## Agency Information Technology Plan

**Agency**
Fish, Wildlife and Parks

**Mission**
Montana Fish, Wildlife & Parks, through its employees and citizen commission and board, provides for the stewardship of the fish, wildlife, parks, and recreational resources of Montana, while contributing to the quality of life for present and future generations.

<table>
<thead>
<tr>
<th>Agency Goal/Objective</th>
<th>State Strategic Plan Goal/Objective Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal One:</strong></td>
<td></td>
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<tr>
<td>Objective One:</td>
<td>Technology Optimization Project</td>
</tr>
<tr>
<td></td>
<td>Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 5 - Service First (Business Smart)</td>
</tr>
<tr>
<td>Objective Two:</td>
<td>Redefine/improve Service Management process.</td>
</tr>
<tr>
<td></td>
<td>Goal 5 - Service First (Business Smart)</td>
</tr>
<tr>
<td>Objective Three:</td>
<td>Implement our Enterprise Architecture Program.</td>
</tr>
<tr>
<td></td>
<td>Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 5 - Service First (Business Smart)</td>
</tr>
<tr>
<td>Objective Four:</td>
<td>Expand Project Management capability beyond IT projects.</td>
</tr>
<tr>
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<td>Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 5 - Service First (Business Smart)</td>
</tr>
<tr>
<td>Objective Five:</td>
<td></td>
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</table>

| **Goal Two:**         |                                             |
| Objective One:        | Data Governance and Security                |
|                       | Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart) Goal 5 - Service First (Business Smart) |
| Objective Two:        | Continue to eliminate data silos by providing secure central repositories for data collected by individuals and programs. |
|                       | Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart) Goal 5 - Service First (Business Smart) |
| Objective Three:      | Develop a Geo-spatial strategy.             |
|                       | Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 5 - Service First (Business Smart) |
| Objective Four:       | Ongoing cybersecurity awareness, including mitigating security vulnerabilities, monitoring systems, traffic and logs, and reviewing security plans. |
|                       | Goal 1 - Fiscal Responsibility (Spend Smart) Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart) |
| Objective Five:       |                                             |

| **Goal Three:**       |                                             |
| Objective One:        | Maintain and improve customer service for internal and external customers. |
|                       | Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart) Goal 5 - Service First (Business Smart) |
| Objective Two:        | Educate staff on the availability and functionality of existing FWP IT resources. |
|                       | Goal 1 - Fiscal Responsibility (Spend Smart) Goal 2 - Optimization of shared services and support (Collaborate Smart) Goal 5 - Service First (Business Smart) |
| Objective Three:      | Ongoing cyber-security education and awareness. |
|                       | Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart) |
| Objective Four:       | Focus on providing a consistent positive experience for our customers by understanding their business processes and listening to their concerns. |
|                       | Goal 5 - Service First (Business Smart) |
| Objective Five:       | Build and maintain productive relationships with our internal and external customers. |
|                       | Goal 5 - Service First (Business Smart) |

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### Objective Five:
Ensure employees have access to technology resources (hardware, software, systems, data, etc) needed to successfully perform their jobs.

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<tbody>
<tr>
<td>Retain our highly skilled workforce.</td>
<td>Goal 1 - Fiscal Responsibility (Spend Smart) Goal 5 - Service First (Business Smart)</td>
</tr>
</tbody>
</table>

### Objective One:
Oversee IT projects to ensure they are within the budget, the scope, and the timeline.

<table>
<thead>
<tr>
<th>Addresss Multi-Service and Support (Collaborate Smart) Goal 5 - Service First (Business Smart)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work within our budget to maintain a healthy account balance.</td>
</tr>
</tbody>
</table>

### Objective Two:
Provide accurate project budgets to the Technology Steering Committee to ensure projects are prioritized correctly based on Agency objectives and budgets.

<table>
<thead>
<tr>
<th>Goal 1 - Fiscal Responsibility (Spend Smart)</th>
</tr>
</thead>
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</tr>
</tbody>
</table>

### Objective Three:
Remove Divisional and Regional boundaries within projects to decrease the chances of duplicate systems and services.

<table>
<thead>
<tr>
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### Objective Four:

| Add Goal |
|-----------------------|----------------------------------------------|
| Add Goal |

### Objective Five:

| Add Goal |
|-----------------------|----------------------------------------------|
| Add Goal |

### 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>Application Development Bureau</td>
<td>8</td>
<td>Provide in-house development of software specific to the natural resource management mission of the department. These FTE also support the ongoing enhancement and maintenance of all FWP developed systems with particular emphasis on the agency's mission critical applications.</td>
</tr>
<tr>
<td>Project Management Bureau</td>
<td>5</td>
<td>Provide project management, business analysis, and development support services to FWP's technology program and its stakeholders. Process and policy development and customer outreach and relations are an important part of this group's mission, as well.</td>
</tr>
<tr>
<td>Geographic Data Services Bureau</td>
<td>8</td>
<td>Provide geospatial data acquisition, management, analysis, dissemination and education for the department and the public. Staff is also responsible for the development and maintenance of web mapping applications used by staff and the public.</td>
</tr>
<tr>
<td>Network Services Bureau</td>
<td>12</td>
<td>The Network Services Bureau (NSB) is responsible for the installation and management of all computers, servers, printers and other technology resources. To improve communication and meet agency needs, the NSB provides a service desk function that serves as the</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.)

- 1 - Bomgar Virtual Appliance

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

- 0

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

- 0

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

- 20 TB - MT Outdoor Drobos - data has been moved to the data center. We are in the process of decommissioning this storage.

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Quantity</th>
<th>Estimated Replacement Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktops</td>
<td>302</td>
<td>$226,500</td>
</tr>
<tr>
<td>Laptops</td>
<td>615</td>
<td>$851,775</td>
</tr>
<tr>
<td>Tablets/Smartphones</td>
<td>298/333</td>
<td>$104,300/$166,500</td>
</tr>
<tr>
<td>Toughbooks</td>
<td>120</td>
<td>$774,720</td>
</tr>
<tr>
<td>Printers</td>
<td>637</td>
<td>$191,100</td>
</tr>
<tr>
<td>Cameras</td>
<td>927</td>
<td>$278,100</td>
</tr>
<tr>
<td>Thin Clients</td>
<td>38</td>
<td>$16,150</td>
</tr>
<tr>
<td>ALX Point of Sale Systems</td>
<td>482</td>
<td>$482,000</td>
</tr>
</tbody>
</table>

## Information Technology Projects

### Project Name
- ExploreMT

### Division
- Agency-wide
Project / Program purpose and objectives
This system will replace FWP’s Automated Licensing System (ALS). ALS is supported and maintained by FWP technical resources and is hosted in the State of Montana Data Center (SMDC). This system utilizes dedicated point of sale (POS) workstations at both FWP regional offices and local Providers, i.e. retailers, which runs on a specialized code called ALX. There is also a customer-facing website for the sale of hunting and fishing licenses developed and operated by a third-party vendor (Montana Interactive). The system will also replace the state park campsite reservation system used by the Parks Division. The current solution is a third-party software package developed and operated by Reserve America and is hosted on Reserve America servers through a partnership with the State of Idaho.

State Strategic Plan Goal/Objective Reference
Goal 1 - Fiscal Responsibility (Spend Smart), Goal 2 - Optimization of shared services and support (Collaborate Smart), Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart), Goal 5 - Service First (Business Smart)

Estimated start date
7/1/2020

Estimated delivery date
12/31/2022

Estimated cost
$10,000,000

HB 10 Request
Yes

Funding Source 1
State Special Revenue
Funding Source 1 Amount
$2,500,000

Funding Source 2
PR and DJ Federal Grants
Funding Source 2 Amount
$7,500,000

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
$3,200,000

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, this project is 0% completed and none of the HB10 funds have been expended. The RFP for the project was developed and released on November 1, 2019. The RFP closed in February. The evaluation committee is in the process of evaluating the proposals submitted by vendors.

Project Name
Public Website Refresh

Division
Agency-wide

Project / Program purpose and objectives
A cornerstone of FWP's mission is serving the public and being transparent about the management issues we face. Our website is vital in this effort and houses a tremendous amount of scientific data, historical wildlife and fisheries information, all while being our primary tool for public outreach, generating revenue, increasing visitation, constituency building and news dissemination. Additionally, the website serves as a critical portal for our Automated Licensing Service, point of sale and reservation platform. Website analytics prove that as our constituents become more digitally focused, the use of our website continues to increase. This includes web traffic to our information portals like the Hunt Planner and FishMT, along with an increase in the number of people purchasing licenses and camping reservations online. Unfortunately, our website technology and design has failed to keep up with the increase in use. As it currently functions, it is inefficient for agency users and difficult to navigate for the public. The primary goal of this project is to implement our website on a modern and maintainable platform. Additionally, new technology will allow us to take advantage of the structure, integrations, and features to provide a better experience to our customers.

State Strategic Plan Goal/Objective Reference
Goal 2 - Optimization of shared services and support (Collaborate Smart), Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart), Goal 5 - Service First (Business Smart)

Estimated start date
3/31/2020

Estimated delivery date
3/31/2021

Estimated cost
$200,000

HB 10 Request
No

Funding Source 1
State Special Revenue
Funding Source 1 Amount
$200,000

Funding Source 2
Funding Source 2 Amount

Funding Source 3
Funding Source 3 Amount

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### Project Name
**Audio System**

### Division
**Agency-wide**

### Project / Program purpose and objectives
There are integrated audio systems in the commission meeting rooms in the headquarters office and at MT Wild. These systems are used in conjunction with the department's video conference systems to broadcast the Fish and Wildlife Commission and Park Board meetings to our regional offices and the agency's public website. The age of this system impacts the quality of the audio that is currently being broadcast to the public.

### State Strategic Plan Goal/Objective Reference
- Goal 5 - Service First (Business Smart)

### Estimated start date
7/1/2021

### Estimated delivery date
12/31/2021

### Estimated cost
$200,000

### HB 10 Request
No

### Funding Source 1
- **State Special Revenue**
  - Funding Source 1 Amount: $200,000

### Annual costs upon completion
$20,000

### Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, the contract for this project was finalized. This project is 0% completed and none of the funds have been expended.

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### Project Name
**Fleet Management**

### Division
**Administration and Technology Branch**

### Project / Program purpose and objectives
The fleet management system assists management and staff in maintaining and managing vehicle assets as efficiently and cost effectively as possible. Through improved information management and process examination, the organization will improve customer service, repairs and maintenance services, and increase staff efficiency and productivity with the use of a new system. Complete, real time, easily accessible data will enhance staff and management ability to maximize availability, usage, and cost effectiveness of resources. The current system no longer meets these needs and the current vendor is phasing out support.

### State Strategic Plan Goal/Objective Reference
- Goal 1 - Fiscal Responsibility (Spend Smart), Goal 2 - Optimization of shared services and support (Collaborate Smart), Goal 5 - Service First (Business Smart)

### Estimated start date
7/1/2021

### Estimated delivery date
9/1/2021

### Estimated cost
$500,000

### HB 10 Request
No

### Annual costs upon completion
$20,000

### Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, this project has not been started and none of the funds have been expended.
Agency IT Plan Form

Funding Source 1
State Special Revenue
Funding Source 1 Amount
$500,000

Funding Source 2
Funding Source 2 Amount

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
$50,000

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, this project has not been started and none of the funds have been expended.

Add Project

Project Name
Facilities Management

Division
Agency-wide

Project / Program purpose and objectives
The Parks Division received an audit finding and recommendation from the State Park and Recreation Board to procure a Facilities Management System. Employees are currently collecting data in a survey and inventory tool that does not meet holistic Division needs; and can't be used to produce reports or influence management decisions. A Facilities Management System could be used agency-wide to inventory and assist in the decision making process for maintenance schedules and improvements for all of the agency's regional offices, hatcheries, parks, and other properties.

State Strategic Plan Goal/Objective Reference
Goal 1 - Fiscal Responsibility (Spend Smart), Goal 2 - Optimization of shared services and support (Collaborate Smart), Goal 5 - Service First (Business Smart)

Estimated start date
7/1/2021

Estimated delivery date
3/31/2021

Estimated cost
$600,000

HB 10 Request
No

Funding Source 1
State Special Revenue
Funding Source 1 Amount
$600,000

Funding Source 2
Funding Source 2 Amount

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
$60,000

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, this project has not been started and none of the funds have been expended.

Add Project

Project Name
Grant Management

Division
Administration and Technology Branch

Project / Program purpose and objectives
Currently the agency manages close to $48 million of incoming grant funds each year. There are over 350 contracts that consist of federal grants, private grants, and restricted donations. Each grant contract has specific requirements for billing, financial reporting, overhead assessed, and tracking. Currently the Accounting staff manages each grant manually. Grant Management Software would promote efficiency, improve services to the public and agency staff, and ensure financial responsibility and sustainability. The department has an audit recommendation from the Legislative Audit Division to reduce the time between expenditures and draws for federal grants. This system will help the agency be timelier with draws and invoices, which will also allow for better cash management.

State Strategic Plan Goal/Objective Reference
Goal 1 - Fiscal Responsibility (Spend Smart), Goal 2 - Optimization of shared services and support (Collaborate Smart), Goal 5 - Service First (Business Smart)

Estimated start date
Estimated delivery date
4/1/2021

Estimated cost
$85,500

HB 10 Request
No

Funding Source 1
State Special Revenue
Funding Source 1 Amount
$85,500

Funding Source 2
Funding Source 2 Amount

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
$85,500

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, this project has not been started and none of the funds have been expended.

Project Name
SmartCop Support and Expansion

Division
Enforcement

Project / Program purpose and objectives
Ongoing support and expansion of the SmartCop program at FWP.

State Strategic Plan Goal/Objective Reference
Goal 3 - Cybersecurity Enhancements and Strategy (Protect Smart), Goal 5 - Service First (Business Smart)

Estimated start date

Estimated delivery date

Estimated cost

HB 10 Request
No

Funding Source 1
State Special Revenue
Funding Source 1 Amount
$477,850

Funding Source 2
Funding Source 2 Amount

Funding Source 3
Funding Source 3 Amount

Annual costs upon completion
$477,850

Status of the project as of March 31, even numbered years. Indicate % completed and status of funds expended.
As of March 31, 2020, this project is fully implemented.

Agency Contact Information

Agency Director / Administrator

Name
Martha Williams

Phone Number
406-444-3186

Email Address
martha.williams@mt.gov

Mailing Address
1420 East Sixth Avenue, Helena, MT 59601
### 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>Jessica Plunkett</td>
<td>406-444-5513</td>
<td>1625 11th Ave, Helena, MT 59601</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email Address</th>
<th></th>
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<tbody>
<tr>
<td><a href="mailto:jplunkett@mt.gov">jplunkett@mt.gov</a></td>
<td></td>
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### Information Security Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Cooper</td>
<td>406-444-4756</td>
<td>1615 11th Ave, Helena, MT 59601</td>
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<thead>
<tr>
<th>Email Address</th>
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<tr>
<td><a href="mailto:rcooper@mt.gov">rcooper@mt.gov</a></td>
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