

Q1 2023

Quarterly Report



One Minnesota Budget

MNIT's funding proposals for the One Minnesota Budget

The One Minnesota Budget was released in January, which proposed investing in our children and families, economic future, health and safety, and a state government that works for all Minnesotans. These investments propose to make state government services more accessible and secure by modernizing our digital infrastructure. [MNIT had eight funding proposals](#) that focus on secure and resilient systems, customer-focused, modern services, and data-driven decisions.



MNIT Annual Report

[MNIT's 2022 Annual Report](#) was published in January. The report shares how MNIT partners with state agencies to improve the way that Minnesotans interact with government; protects and secures systems; and connects state employees to modern services.

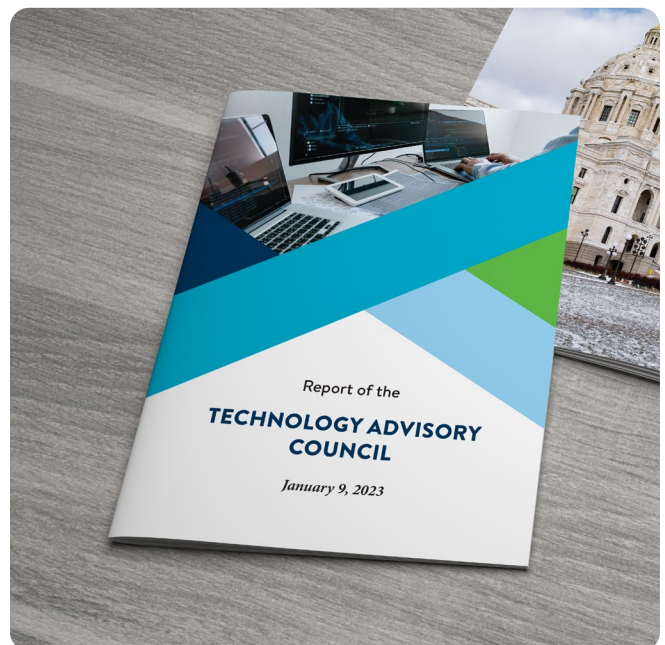


Tarek Tomes Confirmed as Commissioner

On February 16, 2023, the [Minnesota Senate voted to confirm Tarek Tomes](#) as Commissioner of Minnesota IT Services and State Chief Information Officer. This followed approval from the Senate State and Local Government and Veterans Committee on January 24, 2023.

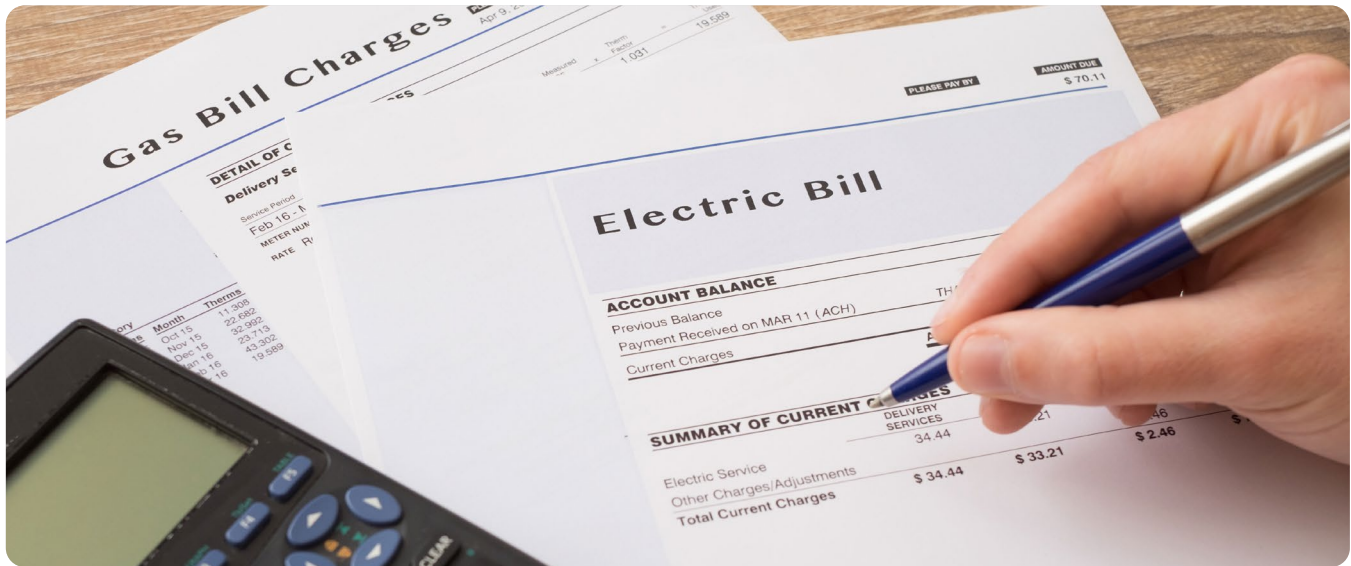
New TAC Report

Minnesota's Technology Advisory Council (TAC) released [its most recent report](#) of recommendations to advance and modernize technology service delivery for Minnesotans. The recommendations focus on adopting practices that put users and customers at the center of digital products delivered by state agencies, moving towards a product model. Establishing strong change leadership, providing sustainable IT funding, improving protections of technology assets through long-term planning, and expanding partnerships to develop and retain a skilled, cyber-aware workforce.



Agency updates

PROJECT & PRODUCT HIGHLIGHTS



Energy Assistant Program On-the-Go

MNIT partnered with the Department of Commerce to update the application behind the [Minnesota Energy Assistance Program](#) so Minnesotans could apply for benefits using their laptop or smartphone anytime. This update replaced the outdated mail/fax/email process with a new modern, responsive design hosted on the cloud. The application provides identity and access management, and the advantages offered by a modern cloud hosting environment: scalability, high availability, resiliency, responsiveness, agility, and cost control.



MPCA Website Redesign

MNIT website developers and project management staff helped redesign and reorganize the public-facing [Minnesota Pollution Control Agency \(MPCA\) website](#) to improve user experience. MNIT teams built the website and migrated content to an upgraded environment. This project improved website functionality, navigation, and design. The redesign enabled a content strategy that positions the MPCA as the state's leading environmental management agency and met the needs of users and customers.



DNR Point of Sale System

MNIT helped modernized the Point of Sale (POS) systems at Department of Natural Resources (DNR) state parks as more Minnesotans pay for services with credit cards, mobile pay, or tap-to-pay. This modernization also ensured that customer data was protected in compliance with Payment Card Industry standards. MNIT teams worked through power outages and blizzards and traveled to remote parks around the state to install credit card readers and processing machines, modernize rack locations, and network closets, and upgrade switches at Minnesota's 66 state parks.

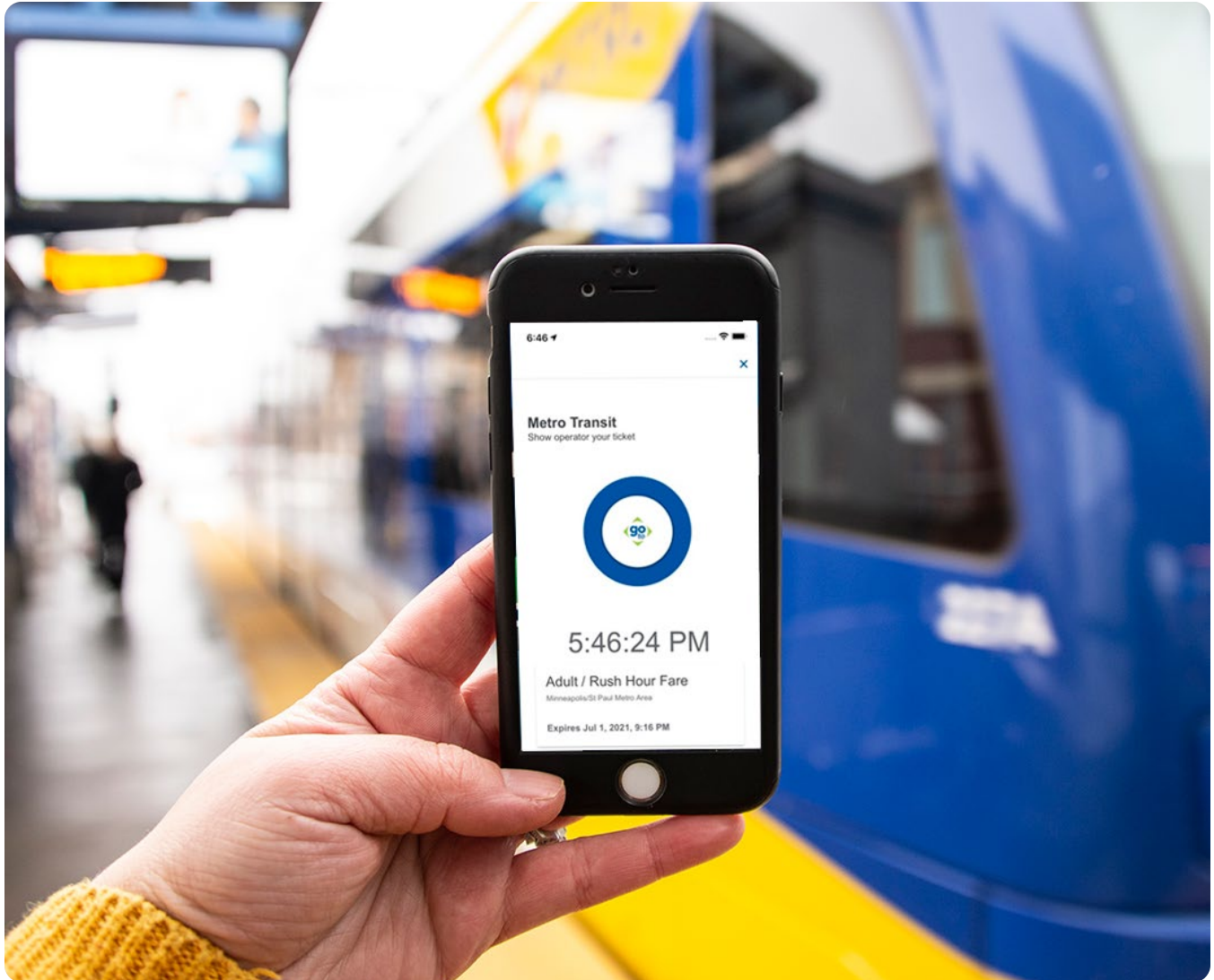


Photo Credit: Metro Transit

MnDOT Mobility as a Service

In March, the Minnesota Department of Transportation (MnDOT) [launched the first multimodal trip planner app](#) to make travel easier in Greater Minnesota, Rochester, and Mankato. Residents and visitors in southern and western Minnesota can now plan for and, in some cases, pay for public transit and intercity bus trips using the free, cloud-based Transit app, available for download in app stores. MNIT and MnDOT partnered to ensure accessibility criteria, security, and data access requirements were detailed, assessed, and scored in the procurement and contracting process.



Conservation Tracking System for BWSR

All Board of Water and Soil Resources (BWSR) grants are tracked through [eLINK](#), BWSR's conservation tracking system. eLink helps BWSR and its local government, tribal nation, and nonprofit grantee partners track grant progress, pollution reduction benefits, cumulative grant funding, and map locations of projects on a statewide, county, watershed, or individual project basis. This new system reflects current business requirements and modern technology with a supportable development model. eLink features faster performance, an improved user experience, a new user data portal, API for data interoperability, reporting engine, and it complies with the latest state security and accessibility standards.

Product and Agile Launch

MNIT formed the Product and Agile Center of Enablement (PACE) in 2022 to bring a disciplined, structured, and consistent process for enhancing customer insight and experiences and delivering value more frequently and incrementally. Following TAC recommendations, Minnesota officially launched its product approach in January 2023 when four early adopters began their learning journey of product and agile transformation. As part of the early adopter program, PACE held workshops in March to expose leadership and management to new languages and mindsets, what they should expect, and what changes lay ahead. Around 120 individuals, including state leaders, attended these sessions.



Photo:
MNIT Staff participating in a planning workshop

Expanding Healthcare Eligibility: Eliminating the “Family Glitch”

MNIT worked with the Department of Human Services (DHS) to expand Minnesotans’ healthcare eligibility. New legislation required changes to DHS’s Minnesota Eligibility Technology System (METS). This changed the eligibility methodologies, and extended MinnesotaCare and the advanced tax credit, for some Minnesotans that were previously ineligible. The project expanded coverage to families that were impacted by the “family glitch,” which calculated coverage affordability based on the cost of premiums for individuals, rather than families.

Project Abracadabra: Making MDH File Cabinets Disappear

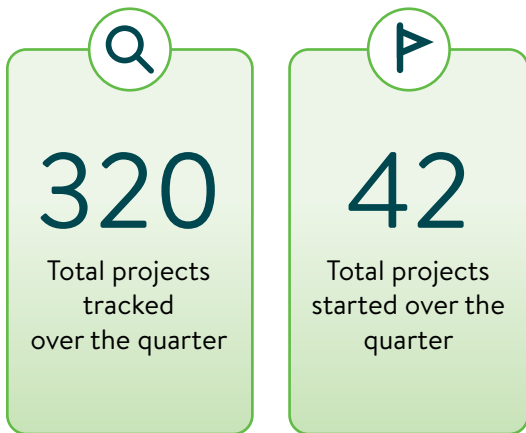
The Minnesota Department of Health (MDH) has archives of paper documents and forms, all stored in countless file cabinets. Historically, converting that data to digital formats has been a manual process. Project Abracadabra is transforming the conversion process with an AI service that applies advanced machine learning and automation to extract the content and store it in the cloud. MNIT is working with 6 different divisions at MDH. One group has over 30 years of records for thousands of people with more than 20 different types of documents, including handwritten documents. The project used MNIT’s Resource Sharing program to tap into resources and expertise from multiple divisions to meet MDH’s needs and go live with its first division.



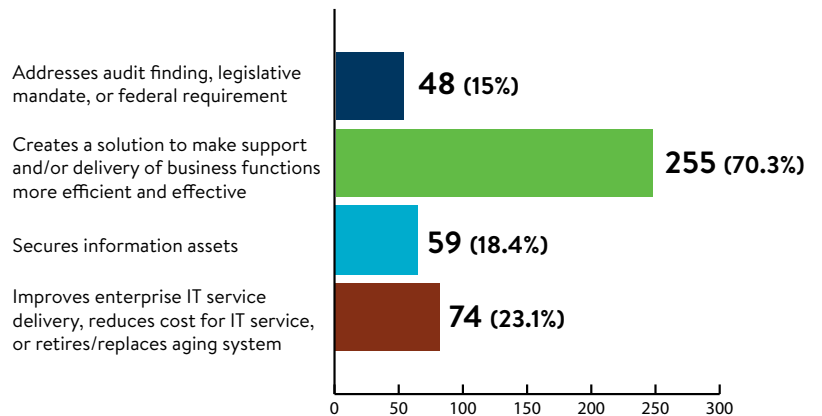
Agency Metrics

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.



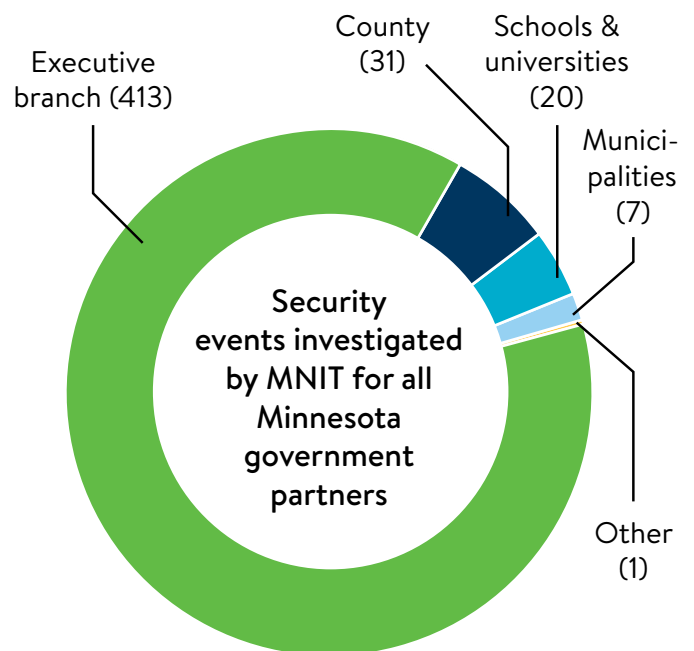
Q1 projects by value



Security

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

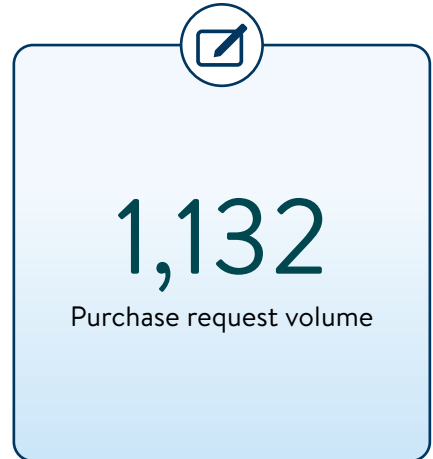
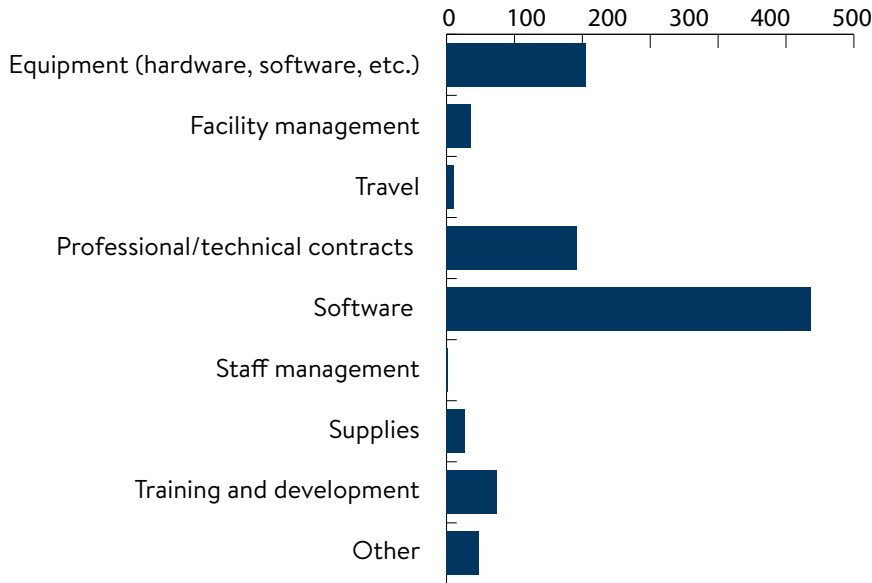
Type of security incident	# reported
Policy Violation	135
Other	110
Forensic Investigation	59
Compromised Password	53
Malware	41
Network Attack/Scan	9
Copyright Violation	8
Denial of Service	5
Lost/Stolen Device	4
Social Engineering	3
Unauthorized Access	3
Unauthorized Disclosure	1



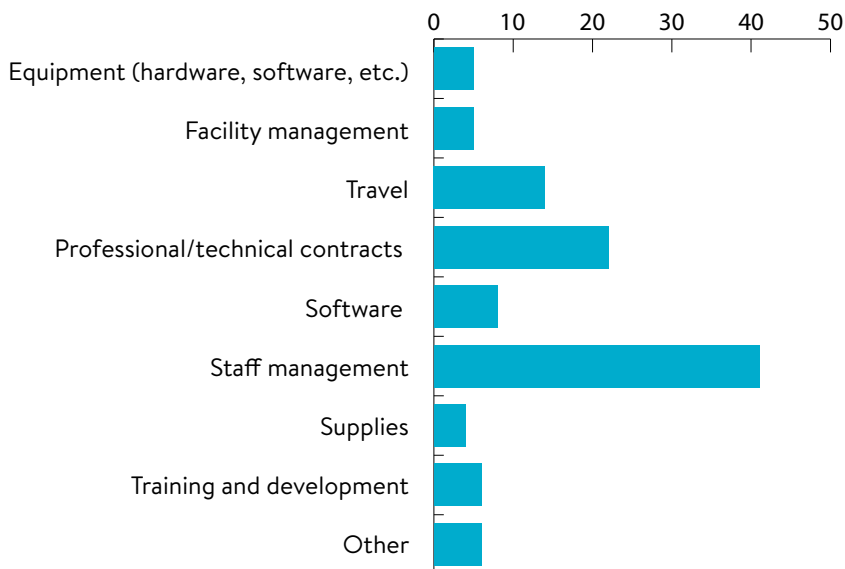
Procurement

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

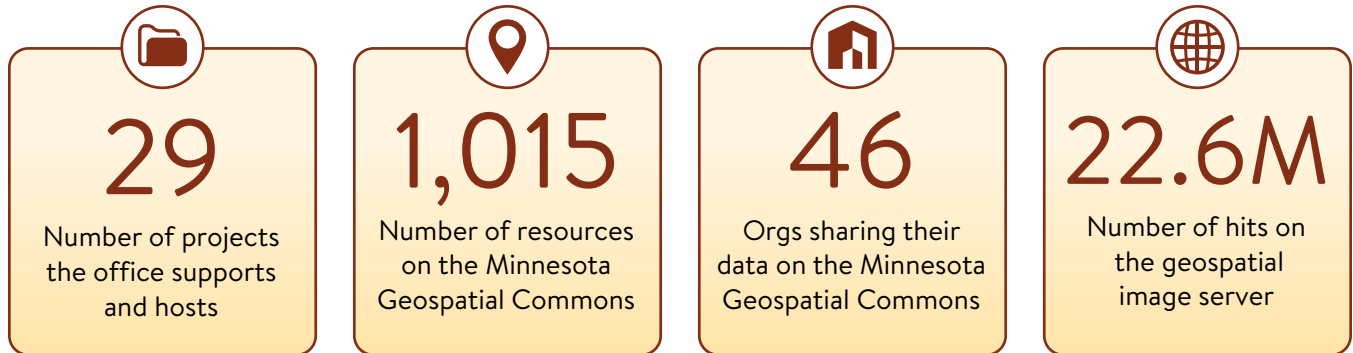


Average processing time (days)



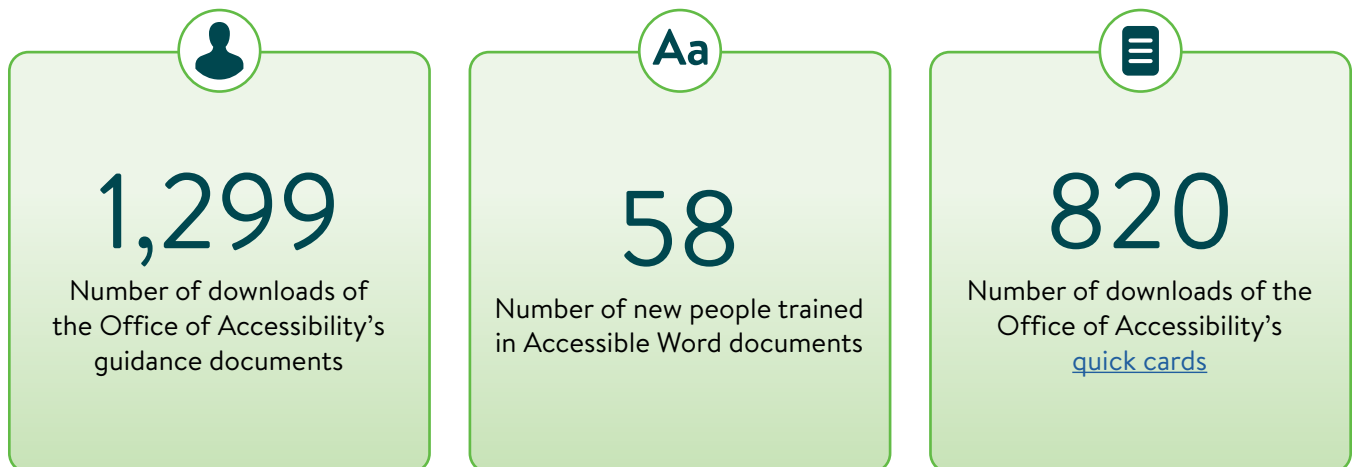
Geospatial Information Office

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.



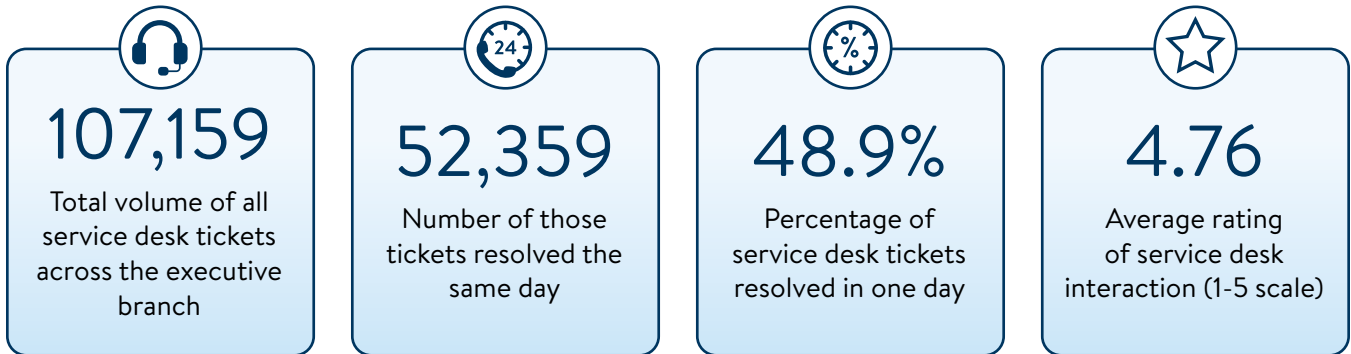
Office of Accessibility

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.

MNIT teams are participating in cloud readiness workshops to collaboratively plan, prepare, and define their cloud migration strategy. In Q1, MNIT teams partnering with the Department of Corrections and the Department of Revenue participated in the workshop.





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 5.7 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:

