



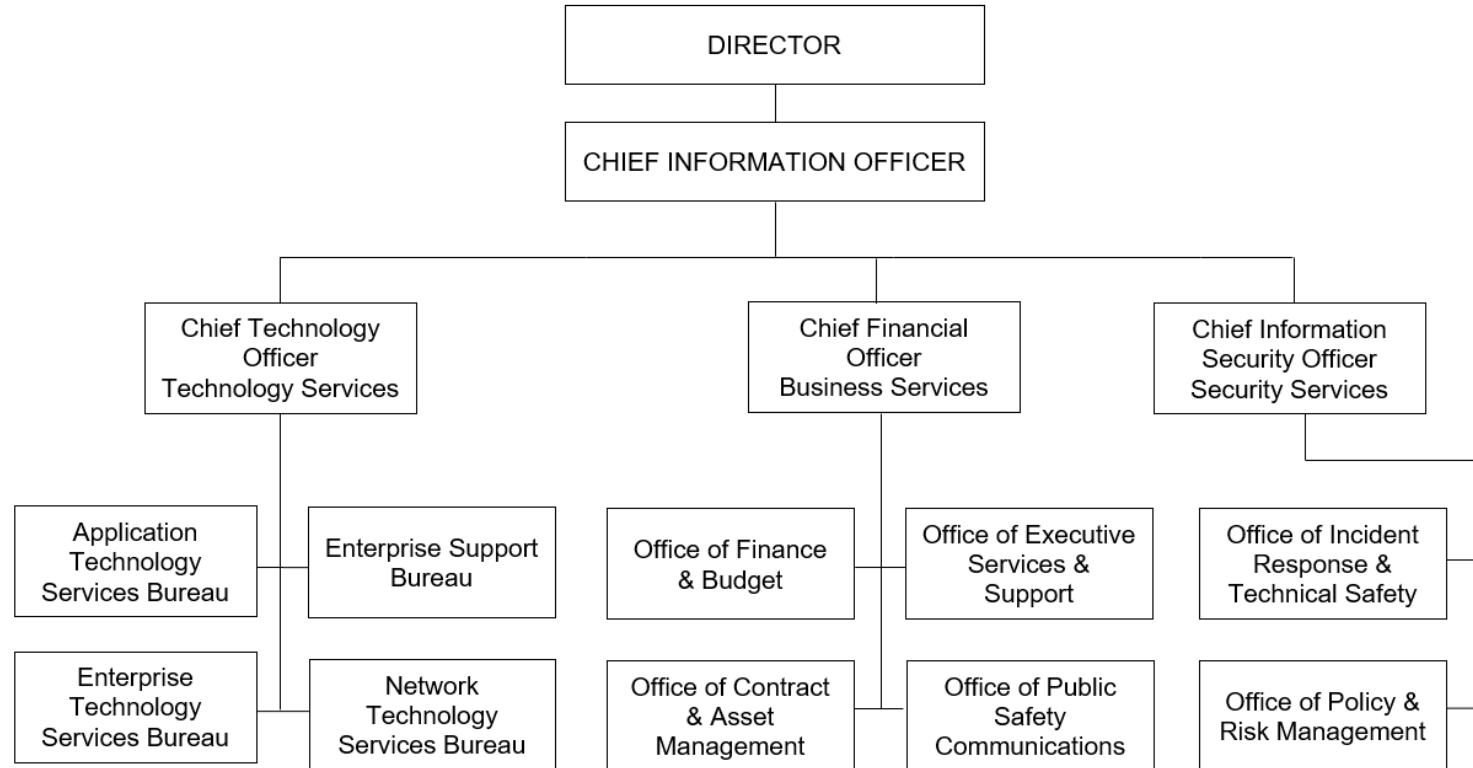
STATE INFORMATION TECHNOLOGY SERVICES DIVISION

MATT VAN SYCKLE
ACTING CIO

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sitsd.mt.gov

January 2021

DIVISION STRUCTURE



General Fund: 14.49 FTE

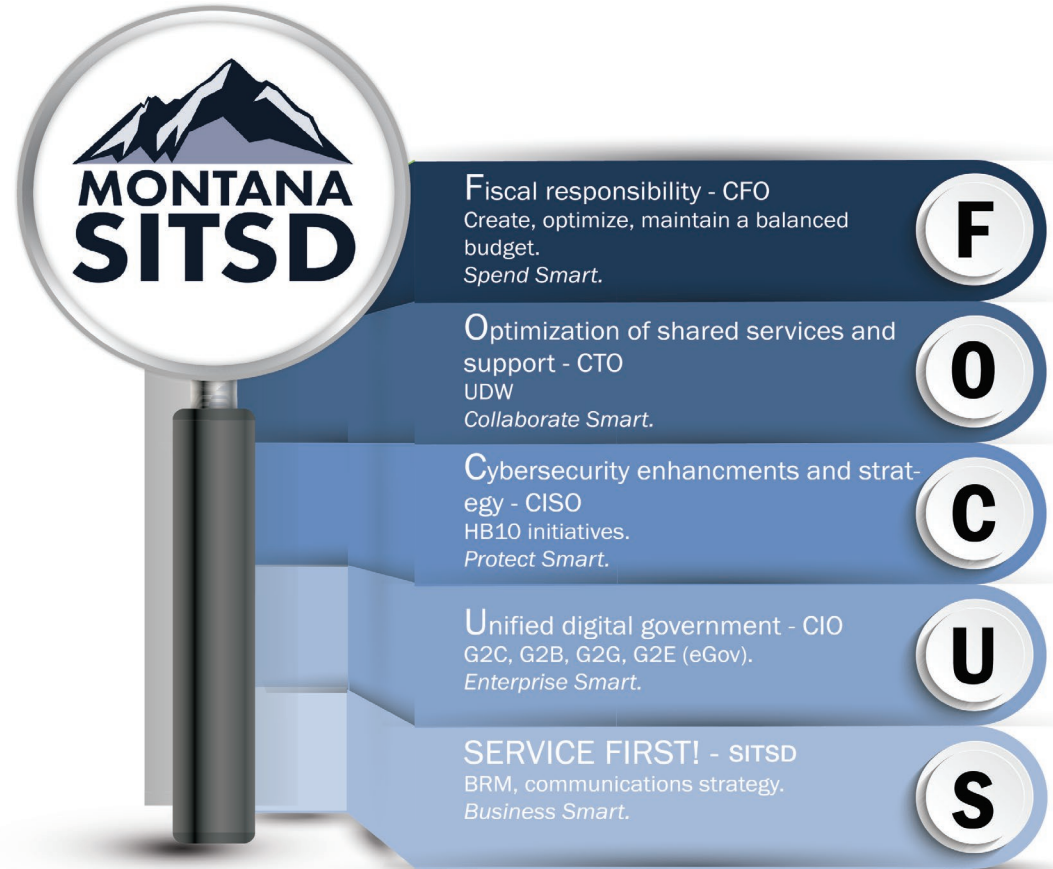
Proprietary: 175 FTE



DIVISION DIRECTION

2023 Biennial Strategic Plan Goals:

- Fiscal Responsibility
- Optimization of Shared Services
- Cybersecurity Enhancements
- Unified Digital Government
- Service First



KEY ACCOMPLISHMENTS



Technology Services

- Implemented ServiceNow ITSM for all executive branch and some non-executive branch agencies.
- Moved to Exchange Online for State email.
- Supported a mobile workforce in 2020 and beyond.

Business Services

- Developed Proof of Concept and Project Management policies and procedures.
- Implemented an improved billing system to go live July 1, 2021.
- Established an asset management workgroup to implement enterprise AM standards.

Security Services

- Oversaw \$6.3 million Montana Cybersecurity Enhancement Project.
- Created multiple multi-agency workgroups to enhance the State's cybersecurity posture.
- Enhanced existing simulated phishing and security awareness training programs.



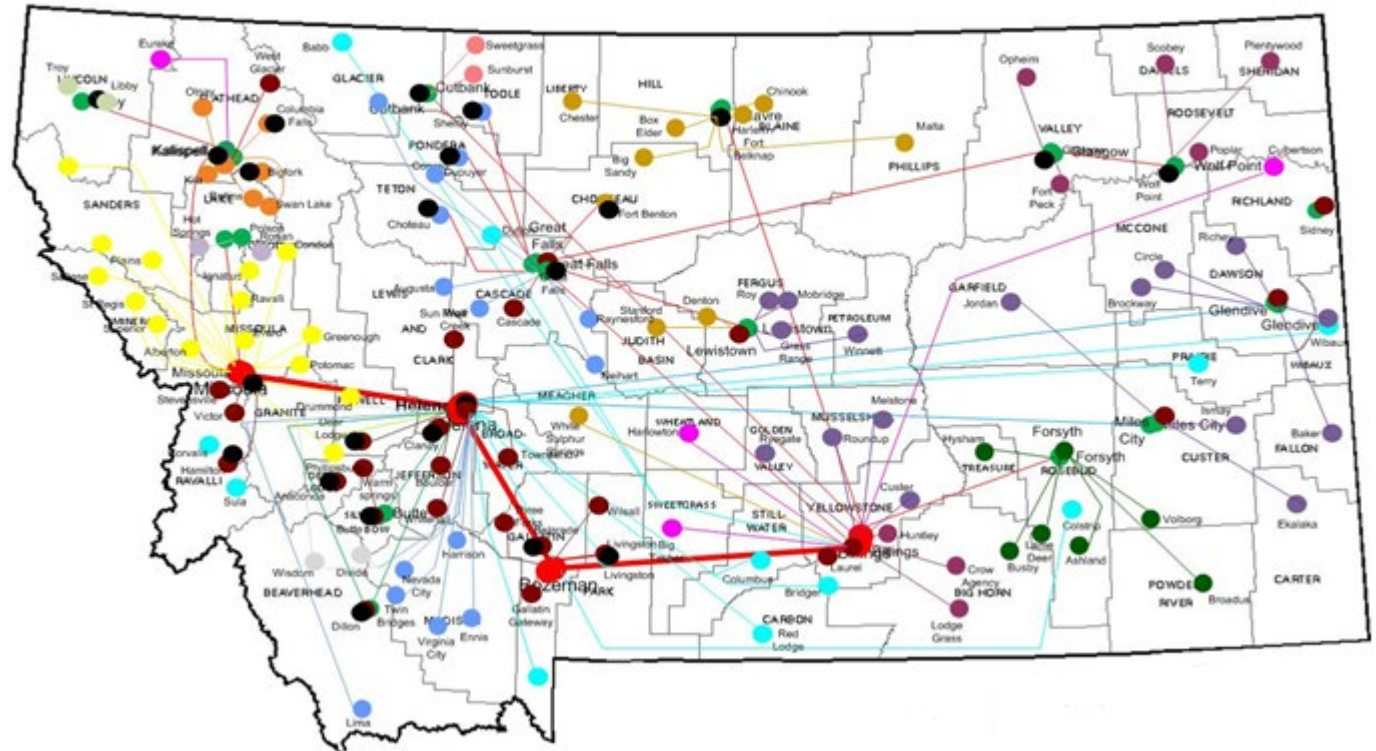
DIVISION DATA NETWORK SERVICES

SITSD is committed to providing optimal bandwidth access to customers across the state.

Focused improvement on:

- Agencies with less than adequate bandwidth
- Agencies using legacy technology that is no longer supported

Leased Circuit Partners – Hub Primary and Diverse Carrier Connections



STATE DATA CENTERS

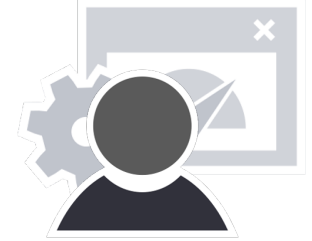
State of Montana Data Center (SMDC) - Helena, MT

Miles City Data Center (MCDC)

- Rack space and hosted services for Montana and out-of-state government entities
- All equipment resides on platforms to reduce risk in the event of an earthquake
- Both facilities monitored 24 x 7 x 365
- Meet critical Department of Defense (DOD) infrastructure security standards



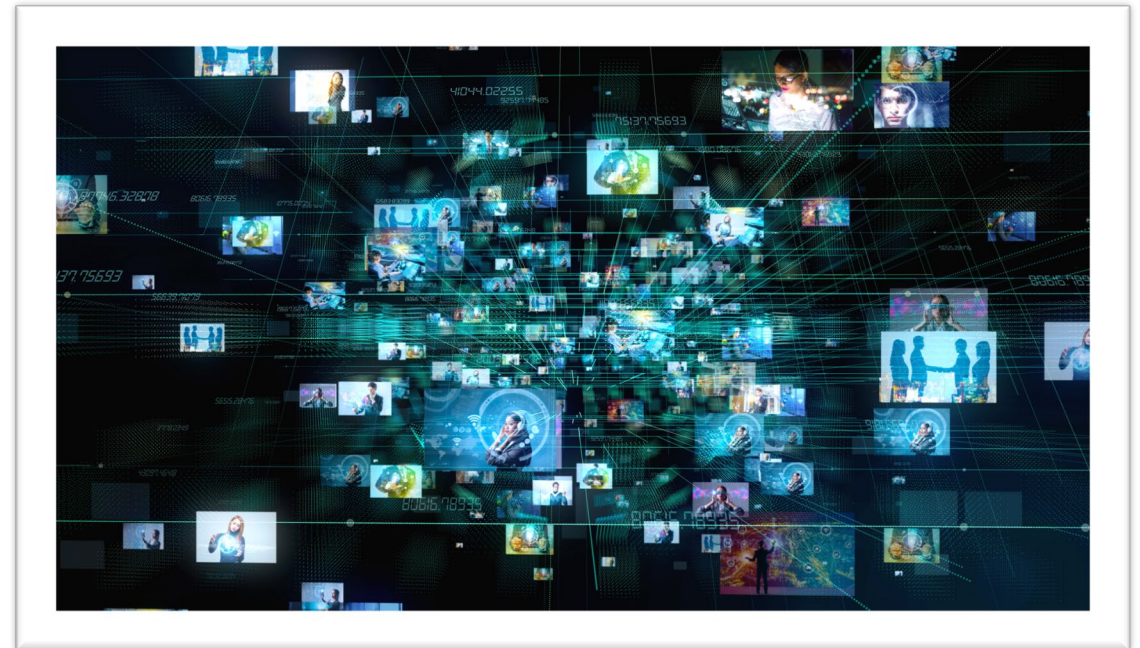
EFFICIENCY DRIVERS



The **Montana Information Technology Act** permits the CIO to direct the state toward more efficient use of information technology capabilities while ensuring cost effectiveness.

To avoid duplication, agency requests for new services are vetted through:

- Procurement requests through the IT Procurement Request (ITPR)
- IT Board (ITB)



2021 BIENNIUM BUDGET MITIGATION

FY 20/21 Budget Reductions

- Changed hardware replacement cycle
- Reduction in training/travel
- Repair and maintenance contracts
- Reconfigured redundant network connectivity

Loss in Agency Revenue

- SITSD receives nearly \$ million less annually in agency revenues vs. agency budgets



EGOV TRANSITION

The State of Montana defines an **electronic government (eGovernment)** service as:

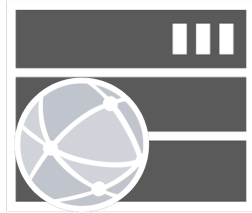
- an application, or series of applications, on the Internet that provides a specific service to a citizen, business, or other governmental entity.

The state's current contract with Montana Interactive expired on December 31, 2020.

- Beginning January 1, 2021 state agencies will have new options for developing new services and transitioning existing services.
 - **Single Sign On (SSO):** Okta
 - **Payment portal:** PayZang



COST DRIVERS



Technology

- Unpredictable costs for software licenses from large vendors like Microsoft and Oracle
- Modern IT systems require additional network bandwidth that can be challenging to acquire in Montana
- Digital Transformation
 - IT Costs Increase
 - Overall Business Costs Decrease



Security

- Next generation security software costs more than traditional solutions
- Rapidly evolving threat landscape
- The threat environment is more sophisticated and challenging than ever before



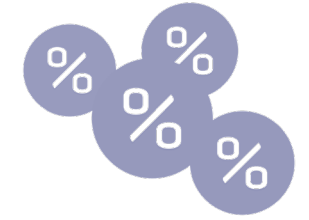
IT COST OPTIMIZATION



- **VOIP (Voice Over Internet Protocol)**
 - will decrease long-term long-distance costs
 - e.g., saved \$413 per month at a small site in Browning by switching to VOIP
- **VDI and Mobile Device Management (MDM)**
 - will enable the modern workforce to be productive from any location, saving office space and travel costs



SITSD RATES



Rate Setting

- Legislature approves SITSD rates charged to other state agencies for services
- Legislature appropriates service costs in the purchasing agencies' budgets

Rates

- $\text{Personal Services} + \text{External OpEx} + \text{Internal OpEx} + \text{Overhead} / \text{Total Units Sold}$

Working Capital

- Amount of cash remaining if all the current assets were converted to cash at their book value **and** all current liabilities were paid at their book value
- 30-day working capital prohibits SITSD from over-collecting and accumulating an excess fund balance
- If agencies opt to not use SITSD services for which they were appropriated, SITSD must reduce expenditures to offset loss

Changes to Rates

- All changes to rates are reviewed by the enterprise IT financial workgroup and reported to LFC





THANK YOU