Presentation to the 2019 Health and Human Services Joint Appropriation Subcommittee

Technology Services Division
Operation Services Branch
Department of Public Health and Human Services

The following topics are covered in this report:

- Overview
- Summary of Major Functions
- Highlights and Accomplishments during the 2019 Biennium
- Funding and FTE Information
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Overview

The Technology Services Division (TSD) is the "computer shop" for DPHHS and manages the various computer systems and applications that support DPHHS. The mission of TSD is to provide efficient and effective Information Technology (IT) to DPHHS 24 hours a day, 365 days a year.

DPHHS has some of the most complex and resource-intensive IT systems in the state. DPHHS runs over 150 major separate computer applications that enable it to manage programs that protect children and adults, improve public health, and provide health care, food, and other forms of assistance. It is a primary user of the State of Montana Mainframe, with the state's child welfare system (CAPS) and the child support enforcement system (SEARCHS) operating on the system. Without effective IT operations, DPHHS would not meet its mission of protecting and improving the health, well-being, and self-reliance of all Montanans.

TSD provides these major services:

- Computer Administration and Support provides maintenance and administration of desktop, laptops, mobile devices, and associated software. TSD manages over 3,200 personal computers in addition to over 450 tablets and various mobile devices.

- Helpdesk Service supports over 3,000 employees using computers and systems.

- Network and Communications administers the high-speed computer network and phone services to 110 separate locations across the state. The reliable high-speed network allows DPHHS to implement innovations such as video learning system, remote desktop management tools, phone systems, desktop video conferencing, document imaging, electronic health records, and remote medical imaging.

- System Development oversees development, programming, and implementation of new systems.

- System Operations is responsible for the maintenance and operations of various systems, including legacy applications.

- Security and Compliance conducts IT system security risk analyses and assessments of system. They implement and enforce policies and procedures to protect the systems used by the department.

- IT Contract Management is responsible for the management of various contracts for IT services and external vendors in support of department applications and systems.

Summary of Major Functions

The department must acquire and maintain the adequate number, type, and quality of IT resources needed to support its systems. IT resources, including staff, hardware and software tools, must be maintained at the appropriate levels to adequately provide this support. IT resources must be responsive and provide the required availability and redundancy in a cost-effective manner.

Network and Communications

The Network and Communications Bureau provides desktop user support and administration. It is also responsible for managing network and phone services, file servers, desktop applications, user provisioning, and operational security.

Technology Services
The Technology Services Center (TSC) provides technical support and resources for over 3,000 department employees and 5,000 non-employees, professional service providers, and internet users that use or interact with the department's services. These services include help desk, basic desktop and application support, mainframe support, and mid-tier server operations support for the department. Approximately 3,100 requests for help are opened per month at the TSC. It is the goal of the TSC to resolve as many customer requests as possible during the initial call. The first call resolution rate of the TSC is currently 76%.

Network and Communications Support
Network and Communications Support (NCS) administers desktop computers. NCS deploys operating systems, software applications, and software updates. NCS also manages network connections for the department and oversees phone systems requests working with DOA/SITSD. NCS monitors compliance settings on desktops and manages the hardware and software inventory installed on computers.

Network Security
The Network Security Unit (NSU) provides operational security services, such as monitoring and alerting from various monitoring tools deployed by DPHHS and DOA/SITSD. NSU also responds to all access requests and works with the data owner to appropriately grant and rescind access to department systems.

Information Systems

ISB's primary functions are application development and system operations. It is responsible for internal computer programming and developing custom programs for DPHHS. ISB also operates and manages servers and databases used by the department to run a majority of its applications.

Computer Application System Development and Support
The Application Development and Support Sections (ADSS) develop, enhance, and maintain applications that support the department's business functions. This focus includes defining enterprise architecture to provide common business services across multiple divisions.

Computer Application and Database Hosting
The Database and Web Group (DAWG) Section provides Oracle Database Hosting and Web/Application Server administration. The DAWG configures and manages database and web/application servers. Hosting services include production support of online and batch processing, and 7x24 on-call support for applications that require it.

Compliance and Security Office (CSO)
The Compliance and Security Office is responsible developing an information security program that follows the National Institutes of Standards (NIST) risk management framework. This work includes developing information security policies, conducting information security risk assessments, and ensuring the department complies with information security regulations and policies. The CSO is also responsible for IT procurement management, IT contract management, and managing federal Advanced Planning Documents (APDs) for the department's applications.

Highlights and Accomplishments During the 2019 Biennium

Information technology is an essential tool used to support and improve DPHHS program service delivery. The department has found ways in which information technology can add value to its business functions. Examples include document management, document imaging, system integration, web-based applications, internet portals, and public/provider access.

Technology Support Service Portal- DPHHS Self Service Portal
To provide better support and operational efficiency for DPHHS staff across the state, the Technology Services Division implemented the DPHHS Self Service portal. This portal provides the ability for staff to submit service tickets for email, network, account access, hardware request and support, along with mobile device support. In addition, the service desk recently implemented a new call center platform via Avaya Red that allows for custom scripts and increased operational data to help ensure appropriate staffing and issue escalation.
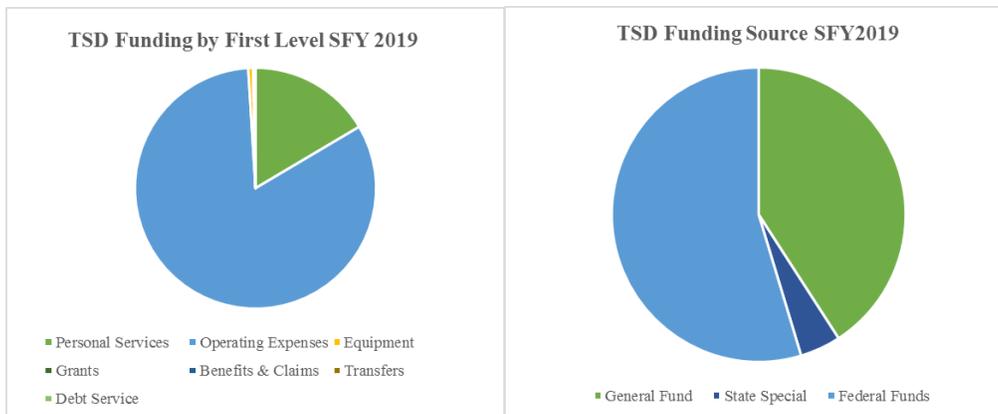
DPHHS Active Directory Migration
In response to the Governor's Executive Order on IT Convergence, the Network and Communications Bureau (NCB) migrated over 3000 DPHHS workstations from the department-only Active Directory to the State Enterprise Active Directory. This complex project required team members to visit each office across the state to individually migrate each workstation. Security groups were updated for each user and workstation. The service desk also handled thousands of calls related to the move. The Department met the Governor's timeline and due to the efforts of the IT team, or systems are much more secure.

Network Security Unit Enhancements
DPHHS's Network Security Unit (NSU) enhanced IT security in our two major risk areas: access control and vulnerability management. NSU addressed access control by improving logging and auditing using SPLUNK, a security information and event management tool. The tool alerts NSU when access issues are identified in CHIMES and other DPHHS applications. Eventually, all DPHHS web applications will be covered. To identify security vulnerabilities, NSU implemented quarterly scanning of all DPHHS applications using a state-of-the-art scanner. The security vulnerabilities found are tracked by NSU, which drives development teams to fix the issues quickly.

Funding & FTE Information

Technology Services	SFY 2019 Budget	SFY 2020 Request	SFY 2021 Request
FTE	66.60	66.60	66.60
Personal Services	$5,094,596	$5,901,703	$5,900,244
Operating Expenses	$25,523,335	$25,711,066	$25,713,691
Equipment	$209,206	$209,206	$209,206
Grants	$0	$0	$0
Benefits & Claims	$0	$0	$0
Transfers	$0	$0	$0
Debt Service	$91,266	$91,266	$91,266
TOTAL COSTS	$30,918,403	$ 31,913,241	$ 31,914,407
	SFY 2019 Budget	SFY 2020 Request	SFY 2021 Request
General Fund	$12,630,821	$13,002,045	$13,002,633
State Special	$1,385,998	$1,661,366	$1,661,184
Federal Funds	$16,901,584	$17,249,830	$17,250,590
TOTAL Funds	$30,918,403	$31,913,241	$31,914,407

TSD Funding by First Level SFY 2019

Personal Services ■ Operating Expenses ■ Equipment
Grants ■ Benefits & Claims ■ Transfers
Debt Service

TSD Funding Source SFY2019

General Fund ■ State Special ■ Federal Funds

Change Packages

Present Law Adjustments:

SWPL 1 – Personal Services
The budget includes $807,107 in FY 2020 and $805,648 in FY 2021 to annualize various personal services costs including FY 2019 statewide pay plan, benefit rate adjustments, longevity adjustments related to incumbents in each position at the time of the snapshot, and vacancy savings.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2020	$290,559	$258,274	$258,274	$807,107
FY2021	$290,032	$257,808	$257,808	$805,648
Biennium Total	$580,591	$516,082	$516,082	$1,612,755

SWPL 2 – Fixed Costs
The request includes $186,867 in FY 2020 and $189,283 in FY 2021 to provide the funding required in the budget to pay fixed costs assessed by other agencies within state government for the services they provide. Examples of fixed costs include liability and property insurance, legislative audit, warrant writer, payroll processing, and others. The rates charged for these services are approved in a separate portion of the budget.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2020	$80,353	$16,818	$89,696	$186,867
FY2021	$81,393	$17,035	$90,855	$189,283
Biennium Total	$161,746	$33,853	$180,551	$376,150

SWPL 3 – Inflation Deflation
This change package includes an increase of $864 in FY 2020 and $1,073 in FY 2021 to reflect budgetary changes generated from the application of inflation to specific expenditure accounts. Affected accounts include those associated with the statewide Motor Pool operated by the Department of Transportation.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2020	$312	$276	$276	$864
FY2021	$387	$343	$343	$1,073
Biennium Total	$699	$619	$619	$1,937