OFFICE OF LEGISLATIVE INFORMATION SERVICES

MONTANA LEGISLATIVE BRANCH

INFORMATION TECHNOLOGY PLAN:

2025 Biennium

A REPORT TO THE 68TH LEGISLATURE FROM THE LEGISLATIVE BRANCH INFORMATION TECHNOLOGY PLANNING COUNCIL

INFORMATION TECHNOLOGY PLANNING COUNCIL

ITPC

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Advanced Technology Service Manager

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Financial Services Manager

ALEXIS NEWCOMER
Committee Secretary

2022 - 2023

FROM THE CHIEF INFORMATION OFFICER

The Legislature is, at its core, an information processing organization. The businesses of lawmaking, analysis, and oversight are all centered on the ability to process and disseminate information. In the age of advanced and ever-changing technology, the Office of Legislative Information Services (OLIS) exists to enhance the Legislative Branch's ability to gather, process, and distribute increasing amounts of legislative information quickly and accurately.

The 2025 IT plan represents OLIS's ongoing commitment to providing the Branch with the best information technology and communications services available. An extensive strategic planning process was conducted to build the 2023 IT Plan. Early in the implementation phase of this plan, we realized it was going to be challenging to complete the work identified in new initiatives, ongoing projects and system maintenance and operations under normal conditions. The global pandemic altered our ability to strictly focus on the initiatives identified and required us to address completely new challenges of a mobile environment and hybrid (remote and in-person) meetings. The 2025 IT plan takes over where the 2023 IT plan left off and gives OLIS a more

tactical focus while we continue to work to finish replacing antiquated systems, improve and enhance new systems, and perfect processes and user support.

The 2023 biennium has proven to be one of the greatest challenges an IT department can experience, from quickly moving to a nearly 100% mobile environment to supporting a hybrid Legislative Session. The demands for creativity and flexibility were great. Evolution occurred rapidly to not only keep staff safe during a global pandemic, but also focus on on-going projects and continue top-rated customer service. We recognize the need to continue the efforts identified in the 2023 IT Plan to move Branch services to the next level.

My staff and I are proud to work for, and to be a part of, the Legislative Branch. We are proud of the accomplishments in the light of everything the Branch has been through and welcome the challenges of moving the state of Technology and Communications another step forward. We have developed this plan to guide our work for the biennium and lay a strong foundation for continued service excellence.

Dale Gow

Chief Information Officer
Legislative Service Division

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INTRODUCTION & BACKGROUND

The Office of Legislative Information Services prepared this 2025 Biennium Information Technology (IT) Plan for presentation by the Legislative Branch Information Technology Planning Council (ITPC) to the Legislative Council. This plan represents a coordinated effort to identify and respond to the current and future technology and communication needs of the Legislative Branch. The structure and function of the Legislative Branch are prescribed by constitutional law, statutes, and legislative rules as provided in 5-2-504, MCA. The principal entities of the branch are:

- Senate (SEN)
- House of Representatives (HOU)
- Legislative Services Division (LSD)
- Legislative Fiscal Division (LFD)
- Legislative Audit Division (LAD)

The Legislative Branch's responsibilities include areas such as lawmaking, appropriation, taxation, oversight of the Executive Branch, and representation of local interests. The primary function of the Legislature is lawmaking, which consists of the drafting, consideration, voting on, and passage of bills. Other responsibilities of the Legislature that support its primary function include research, fiscal analysis, legislation and policy development, information distribution, audit, and business and administrative services. The Legislative Council is the administrative committee for the Legislative Services Division, and provides ongoing leadership, direction, and foresight for the efficient operation and improvement of the Legislative Branch. It also serves as the approving authority for the IT Plan and budget.

PURPOSE OF THE INFORMATION TECHNOLOGY PLAN

In 1989, the Montana Legislature adopted a comprehensive set of laws governing IT planning in the Legislative Branch (Title 5, chapter 11, part 4, Montana Code Annotated (MCA): "to establish a mechanism for information technology planning encompassing broad policy needs, long-term direction for information systems use, and the effective implementation of a detailed plan for the legislative branch" (5-11-401, MCA)).

The Legislature created the Legislative Branch Information Technology Planning Council (ITPC) to develop and maintain a branch information technology plan.

The Legislative Branch uses a centralized internal information services staff in OLIS, which is overseen by the Legislative Services Division. OLIS is responsible for the developing, implementing, and maintaining the IT and communications infrastructure for the Branch. The office is led by the Chief Information Officer of the Legislative Branch, who is also responsible for the development and implementation of the IT Plan.

Membership

Members of the Planning Council represent all divisions of the Branch, and the House and Senate:

- the Secretary of the Senate;
- another representative of the Senate, designated by the President;
- the Chief Clerk of the House of Representatives;
- another representative of the House designated by the Speaker;
- the Executive Director of the Legislative Services Division, who chairs the Planning Council;
- the Legislative Auditor;
- the Legislative Fiscal Analyst;
- the Consumer Counsel;
- the Chief Information Officer of the Legislative Branch; and
- a person designated by the Director of the Department of Administration to represent the IT responsibilities of the department, who serves as a nonvoting member of the ITPC.

EXECUTIVE SUMMARY

The development of the IT Plan, which serves at the strategic plan for OLIS, began in January 2020 by conducting a comprehensive assessment involving stakeholders, customers, and Legislative Branch staff to gain an understanding of the current conditions, risks and issues, challenges, and opportunities we face in the coming biennium. The results of the extensive planning completed for the 2023 IT Plan identified several key areas that needed addressed to replace antiquated systems, enhance on-going projects, and continue improvement of maintenance and operations.

In a normal planning cycle, this was easily seen as an aggressive amount of work to be completed. Then, what occurred was anything but normal. As a result of the global pandemic, OLIS had to pivot and meet unknown challenges in order to support a completely mobile workforce, a hybrid communication environment, and remote participation in the Legislative processes. What started out as a 2-year IT plan has become a 4-year IT plan that remains very relevant to the work that needs to be completed for the 2025 biennium.

The 2025 IT plan will be more tactical in nature and focus on completing work previously identified. The methodology and a more in depth look at the key findings from this need assessment can be found in Appendix A.

HIGHLIGHTED FINDINGS

CURRENT CONDITIONS:

BUSINESS ENVIRONMENT:

Because of the branch's 2-year business cycle and the operational necessity of not making major changes during a legislative session, the branch only has 18 months between sessions to make major enhancements. During the 2022 interim, the response to the global pandemic moved the OLIS workforce to their homes for remote work and accelerated the need for remote support and services such as video conferencing, cloud-based collaboration tools, and VPN access.

ORGANIZATIONAL ENVIRONMENT:

OLIS is organized into three sections, the Advanced Technical Services Section, managed by Sky Foster; the Applications Development Services Manager, managed by Emil Glatz; and the Operations Services Section, managed by Lindsey Krywaruchka; and all three sections are overseen by Chief Information Officer Dale Gow. In all, a total of 24 FTE work for OLIS. The Information Technology Planning Council (ITPC) provides oversight for the work of OLIS and all other IT work within the Legislative Services Division, led by the Executive Director, Jerry Howe.

EXTERNAL IMPACTS:

The Legislative Branch coordinates regularly with external organizations such as the Executive Branch, the Judicial Branch, the Montana University System, and local governments. This coordination is typically done through active participation on the following external group:

> **Information Technology Board (ITB):** The ITB, created by the 2001 Legislature, provides a forum to guide state agencies and local governments in the development and deployment of intergovernmental IT resources. The ITB also advises the Department of Administration on statewide IT standards and policies, the state strategic IT plan, major IT budget requests, rates and other charges for services established by the department.

OUTSOURCING:

The Branch uses external IT resources (outsourcing) for major enhancements and to implement new technology for which the internal staff has not been trained. Often, the planned enhancements require more time than staff has available, thus making outsourcing necessary. The branch also uses external resources for staff augmentation for session buildup and support.

OUTDATED AND ANTIQUATED TECHNOLOGY:

This remains in use in limited cases. We refer to this technology as "legacy systems". and the term refers generically to various applications and databases. The specific applications and databases are part of the Outcomes and Projects where specific information is included with the desired outcomes and a legacy system is indicated with an asterisk (*).

MODERN TECHNOLOGY:

Branch employees are amenable to using more modern technology in areas such as video conferencing, electronic forms, social media tools, and data analysis and visualization.

INFORMATION MANAGEMENT:

Continued focus on enterprise solutions

RISKS & ISSUES:

The risks and issues below are a summary of the current risks and issues impacting the business, organizational, and technical environment in which we operate.

RISK:

LOSS OF INSTITUTIONAL KNOWLEDGE DUE TO RETIREMENT AND TURNOVER

MITIGATIONSTRATEGY:

Key retirements have or will occur in this biennium and OLIS personnel must compensate for the loss of institutional knowledge by ensuring proper succession planning and cross training.

PROBABILITY?	MEDIUM	IMPACT?	MEDIUM

Risk Number 1

RISK:

SECURITY BREACH

MITIGATIONSTRATEGY:

Continued development and training for the security officer and OLIS security team. Emphasis on enhancement of key security tools and metrics to ensure security vulnerabilities are detected, understood, and mitigated.

PROBABILITY?	MEDIUM	IMPACT?	HIGH

Risk Number 2

RISK:

STAFF RESOURCES STRETCHED THIN BETWEEN MULTIPLE COMPETING BRANCH PRIORITIES

MITIGATIONSTRATEGY:

During the pandemic crisis, this risk was very apparent and quickly realized. Although the risk was realized, we opened the idea of quick implementation of technology solutions without working through business processes. Ensuring we are able to re-prioritize our project portfolio and get customer buy-in for planning and implementation processes will be key to ensuring this risk isn't further realized.

PROBABILITY?	HIGH	IMPACT?	HIGH

Risk Number 3

RISK:

UNPLANNED MANDATES FROM THE INFORMATION TECHNOLOGY SERVICES DIVISION (SITSD) WITHIN THE EXECUTIVE BRANCH, AND FROM OTHER EXTERNAL ENTITIES

MITIGATIONSTRATEGY:

This continues to be the risk that becomes reality and more communication with the Executive Branch is required. Development of Branch level of agreements could lower the risk realization and impact; but, under the current conditions will continue to see impact to OLIS.

PROBABILITY?	MEDIUM	IMPACT?	MEDIUM

Risk Number 4

CHALLENGES:

Defining Branch technology independence issues, while maintaining condition-of-use requirements, to determine the most productive technology solutions.

As the IT, audio, and video needs of meetings increase, the service level that is expected from OLIS has expanded. Meetings held by other agencies within the Capitol, and legislative meetings held outside of the Capitol, all require resources that are beyond the current level of support.

Upgrading legacy systems and cleaning up technical debt is time consuming and tends to be placed at a lower priority than emergency issues or other issues that arise.

Management of print publications. The reduced, but still vehement, demand and high cost of printing, storing, and shipping while providing a high level of customer service to the public.

The pandemic situation created a need for quick telework response to ensure employees were productive. Continued leverage of mobile environment is essential, and the expansion of remote session capabilities needs to be developed to ensure user verification, recorded voting, and video streaming.

Remote video conferencing services rapidly researched, developed, and deployed; continued maturity of processes and support with an eye towards continued use and expanded capability.

Continued development and training of new personnel as well as enhanced support of new LAWS II applications.

OPPORTUNITIES:

Enhancement of LAWS II applications to further refine functionality and process flow of the lawmaking process.

Newer technology in use while legacy technology sunsets will free up resources to advance the information technology environment for the branch.

Improved functionality of legacy databases, through commercial off-the-shelf or in-house developed solutions; seeking timely and cost saving solutions.

Continued use of MS Office 365 products within an inclusive tenant space to allow the deployment of all features for effective collaboration.

ADDRESSING THE INFORMATION NEEDS OF THE BRANCH

The Office of Legislative Information Services (OLIS), which is overseen by the Legislative Services Division of the Legislative Branch, provides communications and information technology services to the Legislative Branch. The total budget including projects and operations for the 202X biennium is $X,XXX,XXX. This represents a XX.XX% decrease over the last biennium requested budget. The operations budget for IT and State Broadcasting for the 202X biennium is $X,XXX,XXX, which represents an X.XX% increase. The increase for operations is largely associated with new services associated with remote capabilities.

VISION

The vision for OLIS is to:

- Build and maintain alignment between business strategic vision and technology strategy
- Maintain modern up-to-date technical platforms
- Conduct operations with mature processes, sophisticated tools, and efficient resource allocation
- Be appropriately staffed with qualified professionals
- Provide a secure environment that maintains confidentiality, integrity, and availability
- Partner with the Executive Branch to maximize value respecting each branch's statutes

GUIDING PRINCIPLES

- Organize and communicate information to enable its discovery and improve its meaningfulness
- Protect information in accordance with its business value, sensitivity, and longevity
- Invest in automation of business processes and modernization of systems to gain efficiency, improve business performance, and/or reduce business risk
- Maximize the exchange of quality information by accommodating various media types and technology
- Set policy and establish processes to guide the implementation, use, and management of technology in alignment with the business
- Maintain Branch independence in core business functions, and guard the integrity of all Legislative Branch functions by producing objective, nonpartisan information

MISSION

The mission of OLIS is to evaluate, implement, and support information technology solutions to enable the legislative process and operational functions in the most effective and efficient manner.

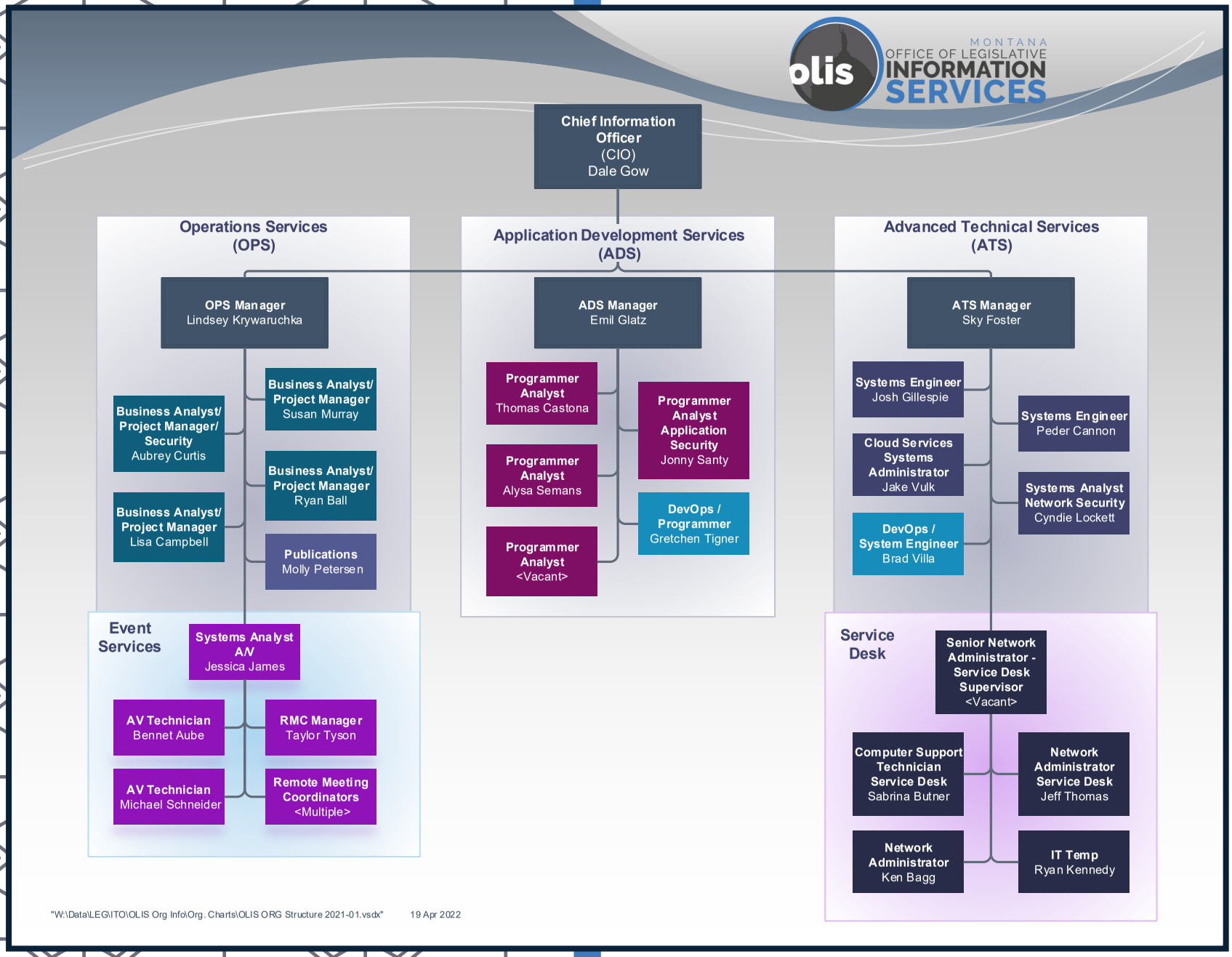
To organize the work, and better define a strategy for meeting the needs of our customers, this plan is organized into three Key Results Areas (KRAs) that represent the functional areas in which OLIS must excel or perform exceptionally well to successfully achieve our mission.

These areas are:

- **Information Services**
- **Securing the Branch**
- **Operational Excellence**

Key Results Areas

- INFORMATION SERVICES
- SECURING THE BRANCH
- OPERATIONAL EXCELLENCE


MONTANA
OFFICE OF LEGISLATIVE
INFORMATION
SERVICES
Chief Information Officer (CIO) Dale Gow
Operations Services (OPS)
Application Development Services (ADS)
Advanced Technical Services (ATS)
OPS Manager Lindsey Krywaruchka
ADS Manager Emil Glatz
ATS Manager Sky Foster
Business Analyst/ Project Manager/ Security Aubrey Curtis
Business Analyst/ Project Manager Susan Murray
Business Analyst/ Project Manager Ryan Ball
Business Analyst/ Project Manager Lisa Campbell
Publications Molly Petersen
Programmer Analyst Thomas Castona
Programmer Analyst Alysa Semans
Programmer Analyst <Vacant>
Programmer Analyst Application Security Jonny Santy
DevOps / Programmer Gretchen Tigner
Systems Engineer Josh Gillespie
Cloud Services Systems Administrator Jake Vulk
DevOps / System Engineer Brad Villa
Systems Engineer Peder Cannon
Systems Analyst Network Security Cyndie Lockett
Event Services
Systems Analyst A/V Jessica James
AV Technician Bennet Aube
AV Technician Michael Schneider
RMC Manager Taylor Tyson
Remote Meeting Coordinators <Multiple>
Service Desk
Senior Network Administrator - Service Desk Supervisor <Vacant>
Computer Support Technician Service Desk Sabrina Butner
Network Administrator Ken Bagg
Network Administrator Service Desk Jeff Thomas
IT Temp Ryan Kennedy
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THE MONTANA LEGISLATIVE BRANCH INFORMATION TECHNOLOGY PLAN FOR THE 2025 BIENNIUM:

Outcomes and projects/processes within Key Results Areas

Long Term Outcomes

Information Services	Enable the business of the Legislative Branch
Securing the Branch	Protect the Legislative Branch's Information Technology systems and data from unauthorized use, disclosure, damage, modification, or loss.
Operational Excellence	OLIS provides quality service that meets the defined needs of our customers.

CATEGORY	NEED ASSESSED/ OUTCOME
Branchwide support - OLIS ongoing operations and systems improvement	OLIS works in partnership with Legislative Branch users to deliver solutions that meet technology needs. Policies and procedures are documented, and processes defined in OLIS for cross training and support provision The OLIS Service Desk has a new service desk application to modernize how users are supported and improve internal processes The OLIS onboarding of personnel is modernized and enables application and network access* in an efficient manner The Information Security Program is enhanced by developing strong policies and procedures OLIS continues to support the ongoing operations of the Legislative Branch The OLIS Development Team has the skill and bandwidth to maintain the many applications required to operate the Legislative Branch business processes Tenant Space Project
LAWS II	The applications developed to support lawmaking (LAWS II) are continuously improved using input from legislative session and staff

CATEGORY	NEED ASSESSED/ OUTCOME
Enterprise Legacy database/ systems modernization	The technology that supports the Branch in providing information to legislators and public that is documented for reference and consistency is improved (Info Request App*) The management of Legislative Branch electronic information is improved (Publications and Reports database*) Content management and records tracking for the Branch is modernized (DocReq*) The legislative branch session communications applications that enable Montana citizens to participate in communications with legislators during legislative sessions is modernized* The legislative branch has the ability to create list-serve lists for committees, legislators and public to receive “push” information Update Legislative reporting databases to improve efficiencies and access The tracking and reporting of Legislative assets for the House and Senate* is modernized
Conference and Meeting Support	Resources are allocated to provide meeting support for other agencies that hold meetings in the Capitol Audio and video support for Legislative Branch meetings (video conf/ remote meetings/ offsite meetings including redistricting) is current and provides the support needed by Branch staff
Website Content Improvement	Content on leg.mt.gov is relevant and utilizes current tools to communicate the work of the Branch to legislators and the public

CATEGORY	NEED ASSESSED/ OUTCOME
MCA and Publications updates and improvement	The technology that provides searchable MCA and Annotations on-line and in other electronic formats* is improved (authentication of electronic forms project) The technology to manage subscriptions to Branch publications such as MCA is improved (PUBS subscriber database*)
Working with Legislators and Legislative Session Staff	Legislative Branch staff can better collaborate with Legislators Legislators have the training and tools necessary to use the technology provided by OLIS to do their work House and Senate session staff are provided with training, tools, applications and processes to ensure a smooth transition for legislative session start-up

BUDGET

	X,XXX,XXX
	X,XXX,XXX
	XXX,XXX
	XXX,XXX
	XX,XXX
	$XXX,XXX
	$XX,XXX
	$XX,XXX
	$X,XX,XXX

APPENDIX A: NEEDS ASSESSMENT

NEEDS ASSESSMENT FOR THE MONTANA LEGISLATIVE BRANCH INFORMATION TECHNOLOGY PLAN, 2022-2023

In early 2020, the Montana Legislative Branch Office of Legislative Information Services began the process of developing and updating its Information Technology Plan for the 2023 biennium, working with staff from the Montana Office of Legislative Information Services (OLIS). The first step in this process is a comprehensive needs assessment, gathering and analyzing programmatic data and feedback from both internal and external stakeholders. The following pages outline the steps the OLIS implemented to assess technology needs and identify priorities for action for this biennium.

GATHER AND ANALYZE DATA

The following table summarizes the data sources utilized in the Needs Assessment, along with the methodology used to gather each data source and key findings and needs.

DATA SOURCE	METHODOLOGY	KEY FINDINGS
Needs identified during the 2021 planning	Reviewed planned activities and progress on the Information Technology Plan for the 2021 Biennium and identified projects not realized that would have to be worked on in 2022-2023.	Business and IT needs identified but not yet realized: Project Portfolio management implementation Policy and Procedure development Legacy application replacement/ Content management Service Desk Application and Change management
Service Desk Data	2019-2020 Service Desk ticket data analyzed by OLIS staff. Requirements for improving service desk ticket data from 2017 - 2020	Of the 190 Room support hours spent in 2019, more than 50% of tickets were dedicated to supporting outside agencies The need for more robust reporting to pull and track metrics for service desk support User portal for users to be enabled to resolve routine issues (i.e. lost password) Documented processes Service Level Agreements Streamline ticketing process across the OLIS Office

DATA SOURCE	METHODOLOGY	KEY FINDINGS
Website analytics	Website analytics analyzed November 20, 2019-February 6, 2020 Number of sessions per user: 2 Pages/session: 2 Average session duration: 00:03:23 Top pages visited: 1. Home page 2. /legislator-information 3. /committees/interim 4. /legweek 5. /committees 6. /statute 7. /legislator-lookup 8. /lfd 9. /committees/admincom/lfc 10. /house Busiest Week: Legislative Week - Jan 13-17, 2020	Engage the business and public in the whole business lifecycle of the Branch Increase use of dynamic data and data tools to turn data in to information (i.e. reports are robust but hard to digest) Use of web analytics to guide development priorities for the website Delineating need for external versus internal information management
Workforce data	Workforce data on OLIS staff compiled, including education level, field of study, average number of years of services and special trainings and certifications 95% of OLIS staff hold an Associates (43%), Bachelor's (30%), or Master's (22%) degree 95% of OLIS staff are band 6 or above 35% of OLIS staff have been with the Legislative Branch for 0-2 years, 17% 2-4, 22% 4-8, 26% over 8. 57% of OLIS staff have been with State government over 8 years PD review and market analysis	Majority of staff have only experienced 1 or 2 legislative sessions with the Branch Need to document processes Need to spread knowledge and continue to cross train Continue to define roles and responsibilities and keep position descriptions up to date

DATA SOURCE	METHODOLOGY	KEY FINDINGS
Reference Center Survey	In October of 2019, the following steps were taken to analyze the Legislative Reference Center: A. Conduct a needs assessment of the Legislative Branch library users B. Inventory all physical reports, books and other items in the Leg. Library C. Create a report of all electronic documents in the Reports and Publications Database D. Run a report of all items listed as being in the Leg. Library Shared Catalog E. Document which of the items in the physical inventory (B), are also in the database (C) and/or the Shared Catalog (D). F. Run a report of which items the MSL has digitized and made available on the web (28,000 items)	14 of the 71 respondents to the survey use the reference center weekly or monthly Legislative Histories is the most valued service offered by the Reference Center When conducting research, respondents most frequently use the State Library, Law Library, Online Academic Sources and LexisNexis Use of the Reference Center by staff is uncommon
Subscriber and Publications	Compilation of number and types of subscribers to legislative branch publications and fulfillment service information.	Time FTE is spending on fulfilment and customer service related to subscriptions (time spent annually): • Range (min-max) 271.5 hrs to 623 hrs for an average of 447.25 hrs • Of those hours: 169hrs to 213 hrs occurs in a span of about 4 months following the MCA publication for an average of 191 hrs The number of full MCA sets returned in 2019 was half of that returned in 2017 We supply House, Senate, Legislative staff, and hearing rooms for a total of approximately 136 copies (free) full sets • House and Senate: 70-80/staff and hearing rooms: 56 • Returned sets are used for staff sets if possible

DATA SOURCE	METHODOLOGY	KEY FINDINGS
Security needs	Continue maturation of the OLIS IT Security Team and further develop security program plan that the branch can endorse.	Ongoing user education and awareness Monitoring of security console and ongoing surveillance of the network Reporting and tracking security vulnerabilities and mitigation efforts Security audit to establish baseline of Branch's security posture Risk identification and mitigation Refined Legislative Branch information security processes and procedures Increased familiarity and capability using current monitoring resources
Broadcasting data	OLIS staff and MontanaPBS reviewed data from the last 2 years of Montana Public Affairs Network (MPAN) content and conducted a strategic planning session to identify the top priorities for MPAN in the coming biennium.	Camera placement, replacement, and upgrade in hearing rooms Manage light issues and lighting in House and Senate Chambers
Business Technology Needs Requests received throughout Biennium	Review BTNRs received from the Branch during the biennium.	Project management applications Presentation and survey applications Service Desk applications Legacy application replacement analysis Development tools and applications
Legislative Audit Division	Interview of LAD management team, and survey of LAD staff	New application for work paper tracking Replace legacy database
Legislative Fiscal Division	Interview of LFD management team, and survey of LFD staff	Continue to enhance use of Power BI (phase II) Enhance use of MS Office applications such as TEAMS Improve ways to collaborate with Legislators Project Management

DATA SOURCE	METHODOLOGY	KEY FINDINGS
Legislative Services Division	Interview of LSD management team, and survey of LSD staff	Improve LAWS II apps as identified in 67th legislative session Enhance CM-Interim App Scheduling streamlined with a calendar on the website Remote Testimony and Video conference solution Traveling meeting support including redistricting support Document and content management (Doc Req/Policy & Procedure)
House of Representatives	Interview with Chief Clerk of the House and Deputy Chief Clerk	Continue with centralized service desk Enhancements to the Committee Management application Automate display systems for bill status on 3rd floor Analyze print solutions for session staff and legislators
Senate	Interview with Secretary of the Senate	Continue with centralized service desk Review system deployment timeline to ensure session staff are productive when hired Enhancements that emerge from 67th legislative session Analyze print solutions for session staff and legislators
Legislators	A survey was sent to Legislative Council, members of the Legislative Audit Committee, and members of the Legislative Fiscal Subcommittee on Information Technology.	When asked about being assigned computers or a small tablet for legislative work, Legislators are divided in their preference More ability to coordinate between legislator calendar and email and other applications Continue to find ways to train legislators on technology Security awareness and ongoing training for legislators

DATA SOURCE	METHODOLOGY	KEY FINDINGS
Executive Branch ITSD	Interview with lead staff	Vendor management is driving factor in upcoming changes Ongoing Network Security Mobile workforce solutions Global agreement of trust between Executive and Legislative Branch
Pandemic Response	On March 16, 2020 the Legislative Branch took the necessary steps to respond to the nationwide pandemic and have a remote workforce. In response, OLIS did the following: • Complete workforce mobility was established in 4 hours • Remote Committee Meetings Procedure developed and implemented • Remote workstation deployment • Minimal interruption in Service Desk availability • Maintained governance structure in a mobile environment	
Branch Technology Independence	In-depth discussions with SITSD staff, Microsoft Technical Leads, and Branch IT Management	Operating a split-tenant MS Office 365 environment (e.g., email/ calendar in one tenant and application, licensing, and collaboration tools in another) goes against the intended design and cannot be sustained Branch Management must decide what level of technical independence must be maintained to meet the constitutional separation of powers and determine how to resource it appropriately Once a decision has been made, OLIS needs to determine the business processes impacted and how best to rework them to ensure continued operation.

CLASSIFY AND SUMMARIZE NEEDS ASSESSMENT DATA

OLIS staff worked to summarize the key findings from the above data, and grouped them into priority outcomes for the 2021 plan. Following the work done in the previous biennium, and consultation with the IT Planning Council, the following priority outcomes resulted for the 2025 IT Plan:

1. Branchwide support - OLIS ongoing operations and systems improvement
2. LAWSII Update
3. Enterprise Legacy database/systems modernization
4. Event and Meeting Support
5. Website Content Improvement
6. MCA and Publications updates and improvement
7. Working with Legislators and Legislative Session Staff

GROUP AND PRIORITIZE OUTCOMES

OLIS staff will work continuously throughout the biennium with the administrators of the Legislative Branch divisions, the Chief Clerk of the House, and the Secretary of the Senate to review the above priority outcomes, identify which are of highest priority, and prioritize based on resource availability and the direction from the ITPC.