

Secretary of State Mission

The Secretary of State's Office is committed to better positioning Montana for the future by embracing innovative ideas and technology to:

- Foster greater public confidence and participation in the electoral process
- Promote business activities by providing prompt and accurate service
- Act as the steward of state government records by educating agencies on the management and preservation of public documents
- Enhance the security of business transactions through the notary process
- Facilitate public participation in governmental rulemaking
- Provide easier access to information

Secretary of State Goals & Objectives 2011 Biennium

Enhance and expand public access to services through the use of new technology.

- Develop and implement a single integrated filing system database with improved functionality.
- Develop a web page that lists business entities along with their specified registered agents to satisfy MORAA requirements.
- Identify and establish business models to enhance electronic records and information management programs with the eRIM Steering Committee.
- Digitize 1.5 million corporate documents.
- Develop identity theft prevention policies, procedures and technology that will enable the office to provide digital images of lien filings and the Federal Farm Bill master list online.
- Develop and maintain an online listing of commissioned notaries.
- Create an e-Notarization Task Force to establish proper standards and procedures to ensure secure electronic notarizations and provide accountability to the public in order to promote secure electronic commerce.
- Maintain an online instruction manual and continue trainings for state agencies to ensure high quality submissions using the automated administrative rules submittal process.
- Continue the state-wide monthly trainings for commissioned notaries on notary laws and procedures.
- Maintain a customer focused website that provides user friendly online services, quick access to public information, and accurate answers to common service questions.
- Deliver technology assistance to counties on the statewide voter registration database system.

- Maintain an online candidate filing system.
- Provide accurate real time election results in an accessible format that is easy to comprehend.
- Automate microfilm storage with bar code and database technology.
- Establish and provide secure, off-site electronic storage for agencies.
- Implement automated administrative rules publishing process that provides a “print on demand” option for publication purchases and allows for expanded product options.

Improve customer service by reducing turnaround time.

- Provide timely quality customer service and communication by monitoring correspondence and compliance processing.
- Provide improved records management procedures and services by improving business processes surrounding records management Schedule (RM3) and Disposal (RM5) processes.
- Implement and maintain an “ARM on the Web” business process that allows for a monthly update of the online version.
- Maintain a centralized ARM database that will ensure the integrity of the publications and allow for an automated rules submittal process.
- Continue to offer fast, friendly and efficient personal assistance and service.
- Provide online templates and other tools to assist state agencies in meeting administrative rules procedural, format and style requirements.
- Foster a continued partnership with Indian tribes in order to implement the Model Tribal Secured Transaction Act.

Improve continued efforts for voter participation and efficiency in elections.

- Enhance communication with the public and with county election offices.
- Provide public outreach including voter educational booths, public service announcements and voter registration.
- Communicate with county election offices by hosting regional workshops, newsletters, setting directives, and attending association meetings.
- Facilitate meetings with media, political parties, candidates and special interest groups to explain election law, and election administration procedures.
- Assist counties with making all polling places accessible.
- Administer the grants to counties program.
- Track and record accessibility grants made to counties.
- Monitor polling places that are not accessible and encourage grant applications for those facilities.
- Continue education and training for voting on machines equipped for people with disabilities.
- Educate voters on their rights and responsibilities.

- Train both elections officials and election poll workers.
- Administer an enhanced Mock Election program that reaches additional high schools and promotes greater participation.

Inform and educate Secretary of State Customers and the public.

- Update and improve guidelines for retaining/disposing of state and local documents.
- Develop guidelines for managing electronic records and electronic recordkeeping systems.
- Provide quarterly training of all state agencies on records management policies and procedures.
- Provide quarterly administrative rules informational meetings providing opportunities for training and the exchange of best practices information among state agencies.
- Communicate with the business community in order to identify ways in which the office can encourage efficiency and quality in business filing compliance, as well as providing prompt, accurate, and professional customer service.