



# Minnesota IT Services | Agency Overview

Tarek Tomes | Commissioner and State Chief Information Officer



# MNIT has more than 2,400 staff members who:



Support over **35,000** end users for over **70** agencies/boards



Secure and manage over **2,500** agency applications and a statewide network connecting **3,000+** locations



Oversee and deliver over **400** projects with major IT components



Manage over **\$400M** IT budget for project/program delivery



Resolve **35,000+** service desk tickets a month with a **4.7** (1-5 scale) satisfaction rating



Detect and resolve over **1,000** security incidents a year

# MNIT Mission and Values



## 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.



# Strategic Goals



# Technology Advisory Council

- Advisory body for technology services including private-sector IT experts, public sector leaders, and legislators
- Recommendations for MNIT and state agencies on modernizing technology and improving service delivery
- Successor to Blue Ribbon Council on IT (BRC-IT)
- [2020 BRC-IT Report](#)
- [2021 BRC-IT Report](#)
- [2023 TAC Report](#)





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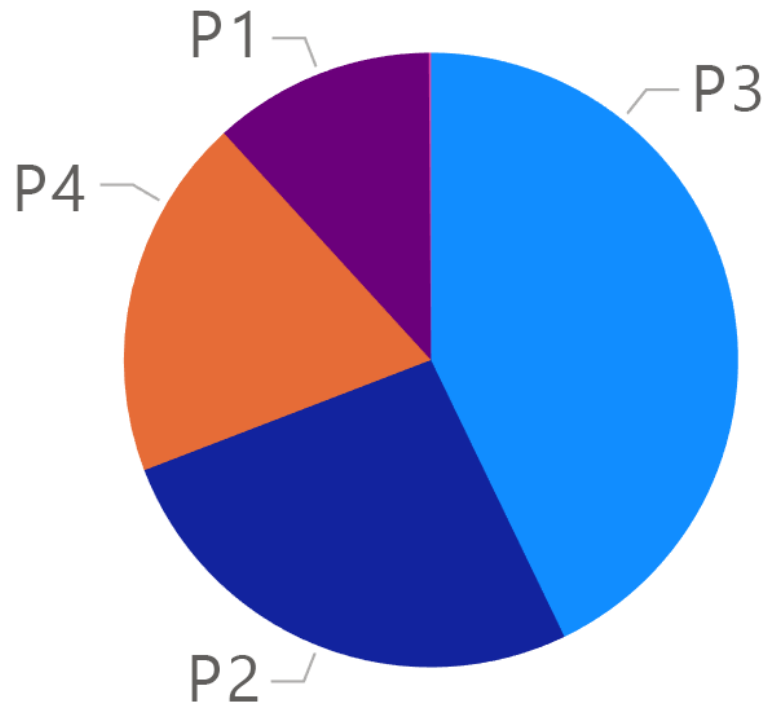
Projects completed in 2022

## Project and product highlights

- Frontline Worker Pay
- Post-9/11 Veterans service bonus
- Medicaid Direct Certification
- MNbenefits
- My Higher Ed Minnesota website
- Overweight and oversize vehicle permitting system

# Application Portfolio Facts

Applications by Priority Level



**2,509**

**Active Applications**

**196:** cloud-based

**176:** 1,000-10,000 users

**331:** 10,000+ users

# Cybersecurity Threat Landscape

## Critical Infrastructure Cybersecurity

- Executive Order 22-20 prioritized support for critical infrastructure providers statewide
- 300% increase in providers registered with Minnesota Fusion Center to receive timely threat information
- 120 providers and state agency staff attended December 2022 Critical Infrastructure Cybersecurity Tabletop Exercise conducted by MNIT and HSEM
- Established Cybersecurity Task Force to participate in a federal grant program and develop a statewide cybersecurity plan

## Election Security

- MNIT worked with 10 different agencies at all levels of government and all 87 counties, through the Secretary of State and MNIT's Cyber Navigator programs, leading up to and through the General Election

## Vulnerability Management

- Increased focus on addressing Known Exploited Vulnerabilities and reducing attack surface statewide

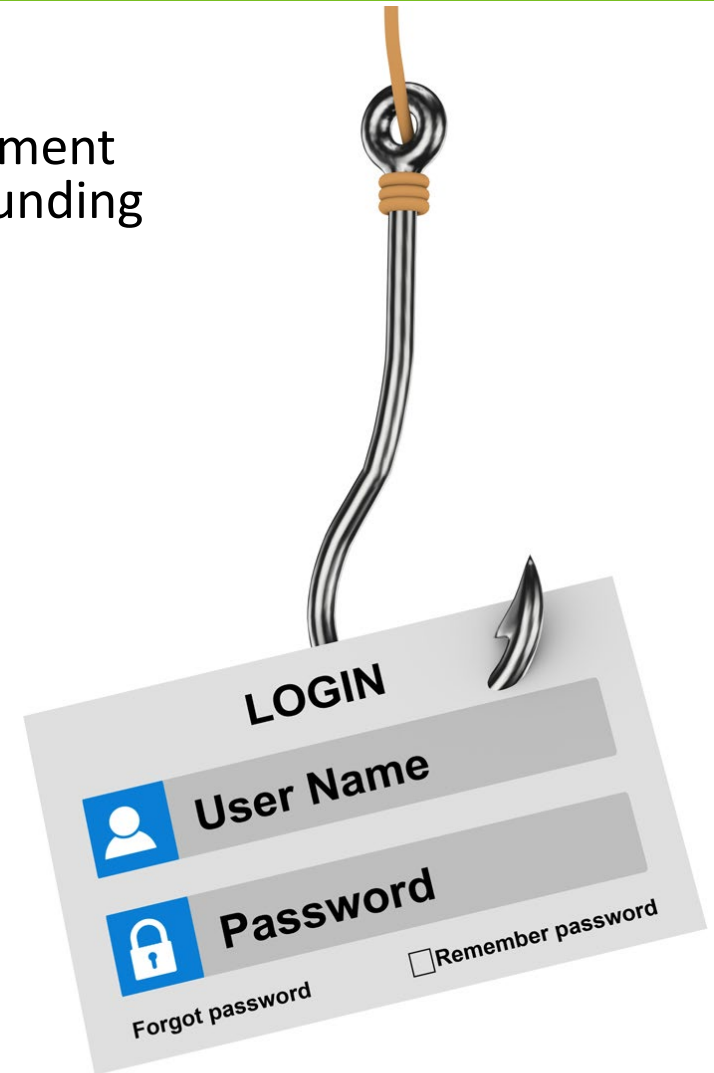


Number of cyber incidents reported to  
or detected by our Security  
Operations Center (SOC) in 2022



# Cybersecurity Enhancements

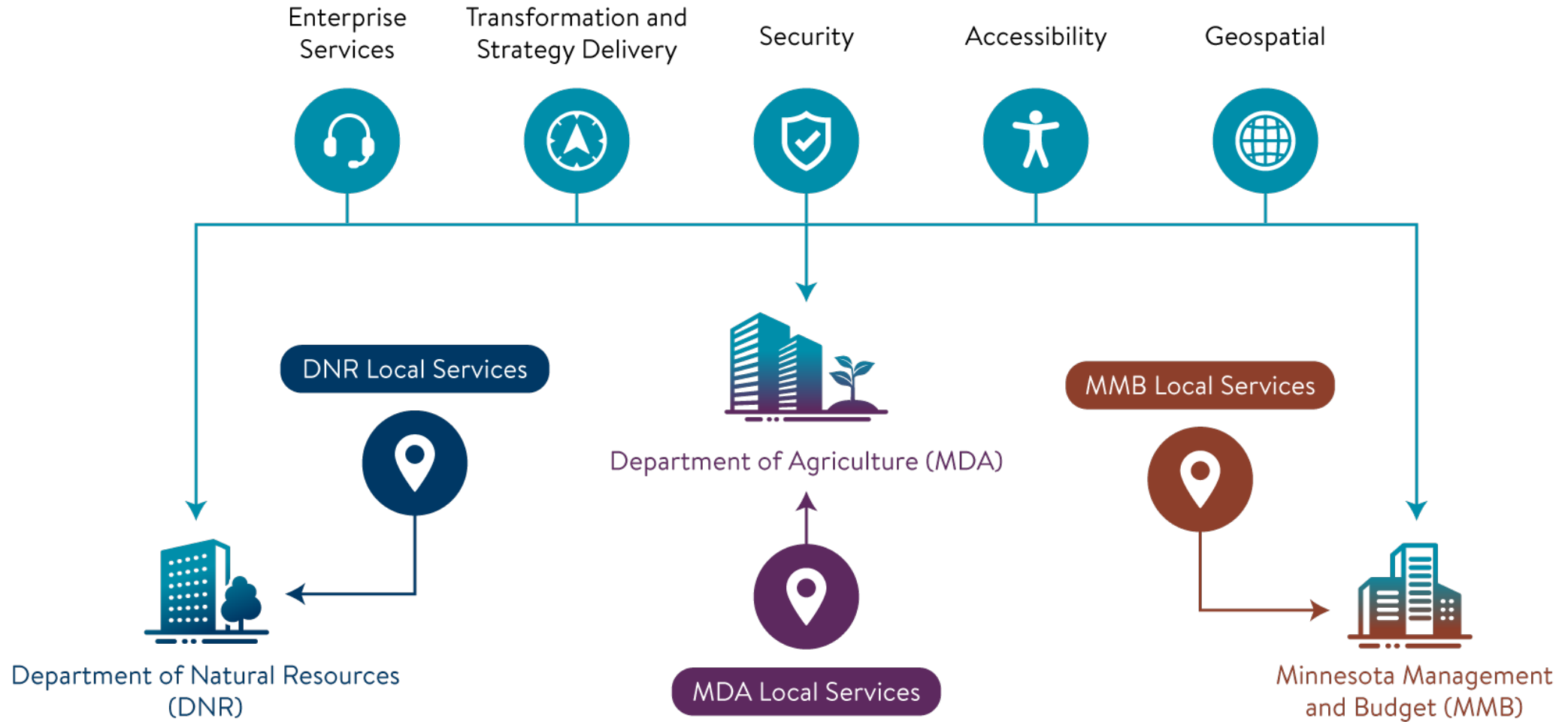
- In 2019, Minnesota Legislature included a \$5M per year investment in State Government Finance omnibus budget bill to allocate funding for MNIT's cybersecurity program
- Web protections, advanced threat protections, anti-malware solutions
  - Decrease in cyber threats on state employee computers and devices – decreasing from 340 events in quarter 2 of 2019 to 85 events a year later in quarter 2 of 2020
- Cyber insurance covers all consolidated executive branch agencies, boards, councils, and commissions
- State employee phishing training and awareness
  - MNIT's SOC blocked phishing attacks that target 1 in 4 state employees



An isometric illustration of a digital workspace. In the upper right, a man in an orange jacket points to a large monitor displaying a profile and code. A woman in a blue dress stands nearby with a laptop. In the center, a large grey dome with a yellow pushpin is on a blue platform. To the left, a woman sits on a stack of server racks. In the lower left, a man in a dark shirt and orange pants stands near a laptop with a green 'm' logo. In the lower right, a tablet with a blue screen and an orange padlock is shown. The background features a grid of light blue lines and various icons like a gear and a map.

# How MNIT works

# How We Operate

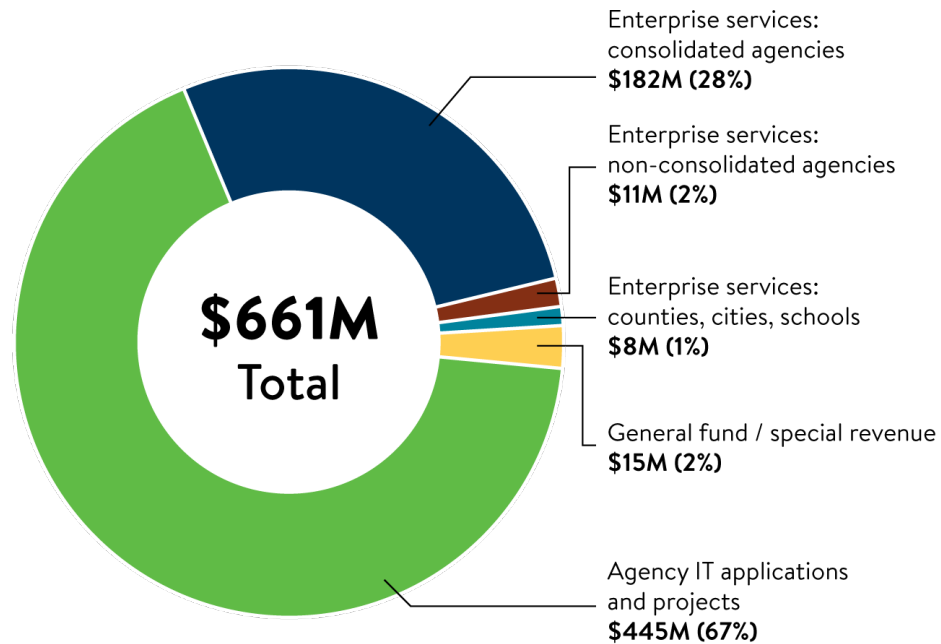


Local agency services are largely unique to lines of government business and involve support of agency-specific applications and projects.

# IT Funding at the State

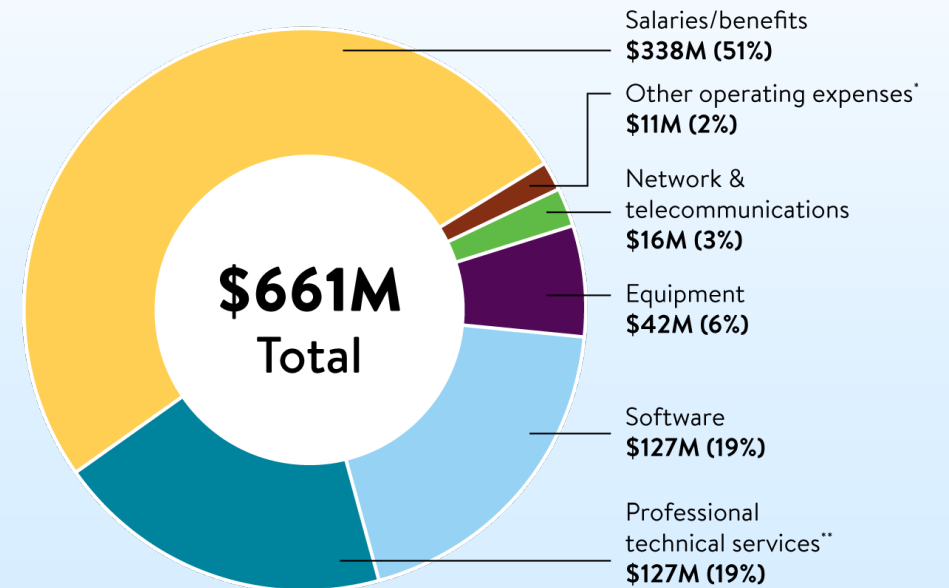
## How is MNIT funded?

MNIT is primarily funded by a chargeback model – revenue received for IT services. Only 2% of funding is from general fund appropriations and special revenue funds.



## How are MNIT's funds spent?

In FY22 MNIT expenses across all customers were \$661M. The largest expense was for personnel.



# Thank You!

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