



# QUARTERLY REPORT

INFORMATION  
TECHNOLOGY  
BOARD

January  
2026



## TABLE OF CONTENTS

• <a href="#"><u>Meeting Overview</u></a> .....	02
• <a href="#"><u>September 25, 2025 Minutes</u></a> .....	03
• <a href="#"><u>January 29, 2026 Agenda</u></a> .....	04
• <a href="#"><u>Operating Procedures</u></a> .....	05
• <a href="#"><u>Operational Overview</u></a> .....	08
• <a href="#"><u>Program Increment (PI Planning)</u></a> .....	09
• <a href="#"><u>Enterprise IT Financial Workgroup</u></a> .....	10
• <a href="#"><u>Executive Summary Overviews</u></a> .....	11
• <a href="#"><u>Legislative Finance Committee Reports</u></a> .....	19

## MEETING OVERVIEW

 Thursday, January 29, 2025

 10:00 a.m. – 12:00 p.m.

 Members

Misty Ann Giles	Administration
James Fehr	Environmental Quality
John Daugherty	Corrections
Braxton Mitchell	House Representative
Ryan Davies	Judicial Branch
Austin Knudsen	Justice/Attorney General Office
Jerry Howe	Legislative Services
Vacant	Local Government
Sean Higgenbotham, Cascade County	Local Government
Ryan Osmundson	Office of Budget and Program Planning
Susie Hedalen	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
James Brown	State Auditor
<b>Kevin Gilbertson - Chair</b>	<b>State IT Services Division</b>

# September 25, 2025 Minutes

## Members Present

Amy Sassano, GOV  
 Austin Lindsay, SOS  
 Carrie Albro, HHS  
 Kevin Gilbertson, SITSD - Chair

## Guests

Adam Carpenter, DOA  
 Annie Kilgour, SITSD  
 Annie Murdock, SITSD  
 Chris Bacon, DOA  
 Crystal Nichols, SITSD  
 Katelyn Schaub, SITSD  
 David Swenson, TRS

David Zolnikov, Senate  
 Jennifer Fielder, PSC  
 Michael Sweeney, SAO

Missy McLarnon, DOJ  
 Ryan Davies, JUD  
 Sean Higginbotham, Cascade County

Kelsea Kimerly, SITSD  
 Michele Snowberger, SITSD  
 Phillip English, PSC  
 Shawn Davis, DOR  
 Tom Mandera, Peraton

## Welcome

- (00.00.02) Recording Announcement, CIO Support Staff
  - (00.00.37) Introductions
- (00.03.01) Chair Remarks, Kevin Gilbertson
  - (00.16.36) Motion by Sean Higginbotham and seconded by Michael Sweeney to Approve July 24, 2025 [Minutes](#)

## Business

- (00.20.31) Review and Approve Operating Procedures, Kevin Gilbertson
- (00.21.03) Department of Labor Facial Recognition Report, Kevin Gilbertson
- (00.22.18) Operational Overview, Kevin Gilbertson

## Discussion

- (00.46.45) Member Forum/Suggestions
- (00.51.38) Future Priorities
- (00.56.53) Public Comment

## Adjournment (00.57.33)

- Next Meeting

Thursday, January 29, 2026

10:00 a.m. – 12:00 p.m.

Zoom Meeting

# AGENDA

## Welcome

- Recording Announcement, CIO Support Staff
  - Introductions
- Chair Remarks, Kevin Gilbertson
  - Review and Approve September 25, 2025, Meeting [Minutes](#)

## Business

- IT Integration Overview
- Review and Approve Operating Procedures
- Operational Overview

## Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

## Adjournment

Next Meeting

Thursday, March 26, 2025

10:00 a.m. – 12:00 p.m.

Zoom Meeting

## OPERATING PROCEDURES

### **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.

### **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:

- Director of DOA, who serves as the Chair
- State CIO
- Director of the Office of Budget and Program Planning (OBPP)
- Three members who are directors of state agencies, appointed by the Governor
- 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
- 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

## OPERATING PROCEDURES Continued

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.

### **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.

### **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.

### **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/>.

### **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.

### **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](mailto:CIOSupportStaff@mt.gov) or by fax at (406) 444-2701.

## OPERATING PROCEDURES Continued

### **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.

### **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.

### **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:**

**Approved:** December 14, 2023. Added information on meeting notices and public participation. Reformatted and rearranged previous version. Added history section,

**Approved:** December 16, 2021

## OPERATIONAL OVERVIEW

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

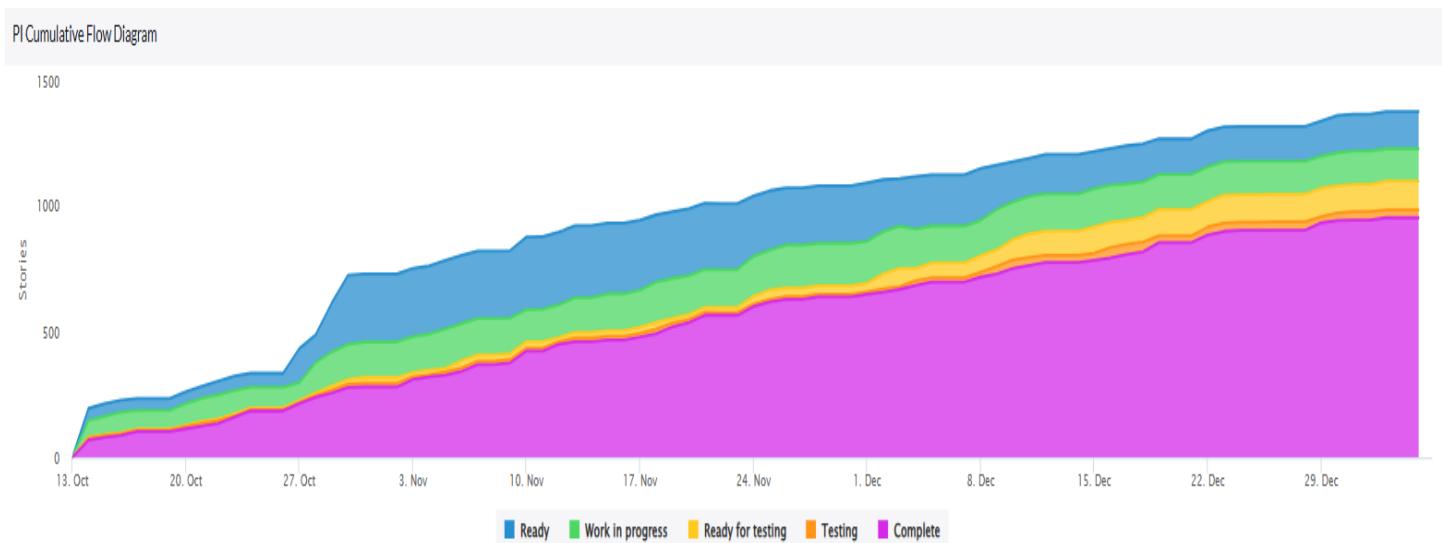
## SITSD Program Increment (PI) Planning

SITSD just completed PI 25.4 and is beginning PI 26.1. Ongoing activities include:

- Held PI 26.1 planning event on January 14<sup>th</sup>-15th.
- 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 continues to focus on development and application hosting services for the enterprise. Over the last quarter, the team has advanced several key initiatives aimed at improving accessibility, strengthening quality assurance, reducing technical debt, and ensuring effective utilization of staff time.

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

The Enterprise 508 Compliance Task Force continues to make progress on enterprise-wide remediation efforts, with current discussions centered on governance, training, and ongoing monitoring. The focus remains on addressing high-impact, high-value systems as a priority. All groups are expected to develop detailed roadmaps for any remediation activities extending beyond the April compliance deadline to ensure progress is clearly documented and tracked.

On the technical front, the Technology Office continues active collaboration with agencies to address accessibility and compliance issues across websites and applications. Over the past quarter, efforts have included consolidating all Department of Administration (DOA) websites into a newly redesigned, compliance-focused site; partnering with the Department of Military Affairs (DMA) and the Board of Pardons and Parole on Section 508 remediation work; and remediating several SITSD-owned websites.

In the coming quarter, the Technology Office will continue supporting ongoing projects with DOA and DMA while initiating new remediation efforts with the Office of Public Instruction (OPI), the Office of the State Public Defender (OPD), and the Board of Public Education (BPE).

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

The Quality Assurance (QA) Program continues to evolve as a foundational component of the Technology Office's development lifecycle. This quarter, the office completed an engagement with Nagarro to conduct a comprehensive 360-degree assessment of the QA Program. The assessment included interviews with each section and team within the office to document and better understand the current QA landscape, including existing processes, roles, and responsibilities. Given the relative infancy of the program, the assessment was anticipated to identify a broad range of recommendations for improvement.

The resulting report provided a full set of recommendations to further mature and scale the QA Program over time. Initial priorities include documenting clear roles and responsibilities applicable across all projects, standardizing QA processes and expectations, selecting an enterprise tool for end-to-end project management, and initiating the implementation of automated testing in appropriate areas. These foundational steps will strengthen the program's consistency, efficiency, and ability to support high-quality digital product delivery across the enterprise.

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

The Technology team has been embedding technical debt reduction within the overall modernization approach. As part of accessibility remediation and broader system updates, the team is either updating systems or evaluating whether they are still actively needed. Where systems are no longer required, they are being retired, or their functionality is being transitioned to enterprise platforms such as ServiceNow.

This approach has also been applied to websites, reducing redundant or outdated platforms as remediation work progresses. At the same time, work continues to develop detailed roadmaps for software and hardware end-of-life timelines and application lifecycle management. These roadmaps will provide agencies with a more proactive framework for maintaining supportable and secure systems aligned with modern development practices.

## TECHNOLOGY EXECUTIVE SUMMARY Continued

### Initiative – Containerized Application Hosting Environment

Throughout the past quarter, the Technology Office began developing a containerized application hosting environment to improve efficiency, scalability, and flexibility in application deployment. Building on lessons from the Tanzu implementation and Google Kubernetes Engine proof of concept, the team identified a cost-effective, lightweight toolset better suited to the State's operational model. In the upcoming Program Increment (PI), ATSB plans to host five applications in the new environment, with additional candidates in the pipeline—all achieved without the need for additional staffing or major expenditures.

Containerization offers several advantages that align with our modernization goals, including improved portability, isolation, scalability, standardization, immutability, and security. It enables consistent deployments across environments, faster scaling, simplified rollback capabilities, and stronger security through isolation and controlled updates. This approach also supports a “shift-left” methodology, enabling earlier detection and remediation of defects and vulnerabilities within the development lifecycle.

## SECURITY EXECUTIVE SUMMARY

The Office of Information Security at SITSD advanced governance baselines, SIEM/SOAR modernization, Zero Trust access posture, and enterprise readiness through targeted procurement, portfolio alignment, and multi-agency coordination during this period. Efforts included finalizing statewide baseline controls, initiating SecOps procurement, and planning a robust campaign for October Cybersecurity Awareness Month.

### **Initiative – MT-BASE 2025 Governance**

The enterprise baseline controls were finalized and socialized via the MT-BASE 2025 Stakeholder Guide on June 19, enabling consistent control expectations and implementation guidance across agencies. The standard was subsequently approved and published, completing the governance cycle from definition to distribution. A guiding principle of Security by Design and by Default was articulated to ensure centralization reduces attack surface and embeds controls by default.

### **Initiative – SecOps Modernization (SIEM/SOAR/Threat Intel)**

The Information Technology Procurement Request for Google SecOps (ITPR\_13870) was submitted and routed for review, establishing the formal vehicle to replace and modernize detection, response, and threat intelligence capabilities. Google SecOps provides next-generation and AI-enhanced detection and response, proving value by detecting an incident in 9 minutes and 27 seconds when our existing toolset took around 23 hours to alert on the same incident. Procurement actions progressed with SOW alignment, purchase order drafting, and contract references to meet an end of Fall engagement target.

### **Initiative – Zero Trust & Access Posture**

Zero Trust delivery was accelerated by tagging, curating, and ranking the backlog tied to the Zero Trust Epic, giving teams a prioritized, use case driven roadmap for incremental releases. Measures include multi-factor authentication on privileged actions, VPN posturing, and enhanced access control.

### **Initiative – Operational Readiness & Risk**

Endpoint defense alignment was strengthened via a SentinelOne Quarterly Business Review, consolidating findings and actions to maintain efficacy against evolving threats. Enterprise inventory fidelity improved with an Archer export shared to support risk analysis across cloud and on premises systems and to inform modernization dependencies. Security contributed edits and reviews to the Montana Disaster Emergency Communications Annex 2025 to support incident and emergency readiness prior to finalization.

### **Initiative – Outreach & Awareness**

The program accepted an invitation to serve as the October SecureMontana Spotlight Member for Cybersecurity Awareness Month and began preparing content with CISA coordination. Ongoing intake and dissemination of advisories sustained situational awareness and reinforced timely mitigation guidance for statewide stakeholders. Additionally, staff planned a robust October Cybersecurity Awareness month campaign.

## OPERATIONS EXECUTIVE SUMMARY

### SITSD Service Desk

As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk successfully resolved 4,292 cases in the prior quarter. CSAT for the prior quarter decreased from 4.72 to 4.65. CES went from 1.66 to 1.65. The Service Desk has been working diligently on establishing MVP for incident management in ServiceNow.

### Customer Success Managers

The Customer Success Managers (CSMs) serve a critical function in ensuring the effective implementation and sustained success of state agency information technology and business initiatives. Their responsibilities extend well beyond relationship management, encompassing the promotion and adoption of SITSD products and services, strategic collaboration with internal teams to optimize communication and information sharing, and the facilitation of cross-agency engagement. Key accomplishments during the prior quarter include the completion of the CSM Standard Operating Procedures, the establishment of agency engagement meetings to strengthen strategic partnerships, the facilitation of ITPR-related discussions and resolution of points of contention, the coordination and clearance of agency escalations, assistance in response to agency demands, and the advancement of collaborative efforts with local government entities. Additionally, the CSM team continued to support SITSD internal projects and organizational communications to further align objectives across all stakeholders.

### 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 the NOSC and the Security team has handled 3,119 phishing incidents and 1,229 other technical incidents. During this same time our security automation tool addressed 1,948 phishing incidents. The NOSC is also leading the effort to establish MVP for change management in ServiceNow.

### Enterprise Platforms

The Desktop Services and Enterprise Applications teams architected and designed a modern, secure, and unified approach to managing state-owned iOS devices through Apple Business Manager and Microsoft Intune. The Enterprise Services team completed a Splunk assessment that improved visibility into which teams and systems use the platform, the types of data being ingested, and opportunities for cost efficiency. The ServiceNow Platform team advanced the Enterprise Platform Initiative and Nova project by configuring the Nova IT Operations instance to support IT service management, IT operations management, and IT asset management capabilities.

## 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 consists of specialists from across all SITSD offices. In the last quarter, they completed two formal Problem Assessments for "Domain Ownership for Single Sign-On with SaaS Solutions" and "Reduced Certificate Renewal Lifespans". These assessments provided recommendations to address gaps in how the State manages cloud software adoption and certificate lifecycles, as well identified the risks if gaps were left unaddressed.

This work establishes proactive governance frameworks ahead of the April 2026 Enterprise IT Integration and positions the State to scale infrastructure services effectively.

**Initiative**- Support for key initiatives throughout the organization. The Key initiatives the Digital Infrastructure staff are supporting are:

- SecOps- provided dedicated resources to enable functionality in a new platform that enables multiple technical teams continue to operate efficiently in troubleshooting, meeting compliance requirements, and ease of adapting to new ways of working.
- Enterprise Platform Initiative-providing foundational data and input that provides the Nova IT Operations instance to support IT service management, IT operations management, and IT asset management capabilities builds on top of.

**Projects**- Digital infrastructure teams are supporting Agency business partners in key initiatives, some of those include:

- Dept of Health and Human Services
  - Public Assistance contract center modernization of output to better identify trends in statics to serve the citizens in a more efficient way.
  - Electronic Health Records modernization project that will increase wireless capabilities throughout multiple facilities.
- Dept of Corrections
  - Education network modernization by upgrading firewall infrastructure to better secure and allow for ease of accessing online education platforms at each facility.
  - Montana State Prison perimeter fence project will integrate advanced technology to further enhance security
- Dept of Transportation
  - District Office server and network upgrades
  - Continuation in supporting of the MT 5g cellular network deployment in sites where limited to no connectivity is available

## 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:

- Capital Renovations
- FWP Armory Lewistown
- FWP Havre new building in process
- FWP Helena, Custer Ave campus new construction
- Bozeman Marsh Labs new construction

## DIGITAL INFRASTRUCTURE EXECUTIVE SUMMARY

### Continued

- DLI weights and Measures new building Helena
- Mitchell Building Renovation

#### **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. This project work has already commenced and will continue for the majority of the biennium.

## CIO Report Legislative Finance Committee

Fiscal Years 2026 – 2027

Reporting Period: October 1 – December 8, 2025

### Exceptions Granted to State Agencies

(2-17-515, MCA)

1. Exception allowing five identified servers to operate without Sentinel One up to one year.
2. Exception to use Windows 10 on 2,396 endpoints based on extended support.

### Policy Changes

(5-12-205, MCA)

None.

### IT Procurement Requests (ITPR)

1. Total Number of ITPRs – 334\*
2. Denied ITPRs – 0
3. Total Costs – \$84,682,187.61
4. Annual Ongoing Cost – \$15,222,795.50
5. ITPRs with \$0.00 Cost - 0

\*No ITPRs were approved with \$0 cost.

### Agency Procurement Report

1. Total number of IT items purchased – 627
2. Total amount of IT items purchased - \$109,759.83
3. Agencies Reporting – 12
4. Items included – Computers and computer equipment, enterprise approved software licenses, computer asset management supplies, printer supplies.

# LEGISLATIVE FINANCE COMMITTEE

## Information Technology Projects

(2-17-512, MCA and 2-17-526, MCA)

The information technology project portfolio report detail, supplemental reports, and post implementation reports are located at <https://lfcreports.mt.gov>.

**Total Projects Reporting: 96**

### Project Health Highlights

#### 1. Not Started / Pre-Initiation (Black Status), 33

- DOA - 508 Compliance – Web Content Accessibility Rule
- DOA - AI and Technical Debt Relief Fund
- DOA - Enterprise Data Catalog
- DOA - Enterprise Financial Warehouse
- DOA - eProcurement System Replacement
- DOA - IT Contact Center Replacement
- DOA - My.MT.Gov and Prosperity Portal
- DOA - Recruiting and Onboarding Modernization
- DOA - State IT Cybersecurity Enhancement
- DOA - State IT eGovernment Modernization
- DOA - State IT Infrastructure Upgrades and Improvements
- JUD - Refresh Court Electronic Filing System
- MHS - System Operations & Customer Relationship Management System
- DPHHS - Care Management Release 2.5c (MES)
- DPHHS - CHIMES Improving Timeliness of Public Benefit Recipient Notifications
- DPHHS - CHIMES Public Benefits System Efficiency Modernization
- DPHHS - CHIMES Secure Data Connections for Montana
- DPHHS - Comprehensive Child Welfare Information System (CCWIS) IV&V Services
- DPHHS - EBT Replacement

# LEGISLATIVE FINANCE COMMITTEE Continued

## Information Technology Projects

### Project Health Highlights

- DPHHS - Facilities Electronic Health Records & Billing System (EHR)
- DPHHS - Interoperability – Integration (MES) - Patient Access - Phase 1
- DPHHS - Interoperability – Integration (MES) - Provider Access - Phase 2
- DPHHS - Interoperability – Integration (MES) - Payer to Payer Phase 3
- DPHHS - Interoperability – Integration (MES) - Provider Directory - Phase 4
- DPHHS - Interoperability – Mobile Engagement (MES)
- DPHHS - Pharmacy Benefits Management System Replacement (MES)
- DPHHS - SEARCHS Replacement
- DPHHS - SEARCHS Replacement IV&V Services
- DPHHS - Senior & Long-Term Care (SLTC) Legacy System Replacement
- DPHHS - State Directory of New Hires (SDNH) System Replacement
- DOR - Move GenTax to AWS hosting
- MDT - 511 Integrated Advanced Transportation Management System (ATMS)
- MDT - Motor Fuels Tax Software Modernization
- 1. **In Progress (Yellow Status): 3**
  - DOA - ServiceNow Enterprise Platform Initiative
  - FWP - Explore MT
  - MDT - Streamlined Transparency and Accounting Reporting System (STARS)
- 1. **Red: 0**
- 2. **In Progress (Green Status): 60**
- On Hold, 4**
  - AGR - Grants Management System
  - DNRC - TLMS Customer Portal
  - DNRC - Trust Land Management System II (TLMSII)

## LEGISLATIVE FINANCE COMMITTEE Continued

### Project Health Highlights Continued

- DPHHS - CHIMES Resource Referral Engine – Phase 3

#### **Initiating, 3**

- COR - MCE Warehouse Maintenance Enterprise Operations System
- OPD - Courthouse WiFi Implementation
- OPI - FY26 Technology Innovation Grant

#### **Executing, 35**

- AGR - Pesticide Licensing, Certification, Education, and Enforcement Modernization
- COR - Comprehensive Safety & Security Project
- COR - Offender Management System Modernization
- JUD - Remote Courtroom Appearance Technology Expansion
- DOJ - Credentialing and Registration System (CARS)
- DLI - DLI E-Stop Licensing System
- LIV - Livestock Animal Health System Replacement
- LIV - Livestock Snowflake Integration
- STF - ClaimCenter Cloud Migration Development Project
- DNRC - Fire Financial Information System
- DNRC - FSO Financial Management-System
- OCHE - Campus Enterprise Management Modernization
- OCHE - CyberMontana
- OCHE - Security Information and Event Management Modernization
- DPHHS - Care Management - Release 2.5b (MES)
- DPHHS - Care Management Release 3a (MES)
- DPHHS - Care Management Release 3b (THIP)
- DPHHS - Care Management System Enhancement Hours (MES)

## LEGISLATIVE FINANCE COMMITTEE Continued

### Project Health Highlights Continued

- DPHHS - CCWIS - Comprehensive Child Welfare Information System - Phase 1 Business Process Redesign
- DPHHS - CCWIS - Comprehensive Child Welfare Information System - Phase 3 Start Up & Discovery
- DPHHS - Comprehensive Child Welfare Information System Phase 2: Transition Planning
- DPHHS - Electronic Benefit Transfer (EBT) Replacement Phase 1 SNAP/TANF
- DPHHS - MES Claims Processing and Management System
- DPHHS - Montana Access to Quality Childcare System (MAQCS)
- DPHHS - Summer Electronic Benefits Transfer (SEBT) Phase 2
- DPHHS - System Integration Services (MES)
- DPHHS - Vital Events Reporting System (VERS)
- OPI - Data Systems Modernization
- OPI - FY2025 Direct Certification Project
- OPI - FY24 nTIG Project
- OPI - Montana Innovation Through Infrastructure SLDS Grant
- OPI - Technology Innovation Grant 2023
- SAO - CSI Business and Systems Modernization
- MDT - Electronic Transportation Inter/Intrastate Permitting System (eTRIPS)
- MDT - Truck Parking Availability Information System (TPAIS)

#### **Cancelled: 3**

- DOR - Move GenTax to AWS hosting
- DEQ - Coal Information Management System (CIMS): Phase I
- DEQ - Coal Information Management System (CIMS): Phase II

#### **1. Completed (closing & 6-month post-implementation):**

#### **Closing, 10**

- DOA - E-Discovery - Public Information Request Software
- DLI - Workforce Development System

## LEGISLATIVE FINANCE COMMITTEE Continued

### Project Health Highlights Continued

- LEG - Branch Integration of Finance (BIF)
- STF - Insurance Policyholder and Agents Portals
- STF - Pre-Work Effort for Guidewire ClaimCenter Cloud Migration
- DNRC - Flathead Reservation IT Management System
- DPHHS - Summer Electronic Benefits Transfer (SEBT) Phase 1
- DPHHS - System Integration Services - High Availability Phase 3 (MES)
- OPI - nTechnology Innovation Grant 2021
- MDT - Kontur 3D Pavement Management

#### **1. 6-Month Post-Implementation, 6**

- DOA - Enterprise Endpoint Management and Security
- DOA - Local Government Services CRM
- AGR - Commodity Assessment System
- AGR - Hail Insurance Program
- LIV - Livestock Google AI Project
- DNRC - Water Rights Information System II