



11.02 %

14.81 %

Statistic Graph
All mentions:



	PRODUCT NAME	CITY	PRICE	TOTAL
1	ITEM 01	21	9.99\$	209.79\$
2	ITEM 02	4	5.5\$	22\$
3	ITEM 03	5	20\$	100\$
4	ITEM 04	12	40\$	480\$

Statistic Graph
All mentions:



Statistic Graph
All mentions:



Statistic Graph
All mentions:



Statistic Graph
All mentions:



July 25
2024

QUARTERLY REPORT

INFORMATION
TECHNOLOGY
BOARD

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MEETING OVERVIEW



Thursday, July 25, 2024



1:00 p.m. – 3:00 p.m.



Members

Misty Ann Giles

John Daugherty

James Fehr

Braxton Mitchell

Beth McLaughlin

Austin Knudsen

Jerry Howe

Arthur Pembroke, Montana Association of Counties

Sean Higgenbotham, Cascade County

Ryan Osmundson

Elsie Arntzen

Laef Olson

Charlie Brereton

Jennifer Fielder

Christi Jacobsen

Daniel Zolnikov

Troy Downing

Kevin Gilbertson - Chair

Administration

Corrections

Environmental Quality

House Representative

Judicial Branch

Justice/Attorney General Office

Legislative Services

Local Government

Local Government

Office of Budget and Program Planning

Office of Public Instruction

Private Sector

Public Health and Human Services

Public Service Commission

Secretary of State

Senate

State Auditor

State IT Services Division

April 4, 2024 Minutes

Members Present

Carrie Albro, DPHHS	Braxton Mitchell, Representative	Missy McLarnon, DOJ	Brian Gootkin, COR
Kevin Gilbertson, State CIO	Sean Higginbotham, LGR	Lisa Mader, JUD	Michael Sweeny, SAO
Jerry Howe, LEG	Daniel Zolnikov, Senator	Amy Sassano, OBPP	Kellee English, SOS
James Fehr, DEQ	Leaf Olsen, Private Sector	Chris Sinrud, OPI	
Jennifer Fielder, PSC			

Guests

Andrea Gordon, SITSD	David Swenson, MPERA	Jessica Plunkett, FWP	Patricia Trooien, PSC
Annie Murdock, SITSD	Denise Adamson, SITSD	Karen Vanni, SITSD	Phillip English, PSC
April Grady, SITSD	Elle Arredondo, SITSD	Kari Hahn, SITSD	Richardson, SITSD
Christie Breland, DOR	Erin Fashoway, MSL	Kathleen Brandis, DOA	Steve Troxel, SHI International Corp.
David Barcroft, SHI International	Errolyn Lantz, GOV	Matt Van Syckle, SITSD	Veronica Lamka, Peraton
	Hannah Thorne, SITSD	Michael Barbere, SITSD	

Welcome

- (00.00.04) Recording Announcement, CIO Support Staff
 - (00.00.54) Introductions
- (00.03.42) Chair Remarks, Kevin Gilbertson, Acting
 - (00.04.38) James Fehr made a motion to approve the December 14, 2023 [Minutes](#). Michael Sweeney seconded the motion. Motion carried.
- (00.00.00) Chief Information Officer Report, Kevin Gilbertson

Business

- (00.05.01) Review and Approve Operating Procedures, Kevin Gilbertson
 - (00.08.58) Michael Sweeney made a motion to approve the Operating Procedures. Jennifer Fielder seconded the motion. Motion carried.
- (00.09.19) Operational Overview, Kevin Gilbertson
- (00.25.14) Review and Approve State IT Strategic Plan, Kevin Gilbertson
 - (00.50.12) Jennifer Filder made a motion to approve the State IT Strategic Plan. Laef Olson seconded the motion. Motion carried.

Discussion

- (00.50.56) Member Forum/Suggestions
- (00.51.07) Future Priorities
- (00.56.01) Public Comment

Adjournment (00.56.54)

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

AGENDA

Welcome

- Recording Announcement, CIO Support Staff
- Introductions
- Review and Approve April 4, 2024 Meeting Minutes
- Chief Information Officer Report, Kevin Gilbertson
 - SITSD Reorganization

Business

- Operational Overview
- Calculating IT Project Composite ROI

Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

Adjournment

Next Meeting
Thursday, September 19, 2024
10:00 a.m. – 12:00 p.m.
Zoom Webinar

OPERATIONAL OVERVIEW

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

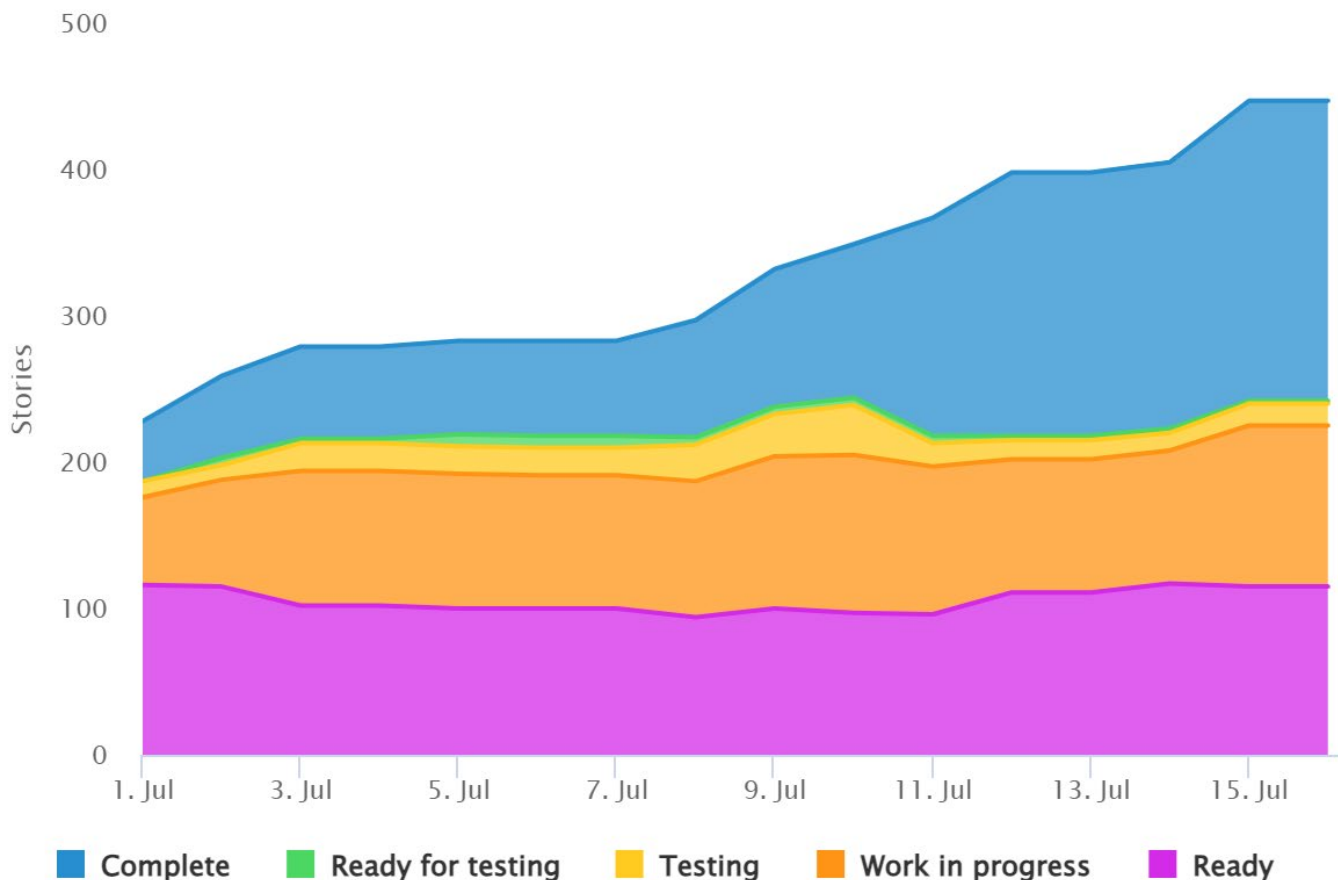
SITSD Program Increment (PI) Planning

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.

SITSD has successfully completed Phase 0 with Proven Optics and has made the decision to move forward. Proven Optics has begun the back-end work for Phase 1 and will really start making progress in August. The cost model will improve the visibility of understanding of how what goes into a rate and will help up to track TCO. The Budgeting and Forecasting model will begin during Phase 2 and that will improve forecasting, financial reporting, and ROI. This system will replace Techbudget during our next budgeting cycle.

TechBudget has closed for the 2027 biennium. SITSD will submit rates and budget to OBPP and will work through any changes requested due to any increases. During the latest meeting the workgroup was informed of all pass thru and fixed agreements and the allocation method, any service changes, and talked through the why to the increases that they are seeing. Most increases are coming from SITSDs vendors on software contracts that have been increasing around 10%. As the finance team works with the budget office, communications and changes will be sent out to the budgeting distribution group.

SITSD is continuing to grow the Enterprise IT Asset Management Community of Practice. Several learning opportunities and community sessions have been held. Topics that have been discussed are:

- ITAM best practices
- Maturing your ITAM program
- The future of AI in the ITAM industry
- Roles and responsibilities
- ServiceNow Tool HAM demonstration
- Mobile device ServiceNow tool demonstration

Future events:

- SAM Service Now Tool demonstration facilitated by our ServiceNow partners.

SITSD Executive Summaries

1. [Technology Executive Summary](#)
2. [Security Executive Summary](#)
3. [Operations Executive Summary](#)
4. [Innovation and Transformation Executive Summary](#)

TECHNOLOGY EXECUTIVE SUMMARY

In the past quarter, the technology group has focused on five key technical upgrades and initiatives aimed at strengthening our infrastructure and enhancing SITSD's internal operations:

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 295 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. This workgroup held its first meeting in May and has begun outlining how to systematically discover, measure, prioritize, and manage technical debt across our business applications. The next steps for this workgroup will be to finalize the process documentation and develop a detailed implementation plan.

Initiative - ServiceNow Enterprise Technology Governance

ServiceNow governance consists of three boards: demand, technical, and executive. Following the retrospectives completed for these boards, the SITSD Executive team is actively working on assessing the enterprise's current governance framework with the aim of scaling it effectively. The immediate next steps involve gathering and reviewing information about our current governance, collaborating with a third party to determine the way forward, and potentially organizing another governance workgroup.

SITSD is also working to implement several best practices within ServiceNow that will support our governance framework and lead to better project outcomes. In collaboration with a third party, we are integrating product management best practices, evaluating the purpose and value of the boards, and applying lessons learned to refine our strategy.

Initiative - Cloud Migration

The state recently completed the transition of Control-M to the cloud-hosted version. Control-M is a workload automation solution used in systems within DOA and DPHHS. The migration was a great success with no impact on business processes across the enterprise.

Other key priorities related to cloud migrations include the following:

- The state has partnered with a vendor to set up its AWS presence in alignment with well-architected principles and frameworks. A six-week engagement will enable SITSD to deliver the AWS Organization structure, Control Tower compliance, and Infrastructure-as-Code (IAC) foundations necessary for creating an automated and efficient AWS ecosystem. By starting right way, the state will establish a framework designed to minimize technical debt and expedite future "as a Service" developments on a robust AWS cloud foundation.
- SITSD remains focused on transitioning public DNS services to the cloud environment. By migrating public DNS to the cloud, it alleviates the workload on the State Network, ensuring optimal performance and efficiency. In addition, the cloud migration aligns with the Zero Trust security framework, enabling a more secure and controlled access model for public DNS services. Through this proactive approach, SITSD is actively modernizing its infrastructure, enhancing scalability, and fortifying its cybersecurity posture, all while delivering reliable and robust public DNS services.

Project - WAN Network Upgrades

SITSD has completed upgrades to 77 sites and is currently in the process of upgrading a total of 139 sites across the state. The state will continue to work with telecom providers 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. Of these 100 sites, 39 are complete. A full list of the sites planned for upgrades and their status is available on the SITSD Services Portal.

Project – Application Containerization

SITSD is working to build out a Tanzu Platform environment that will enable the execution of a DevSecOps (development, security, and operations) approach to application delivery. This platform will assist in accelerating the delivery of applications while providing standardized automation, an improved security posture, and a reduction of duplicative services through the development of microservices. The current efforts are focused on completing the development of accelerators to simplify the application development process and obtaining the Authorization to Operate (ATO). Once these efforts are complete, SITSD will begin reviewing applications to determine the best fit for the platform and developing an approach to migrating applications.

SECURITY EXECUTIVE SUMMARY

SITSD Security has made significant progress over the past quarter in enhancing cybersecurity and streamlining operations:

Staffing and Training

- Hired a full-time Vulnerability Management Analyst to implement the new Critical and High Vulnerability Management Standard and assist agencies in managing vulnerabilities.
- Began rollout of enterprise AI Acceptable Use Training and Attestation.
- Successfully piloting a cybersecurity internship program with our first intern.
- Annual Security Awareness Training achieved a 99% completion rate, with most agencies reaching 100% compliance. The new training format was well-received.

Access Controls and Password Management

- After applying least privilege access best practices, successfully rolled out Role-Based Access Controls (RBAC) to ITSD standard user accounts.
- Selected Keeper Security as the enterprise password manager, currently being implemented. Estimated savings of about \$1.1 million from allocated budget.

Vulnerability and Risk Management

- A new Critical and High Vulnerability Management Standard is approved with enforcement beginning in 2025. This will directly enhance our security posture by providing guidance and expectations around patching vulnerabilities.
- Reviewing and modernizing MT-Base to make it easier to track and understand. Expect to have it ready for review by end of August along with training.

Threat Detection and Response

- The Cybersecurity Operations Bureau hired a Threat Management Supervisor and filled the Security Systems Administrator role.
- Cyber Defense Analysts worked 81 alerts and events in support of Security Consolidation with agencies.
- Improved processes around the threat management lifecycle, including enhanced metrics and tracking of threat intelligence.
- Developed nine security monitoring dashboards to provide visibility into threat activity targeting election resources, both on-premise and cloud-hosted.

Overall, the Security team has made important hires, improved training and awareness, strengthened access controls and password management, enhanced vulnerability management standards, and bolstered threat detection and response capabilities this quarter. These initiatives will help safeguard the state's IT assets and data going forward.

OPERATIONS EXECUTIVE SUMMARY

Enterprise Service Desk

As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk successfully closed 3,707 cases in the prior quarter. Customer Satisfaction Score (CSAT) for the prior quarter held nearly unchanged from the prior quarter's increase to 4.61. Customer Effort Score (CES) increased slightly from 1.63 to 1.72. The ARPA contact center staff have fully transitioned into the Service Desk providing shorter hold times for citizens and more timely resolution of their issues. This has also allowed Service Desk technicians to address employee issues in a timelier manner. The team began providing Tier 1 support for the Department of Commerce in early March and has settled into the role over the last quarter.

Customer Success Managers (CSM)

The customer success manager team has maintained a consistent focus on cross-functional collaborations, facilitation of key initiatives, and providing strategic support to our internal teams and business partners. The CSM team is now fully staffed with the addition of Michael Rutledge.

Notable accomplishments and areas of contribution include the following:

- Enterprise Citrix sunsetting
- Tech Budget support between SITSD finance and agencies
- Primary election support between SITSD & SOS
- Facilitating agency to agency collaborations
- Continued ITPR-related agency support

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 6,669 phishing incidents and 1,404 other technical incidents. During this same time our security automation tool addressed 3,939 phishing incidents.

Enterprise Desktop Services

Desktop continues to work with the SITSD security team, SITSD Enterprise Services 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. Phase 1 modules have been deployed. Including Patch, Deploy, Comply and Screen Meet. Phase 2 module efforts are underway for Performance and Discover. Desktop is also working on an enterprise solution to replace Citrix for several remote work tasks.

Enterprise IT Asset Management (ITAM)

The ITAM Community of Practice had a successful learning event with the International Association of ITAM. Participants (cross-agency) gained a foundational understanding of ITAM best practices, risk mitigation, and the future of AI in the industry. We are working with our ServiceNow vendor to 'look under the hood' of our current program and help support the full capacity usage of our ServiceNow Module/tool. We are developing IT asset management standing reports, so we can bring awareness to our current state of IT Assets at an enterprise level. We continue to support multiple agencies as they onboard and transition to the ServiceNow module to manage and mature their ITAM programs.

ITIL Service Delivery Manager

We continue to work towards our formal kick off of the Enterprise Service Lifecycle Management project, in close collaboration with the Department of Public Health and Human Services (DPHHS) and the Montana Department of Transportation (MDT). The goal for this project will to be gain visibility into our enterprise systems at every stage of their lifecycle so that we are able to make informed decisions in managing the services they provide. And, in doing so, further optimize the value the enterprise receives from our investment in the ServiceNow platform.

INNOVATION AND TRANSFORMATION EXECUTIVE SUMMARY

The Innovation & Transformation Office at SITSD drives organizational change and improvement. Our team's mission is demonstrating sustainable excellence within state government and our vision is developing innovative solutions through collaborative partnerships.

Strategic Planning

The Innovation & Transformation team has been developing a program to set and manage the long-term IT strategy, so that business objectives align with technology initiatives. The management team at SITSD identified opportunities for innovation, improvement, and alignment with the state's IT strategic plan. The SITSD Strategic Plan for 2024-2026 has been finalized and the other areas in SITSD are using this plan to align with the state's IT strategic plan. The CITO strategic plan has been updated and will be finalized in July 2024.

The CIO Strategic Planning Conference is set to occur August 13 – 15 at Helena College. We have four committees this year, all centered on engagement, collaboration, and ownership. We have asked CIOs to chair and participate in the committees to assist with executing the state IT strategic plan.

IT Contract Services

The Contracts and Vendor Management team manages the IT procurement process for SITSD, from initial idea to contract close out. Additionally, this team provides support to agencies on behalf of IT acquisitions impacting the enterprise or individual agencies. In fiscal year 2024, the IT Contracts team processed 1,578 information technology procurement requests (ITPRs) and issued close to 500 purchase orders. Additionally, the team processed 164 new or renewed contracts. Currently, our Total Contract Value (for period up to 10 years) is \$582m. We manage 202 memorandums of understanding (MOUs), and in fiscal year 2024, we created 54.

Project Management and Release Train Engineering

The Project Management team continues to lead the Tanium implementation, the Risk Management Consolidation program, and the Enterprise Service Lifecycle program. The project managers also serve as division release train engineers for the Power Train, the Suits & Hoodies (IT business) Train, and the Service Train. As release train engineers, they are responsible for facilitating cross-functional collaboration to raise and assist with resolving issues and blockers.

Communications

The Business Communications Manager works closely with the release train engineers, scrum masters, and SITSD leadership to ensure initiatives are widely communicated across various audiences. The Business Communications Manager has also developed and is executing on an enterprise communication strategy to assist with information flow and address the need for impacted and interested staff to be informed about changes occurring.

Training

The Training Coordinator has supported the Tanium implementation by facilitating and coordinating staff access to training. The first and second Tanium Essentials trainings went well. The training team is working with True Zero and the project team to solidify adding a Tanium Essentials training in October 2024.

The Training Coordinator has developed and successfully delivered multiple online and in-person IT training materials to support new software rollouts and end-user adoption. Access the full IT system training library here:

https://montana.servicenowservices.com/sp?id=kb_article&sysparm_article=KB0018237

Process Analysis

The Business Process Architect has conducted a thorough analysis of the SITSD process inventory collected in PI 2024.2 (April through June). For PI 2024.3 (July through September), the Business Process Architect is working to collect additional information to fill in gaps identified during the process inventory analysis. Additionally, the Business Process Architect will be staging critical process prioritization and developing criteria for prioritizing processes for improvement.

LEGISLATIVE FINANCE COMMITTEE

CIO Report - 2023-24 Q3 (January 1 – March 31, 2024)

Exceptions Granted to State Agencies (2-17-515, MCA)

1. None

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 – 264
2. Denied ITPRs – 0
3. Total Costs – \$81,817,530.41
4. Annual Ongoing Cost – \$19,360,543.89
5. ITPRs with \$0.00 Cost – 59

*Includes ITPRs submitted with only \$1.00 reported as cost.

Agency Procurement Report

1. Total number of IT items purchased – 2076
2. Total amount of IT items purchased - \$766,575.47
3. Agencies – FWP, ART, STF
4. Items included - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS

LEGISLATIVE FINANCE COMMITTEE

Project Portfolio Summary - 2023-24 Q3 (January 1 – March 31, 2024)

56 Total Projects

- 40 Green Overall Health Status Projects
- 14 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 – 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
- 2 Yellow Overall Health Status (Supplemental Reports Located in Dashboard)
 - DEQ – Coal Information Management System (CIMS): Phase 1
 - FWP – ExploreMT
- 0 Red Overall Health Status (Supplemental Reports Located in Dashboard)
- 11 Total Closing Projects
 - DLI – MUSE
 - DNRC Water Rights Information Systems II
 - DOA – Montana Cybersecurity Enhancement
 - DOA – Local Government Service CRM
 - HHS – CHIMES Resource Referral Engine – Phase 1
 - HHS – CHIMES Resource Referral Engine – Phase 2
 - HHS – Electronic Visit Verification – Release 1 (MES)
 - HHS – LIHEAP Phase 2
 - HHS – LIHEAP Phase 3
 - SOS – ElectMT
 - STF – Insurance Policyholder and Agents Portals