Our Focus for Today:
The Roles and Responsibilities Survey

1. Understand objectives for this survey

2. Discuss the "ask" for leaders, managers, and employees

3. Review resources and upcoming activities

4. Address questions about the process

Photo courtesy of the Montana Department of Fish, Wildlife, and Parks.

Before We Begin - An Update on IT Integration

With **IT Integration progressing**, we are finalizing our information-gathering effort and preparing to **begin our design process** for building our future IT organization.

2025 **2026**

Phase 1

Discovery & Planning

Gather insights on what's working, what's not, and what's possible.

Phase 2

Governance & Design

Co-create the future-state design and governance model.

Phase 3

Execution & Transition

Implement our new design while maintaining service continuity.

Reminder - Why are We Doing IT Integration?

Montanans & Visitors

- Make it easier to get things done online

- Deliver better experiences every time

- Support the services people rely on

"So easy, we didn't have to think about it."

Agencies

- Work side by side with you

- Communicate openly about shared priorities

- Focus on most important agency goals

"I spend less time waiting on IT and more time on my day job."

IT Employees

- Be part of a strong mission and culture

- Grow career and skills

- Empower us to work closer and connect more

"In IT, I know my work positively impacts service to Montanans."

Photos courtesy of the Montana Department of Administration.

The Roles and Responsibilities Survey

We have an ask for all IT employees to learn more about the work they do.

What is the ask?

- Each employee will complete a survey with 12 questions.
- Managers will review the information and submit the form.

Why are you asking for this information?

- The IT Integration program would like to account for all duties and tasks each IT employee performs.

What will it be used for?

- We will include this information with our discovery data. It will ensure we do not miss important activities or processes as we design the future IT organization.
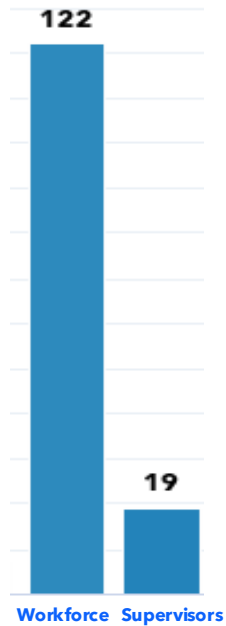
Why should employees participate?

- Employees have an opportunity to be involved, and the information supplied will inform the organizational design.
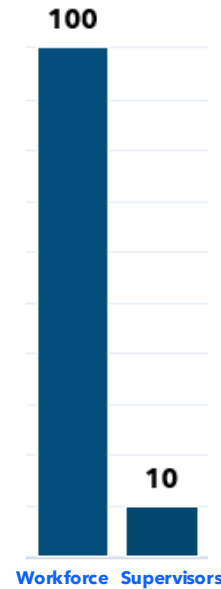
IT Resource Headcount By Role Category

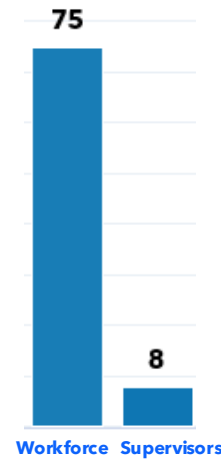The headcount data provided insights into the headcount by role categories across the state.

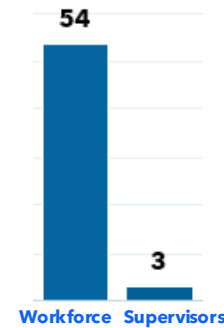**Systems Administrators
Headcount: 141**

122

19

Workforce   Supervisors

**Software Developers
Headcount: 110**

100

10

Workforce   Supervisors

**Systems Analysts
Headcount: 83**

75

8

Workforce   Supervisors

**Systems Support
Headcount: 57**

54

3

Workforce   Supervisors

**GIS Specialists
Headcount: 44**

37

7

Workforce   Supervisors

**Security Specialists
Headcount: 44**

37

7

Workforce   Supervisors

**Database Administrators
Headcount: 34**

33

1

Workforce   Supervisors

**Systems Architects
Headcount: 19**

16

3

Workforce   Supervisors

**Computer
and AII: 9**

9

Workforce

**Research
Analysts: 3**

3

Workforce

**Communications
Technologist: 2**

2

Workforce

**Customer Service
Assistant: 2**

2

Workforce
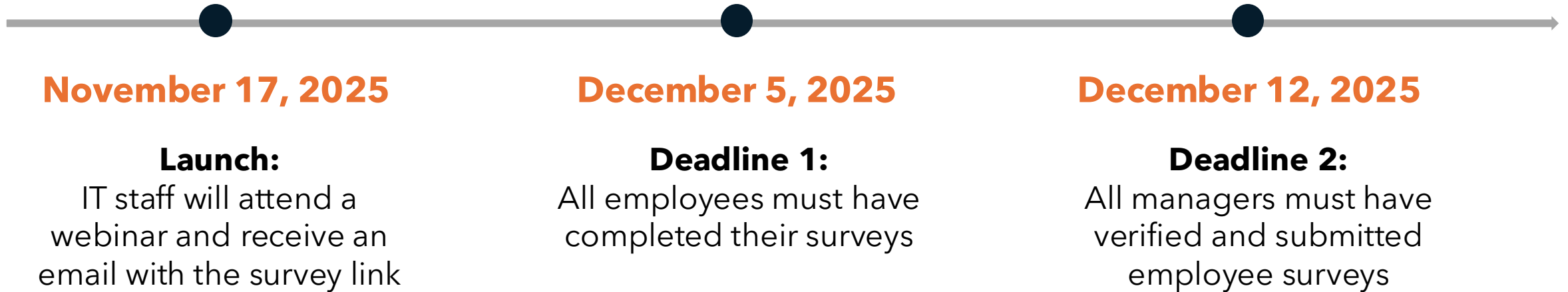
**Facilities
Specialist: 2**

2

Workforce

**Project Supervisor,
Training Supervisor,
Trainer: 1 each**

1

Workforce

Note: This does not include IT Executives, Managers and business classified roles within IT teams. Data collected as of 11/5/25 for the initial 16 agencies in-scope.

Our Process and Timing

November 17, 2025

Launch:
IT staff will attend a webinar and receive an email with the survey link

December 5, 2025

Deadline 1:
All employees must have completed their surveys

December 12, 2025

Deadline 2:
All managers must have verified and submitted employee surveys

Additional Information

- All IT staff, including supervisors and managers, will complete the survey.

- IT Integration / HR staff will address any questions throughout the process.

- IT Integration team will share data with Agency IT leaders as a summary of their organizations.

What's on the Survey?

- All staff will complete the same 12 questions.

- These questions are mostly open-ended.

- These questions ask questions about one's current role and what one needs to be successful.

Types of Questions

About your role

- **Duties you perform (including tasks not related to your primary duties)**

- **Applications, platforms, or other technologies you use in your job**

About you

- **Job-related certifications you hold or recent trainings you received**

- **Additional training, resources or tools that would be helpful to you**

- **Interest in taking on a new role**

Questions You May Have

- **Does being asked to complete the survey mean my role is in-scope for IT Integration?**
  Not necessarily. We are surveying all IT staff.

- **Can my manager and I discuss the data before submission?**
  Yes. You may request time with your manager to review before submitting.

- **Is this data being used to evaluate employees?**
  No. We are focused on documenting tasks and processes only.

- **Is this the last time my voice will be heard during IT Integration?**
  No. You will learn about additional opportunities to be involved as we move into the next phase (Governance and Design).

Our Request for You

- Read the email with instructions and survey link

- Open the survey and respond to items

- Ask your manager to address any questions or concerns

- Submit the survey for review by your manager

Reminders

1. All-IT Staff Webinar – November 17
2. Email with Survey Link – November 17
3. Deadline for completing the survey – December 5 *(YES – even the State CIO!)*
4. Deadline for managers to verify survey – December 12

What questions do you have?

Photo courtesy of the Montana Department of Administration.

Thank You