



September 2026

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MEETING OVERVIEW

Meeting Details

Thursday, September 24, 2026

10:00 a.m. – 12:00 p.m.

Members

Name	Organization
Mark Blasdel	Administration
James Fehr	Environmental Quality
Braxton Mitchell	House Representative
Ryan Davies	Judicial Branch
Austin Knudsen	Justice/Attorney General's Office
Jerry Howe	Legislative Services
Vacant	Local Government
Sean Higgenbotham	Local Government, Cascade County
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

Kevin Gilbertson – Chair

State IT Services Division

Chris Dorrington

Transportation



MINUTES

May 21, 2026

Attendance

Members Present

Amber Thorvilson, SAO

Amy Sassano, GOV

Austin Lindsay, SOS

Rep. Braxton Mitchell,
Representative

Carrie Albro, HHS

Sen. Daniel Zolnikov,
Senate

Dylan Martin, OPI

Jerry Howe, LEG

Kevin Gilbertson, SITSD
– Chair

Laef Olson, Private Sector

Melissa McLarnon, DOJ

Michele Snowberger,
DOA

Ryan Davies, JUD

Guests

Annie Kilgour, SITSD

Annie Murdock, SITSD

Ashley Downing, SITSD

Chris Tarabochia, SITSD

Crystal Nichols, SITSD

Errolyn Lantz, GOV

Hannah Thorne, SITSD

Jessica Ritchie, SITSD

Jessica Plunkett, FWP

Katelyn Schaub, SITSD

Katy Brandis, DOA

Nate Senn, SAO

Phillip English, PSC

Rawlin Richardson,
SITSD

Samantha Mongroven,
Tyler Tech

Tim Schmidt, Public
Consulting Group

Welcome

- (00.00.19) Recording Announcement, CIO Support Staff
- (00.00.52) Introductions
- Chair Remarks, Kevin Gilbertson
- (00.03.10) Review and Approve March 26, 2026 Minutes - Motion by Sean Higginbotham and seconded by Carrie Albro

Business

- (00.03.54) IT Integration Overview, Kevin Gilbertson

- (00.05.51) State IT Strategy Draft Review and Approve – Motion by Daniel Zolnikov and seconded by Laef Olson
- (00.44.27) Operational Overview, Kevin Gilbertson

Discussion

- (01.05.33) Member Forum/Suggestions
- (01.05.33) Future Priorities
- (01.05.48) Public Comment

Adjournment

- (01.06.15) Motion by Daniel Zolnikov

AGENDA

1. Welcome
 - a. Recording Announcement
 - b. Introductions
 - c. Chair Remarks
 - d. Review and approve previous meeting minutes
2. Business
 - a. IT Integration Overview
 - b. Operational Overview
3. Discussion
 - a. Member Forum
 - b. Future Priorities
 - c. Public Comment
4. Adjournment
 - a. Next Meeting
Thursday, December 17, 2026
10:00 a.m. – 12:00 p.m.
Zoom Meeting

IT INTEGRATION OVERVIEW

Hiring for the program's senior leadership is complete. With the executive team seated, the program moves from stand-up into structured planning and agency onboarding.

Program status: proceeding, with scope for the first transition group still being finalized. Planning is active and on schedule for the leadership, organizational-structure, and rate-setting workstreams. Participation for the initial transition group is under review with the agencies involved, and the associated agreements will be executed once those discussions conclude.

Recent progress:

- Executive leadership hiring completed
- Draft FY27 financial agreement circulated to participating agency leadership for review
- Recurring program coordination meetings re-established

Next steps:

- Confirm participation and composition of the initial and subsequent transition groups
- Complete review and execution of agency financial agreements
- Finalize agency memoranda of understanding and service-level agreements, incorporating agency and legal feedback
- Continue operational-readiness preparation ahead of each transition wave

Transition approach (sequencing is planned and subject to final agency confirmation)

- Initial pilot group — targeted for late October 2026
- Second group — targeted for December 2026
- Remaining agencies — targeted for fiscal year 2027

Milestone summary

Milestone	Status
Program management office stand-up	Complete
Organizational chart finalized	Complete
Agency rate data collection and rate setting	Complete
Staffing list submitted to HR	Complete
Leadership symposium held	Complete
Executive leadership hired	Complete
Internal reorganization moves	Complete
Agency open forums, next round	On track
Agency agreements finalized	On track
Position creation and HR system structure setup	In progress
Pilot transition	Planned
Second-phase transition	Planned
Remaining-phase transition	Planned

OPERATIONAL OVERVIEW

SITSD Monthly Program Increment (PI) Planning

SITSD has shifted to a monthly planning model that better matches our organizational needs. SITSD just finished planning for the ninth month of 2026.

Activities for this quarter included:

- Held PI 26.7 planning event on July 22.
- Held PI 26.8 planning event on August 20.
- Held PI 26.9 planning event on September 16.
- Defined business goals and priorities for this increment.
- Identified and mitigated risks and dependencies.
- Improved collaboration through cross-functional alignment sessions.

Enterprise IT Financial Workgroup (EITFW) Overview

The Enterprise IT Financial Workgroup (EITFW) is a standing workgroup of the Information Technology Board that makes recommendations on 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 to meet and provide training events.

As financial and/or procurement discussions are needed, the State CIO or Deputy State CIO will engage Agency leadership.

SITSD Executive Summaries

The SITSD Executive Summaries provide a quarterly update on the operations, projects, and initiatives prioritized by each of the following teams:

1. [Technology Executive Summary](#)
2. [Security Executive Summary](#)
3. [Operations Executive Summary](#)
4. [Chief of Staff Executive Summary](#)
5. [Digital Infrastructure Executive Summary](#)
6. [Artificial Intelligence Executive Summary](#)
7. [Agency Experience and Success Executive Summary](#)

Technology Executive Summary

The Technology Office at SITSD continues to focus on development and application hosting services that strengthen enterprise technology capabilities across the State government. Over the last quarter, the team has advanced several key initiatives to improve digital accessibility, enhance quality assurance practices, and modernize hosting and deployment environments. Together, these efforts reflect ongoing progress towards greater efficiency, consistency, and compliance in statewide digital services.

Initiative – ADA Title II Accessibility

The Enterprise ADA Compliance Task Force continues to advance statewide efforts to meet ADA Title II digital accessibility requirements by April 26, 2027. With the federal compliance deadline approaching, the enterprise remains focused on embedding accessibility into standard business operations, reducing future remediation needs, minimizing technical debt and rework, and ensuring that all Montanans can access state information and services.

During the past quarter, the Technology Office successfully completed the migration of the Office of Public Instruction (OPI) websites from DNN to Cascade CMS. Accessibility evaluation and remediation were integral to this effort, resulting in a more maintainable web environment and resolving identified accessibility issues as part of the migration. The Technology Office also completed accessibility reviews and remediation for a variety of smaller SITSD-managed websites.

In addition to site-specific remediation, the team continued work to ensure that the underlying website templates meet accessibility requirements. This proactive approach helps ensure that new websites launched or migrated to the enterprise platform begin with accessible templates and components, reducing the need for future corrective work and supporting more consistent compliance across state web properties.

In the coming quarter, the Technology Office will continue advancing enterprise accessibility efforts by reviewing and finalizing the updated statewide digital accessibility policy and related guidance resources; developing accessibility training for Department of Administration staff to build awareness and support consistent application of accessibility requirements in daily work; and continuing efforts to identify, evaluate, and remediate accessibility issues within Tableau dashboards. The team will also provide ongoing technical assistance and accessibility support to agencies and SITSD-managed web projects as remediation and modernization work continues.

Initiative – Quality Assurance Program

The Quality Assurance (QA) Program remains a key pillar of the Technology Office's development lifecycle. Progress during the past quarter reflects the continued maturation of the program as QA processes, practices, and resources are further embedded within development teams and integrated throughout project delivery.

QA is increasingly engaged across the full development lifecycle, from initial planning and requirements through testing, release, and post-release validation, rather than being introduced only during the final stages of a project. Embedding QA within development teams supports earlier defect identification, reduces rework, improves collaboration among product, development, and testing resources, and increases the consistency and quality of delivered technology services.

Ongoing work continues to focus on defining and documenting QA roles and responsibilities; establishing more consistent approaches to test-case development, traceability, and test-readiness activities; and standardizing defect reporting and tracking. Together, these efforts are creating a more unified and repeatable QA framework, improving visibility across projects and supporting more reliable product releases.

In the coming quarter, the Technology Office will continue to strengthen the QA Program through the Integration initiative by expanding the QA team, recognizing the critical role quality assurance plays throughout application development and product-release lifecycles. The team will begin increasing its focus on automated and AI-assisted testing capabilities, allowing QA specialists to devote additional manual testing attention to critical business processes, complex workflows, and other areas that benefit from direct human review. This work will help improve testing efficiency and coverage while maintaining the expert oversight needed to support dependable, high-quality technology services.

Initiative – Containerized Application Hosting Environment

The Containerized Application Hosting Environment remains a key modernization priority for the Technology Office. Teams from the Software Factory, AI Office, Application Hosting, Network, and Security continue to collaborate to advance a secure, repeatable application delivery model that supports both current and future-state application workloads.

During the past quarter, teams validated additional application delivery approaches, including deployment to AWS container platforms such as Amazon Elastic Container Service (ECS) and Amazon Elastic Kubernetes Service (EKS). Application Hosting also tested

Kubernetes and supporting infrastructure patterns to better understand scalability, networking, operational requirements, and the operational considerations necessary to support containerized workloads in a cloud environment. This work builds on the enterprise's existing containerization efforts, including applications deployed using platform-agnostic, Zero-CVE base-image architecture and State of Montana on-premises image registries.

The initiative continues to strengthen capabilities across the software supply chain, including pre-deployment vulnerability scanning, Software Bill of Materials (SBOM) indexing, deployment policy enforcement, process isolation, portability, resource efficiency, and enhanced operational observability. Together, these capabilities support more consistent deployment practices, strengthen security, and reduce long-term maintenance overhead while enabling modernization and AI-enabled application delivery.

The current work has also identified an important enterprise-readiness consideration related to AWS access and security controls. Existing AWS user access remains broadly permissive to support early experimentation. The cross-functional team is now working to define and validate a minimum viable role- and access-management model that enables continued development and testing while establishing appropriate security guardrails. This effort is helping clarify the responsibilities and controls needed across Development, Hosting, Network, and Security as the environment matures from early experimentation toward a safer, more repeatable enterprise pattern.

In the coming quarter, the team will focus on establishing the minimum enterprise readiness needed to validate the emerging delivery path with a real application that must communicate with existing enterprise services. This includes finalizing the appropriate access controls, firewall rules, and Virtual Private Cloud (VPC) configuration needed to support the work securely. The team will then continue end-to-end validation and use the resulting evidence to determine which platform capabilities, security controls, infrastructure patterns, and operational practices can be standardized and repeated across additional applications and workloads.

Security Executive Summary

The Office of Information Security at SITSD advanced cybersecurity operations, compliance, risk management, and security architecture during the quarter. Work was shaped by two cross-cutting priorities: closing the gap between vulnerability disclosure and remediation, and establishing the guardrails needed for the safe adoption of artificial intelligence (AI) across State government. Operational monitoring expanded through new log sources in the enterprise security platform, the June 17 statewide tabletop exercise tested incident response with 19 participating agencies, and the office completed its evaluation of SentinelOne Prompt Security and began enterprise-wide deployment. Strategic efforts also focused on Tanium optimization and vulnerability remediation, authorization of enterprise common controls, and the introduction of risk tiering to direct resources toward the State's most critical systems.

Initiative – Cybersecurity Operations and Incident Response

The Cybersecurity Operations Bureau migrated several additional security log sources into the State's SecOps Security Information and Event Management and Security Orchestration, Automation, and Response (SIEM/SOAR) platform during the period. Most notably, the bureau ingested device information by hardware address and hostname, which enriches log data and helps analysts more quickly identify an affected endpoint during an incident. The bureau is also transitioning Web Application Firewall (WAF) logs from Splunk to SecOps, extending monitoring of the State's public-facing services. Analysts reviewed 1,441 security cases during the period, resulting in three incidents; the increase in alerts correlates with improved monitoring from the additional log sources in SecOps. The bureau also successfully completed an evaluation of SentinelOne Prompt Security. This AI governance platform supports the safe adoption of AI by enabling employees to leverage AI tools while protecting State data, and it has begun deploying enterprise-wide.

Initiative – Compliance and Governance

The compliance program strengthened enterprise governance this period by enhancing risk documentation and executive acknowledgment processes to support informed acceptance of residual risk. The team provided substantial security compliance expertise to support Risk Management-led policy governance and improve Information Technology Procurement Request (ITPR) reviews and pre-implementation risk decisions through coordinated security, privacy, architecture, and compliance assessments. Work also continued with the Department of Public Health and Human Services (DPHHS) on the SEARCHS system,

advancing remediation tracking, validation, and closure support for the system's Internal Revenue Service (IRS) Corrective Action Plan (CAP).

Initiative – Risk Management, Resilience, and Continuity

The Risk Management Bureau advanced several initiatives this quarter that strengthened the State's cybersecurity governance, incident readiness, and continuous monitoring capabilities. The bureau conducted the June 17 statewide tabletop exercise with participation from 19 state agencies to evaluate and strengthen incident response plans and procedures. The exercise expanded agency awareness of available security-response capabilities and reinforced the importance of integrating Business Continuity and Resilience teams into incident planning and response. Two enterprise common control systems, SentinelOne and Okta, were authorized through the Authorization to Operate (ATO) process, and the bureau continues to evaluate and monitor these common controls to support a more resilient, consistent, and risk-informed security program across State systems. Staff continued collaborating with agencies to assess and monitor Federal Information Security Modernization Act (FISMA)-reportable systems, which support critical agency business functions and are subject to significant federal oversight; ongoing assessment and documentation help ensure these systems remain in an acceptable operational state and that federal grant obligations continue to be supported. The bureau also participated in the Tanium Optimization Group, which brings enterprise and agency teams together to strengthen endpoint visibility, improve remediation coordination, and keep pace with threat actors leveraging AI to exploit systems.

The bureau enhanced its processes by implementing risk tiering and security impact analysis, improving how security work is prioritized, routed, and completed by directing resources toward critical systems, maintaining an accurate inventory of lower-risk systems, and strengthening documentation of security-relevant system changes. It also contributed to the statewide rollout of AI security controls and user communications: SITSD security messaging documented the early use of SentinelOne Prompt Security within the Department of Administration and the Department of Labor and Industry, identified significant use of personal and free AI accounts on State devices, and communicated the policy requirements intended to prevent that activity. To expand capacity, the bureau hired one Risk Analyst and is continuing recruitment for a second. These positions will support the risk-tiering process and a more consistent, risk-informed approach to assigning work to Information System Security Officers (ISSOs), ensuring that higher-risk and mission-critical systems receive

appropriate oversight. In contrast, lower-risk systems are managed through standardized processes and clear accountability. The bureau continued to apply AI capabilities to streamline internal workflows, modernize legacy toolsets, and improve the customer experience for state agencies, reducing manual effort and accelerating delivery of risk management services while maintaining appropriate governance and alignment with State security requirements.

Initiative – Security Architecture and Enterprise Enablement

Security architecture concentrated this period on two priorities: advising and driving efforts to close the gap between vulnerability disclosure and remediation, and building security guardrails for enterprise AI adoption. Following a May 28, 2026, cross-functional strategy session, the Security Architect helped author the AI-Driven Vulnerability and Patch Mitigation recommendations, which the Chief Information Security Officer (CISO) adopted as a strike plan, and the Enterprise Platforms Bureau converted it into a weekly Security Optimization workgroup with Tanium and True Zero. The first backlog story, reconciliation of internet-facing assets, closed in August. The vulnerability analyst deployed Tanium Software Bill of Materials (SBOM) scanning across 2,233 agency servers in three phases between July 28 and August 14, 2026, with no resource utilization issues observed. The Security Architect also produced the Tanium Cloud System Boundary Document, authorization boundary description, and combined network and data flow diagram for the platform's authorization package, and released a sanitized version as a reusable template for other systems.

On AI governance, the Security Architect defined Zero Trust requirements for AI developer sandbox devices and is evaluating Tanium Atlas and its Model Context Protocol (MCP) server for integration with the State's Claude environment. The Security Architect participated in the June 17, 2026, Cybersecurity and Infrastructure Security Agency (CISA) State of Montana tabletop exercise and initiated engagement with the appropriate teams to follow up on exercise findings related to asset inventory sources of record. Security architecture is also participating in the Google Workspace pilot with Insight and SADA, and completed a review of the Montana Historical Society's production use of an unassessed Google Workspace proof-of-concept environment, delivering findings and requested decisions to the Chief Information Officer. Operational governance continued through weekly SentinelOne enterprise reporting, daily review of firewall rule requests against

enterprise firewall standards, and a ServiceNow demand to route firewall approvals directly through security architecture.

Operations Executive Summary

SITSD Service Desk

Service Desk, serving as the primary support layer for all agency IT and SITSD-affiliated agencies, successfully resolved 3,385 cases in the prior quarter. During this period, Customer Satisfaction (CSAT) shifted from 4.60 to 4.67, and Customer Effort Score (CES) went from 1.72 to 1.61. The Service Desk has continued to strengthen cross-team collaboration, enhance internal team documentation, and develop a formal onboarding and training program for new staff, including a comprehensive handbook covering policy, procedures, and troubleshooting resources. We have begun using a Perplexity space we designed to search our internal documentation for troubleshooting help, and we have been having great success.

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 facilitating cross-agency engagement. This quarter, the CSM team has expanded its scope by taking on new processes, including monitoring VIP cases to ensure customer satisfaction, mapping departments to the ID to maintain clean and accurate data in Nova, assisting agencies with budgeting efforts, and offering Service-Level Agreement (SLA) support as agencies engage with SITSD.

Network Operations and Security Center (NOSC)

Operating continuously from the State of Montana Data Center, the Network Operations and Security Center (NOSC) helps protect the availability, security, and reliable operation of the State's enterprise computing and network environment.

During the reporting period, NOSC and Cyber Defense Analysts (CDAs) worked collaboratively to manage the State's phishing-reporting and incident-response workload. Together, the teams manually reviewed **3,806 unique phishing reports**, and the NOSC **managed 1,444 additional technical cases**.

A total of **7,116 phishing reports** were submitted during the reporting period. Automated duplicate detection in the security orchestration platform identified **3,310 duplicate reports**, representing 46.49% of all submissions. This automation removed redundant messages from the manual-review queue, allowing security personnel to focus on the **3,806 unique reports** requiring analysis, investigation, and response.

Enterprise Platforms

Desktop Services advanced an enterprise rollout of Anthropic Claude for 200 developers across state agencies, supporting both macOS and Windows endpoints with a focus on secure, low-friction access. Enterprise Application Services continued to partner with State HR to prepare for upcoming integration transitions and completed the technical configuration for the Google proof of concept. Enterprise Support Services reduced Splunk data retention to 30 days and transitioned long-term log retention to Amazon S3. The ServiceNow team updated the Conflict-of-Interest workflow to support integration requirements, aligned with vendors on Nova enablement, and began exploring options to improve the user experience.

Office of the CIO Staff Summary

The Office of the Chief Information Officer (OCIO) continues to advance initiatives that strengthen the State of Montana's IT governance foundation and support the broader statewide IT centralization effort. The office is currently operating without dedicated staffing in several key functional areas, including Enterprise Services, and Strategy and Governance. This update summarizes progress across four priority areas during the past quarter.

Google Workspace Proof of Concept

The OCIO is coordinating the Google Workspace Proof of Concept (POC) to inform the State's future collaboration platform decisions. The technical setup is nearly complete. The team is finalizing communications to participating agencies with migration preparation details, including plans for a virtual welcome meeting with the Google team to review pilot expectations. The team will schedule an on-site launch event with hands-on, Google-led workshop sessions to mark the pilot's official kickoff.

Policy Management Project

The State IT Services Division (SITSD) is developing a new enterprise approach to policy management that will replace the current policy-management capabilities in ServiceNow Governance, Risk, and Compliance (GRC) and Compliance Workspace by June 30, 2027. The new approach will give agencies greater flexibility in managing their policy content while establishing a more consistent statewide process for policy development, review, approval, publication, and maintenance. Agencies do not need to take any action at this time; SITSD will provide additional guidance, training, and transition support as the work progresses.

Pluralsight Enterprise Learning Initiative

As part of the State's continued investment in a strong and capable statewide IT workforce, SITSD has expanded access to Pluralsight, an online learning platform that provides IT professionals with thousands of courses covering technical skills, emerging technologies, professional development, and certification preparation. Through the State's enterprise agreement, IT staff statewide can access Pluralsight at no cost to their agencies or employees. SITSD is also providing enablement sessions for learners and managers to help staff make effective use of the platform and support IT leaders in identifying and developing skills within their teams. Since launching enterprise access, more than 350 IT employees have enrolled, with additional staff continuing to gain access.

Foundational Governance Work

Throughout the quarter, the OCIO continued laying the groundwork needed to mature the State's IT governance program. This work spanned roles and accountability, performance tracking, and how projects move through the office, and it builds toward a more consistent, risk-informed approach to managing resources across the enterprise. The OCIO will use this foundation to demonstrate progress as governance work continues to mature under the integrated IT model.

Digital Infrastructure Executive Summary

Initiative – Support for key initiatives throughout the organization.

The Key initiatives the Digital Infrastructure staff are supporting are:

Initiative – Telephony Provider Services

The Voice Operations team is working with vendors to evaluate alternative providers to improve efficiency, ensure our telephony infrastructure accurately reflects our current network topology, and modernize it for long-term sustainability.

Initiative- Contact Center Modernization

The Voice Operations, partnering with the Department of Labor and Revenue, is evaluating the use of AI transcription and natural language processing technology, focusing on real-time accuracy, intelligent handling of industry-specific terminology, and AI-driven summarization that condenses calls into actionable notes for staff. This work also includes verifying compliant data handling and retention.

Project – State Building Projects

SITSD Digital Infrastructure has assisted various agencies with remodeling efforts to maximize and update existing State space. SITSD Network Operations has managed, installed, performed cabling, and coordinated circuit upgrades for various State projects. Each project is as follows:

Finishing Phase

- Metcalf
- Capital - Completed
- FWP Havre - Completed
- Great Falls Job Service – Completed
- DOR Red Lodge - Completed

In Progress

- Mitchell
- Walt Sullivan
- DOR Whitehall
- FWP Helena, Custer Ave Campus

Planning Phase

- FWP Armory Lewistown
- FWP Helena, Custer Ave campus new construction

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. Infrastructure replacements currently are:

F5 Load balancer and Web application firewall – provides high-performance application delivery and security through its platform, primarily utilizing the load balancing and the Advanced Web Application Firewall (WAF) for deep application security. The hardware has been successfully replaced with no disruption to State websites or services. In the next phase, partnering with the Security team and agencies by integrating system logging into Google SecOps.

Collectively, there are 1,620 Agency Websites and applications protected by the F5 infrastructure.

Wireless Access Points – wireless network access points (APs) have been replaced, with approximately 95% completion.

Network Switches –end-of-life (EOL) switches have been replaced, reaching approximately 90% completion

Artificial Intelligence Executive Summary

Overview

The statewide portfolio grew from 40 projects across 11 reporting agencies to 114 projects across 16 reporting agencies. Forty-four projects, 39 percent of the portfolio, are in production. Every executive-branch agency canvassed now reports at least one project, except the State Auditor's Office, which had no entries and was dropped from the September edition.

The portfolio has moved from experimentation toward delivery. Production projects quadrupled from 11 to 44 between April and September. Enterprise foundations built by the Department of Administration, including a qualified AI vendor list, an enterprise AI sandbox, statewide AI security tooling, and regular Community of Practice activities.

Since April 2026, the SITSD Artificial Intelligence Office has compiled a monthly Governor's Ops Review on agency AI adoption for the Governor's cabinet. Each agency reports every AI project with a two- to three-sentence description, a lifecycle status, and, beginning with the September edition, a measured value metric with before-and-after numbers.

Enterprise Foundations and Statewide Practices

The Department of Administration, through SITSD and the AI Office, reports 14 projects that serve as shared infrastructure for all other agencies.

- Master AI RFP and Qualified Vendor List (closed). The statewide AI RFP closed with 50 vendors approved. Agencies buying from the list avoid roughly six months of procurement cycle time per RFP.
- FLOW (in production, limited). The state's first fully AI-built and AI-enabled application, a generic webform and workflow platform at flow.mt.gov that any agency can use for intake and approvals. Business users can now change a workflow in about one day instead of 30.
- MAGPIE, the Montana Agency Public Information Engine (in build). A question-answering service grounded in the published content of 37 state agencies, more than 72,000 documents, with every answer cited back to the official agency page. Available as an embeddable chat widget for agency websites and as a standards-based Model Context Protocol endpoint for staff and AI assistants. The Department of Commerce Community Planning Guide is its first guided experience.

- ProcureMT (in build/rollout). A procurement workflow and rules engine that embeds compliance checks up front and gives leadership a real-time view of the statewide procurement pipeline.
- Enterprise AI Sandbox (in build/rollout). A governed environment for using state data with cloud and locally hosted models, tuning models on large data sets, and testing agents. The AI Office AWS sub-account is live, and deployment pipelines are being built with the Application Technology Services Bureau; GCP is being re-engaged.
- AI Community of Practice for State Agencies (live). Kicked off May 27, 2026, and averaging 50 attendees from at least eight agencies per session. One workgroup a week (AI Coffee Talk, AI 101, AI Development, Responsible AI) plus weekly office hours; 15 events held to date. Demand for additional workgroups exceeds the current enablement staff capacity.
- 406 Charts (proof of concept). A collaborative charting and diagramming suite with a bring-your-own-AI model: the app never uploads source material and works with any approved AI tool. App Blueprint compiles business analyst building blocks into an AI-ready build specification.

Agency Highlights

Department of Environmental Quality (31 projects, 15 in production)

DEQ has a maturing portfolio and good examples of AI-assisted legacy modernization. Claude agent teams are analyzing a legacy VB desktop application, extracting requirements, and converting it to a React and .NET web application, completing 80 to 90 percent of screen development before a DEQ developer finalizes it. Schema analysis reduced the Air Quality Bureau application from 150 tables to 135, resulting in roughly 20 percent faster search times in preliminary testing. Oracle Reports conversion to SSRS is now about 95 percent automated, addressing more than 100 reports that would otherwise take one to two years, and the same approach is being scoped for more than 100 Oracle Forms. The Water Quality Division has a suite of permit-writing tools (MGWPCS renewal automation, calculation suite, plume dispersion and groundwater time-of-travel calculators), batch PDF conversion, OCR, and splitting utilities that produce Section 508 compliant output, an Esri system-health dashboard, a read-only administrative MCP that manages the state's ArcGIS Enterprise platform in plain language, Survey123 middleware in user acceptance testing, and a narrative nutrient training and analysis tool supporting HB 664 (2025). Measured results: formatting and editorial review of highly visible documents fell from 8 to 24 hours to one or two hours, and large public comment response projects fell from 40 to 80 hours to 8 to 24 hours.

Department of Fish, Wildlife and Parks (13 projects, 6 in production)

Wildlife Insights classifies trail-camera photos automatically. Document AI verifies military orders for nonresident service-member license privileges and is live. An invoice coding assistant processes large monthly telecom bills; an RFP assistant supported the licensing system procurement; AI-driven server log analysis speeds troubleshooting; and AI-assisted analysis completed FY2027 capacity planning for a nine-person bureau. PUP, an assistant trained on FWP-approved regulations, is in a pilot. The Fishing Information Network's proof of concept would unify streamflow, stocking, access, and regulation data for anglers in a fishery that generates over \$900 million in annual economic activity. Section 508-compliant PDF maps and standard operating procedure consolidation are in proof of concept; a Recreation Planner and a statewide Volunteer Management System are in ideation.

Montana Historical Society (14 projects, 5 in production)

MTHS reports the most complete value metrics of any agency. Leadership meeting minutes are now posted the same day rather than a week later, and board minutes are posted within a week rather than several weeks, at an annual Copilot cost of \$338.46. The agency went from zero AI governance documents in January 2026 to four drafted and pending approval. Continuity of Operations information for 70 systems, applications, and services has been organized for transition into the Archer authorization process in 2027. AI also supports CRM schema design, digital accessibility testing, director legislative and donor correspondence, PowerShell scripting, and an IT business assistant that consolidates project knowledge. Six Library and Archives, Publications, and public relations use cases are in ideation, including archival description generation, oral history transcription, and AI-content detection for manuscript submissions.

Montana State Library (5 projects, 3 in production)

Copilot-built Power Automate flows processed 293 course proposals in under eight minutes for the June 2026 State Library Commission meeting. Perplexity drafts character-limited abstracts for the federal LSTA State Program Report and Commission newsletter content from meeting transcripts. AI-assisted CSS is modernizing the Public Libraries Survey tool, and Montana Talking Books uses AI to draft image descriptions for recorded books.

Department of Commerce (7 projects, 1 in production)

A Perplexity Space supports consensus grant-scoring workbooks, and AI-assisted policy, standards, and contract review is in pilot. AI image tagging in the digital asset management system is in production. The Community Planning Guide, MAGPIE's first guided experience,

walks local planners and site-selecting companies through a complete planning process built on Commerce’s published content. A proof of concept is evaluating an AI-built replacement of a housing line-of-business system, with Reverse Annuity Mortgage prototypes underway, alongside a unified travel planner prototype and system administrator agents in ideation.

Department of Labor and Industry (6 projects, 4 in production)

DLI is partnering with 406 Jobs on a Montana AI Community of Practice that extends beyond state government to schools and the public. The agency has aligned workforce programs with the February 2026 US Department of Labor AI Literacy Framework (TEN 7-25). It promotes the “Make America AI-Ready” text-message course for workers without reliable broadband. Staff use Perplexity for agency-wide summarization; the Office of Legal Services uses Clio Work with developed skills to standardize legal workflows and has stood up baseline AI training; and the Technology Division runs a Section 508 accessibility checker and uses AI to validate SQL. Buying consortia and rural business upskilling pathways are in progress.

Department of Corrections (5 projects, 1 in production)

DOC is writing AI policy and directives governing the use of tools with CJIS and HIPAA data before tools are deployed. AI-enabled video surveillance is in limited production, with broader rollout constrained by end-of-life hardware. An AI camera system is replacing the perimeter taut-wire fence sensor, for which parts are no longer available, and is expected to reduce wind-driven false alarms. The Verus AI inmate call intelligence proof-of-concept closed after the vendor withdrew. Inmate tablet message analysis is in the ideation stage.

Department of Revenue (5 projects, 1 in production)

DOR has stood up an AI assessment team with representatives from every division who are trained in AI use, concepts, and security, and gather use cases for prioritization. With the CAIO, the agency is piloting AI pre-screening and summarization of deeds and is planning to do the same for property tax records, with humans making all final decisions. The Cannabis and Alcohol Regulation Division is piloting AI forecasting for discount-period liquor ordering, and a retrieval-augmented self-help product for staff and the call center is in the ideation stage.

Department of Transportation (4 projects)

Perplexity licenses are rolling out for personal productivity with CAIO Office training. The AI Office trained the MDT legal team on July 9 and identified a legislative session support

agent as a next use case pending license availability. Snowflake-assisted rate setting and an AI-assisted rewrite of a high-value legacy application are in the ideation phase.

Department of Natural Resources and Conservation (3 projects, 2 in production)

After multiple all-hands training sessions, staff across DNRC use Perplexity for drafting, public comment analysis, Python, ServiceNow, PowerShell coding, and contract pre-screening. Staff rehearse legislative testimony against AI-simulated committee panels. AI assistance for the new ServiceNow licensing and permitting workflows is in the ideation stage.

Department of Military Affairs (3 projects, 2 in production)

DMA has used redacted incident and investigation examples to update policies and procedures and link them to statewide policy, keeps a running Perplexity space for legislative tracking, and, with no software developer on staff, is experimenting with AI-assisted dashboard development.

Secretary of State (1 project, in production)

Claude proofed ballots for all 56 counties for the 2026 general election, saving about 130 hours of staff time that was redirected to proofing the UOCAVA electronic absentee system and other election preparation, with more thorough review than the manual process.

Agriculture, Livestock, and Public Health and Human Services (1 project each, ideation)

Agriculture is scoping out a generative AI assistant for its website to answer customer questions using agency content. Livestock is exploring Snowflake AI to query across its LIMS, Brands, and Animal Health systems for contact tracing and public information requests. DPHHS is running a customer-experience ideation effort aligned to its OGSM, mapping customer journeys to prioritize AI opportunities.

Agency Experience and Success

The Office of Agency Experience and Success (OAES) was established this quarter as the SITSD organization responsible for the agency experience with central IT. Executive leadership is in place; the Service Desk and Customer Success Managers are aligned under the office, effective September 21; and the office has been designated the organizational home for agency IT teams as they transition into SITSD. Work this quarter focused on establishing the leadership, operating model, and documented practices needed to onboard the first transition group in late October.

Travis Cottom was selected as Chief Agency Experience and Success Officer. OAES leadership began direct engagement with agency directors and CIOs to understand agency priorities ahead of integration.

Next Quarter

- Onboard the initial pilot transition group (targeted late October) into OAES, with agency IT teams moving intact and agency CIOs reporting to the Chief AX Officer.
- Complete strategic alignment reviews with participating agency leadership and translate agency roadmaps into service and integration priorities.
- Establish baseline agency experience metrics Board in December.