

CIO Report to the Legislative Finance Committee

June 8-9, 2006

A. MITA Compliance and Exceptions to Information Technology (IT) Standards, Policies and Statute (2-17-515, MCA)

1. MITA Compliance

There were no MITA compliance issues since the last CIO report to the LFC.

2. Exception Requests

Since March 1, 2006 and May 12, 2006 ITSD received 8 requests for exceptions to policies and standards. Six of the requests were approved, one was partially approved, and one was denied. The approved requests totaled less than \$10,000. The denied request came from the Department of Justice. DOJ requested to use a separate network directory structure. The request introduced unnecessary technical difficulties and potentially significant, but unknown, costs. The exception log for the past year is attached.

B. IT Projects (2-17-526, MCA)

1. Completed Projects

Administration - Lottery Replacement

This project is changing outsourcing of the Lottery system from SGI to Intralot at a significant savings to the State. The project succeeded in changing 604 terminals on time. The contract with Intralot is expected to save the state \$14M over 7 years due to the price of equipment being included in the base price and a lower transaction cost

Revenue - Individual and Corporate Tax

ICT is the second of a three phase project to replace the POINTS system. ICT encompasses the rollout of the Corporate License Tax and Individual Income Tax modules of the GenTax Software solution. This project was completed on time, within scope and under budget. This project started in 2005 and ended at the end of the March 2006. The original budget was \$8.39M and the project came in at \$8.10M for a savings of \$289K. The ICT project successfully added the two largest and critical tax types (Corporate and Individual Income Tax) to DOR's integrated tax system IRIS. The implementation exceeded all expectations in that the processing of returns, payments and refunds has not been affected by the implementation of the new system. In fact, the department has been able to capture more return information and continue to timely issue refunds without incident. The improvement over prior systems has enabled the department to provide more accurate data to the citizens of Montana and also provided enhanced compliance tools to ensure everyone is paying their fair share.

Judiciary - Court Automation

This project will update the Judicial case management systems through an implementation of Full Court; and the development/rollout of a graphical user interface for the Judicial Case Management System (JCMS). Full Court is being installed in the last few courts of limited jurisdiction and JCMS has only four district courts left; 3 of which are independent and may decide not to implement JCMS.

2. Active Projects – Green Assessment

Administration – System Management Phase 1

Service Management Phase 1 project is part of the Excellence in Service Management program that implements best practices based on the ITIL (Information Technology Infrastructure Library) framework. This project establishes the initial integrated IT Service Center functions. RFP responses have been received and are in the process of being evaluated by the team.

Justice - Broker System

This project will create an interface system (broker) for transmitting data and transactions between applications at Justice, Corrections, and the Courts. The Integrated Justice Information System (IJIS) Broker is an extendable open standards platform. The contract has been signed for development and implementation services, using a phase deliverable implementation and acceptance approach to control costs and ensure that DOJ will only pay for work that is completed and accepted.

Montana State Fund - Claim Center

Claim Center is a claims processing package application system being installed as a replacement for the existing Claims Management System (CMS). The Claim Center project is currently moving through the Production Deployment Phase. The deployment is scheduled into 3 rollouts. The first was complete on 3/20/06 and the final will occur by the scheduled end date of 06/30/06. The project is still on schedule to complete by the end of the fiscal year.

Revenue - Integrated Revenue Information System (IRIS) III

This is the final phase of the IRIS project and the purpose is to integrate all DOR administered taxes using the GenTax system, shutdown the POINTS system as per legislative mandate, and add DOJ gambling tax to the GenTax system. The project team is engaged and monitoring the project according to the schedule, budget and scope.

Revenue - Real and Personal Property Valuation and Assessment System (PVAS)

The Department of Revenue, Property Assessment Division is replacing five legacy computer systems (MODS, BEVS, CAMA, UAS, and Landisc) with one Real & Personal Property Valuation and Assessment System to be used statewide. The project is ahead of schedule with 198 out of 998 tasks on the critical path completed.

Transportation – Site Manager Construction Manager Implementation

The purpose of the project is to implement the construction management functions within the Trns•port module, Site Manager to various entities inside and outside the department. This will provide MDT with consistent and accurate construction contract administration utilizing national DOT best practices. The team has formed a SiteManager Users of Montana Implementation Team from across the state that meets on a monthly basis to discuss project status and monitor progress and risks.

3. Active Projects – Yellow Assessment

Justice – Merlin (Temporary Registration, Driver Control, Driver Licensing)

Merlin is the continuation of the Team 261 project for improving efficiency and services within the Department of Justice, Motor Vehicle Division. The project is made up of three components: Core Accounting, Titling and Registration, Driver Control and Licensing. Merlin will implement a customized commercial package over the next two years.

The project consists of two phases and corresponding statements of work (SOW). The first SOW covers the installation of a basic functioning system that meets legal requirements. The second SOW covers maintenance and future features that DOJ would like to add. \$11.8M of unexpended Team 261 funds will

cover the first SOW. Money has not been identified for the second SOW. DOJ has added a highly experienced project manager to support the first SOW. The budget does not include contingency funds or funds for Independent Verification and Validation (IV&V).

Secretary of State - Statewide Voter Registration System (SVRS)

SVRS is a requirement of the Help America Vote Act (HAVA) 2002. By January 1, 2006 every state is required to have a single centralized, interactive, list of every legally registered voter. The SVRS has been fully deployed across the state as of February. The project has no critical issues outstanding at this time.

The project will remain yellow through the June primary. The team is opting to keep the project yellow to ensure that it is a priority. SOS will continue to monitor the system up to and through the June primary to ensure that the primary goes smoothly. The issue list has dropped significantly with zero critical issues as of the end of the March.

4. Active Projects - Red (Challenged) Assessment

Office of Public Defender

The purpose of this project is to provide all OPD employees with telephone and fax service, state network connectivity, state email accounts, and access to enterprise and public defender information technology applications on July 1, 2006.

The challenges with this project include a dramatic increase of scope from an original 5 regions to 11 regions. Additionally, the amount of people has increased from 68 to 300. The requirements from OPD are still being finalized in terms of locations of the offices and needs to for future employees. ITSD is monitoring the project to control risks and has assigned a certified project manager to coordinate ITSD's activities.

5. IT Programs

Administration - Public Safety Radio Statewide Interoperability Program

This project will create a state-wide public safety radio system implemented through a series of regional installations.

This project is consists of nine consortiums (8 voice radio and 1 mobile data). All counties except Missoula are part of a consortium. The State does not control consortium expenditures nor does consortium project managers report to the State. The consortiums focus on delivering radio systems to law enforcement organizations. Emergency services and state/federal agencies are not part of the initial project scope.

The Northern Tier consortium is just starting the implementation of their microwave network. The consortium project managers are deciding how to allocate \$7M of '05 Homeland Security funding and DOA is pursuing \$50M in '06 Homeland Security funding.

Administration - Enhanced 9-1-1 (E9-1-1) Program

The project will implement state-wide E911 service, including Phase II wireless capability. Enhanced 911 provides the phone number and location information to the Public Safety Answering Point (PSAP). Phase II wireless provides the phone number, location and GIS coordinates to the PSAP. The project also includes an emergency notification service and a redundant network.

Twenty (20) Public Safety Answering Points (PSAP's) have committed to using the statewide contract for services from Century-Tel. An additional 12 have given verbal commitment. The original goal was 37 participating PSAPs. The network and servers are in production with the initial PSAPs. Blaine County is running and Livingston and Hill Counties are in the process of cutting over. The timetable for PSAPs to convert is primarily based on their ability to build highly accurate addressing records. Conversion could take another year.

C. Policies (5-12-205, MCA)

DOA's Director is currently reviewing a new cellular device policy and the IT Enabling Policy. The IT Enabling Policy outlines how IT policies and standards will be developed, reviewed and implemented. The DOA policy steering committee will next address:

- Procedures for developing procedures and guidelines, and approving standard products
- Policies on IT planning, IT procurement, and project management

D. State Strategic IT Plan (2-17-522)

Since March ITSD has been receiving and reviewing agency IT plans, and checking for agency plan alignment with the State Strategic Plan for IT. The status as of May 16:

- 13 agencies have submitted plans that will be approved
- 9 plans are being modified by agencies
- 6 plans are still being analyzed by ITSD staff
- 2 agencies have not submitted plans

The legislative branch, judicial branch, and universities are required to submit a current IT plan, but not required to follow a DOA format or timetable. We have not received plans from these organizations at this time.