

Agency Information Technology Plan

Agency

Department of Corrections

Mission

The Montana Department of Corrections staff enhances public safety, supports the victims of crime, promotes positive change in offender behavior, and reintegrates offenders into the community. The Department of Corrections does not have a specific mission statement for the Information Technology Bureau (ITB). ITB supports the Department's mission and the goals and objectives of the Department programs by providing centralized support for all activities with an IT component including support, development, procurement, financial review, project management, and oversight.

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal One:	Where and when possible, automate business practices to make the practices more efficient and cost effective.	Goal 2: Optimization of shared services and support (Collaborate Smart) and Goal 1: Fiscal Responsibility (Spend Smart)
Objective One:	Upgrade/replace secure facility control systems and enhance staff/offender safety	Optimization of shared services and support (Collaborate Smart) - Objective 1: Automate and Objective 3: Standardization
Objective Two:	Establish Remote Supervision services for Community Corrections	Optimization of shared services and support (Collaborate Smart) - Objective 1: Automate
Objective Three:	Upgrade Department radio system to replace end of life and broken radios using a leasing model	Fiscal Responsibility (Spend Smart) - Objective 1: Cost Effective.
Objective Four:	Expand Department video Surveillance presence to comply with PREA audit recommendations and increase staff and offender safety.	Optimization of shared services and support (Collaborate Smart) - Objective 1: Automate and Objective 3: Standardization
Objective Five:	Research and expand Distance learning capacities for educational needs of offenders in secure custody.	Unified Digital Government - Objective 1: Modernization

Add Goal

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Two:	Continue with enhancements to OMIS to Increase safety of communities, staff and offenders and to allow to collaborate with criminal justice partners were possible.	Optimization of shared services and support (Collaborate Smart) Unified Digital Government - Objective 4: G2G
Objective One:	In conjunction with our OMIS governance committee, identify enhancements to strengthen data collection methods are appropriate for program evaluations by appropriate stake-holders.	Optimization of shared services and support (Collaborate Smart) - Objective 5: Agile Thinking
Objective Two:	Make available reporting structures for interested parties/stakeholders so those parties have the data they need, when they need it.	Optimization of shared services and support (Collaborate Smart) - Objective 1: Automate
Objective Three:		
Objective Four:		
Objective Five:		

Add Goal

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
Goal Three:	Utilize the appropriate level of project management methodology for all information system enhancement activities.	Optimization of shared services and support (Collaborate Smart) - Objective 5: Agile Thinking Optimization of shared services and support (Collaborate Smart) - Objective 3: Standardization
Objective One:	All enhancement requests to the Department's information systems (Offender Management Information System (OMIS) and Youth Management System (YMS)) will be managed using an appropriate project management methodology.	Optimization of shared services and support (Collaborate Smart) - Objective 5: Agile Thinking
Objective Two:	Feature documentation will be produced and updated throughout the cycle and conduct development status sessions.	Unified Digital Government - Objective 1: Modernization
Objective Three:		
Objective Four:		
Objective Five:		

Add Goal

Link to Agency Goals and Objectives

<https://cor.mt.gov/about>

Information Technology Resources and Capabilities
Information Technology Resources

Summary of information technology resources:

Bureau / Unit Name	Number of FTE	Primary Function / Mission	
<input type="checkbox"/> Add Resource	IT Bureau Chief / CIO	1	Provides leadership, direction, and support for all agency IT activities. Represents the department on state IT councils and committees, MT Criminal Justice Information Sharing projects, and national committees relating to Corrections Technology.
<input checked="" type="checkbox"/> Add Resource	Network Support Unit	9	Responsible for providing agency services in the areas of server management, desktop computer and laptop management, access and security control, the information technology procurement process, hardware and software inventory management, Information security, software installation and support, server and computer patching. Implementation of new IT services.
<input checked="" type="checkbox"/> Add Resource	Application Development Unit	8	Responsible for providing agency services and support for the departments adult and youth information management systems. This includes development of new system functionality, support and updates of existing functionality, support of system application server integration, internal report development and distribution. There is one grant funded modified position
<input checked="" type="checkbox"/> Add Resource	Statistics and Data Quality Unit	6	Responsible for responding to all information requests relating to offender data requested by agency staff, other state agencies, the legislature, federal government agencies, media, and citizens. Reviews OMIS and YMS for incomplete and/or inaccurate data and provides that information to the data owners for correction. Conducts statistical analysis as directed by the CIO and Department leadership team. Creates system user manuals and provides technical training to end users.
<input checked="" type="checkbox"/> Add Resource	Information Security Unit	2	Responsible for management of IT security program, audit compliance, security and risk management.
<input checked="" type="checkbox"/> Add Resource	Crime Control IT analyst	1	The CCB IT Analyst reports to the Crime Control Bureau Chief and is responsible for providing user support, training, project management, developing and maintaining bureau databases, application programs, Internet applications and interfaces.
<input type="checkbox"/> Add Resource			

Information Technology Capabilities

Summary of Systems:

I have reviewed all of my agency's systems in Assurance CM and certify that it is accurate.

Summary of Hardware:

Total Number of Appliances (Devices designed for internet access and specialized business use, but without capabilities of a fully-equipped server. Can be physical or virtual. Include all chassis, tape systems, firewalls, switches, KVM's, and USB anywhere devices.)

Total Number of Physical Servers (Include physical servers used for virtualization. Do not include equipment hosted by SITSD.)

2 - 1@ Montana Women's Prison and 1 @ Riverside Correctional Facility) for video surveillance caching

Total Number of Virtualized Servers (Do not include equipment hosted by SITSD.)

Total Usable Storage Space (SANs and NASs. Do not include storage hosted by SITSD.)

Device Type (Including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.)	Quantity	Estimated Replacement Value
Desktops and laptops	942	\$841,216 (source Dell PC Quote) for 550 desktops, \$218,400 (source Dell Laptop Quote) for 392 Laptops
Smartphones	295	\$30,797 (MAX). These devices vary, and a replacement phone will cost between \$0.00 and \$99.99 depending on the phone type.
Network Multi-function devices	82	These printers are leased utilizing the State Print and Mail leasing process. Some printers are on legacy leases and will be converted to

the State Print and Mail leasing process when the leases expire.

Network Printers	41
Desktop Printer	147
IP Surveillance Cameras	539
Polycomm Video Conference systems	14
Radios	1207

\$35,250 (based on average replacement cost of the most common printers)
\$25,200 (avg. price \$200 based upon review of most common models)
\$350,000 (source current avg. cost via state ATS contract)
\$88,000 (source SITSD). These will be replaced with Zoom compatible equipment
\$2,319,000 (source Motorola quote) for handheld, \$1,119,000 (source Motorola quote) for Mobiles

Information Technology Projects

Project Name

Secure Facility Surveillance Cameras

Division

Multiple

Project / Program purpose and objectives

Security camera systems are utilized to assist in providing enhanced security and improved surveillance of high risk locations. Additionally, the department is required to comply with the Prison Rape Elimination Act (PREA) and security camera systems are integral as a deterrent as well as an investigative tool. Historically, security cameras were expensive and have been installed by external security doors and gates and in areas where there were higher risks of incidents. The ability to monitor the cameras from remote locations was limited and access was generally only available to staff at the location the camera was installed. Multiple analog security cameras have been installed as standalone systems that record on Digital Video Recorders (DVRs) and in once case VHS tape. These systems are in various locations at MSP, MWP and PHS, they are not networked, integrated, or synchronized with the other systems. To meet operational needs older systems are upgraded or expanded whenever funding can be obtained. Department IT staff have worked with the State Information Technology Services Division, General Services Division, Montana State Prison, and Montana Correctional Enterprises to develop the requirements for updating the video surveillance system at the facility. This system operates on the state network, the servers that manage the cameras runs on an SITSD server located in the State of Montana Data Center (SMDC). The video is saved to an SITSD storage device located at MSP for short term storage and each night migrated to SITSD hosted storage located at the SMDC. The system designed by SITSD, GSD, and ITD integrates all the components that manage, distribute, view, and store video data. The initial camera installations have been very successful and live video is available to staff that need to have access at MSP, MWP and PHS as well as Investigators and the Director's office in Helena. MSP/MCE, MWP and PHS have installed 539 surveillance cameras and have a requirement for 585 more cameras to replace the remaining legacy cameras and provide coverage in areas that currently have no cameras. There is currently no funding for the remainder of these cameras. The department is considering an EPP request and is also exploring the potential for grant funding. A final budget has not yet been developed. This narrative and project cost details will be updated when all information has been determined and is available. This is Goal 1, Objective 4 of our plan.

State Strategic Plan Goal/Objective Reference

Unified Digital Government - Objective 1: Modernization. Optimization of shared services and support (Collaborate Smart) - Objective 1: Automate and Objective 3: Standardization

Estimated start date

Estimated delivery date

Estimated cost

HB 10 Request

Yes

Funding Source 1

EPP

Funding Source 1 Amount

\$1,956,098

Funding Source 2

Funding Source 2 Amount

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion

\$350,228 in annual connection costs with SITSD for the Cameras in addition to the OTO asked for in Funding Source 1

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.

Add Project

Project Name

Replace Radios

Division

Multiple

Project / Program purpose and objectives

Replacement Cycle for Department handheld and mobile radios. As the Department does not have funding to replace failing radios, the money requested is being asked to include in the base budget for financing them across 7 years. If approved, the replacement cycle will be completed across 7 years. This is Goal 1, Objective 3 of our plan.

State Strategic Plan Goal/Objective Reference

Fiscal Responsibility (Spend Smart) - Objective 1: Cost Effective. Unified Digital Government - Objective 1: Modernization

Estimated start date

Estimated delivery date

Estimated cost

HB 10 Request
Yes

Funding Source 1
EPP if not HB10

Funding Source 1 Amount
\$362,142 annually

Funding Source 2

Funding Source 2 Amount

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion
\$362,142

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.

Add Project

Project Name
Staff Bodyworn Cameras

Division
Multiple

Project / Program purpose and objectives
Enhance staff and offender safety through the use of body worn cameras. Interactions between staff and offenders would be documented to evaluate claims of excessive force and PREA incidents.

State Strategic Plan Goal/Objective Reference
Unified Digital Government - Objective 1: Modernization;

Estimated start date

Estimated delivery date

Estimated cost

HB 10 Request
No

Funding Source 1
EPP General Fund

Funding Source 1 Amount
\$929,016

Funding Source 2

Funding Source 2 Amount

Funding Source 3

Funding Source 3 Amount

Annual costs upon completion

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.

Add Project

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