Montana
INTERACTIVE

E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

3rd Quarter 2019

Executive Summary

Non-Monetary Transactions	
# of transactions processed in 2019 …………………………………………………………………...	5,719,631

Monetary Transactions (processed by Montana Interactive)	
# of transactions processed in 2019 ………………………………………………………………….....	5,643,571
Gross amount collected in 2019 (includes agency identified statutory/rule and any add'l fees) ……....	$256,943,215

Total Dollars Processed through all eGovernment Services offered by the State	$256,943,215
Total Dollars Remitted to the State (statutory/rule fee)	(249,801,640)
Total Net Revenues to Montana Interactive before operating expenses	**7,141,575**

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	0
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	7,141,575
Total Portal Revenue	**7,141,575**
Payment Processing and Other Operating Costs	(5,527,918)
Total Operating Income	**1,613,657**
Total Provision for income taxes	(450,412)
Net Income	**$ 1,163,245**

Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)	
# of transactions processed in 2019 (Business Tax Express) ……………………………………	112,694
Gross amount collected in 2019 (Business Tax Express) ……………………………………………	$200,537,533

State Costs Avoided (since start of contract in 2001)	
Cumulative cost savings to the state ………………………………………………………………………	$19,575,975

The "State Costs Avoided" of over $19.5 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana
Through use of the Self-Funded Model
(millions of dollars)
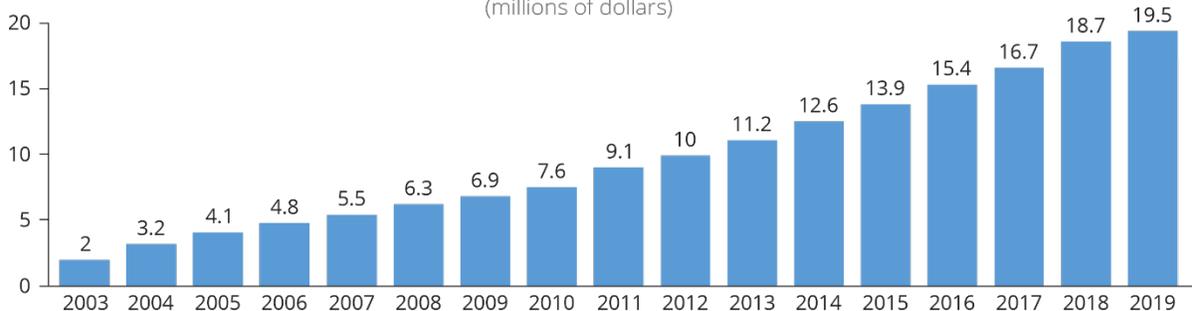
eGovernment Success Stories

Beneficial Integrations

The Montana Department of Agriculture (AGR) Noxious Weed Seed Free Forage (NWSFF) and Agricultural Services Bureau Produce Safety programs started using OnTheGo (OTG) Mobile application to complete in-the-field inspections in Q3.

OnTheGo is a mobile app that allows users to fill out forms and, if applicable, accept payments on any iOS device. It is made to be used in the field, online or offline. Users can request access to a variety of forms directly from the app.

Certified noxious weed seed-free forage is required when horses or pack animals are used on public lands in Montana. NWSFF inspections are conducted on a farm before forage is cut to determine if weeds that could go to seed are present. Montana Interactive partnered with AGR to develop the NWSFF inspection process flow, consulted in the development of the database of record and assisted in inspection delivery policies. AGR plans to conduct up to 200 inspections a year using OTG Mobile, saving time and creating efficiencies for inspectors and internal staff. User documentation was provided for the new OTG Mobile app which included detailed instructions for field officers on how to conduct an NWSFF inspection.

The Produce Safety inspectors also will use OTG Mobile on remote farm locations. This new inspection process is being funded with a grant from the U.S. Food and Drug Administration (FDA) to support implementation of the Food Safety Modernization Act (FSMA) Produce Safety Rule. Once the project is fully underway, field offices could submit between 20 and 25 inspections per year.

Montana Interactive (MI) has been working closely with the Montana Department of Public Health & Human Services (DPHHS) to ensure newly passed legislation is reflected in the Medical Marijuana online application. MI updated the payment integration from a two-step process to instant-sale, minimizing the number of open orders and creating overall efficiencies for the back-end administration of the application.

The number of Montana medical marijuana cardholders jumped 342% in the last three years. When the law first went into effect in October 2016, there were 7,785 cardholders. Since that time, that number has increased to 34,413 cardholders – all of whom are required to renew their card at least once a year. In Q3, more than 10,500 transactions were completed, up 2,791 transactions for the same time period in 2018. This is an indicator of the continued growth in the number of cardholders within the State, as well as a predictor of further Montana adoption of the online licensing service and payment processing solution.

Awards & Honors

The My Revenue service, a joint effort between the Montana Department of Revenue (DOR) and Montana Interactive (MI), won a 2019 Government Experience Award from the Center for Digital Government (CDG). The award celebrates achievements and best practices from U.S. states, counties, cities, and federal agencies and departments that have gone beyond the web to radically improve upon the experience of government and push the boundaries of how services are delivered. Top government jurisdictions, agencies, and departments were featured in the day-long Experience Academy in September in Denver and in Government Technology and other publications.

My Revenue is a home for all revenue-related forms that has redefined how Montana's government serves its citizens. Instead of searching through a clunky website with little-to-no direction, the service uses innovative keyword and guided searches and an extensive form dictionary that can be filtered based on tags. Now citizens have no problem identifying the correct form in a catalog of more than 300 documents. A single sign-on component allows citizens to save progress, exit, return to drafts, and view past submissions. Through the administrative module, DOR staff can convert paper applications to web forms at their own convenience, eliminating the need to contact outside vendors to build forms. Updates to existing forms can be published same day rather than requiring a multi-week deployment. DOR staff can configure web forms to integrate with Perceptive, the state's preferred enterprise content management system.

Overview of eGovernment Activities

Achieved in Q3 2019

28 eGovernment activities were launched and/or addressed during Q3 2019. This includes **6** AccessGov tenants, **3** Over the Counter payment application, **1** On the Go Mobile, **1** OntheGo Pay payment application, **4** Conference & Training Registration services, **6** ePass Service Provider integrations, and **7** enhancements and additions to existing eGovernment services.

eGovernment Activities – 2019

Service	Agency	Entity Type	Service Type	Launched
Vehicle Registration Renewal - v4.2.3	**Justice**	**State**	**Enhancement Request**	**09/20/2019**
Conference - Missing Persons Training	**Justice**	**State**	**Conferences**	**09/18/2019**
ePass Service Provider - Public Health Conference	**Public Health**	**State**	**ePass Service Provider**	**09/18/2019**
Payment Portal - Town of Plains - Over the Counter	**Town of Plains**	**City**	**OTC**	**09/13/2019**
Payment Portal - Dept of Administration General Services Division - Over the Counter	**Administration**	**State**	**OTC**	**09/12/2019**
AccessGov - Bison Transportation Permits	**Livestock**	**State**	**AccessGov**	**09/12/2019**
AccessGov - Market Transportation Permits	**Livestock**	**State**	**AccessGov**	**09/12/2019**
AccessGov - Sheep Transportation Permits	**Livestock**	**State**	**AccessGov**	**09/12/2019**
ePass Service Provider - Debt Recovery Service	**Revenue**	**State**	**ePass Service Provider**	**09/10/2019**
ePass Service Provider - Liquor Server System	**Revenue**	**State**	**ePass Service Provider**	**09/10/2019**
AccessGov - Miles Community College HR	**University of Montana**	**University**	**AccessGov**	**09/10/2019**
ePass Service Provider - VSIMS Coroner Interface	**Public Health**	**State**	**ePass Service Provider**	**09/01/2019**
Loan and Grant Application - Change Grant Sponsor percentage	**Transportation**	**State**	**Enhancement Request**	**08/29/2019**
ePass Service Provider - CCUBS Web	**Public Health**	**State**	**ePass Service Provider**	**08/29/2019**
UI4U - Service Retirement	**Labor and Industry**	**State**	**Enhancement Request**	**08/27/2019**
OntheGo Mobile - Produce Safety	**Agriculture**	**State**	**OTG**	**08/22/2019**
OntheGo Mobile - Noxious Weed Seed Free Forage (NWSFF)	**Agriculture**	**State**	**OTGPay**	**08/18/2019**
AccessGov - Primary Care Professional Services	**Public Health**	**State**	**AccessGov**	**08/01/2019**
Payment Portal - Gallatin County - Over the Counter	**Gallatin County**	**County**	**OTC**	**07/25/2019**
Plan First - Database Location Update	**Public Health**	**State**	**Enhancement Request**	**07/25/2019**
Conference - 2019 Montana Floodplain Resource Seminar	**Natural Resources and Conservation**	**State**	**Conferences**	**07/24/2019**
AccessGov - Department of Commerce Parent Portal	**Commerce**	**State**	**AccessGov**	**07/18/2019**
Made in Montana - Application updates	**Commerce**	**State**	**Enhancement Request**	**07/18/2019**
ePass Service Provider - ASPEN DEV	**State Library**	**State**	**ePass Service Provider**	**07/18/2019**
Conference - 2019 Montana Crime Prevention Conference	**Corrections**	**State**	**Conferences**	**07/17/2019**
Conference - MEDA 2019 Fall Conference	**Commerce**	**State**	**Conferences**	**07/01/2019**
DOJ Services - End of Year service shut off and turn on	**Justice**	**State**	**Enhancement Request**	**07/01/2019**
Pilot and Aircraft - Registration, Renewal, Inventory Resale and Loans and Grants Make Access Code Mandatory	**Transportation**	**State**	**Enhancement Request**	**07/01/2019**
Driver Record - Monitor File Format Changes	Justice	State	Enhancement Request	06/30/2019
Driver Record - Point-to-Point File Format Changes	Justice	State	Enhancement Request	06/30/2019
Driver Record - Search File Format Changes	Justice	State	Enhancement Request	06/30/2019
Temporary Registration Permit - Version 5.5.6 SI Fee Update	Justice	State	Enhancement Request	06/30/2019
DOJ Services - End of Year service shut off and turn on	Justice	State	Enhancement Request	06/28/2019
Conference - VETS 2019 Conference	Labor and Industry	State	Conferences	06/11/2019
Dealer Agent Licensing - retire application	Livestock	State	Enhancement Request	06/06/2019

AccessGov - Miles Community College	University of Montana	University	AccessGov	06/04/2019
Payment Portal - Miles Community Over the Counter	University of Montana	University	OTC	06/04/2019
Payment Portal - Glacier County Over the Counter	Glacier County	County	OTC	05/21/2019
Conference - State of Montana Cyber Tabletop Exercise	Administration	State	Conferences	05/15/2019
Conference - 2019 Montana Insurance Summit	Auditor's Office	State	Conferences	05/15/2019
University of Montana - Western Tuition Payments	University of Montana	University	Enhancement Request	05/14/2019
Conference - Annual Conference 2019	Montana Association of Counties	County	Conferences	05/09/2019
Conference - MACo/PCT County Attorney Roundtable 2019	Montana Association of Counties	County	Conferences	05/09/2019
Payment Portal - Gallatin County Tyler Technology iTax Common Checkout Payment Integration	Gallatin County	County	CCP	05/08/2019
Conference - Montana Tech Career Fair	University of Montana	University	Conferences	05/06/2019
CONWEB - add ePass path for State users	Corrections	State	Enhancement Request	05/02/2019
Payment Portal - Glacier County Black Mountain Common Checkout Payment Integration	Glacier County	County	CCP	04/30/2019
Online Marriage License Application - Cascade County	Cascade County	County	AccessGov	04/25/2019
Online Marriage License Application - Fallon County	Fallon County	County	AccessGov	04/25/2019
Conference - Missing and Murdered Indigenous Women Task Force Meeting and Training	Justice	State	Conferences	04/25/2019
Online Marriage License Application - Lewis & Clark County	Lewis and Clark County	State	AccessGov	04/25/2019
Online Marriage License Application - Park County	Park County	County	AccessGov	04/25/2019
Online Marriage License Application - Phillips County	Phillips County	County	AccessGov	04/25/2019
Online Marriage License Application - Prairie County	Prairie County	County	AccessGov	04/25/2019
VISTA - Host Site Application and Reapplication form addition	Public Health	State	Enhancement Request	04/25/2019
Online Marriage License Application - Sheridan County	Sheridan County	County	AccessGov	04/25/2019
ePass Service Provider - MOTBD Business Survey Tool	Commerce	State	ePass Service Provider	04/24/2019
Conference - 2019 Summer Institute	Public Health	State	Conferences	04/24/2019
ePass Service Provider - FCS	Public Health	State	ePass Service Provider	04/24/2019
ePass Service Provider - Montana Childcare Reviews	Public Health	State	ePass Service Provider	04/24/2019
Conference - 2019 Labor Relations Training	Administration	State	Conferences	04/22/2019
ePass 3.0 - 3.10.1 Release - Security updates	Administration	State	Enhancement Request	04/18/2019
Conference - Community First Choice and Big Sky/SDMI Spring Training	Public Health	State	Conferences	04/03/2019
Payment Portal - Custer County Fairgrounds and Transit - Over the Counter	Custer County	County	OTC	03/28/2019
Payment Portal - Custer County Fairgrounds and Transit - OnTheGo Pay	Custer County	County	OTG Pay	03/28/2019
Child Support Payments Employer Fee Absorption	Public Health	State	Enhancement Request	03/26/2019
Conference - Montana Tech PNWIS 59th Annual Conference 2019	University of Montana	University	Conferences	03/26/2019
Payment Portal - University of Montana Helena Tuition Payments remove $10 fee	University of Montana	University	Enhancement Request	03/21/2019
Veteran's Designation MERLIN Customer Verification Process	Justice	State	Enhancement Request	03/20/2019
iPermit - Add Column and filter by permit type	Transportation	State	Enhancement Request	03/19/2019
Payment Portal - State Nursery - Over the Counter	Natural Resources and Conservation	State	OTC	03/15/2019
Made in Montana Link Updates	Commerce	State	Enhancement Request	03/12/2019
Payment Portal - University of Montana Western - Admissions	University of Montana	University	Enhancement Request	03/11/2019
ePass Service provider - SOS enterprise	Secretary of State	State	ePass Service Provider	03/06/2019
ALS text updates	Fish, Wildlife and Parks	State	Enhancement Request	03/05/2019
Criminal History Online Public Record Search Fee increase 2019	Justice	State	Enhancement Request	03/01/2019
Burn Permit	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019

Burn Permits - Interactive Voice Response (IVR)	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Public Map	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Add Ability to Select Year for Statistics	Lewis and Clark County	County	Enhancement Request	02/28/2019
ePass Service Provider - CAPSTONE	Public Health	State	ePass Service Provider	02/20/2019
AccessGov - AGR Parent Portal and Sandbox Environment	Agriculture	State	AccessGov	02/14/2019
Conference - Kalispell Job Fair 2019	Labor and Industry	State	Conferences	02/11/2019
ePass Service Provider - LFC Reports	Administration	State	ePass Service Provider	02/05/2019
AccessGov - DPHHS Parent Portal and Sandbox Environment	Public Health	State	AccessGov	02/05/2019
AccessGov - Housing Division - Multifamily	Commerce	State	AccessGov	02/01/2019
ePass Service provider - SITSD Proof of Concept	Administration	State	ePass Service Provider	01/30/2019
Conference - MEDA 2019 Spring Conference	Commerce	State	Conferences	01/24/2019
Burn Permit - Fee Increase	Missoula County	County	Enhancement Request	01/18/2019
Conference - 19th Annual MSF Medical Conference - Treatment and Recovery	State Fund	State	Conferences	01/17/2019
Access Gov - Application for Court-Appointed Council	Office of the State Public Defender	State	AccessGov	01/15/2019
Conference - 51th annual (2019) Governor's Conferences on Aging - Billings	Public Health	State	Conferences	01/09/2019
Conference - Montana Tech 2019 Digital Mapping Techniques	University of Montana	State	Conferences	01/09/2019
Conference - Montana Tech 2019 AASG 111th Annual Meeting	University of Montana	State	Conferences	01/09/2019
Conference - 2019 Job Fair	Labor and Industry	State	Conferences	01/02/2019

2019 eGovernment Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2019. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements
A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

0 - new Custom eGovernment Services & Major Enhancements launched in the 3rd Quarter 2019
3 – Custom eGovernment Services & Major Enhancements launched in 2019
292 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Burn Permit	Anaconda – Deer Lodge County	County	02/28/2019
Burn Permits - Interactive Voice Response (IVR)	Anaconda – Deer Lodge County	County	02/28/2019
Burn Permits - Public Map	Anaconda – Deer Lodge County	County	02/28/2019

Payment Processor Integrations – Common Checkout Page (CCP)
A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

0 – new Payment Processor Integration(s) occurred in the 3rd Quarter 2019
2 - Payment Processor Integrations occurred in 2019
45 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Gallatin County Tyler Technology iTax Common Checkout Payment Integration	Gallatin County	County	05/08/2019

Payment Portal - Glacier County Black Mountain Common Checkout Payment Integration	Glacier County	County	04/30/2019

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

3 - new OTC Payment Solutions launched in the 3rd Quarter 2019
7 – OTC Payment Solutions launched in 2019
115 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Town of Plains - Over the Counter	**Town of Plains**	**City**	**09/13/2019**
Payment Portal - Dept of Administration General Services Division - Over the Counter	**Administration**	**State**	**09/12/2019**
Payment Portal - Gallatin County - Over the Counter	**Gallatin County**	**County**	**07/25/2019**
Payment Portal - Miles Community Over the Counter	University of Montana	University	06/04/2019
Payment Portal - Glacier County Over the Counter	Glacier County	County	05/21/2019
Payment Portal - Custer County Fairgrounds and Transit - Over the Counter	Custer County	County	03/28/2019
Payment Portal - State Nursery - Over the Counter	Natural Resources and Conservation	State	03/15/2019

OnTheGo Pay (OTG Pay) Payment Applications

The OnTheGo Pay service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Pay Mobile Payment Application(s) launched in the 3rd Quarter 2019
1 – OTG Pay Mobile Payment Applications launched in 2019
4 – OTG Pay Mobile Payment Applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Custer County Fairgrounds and Transit - OnTheGo Pay	Custer County	County	03/28/2019

OnTheGo (OTG) Mobile Payment Applications

OntheGo Mobile eliminates the need for paper forms and allows your users to gather the information they need when and where they need it. Whether users are in their office or the remotest fields, OnTheGo gives them the tools they need to get the job done.

2 – new OTG Pay and OTG Mobile Application Solution(s) launched in the 3rd Quarter 2019
2 – OTG Pay and Mobile Applications launched in 2019
2 – OTG Pay and Mobile Applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
OntheGo Mobile - Produce Safety	**Agriculture**	**State**	**08/22/2019**
OntheGo Mobile - Noxious Weed Seed Free Forage (NWSFF)	**Agriculture**	**State**	**08/18/2019**

AccessGov

The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

6 – new AccessGov Solution(s) launched in the 3rd Quarter 2019
18 – AccessGov solution launched in 2019
24 – AccessGov Solutions have launched throughout our partnership since 2001
* this platform service launched in 2018

Service	Agency	Entity Type	Launched
AccessGov - Bison Transportation Permits	**Livestock**	**State**	**09/12/2019**
AccessGov - Market Transportation Permits	**Livestock**	**State**	**09/12/2019**
AccessGov - Sheep Transportation Permits	**Livestock**	**State**	**09/12/2019**
AccessGov - Miles Community College HR	**University of Montana**	**University**	**09/10/2019**
AccessGov - Primary Care Professional Services	**Public Health**	**State**	**08/01/2019**
AccessGov Department of Commerce Parent Portal	**Commerce**	**State**	**07/18/2019**
AccessGov - Miles Community College	University of Montana	University	06/04/2019
AccessGov - Online Marriage License Application - Cascade County	Cascade County	County	04/25/2019
AccessGov - Online Marriage License Application - Fallon County	Fallon County	County	04/25/2019
AccessGov - Online Marriage License Application - Lewis & Clark County	Lewis and Clark County	County	04/25/2019
AccessGov - Online Marriage License Application - Park County	Park County	County	04/25/2019
AccessGov - Online Marriage License Application - Phillips County	Phillips County	County	04/25/2019
AccessGov - Online Marriage License Application - Prairie County	Prairie County	County	04/25/2019
AccessGov - Online Marriage License Application - Sheridan County	Sheridan County	County	04/25/2019
AccessGov - AGR Parent Portal and Sandbox Environment	Agriculture	State	02/14/2019
AccessGov - DPHHS Parent Portal and Sandbox Environment	Public Health	State	02/05/2019
AccessGov - Housing Division - Multifamily	Commerce	State	02/01/2019
Access Gov - Application for Court-Appointed Council	Office of the State Public Defender	State	01/15/2019

AppEngine
The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

0 – new AppEngine Solution(s) launched in the 3rd Quarter 2019
0 – AppEngine solution launched in 2019
20 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new AppEngine services in 2019			

Shopping Cart Solutions
The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 3rd Quarter 2019
0 – Shopping Cart Solutions launched in 2019
8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2019			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services
An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

16 – Enhancements launched in the 3rd Quarter 2019
36 – Enhancements have launched in 2019
618 – Enhancements have launched throughout our partnership since 2006*
* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched

Vehicle Registration Renewal -v4.2.3	**Justice**	**State**	**09/20/2019**
Loan and Grant Application - Change Grant Sponsor percentage	**Transportation**	**State**	**08/29/2019**
Plan First Database - Location Update	**Public Health**	**State**	**07/25/2019**
Made in Montana Application updates	**Commerce**	**State**	**07/18/2019**
DOJ Services End of Year service shut off and turn on	**Justice**	**State**	**07/01/2019**
Pilot and Aircraft Registration, Renewal, Inventory Resale and Loans and Grants Make Access Code Mandatory	**Transportation**	**State**	**07/01/2019**
Driver Control Record - Monitor File Format Changes	Justice	State	06/30/2019
Driver Record - Point-to-Point File Format Changes	Justice	State	06/30/2019
Driver Record - Search File Format Changes	Justice	State	06/30/2019
Temporary Registration - Permit Version 5.5.6 SI Fee Update	Justice	State	06/30/2019
DOJ Services - End of Year service shut off and turn on	Justice	State	06/28/2019
Dealer Agent Licensing - retire application	Livestock	State	06/06/2019
University of Montana - Western Tuition Payments	University of Montana	University	05/14/2019
CONWEB - add ePass path for State users	Corrections	State	05/02/2019
VISTA - Host Site Application and Reapplication form addition	Public Health	State	04/25/2019
ePass - 3.0 - 3.10.1 Release - Security updates	Administration	State	04/18/2019
Child Support Payments Employer Fee Absorption	Public Health	State	03/26/2019
Payment Portal - University of Montana Helena Tuition Payments remove $10 fee	University of Montana	University	03/21/2019
Veteran's Designation MERLIN Customer Verification Process	Justice	State	03/20/2019
iPermit - Add Column and filter by permit type	Transportation	State	03/19/2019
Made in Montana Link Updates	Commerce	State	03/12/2019
Payment Portal - University of Montana Western - Admissions	University of Montana	University	03/11/2019
ALS text updates	Fish, Wildlife and Parks	State	03/05/2019
Criminal History Online Public Record Search Fee increase 2019	Justice	State	03/01/2019
Burn Permits - Add Ability to Select Year for Statistics	Lewis and Clark County	County	02/28/2019
Burn Permit - Fee Increase	Missoula County	County	01/18/2019

Conference & Training Solutions

Conferences and Training Registrations
The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

4 - new Conference and Training Registrations launched in the 3rd Quarter 2019
22 – Conference and Training Registrations launched in 2019
840 – Conference and Training Registrations have launched since 2006*
* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - Missing Persons Training	**Justice**	**State**	**09/18/2019**
Conference - 2019 Montana Floodplain Resource Seminar	**Natural Resources and Conservation**	**State**	**07/24/2019**
Conference - 2019 Montana Crime Prevention Conference	**Corrections**	**State**	**07/17/2019**
Conference - MEDA 2019 Fall Conference	**Commerce**	**State**	**07/01/2019**
Conference - VETS 2019 Conference	Labor and Industry	State	06/11/2019
Conference - State of Montana Cyber Tabletop Exercise	Administration	State	05/15/2019
Conference - 2019 Montana Insurance Summit	Auditor's Office	State	05/15/2019
Conference - Annual Conference 2019	Montana Association of Counties	County	05/09/2019
Conference - MACo/PCT County Attorney Roundtable 2019	Montana Association of Counties	County	05/09/2019
Conference - Montana Tech Career Fair	University of Montana	University	05/06/2019
Conference - Missing and Murdered Indigenous Women Task Force Meeting and Training	Justice	State	04/25/2019
Conference - 2019 Summer Institute	Public Health	State	04/24/2019
Conference - 2019 Labor Relations Training	Administration	State	04/22/2019

Conference- Community First Choice and Big Sky/SDMI Spring Training	Public Health	State	04/03/2019
Conference - Montana Tech PNWIS 59th Annual Conference 2019	University of Montana	University	03/26/2019
Conference - Kalispell Job Fair 2019	Labor and Industry	State	02/11/2019
Conference - MEDA 2019 Spring Conference	Commerce	State	01/24/2019
Conference - 19th Annual MSF Medical Conference - Treatment and Recovery	State Fund	State	01/17/2019
Conference - 51th annual (2019) Governor's Conferences on Aging - Billings	Public Health	State	01/09/2019
Conference - Montana Tech 2019 Digital Mapping Techniques	University of Montana	State	01/09/2019
Conference - Montana Tech 2019 AASG 111th Annual Meeting	University of Montana	State	01/09/2019
Conference - 2019 Job Fair	Labor and Industry	State	01/02/2019

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 3rd Quarter 2019
0 – new instances of the Mobile Event Agenda application launched in 2019
3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2019			

ePass Montana – the State's Single Sign-on Solution

ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

6 - new ePass Service Provider was configured in the 3rd Quarter 2019
13 – ePass Service Providers were configured in 2019
177 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - Public Health Conference	**Public Health**	**State**	**09/18/2019**
ePass Service Provider - Debt Recovery Service	**Revenue**	**State**	**09/10/2019**
ePass Service Provider - Liquor Server System	**Revenue**	**State**	**09/10/2019**
ePass Service Provider - VSIMS Coroner Interface	**Public Health**	**State**	**09/01/2019**
ePass Service Provider - CCUBS Web	**Public Health**	**State**	**08/29/2019**
ePass Service Provider - ASPEN DEV	**State Library**	**State**	**07/18/2019**
ePass Service Provider - MOTBD Business Survey Tool	Commerce	State	04/24/2019
ePass Service Provider - FCS	Public Health	State	04/24/2019
ePass Service Provider - Montana Childcare Reviews	Public Health	State	04/24/2019
ePass Service Provider - SOS enterprise	Secretary of State	State	03/06/2019
ePass Service Provider - CAPSTONE	Public Health	State	02/20/2019
ePass Service Provider - LFC Reports	Administration	State	02/05/2019
ePass Service Provider - SITSD Proof of Concept	Administration	State	01/30/2019

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 3rd Quarte r2019

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016-2019			

Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 3rd Quarter of 2019
0 – new Other eGovernment Related Activities were performed in 2019
4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

| Service	Agency	Entity Type	Launched
No New Other Related Activities in 2019 to date			

SABHRS and the State Treasury

On average, Montana Interactive sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The MI Helpdesk handled 11,283 customer inquiries in the 3rd Quarter 2019
A total of 24,205 customer inquiries were handled by the MI Helpdesk in 2019
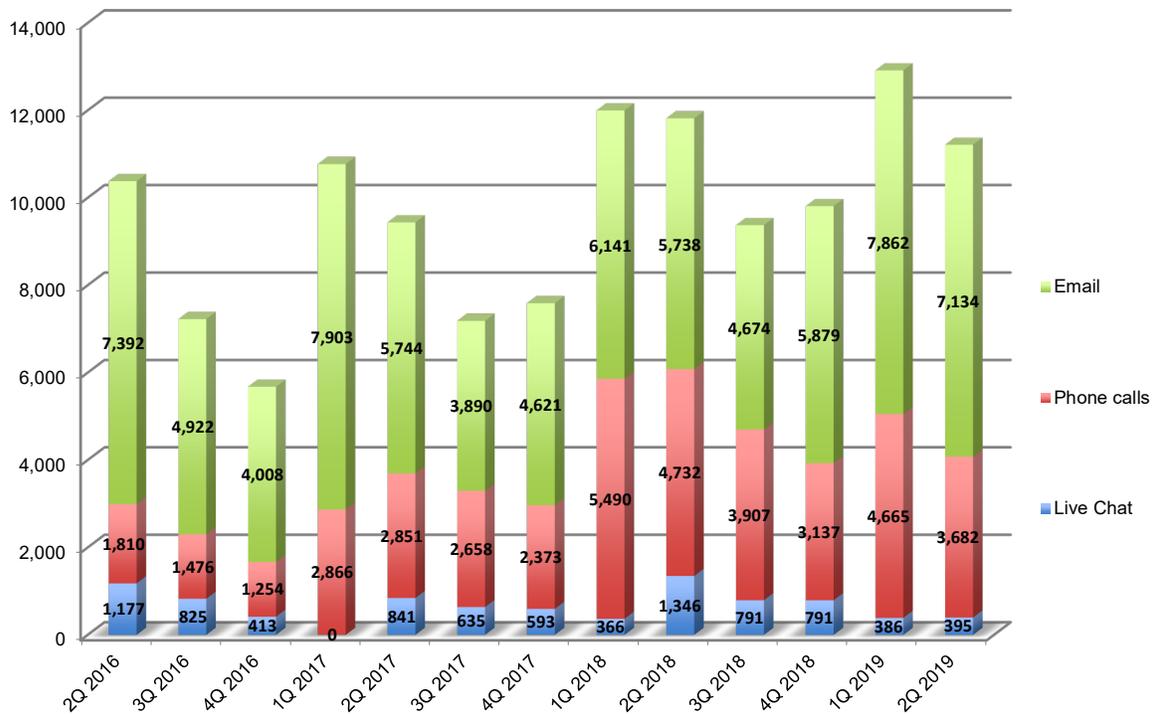

SERVICE ACCESSES

Services with highest visits on app.mt.gov for 2019

Service	Visits Q3		Month	Visits 2018	Visits 2019
ePass Montana	768,721		January	827,842	894,591
Correctional Offender Network	233,096		February	746,813	785,209
Hunting and Fishing Licenses	187,774		March	885,388	922,359
Child Support Lookup	153,421		April	828,430	860,937
Unemployment Insurance Filing	132,514		May	727,694	778,660
Vehicle Registration Renewal (VRR)	131,009		June	682,360	689,373
Temporary Registration Permit (TRP)	90,568		July	663,189	757,377
Prescription Drug Registry	85,122		August	683,207	719,726
My Revenue	50,394		September	631,441	636,726
Business Tax Express	37,492		October	753,638	
Made in Montana	26,066		November	728,389	
CHOPRS	24,398		December	881,578	
			Total	**9,039,082**	

USER SESSIONS

In Q3, there were 2,104,675 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the eGovernment services developed by Montana Interactive.

User sessions by device for Q3 2019

31% mobile   **4%** tablet   **65%** desktop
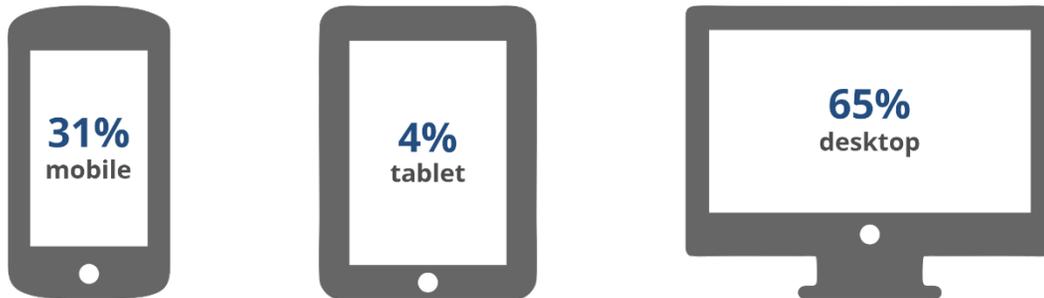
This represents the percentages of the 2,104,675 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q3.

User sessions by browser for Q3 2019

chrome	internet explorer	safari	edge	firefox	other
49%	**20%**	**17%**	**6%**	**4%**	**2%**
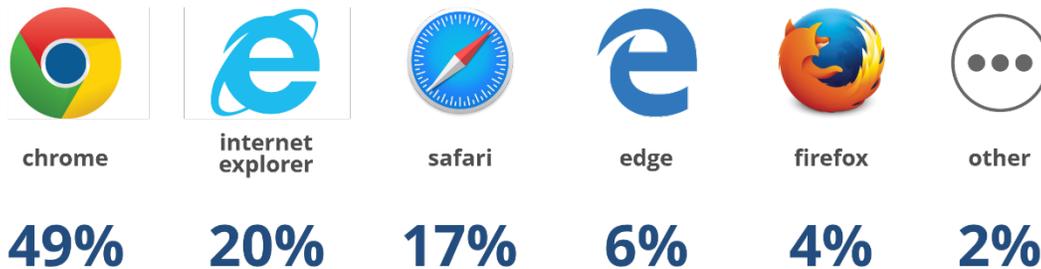
This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 2,104,675 total user sessions in Q3. "Other browsers" include Amazon Silk, Samsung Internet, Android WebView, Android Browser, Safari (in-app), and Opera.

IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback.
I can be reached at 449-3468 X234 or fsargeson@egovmt.com.

Respectfully Submitted,

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