

**Q3 2022**

# Quarterly Report



## MNIT at the State Fair

Minnesota IT Services (MNIT) hosted two booths during the Minnesota State Fair. In the Education Building, MNIT staff helped fairgoers learn about phishing emails and chatbots. During STEM Day, kids and families learned about coding and safe passwords from MNIT technology experts. We connected with over 11,000 Minnesotans during the fair!



## Digital States Survey

The State of Minnesota [received an A in the Digital States Survey](#) – for the first time in the state’s history. The survey assesses how IT organizations within a state align their work with the governor’s priorities. Explore highlights from Minnesota’s submission below or [read GovTech’s coverage](#).



## MNCITLA Annual Conference

MNIT leaders joined county and federal technology partners at the Minnesota County IT Leaders Association for an engaging discussion of both current and future opportunities for public sector technologists to partner on delivering critical services to Minnesotans, as well as ways to improve the cybersecurity of the systems providing those services, and enhancing usability through modernization.

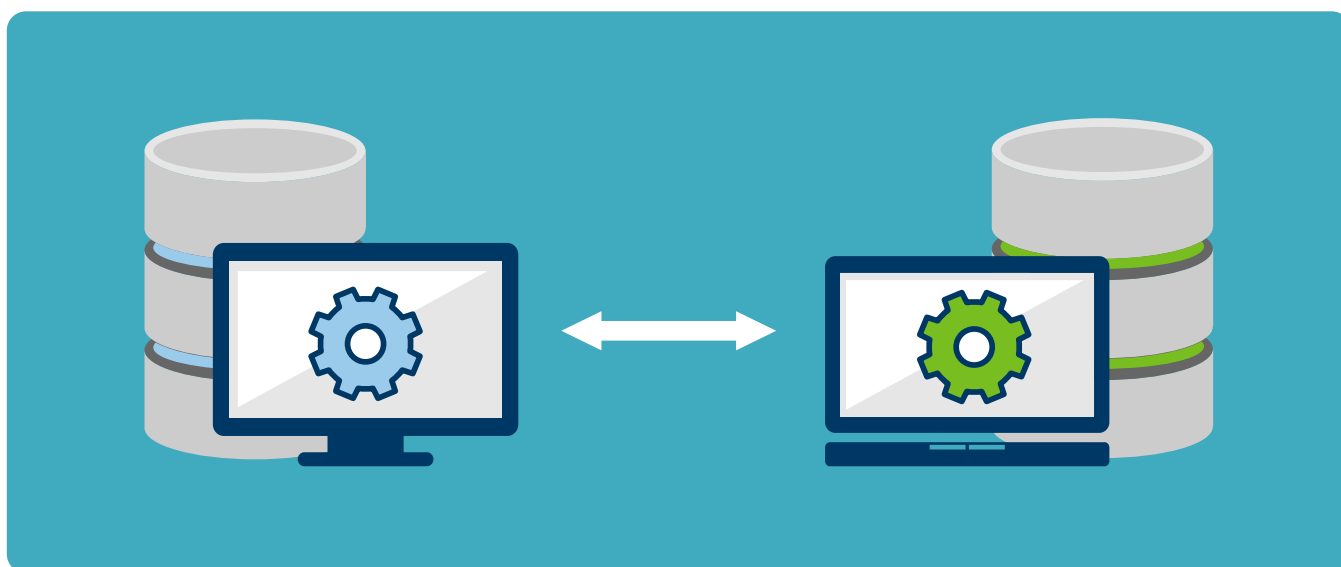
## Executive Order 22-20

[Governor Tim Walz issued Executive Order 22-20](#) that requires state agencies to work with critical infrastructure providers to improve information security programs across the State of Minnesota and elevate cybersecurity work. One of the directives required MNIT to patch vulnerabilities and document any exceptions within the executive branch. MNIT also partnered with the Department of Public Safety to ensure appropriate planning and exercises take place to prepare for a cyber incident that would impact Minnesota's critical infrastructure providers.



# Agency updates

## NEW PROJECTS



### Modernizing infrastructure

MNIT and the Minnesota Pollution Control Agency (MPCA) modernized the architecture for applications and databases by moving them to cloud servers to make them more efficient, supportable, and secure. The teams moved 71 servers by “lifting” the architectural stack from one platform and “shifting” it to another. MNIT also worked with DLI to lift and shift infrastructure with the least minimal impact on DLI business units. Similar modernization activities are needed across state government, and this initiative will offer important experience on future undertakings.

- HE/HIM
- SHE/HER
- THEY/THEM



### Expanded identity options for state employees

As state government becomes more welcoming and inclusive, Minnesota Management and Budget (MMB) and MNIT partnered with our statewide Employee Resource Group MNclusive to give employees options to describe their individual identities. Employees can now voluntarily state their gender identity or pronouns that accurately reflect their gender identity. Pronoun data will appear soon in the employee’s Microsoft Office apps.



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## Expanded availability of free meals to 50,000 new students

A cross-agency pilot of a new program, Medicaid Direct Certification, resulted in the discovery of over 50,000 additional pre-K-grade 12 students eligible for free or reduced-price school meals who would not have otherwise been identified. Overseen by the U.S. Department of Agriculture (USDA) and Minnesota's Children's Cabinet, the collaboration between the Department of Human Services (DHS), the Minnesota Department of Education (MDE), and MNIT created a new component that compiled data from the existing direct certification system and the Medicaid system so households did not have to submit additional applications. This pilot continues the commitment the Walz-Flanagan administration has made to ensure seamless access to food for children during the pandemic through Pandemic EBT.



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## Improved overweight and oversize vehicle permitting system

Minnesota SUPERLOAD, a modern oversize/overweight vehicle permitting system, launched in June 2022. Commercial Motor Carriers can now order and pay fees for one or more permits with a single transaction, from any device, on any browser. System-issued permits increased by about 26%, reducing permit delays. Timely route information is provided to users through quarterly map updates and twice-daily road restriction updates from Minnesota 511.



## New website for students about higher education in Minnesota

[My Higher Ed Minnesota](#) is a new website that was designed for students – of all ages and all types – parents, and educators to provide them with relevant information and resources in the hopes of making their higher education journey as easy as possible. MNIT and the Office of Higher Education built this dynamic site to include a chatbot, multi-factor searches, and tools to compare schools and calculate costs. The site currently has 1,800 visitors, 61% of them ages 18-44.

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## Sexual assault kit tracking system

In July 2022, the Bureau of Criminal Apprehension (BCA) and MNIT launched Track-Kit, a new sexual assault kit tracking program. Track-Kit provides victim survivors with 24/7, secure access to information about the status of their sexual assault kit. They can also find victim advocacy resources and get contact information for the professionals affiliated with their kit. Track-Kit uses a barcode system to update information about a kit's status and location in real-time and in compliance with Minnesota Statute 299C.106 that mandated victim survivors have access to information about the sexual assault kit related to their incident.



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## Post-9/11 veterans service bonus

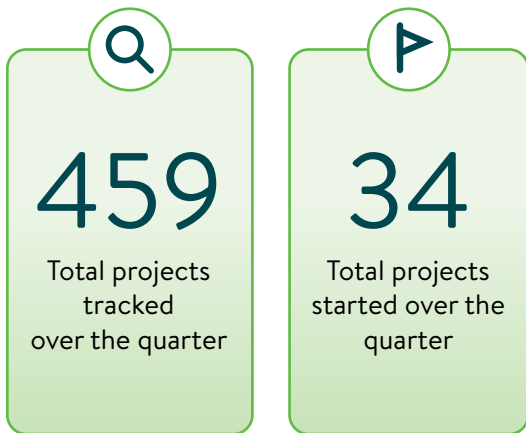
On May 6, 2022, the Omnibus Veterans and Military Affairs bill provided \$25M for a [Veteran Service Bonus Program](#) payable to eligible veterans who served from 9/11/01 to 8/30/21. The Minnesota Department of Veterans Affairs (MDVA) partnered with MNIT and MMB to facilitate this program for eligible veterans, currently serving service members, or veterans' beneficiaries. Within 60 days of bill passage, the teams developed an online system that processed veteran applications from entry to payment. To date, payments to 117,125 individuals totaling \$18.5 million are helping veterans and their families, fueling community economies across the state, and increasing awareness of veterans' services.



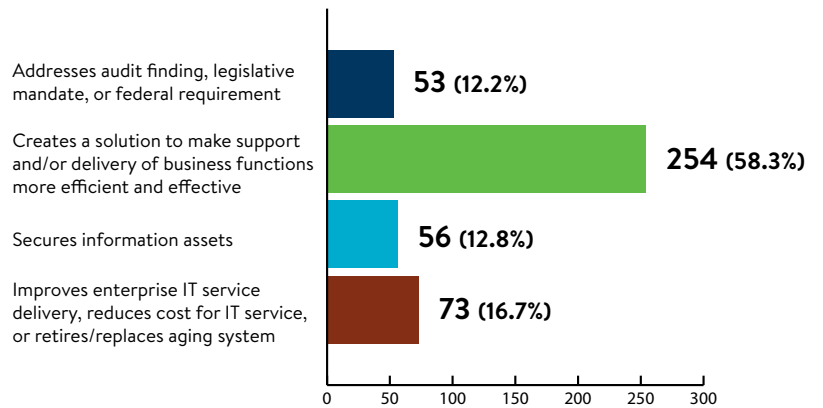
# Agency Metrics

## Office of Transformation and Strategy Delivery

Over the quarter, MNIT's Office of Transformation and Strategy Delivery tracked the completion of 37 projects across Minnesota's executive branch agencies, boards, commissions, and councils.



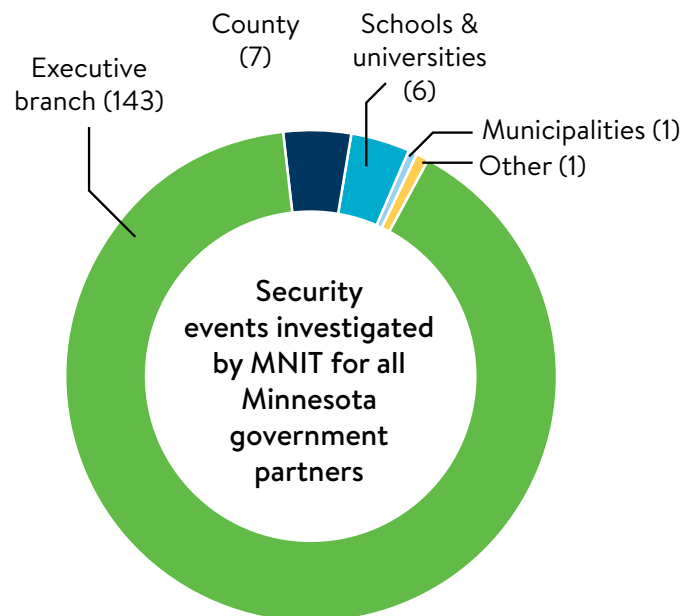
Q3 projects by value



## Security

158 cybersecurity incidents were detected by or reported to MNIT Security Operation Center within the Office of Enterprise Security.

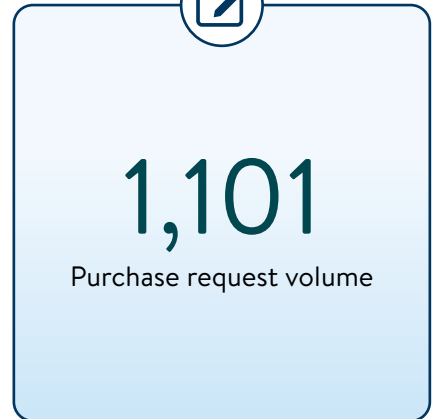
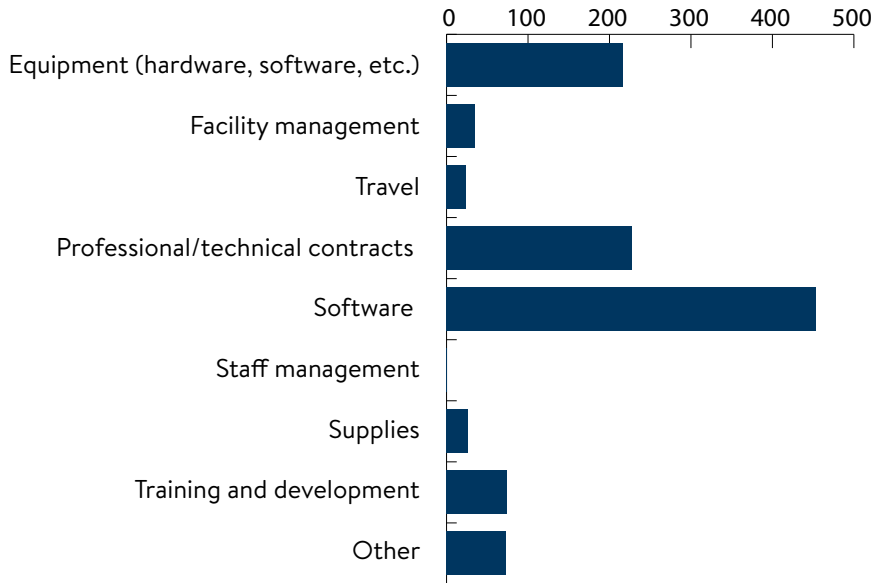
Type of security incident	# reported
Compromised Password	53
Forensic Investigation	37
Malware	24
Unauthorized Access	5
Policy Violation	5
Social Engineering	3
Copyright Violation	1
Inappropriate Use	1
Lost/Stolen Device	1
Network Attack/Scan	1
Unauthorized Disclosure	1
Other	24



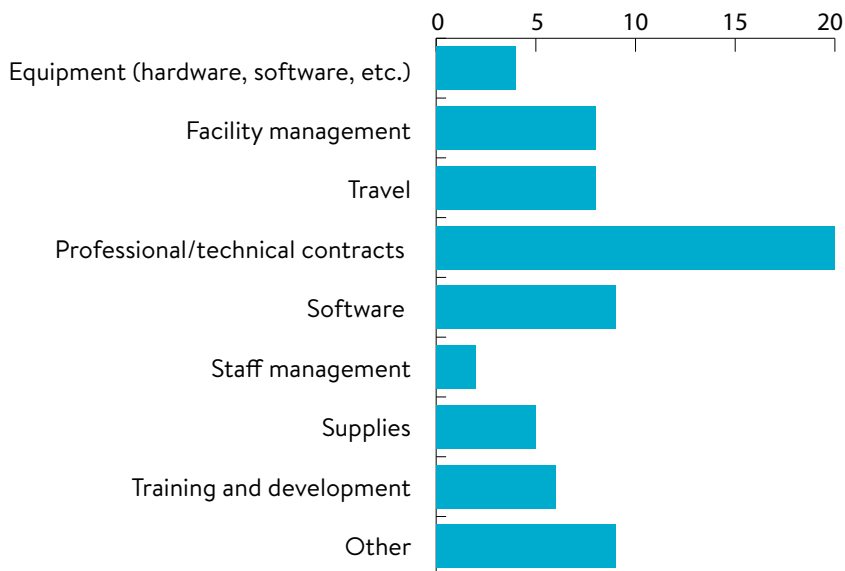
# Procurement

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.

### Number of purchase requests

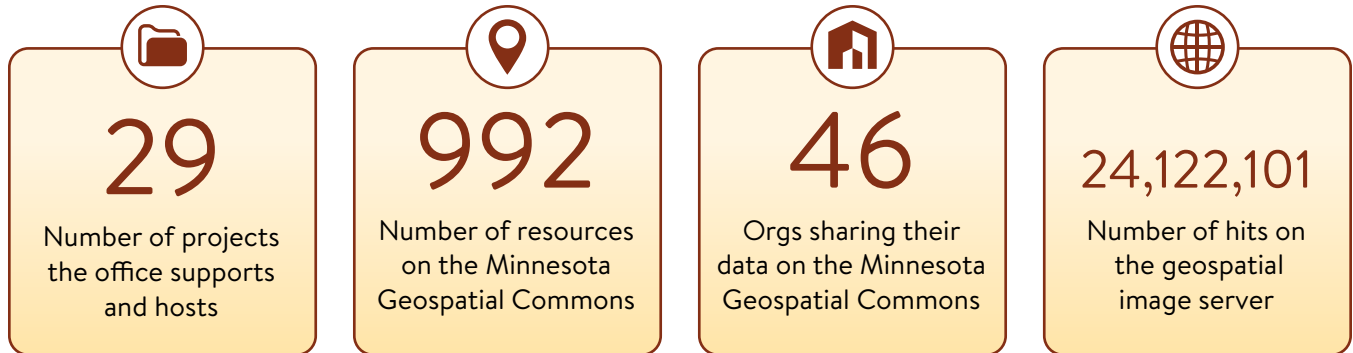


### Average processing time (days)



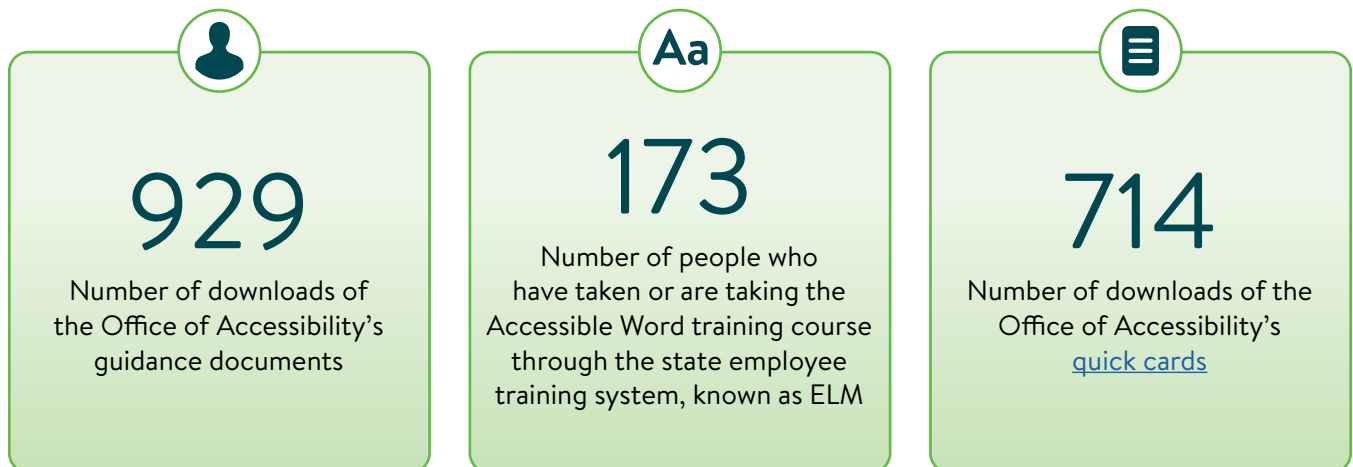
## Geospatial Information Office

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.



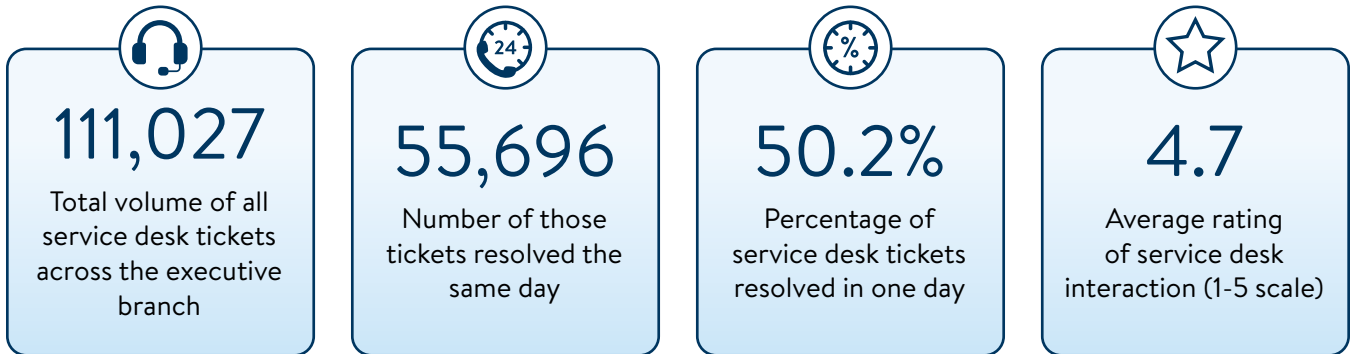
## Office of Accessibility

The Office of Accessibility is charged with overseeing the implementation of accessibility standards for all executive branch employees and state agencies.



## Enterprise 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, nonprofits; and MNIT staff.



## IT optimization updates

### CloudRAMP

CloudRAMP (Cloud Readiness and Modernization Project) is MNIT's enterprise project to identify and modernize applications to begin moving into the Azure cloud.

**Migrated servers: 34**

**Servers built in Azure: 116**





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## About MNIT

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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 5.7 million Minnesotans.

### Learn more

For questions, comments, and feedback on MNIT’s quarterly reports, please reach out to [MNIT\\_Comm@state.mn.us](mailto:MNIT_Comm@state.mn.us)

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

