

CIO Report to the Legislative Finance Committee

October 12-13, 2006

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

1. MITA Compliance

No issues to report.

2. Exception Requests

Between May 12, 2006 and September 11, 2006, ITSD received 12 requests for exceptions to policies and standards. Eight of the requests were approved, one request was withdrawn, two were denied, and one is still under review. All of the requests were for non-standard hardware and software. The largest request was from DPHHS for a \$40,000 Sun server hosting a Medicaid application. Upcoming application enhancements required additional storage space beyond the current server's capacity. The request was granted since the outside contractor who operates the server has no experience with state standard IBM servers. The attached spreadsheet has details on the individual exception requests.

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

1. Completed Projects

State Fund – Claim Center

Claim Center is a claims processing package application system installed as a replacement for the existing Claims Management System (CMS). The deployment was scheduled in three rollouts. The final portion of the project was completed on May 20, 2006. The project was completed ahead of the scheduled June 30, 2006 end-date. State Fund intentionally went over budget by \$58,000 because they decided to outsource one final integration point rather than complete in-house.

The Claim Center replaced an antiquated Client/Server Claims Processing system with a web based software product. State Fund is now using off-the-shelf software, so maintenance and support costs will be reduced. Additionally, claims management business processes are significantly improved with a greater ability to manage claim data.

Secretary of State – Statewide Voter Registration System (SVRS)

SVRS was successfully deployed to meet the Help America Vote Act (HAVA) requirements of a statewide voter registration database. All 56 Montana counties were migrated to, and fully functional in, the new database by February 17, 2006. The June primaries successfully used the new SVRS. The project completed on time, within the \$2.5 million budget and included the functionality envisioned by the Election Technology Task Force (ETT). The vendor, Saber, is working on additional enhancements and bug fixes for the November general election.

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. The contract has been awarded to Linium and business requirements documentation is in process.

Administration - 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.

The challenges with this project include a dramatic increase of scope from an original 5 regions to 11 regions. Additionally, staffing levels increased from 68 to 300. All IT requirements for the July 1st date and a second phased rollout were met. The project is virtually complete but for 5 offices that have yet to be leased. Standing up these offices will be easily managed. All work is targeted for completion by November 2006.

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 phased deliverable implementation and acceptance approach to control costs and ensure that DOJ will only pay for work that is completed and accepted. The IJIS Broker is now in pilot with the first information exchange partner.

Revenue - Integrated Revenue Information System (IRIS) III

This is the final phase of the IRIS project 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 on task for completing with final acceptance in July 2006.

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.

Transportation – Site Manager Materials Manager Implementation

The purpose of the project is to implement the materials management functions within the Trns•port module, Site Manager to various entities inside and outside the department. This will provide MDT with consistent an accurate materials administration utilizing national DOT best practices

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.

Funding is being managed by splitting off non-essential requirements into a separate SOW that will only be implemented as funding becomes available. The agreed-to fixed fee mandatory work is now fully funded and sets the project up for successful implementation of the base COTS system. Additional funds will be needed to complete remaining requirements not in current SOW. Contingency funding will be built by finding other sources of funds (e.g., grants) to help offset existing project costs (e.g., hardware purchases).

4. Active Projects - Red (Challenged) Assessment

There are no currently red (challenged) major IT projects as of July 31, 2006.

5. IT Programs

Administration - Public Safety Radio Statewide Interoperability Program

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

This project consists of nine consortiums (eight voice radio and one mobile data) led by local emergency response groups with state and federal partnership. All 56 counties and seven Tribal nations are members of a consortium. Representatives from each consortium sit on the Interoperability Montana Project Directors Board. This Board sets priorities for system development and approves individual projects. The State does not control Interoperability Montana nor does consortium project managers' report to the State. The Interoperability Board and local consortia focus on delivering interoperable radio systems to local, tribal, state and federal emergency response organizations.

The project primarily utilizes homeland security funding, with state and local supplements. The Northern Tier consortium and selected Interoperable Montana sites are just starting the implementation of their infrastructure, microwave network, and radio assets. The Interoperability Montana Project Directors have set priorities regarding the allocation for \$12M of '05 and '06 Homeland Security funding, to be used to improve communication across the state. DOA is pursuing additional '07 Homeland Security funding and other grant funding.

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

The project will implement statewide 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 GPS coordinates to the PSAP. The project also includes an emergency notification service and a redundant network.

Twenty nine (29) Public Safety Answering Points (PSAP's) have committed to using the statewide contract for services from Century-Tel. An additional five have given verbal commitment. The original goal was 35 participating PSAPs. The network and servers are in production with the initial PSAPs. Blaine, Hill, Liberty, Pondera, Madison and Glacier Counties and City of Lewistown (including Judith Basin and Petroleum Counties) are live. 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 has implemented the following policies, standards and procedures.

- IT Enabling Policy that outlines how IT policies and standards will be developed, reviewed and implemented
- New Cellular Device Policy
- Interim Data Security Policy
- Interim Wiring Standard
- Procedure for IT Policy Development and Maintenance.

Policy development teams are working on IT planning, IT procurement and project management policies. The Policy Steering Committee is also prioritizing requests for policies on user rights, Internet filtering, personal assets, and interim policies on pilot projects and collaboration tools.

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

ITSD has reviewed and approved 32 agency IT plans. Two agencies have approvals with limitations specific to individual projects. The Office of Public Defender did not submit a plan and we felt the time commitment would only have hindered their efforts to get the agency off the ground. 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. ITSD is currently revising and trimming its plan to conform to the current known budget limitations.