STATE OF MONTANA
DEPARTMENT OF ADMINISTRATION
INFORMATION TECHNOLOGY SERVICES DIVISION

Brian Schweitzer
Governor

State Of Montana

Agency Biennial Report Template

FOR FY2010

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INFORMATION TECHNOLOGY SERVICES DIVISION

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EXECUTIVE SUMMARY

In less than a page or two, summarize the three sections of your biennial report. This is an overview of the highlights, a summary of the specifics. Describe the overall benefits realized by customers. Include a count of how many initiatives from your 2008 plan and 2009 update were completed, substantially completed, deferred, delayed, cancelled, or remain on-going by design. Indicate the number funded, partially funded, and unfunded.

Most of our smaller initiatives (in-house) were completed. Our big database project has been deferred due to staff time constraints and a shift in focus to completing the conversion to online grant applications and management. So the in-house database remains on-going but slightly delayed. The online grant application is ahead of schedule. Staff training is continuing in the different modules of the process. All new applications and reporting is online. Contracts and management will be online as the staff is trained to accomplish this.

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Complete this section by copy and pasting the Goals and Supporting Objective/Actions listed in section 4.1 of your agency's 2008 plan. After each supporting objective, insert the two additional questions for accomplishments and status. Answer these two questions.

1.1 Goals

Goal Number 1: (taken from 2008 plan and 2009 update)

ITG 1	General Agency Technology Adequate core funded staff, Additional FTE for database support, Staff training, SAHBRS, Hardware & Software, Green Initiatives, Web Site	**ITG 1**	<Title>

Description: This objective covers the agency's ongoing, day-to-day business needs. As the agency's duties continue to grow and evolve it is apparent more staff is needed. Individuals within the agency are being promoted and given additional duties as best suits their particular strengths. More staff is needed to cover their previous duties as the agency expands into more complicated IT endeavors.

Provide the opportunity for a minimum of one major training session per year and include staff training for managing technology in a modern paperless world. (Including Dec 2007 webinar by Michael C. Gilbert & The Gilbert Center)

Continued training and evaluation of office procedures to ensure accurate and timely budget transactions in SABHRS with the ultimate goal of an unqualified audit. ("unqualified" means "good" in auditorese and MAC was successful in this goal for

FY2006 & 2007).

Obtain, maintain, support, and continually improve the hardware and software necessary to support the agency mission. Utilize software appropriate to efficiently accomplish mission; upgrade software at appropriate frequency. Continue to acquire IT exceptions as needed. Upgrade software as needed including (but not limited too) upgrading Office as applicable and keeping software versions no more than one generation old.

Obtain new hardware as necessary including scanners, fax & other related equipment. Make assessments and alterations based on multiple needs including changing job requirements, evolving technologies & ergonomics.

Determine best use of technology to support appropriate records management as required by state law. Replace all computer hardware every four years per state policy.

Upgrade all hardware in a timely manner and replace hardware with energy efficient and green hardware when possible. Utilize ITSD contracted services to determine best and most efficient way to do this including rebuilding and/or altering existing machines and purchase of new equipment. Research and implement other green technology including training staff in appropriate machine usage, use of "smart plugs" and replacement of all CRT's with LCD's.

Maximize web-based usage to increase impact to constituency and decrease staff time to maintain.

Benefits: Efficiency, reduced staff turnover, high-quality interactions with public. See Montana Creativity at Work Operational Blueprint for 2008-2013

Does this goal support the State IT Strategic Plan? If so, how? State government will meet citizens' expectations for the reliable and timely delivery of quality services and information. IT will be well managed and used efficiently.

Supporting Objective/Action

ITO 1-1 <Title>

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): ongoing.

Supporting Objective/Action

ITO 1-2 <Title>

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):

Goal Number 2: (taken from 2008 plan and 2009 update)

ITG 2	Agency & Grants Management Database: Assessment, restructuring, design, analysis, conversion, testing & success.	**ITG 2**	<Title>

Description: Grants management. Prepare lists, as needed, from database. Including accurate email lists, mail merges & phone lists for legislators, state government agencies & others as required. Consider database needs including: crafts marketing, artists in residency, folk artist registry, e-commerce, contact information update & on-line grants program. Originally it was proposed that the database back end by restructured and the agency would continue to use the existing forms and front end. Upon further analysis it became apparent the existing forms and front end would not be adequate to handle the re-design. Reduce dataentry & effort duplication, streamline applications, create web-based application process. This will be used as a model for other state arts agencies since no similar fully-integrated program currently exists. Based on the new database system (in development) provide a web-based, password-protected summary of grant process for each grantee providing them with upcoming deadlines, links to appropriate final report forms or applications & grant payment history. For additional timelines and documentation, please contact agency staff.

Implements State IT Goals/Initiatives By: State government will meet citizens' expectations for the reliable and timely delivery of quality services and information. IT will be well managed and used efficiently.

Supporting Objective/Action

ITO 2-1 <Title>

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):

Supporting Objective/Action

ITO 2-2 <Title>

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%):

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):

SECTION 2: IT INITIATIVES STATUS UPDATE

Complete this section by copy and pasting the IT Initiatives listed in section 7.1 of your agency's 2008 plan. After each initiative, insert the two additional questions for status and funding. Answer these two questions.

2.1 IT Initiatives *(Taken from 2008 plan and 2009 update)*

Title: Database

Description: This was originally a two-part plan involving the development of a database and the development of an e-grants program. The funding for the database development was granted by the legislature in 2007. After analysis, it became clear that the existing Access-based front end forms would not be adequate. It was also clear it would be practical to have certain parts of the e-grants program analyzed and developed alongside the new database in the current biennium so the scope of the project changed a bit and the first phase will include database development including the database portion of e-grant development and prototyping for the new front end forms for the agency. Phase two will follow up with any additional work as needed and the development of forms and procedures for the on-line e-grant process. The analysis portion of this project has been very intense but with the assistance of ITSD we have been able to rethink our entire workflow and really continue to streamline and improve our agency processes.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): delayed

Funding (funded, not funded, or partially funded):

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2008 IT plan.