



# 2025 IT Strategy Report

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March 25, 2025

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FEWER ISSUES



LESS RISK



BUSINESS &  
BUDGET  
ALIGNMENT



OPERATIONAL  
BOOSTS



HAPPY END USERS

## FEWER ISSUES

- ✓ Key Performance Indicators:
  - ▶ Number of issues
  - ▶ Severity/impact of issues
  - ▶ Hours of technical resolution time divided by the number of endpoints (PC's and Servers)

## LESS RISK

- ✓ Key Performance Indicators:
  - ▶ Regulatory Standards/Gaps/% of alignment
  - ▶ General Cybersecurity Standards/Gaps/% of alignment
  - ▶ Advanced Cybersecurity Standards/Gaps/% of alignment

## OPERATIONAL BOOSTS

- ✓ Key Performance Indicators:
  - ▶ General IT Standards/Gaps/% of alignment
  - ▶ Quarterly IT Objectives % Completed
  - ▶ (Scope, budget, schedule, satisfaction score)
  - ▶ Annual IT Objectives % Completed

## HAPPY END USERS

- ✓ Key Performance Indicators:
  - ▶ IT Support Client Satisfaction Score
  - ▶ IT Project (end user facing) Client Satisfaction Score

## BUSINESS & BUDGET ALIGNMENT

- ✓ Key Performance Indicators:
  - ▶ IT Operational Expense % of Budget
  - ▶ IT Capital Expense % of Budget

# Flathead Reservation Water Management Board

The Flathead Reservation Water Management Board is an independent regulatory body established under the CSKT-Montana Water Rights Compact to oversee water rights administration on the Flathead Indian Reservation. It has exclusive authority over new water rights and change applications. The Compact, effective September 17, 2021, outlines the board’s appointment process: two members are appointed by Montana’s Governor (in consultation with county commissioners), two by the Confederated Salish and Kootenai Tribes Tribal Council, and these four select a fifth member. A sixth, non-voting ex officio member is appointed by the U.S. Secretary of the Interior.

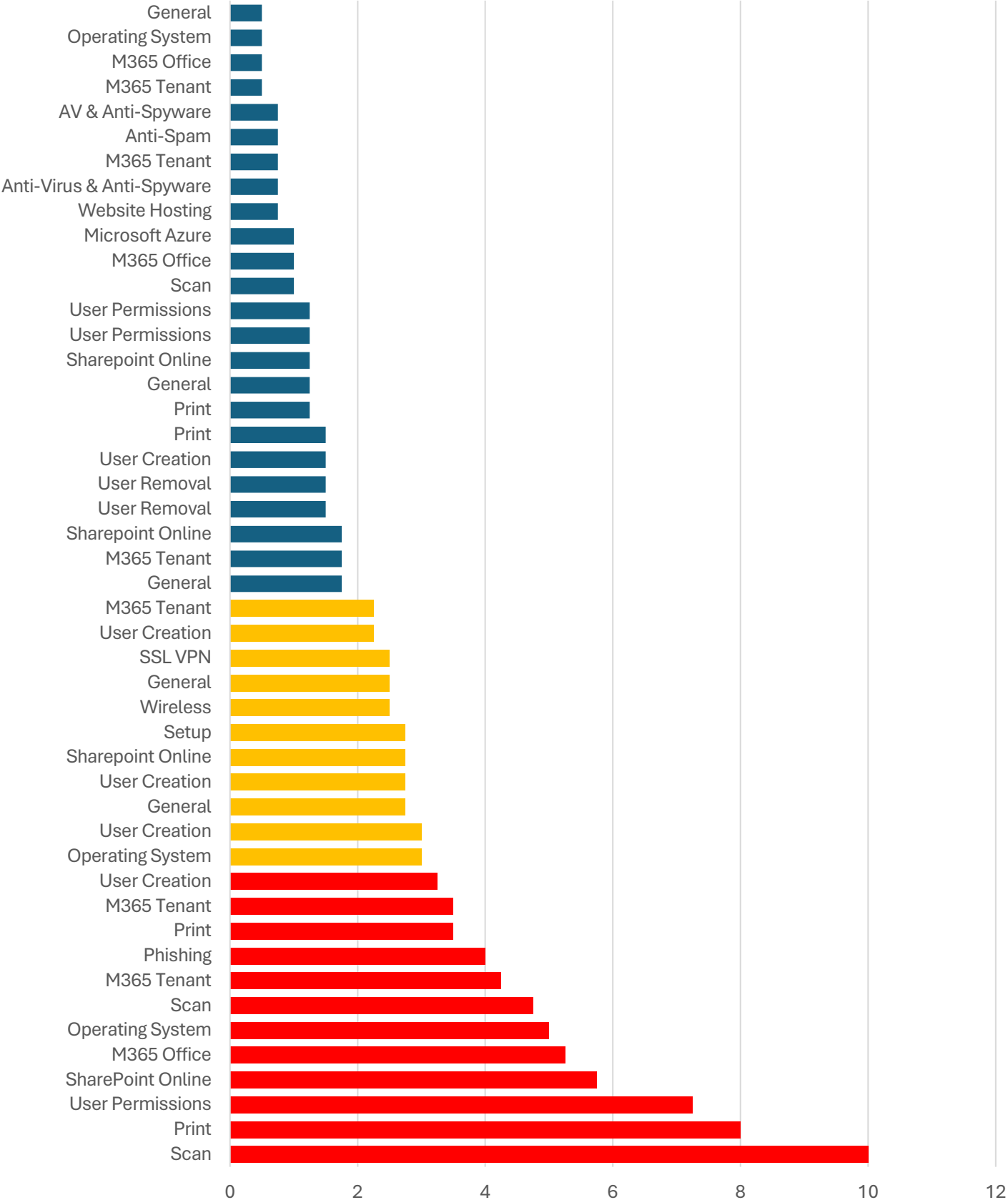
Agreement \$1080/Month	Managed Servers	Virtual Machines	Managed Workstations
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Essentials 1.1

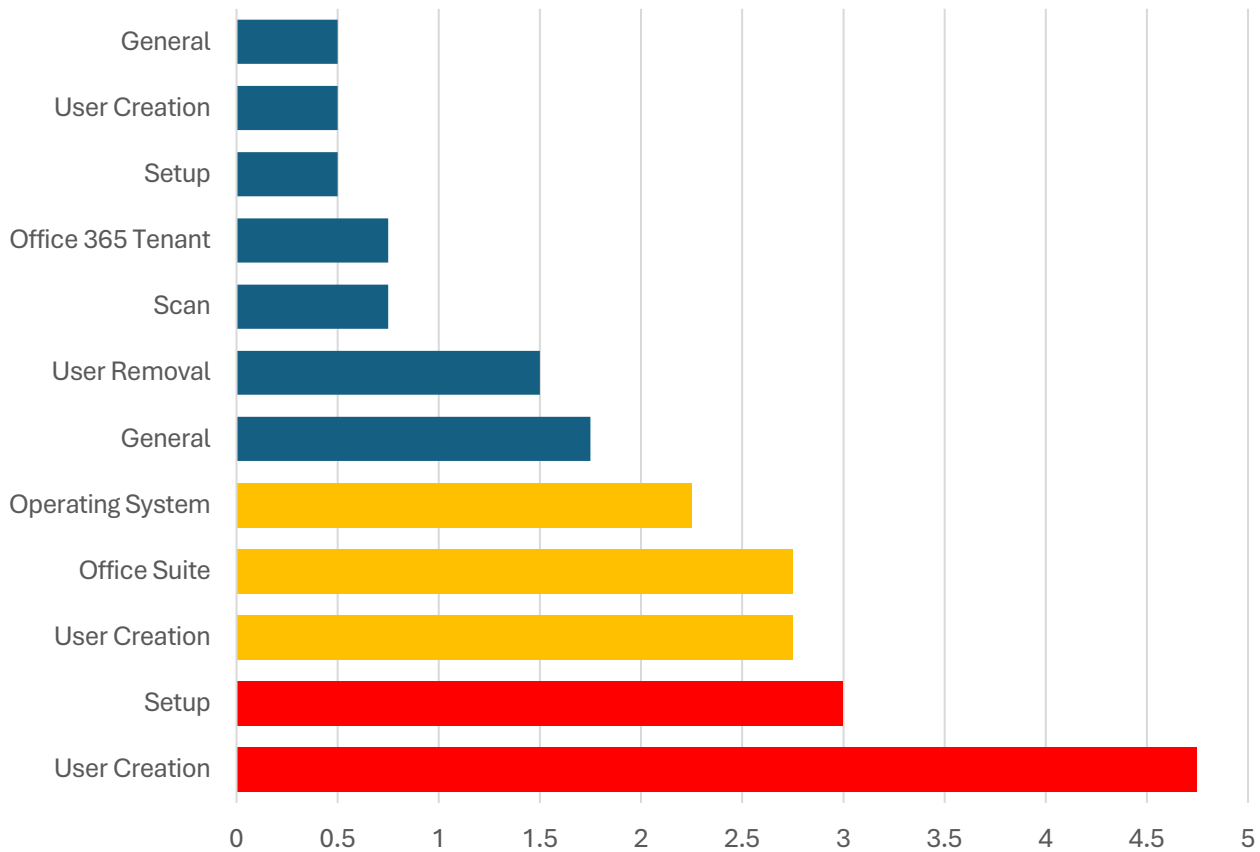
Tools, Central Services, vCIO  
Remote Support - Included  
Onsite Support - Included

0014

Microsoft Licenses						
Product Name	Assigned Licenses	Purchase Quantity	Available Licenses	Price	Extended Price	Annual Renewal Date
M365 Business Standard	15	16	1	\$12.50	\$200.00	2/17/2026
Microsoft Entra ID P2	1	1	1	\$9.00	\$9.00	2/17/2026

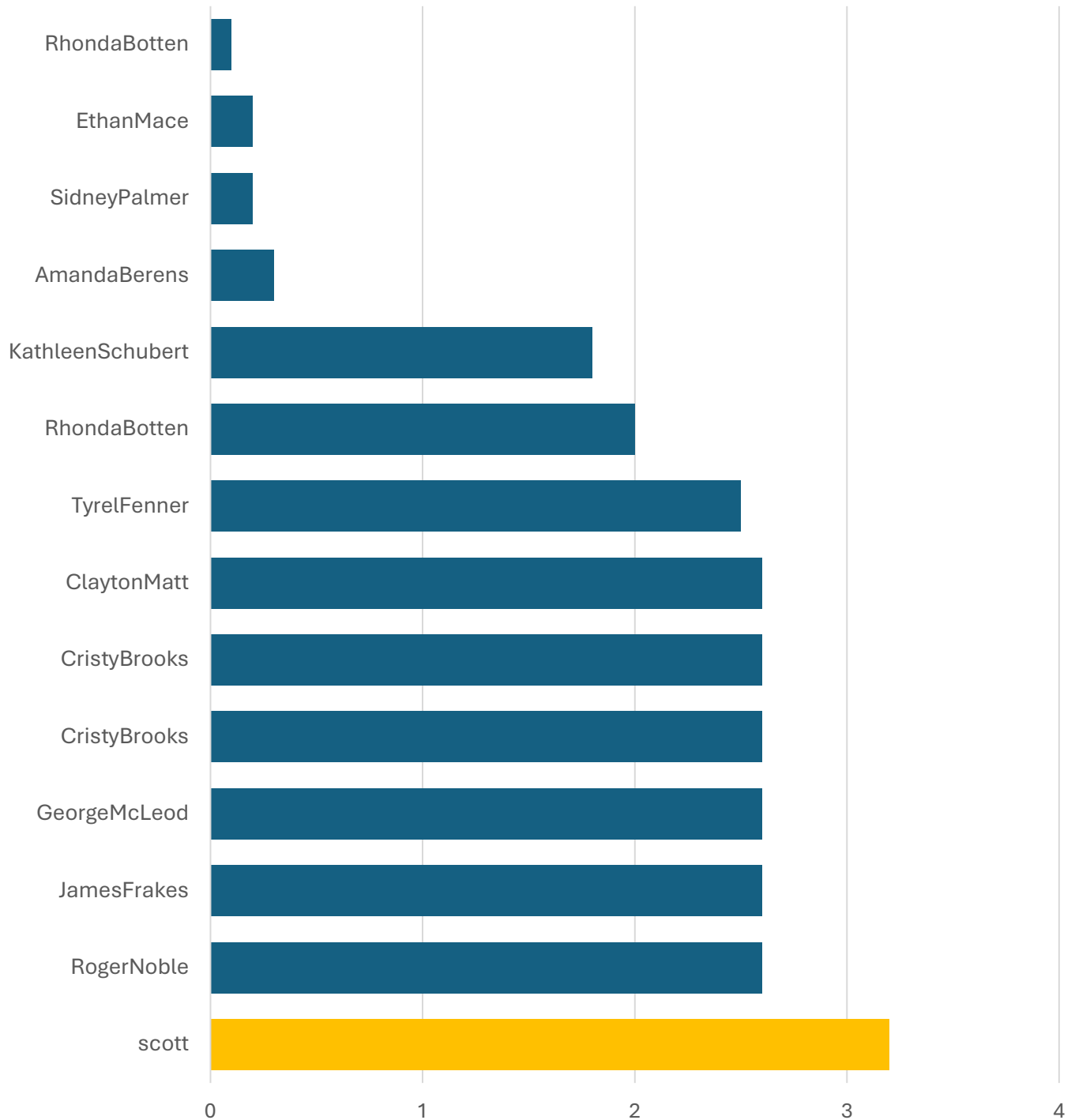


ENTERED	CONTACT	TICKET SUMMARY	SUBTYPE	HOURS
01/08/24	James Frakes	Sharepoint / Onedrive not working	M365 Tenant	0.5
01/23/24	Ethan Mace	Microsoft Steam Migration	M365 Office	0.5
02/06/24	James Frakes	User lock out	Operating System	0.5
07/23/24	Rhonda Botten	Downloading Cisco software to computer	General	0.5
04/04/24	James Frakes	Website completely down	Website Hosting	0.75
05/14/24	Ethan Mace	Suspicious email inquiry	AV & Anti-Spyware	0.75
05/29/24	Rhonda Botten	Access to contact@frwmb	M365 Tenant	0.75
10/02/24	Rhonda Botten	Defender pop up while working in QuickBooks online	Anti-Spam	0.75
10/08/24	Rhonda Botten	Windows defender pop up	AV & Anti-Spyware	0.75
01/10/24	Ethan Mace	Authentication error on scanner	Scan	1
01/22/24	James Frakes	Automatic Teams link	M365 Office	1
05/08/24	Ethan Mace	Adding First Call to Entra ID P2	Microsoft Azure	1
02/08/24	Kathleen Schubert	Needing connection to network printer	Print	1.25
05/14/24	James Frakes	Admin access needing for application	General	1.25
05/21/24	James Frakes	Link in File explorer no longer working	Sharepoint Online	1.25
10/01/24	Sidney Palmer	User Permission Change Request: Scott Ollinger	User Permissions	1.25
11/05/24	Rhonda Botten	User Permission Change Request: Cristy Brooks	User Permissions	1.25
02/01/24	Ethan Mace	User removal request: Teressa WallMcDonald	User Removal	1.5
04/04/24	Ethan Mace	User removal request: Anna Butterfield	User Removal	1.5
08/12/24	Ethan Mace	New user request: Scott Ollinger	User Creation	1.5
08/27/24	James Frakes	Help setting up new printer	Print	1.5
02/13/24	Cristy Brooks	SharePoint application and online files	General	1.75
04/30/24	James Frakes	File explorer mapping to SharePoint	M365 Tenant	1.75
07/11/24	James Frakes	Assistance setting up SharePoint Sites	Sharepoint Online	1.75
04/18/24	James Frakes	New user request: Sidney Palmer	User Creation	2.25
12/05/24	Ethan Mace	Create new global admin in tenant	M365 Tenant	2.25
09/20/24	Rhonda Botten	Guest WiFi down	Wireless	2.5
10/08/24	Ethan Mace	Assistance installing Cisco Anyconnect	General	2.5
11/18/24	Ethan Mace	Questions on State of Montana Security Cert Installation SSL VPN		2.5
01/10/24	James Frakes	Sharepoint permissions	General	2.75
01/24/24	James Frakes	New user request: George McLeod	User Creation	2.75
10/18/24	Rhonda Botten	Access to SharePoint	Sharepoint Online	2.75
12/30/24	Ethan Mace	New Computers Kaseya, Webroot, & Joined to Azure	Setup	2.75
01/02/24	James Frakes	User unable to log into device	Operating System	3
01/29/24	Ethan Mace	New user request: Kathleen Schubert	User Creation	3
05/08/24	James Frakes	New user request: Rhonda Botten	User Creation	3.25
07/24/24	James Frakes	Unable to print while logged into the States VPN	Print	3.5
08/12/24	Roger Noble	Create new accounting email	M365 Tenant	3.5
05/15/24	Ethan Mace	Stop test phishing emails	Phishing	4
02/05/24	Ethan Mace	SharePoint deleting files	M365 Tenant	4.25
11/14/24	Rhonda Botten	Printer/scanner network account settings error	Scan	4.75
07/23/24	Cristy Brooks	Lost ability to access shared drive on desktop	Operating System	5
08/14/24	Rhonda Botten	Assistance configuring new Sharepoint site	M365 Office	5.25
12/04/24	Rhonda Botten	Investigation on accounting SharePoint folder	SharePoint Online	5.75
09/26/24	James Frakes	DNRC Water Rights Database Access	User Permissions	7.25
12/19/24	Ethan Mace	Assistance with Printer install	Print	8
09/03/24	Rhonda Botten	Unable to scan to email from Brothers printer	Scan	10



ENTERED	CONTACT	TICKET SUMMARY	SUBTYPE	HOURS
01/09/25	Ethan Mace	Assistance with new computer setup	Setup	0.5
01/17/25	Ethan Mace	New user request: Anna Butterfield	User Creation	0.5
01/17/25	Anna Butterfield	Adobe install	General	0.5
02/20/25	Rhonda Botten	Need scanning added to workstation	Scan	0.75
03/17/25	Sidney Palmer	Unable to toggle to original Outlook	Office 365 Tenant	0.75
03/05/25	Ethan Mace	User removal request: Scott Ollinger	User Removal	1.5
01/16/25	Anna Butterfield	ArcPro app not opening/unable to update	General	1.75
03/13/25	Roger Noble	Workstation not operating properly	Operating System	2.25
02/14/25	Ethan Mace	New user request: Amanda Berens	User Creation	2.75
03/13/25	Roger Noble	OneDrive files not syncing	Office Suite	2.75
02/18/25	Rhonda Botten	New workstation setup	Setup	3
02/14/25	Ethan Mace	New user request: Tyrel Fenner	User Creation	4.75

## Machine Age - Years





## Machine Age - Years

Name	Serial	User	Type	Model	Processor	OS	Age (years)
<a href="#">frwmb-l-15.ronan</a>	C3PCG74	RhondaBotten	Workstation	Precision 7780	Intel Core i7-13850HX	Windows 11	0.1
<a href="#">frwmb-l-10.ronan</a>	PF53AHY1	EthanMace	Workstation	P16v Gen 2 Laptops (ThinkPad) - Type 21KX	Intel Core Ultra 185H	Windows 11	0.2
<a href="#">frwmb-l-11.ronan</a>	PF532WGM	SidneyPalmer	Workstation	P16v Gen 2 Laptops (ThinkPad) - Type 21KX	Intel Core Ultra 185H	Windows 11	0.2
<a href="#">frwmb-l-12.ronan</a>	PF53A8V0	AmandaBerens	Workstation	P16v Gen 2 Laptops (ThinkPad) - Type 21KX	Intel Core Ultra 185H	Windows 11	0.3
<a href="#">frwmb-l-09.ronan</a>	PF496H4C	KathleenSchubert	Workstation	P14s Gen 2 Laptop (ThinkPad) - Type 20VX	Intel Core i5-1145G7	Windows 10	1.8
<a href="#">frwmb-l-08.ronan</a>	PF48XXAY	RhondaBotten	Workstation	P14s Gen 2 Laptop (ThinkPad) - Type 20VX	Intel Core i7-1185G7	Windows 11	2
<a href="#">frwmb-l-01.ronan</a>	PF3RQ2XK	TyrelFenner	Workstation	T15g Gen 2 Laptop (ThinkPad) - Type 20YS	Intel Core i7-11850H	Windows 10	2.5
<a href="#">frwmb-l-05.ronan</a>	HH80RL3	ClaytonMatt	Workstation	Latitude 5520	Intel Core i5-1145G7	Windows 10	2.6
<a href="#">frwmb-l-04.ronan</a>	6G80RL3	CristyBrooks	Workstation	Latitude 5520	Intel Core i5-1145G7	Windows 10	2.6
<a href="#">frwmb-l-07.ronan</a>	4D80RL3	CristyBrooks	Workstation	Latitude 5520	Intel Core i5-1145G7	Windows 11	2.6
<a href="#">frwmb-l-06.ronan</a>	4K80RL3	GeorgeMcLeod	Workstation	Latitude 5520	Intel Core i5-1145G7	Windows 10	2.6
<a href="#">frwmb-l-02.ronan</a>	6J80RL3	JamesFrakes	Workstation	Latitude 5520	Intel Core i5-1145G7	Windows 10	2.6
<a href="#">frwmb-l-03.ronan</a>	9J80RL3	RogerNoble	Workstation	Latitude 5520	Intel Core i5-1145G7	Windows 11	2.6
<a href="#">frwmb-l-17.ronan</a>	CW0VTG3	scott	Workstation	INSPIRON 5410 2-IN-1	Intel Core i7-1195G7	Windows 11	3.2



Summary

Thursday, March 27, 2025 9:03 AM

Customer: FRWMB & Office of the Water Engineer Time range: 03/26/2025 - 03/27/2025

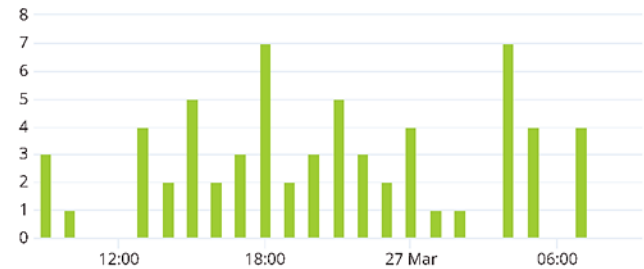
Active alerts summary



There are no items to show in this view

Activities

1 day



Locations summary

Location name	Location type	Current free space	Current size of backups	Current number of backups	Number of orphaned backups
Online storage at Acronis (3942518)	Cloud Storage	-	314.98 GB	72	72

Other M365 License Options

- 15 - M365 Backups – 314.98 GB
- Critical Workstation backups needed?

## New Enhanced Defenses Agreement Pricing

With the New Enhanced Defenses security implemented as of May 1, 2025 the monthly agreement price:

- **Increase from \$1080/month to \$1325/month.** 14 – End Points
- 14 – Users (original agreement was 7)
- 1 – Firewall (TZ370)
- 2 – 250GB Blocks of Cloud Storage (decreased from 4 blocks)
- 15 – M365 Backup Seats

### Right Size Agreement:

- When I run the new numbers with increased endpoints and the Enhanced Defenses security upgrade the new price comes to \$1560/month. At this point I am not going to increase the agreement price by the full amount just to account for the Enhanced Defenses security upgrade. Will review the rest of the increase Jan 2026.

### Enhanced Defenses Additions:

- Enhanced Defenses (EDR & MDR Security) - **Additional \$215**

## Enhanced Defenses License Upgrades

Current License Structure:

- **16 - M365 Business Standard:** \$15 per user/month  
(Microsoft Price increase from \$12.50)
- **1 – Entra ID Plan 2:** \$9.00 per tenant

### NEW License Structure for Enhanced Defenses

**16 - Defender for Business license:** \$3 per user/month

Addition Status	Description	Quantity	Price	Ext Price	Agreement Status
Active	<p>Managed IT Agreement - Essential Ingredients Plus Remote and On-Site Support at the Ronan Office of the Water Engineer - Managed Security Basics - Hardware, Software and Services - Backup Services - Hardware, Software and Services - Optional Cloud Backup Services - Software and Storage - IT Alignment Services - IT Support (Remote and on-site are included in this agreement) On-Site Low Voltage network, switches, 3 wireless AP and Accessories - Professional Services (Separate Charges Apply - No Project Labor or Additional Hardware/Software Included) First Call has quoted the Agreement based on your organization having: 1 Location (Site) where technology assets reside 7 Windows Endpoints (Windows Servers and Windows PCs) 1 Site requiring a firewall 14 Office 365 Users (Mailbox and OneDrive) backed up to First Call's Cloud 1 TB of Cloud Backup (additional storage is available for an additional fee of \$15/Month for every 250 GBs) *During the On-Boarding process, First Call and the client may identify a need for non-standard Local Backup Storage Solution(s) and/or Firewall Solution(s). Changes from standard backup and/or firewall solutions may result in a change in the Agreement Price quoted.</p> <p>NOTES: 4/2025 - Shon has observed a downward trend in support usage and, as a result, is adjusting the agreement to reflect only the cost of the Enhanced Defenses Security upgrade (\$215). The anticipated 2025 rate increase of \$450 will not be applied at this time. With endpoint count doubling from 7 to 14, Shon will re-evaluate the remaining \$235 portion of the increase at the end of 2025.</p>	1	\$869.98	\$869.98	Active
Active	Enhanced Defenses Security Upgrade (EDR & MDR)	1	\$215.00	\$215.00	Active
Active	SonicWall TZ370 Network Security/Firewall Monthly Rental	1	\$52.92	\$52.92	Active
Active	ESSENTIAL PROTECTION SERVICE SUITE FOR TZ370 additional 2YR Monthly Serv	1	\$47.08	\$47.08	Active
Active	DarkWeb Monitoring of your Domain helps improve your security profile by identifying potential security gaps caused by user accounts and/or passwords that have been exploited in the DarkWeb.	2	\$33.33	\$66.66	Active
Active	Phish testing helps improve your understanding of security vulnerabilities within your workforce to allow you to focus your security awareness training investments.	14	\$0.74	\$10.36	Active
Active	250 GB blocks of cloud storage: Cloud backups provide additional business continuity protections against ransomware, malware and worst case scenarios: flood, fire, electrical damage, employee sabotage and system theft.	2	\$15.75	\$31.50	Active
Active	Microsoft 365 Seat Backup Actual	14	\$2.25	\$31.50	Active
Active	Cloud Storage Actual - ARP2 Location	356.84	\$0.00	\$0.00	Active
Active	Cloud Storage Quota - ARP2 Location	1000	\$0.00	\$0.00	Active
<b>New Essential 1.1 w/Enhanced Defenses Agreement Price Total:</b>				<b>\$1,325.00</b>	Monthly

# Itemized M265 License Upgrades



Renewal Date	Display Name	Username	Licenses	Microsoft Business Standard Price Increase	Additional Defender for Business license needed for ED	Monthly Price change
2/17/2026	Amanda Berens	aberens@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Clayton Matt	cmatt@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Cristy Brooks	cbrooks@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	George McLeod	gmcleod@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Georgia Smies	gsmies@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Kathleen Schubert	kschubert@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Kenneth Pitt	kpitt@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Rhonda Botten	rbotten@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Roger Noble	rnoble@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Scanner	scanner@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Sidney Palmer	spalmer@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Tyrel Fenner	tfenner@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	First Call	FCAdmin@frwmb.gov	Microsoft Entra ID P2 M365 Business Standard	\$2.50	\$0.00	\$2.50
2/17/2026	Ethan Mace	emace@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	James Frakes	jfrakes@frwmb.gov	M365 Business Standard	\$2.50	\$3.00	\$5.50
2/17/2026	Unassigned		M365 Business Standard	\$2.50	\$3.00	\$5.50
<b>Total Monthly Increase</b>				<b>\$40.00</b>	<b>\$45.00</b>	<b>\$85.00</b>

\* They have 16 Business Standard Licenses available and 15 assigned.

Renewal Date	Display Name	Username	Licenses	Additional license needed for ED	Password Changed
2/17/2026	Amanda Berens	aberens@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	02/18/25
2/17/2026	Clayton Matt	cmatt@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	02/06/24
2/17/2026	Cristy Brooks	cbrooks@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	08/24/22
2/17/2026	George McLeod	gmcleod@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	01/29/24
2/17/2026	Georgia Smies	gsmies@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	09/14/22
2/17/2026	Kathleen Schubert	kschubert@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	01/02/25
2/17/2026	Kenneth Pitt	kpitt@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	01/03/24
2/17/2026	Rhonda Botten	rbotten@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	05/20/24
2/17/2026	Roger Noble	rnoble@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	05/03/23
2/17/2026	Scanner	scanner@frwmb.gov	M365 Business Standard	Not Needed	11/19/24
2/17/2026	Sidney Palmer	spalmer@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	04/29/24
2/17/2026	Tyrel Fenner	tfenner@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	02/25/25
2/17/2026	First Call	FCAdmin@frwmb.gov	Microsoft Entra ID P2 M365 Business Standard	Not Needed	10/30/23
2/17/2026	Ethan Mace	emace@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	01/13/25
2/17/2026	James Frakes	jfrakes@frwmb.gov	M365 Business Standard	* MS Defender for Business (\$3.00/month)	11/14/22

- They have 16 Business Standard Licenses available and 15 assigned.

## Misc

- Workstation Setups – These will always go to Professional Services.
- What FRWMB is paying now for current services (for context)?
- What FRWMB will pay when we expand our employee/computer endpoints perhaps help us identify that threshold?
- Cost of the Enhanced Security Defenses Initiative?
- 5% increase April 1, 2025 for M365 licenses annual billed monthly.
- NEW – IT Process Alignment Report