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14.81 %

Statistic Graph  
All mentions:



#	PRODUCT NAME	QTY	PRICE	TOTAL
1	ITEM 01	21	9.99\$	209.79\$
2	ITEM 02	4	5.5\$	22\$
3	ITEM 03	5	20\$	100\$
4	ITEM 04	12	40\$	480\$

Statistic Graph  
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Statistic Graph  
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Statistic Graph  
All mentions:



December 19

2024

# QUARTERLY REPORT

INFORMATION  
TECHNOLOGY  
BOARD

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## MEETING OVERVIEW



Thursday, December 19, 2024



10:00 a.m. – 12:00 p.m.



Members

Misty Ann Giles

John Daugherty

James Fehr

Braxton Mitchell

Beth McLaughlin

Austin Knudsen

Jerry Howe

Arthur Pembroke, Montana Association of Counties

Sean Higgenbotham, Cascade County

Ryan Osmundson

Elsie Arntzen

Laef Olson

Charlie Brereton

Jennifer Fielder

Christi Jacobsen

Daniel Zolnikov

Troy Downing

**Kevin Gilbertson - Chair**

Administration

Corrections

Environmental Quality

House Representative

Judicial Branch

Justice/Attorney General Office

Legislative Services

Local Government

Local Government

Office of Budget and Program Planning

Office of Public Instruction

Private Sector

Public Health and Human Services

Public Service Commission

Secretary of State

Senate

State Auditor

**State IT Services Division**

## October 17, 2024 Minutes

### Members Present

Carrie Albro, DPHHS

Sean Higginbotham, Local Government

Kevin Gilbertson, SITSD Chair

Kellee English, SOS

### Guests

Elle Arredondo, SITSD

Jessica Plunkett, FWP

Kari Hahn, DOA

Annie Murdock, SITSD

Diane Stuart, SITSD

Ashley Downing, SITSD

Michele Snowberger, SITSD

Partricia Trooien, PSC

David Swenson, MPERA

Errolyn Lantz, GOV

Chris Santucci, CISO

Katelyn Schaub, SITSD

Jeremiah Lute, DOA

### Welcome

- [\(00.00.03\)](#) Recording Announcement, CIO Support Staff
  - (00.00.40) Introductions
- (00.02.41) Chair Remarks, Kevin Gilbertson
  - (00.03.04) Review and Approve July 25, 2024 [Minutes](#)

### Business

- (00.03.55) Operational Overview, Kevin Gilbertson

### Discussion

- (00.19.00) Member Forum/Suggestions
- (00.19.00) Future Priorities
  - (00.09.11) IJJA Grants
- (00.19.00) Public Comment

### Adjournment (00.19.40)

- Next Meeting
  - December 19, 2024
  - 10:00 a.m. – 12:00 p.m.
  - Zoom Webinar

## AGENDA

### Welcome

- Recording Announcement, CIO Support Staff
  - Introductions
- Chair Remarks, Kevin Gilbertson
  - Review and Approve October 17, 2024, Meeting Minutes

### Business

- Operational Overview

### Discussion

- Member Forum/Suggestions
- Future Priorities
- Public Comment

### Adjournment

Next Meeting  
Thursday, March 20, 2025  
10:00 a.m. – 12:00 p.m.  
Zoom Webinar

## OPERATIONAL OVERVIEW

1. [Program Increment \(PI Planning\)](#)
2. [Enterprise IT Financial Workgroup](#)
3. [SITSD Executive Summaries](#)

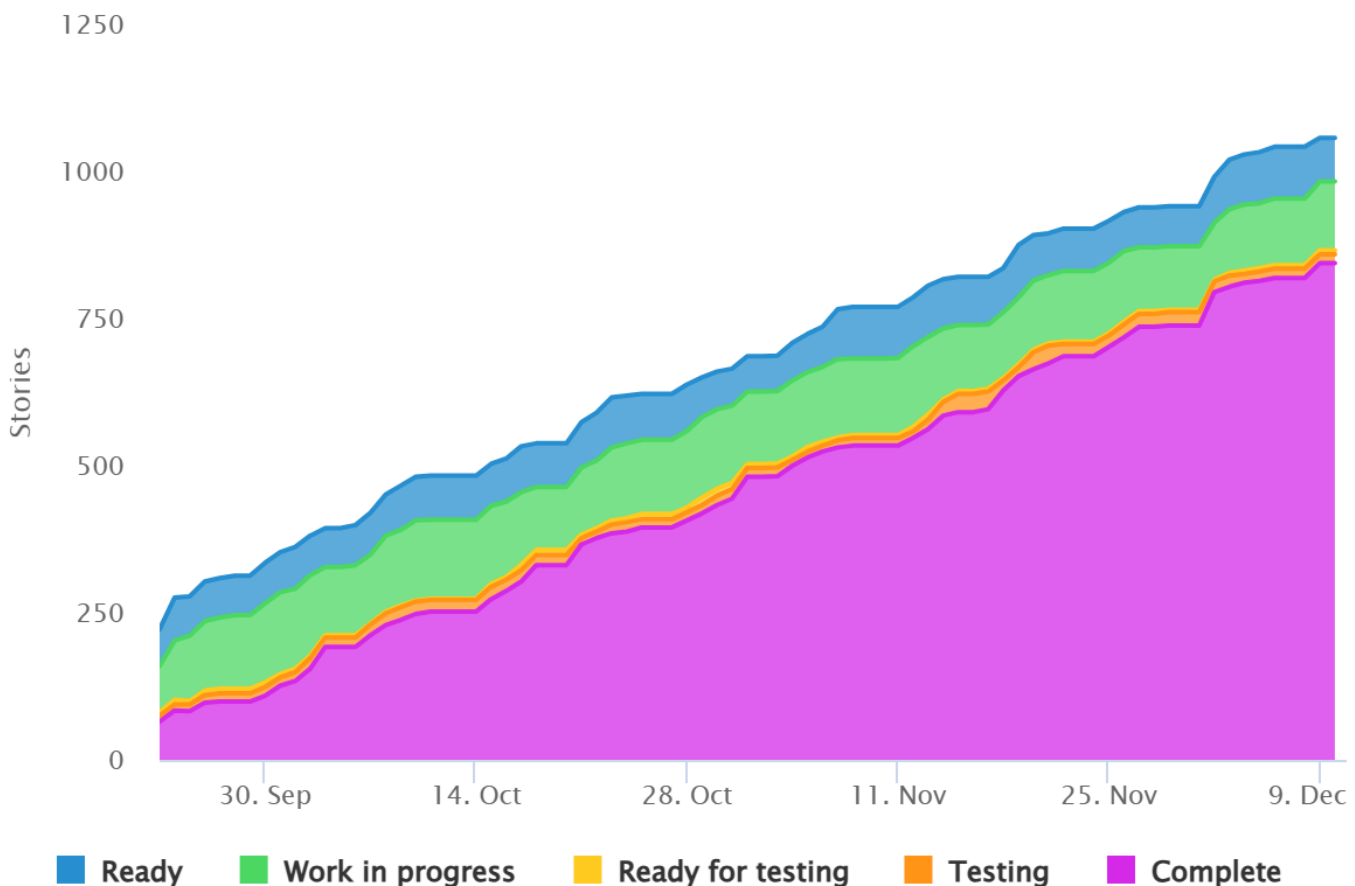
## SITSD Program Increment (PI) Planning

Our Scaled Agile Program Coach, Denise Adamson, has completed training sessions for all SITSD leaders and scrum masters.

SITSD is working toward fully utilizing the SAFe module in ServiceNow for planning, tracking, and reporting the work we are completing. The goal is to have the whole division using the SAFe module in ServiceNow by the end of this program increment (PI). Using this module will provide a variety of advanced tracking and visualization tools to support our implementation of the SAFe Framework. The visualization below is from the first sprint of this PI and is one example of our data visualization capabilities.

**Cumulative Flow Diagram** - A cumulative flow diagram below is used to visualize the flow of work through the states and the overall progress. Work efforts are depicted on the vertical axis, while the horizontal axis shows the timeline. The different colored bands represent the current state of work items.

- Ready:** Indicates the number of work items (stories) that are ready to start work on.
- Work In Progress:** Indicates the number of work items that are currently being worked on.
- Ready for Testing:** Indicates the number of work items that are ready to be tested.
- Testing:** Indicates the number of work items currently being tested.
- Complete:** Indicates the number of work items that are complete.



## Enterprise IT Financial Workgroup (EITFW) Overview

The Enterprise IT Financial Workgroup (EITFW) is a standing workgroup of the Information Technology Board to make recommendations regarding the financial impact of existing and proposed enterprise-based IT solutions for the State of Montana.

- Mission Statement: EITFW is a multi-agency advisory forum that will provide input on decisions impacting IT service offerings; including rate setting, utilization, and cost recovery.
- Goal 1: Review and advise on IT services and their corresponding rates based on need, projected utilization, and estimate of full costs to provide service.
- Goal 2: Review and advise on policies and procedures for the cost recovery of centralized IT services provided by SITSD.
- Goal 3: Review and advise on guidelines for consistent recording of IT expenses using the IT account codes established in MOM Policy 316.
- Goal 4: Collaborate with OBPP to maintain a framework for reporting statewide IT expenditures in Volume 10 of the Governor's Executive Budget.
- Goal 5: Provides a forum for collaboration between SITSD and agencies to improve billing efficiency and transparency.

SITSD finance has been working with Proven Optics on data gathering for the implementation of the Total Cost Model and Forecasting. The cost model will improve the visibility of understanding what goes into a rate and will help with tracking total cost of ownership of services. We are in UAT for the Budgeting and Forecasting model and are working closely with the Proven Optics on bugs and issues. We will begin UAT for the cost model once UAT for budgeting is complete. This system will replace Techbudget during our next budgeting cycle.

SITSDs budget was reduced by \$3.6M for the 2027B and will continue to work with agencies and internally in SITSD to determine if there are any contracts that can be reduced in cost or terminated. Most increases are coming from SITSDs vendors on software contracts that have been increasing around 10%. We will continue to communicate any changes that happen during our conversations with the budget office.

SITSD is continuing to grow the Enterprise IT Asset Management Community of Practice. Several learning opportunities and community sessions have been held. Topics that have been discussed are:

- ITAM best practices
- Maturing your ITAM program
- The future of AI in the ITAM industry
- Roles and responsibilities
- ServiceNow Tool HAM demonstration
- Mobile device ServiceNow tool demonstration

Future events:

- SAM Service Now Tool demonstration facilitated by our ServiceNow partners.

## SITSD Executive Summaries

1. [Technology Executive Summary](#)
2. [Security Executive Summary](#)
3. [Operations Executive Summary](#)
4. [Innovation and Transformation Executive Summary](#)
5. [Digital Infrastructure Executive Overview](#)

## TECHNOLOGY EXECUTIVE SUMMARY

The Technology Office at SITSD focuses on development and application hosting services for the enterprise. This quarter, the team has prioritized four key initiatives and two projects to enhance the organization's technological landscape. These projects aim to reduce technical debt, improve digital accessibility and usability, strengthen security measures, and streamline SITSD's internal operations.

### **Initiative – 508 Compliance Evaluations**

The United States Department of Justice recently issued a landmark rule under Title II of the Americans with Disabilities Act (ADA) mandating the accessibility of web content and mobile applications for individuals with disabilities. This final rule explicitly defines the responsibilities of state and local governments to ensure their digital platforms are accessible. In accordance with this directive, all State of Montana websites and applications must achieve Web Content Accessibility Guidelines (WCAG) Level AA compliance by April 24, 2026.

The Technology group has completed the prioritization of SITSD-managed websites and applications for accessibility compliance updates and has initiated work on critical elements, such as the Montana.gov template used across all public-facing digital assets. In the upcoming quarter, the team will continue updating these prioritized websites and applications, as well as evaluate agency sites upon request.

Moving forward, the group will develop a comprehensive strategic roadmap and establish an enterprise workgroup to collaborate with agencies. This approach will not only bring digital assets into compliance but also implement sustainable practices to maintain accessibility standards long-term. The focus will be on creating effective solutions and fostering ongoing collaboration to ensure continued accessibility across all digital platforms.

### **Initiative – Quality Assurance Program**

The Technology group has identified a critical gap in our development process regarding effective quality assurance (QA) and regression testing for websites and applications. In response, we have initiated the creation of a comprehensive Quality Assurance Program within the bureau. This program aims to enhance our QA capabilities across all development areas, with an initial focus on automating existing processes. The program will prioritize documenting and standardizing QA methodologies across all sections, ensuring consistency and efficiency. By implementing automated testing tools and frameworks, we anticipate significant improvements in test coverage, accuracy, and speed. This strategic approach will not only address the current gap but also establish a foundation for continuous improvement in our software development lifecycle, ultimately leading to higher quality products and faster time-to-market. As the program matures, it will expand its scope to encompass a wider range of QA activities, fostering a culture of quality throughout our development teams.

### **Initiative – Reduction of Technical Debt**

The Technology group has launched a comprehensive initiative to address technical debt across all platforms and applications, balancing immediate concerns with long-term strategic planning. This multifaceted approach has already yielded significant results, including the successful migration from obsolete storage hardware to new infrastructure, effectively mitigating the risk of data loss due to potential hardware failures. Concurrently, the team has made substantial progress in completing end-of-life server upgrades for numerous applications. To enhance future debt management efforts, the group is implementing a proactive strategy by integrating all applications into the Application Portfolio Manager (APM). This centralized system will enable efficient tracking of software and code versions, facilitating timely upgrades and reducing the accumulation of technical debt. By prioritizing these efforts, the Technology group is not only addressing current technical challenges but also establishing a foundation for sustainable practices that will ensure ongoing system reliability, performance, and scalability.

## TECHNOLOGY EXECUTIVE SUMMARY Continued

### **Initiative – Digitization of Business Processes**

The Technology group is actively expanding its collaborative efforts with state agencies to identify and implement opportunities for digitizing business processes through the ServiceNow platform. This strategic initiative leverages the platform's robust capabilities to streamline operations and enhance efficiency across various departments. Notable recent successes include the development of an automated Incident Reporting process and the Splunk Services workflow. The Incident Reporting process has significantly improved efficiency by automating approval and posting aspects, eliminating the need for email-based document circulation among multiple approvers. Similarly, the Splunk Services workflow has streamlined data ingestion into the Splunk platform, reducing the need for repeated back-and-forth communications between the Splunk team and their customers. This comprehensive workflow now encompasses all aspects of the fulfillment process, including necessary approvals, thereby expediting request completion. These improvements demonstrate the Technology group's commitment to optimizing state agency operations through innovative digital solutions, ultimately leading to enhanced productivity and service delivery across the organization.

### **Project – Enhance the Ability to Track Time**

The Technology group has launched a comprehensive initiative to enhance data-driven decision-making across multiple domains, including project prioritization, revenue generation, and staff utilization. Central to this effort is the ongoing development of critical enhancements to the existing Time Tracking application. These improvements will enable staff to more accurately categorize their time allocation between project-specific work, operational tasks, and time off. This refined categorization system will provide Executive Leadership with invaluable insights, facilitating more informed and strategic decision-making based on precise, real-time data. By implementing these enhancements, the group aims to optimize resource allocation, improve project management, and ultimately drive organizational efficiency. This data-centric approach not only supports current operational needs but also lays the groundwork for more agile and responsive strategic planning in the future.

### **Project – Website Migrations and Redesigns**

The Technology group has made significant strides in enhancing the utilization of the enterprise content management system, Cascade CMS, through collaborative efforts with multiple state agencies. A major achievement this past quarter was the successful consolidation of all Department of Commerce (DOC) websites into a unified platform, creating a comprehensive one-stop shop for Commerce programs and information. This consolidation streamlines user access and improves overall efficiency. Concurrently, the team is actively partnering with the Department of Revenue (DOR) and Montana Teachers' Retirement System (TRS) to facilitate their website migrations to Cascade CMS. This transition offers these agencies a more secure platform with enhanced SITSD support, while simultaneously reducing technical debt and eliminating redundant systems. By leveraging Cascade CMS across these agencies, the Technology group is not only improving digital infrastructure but also fostering a more cohesive and manageable online presence for state services.

# SECURITY EXECUTIVE SUMMARY

## Executive Summary

Over the past reporting period, the State of Montana's cybersecurity initiatives have achieved significant progress across multiple domains, including Security Architecture, Risk Management, Cybersecurity Operations, and Enterprise Security Compliance. Key accomplishments include advancements in vulnerability management, election security support, enhanced threat detection and response capabilities, and policy development. These efforts collectively reinforce the state's commitment to safeguarding citizen data and ensuring business continuity.

## Security Architecture

- Coordinated the implementation of Tanium Discover access for agencies to identify systems with missing agents.
- Developed a communications draft for agency engagement and provided guidance on Tanium tagging for future automation of vulnerability management.
- Initiated the Tanium Integrity Monitor workgroup and determined its best use case for virtual server environments.
- Addressed agency-specific issues, such as lab equipment segmentation concerns, and proposed temporary solutions to mitigate risks.
- Successfully renewed the Tanium contract with additional modules (Investigate and Engage) and ScreenMeet licenses.
- Supported election security by addressing vulnerabilities and ensuring readiness through collaboration with stakeholders.

## Risk Management Bureau

- Conducted multiple Risk Management (RM) workshops with agencies like DEQ, focusing on system risk assessments, accurate inventories, and gap analysis.
- Advanced policy development by reviewing and rewriting 16 control family base policies and completing the Acceptable Use Policy (AUP).
- Supported agency-specific initiatives such as Salesforce SSP development for OPD and vulnerability management standard implementation.
- Successfully launched the Archer test environment in the cloud to enhance risk tracking capabilities.
- Continued engagement with consolidated and non-consolidated agencies for tailored RM support.

## Cybersecurity Operations Bureau

- Resolved 161 phishing cases, blocked 187 IPs, 1,040 domains, and responded to 140 Recorded Future Alerts.
- Completed critical projects such as Splunk Proof of Concept (POC) deployment and Palo Alto upgrade.
- Decommissioned legacy systems like Tenable Security Center to optimize resources.
- Enhanced threat intelligence capabilities by integrating MISP with Splunk for automation and performing threat hunts that blocked multiple Indicators of Compromise (IOCs).
- Provided dedicated election support, ensuring incident-free operations during election day.

## SECURITY EXECUTIVE SUMMARY Continued

### Enterprise Security Compliance

- Finalized key policies such as Acceptable Use Policy (AUP) and progressed on privacy-focused policy development.
- Assisted Social Security Administration (SSA) with their security audit reviews and certification for HHS and DOA systems.
- Analyzed SOC 2 reports for third-party vendors like BusinessSolver and PayZang to ensure compliance with security standards.
- Onboarded new personnel to strengthen compliance efforts while maintaining focus on large-scale incident handling standards.

### Conclusion

The collective efforts across these bureaus demonstrate a robust approach to securing Montana's digital infrastructure. From proactive risk assessments to operational excellence in threat management, these accomplishments reflect a strategic alignment with the state's cybersecurity priorities. Continued collaboration across teams will further enhance resilience against evolving threats.

## OPERATIONS EXECUTIVE SUMMARY

### SITSD Service Desk

As the primary support layer for all agency IT and SITSD affiliated agencies, the Service Desk successfully resolved 3,825 cases in the prior quarter. CSAT for the prior quarter remained consistent at 4.61. CES increased slightly from 1.70 to 1.75. The Service Desk has been working diligently on prioritizing documentation and working with other internal teams to publish Knowledge Base articles to speed up case resolution at the tier 1 level.

### Customer Success Managers

The customer success managers (CSM) have maintained a consistent focus on cross-functional collaborations, facilitation of key initiatives and provided strategic support for SITSD teams and agency business partners. Key accomplishments over the prior quarter include general election support, agency budget utilization and a development of a CSM team charter.

### Network Operations and Security Center (NOSC)

Operating continuously, the NOSC, located at the State of Montana Data Center, is responsible for maintaining the security and smooth functioning of the State's computing and network systems. Over the prior quarter, NOSC has handled 2,025 phishing incidents and 1,040 other technical incidents.

### Enterprise Platforms

Desktop and the Enterprise Services teams continue to transition to an operational state for Tanium, the new enterprise desktop management and security tool. The overall implementation of Tanium has been successful with 16,000 registered devices. The Enterprise Applications team is wrapping up a substantial effort to replace Microsoft Identity Management with Syncpanel, which links SABHRS to Active Directory for account creation and status changes. The Desktop team worked with Asset Management and DLI to complete a large replacement of over 800 workstations and peripherals. The ServiceNow platform team has been working on a significant integration that takes scanned Livestock inspections and imports the data into their Brands app. The Enterprise Services team forwarded Secretary of State and SITSD Application Hosting team's Internet Information Services (IIS) logs to Splunk to allow SITSD's security monitoring team to adequately monitor, detect, and respond to cyber-attacks.

### IT Asset Management

The Enterprise IT Asset Management (ITAM) program continues to make significant progress in fostering collaboration and driving value across agencies. The ITAM Community of Practice has experienced continued growth, providing a vital platform for knowledge sharing and the development of best practices. Progress was also made in exploring and leveraging ITAM dashboards and reports within the ServiceNow tool, enabling enhanced visibility and actionable insights into asset management. Additionally, meetings with multiple agencies were conducted to support their transition into the ServiceNow Hardware and Software Modules. These meetings help to optimize ITAM programs and fully utilize the platform's capabilities to align with enterprise standards and objectives. These efforts collectively strengthen the foundation for effective IT asset management across the organization.

## INNOVATION AND TRANSFORMATION EXECUTIVE SUMMARY

The Innovation & Transformation Office at SITSD drives innovation, transformation, organizational change and improvement. Our team's mission is demonstrating sustainable excellence within state government and our vision is developing innovative solutions through collaborative partnerships.

### Transformation

In the area of transformation, the project managers/release train engineers continue to lead the Tanium implementation, the Risk Management Consolidation program, the DLI Services Discovery project in coordination with the Enterprise Service Lifecycle program. Additionally, this team provides support, training, and facilitation to SITSD in the domains of the scaled agile framework, cross-functional collaboration, and assisting with resolving issues and blockers.

### IT Contract Services

The Contracts and Vendor Management team manages the IT procurement process for STISD, from initial idea to contract close out. Additionally, this team provides support to agencies on behalf of IT acquisitions impacting the enterprise or individual agencies.

### Communications

The Business Communications Manager works closely with the release train engineers, scrum masters, and SITSD leadership to ensure initiatives are widely communicated across various audiences. The Business Communications Manager has also developed and is executing on an enterprise communication strategy to assist with information flow and address the need for impacted and interested staff to be informed about changes occurring.

### Training

The Training Coordinator has supported the Tanium implementation by facilitating and coordinating staff access to training. The first and second Tanium Essentials trainings went well. The training team is working with True Zero and the project team to solidify adding a Tanium Essentials training in October 2024.

The Training Coordinator has developed and successfully delivered multiple online and in-person IT training materials to support new software rollouts and end-user adoption. Access the full IT system training library here: [https://montana.servicenowservices.com/sp?id=kb\\_article&sysparm\\_article=KB0018237](https://montana.servicenowservices.com/sp?id=kb_article&sysparm_article=KB0018237)

### Enterprise Architecture

The Enterprise Architecture team has broadened its scope by incorporating Business Process Architecture management into its program area. This addition strengthens our Business domain capabilities and provides a more complete enterprise architecture framework. Additionally, we have implemented the Technology Reference Model (TRM), which serves as a standardized taxonomy for technology products and services across the enterprise. The TRM enhances technology governance and facilitates strategic planning by providing a common language and framework for technology decisions.

Application Portfolio Management (APM) continues to expand its coverage across the enterprise, now tracking 377 business applications, including HB10 initiatives. This comprehensive visibility enables informed decision-making for application rationalization, cloud migration, and strategic investments aligned with business objectives.

Our Configuration Management Database (CMDB) has undergone significant expansion, now encompassing all department endpoints and servers, with network devices scheduled for inclusion in the near future. This enhanced visibility provides valuable insights for infrastructure management and planning.

## DIGITAL INFRASTRUCTURE EXECUTIVE SUMMARY

### **Initiative– Cloud Platform Governance**

The Cloud Platform Governance Initiative aims to establish comprehensive guidance and standardized frameworks across our cloud service ecosystem. Through the advisement from the Technical Architecture Group, the goal will be to enhance operational efficiency, security, and service delivery by formalizing governance protocols, developing standardized deployment guidelines, optimizing service offering consistency, and implementing best practice frameworks.

### **Project– WAN Network Upgrades**

SITSD has completed upgrades to 114 sites and is currently in the process of upgrading a total of 139 sites across the state. The state will continue to work with telecom providers to upgrade additional sites that align with agency needs. As part of the WAN upgrades, 100 WAN sites are also being configured with SD-WAN. Of these 100 sites, 62 are complete. A full list of the sites planned for upgrades and their status is available on the SITSD Services Portal.

### **Project– State building projects**

SITSD Digital Infrastructure has assisted various agencies with remodeling efforts to maximize and update existing State space. SITSD Network Operations and Voice Operation teams have managed, installed, and conducted cabling and VoIP phone moves for DOJ, HHS, Legislature and the Museum. Each project are as follows:

- Mazurek is in final stages
- Cogswell Lab phase one (C wing) is completed
- Old Board Of Health (Leg IT) completed
- Museum ongoing to end of 2025

### **Initiative – Process digitization**

The Digital Infrastructure office is continuing to identify repeatable processes throughout the bureau to automate those processes. This effort is to provide faster response times to customers and allow for documented and consistent configurations throughout the environment. In addition to the automation efforts, updating practices that better align with customers current processes and streamline self-service offerings.

## LEGISLATIVE FINANCE COMMITTEE

### CIO Report – Fiscal Year 2025 Quarter 1 (July 1 – September 30, 2024)

#### Exceptions Granted to State Agencies (2-17-515, MCA)

1. None

#### Information Technology Projects (2-17-512, MCA and 2-17-526, MCA)

1. The information technology project portfolio report, supplemental reports, and post implementation reports are located at <https://lfcreports.mt.gov>.

#### Policy Changes (5-12-205, MCA)

1. Critical and High Vulnerability Management Standard

#### Information Technology Procurement Requests (ITPR)

1. Total Number of ITPRs\* – 269
2. Denied ITPRs – 0
3. Total Costs – \$261,591,398,41
4. Annual Ongoing Cost – \$41,513,072.27
5. ITPRs with \$0.00 Cost – 45

\*Includes ITPRs submitted with only \$1.00 reported as cost.

#### Agency Procurement Report

1. Total number of IT items purchased – 1,472
2. Total amount of IT items purchased - \$831,029.60
3. Agencies – FWP, ART, AGR, BPE, GOV, HIS, LIV, MDT, SAO, DOR, COR, MSL
4. Items included - Desktop PCs, Approved Software, non-networked prints, PC accessories, UPS

## LEGISLATIVE FINANCE COMMITTEE

### Project Portfolio Summary – Fiscal Year 2025 Quarter 1 (July 1 – September 30, 2024)

#### 59 Total Projects

- 45 Green Overall Health Status Projects
- 12 Black Overall Health Status (This status is defined as a project that has been funded but does not have a charter or security plan in place)
  - AGR – SAFHER Federal System
  - COR – Offender Management System Implementation
  - DNRC – Fire Financial Information System
  - DNRC – FSO Financial Management System
  - DNRC – TLMS Customer Portal
  - HHS - EBT Replacement
  - HHS - Facilities Electronic Health Records & Billing System (EHR)
  - HHS – Interoperability – Integration (MES)
  - HHS – Interoperability – Mobile Engagement (MES)
  - HHS - Pharmacy Benefits Management System Replacement (MES)
  - HHS – SEARCHES Replacement
  - HHS – SNAP Employment & Training
- 2 Yellow Overall Health Status (Supplemental Reports Located in Dashboard)
  - DEQ – Coal Information Management System (CIMS): Phase 1
  - FWP – ExploreMT
- 0 Red Overall Health Status (Supplemental Reports Located in Dashboard)
- 11 Total Closing Projects
  - DNRC - Water Rights Information Systems II
  - DOA – Montana Cybersecurity Enhancement
  - DOA – Local Government Service CRM
  - HHS – Care Management – Release 2.5b (MES)
  - HHS – Care Management Enhancement: Assessment (MES)
  - HHS - CHIMES Resource Referral Engine – Phase 2
  - HHS – Electronic Visit Verification – Release 2 (MES)
  - HHS – System Integration Services – High Availability Phase 1 (MES)
  - SAO – Securities and Insurance Investigations Management System (SIIMS)
  - SOS – ElectMT
  - STF – Insurance Policyholder and Agents Portals