



State Administration and Veterans' Affairs

Department of Administration

Director Misty Ann Giles

July 30, 2025

DEPARTMENT OF ADMINISTRATION

WHAT WE DO

We provide essential enterprise services to MT state agencies and support initiatives that cultivate expertise and enhance cooperative partnerships across State government.

MISSION

Serving state government by providing effective, efficient, and customer driven solutions to benefit Montanans.

DIVISIONS

- Architecture and Engineering
- Banking and Financial Institutions
- General Services
- Health Care and Benefits
- Risk Management and Tort Defense
- State Financial Services
- State Human Resources
- State Information Technology Services
- State Procurement Services

EXTERNAL FACING SERVICES & FUNCTIONS

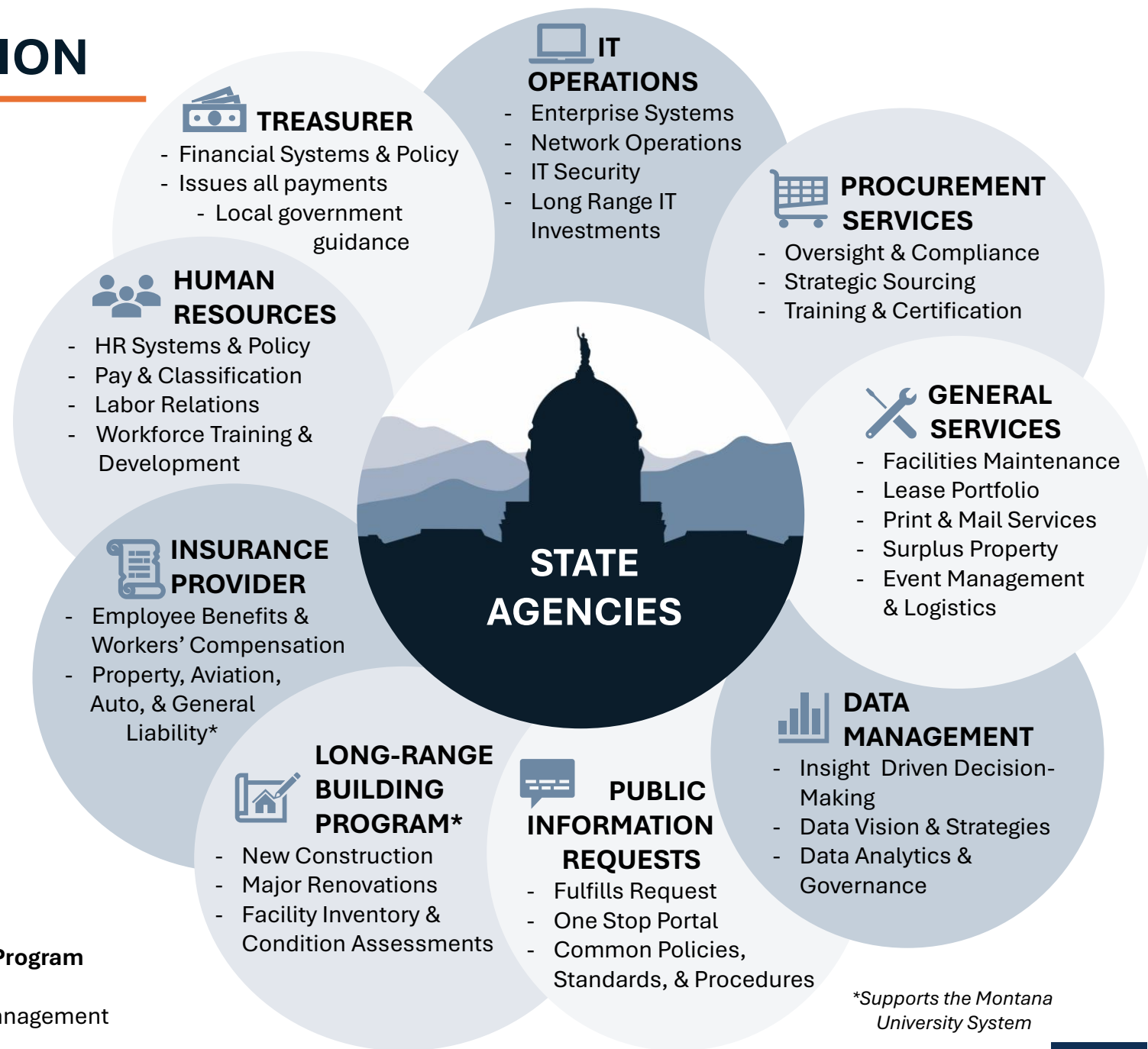


**Financial Services
Regulation & Licensing**



MT Broadband Program

- ConnectMT
- IIJA / Grant Management



**Supports the Montana University System*



DEPARTMENT OF ADMINISTRATION LEADERSHIP



DIRECTOR - Misty Ann Giles

Positions Budgeted by Fund Type	
HB2 SSR	54.00
HB2 General Fund	48.67
Non-Budgeted Proprietary	407.81
TOTAL	510.48

DIRECTOR'S OFFICE



**DEPUTY
DIRECTOR**
Yvette Englert



**CHIEF LEGAL
COUNSEL**
Don Harris



**CHIEF DATA
OFFICER**
Adam Carpenter



**CHIEF FINANCIAL
OFFICER**
Kristin Reynolds

DIVISIONS



**ARCHITECTURE &
ENGINEERING**
ADMINISTRATOR
Russ Katherman



**BANKING & FINANCE
INSTITUTIONS**
COMMISSIONER
Melanie Hall



GENERAL SERVICES
**ADMINISTRATOR &
CAMPUS SECURITY
MANAGER**
Steve Baiamonte



**HEALTH CARE &
BENEFITS**
ADMINISTRATOR
Amy Jenks



**RISK MANAGEMENT &
TORT DEFENSE**
ADMINISTRATOR
Brett Dahl



**HEALTH CARE &
BENEFITS**
ADMINISTRATOR
Cheryl Grey



**HEALTH CARE &
BENEFITS**
ADMINISTRATOR
Karol Anne Davis



**STATE INFORMATION
TECHNOLOGY SERVICES**
**CHIEF INFORMATION
OFFICER**
Kevin Gilbertson



**STATE PROCUREMENT
SERVICES**
ADMINISTRATOR
John Thomas

OFFICE OF PUBLIC INFORMATION REQUESTS (OPIR)

Recap of current OPIR reporting for the 23 executive branch agencies served by OPIR since April 1, 2024.

Detailed reports are posted to the OPIR website at <https://opir.mt.gov/agencies> All reports have been shared with legislative fiscal committee as required by [MCA 5-12-209](#).

Reporting

2025

- Office of Public information Requests Quarterly Report - April 2025
- Office of Public information Requests: 1/1/2025 - 3/31/2025

2024

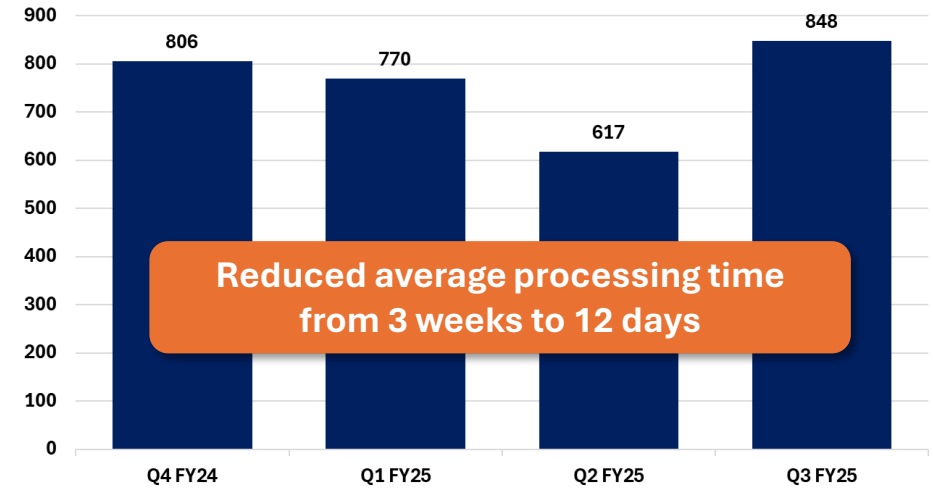
- Office of Public information Requests Quarterly Report - January 2025
- Office of Public information Requests: 10/1/2024 - 12/31/2024
- Office of Public information Requests Quarterly Report - October 2024
- Office of Public information Requests: 7/1/2024 - 9/30/2024
- Office of Public information Requests Quarterly Report - July 2024
- Office of Public information Requests: 4/1/2024 - 6/30/2024

As required per [MCA 5-12-209](#), reports include:

- # of requests submitted;
- identity of each requester;
- what information was requested;
- date of request; and
- status of the request, whether complete or in progress.
- If complete includes:
 - date which compliance with the request occurred;
 - # of hours to fulfill the request; and
 - costs imposed on the requester to fulfill the request.

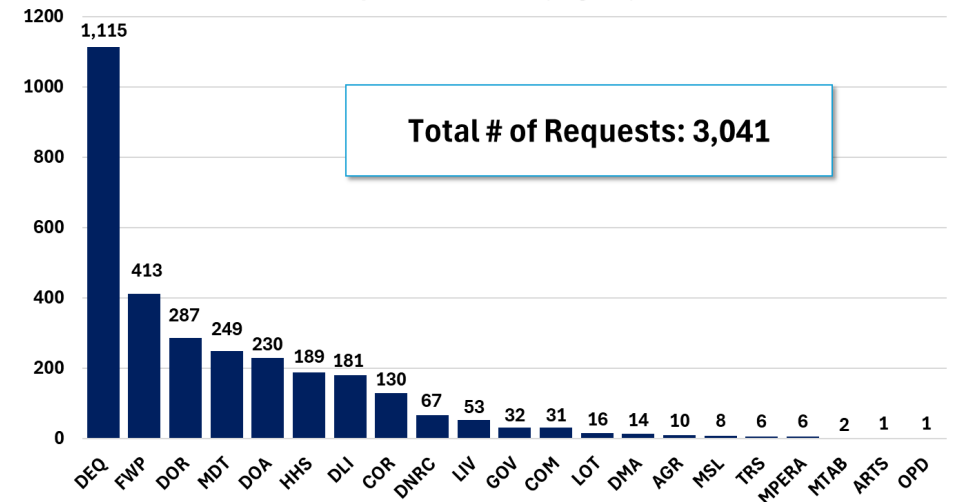
Office of Public Record Requests

of Requests Received by Fiscal Quarter




Office of Public Record Requests

of Requests Received by Agency (4/1/24 – 3/31/25)



OPIR / ARKCASE SYSTEM & WORKFLOW

Beginning April 1, 2025, majority of agencies began using the new system that handles all aspects of the PIR process—intake, billing, review and release. Reporting will now be done through the system.



Yvette Englert

Navigation

- Dashboard
- Queues
- PIR Requests
- Tasks
- People
- Organizations
- Search
- Notifications
- Subscriptions
- Tags
- Time Tracking
- Cost Tracking
- Automatic Time Tracking

Create New Timer

View All Timers

Invoices

25-PIR-0007

03/04/2025 8:36 AM
Received Date and Time

03/04/2025 8:36 AM
Perfected Date and Time

Unknown
Difficulty Rating

Release

Queue

OPIR_ARKCASE_OFFICE...

Owning Group

Unknown

Office Location

Becky Narmore

Assigned To

06/04/2025 3:00 PM

Due Date

Medium

Priority

View/Modify Agencies

Agency

Closed

Status

03/27/2025 9:58 AM

Last Modified Date and Time

Becky Narmore

Last Modified By

Unknown

Other Number

Intake

Mar 12, 2025

Billing

Mar 27, 2025

Fulfill

Mar 27, 2025

Agency Review

Mar 27, 2025

Agency Legal Review

Mar 27, 2025

Agency Finalize

Mar 27, 2025

OPIR Review

Mar 27, 2025

Release

Request Information

Section 1: Request Details

Request Type

Public Information Request (PIR)

Request Track

Complex

Category

Montana Reporter

Delivery Method of Response

Email


Extension

Section 2: From the Requester

Description

Title

OPIR / SYSTEM INCLUDES READING ROOM









 OFFICE OF PUBLIC INFORMATION REQUESTS

Reading Room

Content Search: *

SEARCH

CLEAR

<input type="checkbox"/> Request Title	Request Num...	Request Status	Request Desc...	File Name	Published Date	Download
<input type="checkbox"/> DNRC-RFP-2025-1276R - Chalk Buttes E...	25-PIR-0091	Closed	Please provid...	Event_DNRC-RFP-...	2025-04-16 12:12	
<input type="checkbox"/> Danny Paul Bible Inmate Photos	25-PIR-0117	Closed	I am requestin...	Response to 25-PI...	2025-04-16 13:36	
<input type="checkbox"/> Total Oversized Load Permits Issued Yea...	25-PIR-0100	Closed	Number of pe...	Oversize Permits...	2025-04-16 15:39	
<input type="checkbox"/> Alt 93 Bypass Over West Spring Creek FL...	25-PIR-0099	Closed	We are lookin...	FEMA website.pdf	2025-04-16 15:43	
<input type="checkbox"/> Project Scientist	25-PIR-0105	Closed	The company ...	Records Request ...	2025-04-17 11:14	
<input type="checkbox"/> Project Scientist	25-PIR-0105	Closed	The company ...	Denbury_OPIR.xlsx	2025-04-17 11:14	
<input type="checkbox"/> Project Scientist	25-PIR-0105	Closed	The company ...	Denbury_Spills.xls	2025-04-17 11:14	
<input type="checkbox"/> Oil and Gas Well File	25-PIR-0104	Closed	I am requestin...	25-PIR-0104 Resp...	2025-04-17 11:59	

As required per [MCA 2-6-1006](#), we must:

- Acknowledge receipt of the request within 5 business days;
- Provide record within 5 working days of acknowledgement if the request is simple, readily available public record.
- If request is more complex in nature, provide record within 90 days of acknowledgement.
- In addition, the ‘**Reading Room**’ in the system meets the requirement to publish the request and the response to the request.
- Requests will remain published for two years (HB 100).

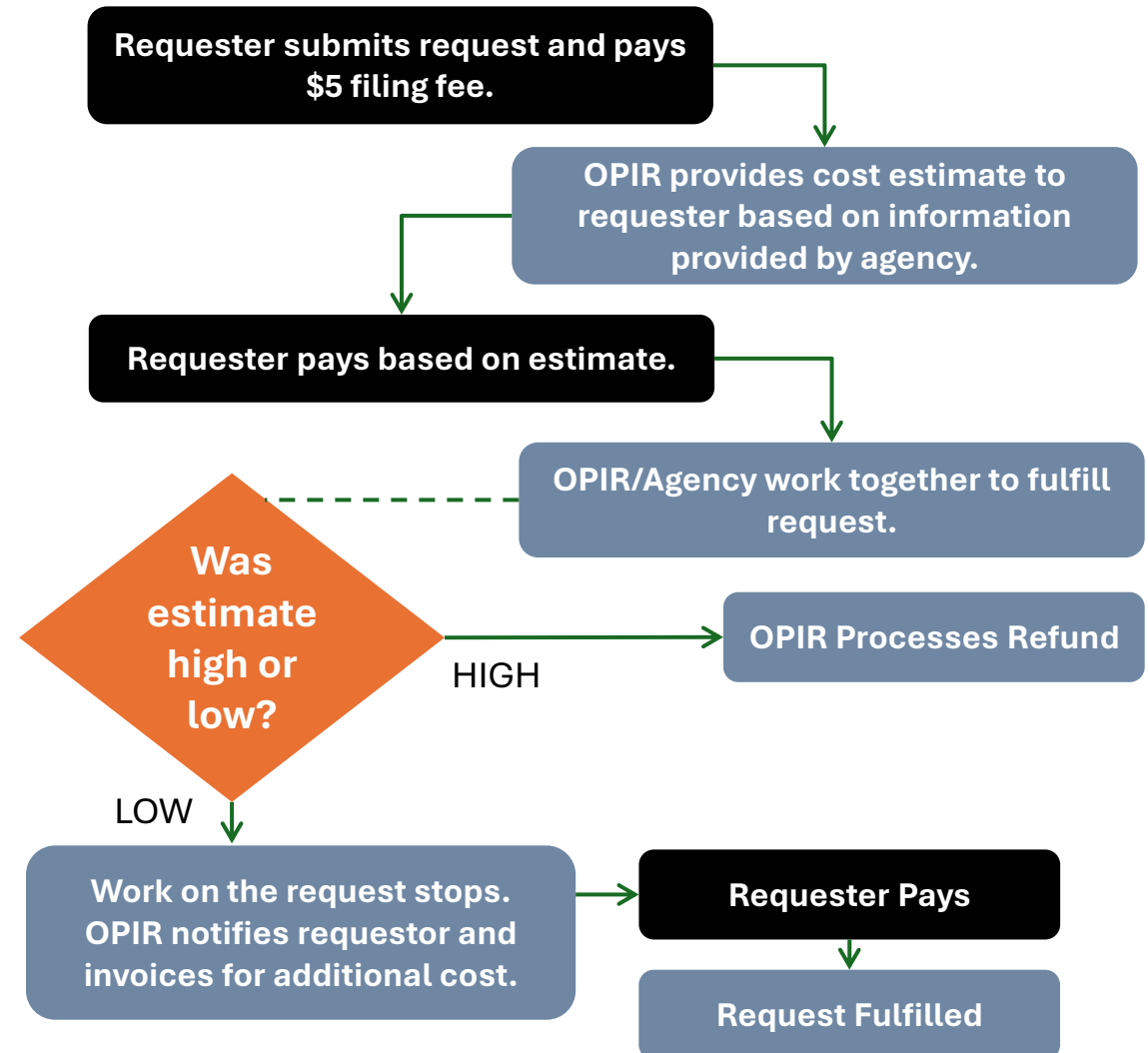


OPIR / STANDARDIZED FEE STRUCTURE (HB 100)

IMPLEMENTATION OF HB 100:

- Filing fee of **\$5**
- First hour of work is free – no charge
- Fees after the first hour:
 - ✓ Fulfillment fee of **\$25/hour** for gathering, reviewing, processing, and providing information—same hourly rate for all staff working to fulfill request
 - ✓ Actual cost of copying, media, postage, etc.
 - ✓ Convenience fee, if applicable
 - ✓ Other reasonable costs directly incurred by the agency

**Effective
October 1, 2025**



REMOTE & OFFICE WORKSPACE STUDY (ROWS)

Four key shifts were identified to adapt spaces that align with recent change and the modern needs of Montana's workforce and citizens.

KEY PARADIGM SHIFTS FOR MONTANA

CREATE A SAFE AND HEALTHY ENVIRONMENT



The state will build and sustain a positive, healthy in-person work culture.

Address building condition safety, mental well-being, and desire for connection.

65% *Deferred maintenance addressed*

Address \$45.4M of **deferred maintenance cost** in Capitol Complex buildings.

Affected Buildings:

Cogswell (\$16.4 M)
Mitchell (\$14.7 M)
Walt Sullivan (\$5.3 M)
Metcalf (\$9.0 M)

DEVELOP A VARIETY OF WORKSPACES



The state will create the right space for the varied workstyles and types of work.

Rearrange spaces and create the right mix of offices, workstations, and meeting rooms to meet modern ways of working.

72% *Key Capitol Complex space renovated*

Renovate **over** 270,000 USF of **key Capitol Complex SF**, most of the Complex space for FTEs in Helena.

Affected Buildings:

Cogswell (73,175 USF)
Mitchell (96,626 USF)
Walt Sullivan (38,432 USF)
Metcalf (70,541 USF)

STRATEGICALLY RIGHT-SIZE SPACE



The state will focus and invest in strategic locations on the Capitol Complex and downtown Helena.

Determine the right buildings for the population to enable a right-sized and strategically located real estate portfolio.

17% *Reduction in leased space*

Retire leases by consolidating departments into owned buildings and key leased locations.

Leases Vacated:

111 N Last Chance 7 W 6th Ave
1225 Cedar St
1100 N Last Chance
33 S Last Chance

MODERNIZE SPACES



The state will create spaces that are appealing, up-to-date, and fit the needs of workers and the public.

Determine the top priority spaces for renovation and those which are past useful life.

8% *Increase in Capitol Complex occupancy*

Consolidate Departments considering **beneficial adjacencies** and **public-facing** services.

Building Hubs:

Capital Complex
Downtown Helena
Eastside Helena Locations



REMOTE & OFFICE WORKSPACE STUDY (ROWS)



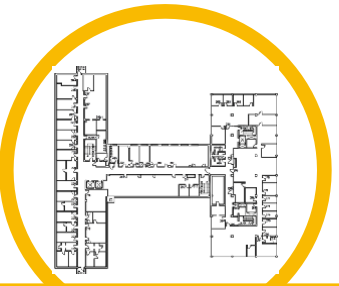
METCALF

92,000 GSF
Construction Began June 2025
Substantial Completion Nov 2026



WALT SULLIVAN

53,000 GSF
Under Design
Construction Begins January 2026



MITCHELL

130,000 GSF
2nd Floor East Reno Complete
4th Floor West Reno Complete (LAD)
Remainder Under Design
Construction Begins Summer 2026

OFFICE MOVES

- **HHS** (OPA) move to 2021 N. Montana - August
- **HHS** fully occupies 2550 Prospect – exited 2401 Colonial, 1100 LCG, and 100 N. Park.
- **DLI** will consolidate in 301 S. Park and increase lease footprint in 100 N. Park.
- **DOA** (HCBD) exits 100 N. Park move to Mitchell

LEASES EXITED

31,447 ft² of office space has been permanently vacated; avoiding \$555,911 in lease costs annually.

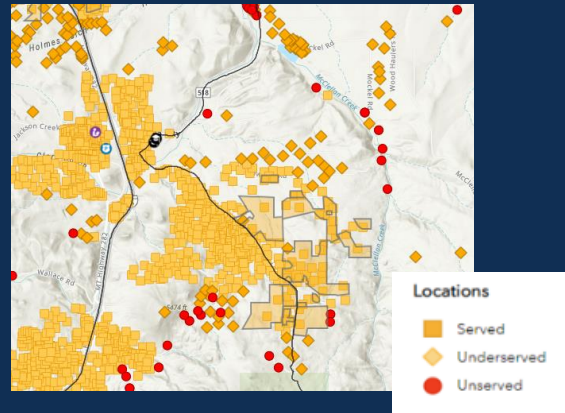
HYBRID OFFICE SPACE / SUPPORT

Acquired Integrated Workplace Management System – October 2025 launch of hoteling reservation module.



CONNECTMT

More information and mapping information available on connectmt.mt.gov



BEAD BROADBAND (History)

(IIJA Enacted by Congress and signed into law November 2021):

- Developed Planning Grant Application Materials
- Launched Stakeholder Engagement & Strategic Planning
- Submitted 5-Year Strategic Plan to NTIA
- Developed and Submitted Initial Proposals, V1 & V2
- Conducted Locations Challenge Process
- Application Portal Launched in August 2024
 - First state to accept applications
 - 42 applications received to date

• ~~Final Proposal to NTIA in July 2025~~

NEW GUIDANCE ISSUED JUNE 6
“Benefit of the Bargain”

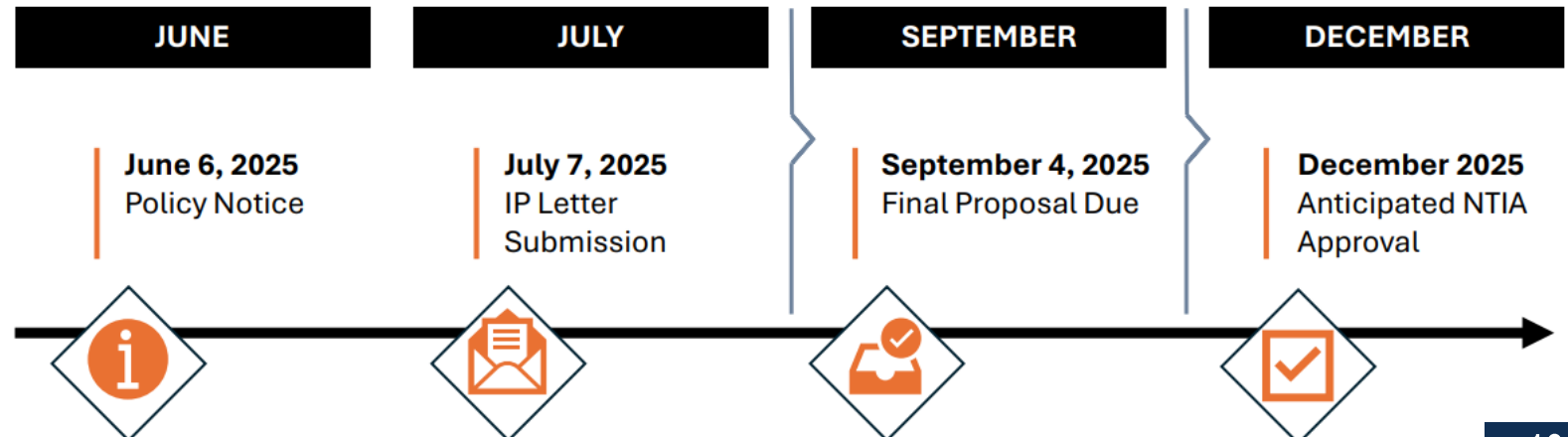
ARPA BROADBAND PROGRAM

(per SB 297, passed in 2021 session):

- Awarded 61 grants to 17 applicants after review/acceptance via Communications Advisory Commission and Governor approval
 - 4,600+ miles of fiber
 - 50,000+ homes/businesses
 - Across 20 counties
- Overseeing performance of all awardees to ensure delivery aligns with federal requirements and provide high-speed connectivity
- Program runs through December 2026

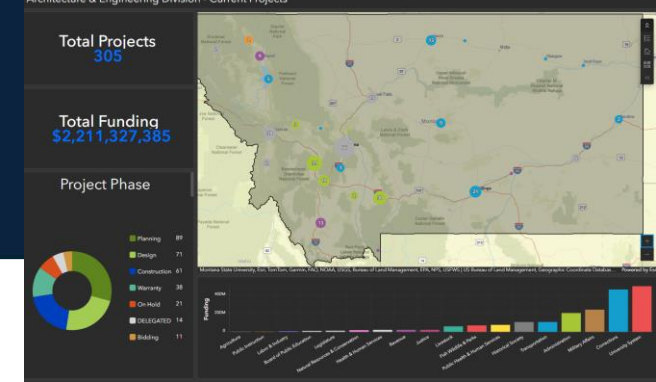
TOTAL FUNDING

ARPA	\$319M
BEAD	\$624M



LONG-RANGE BUILDING PROGRAM

Visit A&E's interactive status map at <https://architecture.mt.gov>

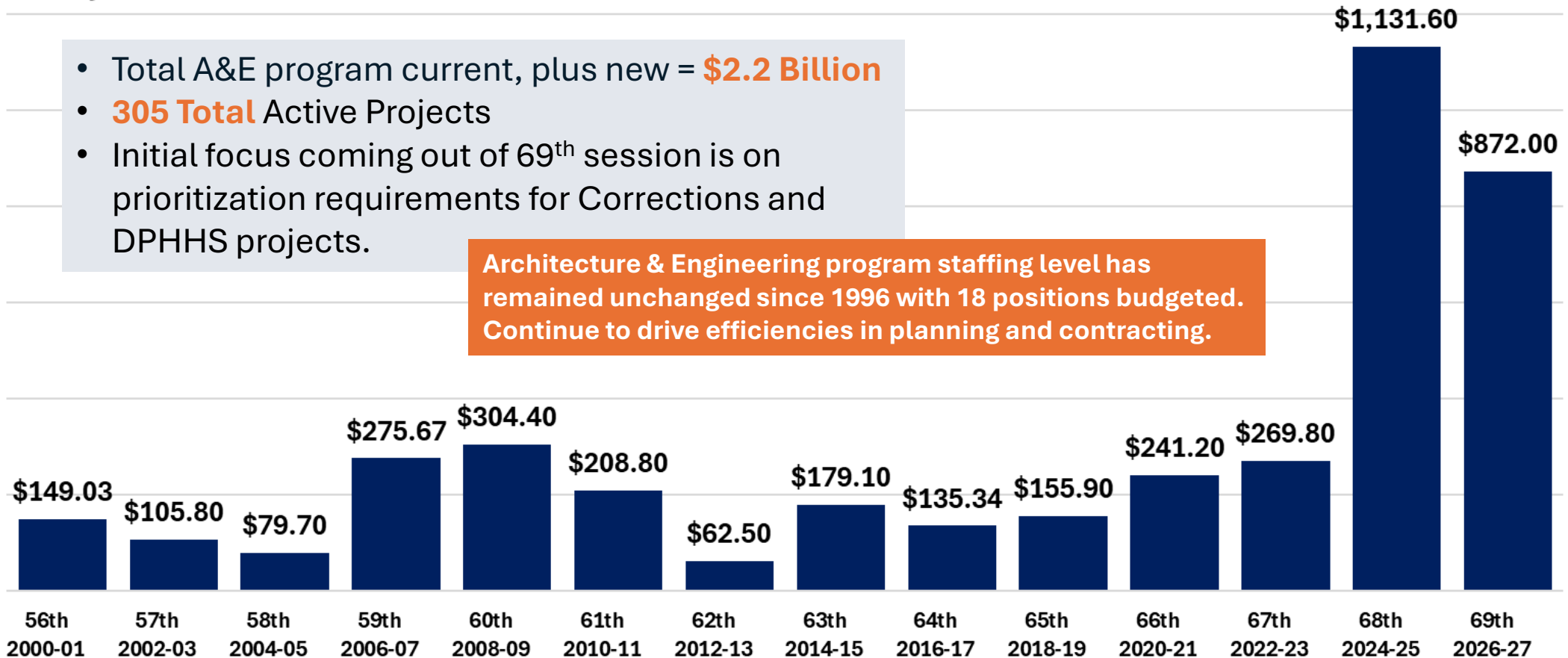


Long-Range Building Program by Session

Dollars (in millions)

- Total A&E program current, plus new = **\$2.2 Billion**
- **305 Total** Active Projects
- Initial focus coming out of 69th session is on prioritization requirements for Corrections and DPHHS projects.

Architecture & Engineering program staffing level has remained unchanged since 1996 with 18 positions budgeted. Continue to drive efficiencies in planning and contracting.



STATE PROCUREMENT

NEW REPORTING REQUIREMENTS (HB 627)

Beginning FY 2025

DOA will report what is **available** in eMACs

SOLICITATIONS

- Solicitations for contracts costing \$200k or more over the life of the contract
- Agency
- What is being procured
- Closing date of the solicitation

CONTRACTS EXECUTED

(with or without solicitation)

- \$200k or more over the life of the contract
- Agency
- Contractor and date of execution

Portion of agency's appropriation it intends to use to pay the vendor (report beginning in FY 26)

CONTRACT MODIFICATIONS

- Modification that causes value to exceed \$200k over the life of the contract
- Agency
- Contractor and date of execution

AGENCIES PROVIDE DATA	DOA PROVIDES REPORT TO LFC
August 15, 2025	September 1, 2025
November 15, 2025	December 1, 2025
February 15, 2026	March 1, 2026
May 15, 2026	June 1, 2026

Beginning FY 2027 (July 1, 2026)

- Agencies will use information technology platform specified by DOA.
- DOA to procure new system replacing eMACs – ALL agencies will be required to use the new system--RFP underway.

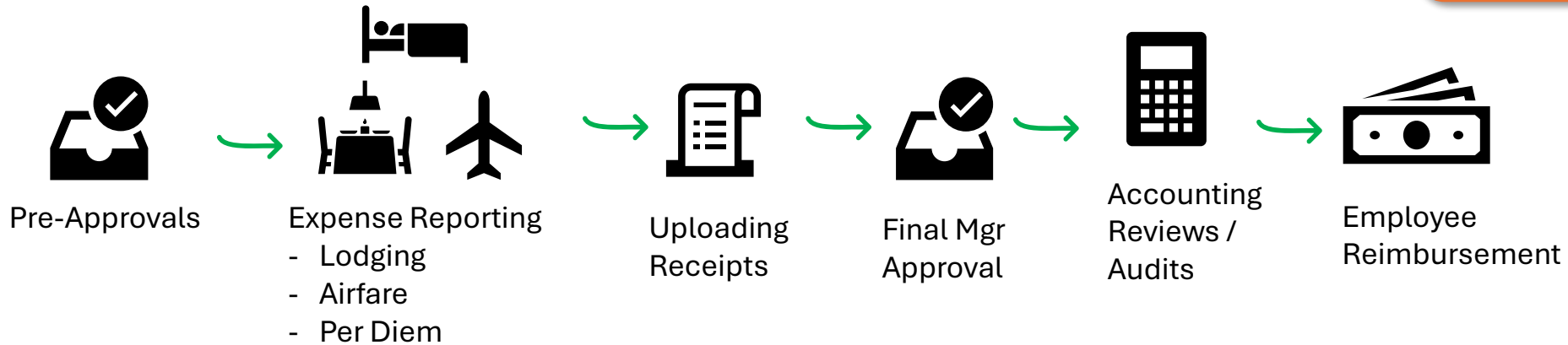
ENTERPRISE TRAVEL & EXPENSE MANAGEMENT SYSTEM

The Department of Administration is implementing an enterprise solution for travel-related accounting and expense management to improve and streamline one of the most paper-intensive processes in place today. Includes accounting processes and approvals for non-travel purchases made by employees on Pcards.

Initial Results:

- 100% Less Paper
- 50% Less Staff Time

WORKFLOW



July – October 2024

Nov – Dec 2024

January – June 2025

July - December 2025

January – December 2026

Module implemented
in SABHRS Financials

Conducted Pilot
implementation
in DOA

Enterprise Rollout Begins
8 Agencies Onboarded

Onboard 8 Additional
Agencies

Onboard All Remaining
Agencies

CHIEF DATA OFFICE

Established in June 2021, the Chief Data Officer function was created to provide expertise and tools to drive the development and deployment of the enterprise data vision and strategies; oversee data management, data analytics, and data governance; ensure data quality, and recommend best practices in establishing agency performance measures.

GOALS: Support agencies to implement their data strategies to improve customer service, increase efficiencies, enable transparency, and promote insight driven decision making.

KEY ACCOMPLISHMENTS

DLI has modernized their entire data portfolio by migrating data to Snowflake and creating an ever-evolving suite of modern dashboards.

SNOWFLAKE MIGRATION

- **INTEGRATING DATA FROM 6 DIVISIONS** across DLI
- **STREAMLINED/AUTOMATED** data refreshes and updates
- **DECREASED** utilization on critical production systems by offloading reporting queries to Snowflake
- Divisions **BETTER ABLE TO ANALYZE DATA** and create dashboards and insights
- **REDUCED NEED** for developer assistance to access and analyze data

DPHHS Child safety digitized documents across 5 regional offices creating a central digital document store and significantly improving response times. \$209k one time cost. Per year ~110k subscription, \$400k in time saved and \$30k in shipping costs saved per year.

DAISY IMPLEMENTATION

- **CENTERALIZED DIGITAL RECORDS** to provide a seamless customer experience
- **SAVED 1 HOUR / DAY** for Case Workers – Equivalent to roughly \$400K/yr
- **ENABLES** dashboards and metrics not previously possible
- **CREATED 75K+ ACTIVE & ACCESSIBLE CASES** in the new system
- **DIGITAZATION OF 9.2+ MILLION** paper files
- **CHILD SUPPORT SERVICES DIVISION – 100% DIGITAL**

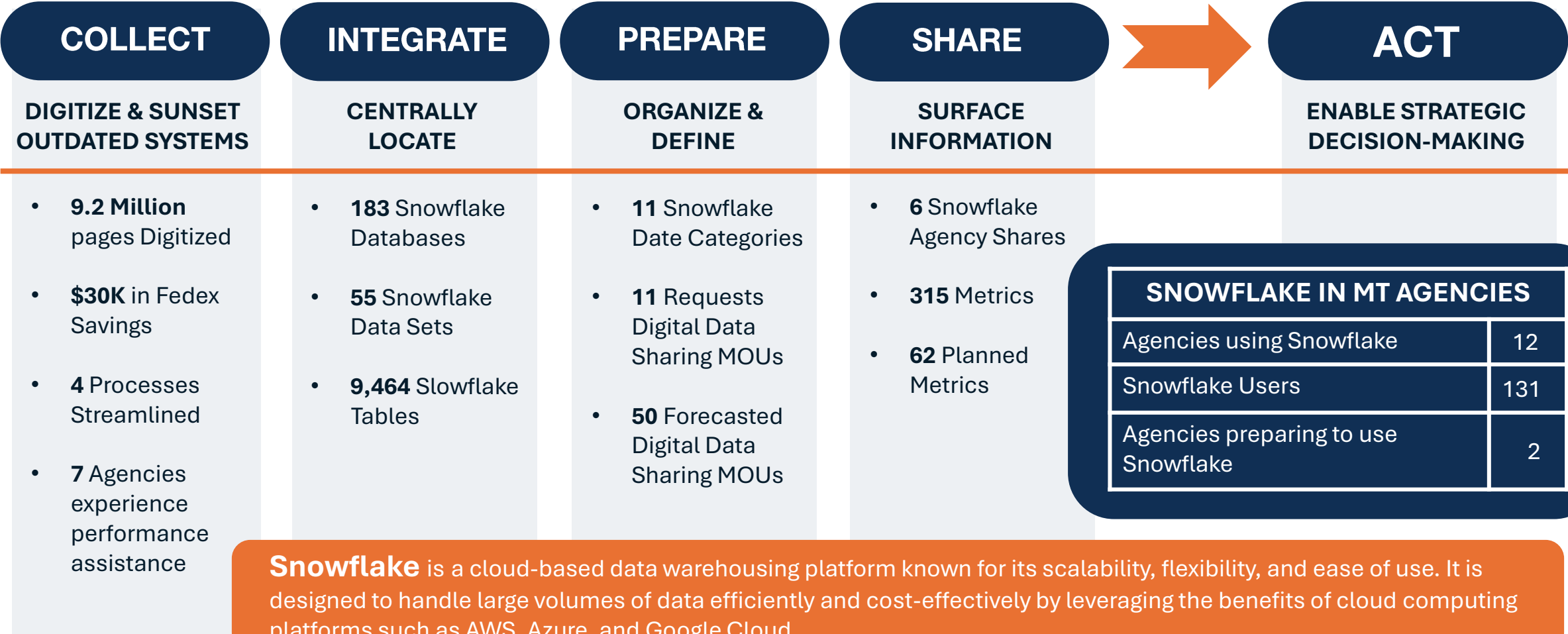
DEQ has moved data into snowflake to allow them to integrate that data into ARCGIS. Having the ability to reference years of historical data on-demand while mapping is a huge step forward in integrating the various DEQ engineering and permitting systems DEQ uses in its process.

SNOWFLAKE VISION

- **CENTRALIZED** Water Data
- **PERMIT DATA** - Surface Water Discharge Permits, Groundwater Discharge Permits, 401 Water Quality Certification, 318 Authorization, Storm Water Permits, Opencut Mining, Coal, Hard Rock Mining, Air Quality permits, Hazardous Waste Permits and Solid Waste Permits
- Remediation **CASE MANAGEMENT DATA**
- **ACCESS ADVENTURE** - Wetlands Data, Nonpoint source Data, TMDL Data, Petroleum Tank Cleanup Data, Wastewater Data



CHIEF DATA OFFICE: PROCESS



ENTERPRISE HUMAN RESOURCE INITIATIVES



eVerify Implementation – November 2025

Compares information entered by an employer from an employee's Form I-9 to records available to the US Dept of Homeland Security and Social Security Administration to confirm employment eligibility.



New Enterprise Recruitment System RFP / Implementation

- Initiating RFP for new system August 2025
- Current cloud system with Oracle no longer supported or enhanced.

Enterprise Offboarding Process & Standardized Exit Survey

- SABHRS Module / Focused on HR Tasks and Processes
- Includes tasks for both employee and manager to complete.
- Provides a standardized exit survey* process.
- **DOES NOT** replace in-person exit interview process.
- Implementation – September 2025

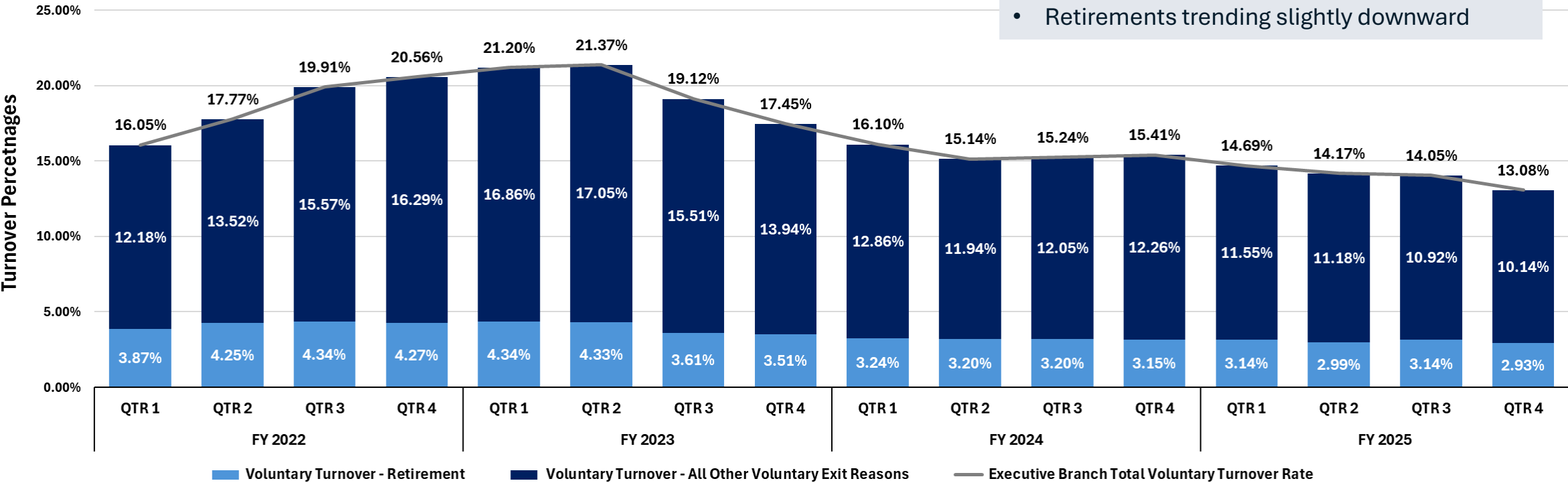


**SJ 4 Pension Study – implements recommendation to survey exiting employees on elements of retirement programs (SAVA September 2024).*



VOLUNTARY TURNOVER TREND EXECUTIVE BRANCH

Voluntary Turnover
12 Month Rolling by Quarter



- FY 2025 GOAL: 14.0%
- Overall voluntary turnover has returned to pre-COVID levels.
- Retirements trending slightly downward

Elected officials' agencies excluded.



CENTRALIZATION INITIATIVES UNDERWAY



PROCUREMENT



HUMAN
RESOURCES



INFORMATION
TECHNOLOGY

Centralizing these three functional areas achieves the following benefits:

- Improve service quality for agencies
- Increase support for agency-specific needs
- Create consistency in services and policy application
- Reduce legal and compliance risk
- Increase cost efficiency and create better resource utilization
- Improve workforce analytics for strategic decisions
- Create efficiency in talent acquisition and management
- Reduce agency administrative burden

The centralization initiative does not include plans for reduction in force activities.

- Supporting employees is a top priority
- Centralization as an opportunity to enable agencies to elevate the importance of these functions and providing more opportunities for career enhancement

MAIN CENTRALIZATION GOALS INCLUDE:

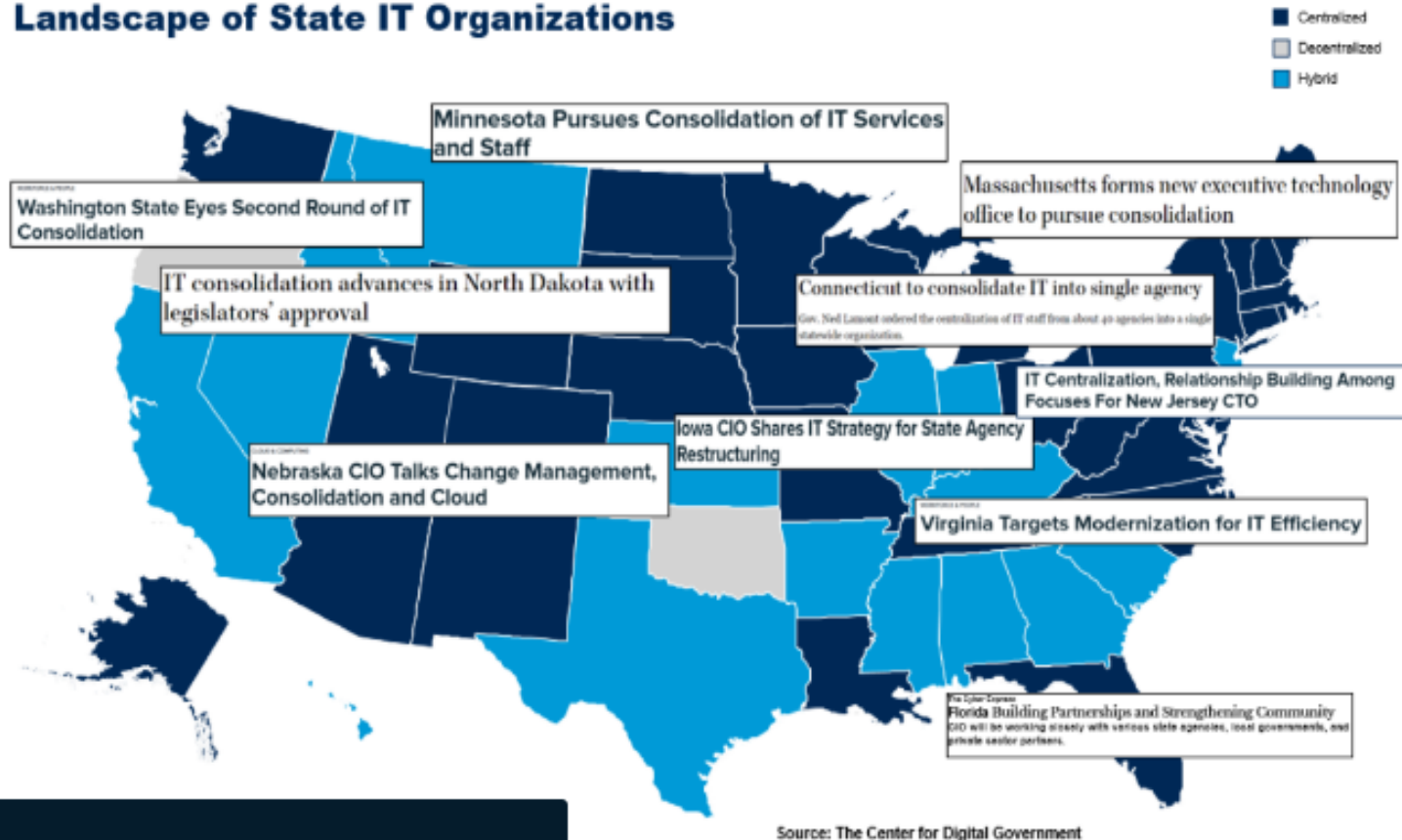
- Policy, procedure, and service level standardization
- Enhance data integrity, reporting, and analytics
- Reduce duplication
- Enable flexible and responsive support statewide



CENTRALIZATION INITIATIVES

This well-established solution-based best practice is used across all sectors of industry, including state governments. On our state level, centralization translates into greater government efficiency through responsible collaboration.

Landscape of State IT Organizations



INFORMATION
TECHNOLOGY



HUMAN
RESOURCES

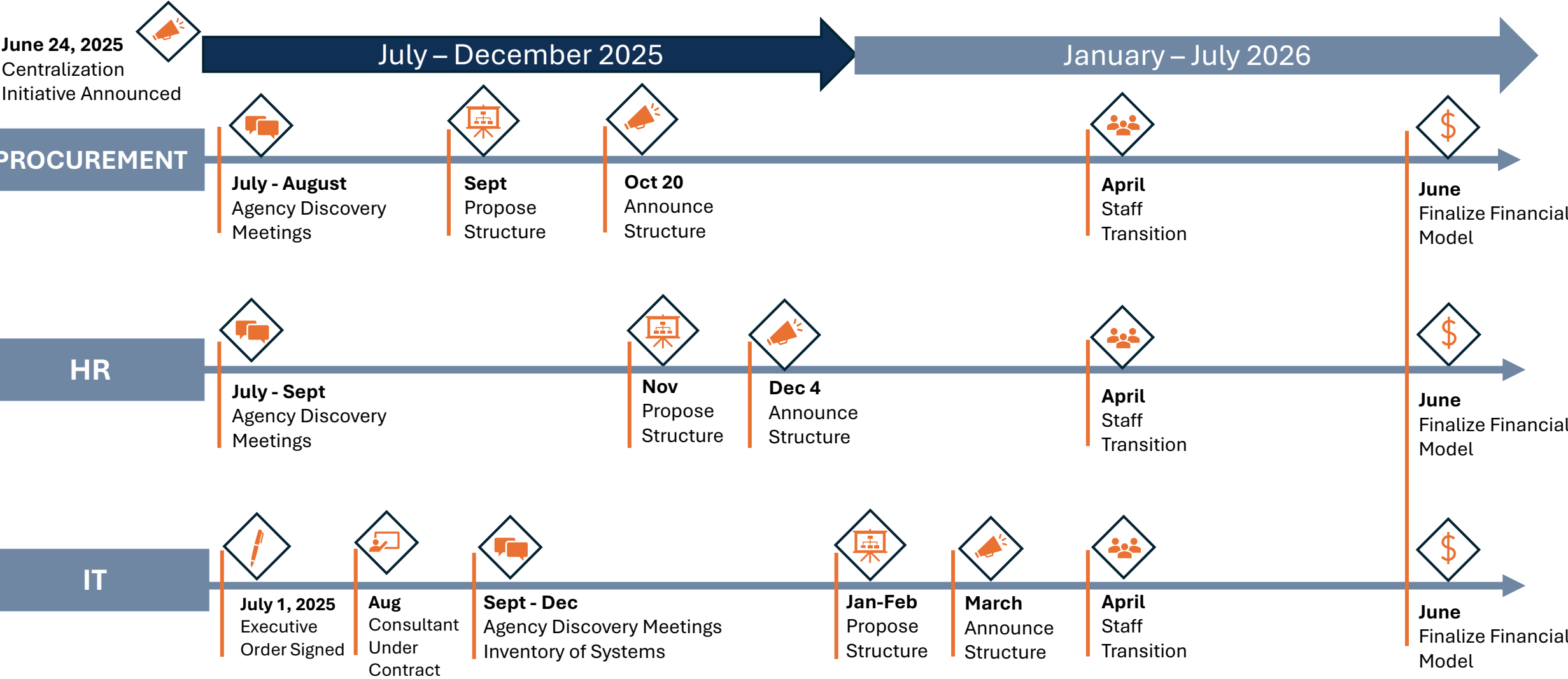
23 states report initiatives to consolidate or centralize services. 17 have implemented 'shared services' models as part of these initiatives.



PROCUREMENT

34 states report having a central procurement office with statutory purchasing authority—similar to MT. 12 states have or are in the process of further centralizing these services.

CENTRALIZATION INITIATIVES: TIMELINE





QUESTIONS?