

# Agency Information Technology Plan

**Agency**

Department of Labor and Industry

**Mission**

The Montana Department of Labor and Industry exists to promote and protect the well-being of Montana's workers, employers, and citizens, and to uphold their rights and responsibilities.

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
<b>Goal One:</b>	Streamline and improve customer service experience for customers interacting with the Department's website or applications.	Optimization of Shared Services & Support, Unified Digital Government (e-Government services), Service First!
<b>Objective One:</b>	Evaluate opportunities for modernization of dated systems.	Unified Digital Government (e-Government services), Service First!
<b>Objective Two:</b>	Evaluate opportunities to create a value-add within existing systems.	Fiscal Responsibility, Optimization of Shared Services & Support, Unified Digital Government (e-Government services), Service First!
<b>Objective Three:</b>	Utilize technology to streamline customer communication - aiming for efficient, effective, and timely customer interactions.	Fiscal Responsibility, Optimization of Shared Services & Support, Cybersecurity Enhancements and Strategy, Unified Digital Government (e-Government services), Service First!
<b>Objective Four:</b>	Collaborate with strategic partners.	Optimization of Shared Services & Support, Unified Digital Government (e-Government services), Service First!
<b>Objective Five:</b>		
<input checked="" type="checkbox"/> Add Goal		

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
<b>Goal Two:</b>	Support data-driven decision making within the Department.	Fiscal Responsibility, Optimization of Shared Services & Support, Service First!
<b>Objective One:</b>	Assemble quality data.	Optimization of Shared Services & Support, Cybersecurity Enhancements and Strategy
<b>Objective Two:</b>	Collaborate with strategic partners.	Optimization of Shared Services & Support
<b>Objective Three:</b>	Provide technological support for organizing, securely storing, and analyzing the data.	Fiscal Responsibility, Optimization of Shared Services & Support, Cybersecurity Enhancements and Strategy
<b>Objective Four:</b>		
<b>Objective Five:</b>		
<input checked="" type="checkbox"/> Add Goal		

	Agency Goal/Objective	State Strategic Plan Goal/Objective Reference
<b>Goal Three:</b>	Utilize technology to increase efficiency and productivity for employees within the Department.	Fiscal Responsibility, Optimization of Shared Services & Support, Service First!
<b>Objective One:</b>	Provide fast and reliable desktop support services.	Fiscal Responsibility, Cybersecurity Enhancements and Strategy, Service First!
<b>Objective Two:</b>	Consider employee efficiency and productivity when considering hardware and software purchases.	Fiscal Responsibility, Optimization of Shared Services & Support, Service First!
<b>Objective Three:</b>	Work with Department leadership to determine areas where a technology-based solution could create efficiencies within the business process.	Fiscal Responsibility, Optimization of Shared Services & Support, Service First!
<b>Objective Four:</b>		
<b>Objective Five:</b>		
<input type="checkbox"/> Add Goal		

**Link to Agency Goals and Objectives**

<http://dli.mt.gov/about/goals>

**Information Technology Resources and Capabilities**  
**Information Technology Resources**

**Summary of information technology resources:**

**Bureau / Unit Name** **Number of FTE** **Primary Function / Mission**

Technology Services Division

51

The department has a centralized organizational structure for Information Technology (IT) that focuses on improving efficiencies and service, while reducing duplicative costs and improving coordination across the entire department and the state enterprise. Standardize or integrate IT applications, resources, and enterprise solutions.

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.)

none

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

6 - Job Service local offices; 1 DOLI SUN

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

NA

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

NA

Device Type (Including, but not limited to desktops, laptops, mobile devices, printers, cameras, etc.)	Quantity	Estimated Replacement Value
desktops	664	\$597,268.00
laptops	258	\$365,070.00
Public use desktops	193	\$173,603.50
Printers	90	\$225,000.00
mobile devices	117	\$255,255.00
camera	4	\$1,200.00

**Information Technology Projects**

**Project Name**

Unemployment Insurance Benefits System Modernization

**Division**

Unemployment Insurance Division

**Project / Program purpose and objectives**

The current platform for processing unemployment insurance benefits is over twenty years old. It runs on an Oracle platform, which soon will no longer be supported. As we saw with the COVID-19 crisis, changes or additions to unemployment insurance laws can require extensive programming changes to the system. The outdated technology behind this system means that making those changes is complicated and time consuming. Because of the age of the system, there is a very limited pool of resources (staff and contractors) who have the skills necessary to make the required adjustments.

**State Strategic Plan Goal/Objective Reference**

Goal1, Obj1, Obj2, Obj3, Obj4, Obj5; Goal 4, Obj1, Obj2, Obj3, Obj4; Goal5, Obj1, Obj2

**Estimated start date**

10/1/2021

**Estimated delivery date**

12/31/2023

**Estimated cost**

\$60,000,000

**HB 10 Request**

Yes

**Funding Source 1**

Federal Special Revenue

**Funding Source 1 Amount**

unknown

**Funding Source 2**

State Special Revenue

**Funding Source 2 Amount**

unknown

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$750,000

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

Not yet started - proposing as a potential HB 10 project for FY 22 - 23.

Add Project

**Project Name**

Hyland Cloud Services

**Division**

Agency wide

**Project / Program purpose and objectives**

Transition services that are being decommissioned to cloud services offered by Hyland. Continue to maintain, enhance and expand solutions integration with Hyland cloud services.

**State Strategic Plan Goal/Objective Reference**

Goal 1, Obj1, Obj2, Obj3, Obj4; Goal2, Obj1, Obj2, Obj3, Obj4, Obj5; Goal4 Obj1, Obj2, Obj3, Obj4

**Estimated start date**

6/1/2020

**Estimated delivery date**

9/30/2020

**Estimated cost**

(Saas) \$248,585.21 + (OTO) \$100,356.48 = \$348,391.69

**HB 10 Request**

No

**Funding Source 1**

Multi - allocated amongst agency users

**Funding Source 1 Amount**

\$348,392

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$150,000

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

Project has not started - no funds expended to date.

Add Project

**Project Name**

MontanaWorks.gov - One Stop Portal to DLI services

**Division**

Workforce Services and Unemployment Services

**Project / Program purpose and objectives**

Portal for services offered by DLI Workforce Services and Unemployment Insurance, including job seeker services, training, state job bank and unemployment insurance. We will continue to enhance services as well as bring other services into the Portal.

**State Strategic Plan Goal/Objective Reference**

Goal1 Obj1, Obj2; Goal2 Obj1, Obj2, Obj3, Obj4, Obj5; Goal 4, Obj1, Obj2 and Obj3

**Estimated start date**

3/16/2020

**Estimated delivery date**

6/30/2022

**Estimated cost**

\$2,000,000

**HB 10 Request**

No

**Funding Source 1**

Federal Special Revenue

**Funding Source 1 Amount**

\$2,000,000

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$200,000

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

This project is essential for Unemployment Services and Work Force Development. Next phases include : Staff assist claims module enhancement. Includes test automation, performance testing, security testing ForgeRock hardening Dashboard stabilization & optimization/enhancement analysis Architecture definition, test case authoring, test automation for MontanaWorks, Profile, Internal client The work outlined above is estimated 15%. Funds Expended to date: \$0

Add Project

**Project Name**

Employment Relations Case Management Phase1

**Division**

Employment Relations

**Project / Program purpose and objectives**

Utilize Microsoft Dynamics 365 as a platform for building case management into services with customer facing forms/reporting.

**State Strategic Plan Goal/Objective Reference**

Goal1 Obj1, Obj2, Obj3, Obj4; Goal2, Obj1, Obj2, Obj3, Obj4, Obj5; Goal 4, Obj1, Obj2, Obj3, Obj4

**Estimated start date**

3/1/2019

**Estimated delivery date**

12/31/2021

**Estimated cost**

\$1,000,000

**HB 10 Request**

No

**Funding Source 1**

State Special Revenue

**Funding Source 1 Amount**

\$1,000,000

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

\$200,000

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

Project is in phases of discovery and development. We are about 56% complete for the Customer Service Module. The next modules are Field Service and Portal Total project complete is estimated at 35%. Funds Expended to Date: \$330,686

Add Project

**Project Name**

Workforce Services Case Management

**Division**

Workforce Services

**Project / Program purpose and objectives**

Case management for Workforce Services

**State Strategic Plan Goal/Objective Reference**

Goal1 Obj1; Goal 2 Obj1- Obj5; Goal 4, Obj1, Obj2, Obj3, Obj4

**Estimated start date**

8/1/2019

**Estimated delivery date**

8/31/2021

**Estimated cost**

\$1,500,000

**HB 10 Request**

No

**Funding Source 1**

State Special Revenue

**Funding Source 1 Amount**

\$1,500,000

**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.**

WSD Case Management in the discovery phase. This project has been placed on hold since the COVID pandemic, project estimate around 25%. Funds Expended to Date: \$419,676

Add Project

**Project Name**

Montana Prescription Drug Registry (MPDR)

**Division**

Business Standards

**Project / Program purpose and objectives**

Enhance MPDR functionality to meet the registry's service requests and apply additional required security measures.

**State Strategic Plan Goal/Objective Reference**

Goal1 Obj1; Goal2, Obj1-Obj5; Goal3, Obj1 - Obj5; Goal 4, Obj1, Obj2, Obj4

**Estimated start date**

7/1/2020

**Estimated delivery date**

6/30/2021

**Estimated cost**

150,000.00

**HB 10 Request**

No

**Funding Source 1**

State Special Revenue

**Funding Source 1 Amount**

unknown

**Funding Source 2**

**Funding Source 2 Amount**

**Funding Source 3**

**Funding Source 3 Amount**

**Annual costs upon completion**

30,000.00

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

Project is currently out for RFP.

Add Project**Project Name**

UI Tax System Version Upgrade

**Division**

Unemployment Insurance Division

**Project / Program purpose and objectives**

The UI Tax system is a COTS system, configured to support unemployment contributions for Montana. The department pays an annual maintenance fee to the vendor that covers enhancement development and system issues that arise with the software; however, the department is currently running on an outdated version of this software, and will need to upgrade to the newest version in order to continue to optimize vendor support.

**State Strategic Plan Goal/Objective Reference**

Goal1 Obj1, Obj4; Goal 2, Obj1, Obj2 Obj3; Goal4 Obj1; Obj2;

**Estimated start date**

10/1/2021

**Estimated delivery date**

10/1/2022

**Estimated cost**

\$5,000,000

**HB 10 Request**

Yes

**Funding Source 1**

State Special Revenue

**Funding Source 1 Amount**

unknown

**Funding Source 2**

Federal Special Revenue

**Funding Source 2 Amount**

unknown

**Funding Source 3****Funding Source 3 Amount****Annual costs upon completion**

\$0

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

Not yet started - proposing as a potential HB 10 project for FY 22 - 23.

 Add Project

## Agency Contact Information

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