POLICIES FOR LEGISLATIVE TECHNOLOGIES
HOW ARE THEY WORKING?

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How Are They Working?

Do they exist? Do you need them?

Have they been updated?

For whom: legislators, political staff, permanent staff, or the IT department?
EXISTING:
- Appropriate Use
- Social Media
- Mobile Device Management
- Email

NEED:
- Training
- Procedures and protocols
- Enforcement
- Change management

MONTANA POLICIES
No Limit on Device Type or Quantity
Legislative Staff Support all Devices
Contracted Services Available

BYOD Legislator & Staff
Number of Devices per User
2017 Session
210 Total Devices Supported

- # With no device: 37
- # With 1 device: 69
- # With 2 devices: 47
- # With 3 devices: 13
- # With 4 devices: 2
BRING YOUR OWN DEVICE

POLICIES & STATISTICS

210 Different Devices
116 Laptops/Tablets with 8 Different Operating Systems
94 Phones, Three Different Types with Multiple Application Versions
Email BYOD has Mobile Device Policy through the Executive Branch
Current: 86 of 150 Legislators are using mt.gov accounts
64 Legislators are using private accounts
Pamphlet & Training for New Legislators

Training Not Mandatory

Legislators Do Not like Exec IT Email Policies

Password Policy
Inbox Size limitations
Archive process

New Exec Initiative Will Add to Frustration

2 Factor Authentication
Search Capability only on MT.gov Accounts

Detailed Process for Processing Info Requests
- Process Documentation for Email, Web & Phone requests
- Ticketing System used for Record keeping & Time Stamps

Lessons Learned
- Every Request is Unique
- Variables in Search Criteria produce varied results
- Legislators using active account can produce inconsistent results
- Attachments need to be included
- Some requests include full Internet header information

Information Requests
Process & Lessons
Be Proactive!

Email: New Solution
More requests

Appropriate use/social media

Records Retention Policies
New technologies: texts

Conversion of Systems
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