



11.02 %  
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Statistic Graph  
All mentions:

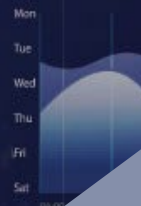


	PRODUCT NAME	QTY	PRICE	TOTAL
1	ITEM 01	21	9.99\$	209.79\$
2	ITEM 02	4	5.5\$	22\$
3	ITEM 03	5	20\$	100\$
4	ITEM 04	12	40\$	480\$

Statistic Graph  
All mentions:



Statistic Graph  
All mentions:



Statistic Graph  
All mentions:

02: 100% of the total, representing the entire range of the data set.

2015

04: 100% of the total, representing the entire range of the data set.

2017

02: 100% of the total, representing the entire range of the data set.

2019

2014

01: 100% of the total, representing the entire range of the data set.

2016

03: 100% of the total, representing the entire range of the data set.

2018

01: 100% of the total, representing the entire range of the data set.

2020

03: 100% of the total, representing the entire range of the data set.

Statistic Graph  
All mentions:



July 24  
2025

# QUARTERLY REPORT

INFORMATION  
TECHNOLOGY  
BOARD

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## MEETING OVERVIEW



Thursday, March 20, 2025



10:00 a.m. – 12:00 p.m.



Members

Misty Ann Giles

John Daugherty

Braxton Mitchell

Ryan Davies

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

James Brown

**Kevin Gilbertson - Chair**

Chris Dorington

Administration

Corrections

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**

Transportation

## March 20, 2025 Minutes

### Members Present

Kevin Gilbertson, SITSD -Chair  
Kellee English, SOS  
Jennifer Fielder, PSC

Brian Gootkin, COR  
Missy McLarnon, DOJ

Laef Olson, Private Sector  
Michael Sweeney, SAO

### Guests

Eli Dean, OPI  
Elle Arredondo, SITSD  
Christie Breland, DOR  
Daniel Donithan, SITSD  
Phillip English, PSC

Erin Fashoway, MSL  
Kristin Gutowsky, HHS  
Annie Kilgour, SITSD  
Samantha Mongoven, Tyler Montana  
Annie Murdock, SITSD

Jessica Plunkett, FWP  
Rawlin Richardson, SITSD  
Katelyn Schaub, SITSD  
Michele Snowberger, SITSD  
David Swenson, MPERA

### Welcome

- (00.00.03) Recording Announcement, CIO Support Staff
  - (00.00.40) Introductions
- (00.03.25) Chair Remarks, Kevin Gilbertson
  - (00.03.54) Motion by Leaf Olson and Approve December 19, 2024 [Minutes](#)

### Business

- (00.04.25) Operational Overview, Kevin Gilbertson

### Discussion

- (00.36.15) Member Forum/Suggestions
- (00.36.15) Future Priorities
- (00.41.32) Public Comment

### Adjournment (00.42.10)

- Next Meeting

Thursday, June 19, 2025

10:00 a.m. – 12:00 p.m.

Zoom Meeting

## AGENDA

### Welcome

- Recording Announcement, CIO Support Staff
  - Introductions
- Chair Remarks, Michele Snowberger
  - Review and Approve March 20, 2025, Meeting [Minutes](#)

### Business

- Operational Overview

### Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

### Adjournment

Next Meeting  
Thursday, September 18, 2025  
10:00 a.m. – 12:00 p.m.  
Zoom Meeting

## OPERATIONAL OVERVIEW

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

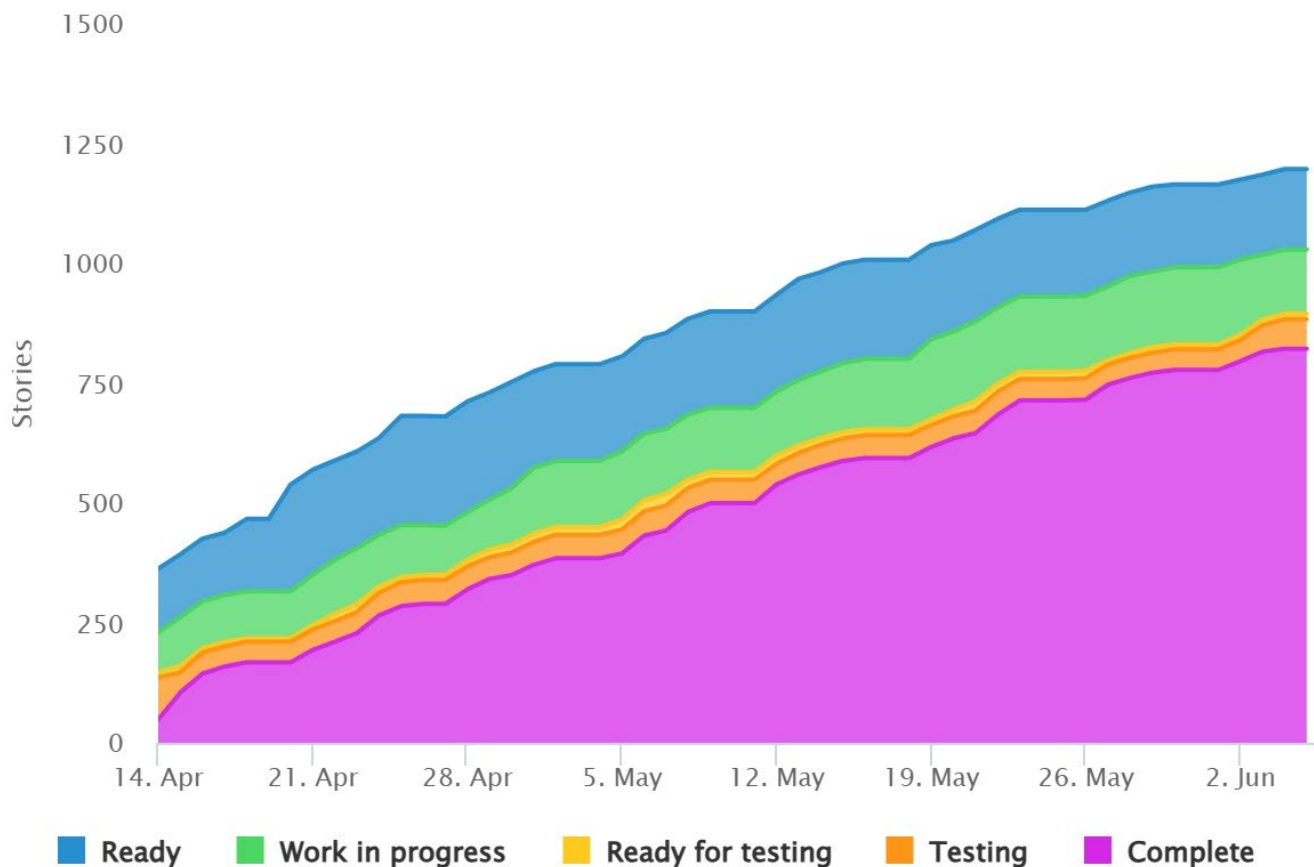
## SITSD Program Increment (PI) Planning

SITSD is wrapping up PI 25.2 and is beginning planning preparation for PI 25.3. Ongoing activities include:

- Held PI 25.2 planning event on April 9<sup>th</sup>-10<sup>th</sup>.
- Defined business goals and priorities for this increment.
- Identified and mitigated risks and dependencies.
- Improved collaboration through cross-functional alignment sessions.
- Facilitated several team improvement and team formation workshops.

**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.

The Enterprise IT Financial Workgroup (EITFW) last met in March 2025 and is on hold until further discovery and planning for Enterprise IT Integration is completed. This does not extend to the Enterprise IT Asset Management community of practice, which will continue meeting and providing training events.

As financial and/or procurement discussions are needed, the State CIO or Deputy State CIO will engage Agency leadership.



## SITSD Executive Summaries

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

## TECHNOLOGY EXECUTIVE SUMMARY

The Technology Office at SITSD focuses on development and application hosting services for the enterprise. This quarter, the team has prioritized four key initiatives to enhance the organization's technological landscape. These projects aim to reduce technical debt, improve digital accessibility and usability, strengthen security measures, and streamline SITSD's internal operations.

### **Initiative – 508 Compliance Evaluations and Remediation**

The Enterprise 508 Compliance Task Force officially launched in March. Since then, the group has completed a comprehensive inventory of all websites, applications, and digital resources that must meet compliance standards by April 24, 2026. As part of this process, initial audits were conducted to assess the current state of compliance across the enterprise. This baseline data will allow us to track and measure progress throughout the upcoming year as remediation efforts advance.

With the inventory and audit phase now complete, the Task Force is shifting its focus to prioritization and remediation. Each agency is working collaboratively to identify and prioritize systems based on overall impact and business value, ensuring that high-impact, high-value systems are addressed first. Agencies are expected to regularly update their inventories to reflect ongoing progress and maintain transparency.

On the technical front, the Technology team continues to support remediation in partnership with agencies. Recent accomplishments include the successful migration of the Department of Revenue website from WordPress to Cascade CMS—our enterprise content management system—which included significant 508 compliance improvements. The team is also actively engaged in remediation efforts for the Public Service Commission websites.

### **Initiative – Quality Assurance Program**

The Technology group recently identified a critical gap in our development process related to effective quality assurance (QA) and regression testing for our websites and applications. To address this, we have launched a comprehensive Quality Assurance Program within the bureau and welcomed a dedicated QA Specialist to our team.

Since joining, the QA Specialist has been working closely with development teams to document existing workflows and identify areas where QA processes can be strengthened. This initial assessment will inform recommendations for standardizing QA practices across the Technology Office.

Once the evaluation phase is complete, we will focus on implementing these recommendations with the goal of fully integrating robust QA and regression testing into all development activities. This initiative is a key step toward enhancing the reliability and quality of our digital products.

### **Initiative – Reduction of Technical Debt**

The Technology group has launched a comprehensive initiative to address technical debt across all platforms and applications, balancing immediate needs with long-term strategic planning. Significant progress has been made, including the completion of end-of-life server upgrades for multiple applications and the successful updating of systems to supported versions. The team is also actively inventorying additional areas of technical debt to prioritize future remediation efforts.

Recognizing that managing technical debt is an ongoing process, the ultimate goal of this initiative is to develop detailed technology roadmaps. These roadmaps will include software and hardware end-of-life timelines, enabling the organization to take a more proactive and routine approach to maintenance. This will improve our ability to plan, allocate resources effectively, and ensure the long-term stability and security of our technology environment.

In addition, the Software Factory has been collaborating with agencies on a range of application modernization projects. These efforts focus on both modernizing and standardizing applications to ensure long-term supportability, scalability, and enhanced security. By leveraging modern development practices and technologies, the Software Factory is helping to lay a strong foundation for the enterprise's future digital needs.

## TECHNOLOGY EXECUTIVE SUMMARY Continued

### Initiative – Utilization

The Technology Office has been focused on optimizing how technical staff allocate their time, ensuring that resources are dedicated to the highest-priority projects and initiatives. To achieve greater visibility, we implemented enhanced time tracking across the team, allowing us to analyze how staff time is divided between administrative and technical tasks.

The introduction of a utilization metric has provided valuable insights. Initially, the reported weekly utilization rate—representing time spent on technical work—was approximately 25%. While this appeared low, it underscored inconsistencies in time tracking practices across the team. Through a series of iterative improvements and increased emphasis on accurate reporting, we have since achieved and maintained a weekly utilization rate of around 50%.

Looking ahead to the next quarter, our goal is to consistently reach a utilization rate of at least 60%. To support this, we will be focusing on:

- Starting work only when full requirements are defined
- Reducing unnecessary multitasking
- Limiting the number of staff required in meetings
- Protecting dedicated focus time for technical work

These efforts are designed to ensure our technical staff can maximize productivity while maintaining high-quality outcomes for the organization.

## SECURITY EXECUTIVE SUMMARY

The State of Montana's cybersecurity program demonstrated strong operational performance and strategic progress across all security teams during the past quarter. The Cybersecurity Operations Bureau consistently mitigated high volumes of phishing and threat intelligence alerts, advanced automation, and improved vulnerability management. The Security Architecture team drove Zero Trust initiatives, resolved complex technical issues, and enhanced collaboration with agency partners and vendors. The Risk Management Bureau made significant headway in control assessments, vulnerability reduction, and system security plan (SSP) progress, though agency engagement and resource constraints remain challenges. Enterprise Security Compliance advanced key standards, completed major contract reviews, and strengthened compliance processes. Lastly, the 2025 Annual Security Awareness Training is complete and the state saw a 99% completion rate across the Executive Branch. Across all teams, staff development, process automation, and inter-agency cooperation were notable strengths, while workload pressures and some platform delays require ongoing leadership attention.

### Cybersecurity Operations Bureau

- Resolved high volumes of phishing cases weekly (ranging from 105 to 227 per week)
- Blocked hundreds of malicious IP addresses and thousands of domains using MS-ISAC
- Responded to numerous threat intelligence alerts (Recorded Future, Playbook, MS-ISAC IOCs, DHS)
- Advanced SOAR and Splunk automation, including KB4 (KnowBe4) integration and ServiceNow
- Built and maintained vulnerability dashboards for agency and risk management use
- Conducted SentinelOne (S1) and Tanium agent audits, worked with agencies on exceptions
- Addressed and remediated critical/high-severity CVEs, reduced non-compliant servers by up to 58% in some environments
- Staff continued professional development (GSEC, Security+ certifications)
- Documented forensic chain-of-custody instructions and advanced forensics software training

### Security Architecture

- Supported troubleshooting for agency systems (notably JUD), resolving issues and aligning scan windows
- Led Zero Trust project planning, including MDM, MFA, PKI, and Entra integrations
- Facilitated leadership decision-making on infrastructure strategy and security objectives
- Provided guidance on technical issues (firewall requests, ARP, DNS, endpoint network issues)
- Engaged with Microsoft and Google on security solutions and Zero Trust offerings
- Finalized and presented risk dashboards with dynamic scoring for agencies
- Collaborated with teams to address Tanium performance and integration challenges

### Risk Management Bureau

- Advanced Fast ATO process, deployed Archer overlays, and improved control guidebooks
- Conducted workshops and audits (HHS, DOC, COR, DNRC, CISA TTX planning)
- Implemented vulnerability management, achieving a 75% reduction in ICON machine vulnerabilities at MT State Prison
- Supported and tracked progress on multiple enterprise system SSPs (ServiceNow, OKTA, SABHRS, SentinelOne, etc.)
- Onboarded and trained new ISSOs; supported agency onboarding and transition planning
- Addressed Archer platform and overlay/control set issues; ongoing testing and upgrades
- Identified and prioritized DLI systems for remediation and compliance

## SECURITY EXECUTIVE SUMMARY Continued

### Enterprise Security Compliance

- Advanced and completed key standards (Program Management, MDM, BYOD)
- Negotiated contract renewals and completed compliance reviews for major systems (CCUBS MTX, Vocera, MFT for DLI MUSE)
- Held inaugural stand-ups with ISSOs and compliance teams (notably for HHS)
- Finalized security plan procedures and conducted SSA certification reviews
- Addressed ITPR process concerns for tools/small purchases and risk assumptions in contracts

### Conclusion

The collective efforts across these bureaus demonstrate a robust approach to securing Montana's digital infrastructure. From proactive risk assessments to operational excellence in threat management, these accomplishments reflect a strategic alignment with the state's cybersecurity priorities. Continued collaboration across teams will further enhance resilience against evolving threats.

## OPERATIONS EXECUTIVE SUMMARY

### SITSD Service Desk

As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk successfully resolved 4,192 cases in the prior quarter. CSAT for the prior quarter dropped slightly from 4.69 to 4.66. CES increased from 1.58 to 1.66. The Service Desk has been working diligently on cross team collaboration and documentation. This is in alignment with our balanced scorecard efforts in Operations.

### 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. Key accomplishments over the prior quarter include: completed the first CSM Standard Operating Procedures, working to develop agency engagement meetings for enhanced strategic partnerships with agencies, continue to deliver ongoing ITPR-related support to agencies and supported OCM efforts for the enterprise platform initiative.

### 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 2,935 phishing incidents and 1,012 other technical related incidents. During this same time our security automation tool addressed 1,909 phishing incidents.

### Enterprise Platforms

The Desktop team completed the sunset of the enterprise SCCM as a service and helped fully transition several agencies to Tanium for endpoint management. The Enterprise Applications team furthered Zero Trust efforts by updating how we verify user identities in the cloud and upgraded many of our applications to use safer, more modern sign-in methods. The Enterprise Services team decommissioned the remaining on-premise Splunk infrastructure. This significantly reduces our on-prem footprint, optimizes resource utilization, and supports our broader cloud-first strategy. The ServiceNow platform team focused on supporting the Enterprise Platform Initiative. They provisioned the instances, implemented security hardening, configured core system settings, and integrated enterprise authentication.

### IT Asset Management

Over the past quarter, the ITAM team has made significant strides toward elevating our asset management program to an enterprise-level standard. Through consistent execution of onboarding and offboarding processes, we streamlined device provisioning, improved software license tracking, and enhanced our asset lifecycle workflows. A key achievement was identifying and addressing critical gaps in our device intake and return procedures. These process enhancement results will lead to faster turnaround times and better alignment with security protocols. Our growing Community of Practice has been instrumental in fostering collaboration, enabling knowledge sharing, and standardizing processes across agencies. By building strong relationships with stakeholders and hiring managers, we've laid the groundwork for a more unified, scalable, and responsive ITAM approach that supports the broader enterprise goals.

## INNOVATION AND TRANSFORMATION EXECUTIVE SUMMARY

The Innovation & Transformation Office at SITSD drives innovation, transformation, 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.

### Strategy

Our team continues to refine the Balanced Scorecard approach, ensuring that strategic objectives are clearly defined, measurable, and aligned with state priorities. Recent efforts have focused on integrating new reporting mechanisms to track progress and support executive decision-making.

The demand funnel is actively managed, with a robust prioritization process in place to evaluate and advance high-value initiatives. Value realization and outcome tracking has been strengthened to ensure that investments in technology deliver measurable benefits.

### Transformation

We are actively supporting several enterprise-wide initiatives, including the Enterprise Platform Initiative, which is now entering its next phase of solution design and alignment. Program management ensures that these strategic initiatives are executed effectively and deliver intended outcomes.

### IT Contract Services

The Contracts and Vendor Management team has managed several high-profile IT procurements this quarter, from initial solicitation through contract execution. The team has also provided support to agencies undertaking IT acquisitions, ensuring compliance with state procurement regulations and maximizing value for the enterprise. A new emphasis on vendor performance management has been introduced, aiming to enhance accountability and service delivery across all contracted partners.

### Communications

The Business Communications Manager has further refined the enterprise communication strategy, ensuring that key initiatives and changes are clearly and consistently communicated to all stakeholders. Feedback mechanisms have been implemented to capture stakeholder input and address questions in real time, strengthening the flow of information across the organization.

Online and in-person training modules are being delivered to ensure successful adoption of new and updated software products. Using the Prosci methodology, the IT Training Coordinator is managing change across key initiatives, with a focus on stakeholder engagement and resistance management. Change impact assessments and communication plans are being implemented for all major enterprise projects.

### Enterprise Architecture

The Enterprise Architecture program has expanded to include business, data, applications, and technical reference models. The Technology Reference Model (TRM) is now fully integrated into governance processes.

Application Portfolio Management now covers over 700 business applications, providing comprehensive visibility for rationalization and investment decisions. The Configuration Management Database (CMDB) is fully populated and is intended to advance analytics for infrastructure management.

## DIGITAL INFRASTRUCTURE EXECUTIVE SUMMARY

### Initiative – Infrastructure Strategy

The Technical Architecture Group, consisting of specialists from multiple SITSD bureaus, is actively mapping the current enterprise environment in alignment with the Zero Trust framework. By identifying existing technologies that meet Zero Trust criteria, we can reduce redundant initiatives and maximize return on investment. This approach also provides clear visibility into areas where additional focus is needed, enabling more effective progress toward securing the State's critical technology systems.

### Project – Internal Firewall Upgrade

The Network Design team has recommended a phased migration strategy to ensure minimal disruption to Agency operations. The final phase is scheduled for completion by the end of July. This initiative will consolidate internal network traffic onto a unified, feature-rich platform, enhancing our ability to protect Agency business from modern cyber threats through deeper inspection and more precise control of critical applications and data.

### Project – State Building Projects

SITSD Digital Infrastructure has assisted various agencies with remodeling efforts to maximize and update existing State space. SITSD Network Operations have managed, installed, conducted cabling, and coordinated circuit upgrades for various State projects. Each project as follows:

- COR New Pre-release facility in Kalispell
- Leg Mitchell Building 4<sup>th</sup> Floor for Legislative Audit Division completed
- Museum continuing, expected completion end of 2025
- Various Agency area office circuit upgrades
- DPHHS Cogswell Lab cabling continuing

### Project – End of Life Hardware Replacements

The Digital Infrastructure Office is proactively replacing outdated hardware across the State to ensure continued support for Agency area offices and critical systems. This initiative enhances system reliability and strengthens our security posture, aligning with our strategic objectives under the Zero Trust framework.



## LEGISLATIVE FINANCE COMMITTEE

### CIO Report – Fiscal Year 2025 Quarter 3 (January 1 – March 31, 2025)

#### 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. Data Classification Policy

#### Information Technology Procurement Requests (ITPR)

1. Total Number of ITPRs\* – 291
  2. Denied ITPRs – 3
  3. Total Costs – \$166,588,775.59
  4. Annual Ongoing Cost – \$41,537,303.40
  5. ITPRs with \$0.00 Cost – 41
- \*Includes ITPRs submitted with only \$1.00 reported as cost.

#### Agency Procurement Report

1. Total number of IT items purchased - 1,572
2. Total amount of IT items purchased - \$572,179.62
3. Agencies – FWP, BPE, HIS, SAO, DOR, MDT, MSL
4. Items included - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS

## LEGISLATIVE FINANCE COMMITTEE

### Project Portfolio Summary – Fiscal Year 2025 Quarter 3 (January 1 – March 31, 2025)

66 Total Projects

- 54 Green Overall Health Status Projects
- 9 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
  - 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
- 3 Yellow Overall Health Status (Supplemental Reports Located in Dashboard)
  - DEQ – Coal Information Management System (CIMS): Phase 1
  - DOJ – Credentialing Registration System (CARS)
  - FWP – ExploreMT
- 0 Red Overall Health Status (Supplemental Reports Located in Dashboard)
- 9 Total Closing Projects
  - DNRC - Water Rights Information Systems II
  - DNRC – Flathead Reservation IT Management System
  - DOA – Montana Cybersecurity Enhancement
  - DOA – Local Government Service CRM
  - HHS – System Integration Services – High Availability Phase 1 (MES)
  - HHS – System Integration Services – High Availability Phase 2 (MES)
  - HHS – System Integration Services – High Availability Phase 3 (MES)
  - SAO – Securities and Insurance Investigations Management System (SIIMS)
  - STF – Insurance Policyholder and Agents Portals