State of Montana Information Technology Manager's Council
Minutes
June 7, 2017
8:30 AM
DEQ, Room 111

Members Present:

Sky Foster, AGR – Chair

Kreh Germaine, DNRC – Vice Chair

Lynne Pizzini, CISO

Tim Bottenfield, DOR

Mike Bousliman, MDT

Stuart Fuller, DPHHS

Larry Krause, DOC

Angie Riley, PERS

Stacy Ripple, MSF

Manuel Soto, OPI

Eric Tarr, DLI

⌐Kellee English, SOS

⌐Mandi Hinman, PSC

⌐Matt Jackson, GOV

⌐Dale Gow, LSD

⌐Kyle Belcher, OPD

⌐Edwina Morrison, CHE

Staff Present: Wendy Jackson, Jennifer Schofield, Sarah Mitchell

Guests Present: Larissa Martineau, Irv Vavruska, Audrey Hinman, Jerry Marks, Dustin Ostberg, Jason Pekovitch, Linda Kirkland, Chris Hope, Maria Orms, Christie McDowell, Bryan Shaw, Jody Troupe, Sean Rivera, Elle Arredondo, Christie Magill, Veronica Lamka, Casey Balcerzak, Mike Jares, Matt Van Syckle, Joe Frohlich, Chris Wilhelm, Elle Arredondo, Bill Jarocki,

⌐ **Real-time Communication**: Wes Benson, Josh Gillespie, Michael Damiano, Josh Rutledge, Tammy Peterson, David Swenson, Dave Danicich, Mike Murray, Judy Kelly, Christie Mock, Andrea Keno, Greg Thomas, Anne Kane, Kelly Stevenson, Tim Kosena, Hannah Nishek, Dawn Anderson, Miki Cestnik, Mike Cochran, Darrin Mclean, Miranda Needham, Barry Obie, Suzi Kruger, Kenny Kyler, Sue Leferink, Jon Levick, Jessica Plunket, Brian Jacobson, Randy Haefka, Alan Grover, Chris Gleason, Beth Stevenson, Aaron Mock, Rawlin Richardson, Dave Nagel, Maryann Costello, Danny Straw, James Zito, Theresa Bousliman, Kristin Burgoyne, Robert Cash, Brad Flath

Welcome

Sky Foster welcomed the council to the June 7, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

Minutes

Motion: Angie Riley made a motion to approve the May 3, 2017 minutes. Kreh Germaine seconded the motion. Motion carried.

State CIO Update

Lynne Pizzini reviewed top projects for the State CIO include Information Technology (IT) Convergence, Voice over Internet Phone (VoIP) and renewal of the Montana Information Security Council (MT-ISAC) membership. Ms. Pizzini gave a summary of the establishment of the Montana Information Security Advisory Council (MT-ISAC). Based on cyber security advisements received from the National Governor's Association (NGA), recommendations received from groups attending a NGA host event and the ITMC task force, the Governor provided the executive order to form MT-ISAC. The Governor continues to support enforcement and awareness for cyber security through the state's Enterprise Security Program (ESP) and MT-ISAC. The Governor reviewed and commented on MT-ISAC's list of objectives which will be presented at the June 21, 2017 MT-ISAC meeting. Council members for the upcoming year will be appointed by Governor Bullock and completed before the July 12, 2017 MT-ISAC meeting.

Governor Bullock has been informed of State Information Technology Services Division's (SITSD) request for agencies to provide proof of patching to address the WannaCry Ransomware Outbreak. The Governor was also informed of concerns regarding agencies' commitment to installation and completion of patches. Tracy Manning, Governor's Chief of Staff, was provided a proof of patching report which documented agency

patching activities. Ms. Manning has sent a communication to the Cabinet regarding patching related to the WannaCry Outbreak and other patching activities. An SITSD review of the proof of patching report showed instances of devices not receiving the patch, devices receiving the patch but not downloading it, and downloaded and installed patches where the device had not been rebooted to implement the patch. Some instances of remaining vulnerabilities on deices with properly installed patches were also observed. A vulnerability scan will be performed by SITSD to identify remaining device vulnerabilities. Ms. Pizzini requested permission for all devices across the state's network to be scanned immediately to ensure patches are installed and to identify remaining vulnerabilities. MT-ISAC's Best Practices workgroup is working to create a standard to implement monthly security scans. These scans will increase awareness regarding gaps in patching and give agencies the opportunity to improve internal processes. Once WannaCry Ransomware scans are complete, SITSD will perform vulnerability scans for SambaCry. Questions and concerns regarding vulnerability scan to should be directed to Lynne Pizzini at LPizzini@mt.gov.

Kreh Germaine requested SITSD provide agencies with a report when the scan is completed.

Dawn Temple stated DOJ will converse and coordinate separately with SITSD per the Criminal Justice Information Services (CJIS) security policy.

Tim Bottenfield noted that the Department of Revenue (DOR) will need to review IRS policy before committing to SITSD security scans.

Action Item: MT-ISAC's Best Practices workgroup is working to create a standard to implement security scans on a regular basis.

Action Item: MT-ISAC will present the security scanning Best Practices standard to the Governor's Office once it is complete.

Action Item: SITSD Information Security Bureaus (ISB) will coordinate with Ms. Temple regarding coordination of the scan.

Action Item: Mr. Bottenfield will inform SITSD by June 16, 2017 regarding the status of DOR participation in the vulnerability scan.

Action Item: Fish, Wildlife, and Parks (FWP) will schedule a discussion regarding the scans with SITSD.

Action Item: SITSD ISB will perform security scans for the rest of the enterprise.

Business
Wi-Fi Upgrade Status
Jody Troupe noted the expected project completion date for the Wi-Fi Upgrade is June 16, 2017. Land sites of the Department of Natural Resources and Conservation (DNRC) will be completed by June 7, 2017. On June 8, 2017, DOR land sites and Warm Springs End of Life and End of Support AP's will be replaced and completed. 41 additional sites will be completed by June 16, 2017. Migration to Guest Wireless for sites with their own controllers will require additional work. These Wi-Fi upgrades will be delayed until the fall of 2017 and include the Montana Department of Transportation (MDT), Montana Highway Patrol (MHP) arbitrator sites, and the Lewis Town Center. Options for logging into Guest Wireless have remained the same. The two options available are Registered and Hotspot. Registered requires state employee sponsorship to allow another person to access the state's network. Hotspot allows user to accept terms to be connected. Agencies with specific request changes can contact the Network Technology Services Bureau (NTSB).

Windows 10 Workgroup Update
Irv Vavruska noted volunteers have not been received to participate in the leadership of this workgroup. As such, the Windows 10 workgroup will be led by SITSD. This workgroup will also address Office 365 (O365). The Windows 10 workgroup will follow recommendations established by MT-ISAC. The team will create Windows 10 and O365 guidelines and best practices. A secondary workgroup, System Center Configuration Manager (SCCM), will also be created. Individuals interested in participating in this workgroup should contact Mr. Vavruska at ivavruska@mt.gov. Microsoft will be addressing questions regarding Microsoft Lifecycle, Windows 10, and O365 at the Network Managers Group (NMG) meeting on Friday, June 9, 2017.

Contact Center Update
Matt Van Syckle state an internal Proof of Concept (POC) for a contact centers is being conducted to validate deployment and configuration. SITSD will work with smaller contact centers within agencies to facilitate the transition for these call centers. The contact center is hosted on Prim using Avaya product and will offer more

options including controlled calls, surveys after call, call routing, and call back. Some legacy licenses will be converted to reduce contact center costs across the state. The new contact center rate will be presented at the August 2, 2017 ITMC meeting.

Action Item: CIO Support will place new call center rate discussion on the August 2, 2017 ITMC meeting agenda.

IT Proposal Requests (ITPR) Automated Process

Audrey Hinman reported Phase Two of the ITPR process will be in production by June 21, 2017. Agencies will be able to view the status of their submitted ITPRs through the queue status feature. A link to Tableau report was added to the top right corner of the queue. This report shows ITPRs submitted by agencies and the results of ITPR submissions. Some information attached to the ITPR may be removed for confidentiality purposes. Agencies may use the contact information provided in the report to request additional information. ITPR notifications will remain unchanged. The ITPR system will be down for migration to populate the statuses and to move the new system into place. The primary project for Phase Two impacts SITSD's internal process. A new function allows agencies to request a specific Active Directory (AD) group. Creation of the group provides agency's IT Officers the ability to manage who receives email notifications regarding ITPRs. Members of the All Agency email AD groups will receive notifications when someone within their agency has submitted an ITPR. Agencies interested in an All Agencies email AD group can open case with SITSD. These AD groups will be managed by Agency's Security Officers.

Socrata to Tableau Migration

Ms. Hinman stated SITSD's open data portal will migrate from Socrata to Tableau by December 2017. The migration to Tableau offers an estimated savings of $90,000 per year. Tableau connects directly to data sources and offers more options to agency's regarding the visualizations of their dashboard. Application Technology Services Bureau (ATSB) will schedule meetings with agencies to collect information and to review current data usage.

Action Item: ATSB will schedule meetings with agencies to discuss migration to Tableau.

Standing Reports
IT Convergence

Mr. Van Syckle noted the next phase of convergence will focus on DOR, Department of Environmental Quality (DEQ), and MDT.

Voice over Internet Protocol (VoIP) Rollout

Mr. Van Syckle stated the VoIP project has moved to the rollout phase. On June 10, 2017, the Mitchell Building receive a POE switch upgrade to support the new phones. Supervisors in each agency will need to complete a spreadsheet to indicate phone selection and preferences for each workstation within their area. The 9611 phone option offers standard features and is budget neutral to agencies. Information packets will be sent offering information regarding phone options, settings, and recommended headsets. This information is located on the SITSD Service Portal site at https://sitsd.mt.gov/Services-Support/VoIP-Information. NTSB will coordinate with agency's Supervisors and their IT Department to deploy phones. SITSD Desktop Support Group is working with agency's IT staff to rollout the Lync plug-in. A SCCM package will be provided to agencies regarding the deployment of the Lync plug-in. Initial rollout focus includes SITSD, DOA, and DOR. NTSB will contact agencies prior to their scheduled deployment. Notification detailing the proposed dates for the initial 20 buildings will be posted by June 16, 2017. Shifts were made to the list due to availability of power and POE switches in buildings. The first five buildings included in the rollout are the Mitchell Building, Walt Sullivan Building, three Office of Public Instruction (OPI) Buildings, Old Shodair Building, and the Colonial Building.

Action Item: NTSB will post initial 20 buildings with rollout dates.

MT-ISAC Update

Joe Frohlich gave a summary of the May 10, 2017 Montana Information Security Council (MT-ISAC) meeting.

Sean Rivera, Information Security Bureau Chief, presented an overview of SITSD's Ransomware security and incident response. Information captured from the presentation was published in the May 10, 2017 MT-ISAC meeting minutes and is located at https://sitsd.mt.gov/Governance/Boards-Councils/MT-ISAC. For questions regarding this presentation, please contact Ms. Pizzini at LPizzini@mt.gov, Mr. Rivera at SRivera@mt.gov, or Mr. Frohlich at JFrohlich@mt.gov. Dave Johnson gave a presentation outlining how to securely share files using OneDrive. This presentation is located within SITSD's Data Loss Prevention (DLP) policy page at http://sitsd.mt.gov/Information-Security/Policy/DLP-Policy. MT-ISAC council members completed a survey to determine if agencies were ready for the July 1, 2017 DLP go live date. Based on the survey results, the go live date for DLP on Exchange has been revised to October 1, 2017. Agencies wishing to roll out DLP prior to the October may do so by opening a case with the Service Desk to create a mail enabled Active Directory Security group; this may be done by individual bureaus or the entire agency. Users cannot be nested within another group.

Mr. Frohlich provided a brief update regarding the POC for SentinelOne. SPLUNK is currently being considered as a dashboard option. SPLUNK allows agencies to interact with SentinelOne and provides visibility for server level monitoring. SITSD is working with SentinelOne to build a dashboard for testing purposes. Once completed, SITSD will review the dashboard with specific agencies to determine if it meets their needs. Interactions with SentinelOne can be performed through SPLUNK. A SentinelOne video demo was posted to the MT-ISAC website and is located at https://sitsd.mt.gov/Governance/Boards-Councils/MT-ISAC. Mr. Frohlich stated that the Hardening of Devices document, adopted by the Best Practices Workgroup, offers information regarding enhancement of workstation and server security. This document is located at https://sitsd.mt.gov/Portals/165/docs/MT-ISAC/2016/2016.09.15/Hardening%20of%20Devices.pdf?ver=2016-09-14-165436-047. SentinelOne is also a potential solution for increasing security. SITSD plans to purchase SentinelOne licensing for all State of Montana servers and SITSD. A three-year agreement with SentinelOne will cost $62.54 per end point. Mr. Frohlich noted the next MT-ISAC meeting is June 21, 2017.

Q: Mr. Germaine: We are receiving a lot of notifications regarding phishing e-mails. Do we have a report on the how the levels of phishing attempts compare between this year and last?

A: Mr. Frohlich: Due to staff shortages within the Enterprise Security Program (ESP), last year's phishing campaign was not completed. ESP will conduct a phishing campaign during the next fiscal year.

Q: Mr. Germaine: Is there an alternative to the SANS cyber security training that might offer a new option to employees?

A: Mr. Frohlich: The ESP will explore alternate vendors for cyber security training during the next biennium. ESP is currently working with SANS to address the issue of user's circumvention of training by playing multiple videos at one time.

Mr. Bousliman suggested augmenting SANS with group trainings.

Mr. Frohlich stated that, at this time, the ESP will continue with SANS as the approved cyber security training. Agencies who wish to augment their cyber security training may contact ESP personnel to facilitate this.

Action Item: Mr. Frohlich will send notifications to NMG, ITMC, and MT-ISAC members regarding how to perform this procedure and how to communicate DLP information to users.

Action Item: Craig Marquardt will contact agencies to review their status with implementing the approved Best Practices for effectively managing potential security risks.

Action Item: Ms. Pizzini will provide Mr. Germaine with results from the 2016 ESP phishing campaign.

Enterprise IT Financial Workgroup (EITFW)
The workgroup received reports from Tami Gunlock and Samantha Cooley stating that the State Information Technology Serviced Division (SITSD) rates have been finalized with the 2% reduction to increase vacancy savings to an overall 6% vacancy savings. Final rates have been published at http://encompass.mt.gov/ and FY 2019 biennium budgets can be downloaded from this site. Mr. Van Syckle informed the workgroup that the enterprise agreement with Microsoft has been finalized. This agreement will include Exchange, SharePoint, and Microsoft Office Suite. Users may add up to five devices. Coding in Active Directory (AD) to determine licensing will change. Questions regarding AD coding should be directed to Jerry Marks at jmarks@mt.gov. Mr. Baldwin reported to the EITFW workgroup FY 2017 tax revenues are expected to fall below projected amounts. This will likely trigger provisions within Senate Bill 261, resulting in budget cuts across the enterprise. Mr. Baldwin will work with the Budget Director to adjust rates accordingly. Mr. Baldwin also reviewed the Decision Lens product as a tool to assess projects and rank them per best value as related to agency and executive

strategic priorities. Decision Lens was successfully piloted by SITSD and the DPHHS in 2016. Mr. Baldwin stated that SITSD is interested in purchasing the Decision Lens tool. A price estimate has been generated to include DPHHS. A master software license agreement with Decision Lens will be composed to allow other agencies to purchase this tool. Agencies will need to consult with Decision Lens regarding portfolio size to determine the cost of this tool for them.

Legacy Systems/ End of Life Planning
Mr. Fuller stated the POC provided by DB Best Technologies received positive feedback from the workgroup. The Department of Labor and Industry (DLI) is considering moving forward with the POC and will use funding available through Microsoft. DB Best Technologies offers a viable solution to agencies wanting to move away from Oracle forms and reports. The workgroup has scheduled a Developer Day with Salesforce to showcase their rapid application development environment to agency developers.

Enterprise Content Management (ECM) Workgroup Update
Elle Arredondo reviewed recent ECM workgroup activities. The workgroup received information from agencies regarding current ECM projects. Demos of agency ECM solutions will take place at the July 26, 2017 ECM meeting. Individuals wishing to attend these demos should contact Ms. Arredondo at EArrendondo@mt.gov, wjackson@mt.gov, or visit the ECM website at https://sitsd.mt.gov/Governance/Boards-Councils/ECMW for meeting details.

State of Montana Project Management Advisory Workgroup (SMPMAW)
Bill Jarocki, newly appointed SMPMAW Chair, shared that the group is reviewing the IT Project Management and Reporting Policy. The Mission and Objectives, adopted at the May 3, 2017 ITMC meeting, state the workgroup will develop and maintain the project management policy. The draft policy is located on the SharePoint site for review and comment by the workgroup. The workgroup will have comments finalized by June 14, 2017. The workgroup will review the comments during their June 22, 2017 meeting. The draft will be presented to the ITMC on August 5, 2017 for review and comment. Finally, the draft will be sent to MT-ISAC, ITB, LFC and the Governor's Office for their review and comment. The adoption of policies, processes, and procedures is formally documented in the IT Policies, Standards, Procedures, and White Papers Procedure located here: https://montanadoa.policytech.com/?public=true&siteid=1. Agencies interested in adding a primary designee and alternate to the workgroup may contact Jennifer Schofield at stateitpmo@mt.gov. Mr. Jarocki stated the vision for SMPMAW is to work in a collaborative nature to develop uniformity and best practices. The website for the workgroup contains relevant information along with the SharePoint site link and is located at pmo.mt.gov.

eGov
No Update.

Discussion
Member Forum
None

Public Comment
None

Future Agenda Topics
None

Next Meeting
August 2, 2017
8:30 AM to 10:30 AM
DEQ, Room 111

Adjournment
The meeting adjourned at 10:10 AM.