### 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

#### 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.

**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:** | 

#### Goal Three: Utilize the appropriate level of project management methodology for all information system enhancement activities.

**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:** | 

#### Link to Agency Goals and Objectives

https://cor.mt.gov/about
Information Technology Resources and Capabilities

Information Technology Resources

Summary of information technology resources:

<table>
<thead>
<tr>
<th>Bureau / Unit Name</th>
<th>Number of FTE</th>
<th>Primary Function / Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Bureau Chief / CIO</td>
<td>1</td>
<td>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.</td>
</tr>
<tr>
<td>Network Support Unit</td>
<td>9</td>
<td>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.</td>
</tr>
<tr>
<td>Application Development Unit</td>
<td>8</td>
<td>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</td>
</tr>
<tr>
<td>Statistics and Data Quality Unit</td>
<td>6</td>
<td>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.</td>
</tr>
<tr>
<td>Information Security Unit</td>
<td>2</td>
<td>Responsible for management of IT security program, audit compliance, security and risk management.</td>
</tr>
<tr>
<td>Crime Control IT analyst</td>
<td>1</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.)

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Quantity</th>
<th>Estimated Replacement Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktops and laptops</td>
<td>942</td>
<td>$841,216 (source Dell PC Quote) for 550 desktops, $218,400 (source Dell Laptop Quote) for 392 Laptops</td>
</tr>
<tr>
<td>Smartphones</td>
<td>295</td>
<td>$30,797 (MAX). These devices vary, and a replacement phone will cost between $0.00 and $99.99 depending on the phone type.</td>
</tr>
<tr>
<td>Network Multi-function devices</td>
<td>82</td>
<td>These printers are leased utilizing the State Print and Mail leasing process. Some printers are on legacy leases and will be converted to</td>
</tr>
</tbody>
</table>
Network Printers 41  $35,250 (based on average replacement cost of the most common printers)

Desktop Printer 147  $25,200 (avg. price $200 based upon review of most common models)

IP Surveillance Cameras 539  $350,000 (source current avg. cost via state ATS contract)

Polycom Video Conference systems 14  $88,000 (source SITSD). These will be replaced with Zoom compatible equipment

Radios 1207  $2,319,000 (source Motorola quote) for handheld, $1,119,000 (source Motorola quote) for Mobiles

Information Technology Projects

Secure Facility Surveillance Cameras

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.

Replace Radios

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 3

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 3

Annual costs upon completion

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

Add Project

Agency Contact Information

Agency Director / Administrator

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Reginald D. Michael

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406-444-4913

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Information Technology Contact (CIO / IT Manager)
<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jon Straughn</td>
<td>406-444-1706</td>
<td>5 S. Last Chance Gulch Helena, MT 59601</td>
</tr>
<tr>
<td>Erin Stroop</td>
<td>406-444-0305</td>
<td>5 S. Last Chance Gulch Helena, MT 59601</td>
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<td><a href="mailto:estroop@mt.gov">estroop@mt.gov</a></td>
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