Appendix A:

Appendix A, provided in November 2010, serves as an update to the Commerce 2010 IT Strategic Plan. Its intention is to present new objectives or an update to those original objectives that have had a significant revision.

ITO 1-8 Housing Division – Mortgage Loan Processing (NEW)

Objective business requirements or problem: This objective is to further analyze the costs, benefits and implications of developing a capability in the Housing Division to service mortgage loans. A critical piece of this process will be determining an appropriate software application to manage all aspects of the servicing process.

Benefits: Several Board servicers are not continuing to service mortgage loans as part of their business model. The result is having most of the Board's loans being serviced by a handful of servicers. If the capacity is developed in house to do at least a portion of our own servicing we are in a position to take over servicing, if one or more of our major servicers exit the business. Managing this risk is critical to the success of our loan programs and the mortgage clients that have a Board loan.

Risks: There are no or very minimal risks associated with analyzing the expansion of existing Housing Division capabilities to include mortgage loan servicing.

Timeframe: FY11.

Critical success factors: A thorough business case is developed to provide executive management adequate information to make an informed and strategic decision.

Est. Cost: $N/A Timeframe: FY11 EPP/Budget Ref: Base

ITO 1-11 MPD - Ongoing .NET Conversion (CHANGED)

Objective business requirements or problem: The Montana Promotions Division has over the last 4 years been converting portions of our Web pages and hosting infrastructure to .NET. This item is being updated to reflect additional funding and the desire to complete this project at any earlier time. The work to complete this will be further divided into two phases, or scopes of work although portions of the work will be performed concurrently. Phase I will address the search functionality, and results and records pages. Phase II will address the dynamic web pages, and administrative functions.

Benefits: Our current ASP web environment is no longer supported by Microsoft. .NET is more robust and will allow us to utilize new features and components developed exclusively for .NET. It will also provide us with a more secure site.

Risks: The changes to this site will need to be carefully managed to ensure the availability and functionality of the site is not impaired as changes are made, and that conversion activities do not stop progress on new site development if needed during this time. Additionally, coding standards will need to be set and followed to ensure best practices are employed to keep the site and state enterprise secure.

Timeframe: FY11-FY12.

Critical success factors: Web site conversion and enhancements are performed with little disruption to the availability of the live/production web site, and the project is finished according to the budget and schedule set forth.

Est. Cost: $200,000 Timeframe: FY12 EPP/Budget Ref: Base

ITO 2-5 MPD – Tourism Client Interface (CHANGED)

Objective business requirements or problem: The MPD plans to develop a secure Web based (thin client) application to allow our businesses and property managers to update portions of their record on visitmt.com. The application will access the Oracle database that is used to build the dynamic pages of our Website. Additionally, the survey support functionality that is used to solicit updated information will be

replaced.

Benefits: Will provide better customer service to our tourism partners who have been requesting this functionality for some time. It will also serve our Web site users better by having enhanced and timely travel planning information on our site and reduce the amount of internal staff time required to keep this information up to date.

Risks: The application must be secure to ensure additional risk to the state network is not introduced.

Timeframe: FY12.

Critical success factors: This application will be in production by June 30, 2012.

Est. Cost: $213,000 Timeframe: FY12 EPP/Budget Ref: Base

ITO 1-15 BRD – Software Replacement (NEW)

Objective business requirements or problem: The Micro Business Finance Program (MBFP) contracts with Micro Business Development Corporations (MBDCs) who loan state funds to Montana-based micro-businesses throughout Montana. The MBFP and MBDCs have used a software product called ARTA since the mid 1990's to produce Montana law compliant loan documentation and support their lending activities. This software has a new version currently available called Compliance One which is commonly used by Montana banks. MBFP intends to implement this newer generation of the software within its network of MBDC clients.

Benefits: Provide standard documentation for tracking, and the production of required legal documents throughout the network. The new software provides numerous efficiencies, and the software is substantially less expensive when purchased for the entire network of MBDCs. Additionally, all MBDCs would be using the same software which would lessen training costs, and improve business process efficiencies within the network.

Risks: Risks would be minimal as this function is currently being performed, the MBDC network is experienced in the use of the existing software, and the COTS product is mature.

Timeframe: FY11

Critical success factors: This application will be in production by June 30, 2012.

Est. Cost: $5,000 Timeframe: FY 2011 EPP/Budget Ref: N/A