



Q3 2019

Quarterly Report

— Note from the Commissioner —

Technology plays a powerful role in the state's ability to solve problems for the people we serve. At Minnesota IT Services, we know that our work can help Minnesotans have a better government experience – one that allows individuals to sign up for health insurance seamlessly, helps researchers produce reports that keep Minnesotans safe, connects veterans to education benefits, and much more.

MNIT has a shared commitment with agencies, boards, councils and commissions across the executive branch to connect Minnesotans with these services, and we also have a responsibility, based on our role as an enterprise service agency, to identify and promote opportunities for connection and collaboration across agency lines and across levels of government.

For the state of Minnesota as a whole, we'll succeed when we recognize the full potential of our MNIT **Connected Culture** – the relationships we build with each other and our business partners, while keeping the people we serve at the center of our work in developing technology solutions. It is, in a sense, radical inclusion – working together with our tribal nations, cities, counties, schools not only makes the technology we build together stronger, more reliable and more useful to the people of Minnesota – it makes all of us better, and it is a critical factor in our success.

Our day-to-day connections are made stronger when we are intentional about the tools that state employees are given to be successful in their roles. MNIT is building a **Modern Workplace** – one that recognizes the individual's needs and is accessible for all.

Our responsibility doesn't end with collaboration, but in ensuring our key stakeholders understand MNIT's priorities and progress. To that end, we will be sharing updates on a quarterly basis to highlight new areas of connections within our agency. Our work for the state of Minnesota is constantly evolving, and we want to make sure we are transparently providing all Minnesotans with technology solutions.



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Planning

Tactical Plan

Minnesota IT Services began to develop our 2020 Tactical Plan, which will cover the timeframe from January 2020 through January 2021. The plan will apply to the entire agency, covering all IT projects, investments, and offices. It's focused on advancing tangible tactics to improve our business processes, relationships, and communications across the agency.



Strategic Plan

We are currently building out a 24-month Strategic Plan to position Minnesota IT Services for long-term success following the implementation of our Tactical Plan. Once complete, the Strategic Plan will provide the vision for MNIT's business strategy, leveraging the strengths and perspectives of stakeholders across the agency and the executive branch to build upon current momentum and to ensure progress.

To achieve the mission of Governor Walz's One Minnesota Plan, we will work to improve the lives of all Minnesotans by collaborating and implementing policies that achieve results.

— Notable Achievements and Awards —



State IT Recognition Award

The National Association of State CIOs (NASCIO) selected MNIT to receive a [State IT Recognition Award](#) for the project: “Preparing for Emergencies: Medical PreCheck & Locator App.” The winning project, completed in coordination with the Minnesota Department of Health (MDH), created applications that allow for rapid distribution of life saving medicine during public health emergencies utilizing cloud-based technology.



City on a Cloud Innovation Challenge

Amazon Web Services [selected two MNIT projects](#) that were developed in partnership with MDH to be finalists for its Amazon City on a Cloud Innovation Challenge. MNIT’s Medical PreCheck & Locator app was selected as a winner for its ability to use cloud based services to provide better citizen service. An AI tool helps MDH scan documents for personally identifiable information (PII) was recognized as a finalist.



Leadership in Hiring

The Minnesota Department of Employment and Economic Development (DEED) [recognized MNIT for our leadership](#) in employing people with disabilities. At an Employers Hiring People With Disabilities Month event, MNIT received a plaque, along with more than 20 other employers in both the private sector and public sector, and participated in a discussion about creative hiring practices used to attract employees with disabilities.

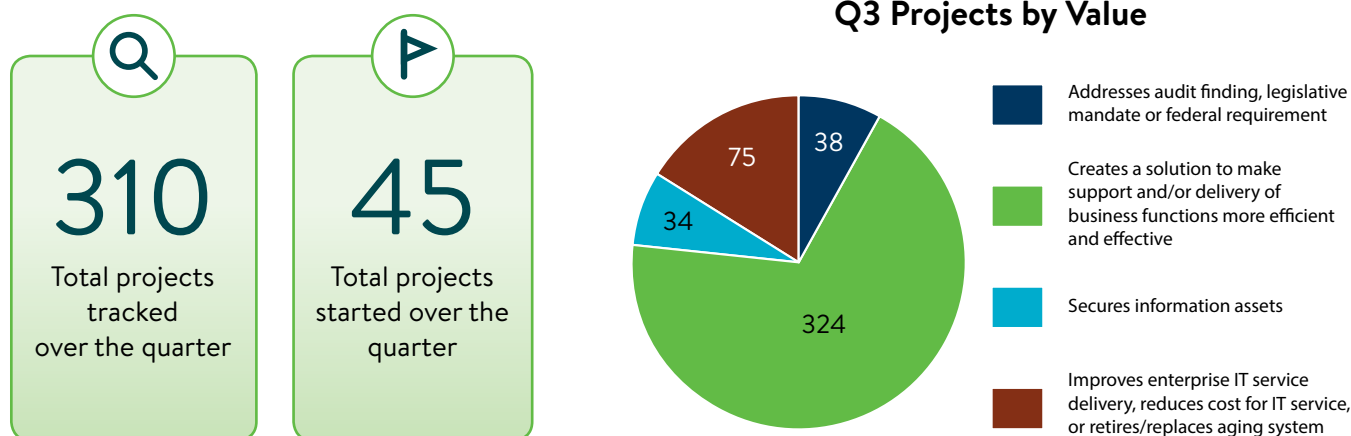
Emerging Technology

Cloud-based technology is increasingly used in government services, and Minnesota has been a leader in the adoption of cloud computing among state governments. MNIT’s journey to the cloud began in 2010, as the first state in the nation to adopt cloud-based email. Since that time, MNIT, alongside our agency partners, has completed projects, developed applications, and begun to manage data using cloud-based services. The Minnesota Department of Health (MDH) completed a cloud migration project in 2019, moving over 90 percent of its applications into cloud-based servers — 141 applications are now running across 156 servers and 102 databases. Embracing cloud services allows our project teams to more accurately predict finances and our partner agencies to understand the cost of maintaining applications and databases. Redundant, high availability systems provide fast digital connections for mission-critical applications. With the MDH approach as a model, we are developing an enterprise strategy and process to move more applications to the cloud.

Agency Updates

Project Management Office

Over the quarter, MNIT's Project Management Office (PMO) has tracked the completion of 33 projects across nine executive branch agencies, boards, commissions, and councils. MNIT defines a project as "a temporary endeavor undertaken to create a unique product, service or result. It has a start date, specific goals and conditions, defined responsibilities, a budget, a plan, and end date." These projects range from public-facing applications to internal-facing IT infrastructure endeavors.



NOTABLE PROJECTS

Enhancing health care plan shopping and enrollment

In preparation for the 2020 health care open enrollment season, MNIT participated in a collaborative effort with MNSure and GetInsured, a private-sector partner, to improve the shopping and enrollment platform, making it easier for consumers to select the best coverage for their family.

The project successfully upgraded [MNSure's shopping and enrollment platform](#), giving Minnesotans an improved online enrollment experience, the ability to compare plans during shopping, more control over their accounts with better self-service options and a new account dashboard to help them stay informed. MNIT worked with MNSure and GetInsured to make

certain that Minnesotans experienced a seamless transition to the new platform, integrating the product into current service options that allowed users to use familiar login locations when they enrolled and shopped for insurance.

Since the rollout, MNSure has seen in the new system:

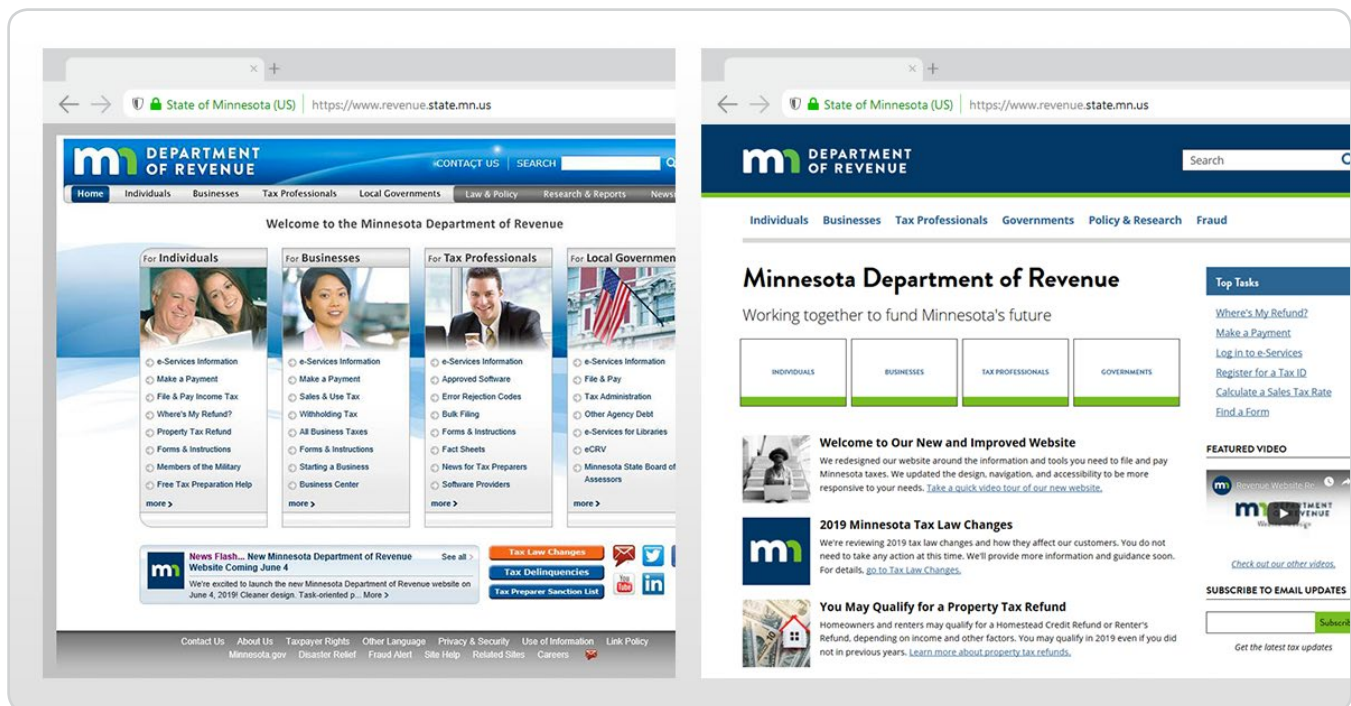
- 92,000+ medical and dental enrollments renewed
- 123,000+ plan comparison sessions
- 105,000+ total medical and dental sign-ups

Homeless Veterans Registry

In August 2019, MNIT debuted a new application that allows housing and service professionals to more efficiently assess the needs of homeless veterans, prioritizing those that are facing the most barriers, have been experiencing homelessness the longest, or need critical care.

The application was developed using a human-centered design approach, by interviewing the end-users,

assessing their needs, and creating a more powerful application that addresses those challenges. The team collected feedback from the social service providers that input the information of veterans experiencing homelessness, the professionals that review the information to understand housing barriers, and the organizations that perform outreach to housing units.



Before and after screenshots of the Minnesota Department of Revenue website.

New website for the Department of Revenue

The Minnesota Department of Revenue (Revenue) launched their new website, www.revenue.state.mn.us. The website, which serves as hub for individuals, businesses, tax professionals, researchers, and government partners looking for specific tax-related information, was developed with the end-user's experience in mind.

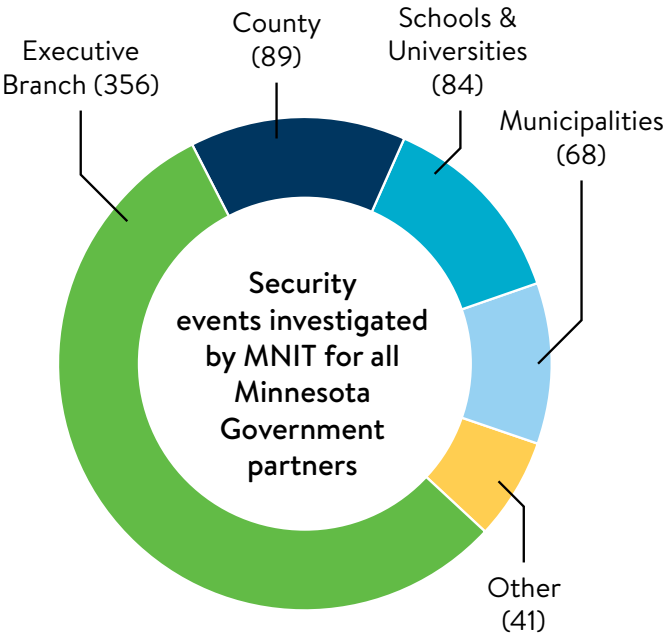
By using the technology tools that existed on the old website to help determine trends and site traffic, the Department of Revenue worked with MNIT on data-driven decision-making to shape the look, feel, and content on the public website.

Security

To keep state government running, and protect Minnesotans’ private data, we must continually work to better secure Minnesota’s IT systems. Cybersecurity is one of the most critical functions that Minnesota IT Services is tasked with, and it functions best when we are all working together, from the individual citizen, to our state agencies, and even to our legislators; that is how we can help protect the 35,000 users of our systems and 5.5 million Minnesotans who have private data secured by the state.

We serve Minnesotans by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state through MNET – Minnesota’s dedicated public sector network. This network provides broad visibility into cyber activity occurring across the state. From July to September, our Security Operations Center (SOC) detected or received reports of about 638 cyber incidents.

Type of Security Incident	Number Reported
Social Engineering	255
Malware	237
Forensic Investigation	78
Network Attack/Scan	33
Copyright Violation	13
Unauthorized Access	4
Policy Violation	3
Inappropriate Use	2
Lost/Stolen Devices	2
Denial of Service	1
Other	10



Security incidents detected by or reported to MNIT SOC.

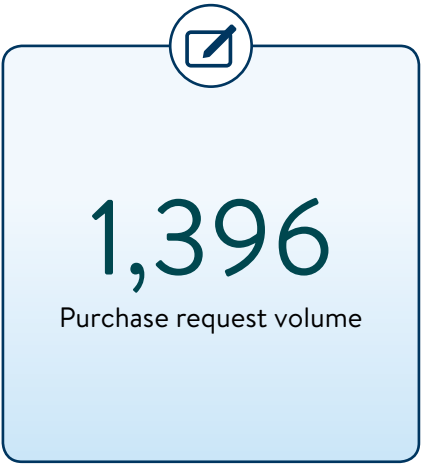
Protecting State Emails



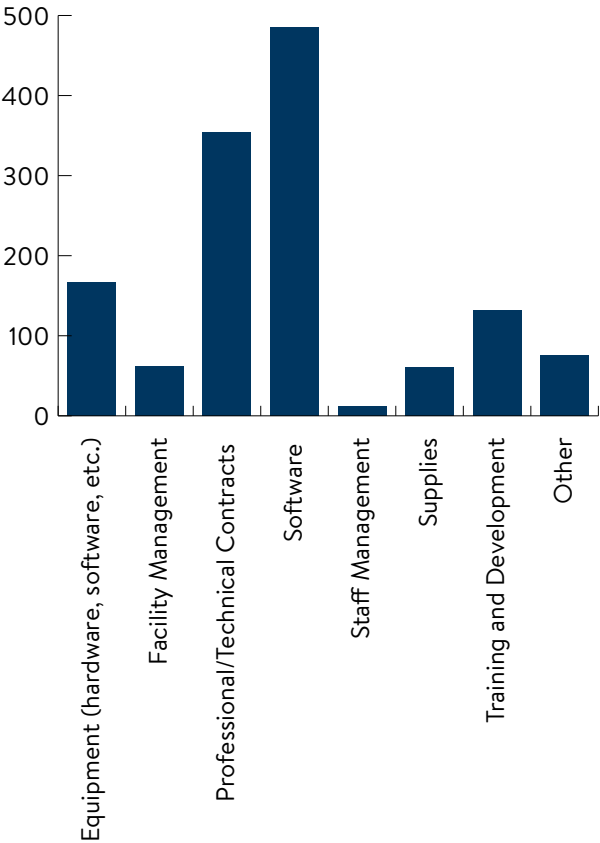
When protecting state data, ensuring that employee emails are not compromised is a major priority for MNIT. This year, we implemented geographic controls to control access, and identify compromised email accounts. MNIT is also adding to its already robust set of multi-factor authentication tools, with two-step verification tools for Microsoft Office 365 users across the state. This provides an extra layer of security for users accessing their emails while working remotely. By using multi-factor authentication, we help to keep cyber criminals from accessing state data, even if they can steal a password.

Procurement

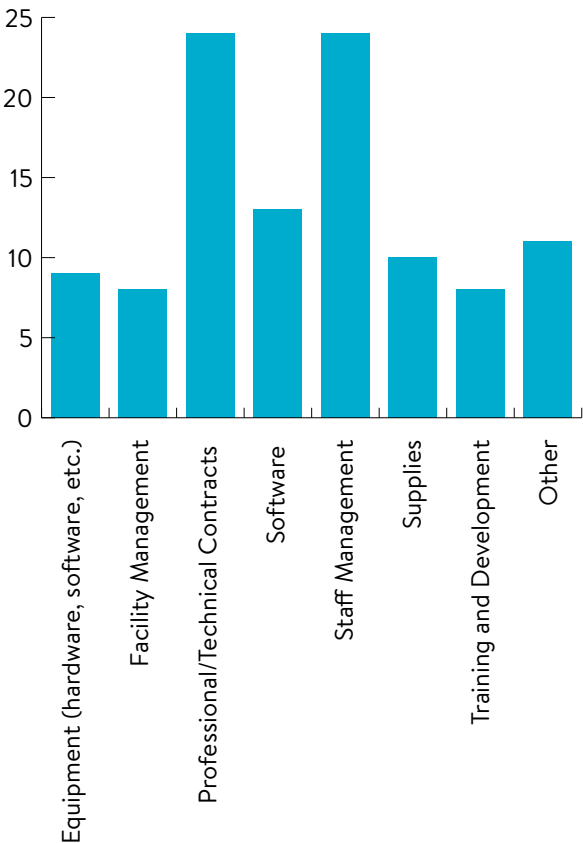
The Procurement Division is responsible for processing all requests to purchase everything from IT hardware, software, and mobile devices, to contractors brought in to assist on projects. Procurement follows a standardized purchasing process that can include administrative review, accessibility testing, vendor negotiation, open bidding and competitive RFP processes, among others.



Number of purchase requests

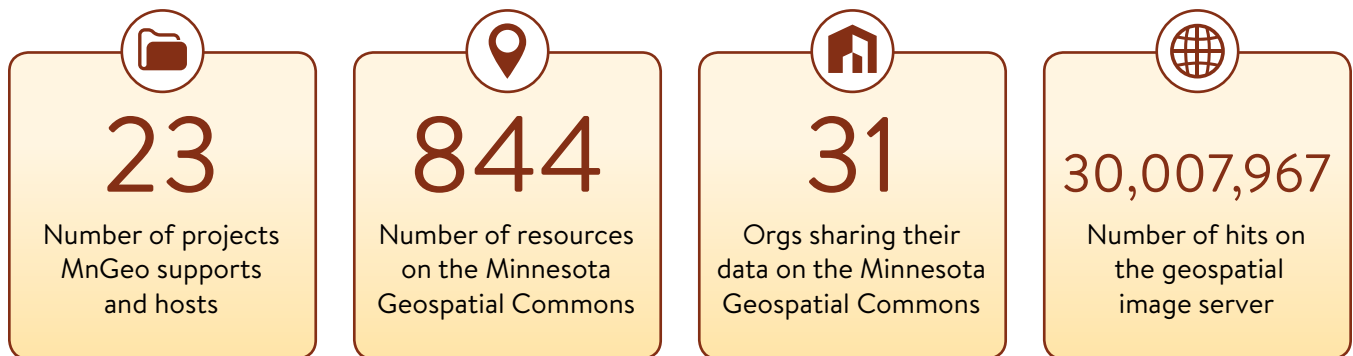


Average processing time (days)



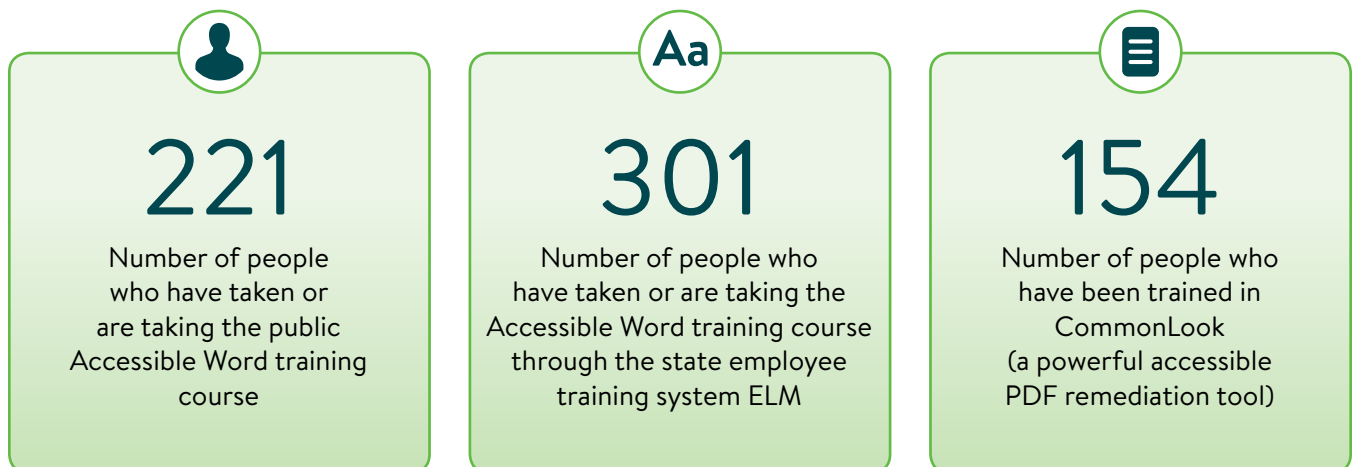
Geospatial Information Office (MnGeo)

The Minnesota Geospatial Information Office coordinates geographic information systems (GIS) within the state, creating connections between state agencies and other stakeholders from government and non-government organizations. Using geography to inform decisions and influence outcomes, it shapes public safety, transportation planning, access to health services, the preservations of our natural resources, and much more. The MnGeo team manages the Minnesota Geospatial Commons, a collaborative public website where publishers can share, and users can access geospatial resources – data, maps, services and applications.



Office of Accessibility

The Office of Accessibility is charged with overseeing the implementation of accessibility standards for all executive branch employees and state agencies. In 2019, as part of the efforts to promote accessibility as a shared responsibility, the office made great strides towards training all state employees in accessibility practices. The Office of Accessibility created a requirement for all managers and supervisors to complete training for accessible Microsoft Word documents.



Service Desk

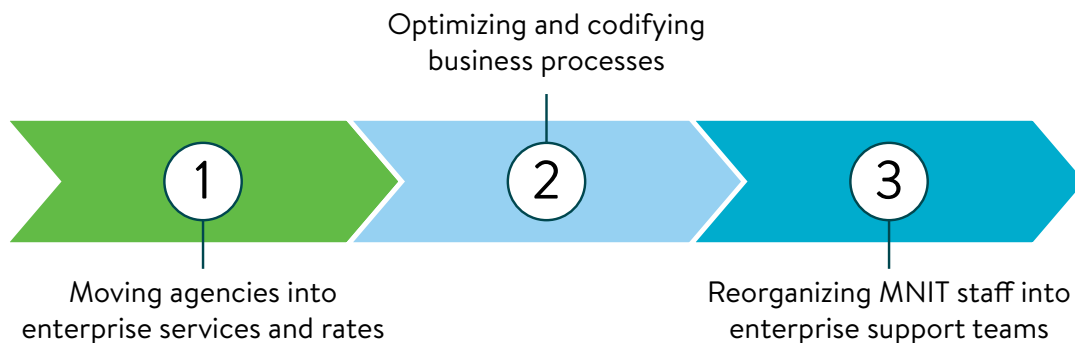
Our enterprise service desk provides 24/7 IT support and services for Minnesota state government: executive branch agencies, boards, councils, and commissions; non-executive branch customers, education, tribal governments, non-profits; and MNIT staff.



IT Optimization Updates

This quarter, MNIT teams continued the multi-phase initiative that optimizes the way we deliver enterprise services – the IT support, systems, tools, and applications that we provide uniformly to all executive branch agencies, boards, councils, and commissions. It is a concerted effort to enable Minnesota to achieve security and efficiency gains, and to ultimately provide the best service possible to our partners across state government.

IT optimization is a three-pronged effort: moving agencies into enterprise services and rates; optimizing and codifying our business processes; and realigning MNIT staff into enterprise support teams to better serve our partners. Over the past several years, MNIT completed the first two waves of optimization for network, firewall, workstation, service desk, hosting, and voice services. On July 1, 2019 Wave 3 optimization began for the final group of agencies and boards to move into enterprise workstation management and service desk services.



— Meet MNIT: GIS Leader for MNIT —



Hal Watson | GIS Section Supervisor

Hal Watson leads an 11-member team at MNIT partnering with the Minnesota Department of Natural Resources (DNR). Hal is mission-oriented and works with his team to instigate year-round discussions on how their team can best partner with the DNR to provide Minnesota's citizens with the best products for managing and conserving natural resources.

Hal leads his team with five guiding values that define the group's culture: respect, humor, integrity, learning, and positive attitude. These values help the team administer and manage 6 GIS servers, 3 application servers, 17 database/data servers, 2 GIS processing servers, 61 web mapping applications, 712 GIS services, 80 NAS data storage devices, and over 100 Buffalo data storage devices which deliver enterprise GIS data to staff across the state. MNIT recognized Hal Watson as the "Manager of the Year" during our 2019 annual awards ceremony.

— About MNIT —

Minnesota IT Services, led by the state's Chief Information Officer, is the Information Technology agency for Minnesota's executive branch, providing enterprise and local IT services to over 70 agencies, boards and commissions. MNIT employs more than 2,000 people across 90 physical locations. Together, we build, maintain, and secure the State's IT infrastructure, applications, projects and services. MNIT sets IT strategy, direction, policies and standards for enterprise IT leadership and planning. We also serve Minnesotans by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state on the MNET network. Through public-private partnerships, our team proactively protects the state's information systems and the private data of 5.5 million Minnesotans.

Learn More

For questions, comments, and feedback on MNIT's quarterly reports, please reach out to MNIT_Comm@state.mn.us

You can also find more stories about the agency across our social media accounts:

