Mission

We partner to deliver secure, reliable technology solutions to improve the lives of all Minnesotans.

Vision

An innovative digital government that works for all.

Guiding Principles

- Practice servant leadership.
- Treat everyone with respect and dignity.
- Do the right thing, especially when it is difficult.
- Ask how your actions are reinforcing or removing structural inequity.
- Promote the common good over narrow special interests.
- Be accessible, transparent, and accountable.
- Include voices from communities who will be most impacted.
- Embrace change.
- Measure when you can.
- Engage with empathy.

MNIT has more than 2,400 staff members working at 90+ physical locations to:

Support over 35,000 end users

Secure and manage over 2,800 agency applications at over 1,300 locations

Oversee and deliver over 300 projects with major IT components
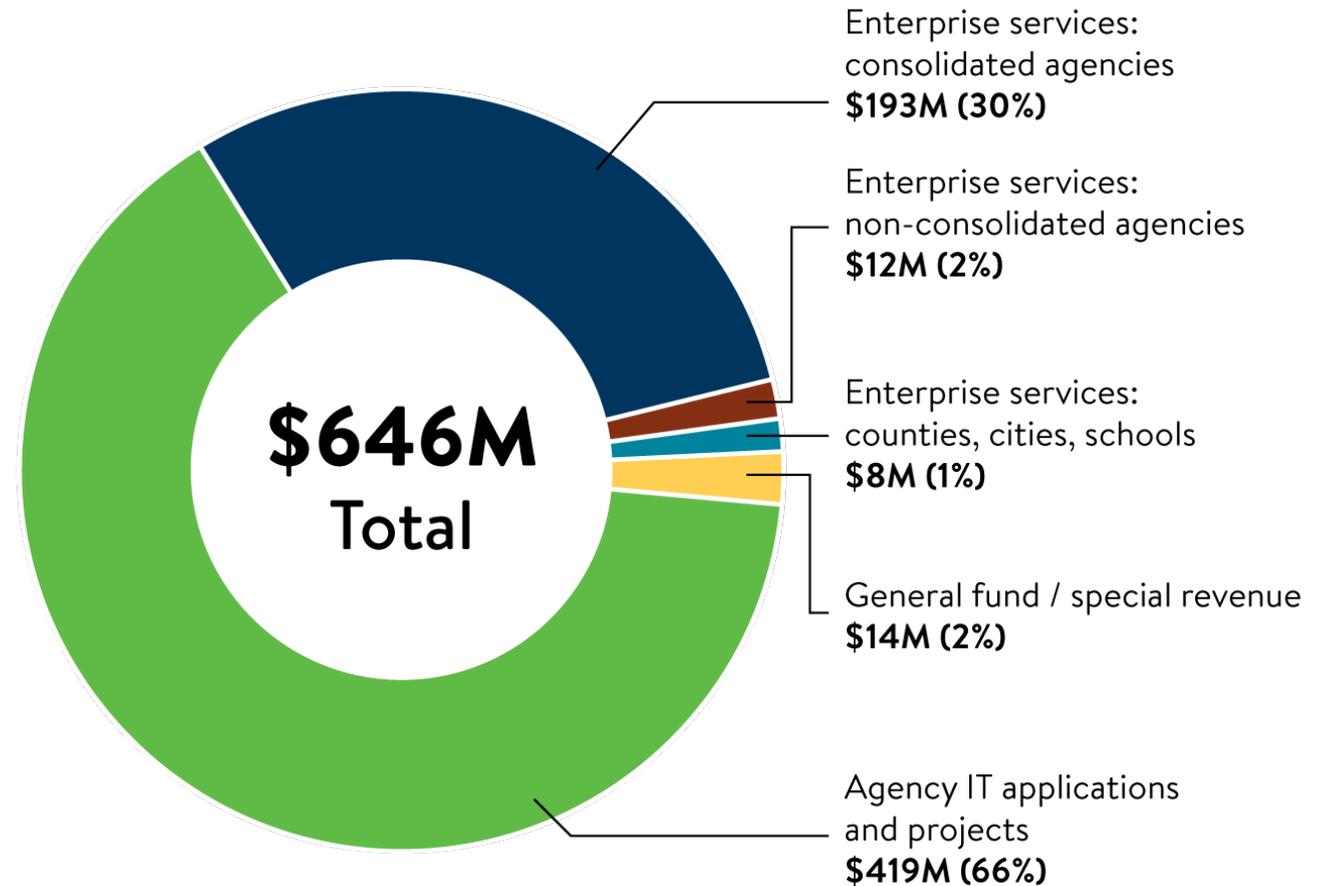
Approximate $300M IT project budget

Deliver over 3,500,000 emails per week

Maintain 5,679 virtual and 1,002 physical servers

- Minnesota IT Services is primarily funded by revenue received from executive branch and non-executive branch entities for IT services.

- This funding includes enterprise rate-based services and pass-through funds for IT projects and applications.

- Only 1% of funding is from general fund appropriations and special revenue funds.

$646M Total

Enterprise services: consolidated agencies $193M (30%)

Enterprise services: non-consolidated agencies $12M (2%)

Enterprise services: counties, cities, schools $8M (1%)

General fund / special revenue $14M (2%)

Agency IT applications and projects $419M (66%)

Moving Technology Forward for Minnesotans

Aging technology increases **cyber and operational risk** and makes it more challenging for Minnesotans to access services. Modernizing this technology via **cloud service platforms** will **reduce risk**, **improve resilience**, and **transform Minnesotans' experience** when interacting with state government.

Change Item #1: Targeted Application Modernization

- Provides unique funding source to address technology debt and cybersecurity risk systematically through the targeted selection and modernization of applications.

- Leverage this funding and Blue Ribbon Council/Technology Advisory Council recommendations including Modernization Playbook concepts to simultaneously modernize business processes and improve user experiences.

Request Amounts
(in thousands)

FY22-23: $5,250
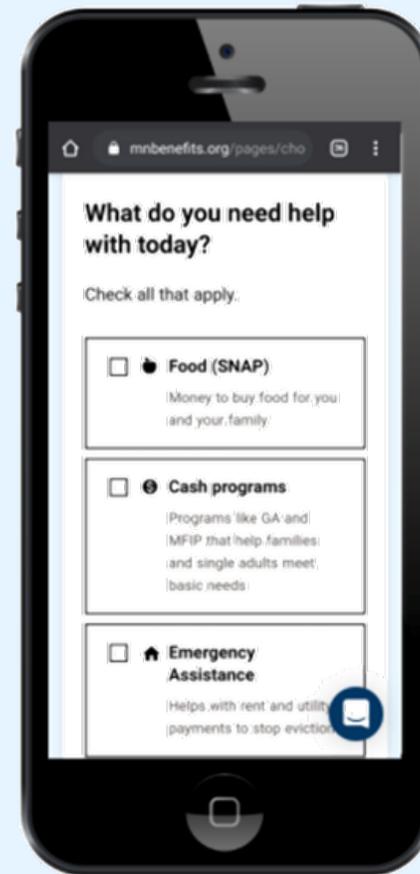**FY24-25**: $14,625

Value Delivered

- Reduced tech debt
- Security
- Scalability
- New capabilities

Apply MN vs. MNbenefits

- 1 hour application process
- No document upload

Apply MN

MNbenefits

- 15-minute application process
- Document upload/self-service
- High user satisfaction

MNbenefits User Feedback

It's a great Idea for people that are housebound

It was simple very easy walkthrough and uploading documents straight from your device I think it's a really good system really easy to get through

It was very easy to work with and I have not been on a computer for quite a few years.

It was EXTREMELY easy to fill out. It took me way less than 20 minutes to apply.

I am using a tablet I have no phone service

Want to compliment you on how senior friendly this application was!! The font was easy to read and it brought up other programs we may be eligible for.

I am pleased with this process because I was able to avoid any unnecessary exposure to covid.

I'm 76 and completed the app without difficulty. Very user friendly.....not a ton of text to wade through.

Change Item #2: Enterprise Cloud Transformation

- Transition from on-premises infrastructure to scalable, cloud-hosted infrastructure.

  - Improve the resiliency of state technology services and applications and reduce the risk of successful cyber-attacks and IT service disruptions.

- Enable more rapid evolution of state services by providing new IT solutions using modern commercially-available platforms with enhanced security and recovery capabilities.

Request Amounts
(in thousands)

FY22-23: $12,400
FY24-25: $2,100

Value Delivered

- Reduced tech debt
- Security
- Scalability
- New capabilities

Change Item #3: Cybersecurity Improvement Grant Program

- Supports cybersecurity improvements across levels of government by providing $4M in State matching funds to leverage $18M in Federal dollars for State, Local, and Tribal Government Cybersecurity Grant Program.

- Cybersecurity planning committee comprised of representatives from the state, counties, cities, towns, tribal government(s), and institutions of public health and education will develop cybersecurity plan that guides investment decisions.

- 80% of funding to local government, including 25% to rural areas.

Request Amounts
(in thousands)

FY22-23 (State): $1,794
FY22-23 (Federal): $10,759
FY24-25 (State): $2,331
FY24-25 (Federal): $7,173

Value delivered

- Security
- Statewide collaboration
- Workforce

Change Item #4: Childrens Cabinet IT Innovation

- Center Minnesota children and their families over agency structures by fostering innovative, intersectional, and inter-agency IT initiatives prioritized through the Children's Cabinet.

- Support interagency IT projects that yield more integrated and efficient service delivery and an improved user experience for families.

Request Amounts
(in thousands)

FY22-23: $1,000
FY24-25: $2,000

Value delivered

- Efficiency
- Innovation
- Interagency service delivery
- User experience

Change Item #5: Advancing Application Accessibility

- Conduct independent assessment of the digital accessibility of executive branch applications and online services to identify gaps and opportunities to improve the accessibility of state technology.

- Data will be used to roadmap technology accessibility improvements in existing applications.

Request Amounts
(in thousands)

FY22-23: $256
FY24-25: $393

Value delivered

- Data-driven approach
- Service accessibility
- Digital equity
- User experience

Change Item #6: Supporting Accessible Technology in State Government

- Maintain current service levels at the Office of Accessibility to continue to advance accessibility improvements in state government services.

- Enable the Office of Accessibility to address increasing costs.

Request Amounts
(in thousands)

FY22-23: $150
FY24-25: $300

Value delivered

- Service accessibility
- Digital equity
- User experience

Collective risk | Collective opportunity

- Consequences of cyber events and service disruptions can be devastating to Minnesotans.

- Evolving cyber threats and long-standing technology debt creates significant risk.

- Modern applications combined with cloud infrastructure greatly reduces risk and long-term costs.

- Meet Minnesotans expectations for effective digital engagement and experience with their state government.

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Thank You!

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Appendix

Reliability with Public Cloud

No redundancy

Local redundancy

Regional redundancy

Multi-region redundancy

Improved resiliancy and recovery

Primary region

Secondary region

Failover

Fallback

Failover

Fallback

Key — High availability · Disaster recovery · Backup and restore