Total Number of Appliances	10

Physical Servers: Include physical servers that are used for virtualization. Do not include servers hosted by SITSD.

Total Number of Physical Servers	2

Virtualized Servers: Do not include servers hosted by SITSD.

Total Number of Virtualized Servers	0

Storage: SANs and NASs. Do not include storage hosted by SITSD.

Total Usable Storage Space	0

Devices: Currently in service including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.

Device Type	Quantity	Estimated Replacement Value
Desktops	25	20,500
Laptops	23	27,500
Mobile Devices (tablets, phones, etc.)	8	4,000
Printers	9	17,500
Cameras	2	1,000
Continue entering applicable items.		
Continue entering applicable items.		
Continue entering applicable items.		

Projects

Agency information technology projects (2-17-524(1)(e)(f)(2), MCA).

ITS		
PSC		
Project / Program purpose and objectives	The PSC's new ITS system aims to efficiently and securely allow PSC staff to enter, share, and manipulate data. It is utilizing the talents of SITSD to produce a flexible, reliable system that lets staff better serve the public, businesses, and fellow employees.	
IT Goal and Objective Reference	1	
Estimated start date	3/1/2018	
Estimated delivery date	6/30/2019	
Estimated cost	$426,400	
HB 10 Request	0	
Funding source one	HB2	$426,400
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion		
Status of the project as of **March 31, 2018**. Indicate % completed and status of funds expended.	10%	

New Website		
PSC		
Project / Program purpose and objectives	The new website will act as a portal for public and private entities to interact with the PSC in a safe and efficient manner. It is working with SITSD to ensure all aspects of the website conform to state best practices.	
IT Goal and Objective Reference	2	
Estimated start date	10/1/2017	
Estimated delivery date	4/17/2018	
Estimated cost	$20,000	
HB 10 Request	0	
Funding source one	HB2	$20,000
Funding source two	Funding Source	Amount Allocated
Funding source three	Funding Source	Amount Allocated
Annual costs upon completion	$20,000	
Status of the project as of **March 31, 2018**. Indicate % completed and status of funds expended.	80%	

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