MONTANA
SITSD

April 04

2024

QUARTERLY
REPORT

INFORMATION
TECHNOLOGY
BOARD

TABLE OF CONTENTS

MONTANA
SITSD

MEETING OVERVIEW

📅 Thursday, April 4, 2024

⏱ 1:00 p.m. – 3:00 p.m.

👥 Members

Misty Ann Giles	Administration
John Daugherty	Corrections
James Fehr	Environmental Quality
Braxton Mitchell	House Representative
Beth McLaughlin	Judicial Branch
Austin Knudsen	Justice/Attorney General Office
Jerry Howe	Legislative Services
Arthur Pembroke, Montana Association of Counties	Local Government
Sean Higgenbotham, Cascade County	Local Government
Ryan Osmundson	Office of Budget and Program Planning
Elsie Arntzen	Office of Public Instruction
Laef Olson	Private Sector
Charlie Brereton	Public Health and Human Services
Jennifer Fielder	Public Service Commission
Christi Jacobsen	Secretary of State
Daniel Zolnikov	Senate
Troy Downing	State Auditor
Kevin Gilbertson - Chair	**State IT Services Division**

December 14, 2023 Minutes

Members Present

Kevin Gilbertson, State CIO	Carrie Albro, DPHHS	John Daughtery, COR	Amy Sassano, OBPP
Sean Higginbotham, LGR	Michael Sweeny, SAO	Kellee English, SOS	Dale Gow, LEG
Lisa Mader, JUD			

Guests

Chris Hermance, SITSD	Paticia Trooien, PSC	Meghan Johnson, SITSD	Kari Hahn, SITSD
Phillip English, PSC	Andrea Gordon, SITSD	Denise Adamson, SITSD	James Zito, SITSD
Annie Murdock, SITSD	Michele Snowberger, SITSD	April Grady, SITSD	Karen Vanni, SITSD
Rebecca Webb, NTT DATA	Roone Ruanaidh, SITSD	Erin Fashoway, St Library	Robert Finstad, DOR
Bradley Runnion, SITSD	Errolyn Lantz, GOV	Rawlin Richardson, SITSD	Katelyn Schaub, SITSD
Chris Santucci, SITSD		David Swenson, MPERA	Elle Arredondo, SITSD

Welcome

- (00.00.13) Recording Announcement, CIO Support Staff
- (00.01.07) Introductions
- (00.03.44) Chair Remarks, Kevin Gilbertson, Acting
- (00.05.16) Sean Higginbotham made a motion to approve the September 21, 2023 Minutes. seconded the motion. Motion carried.
- (00.05.38) Chief Information Officer Report, Kevin Gilbertson

Business

- (00.15.56) Review and Approve Operating Procedures, Michele Snowberger
- (00.19.35) Operational Overview, Kevin Gilbertson
- (00.34.40) State IT Strategy
- (00.35.00) Technical Standards
  - o AI Technical Standards
  - o Access and Identity Management Technical Standards

Discussion

- (00.35.19) Member Forum/Suggestions-None
- (00.35.34) Future Priorities-None
- (00.35.50) Public Comment

Adjournment (00.38.40)

> Next Meeting
> March 21, 2024
> 10:00 a.m. – 12:00 p.m.
> Zoom Webinar

AGENDA

Welcome
- Recording Announcement, CIO Support Staff
- Introductions
- Review and Approve December 14, 2023 Minutes
- Chief Information Officer Report, Kevin Gilbertson

Business
- Review and Approve Operating Procedures
- Operational Overview
- Review and Approve State IT Strategy

Discussion
- Member Forum/Suggestions
- Future Priorities
- Public Comment

Adjournment
    Next Meeting
    Thursday, June 27, 2024
    10:00 a.m. – 12:00 p.m.
    Zoom Webinar

MONTANA SITSD

INFORMATION TECHNOLOGY BOARD (ITB) OPERATING PROCEDURES

1. **Roles and Responsibilities (2-17-505, MCA and 2-17-513, MCA)**

   Information technology is an essential component in enabling the Governor's initiatives and must serve citizens in a secure, efficient, and effective manner. The board shall guide state and local government in the development and deployment of intergovernmental information technology resources.

   The board provides a collaborative forum to draft legislation recommendations for the Governor and Legislature regarding information technology statute's, policies, and other legislation. These proposed changes will ensure the efficiency and effectiveness of information technology at an enterprise level for state and local government.

   It is essential the board study the past, present, and future information technology needs to guarantee emerging technology aids in the development of enterprise information technology purchases. An essential role of the board is to advise the Department of Administration (DOA) on statewide information technology standards, policies, major information technology budget requests, and rates.

   The board is the central coordination point to identify, evaluate, and prioritize departmental and interagency electronic government services. This level of effort will ensure the appropriate creation, management, and administration of electronic government services and information.

2. **Membership (2-15-1021, MCA)**

   Board members are appointed by the Governor in January of every odd-numbered year. Appointees to the Board shall be senior policy officials such as department directors, legislators, and agency Chief Information Officers (CIOs). Members of the Board and their designated alternates should be senior managers, not technical staff.

   The Board will consist of 18 members:

   - State Chief Information Officer, who serves as the Chair
   - Director of the Department of Administration, or designee
   - Director of the Office of Budget and Program Planning (OBPP) or a designee
   - Three members who are directors of state agencies, appointed by the Governor, or their designees
   - Two Local Government Representatives, appointed by the Governor
   - One member representing the public service commission, appointed by the public service commission
   - One Private Sector Representative, appointed by the Governor
   - One member of the House of Representatives, appointed by the Speaker of the House
   - One member of the Senate, appointed by the President of the Senate

MONTANA
SITSD

INFORMATION TECHNOLOGY BOARD (ITB) OPERATING PROCEDURES CONTIUNED

- One Legislative Branch Representative, appointed by the Legislative Branch Information Technology Planning Council
- One Judicial Branch Representative, appointed by the Chief Justice of the Supreme Court
- One K-12 Education Representative, appointed by the Superintendent of Public Instruction
- The Attorney General or their designee
- The Secretary of State or their designee
- The State Auditor or their designee

Appointments must be made without regard to political affiliation and exclusively for the management of the information technology resources used by the state.

A vacancy occurring on the Board must be filled by the appointing authority in the same manner as the original appointment.

In the event of delayed reappointment, current appointees will continue in their positions until reappointments occur.

3. Voting and Participation

Members are strongly encouraged to attend all meetings. An alternate may be designated to represent members on the occasion that they are unable to attend. The designated alternate may vote on behalf of the member.

The Board shall function in an advisory capacity (2-15-1021, MCA and 2-15-102, MCA). A majority of the membership of the Board constitutes a quorum to do business (2-15-122, MCA). Each member of the Board has one vote.

4. Meetings

The Board shall meet on a quarterly basis or as determined by the Chair. The Chair may call a special meeting of the Board.

4.1 Meeting Notices (ARM 2.2.102)

The State CIO Support Staff shall use best efforts to post meeting notices a week ahead of time. Meetings shall be posted a minimum of 72 hours in advance.

Meeting notices shall follow the open meeting rules, Mont. Code Ann. Title 2, Chapter 3, Part 2 and ARM 2.2.102.

All Board meeting materials will be distributed via the ITB Website https://sitsd.mt.gov/Governance/Boards-Councils/IT-Board/.

INFORMATION TECHNOLOGY BOARD (ITB) OPERATING PROCEDURES CONTIUNED

4.2 Communications

The Board shall communicate through the Chair. Members are encouraged to contact the Chair with suggested agenda items. Official correspondence will be distributed at the discretion of the Chair.

4.3 Public Participation

Members of the public are encouraged to attend and to participate in the Information Technology Board meetings. The agenda must include an agenda item allowing public comment for any item on the agenda and for any item that is not on the agenda of the meeting and that is within the jurisdiction of the agency conducting the meeting. Public comment must be incorporated into the official minutes of the meeting.

Members of the public may submit written public comment to CIOSupportStaff@mt.gov or by fax at (406) 444-2701.

5. The State Information Technology Services Division (SITSD) Participation

The State CIO Support Staff will provide the following administrative support to the Board:

- Assisting in creation of meeting agenda
- Organizing meeting dates
- Coordinating meeting rooms
- Facilitating meetings
- Drafting minutes
- Distributing correspondence
- Responding to the ad-hoc needs of the Board
- Provide technical resources for assigned subcommittees, as requested by the Chair
- Assuring approval of the Operating Procedures after appointment of the Board in each odd-numbered year.

6. Operating Procedures

The Operating Procedures will be reviewed and approved in the first meeting of the newly appointed members after January of each odd-numbered year.

7. Expense Reimbursement

Mileage, meals, and lodging expenses will be reimbursed according to Section's 2-15-124, MCA and 5-2-302, MCA.

History

Approved on [enter date] Added information on meeting notices and public participation. Reformatted and rearranged previous version. Added history section,

Approved: December 16, 2021

MONTANA SITSD

OPERATIONAL OVERVIEW

1. Program Increment (PI Planning)
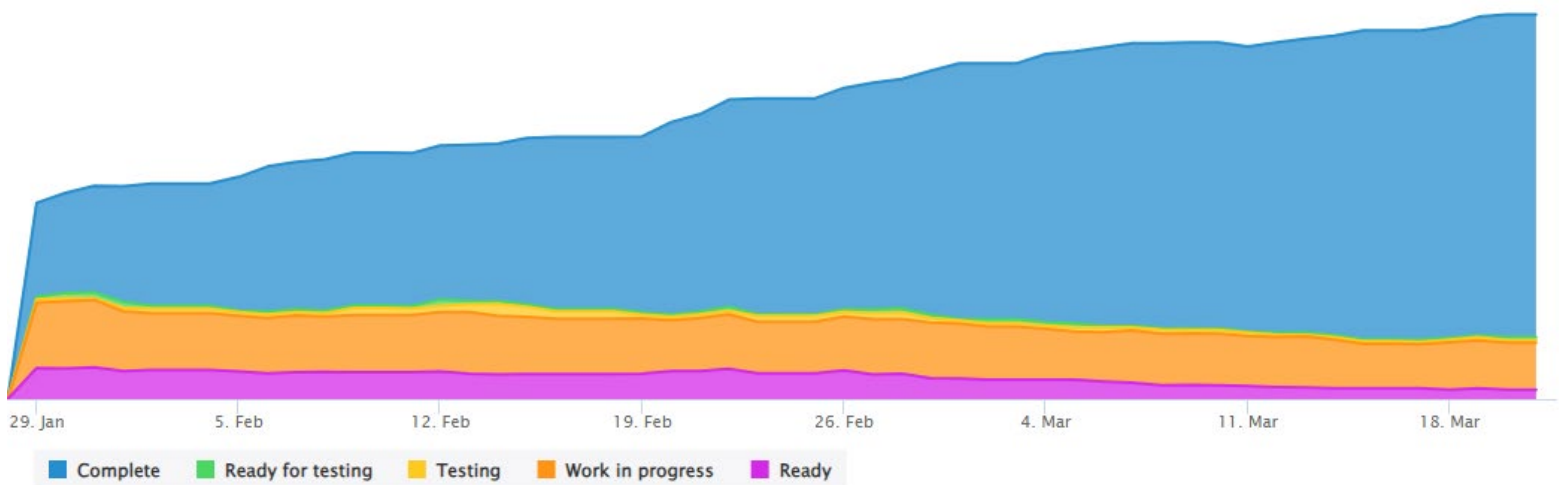2. Enterprise IT Financial Workgroup
3. SITSD Executive Summaries

SITSD Program Increment (PI) Planning

Our Scaled Agile Program Coach, Denise Adamson, has completed training sessions for all SITSD leaders and scrum masters.

SITSD is working toward fully utilizing the SAFe module in ServiceNow for planning, tracking, and reporting the work we are completing. The goal is to have the whole division using the SAFe module in ServiceNow by the end of this program increment (PI). Using this module will provide a variety of advanced tracking and visualization tools to support our implementation of the SAFe Framework. The visualization below is from the first sprint of this PI and is one example of our data visualization capabilities.

Cumulative Flow Diagram - A cumulative flow diagram below is used to visualize the flow of work through the states and the overall progress. Work efforts are depicted on the vertical axis, while the horizontal axis shows the timeline. The different colored bands represent the current state of work items.
- **Ready:** Indicates the number of work items (stories) that are ready to start work on.
- **Work In Progress:** Indicates the number of work items that are currently being worked on.
- **Ready for Testing:** Indicates the number of work items that are ready to be tested.
- **Testing:** Indicates the number of work items currently being tested.
- **Complete:** Indicates the number of work items that are complete.

Enterprise IT Financial Workgroup (EITFW) Overview

The Enterprise IT Financial Workgroup (EITFW) is a standing workgroup of the Information Technology Board to make recommendations regarding the financial impact of existing and proposed enterprise-based IT solutions for the State of Montana.

- Mission Statement: EITFW is a multi-agency advisory forum that will provide input on decisions impacting IT service offerings; including rate setting, utilization, and cost recovery.
- Goal 1: Review and advise on IT services and their corresponding rates based on need, projected utilization, and estimate of full costs to provide service.
- Goal 2: Review and advise on policies and procedures for the cost recovery of centralized IT services provided by SITSD.
- Goal 3: Review and advise on guidelines for consistent recording of IT expenses using the IT account codes established in MOM Policy 316.
- Goal 4: Collaborate with OBPP to maintain a framework for reporting statewide IT expenditures in Volume 10 of the Governor's Executive Budget.
- Goal 5: Provides a forum for collaboration between SITSD and agencies to improve billing efficiency and transparency.

EITFW members are using future meetings to revise the meeting structure to create a more collaborative environment. Recently there have been unexpected increases to those services that also require input from the enterprise and EITFW would benefit from instating workgroup sessions regarding increases to ensure communication, understanding, and agreement on how to distribute the unbudgeted costs. A draft charter and voting process will be presented at the March 14th, 2024, meeting.

SITSD is conducting a POC with a tool to develop financial dashboards related to IT spend. This tool will integrate with SABHRS and the IT billing system to automate current processes, improve forecasting and benchmarking abilities, financial reporting, and ROI. This system will also replace the current budgeting system SITSD uses to set rates for IT services. The Finance team is currently in the process of initial testing of the rate setting capabilities of the new ITFM.

SITSD has started an Enterprise IT Asset Management Community of Practice with members from multiple agencies. This COP consists of three workgroups to develop procedures and best practice standards over hardware asset management and software asset management and to also develop a governance process for all enterprise asset management. IAITAM is an international organization that sets best practices for ITAM and will be onsite in MT to lead the COP group in building their agency ITAM programs.

The current business items include:

- Desktop Purchases
- Proven Optics Engagement for IT Financial Management
- ITAM Community of Practice
- Rate Setting for 2027 biennium
- Improvements to the ITPR Process
- Processes and Dates for Long Range IT Requests for the 2027 biennium
- EITFW Meeting Charter Review

MONTANA SITSD

SITSD Executive Summaries

1. Finance Executive Summary
2. Technology Executive Summary
3. Security Executive Summary
4. Operations Executive Summary
5. Innovation and Transformation Executive Summary

MONTANA
SITSD

FINANCE EXECUTIVE SUMMARY

The finance, budget, and procurement teams have been focused on the following four priorities with an overarching aim on documenting and improving internal processes to improve efficiency and customer experience:

IT Financial Management Solution

SITSD is engaging with an IT Financial Management solution called Proven Optics and is currently testing the tools rate setting module to replace an existing home-built and supported tool. SITSD is completing the testing during the current rate setting process for the 2027 biennium which will be open to agencies to review on April 11th, 2024.

Long Range IT Requests & Process Improvement

SITSD is also requesting that agencies submit Long Range IT (LRIT) requests for HB10 to SITSD by April 30th, 2024 in order to allow agencies and SITSD to collaborate on solutioning for LRIT and to allow for system analysis for fit in the enterprise architecture. This will also allow agencies to collaborate on tools for similar services, including licensing, case management, and grant management. This process alignment will reduce the number duplicative software solutions that the state supports.

The CFO is currently working with the business process architect to map previous, current and future HB 10 processes. Future processes include moving HB 10 project, funding transfer requests, and expense reporting into the Service Now Strategic Portfolio Management module. The LFC reporting process will also be moved to this module to ensure the entire lifecycle management resides together in one structure from project request, ITPR submission, funding transfers, asset procurement and management, related expense tracking, adjustments to project plans, to project completion and closeout.

IT Procurement Request Process

SITSD is reevaluating the IT procurement request process. With feedback from agencies, SITSD will complete discovery on current processes with the goal to move the ITPR form and process into ServiceNow. Additional fields will be added to the form to capture total IT spend, strategic alignment, and expected ROI. SITSD is also exploring ways to improve its support of agencies through the IT procurement process.

While this change is in progress, agencies are invited to participate in the weekly Technical Review Board (TRB) meetings to answer questions or provide follow up documentation for ITPRs in real time. SITSD is also developing a customer satisfaction survey for agency ITPRs that were flagged for TRB and the resulting resolution time.

IT Asset Management

SITSD has hired an Enterprise IT Asset Manager to work with the Enterprise IT Asset Management Community of Practice to instate ITAM best practices, standards, and governance across the enterprise. This position will champion usage of the hardware and software asset management modules in ServiceNow to compile an enterprise inventory of hardware and software assets. An enterprise inventory will ensure contract compliance, reduce redundancy, and generate cost savings.

MONTANA
SITSD

TECHNOLOGY EXECUTIVE SUMMARY

During the past quarter, the technology group has prioritized these five technical upgrades and initiatives that bolster our infrastructure and improve SITSDs internal operations:

WAN Network Upgrades

SITSD has completed upgrades to 44 sites and is currently in process to upgrade a total of 139 sites across the state. The state will continue to work with telco providers across the state to upgrade additional sites that align with agency needs. As part of the WAN upgrades, 100 WAN sites are also being configured with SD-WAN. A full list of the sites planed for upgrades and the status is available on the SITSD Services Portal.

Cloud Migration

The state recently completed the transition of Splunk to the cloud hosted version. Splunk is the largest application in the state by storage and server capacity. This move will better enable log collection from state cloud systems while still supporting log collection from private cloud systems. The next key priority will be to transition external DNS to cloud-based hosting.

Enterprise Architecture

Application Portfolio Management (APM) is the process of centralized oversight and coordinated control of the business applications and software services across the enterprise. APM provides visibility into the current application portfolio to make better decisions on application rationalization, cloud migration, and future investments to align with business objectives. We have completed our initial load and have loaded over 275 applications. Application rationalization will enable SITSD to reduce overlaps and redundancies by eliminating duplicate or redundant applications. As part of the APM process, a multi-agency working group has been established to create a statewide tech debt methodology management process which will be used to inform what data need to be collected.

ServiceNow Enterprise Technology Governance

Today, ServiceNow governance consists of three boards: demand, technical and executive. All three boards recently completed a retrospective that will be used to update and evolve the processes and charters for each board. The state also engaged with a 3rd party to help with these updates and retrospectives. The executive board recently created three working groups to provide guidance and direction on key areas. These working groups are Okta user experience, ID proofing, and executive charter update. The executive charter working group will setup the process for deciding what products and platforms beyond ServiceNow should be added and will update the charter and board membership for technical and demand board to better reflect the products governed.

Enterprise IT Change Management

The state is actively pursuing the adoption of ITIL processes across its entire organizational landscape. ITIL, which stands for Information Technology Infrastructure Library, provides a comprehensive framework for managing IT services. By embracing ITIL, the state aims to standardize its IT practices, enhance service delivery, and ensure alignment with broader business objectives. Remarkably, over half of the IT groups within the state have either completed the implementation or are actively in the process of setting up IT change management. This collective momentum will foster collaboration across all state agencies. By aligning change processes, agencies can work seamlessly together, avoiding duplication of efforts and ensuring consistency in their approach. Recognizing that successful change hinges on people, the state is committed to a people-centric approach in IT change management.

MONTANA
SITSD

SECURITY EXECUTIVE SUMMARY

Chris Santucci, our newly appointed Chief Information Security Officer (CISO), has hit the ground running, leading the way with Zero Trust initiatives, Tanium implementation, and a renewed focus on cyber hygiene.

Security Architecture

The Security Architect is primarily focusing on the Tanium implementation with a heavy focus on Role Based Access Control development. This position also assists the training team to coordinate our Tanium training licenses to make sure we are getting the most value based on needs. This effort is expected to last for the next 6-12 months and is a crucial piece of our Zero Trust roadmap.

Security Risk Management

In our ongoing effort to support Security Risk Management Consolidation, we have filled roles for our Enterprise and Agency Supervisors and allocated resources to support both teams. We have begun a series of security consolidation workshops with agencies that we expect to continue for the coming months.

The Annual Cybersecurity Tabletop Exercise (TTX) is scheduled for May 30, 2024. This exercise will include SITSD, and all agencies are invited and encouraged to attend. These exercises shall help with identifying gaps in contingency, business continuity, disaster recovery, and incident response plans.

A review of existing policies, standards, and procedures is ongoing. Efforts are focusing on technology changes and enhancements to the Montana Baseline Adjustable Security Controls for the Enterprise (MT-BASE). A revised version is expected to be published in July.

Security Compliance

Continuous monitoring for compliance with federal data sharing partners. Notable highlights included SSA certification for DLI MUSE in February.

New procedures/templates are in use for review of independent assessment reports received from contractors.

Security Operations

The Cybersecurity Operations Bureau has hired two cyber defense analysts. These positions were received through security consolidation. To date, the analysts have engaged with agencies 40 times over security concerns and handled 626 suspected phishing cases. The bureau continues to develop Security Orchestration Automation and Response platform, with the intent of scaling response strategies with the State of Montana's increasing digital footprint.

Over the last quarter, Security has achieved significant milestones including:

- **2024 Annual Security Awareness Training Campaign:** We spearheaded the launch of this campaign with a new, well-received format, ensuring that our workforce is well-versed in security protocols and best practices.
- **State & Local Cybersecurity Grant Program (SLCGP):** Collaborating closely with CISA, CIS, and MT Disaster Emergency Services, we are driving efforts to enhance cybersecurity across state and local entities with a whole-of-state security approach.
- **Conference Engagements:** Chris Santucci actively participated in key conferences, including the Montana Association of Counties annual conference and the Montana Election Authority conference. These platforms facilitated discussions on the SLCGP and broader election security.

OPERATIONS EXECUTIVE SUMMARY

SITSD Service Desk

As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk successfully closed 3,503 cases in the prior quarter. CSAT for the prior quarter was 4.57. CES increased slightly from 1.69 to 1.72. The Service Desk also welcomed the ARPA contact center onto their team at the end of January. These positions will help the Service Desk deliver better customer service to citizens.

Customer Success Managers

The customer success managers (CSM) play a pivotal role of ensuring the successful implementation of state agency IT and business endeavors. Their role extends beyond just relationship building; they understand and drive the adoption of SITSD products, services, and collaborate with internal teams on determining what and how information is distributed to support our agency partners. CSM's assist in de-escalating difficult situations when they arise and help optimize the state agency IT budget. Current undertakings include supporting agency partners with demands through SITSD PI Planning, standing up ongoing local government/state meetings on a quarterly basis, and providing continued support for ITPR related agency services.

Network Operations and Security Center (NOSC)

Operating continuously, the NOSC, located at the State of Montana Data Center, is responsible for maintaining the security and smooth functioning of the State's computing and network systems. Over the prior quarter NOSC has handled 2,596 phishing incidents and 1,525 other technical incidents. During this same time our security automation tool addressed 5,544 phishing incidents.

Enterprise Desktop Services

Desktop is working with the SITSD security team and DNRC IT to coordinate the deployment of a new enterprise desktop management and security tool called Tanium. This software provides modern tools to deploy, maintain, and secure end user computers across the enterprise in a consistent and reliable manner. A Champions community of agency partners has been setup to share and gather information and feedback as the implementation continues.

ITIL Service Delivery Manager

We are moving into the prototyping phase of our Common Service Data Model (CSDM) implementation and will be selecting two high-impact business applications to physically prototype and then pilot using the applications in the IT Service Management (ITSM) product suite in ServiceNow (Request, Incident, Change). Additionally, we will be working with the Network Technology Services Bureau to document the standards and controls for data population into the Configuration Management Database (CMDB). We will then use our lessons learned from our prototype and pilot, along with the CMDB standards and controls, to scale to an enterprise MVP for our CSDM implementation.

INNOVATION AND TRANSFORMATION EXECUTIVE SUMMARY

Strategic Planning

The Innovation & Transformation team has recently completed the draft strategic plan for the team to guide the work for the next two years. The team's strategic plan is a sub-plan of the State's Draft IT Strategic Plan.

Project Management

The Project Management team is leading the Tanium implementation project, IT Security Risk Management Consolidation project, and the Strategic Portfolio Management implementation project. Additionally, the Project Management team continues to coach, support, and assist technology teams with prioritizing agency work requests so that the work is understood and completed on time.

Communications

The Communications team has continued to support the enterprise with developing and disseminating strategic communications regarding planned technology changes, contract updates, and critical business operations updates. In multiple communication channels, customers and partners are reporting an improvement in communications and a trend toward more transparency. The Communications team will continue to work toward increasing visibility into priorities and work in progress between technology and business teams.

Training

The Training team has developed and successfully delivered multiple online and in-person IT training materials to support new software rollouts and end-user adoption. Additionally, they worked closely with the other areas of State Information Technology Services and other Agency teams to develop end-user training for ServiceNow modules.

Process Analysis

The Business Process Architect is working closely with multiple different functional areas to identify processes, document pain points, and determine optimization activities to improve organizational efficiency and customer satisfaction within the State Information Technology Services Division. Additionally, they worked closely with the Department of Labor & Industry to identify post-consolidation pain points to modify the existing Memorandum of Understanding to ensure coverage of critical IT processes and systems.

LEGISLATIVE FINANCE COMMITTEE

CIO Report - 2023-24 Q2 (October 1 – December 31, 2023)

Exceptions Granted to State Agencies (2-17-515, MCA)
1. State CIO, Kevin Gilbertson granted an exception to Sean Anderson with the Montana State Library on November 13, 2023. The exception was for the helpdesk software Zoho.

Information Technology Projects (2-17-512, MCA and 2-17-526, MCA)
1. The information technology project portfolio report, supplemental reports, and post implementation reports are located at https://lfcreports.mt.gov.

Policy Changes (5-12-205, MCA)
1. None

Information Technology Procurement Requests (ITPR)
1. Total Number of ITPRs – 285
2. Denied ITPRs – 0
3. Total Costs – $45,377,403.70
4. Annual Ongoing Cost – $14,375,498.20
5. ITPRs with $0.00 Cost – 50
*Includes ITPRs submitted with only $1.00 reported as cost.

Agency Procurement Report
1. Total number of IT items purchased – 1,341
2. Total amount of IT items purchased - $2,737,160.88
3. Agencies – FWP, ART, STF
4. Items included - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS

MONTANA SITSD

LEGISLATIVE FINANCE COMMITTEE

Project Portfolio Summary - 2023-24 Q2 (October 1 – December 31, 2023)

54 Total Projects
- 34 Green Overall Health Status Projects
- 16 Black Overall Health Status (This status is defined as a project that has been funded but does not have a charter or security plan in place)
    - AGR – SAFHER Federal System
    - COR – Offender Management System Implementation
    - DOA - E-Discovery-Public Information Request Software
    - DNRC – Fire Financial Information System
    - DNRC – Flathead Reservation IT Management System
    - DNRC – FSO Financial Management System
    - DNRC – TLMS Customer Portal
    - HHS - CCWIS-CAPS/MFSIS RFP and System Replacement
    - HHS - EBT Replacement
    - HHS - Facilities Electronic Health Records & Billing System (EHR)
    - HHS – Interoperability – Integration (MES)
    - HHS – Interoperability – Mobile Engagement (MES)
    - HHS - Pharmacy Benefits Management System Replacement (MES)
    - HHS – SEARCHES Replacement
    - HHS – SNAP Employment & Training
    - LIV – Livestock Animan Health System Replacement

- 3 Yellow Overall Heath Status (Supplemental Reports Located in Dashboard)
    - DEQ – Coal Information Management System (CIMS): Phase 1
    - FWP – ExploreMT
    - MDT – Federal Billing Project

- 1 Red Overall Health Status (Supplemental Reports Located in Dashboard)
    - MDT - Program & Project Management System (PPMS)Post

- 6 Total Closing Projects
    - DOA – Montana Cybersecurity Enhancement
    - HHS – CHIMES Resource Referral Engine – Phase 1
    - HHS – Electronic Visit Verification – Release 1 (MES)
    - HHS – LIHEAP Phase 2
    - SOS – ElectMT
    - STF – Insurance Policyholder and Agents Portals

MONTANA SITSD