



May 2026

# Quarterly Report

Information Technology Board

# TABLE OF CONTENTS

**MEETING OVERVIEW.....2**

**MINUTES .....3**

**AGENDA.....5**

**IT INTEGRATION OVERVIEW .....6**

**OPERATIONAL OVERVIEW .....8**



# MEETING OVERVIEW

## Meeting Details

Thursday, May 21, 2026

1:00 p.m. – 3:00 p.m.

## Members

<b>Name</b>	<b>Organization</b>
Misty Ann Giles	Administration
James Fehr	Environmental Quality
John Daugherty	Corrections
Braxton Mitchell	House Representative
Ryan Davies	Judicial Branch
Austin Knudsen	Justice/Attorney General Office
Jerry Howe	Legislative Services
Vacant	Local Government
Sean Higgenbotham	Local Government, Cascade County
Ryan Osmundson	Office of Budget and Program Planning
Susie Hedalen	Office of Public Instruction
Laef Olson	Private Sector
Charlie Brereton	Public Health and Human Services
Jennifer Fielder	Public Service Commission
Christi Jacobsen	Secretary of State
Daniel Zolnikov	Senate
James Brown	State Auditor
Kevin Gilbertson – Chair	State IT Services Division



# MINUTES

January 29, 2026

## Attendance

### Members Present

Amy Sassano, GOV

Austin Lindsay, SOS

Rep. Braxton Mitchell,  
Representative

Carrie Albro, HHS

Dale Gow, LEG

Dylan Martin, OPI

Kevin Gilbertson, SITSD  
– Chair

Melissa McLarnon, DOJ

Michele Snowberger,  
DOA

Michael Sweeney, SAO

Ryan Davies, JUD

Sean Higginbotham,  
Cascade County

### Guests

Annie Kilgour, SITSD

Annie Kilgour, SITSD

Annie Murdock, SITSD

Christie Breland, DOR

Crystal Nichols, SITSD

Daniel Donithan, SITSD

David Swenson, TRS

Elle Arrerondo, SITSD

Errolyn Lantz, GOV

Evelyn Davis, GOV

Hannah Thorne, SITSD

James Zito, SITSD

Jessica Ritchie, SITSD

Jessica Plunkett, FWP

Jennie Stapp, MSL

James Zito, SITSD

Karen Vanni, SITSD

Katelyn Schaub, SITSD

Tracy Kjorstad, PSC

Rawlin Richardson,  
SITSD

Veronica Lamka, Peraton

## Welcome

- (00.00.09) Recording Announcement, CIO Support Staff
- (00.00.43) Introductions



- Chair Remarks, Kevin Gilbertson
- (00.03.35) Motion by Sean Higginbotham and seconded by Carrie Albro to Approve January 29, 2026 [Recording](#)

## **Business**

- (00.04.111) IT Integration Overview, Kevin Gilbertson
- (00.28.17) State IT Strategy Draft Review
- (00.39.39) Operational Overview, Kevin Gilbertson

## **Discussion**

- (01.13.40) Member Forum/Suggestions
- (01.14.11) Future Priorities
- (01.14.11) Public Comment

## **Adjournment**

- (01.15.11) Motion by Dylan Martin



## AGENDA

1. Welcome
  - a. Recording Announcement
  - b. Introductions
  - c. Chair Remarks
  - d. Review and approve previous meeting minutes
2. Business
  - a. IT Integration Overview
  - b. State IT Strategy Review
  - c. Operational Overview
3. Discussion
  - a. Member Forum
  - b. Future Priorities
  - c. Public Comment
4. Adjournment
  - a. Next Meeting  
Thursday, September 24, 2026  
10:00 a.m. – 12:00 p.m.  
Zoom Meeting



# IT INTEGRATION OVERVIEW

Under the Executive Order, IT operations across the executive branch are moving from a decentralized model to an integrated model under the State CIO, with the Integration Management Office (IMO) seated in the Department of Administration. DOA is empowered to restructure as needed to deliver the EO, and a Cabinet-level steering committee meets bi-weekly. The objectives are improved operational efficiency, a stronger cybersecurity posture, and better digital services for Montanans.

## Scope

Initial scope covers 16 executive-branch agencies (DOA, AGR, COM, COR, DEQ, FWP, DLI, LIV, DMA, DNRC, DPHHS, DOR, MDT, HIS, MSL, OPD) plus 5 SITSD divisions.

## Phase 1 — Discovery & Planning — Complete

Conducted in partnership with Slalom. Key outputs:

- **60+ stakeholders** interviewed across all 16 agencies
- **492 systems** cataloged
- **59 IT capabilities** mapped across the enterprise
- **678 IT resources** identified (in partnership with HR)

Recurring themes from agency leadership: IT must function as an enabler rather than a gatekeeper; agencies want structured ways to learn from one another; and workplace culture — not compensation — is the dominant retention driver.

## Phase 2 — Design & Governance — In progress

Design of the target operating model, governance structure, and exception framework is underway. Early decisions:

**Systems remaining with agencies (current exemptions):** GenTax, SEARCHS, CHIMES, ALS (FWP), Unemployment Insurance, SABHRS (PeopleSoft), Offender Management, MES/MPATH, PEAKS/CAPS, and EBT (SNAP/TANF/WIC).

**Exception criteria** applied consistently across the portfolio: regulatory requirements, scalability, whether the system is a core agency-specific service, funding complexity, supporting team size, integration footprint, presence of similar systems elsewhere, and support complexity.

## Phase 3 — Execution & Transition — Beginning

Transition activities and organizational changes have begun and will run through year-end.

### Success Measures

The integrated organization will be measured against the following targets:

<b>Service</b>		<b>Target</b>
Ticket backlog	≤ 10%	
High-priority ticket resolution	Avg 8 hrs / max 24 hrs	
Customer satisfaction (CSAT)	≥ 4.0 / 5	
Customer effort score (CES)	≤ 2.0 / 7	
Legacy system retirement	10 / year	
		<b>Target</b>
<b>Delivery &amp; Security</b>		
Projects on time	≥ 90%	
Projects on budget (within 10%)	≥ 90%	
System uptime	99.9%	
Security training completion	100%	
Patching compliance	≥ 95%	
Phishing click-through	< 10% near-term, < 5% long-term	

# OPERATIONAL OVERVIEW

## SITSD Program Increment (PI) Planning

SITSD just finished planning for the second quarter of 2026. Activities for this quarter included:

- Held PI 26.2 planning event on April 22 - 23.
- Defined business goals and priorities for this increment.
- Identified and mitigated risks and dependencies.
- Improved collaboration through cross-functional alignment sessions.



## Enterprise IT Financial Workgroup (EITFW) Overview

The Enterprise IT Financial Workgroup (EITFW) is a standing workgroup of the Information Technology Board to make recommendations regarding the financial impact of existing and proposed enterprise-based IT solutions for the State of Montana.

The Enterprise IT Financial Workgroup (EITFW) last met in March 2025 and is on hold until further discovery and planning for Enterprise IT Integration is completed. This does not extend to the Enterprise IT Asset Management community of practice, which will continue meeting and providing training events.

As financial and/or procurement discussions are needed, the State CIO or Deputy State CIO will engage Agency leadership.



## SITSD Executive Summaries

The SITSD Executive Summaries provide a quarterly update on the operations, projects and initiatives prioritized by each of the following teams:

1. [Technology Executive Summary](#)
2. [Security Executive Summary](#)
3. [Operations Executive Summary](#)
4. [Chief of Staff Executive Summary](#)
5. [Digital Infrastructure Executive Summary](#)
6. [Artificial Intelligence Executive Summary](#)



## Technology Executive Summary

The Technology Office at SITSD continues to focus on development and application hosting services that strengthen enterprise technology capabilities across the State government. Over the last quarter, the team has advanced several key initiatives aimed at improving digital accessibility, enhancing quality assurance practices, and modernizing hosting and deployment environments. Together, these efforts reflect ongoing progress towards greater efficiency, consistency, and compliance in statewide digital services.

### *Initiative – ADA Title II Accessibility Evaluations and Remediation*

With the federal deadline for ADA Title II web accessibility compliance extended to April 26, 2027, the Enterprise ADA Compliance Task Force continues to advance remediation efforts across state government. The additional time allows the enterprise to shift from large-scale remediation toward integrating accessibility into standard business operations, reducing future risk, minimizing rework, and ensuring all Montanans can access state services.

On the technical front, the Technology Office continues to partner with agencies to address accessibility and compliance issues across web and application platforms. In the past month, the Department of Administration (DOA) launched a new consolidated website, reducing 23 legacy sites into a single site. This effort improved accessibility, reduced technical debt, standardized branding across divisions, and streamlined ongoing maintenance and support.

In the coming quarter, the Technology Office will continue supporting agency remediation efforts, including active projects with the Office of Public Instruction, the Montana Historical Society, and multiple SITSD-managed websites. The team will also provide targeted technical assistance and finalize updated statewide accessibility guidance and policy resources, with broader rollout planned in future quarters.

### *Initiative – Quality Assurance Program*

The Quality Assurance (QA) Program remains a key pillar of the Technology Office's development lifecycle, with implementation of recommendations from the Nagarro 360-degree assessment continuing across all teams. Progress over the past month reflects steady advancement of these efforts, with a focus on strengthening and aligning QA practices enterprise-wide.

A significant shift underway is the integration of QA resources directly into development teams and projects. QA is now embedded throughout the full development lifecycle, from initial planning and requirements through testing and release, rather than being introduced

at the final stages. This approach is improving early defect detection, reducing rework, and increasing overall delivery quality and consistency.

Ongoing efforts continue to focus on defining and documenting roles and responsibilities, establishing consistent approaches to test case development and traceability, improving test readiness activities, and standardizing defect reporting and tracking. Together, these efforts are creating a more unified, repeatable QA framework that supports efficient collaboration and greater visibility across projects.

In the coming quarter, the Technology Office will continue to mature the QA Program through iterative refinement of these processes and by expanding enterprise alignment to ensure QA standards and practices are consistently applied across all technology initiatives.

#### *Initiative – Containerized Application Hosting Environment*

The Containerized Application Hosting Environment remains a key priority, with ongoing progress since the last reporting period. The Technology Office continues to refine and scale this modern application deployment model, building on lessons learned from earlier implementations. Teams from the Software Factory, AI Office, and Application Hosting continue to collaborate on deployments, with three applications currently in production and several additional applications progressing through the pipeline.

These containerized applications are platform agnostic, built on a Zero-CVE base image architecture, and hosted within State of Montana on-premise image registries. This approach strengthens security, improves consistency, and reduces long-term maintenance overhead while supporting broader modernization goals.

Current efforts remain focused on advancing core platform capabilities, including pre-deployment vulnerability scanning, Software Bill of Materials (SBOM) indexing, deployment policy enforcement, process isolation, portability, resource efficiency, and enhanced operational observability across the software supply chain.

Looking ahead, the team is prioritizing increased automation across the platform to streamline deployment, security, and compliance processes. This work is critical to supporting the State's growing portfolio of AI-enabled applications and services, where demand for rapid, secure, and repeatable deployment patterns is expected to accelerate.

## Security Executive Summary

The Office of Information Security at SITSD advanced cybersecurity operations, risk management, security architecture, compliance, and workforce development during the quarter. Work was shaped by two cross-cutting priorities: preparing the security program for statewide IT integration and maturing the State's approach to AI risk and governance. Operational monitoring and incident response continued at scale, while strategic efforts focused on exercise readiness, audit remediation, enterprise platform alignment, and external engagement with peer agencies and federal partners.

### *Initiative – Cybersecurity Operations and Incident Response*

The Cybersecurity Operations Bureau added seven new monitoring ingestion sources to the State's Enterprise Security Information and Event Management platform and triaged and closed 1,297 security cases during the period. Current detections achieved a 46% true-positive rate for threat activity targeting the State of Montana's technology resources, with the majority of alerts representing attacks against external internet-facing services. The bureau also received and reviewed 1,902 phishing submissions, identifying and blocking 59 unique phishing campaigns. On March 27, 2026, an end user installed an external USB drive that allowed malware to run and modify system attributes; the device was network quarantined until it was redeployed with a clean image. On April 3, 2026, an agency requested a log analysis of AI misuse, and the resulting investigation findings were provided to the agency for further review.

### *Initiative – Compliance and Governance*

The compliance program partnered closely with the Department of Health and Human Services (DPHHS) business and system owners to remediate critical Centers for Medicare & Medicaid Services (CMS) findings in the CHIMES system, completing corrective actions, documentation updates, and compliance monitoring needed to restore full federal authorization for system connectivity. The team also worked with DPHHS program leads and internal compliance staff to resolve corrective action plan findings for the SEARCHS system, implementing remediation and validation steps to align with CMS security and compliance expectations. At the enterprise level, security staff continued oversight of Information Technology Procurement Requests, ensuring proposed solutions, contracts, and funding requests align with State security standards, Montana Code Annotated requirements, privacy obligations, and enterprise policy. During the quarter, the office also authored the Security Program Management Standard and revised the Critical and High Vulnerability

Management Standard to strengthen statewide governance, accountability, and compliance alignment.

*Initiative – Risk Management, Resilience, and Continuity*

Risk management efforts this period focused on exercise planning, integration readiness, audit response, and ongoing compliance support. The team is designing the scenario and coordinating planning for the 2026 State of Montana Tabletop Exercise on June 17, and, in coordination with the Network Operations Security Center (NOSC), facilitated updates to the Information Security Incident Response Team (ISIRT) Manual to prepare for ISIRT Team changes after integration. Staff continued partnering with DPHHS critical system teams on Plan of Action and Milestones (POAM) and Corrective Action Plan (CAP) submissions and are evaluating process efficiencies for risk assessments, control assessments, and risk prioritization. In response to SABHRS' Legislative Audit Division (LAD) audit findings, the team is guiding the State Financial Services Division and State Human Resources Division groups in developing policies and standards for each control family, with that work ongoing and ahead of the planned schedule. Team members also participated in the first MT AI Hack, collaborating with other agencies and the Montana University System (MUS) on AI best practices, tips, and prototype solutions to business needs. During the quarter, a staff member also passed the ISACA Advanced in AI Risk Management certification exam, becoming one of the first 300 individuals globally to earn the credential.

*Initiative – Security Architecture and Enterprise Enablement*

Security architecture maintained operational governance through sustained weekly SentinelOne enterprise reporting, scheduled Splunk reviews of L7 firewall changes (no unreviewed changes this period), enforcement of firewall standards on new rule requests, and active monitoring of regulated data flows through Proofpoint O365 DLP. The team supported enterprise platform alignment by tracking the State of Montana ServiceNow Statement of Work (SOW), participating in weekly Montana Board of Crime Control AWS Justice Data Warehouse project meetings, coordinating Tanium Software Bill of Materials (SBOM) rollout timing with stakeholders, and engaging on the DLI server takedown incident, where discovered vulnerabilities required action but servers were returned to service due to business impact. Strategic engagement included delivery of the MT DGS concurrent session “AI and Cybersecurity: The Path Forward,” AWS collaboration on Security Control Policies and Standards, EI-ISAC access to the May 12 election Situational Awareness Room, and continued tracking of MS-ISAC training and research from

Forrester, SANS, and other partners. Governance contributions also continued through Security Demand Prioritization, recurring Security Leadership and Level 10 sessions, and a broader Security Roundtable with agency partners.

## Operations Executive Summary

### *SITSD Service Desk*

Service Desk, serving as the primary support layer for all agency IT and SITSD-affiliated agencies, successfully resolved 2,364 cases in the prior quarter. During this period, Customer Satisfaction (CSAT) shifted from 4.70 to 4.60, and Customer Effort Score (CES) went from 1.58 to 1.72. The Service Desk has continued to strengthen cross-team collaboration, enhance internal team documentation, and develop a formal onboarding and training program for new staff, including a comprehensive handbook covering policy, procedures, and troubleshooting resources. We have begun using a Perplexity space we designed that allows us to search our internal documentation for trouble shooting help and we have been having great success.

### *Customer Success Managers*

The Customer Success Managers (CSMs) serve a critical function in ensuring the effective implementation and sustained success of state agency information technology and business initiatives. Their responsibilities extend well beyond relationship management, encompassing the promotion and adoption of SITSD products and services, strategic collaboration with internal teams to optimize communication and information sharing, and the facilitation of cross-agency engagement. This quarter the CSM team has expanded their scope by taking on new processes, including monitoring VIP cases to ensure customer satisfaction, department mapping to the ID to maintain clean and accurate data in Nova, assisting agencies with budgeting efforts, and offering Service-Level Agreement (SLA) support as agencies engage with SITSD.

### *Network Operations and Security Center (NOSC)*

Operating continuously, the NOSC, located at the State of Montana Data Center, is responsible for maintaining the security and smooth functioning of the State's computing and network systems. Over the prior quarter NOSC has handled 2004 phishing incidents and 914 other technical incidents. During this same time our security automation tool addressed 916 phishing incidents.

### *Enterprise Platforms*

The Desktop Services team automated patching using Tanium confidence scores to meet new security standards, delivered a baseline Intune Kiosk Mode for the Montana Heritage Center resource room, and supported agency and enterprise efforts to reduce RSA token spend and transition to phishing-resistant Multi-factor Authentication (MFA). The Enterprise Applications team continued partnering with State HR to prepare for the integration snapshot and supported the Cybersecurity Bureau's transition from XSOAR to Proofpoint for phishing automation. The Enterprise Services team advanced plans to reduce Splunk usage and cost ahead of renewal. The ServiceNow Platform team configured Nova to an MVP state across IT Asset Management, IT Service Management, and IT Operations Management to inform next steps and decision-making.

### *IT Asset Management*

Within the last quarter the IT Asset Management Team (ITAM) has made significant progress within the ServiceNow Nova initiative, with a focus on testing, collaboration, and process alignment. Current efforts are centered on validating system functionality and leveraging primarily out-of-the-box capabilities to support efficient and user-friendly workflows. These activities are driving increased automation and consistency, helping to streamline operations while minimizing the need for custom development. In parallel, foundational elements are being established to support improved reporting and enhanced visibility into asset data.

## Office of the CIO Staff Summary

The Office of the Chief Information Officer (OCIO) is transitioning from the prior Innovation & Transformation Office (ITO) operating model to a structure that reflects current resource capacity, evolving enterprise priorities, and the broader statewide IT integration effort. While the OCIO retains responsibility for advancing enterprise strategy, governance, and transformation outcomes, it is important to note that the office is presently operating without dedicated staffing across several key functional domains, including Project Management, Enterprise Services, and Strategy and Governance.

At this stage, organizational alignment under the OCIO is primarily functional rather than structural. No teams have formally transitioned under direct administrative authority. This approach allows for flexibility as the State continues to mature its centralized IT operating model.

In the near term, the OCIO is focusing on several priority efforts that support enterprise alignment and foundational capability building. These include oversight and coordination of the Google Workspace proof of concept to inform future collaboration platform decisions; advancing work planning initiatives to improve visibility, prioritization, and alignment of IT efforts across the enterprise; and strengthening IT contract management practices in coordination with State Procurement's centralization initiatives to ensure consistency, value realization, and vendor accountability.

The OCIO will also continue to reinforce enterprise governance practices, support prioritization and demand management, and ensure that existing transformation efforts remain aligned with statewide objectives. As capacity evolves, the office will assess opportunities to formalize structures, expand capabilities, and build sustainable support models that enable long-term success in enterprise IT integration.

## Digital Infrastructure Executive Summary

*Initiative – Support for key initiatives throughout the organization.*

The Key initiatives the Digital Infrastructure staff are supporting are:

- **SnowFlake** – in partnership with Dept of Health and Human Services, the Voice Operations team is modernizing call center reporting and enhancing access to recorded calls to improve citizen experience.
- **Enterprise Platform Initiative** – As we move into the next phase, the Enterprise Platform Initiative will progress toward demoing working software and continuing service mapping efforts. This work provides the foundational data and inputs that the Nova IT Operations instance will leverage to support IT Service Management (ITSM), IT Operations Management (ITOM), and IT Asset Management (ITAM) capabilities built on top of the platform.

*Project – State Building Projects*

SITSD Digital Infrastructure has assisted various agencies with remodeling efforts to maximize and update existing State space. SITSD Network Operations have managed, installed, performing cabling, and coordinated circuit upgrades for various State projects. Each project as follows:

### Finishing Phase

- Bozeman Marsh Labs - Completed
- Great Falls MDT - Completed
- Bozeman MDT - Completed

### In Progress

- Capital
- Mitchell
- Metcalf
- Walt Sullivan
- FWP Havre
- Great Falls Job Service

### Planning Phase

- FWP Armory Lewistown
- FWP Helena, Custer Ave campus new construction
- DOR Whitehall



- DOR Red Lodge

*Project – End of Life Hardware Replacements*

The Digital Infrastructure Office is proactively replacing outdated hardware across the State to ensure continued support for Agency area offices and critical systems. This initiative enhances system reliability and strengthens our security posture, aligning with our strategic objectives under the Zero Trust framework. This project work has already commenced and will continue for the majority of the biennium. Infrastructure replacements currently are: **F5 Load balancer and Web application firewall** – provides high-performance application delivery and security through its platform, primarily utilizing the load balancing and the Advanced Web Application Firewall (WAF) for deep application security.

Collectively there are 1620 Agency Websites and applications that are protected by the F5 infrastructure.

**Netapp Storage controllers** – supports the underlying storage needs of Agency virtual servers located in the State Data Center. This includes:

- 2049 Windows Servers
- 1129 Linux Servers
- Total storage consumption of 2.47 PB

**Wireless Access Points** – 531 of 785 wireless network access points (APs) have been replaced, representing approximately 70% completion

**Network Switches** – 296 of 493 end-of-life (EOL) switches have been replaced, reaching approximately 60% completion

## Artificial Intelligence Executive Summary

### *Training and Enablement*

- Hosted first AI Hackathon. [www.mtaihack.com](http://www.mtaihack.com) on May the Fourth with 54 participants and 7 projects
- Delivered 4 trainings covering AI safety, prompt engineering, and responsible use—supported by internal resources such as AI\_SkillUp and approved tool guidance in AI\_Tools.
- Enabled staff across multiple agencies (DPHHS and Department of Revenue), infrastructure, applications, and program teams through guided meetings using approved tools (Perplexity Enterprise, Copilot, Claude/ChatGPT Business).
- Updated guides and self-service materials in the CAIO SharePoint knowledge base.
- Hosted 1 AI Coffee Talks leveraging the series maintained in AI\_SkillUp.

### *Projects and Experiments*

- Department of Administration
  - a. Shared AI-enabled forms and workflow platform helping agencies catch errors, guide users, and route work more efficiently.
  - b. AI-assisted procurement workflow and rules engine standardizing tech purchasing and giving leadership a real-time view of requests.
  - c. Exploring AI automation and security tooling to gain efficiency while adding guardrails for sensitive data and compliance.
- Department of Agriculture
  - a. Exploring an AI website assistant that searches agency content to answer customer questions in plain language and reduce staff inquiries.
- Department of Commerce
  - a. Pilot AI support for consensus grant scoring that compiles scores, helps reviewers reach agreement, and records final decisions.
  - b. AI-assisted review of policies, standards, and contracts to identify gaps and improve consistency and compliance.
  - c. AI-generated image tags in digital asset management to speed up organizing and searching photo libraries.
- Department of Corrections
  - a. Developing AI governance for criminal justice and health data to define where AI can be used safely and compliantly.



- b. Proof of concept using AI to scan inmate phone calls and surface possible investigative leads.
- c. Limited AI video analytics deployment to support facility monitoring and incident detection where hardware allows.
- Department of Environmental Quality
  - a. AI scripting proof of concept to process certain water permits and reduce a large permit renewal backlog.
  - b. Evaluating AI-assisted legacy system analysis and front-end rewrite to speed modernization.
  - c. Using AI to help engineers draft clearer, more understandable permit denial letters.
  - d. AI-enforced editorial guidelines to improve consistency and quality of high-visibility documents.
  - e. AI-generated modern codebase as a starting point to replace a legacy environmental application.
  - f. Evaluating AI-assisted testing in the development pipeline to speed smoke testing.
  - g. AI support for stormwater program work to increase efficiency in drafting and analysis.
  - h. Exploring AI integration with GIS to streamline data ingestion, scripting, and large raster analysis.
  - i. Staff using AI in office tools for meeting notes, recaps, writing support, and light automation.
  - j. AI-assisted dashboard to monitor mapping system health and speed troubleshooting.
  - k. AI-accelerated conversion of individual legacy reports into a modern reporting platform.
  - l. Ideation on an AI-powered tool to automate conversion of many legacy reports at scale.
  - m. Pilot AI tool that inventories, themes, and structures responses for large public comment sets.
- Department of Fish, Wildlife and Parks
  - a. AI-powered image classification for trail cameras to reduce manual tagging and speed wildlife data turnaround.

- b. Ideation on AI-assisted recreation mapping that unifies trails and access data into one public map.
- c. Proof of concept interactive fishing information map that consolidates water, fish, access, and regulation data.
- d. Pilot AI assistant trained on regulations to answer common licensing and rule questions.
- e. Proof of concept using AI to produce accessible, correctly tagged PDF maps.
- f. Under evaluation AI summarization of commission public comments to speed and standardize review.
- g. AI document-processing for military license applications to automate reading and verifying orders.
- h. AI assistant that extracts and codes line items from large vendor invoices to reduce fiscal workload.
- i. AI support for drafting and refining RFPs, using prior procurements and policies to suggest structure and language.
- Department of Labor and Industry
  - a. Statewide AI community of practice connecting agencies, schools, and partners around training and use-case sharing.
  - b. Staff using AI summarization to stay on top of plans, documents, and meetings more efficiently.
  - c. In-progress efforts on shared buying and training models to expand AI access and upskilling for small and rural businesses.
  - d. AI literacy work aligned with federal frameworks, including a text-message course for workers without broadband.
- Department of Livestock
  - a. Exploring AI over existing data platforms to let staff quickly query and cross-reference investigative data across systems.
- Department of Military Affairs
  - a. AI-assisted policy and procedure updates using redacted case examples and links to statewide policies.
  - b. AI workspace for faster review and planning around legislative documents.
  - c. Experiments with AI-assisted dashboard coding to visualize key data despite limited in-house development capacity.
- Department of Natural Resources and Conservation



- a. Broad use of AI for drafting, summarizing, coding help, comment analysis, and contract pre-screening to boost staff productivity.
  - b. AI-supported legislative analysis and testimony prep, including simulated committee Q&A.
  - c. Exploring AI in new digital licensing and permitting workflows to assist applicants and catch incomplete submissions.
- Department of Public Health and Human Services
  - a. Ideation effort to map customer journeys and design AI-enabled improvements for service experience.
  - b. Early exploration of AI on cloud data to improve analytics and decision support while protecting sensitive information.
- Department of Revenue
  - a. Pilot AI-assisted deed review to pre-screen and summarize documents so staff can focus on issues.
  - b. Ideation on AI-assisted property tax review to flag anomalies for deeper human review.
- Department of Transportation
  - a. Exploring AI-enabled analytics with cloud and spreadsheet data to improve rate-setting accuracy.
  - b. Considering AI-assisted modernization of a high-value legacy application to cut technical debt.
  - c. Rolling out AI assistants for email, scheduling, and meeting prep, supported by training and governance.
- Secretary of State
  - a. AI-assisted ballot proofing that speeds review of vendor drafts and reduces manual back-and-forth.

