

GUIDE TO

MINNESOTA

*Office of
Technology*

1999

LEGISLATIVE REFERENCE LIBRARY
645 State Office Building
Saint Paul, Minnesota 55155

Guide to Minnesota State Agencies 1999 was coordinated by Minnesota Planning, 658 Cedar St., St. Paul, MN 55155, 651-296-3985.

Upon request, *Guide to Minnesota State Agencies* will be made available in an alternate format, such as Braille, large print or audio tape. For TTY, contact Minnesota Relay Service at 800-627-3529 and ask for Minnesota Planning.

November 1998

Minnesota Office of Technology

Agency Briefing Book

Welcome from Governor Carlson.....	3
Welcome from JoAnn Hanson.....	4
Summary description of the Office of Technology.....	5
History:	5
Vision, mission, goals:.....	5
Key legislators and legislative committees:.....	5
Key issues and constituencies.....	5
Constituencies:.....	6
Boards, Commissions and Task Forces ..	6
Activity summary	6
The Office of Technology has issued eight mandated legislative reports including:	7
Budget and Personnel Overview.....	8
Statutory budget/appropriations.....	8
Organization chart	9
Internal Focus	10
Electronic Government Services	11
Key issues and constituencies.....	11
Constituencies.....	11
Activity summary	11
Telecommuting policy.....	12
Information Technology	
Investment Review	13
Responsibilities.....	13
Key issues and constituencies.....	13
Constituencies.....	13
Activity summary	13
Priority projects with timelines.....	13
Upcoming events/important dates	14
External Focus	15
Internet Center	16
Key issues and constituencies.....	16
Constituencies.....	16
Education	17
Key issues and constituencies.....	17
Boards, commissions and task forces ..	17
Activity summary	17
Priority projects with timelines.....	18
Upcoming events/important dates	18
Strategic plans.....	18

Guide to Minnesota State Agencies 1999 was coordinated by Minnesota Planning, 658 Cedar St., St. Paul, MN 55155, 651-296-3985.

Upon request, *Guide to Minnesota State Agencies* will be made available in an alternate format, such as Braille, large print or audio tape. For TTY, contact Minnesota Relay Service at 800-627-3529 and ask for Minnesota Planning.

November 1998

Minnesota Office of Technology

Agency Briefing Book

Welcome from Governor Carlson.....	3
Welcome from JoAnn Hanson.....	4
Summary description of the Office of Technology.....	5
History:	5
Vision, mission, goals:.....	5
Key legislators and legislative committees:.....	5
Key issues and constituencies.....	5
Constituencies:.....	6
Boards, Commissions and Task Forces ..	6
Activity summary	6
The Office of Technology has issued eight mandated legislative reports including:	7
Budget and Personnel Overview.....	8
Statutory budget/appropriations.....	8
Organization chart	9
Internal Focus	10
Electronic Government Services	11
Key issues and constituencies.....	11
Constituencies.....	11
Activity summary	11
Telecommuting policy	12
Information Technology	
Investment Review	13
Responsibilities.....	13
Key issues and constituencies.....	13
Constituencies.....	13
Activity summary	13
Priority projects with timelines.....	13
Upcoming events/important dates	14
External Focus	15
Internet Center	16
Key issues and constituencies.....	16
Constituencies.....	16
Education	17
Key issues and constituencies.....	17
Boards, commissions and task forces ..	17
Activity summary	17
Priority projects with timelines.....	18
Upcoming events/important dates	18
Strategic plans.....	18

Health	19
Key issues and constituencies.....	19
Constituencies.....	19
Arts & Culture	20
Key issues.....	20
Constituencies.....	20
Trade Point/SEAL (Secure Electronic Authentication Link).....	21
Key issues and constituencies.....	21
Upcoming events/important dates	21
North Star I & II	22
History	22
Vision, mission, goals.....	22
Key issues and constituencies.....	22
Agency participation and cooperation. .	22
Constituencies.....	22
Activity summary	22
Priority projects and timelines	23
Upcoming events/important dates	23
Strategic plans.....	23
Y2K Public Awareness Project	24
Background on the concept of the project	24
Intentions (ultimate business goals).....	24
Project outcomes (objectives).....	24
Benefits.....	24
Conclusion.....	25
Activities to date:.....	25
Priority projects with timelines.....	25



STATE OF MINNESOTA

OFFICE OF THE GOVERNOR
130 STATE CAPITOL
SAINT PAUL 55155

ARNE H. CARLSON
GOVERNOR

To the Incoming Administration:

I am pleased to present to you information about the Minnesota Office of Technology. This office was created initially through an executive order, because I thought it was vital to Minnesota's economy to have an agency that would provide leadership on information technology policy.

However, the Office of Technology has provided my administration with more than just direction on policy issues. They have been instrumental in ensuring that Minnesota will not be left behind in the 21st century. The Office is implementing strategies to ensure that Minnesota has a technically literate society by promoting the use of technology in our schools. They are also working to guarantee that economic growth is stimulated and greater Minnesota communities are sustained through the use of technology. And they are also assisting other state agencies in determining how best to use state tax dollars on information technology resources and government services.

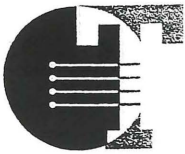
One issue warrants special note. That is the Year 2000 problem. On October 23, 1998 I issued an executive order making this Minnesota's top technology issue. The Office of Technology and the Minnesota Y2K Project office have been working together with other state agencies to raise awareness of this vital issue and to ensure that adequate information and resources are available to all sectors of the Minnesota economy and its citizens. I strongly encourage you to keep this a top technology priority for your administration as well.

The Office of Technology will certainly be an asset to your administration as we approach the 21st century.

Warmest regards,

A handwritten signature in black ink that reads "Arne H. Carlson". The signature is written in a cursive, flowing style.

ARNE H. CARLSON
Governor



Minnesota
**Office of
Technology**

First National Bank Building
332 Minnesota Street
Suite E1100
St. Paul, MN 55101-1322
612.215.3878

JoAnn S. Hanson
Executive Director

To the Incoming Administration:

I am pleased to provide you with the following background information on the Office of Technology. As Executive Director, it has been my privilege to oversee the important activities of this office.

The Office of Technology's responsibilities are focused in two major areas, those internal and those external to state government. In part, these activities include the development and delivery of electronic government services, operation of the North Star network, statewide information technology budgeting, and the integration of technology into the community.

As we move through the transition please let me know if I can be of assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'JoAnn S. Hanson', with a long horizontal flourish extending to the right.

JoAnn S. Hanson
Executive Director

Summary description of the Office of Technology

History:

In June of 1996, Governor Carlson issued an Executive Order that created the Minnesota Office of Technology. The Order directed the Office to advise the Governor on Information Technology (IT) issues, specifically in matters of IT needs, use and deployment for educational purposes. The 1997 Minnesota State Legislature officially enabled the Office as a new state agency (MN. STAT. 16E) and significantly broadened the scope of responsibility for the Office of Technology.

Vision, mission, goals:

The Office of Technology is charged with providing statewide leadership and direction for information and communication technology policy. OT's mission is to assure that the use of information technology improves Minnesota's businesses, schools, communities, and the lives of the state's citizens. To that end, the Office of Technology plays a unique role in bringing the right partners together to deliver technology solutions that are on target as well as online. The goals of the Office of Technology have been designed to meet the vision and mission. Five goals, delineated in the Office's statutory mandated Master Plan, "A Beacon to Our Future", were developed through a series of statewide interviews, meetings and forums that included input from businesses, educational institutions, community leaders and citizens. The goals are 1) A technically literate and competent society; 2) Efficient and effective government; 3) Easy and affordable access; 4) Stimulated economic development; and, 5) Life style enhancements. Each of the goals is supported by a succession of projects; programs and initiatives designed to assure that the mission is efficiently and effectively achieved.

To accomplish its mission and goals, the Office of Technology has identified two major constituencies. They are Internal (enterprise-wide governmental entities) and External (sustainable communities) areas of focus. The programs and projects within each of the two major constituencies will be specifically identified and explained in detail later in this document.

Key legislators and legislative committees:

The Office was enabled through the 1997 House and Senate Government Operations (Finance) committees. Project and Program funding was provided by a variety of other committees including Economic Development, Higher Education Finance and K-12 Education Finance. Given the breadth of proposed initiatives for the FY2000-2001 biennium, the number of legislative committees overseeing the funding and operation of proposed OT programs and projects will, potentially, increase. The key legislators involved in the Office's creation and operations during the 1997-98 legislative session include: Senators Cohen, Kelley, Price, Ranum, Beckman, Stumpf, Pogemiller, Runbeck, Solon, Metzen, Ourada, Frederickson, Day, Kiscaden, Olson, Knutson, Wiener, Robertson, Scheid, Betzold, and Novak; Representatives: Solberg, Rukavina, Jennings, Winter, Osskopp, Bradley, Pelowski, McElroy, Ozment, Pugh, Mahon, Wolf, Abrams, Luther, Carruthers, A. Johnson, Weaver, Krinkie, Broecker, McGuire, Kahn, Skoglund, Entenza, and Trimble. (It should be noted that the chief authors of the enabling language were Representative Phyllis Kahn and Senator Linda Runbeck.)

Depending on status of proposed initiatives for new or continued OT projects and programs, we anticipate committees that will be key in the 1999 legislature include: Government Operations, Education (Higher and K-12), Economic Development & International Trade, Ag and Rural Development, Commerce, Health and Human Services, Jobs Energy & Community Development, Judiciary and Regulated Industries. Because OT provides review and recommendation authority for the IT portion of the Governor's Budget proposal, nearly every other committee may request input from the Office of Technology regarding various agency requests for IT initiatives.

Key issues and constituencies

Enterprise-wide leadership and direction in information and communication technology issues. The Office promotes partnership efforts to meet the IT needs and demands of Minnesota government units, businesses (for profit and not for profit), education, healthcare, arts and culture, community and economic development, and policy development to meet needs for positioning within a global society.

Development, design, modification and implementation methodologies of the statewide strategic IT Master Plan.

Constituencies:

- Governor
- State Agencies
- Legislature
- Judicial Branch
- Businesses
- Citizens
- Communities
- Education
- Healthcare
- Arts and Culture
- Local Governments

Boards, Commissions and Task Forces

- Geographic Information Systems Council – The Executive Director is a member.
- Minnesota World Trade Center Corporation – The Executive Director is a member.
- Minnesota Education Telecommunications Council – The Executive Director is a member.
- Library Planning Task Force – The Executive Director is a member.
- Minnesota Technology, Inc. – The Executive Director is a member.
- Minnesota Health Data Institute – The Executive Director is a non-voting member.
- Information Policy Task Force – The Office supports the efforts of the Task Force that was created by the 1997 legislature to review information access and privacy issues.
- Information Policy Council – The Office supports the efforts of the Council and its subcommittees.
- Information Infrastructure Systems Advisory Council – The Office works in cooperation with the council and its subcommittees.
- Minnesota Center for Healthcare, Electronic Commerce – The Office is a founding member.
- Data Use Committee, Health Services – The Office serves in an advisory capacity.

Activity summary

The Office of Technology has developed, in conjunction with other government units, businesses, educational institutions and the state's citizens, an enterprise-wide information and technology Master Plan: *Beacon to Our Future*.

The Office has facilitated and participated in the on-going development of Trade Point and SEAL, a joint venture,

public-private partnership including the United Nations, businesses, the University of Minnesota, MnSCU and federal, state and local governments.

The Office, through its Internet Centers satellite office at St. Cloud State University, has awarded \$210 thousand in grants to six Minnesota communities to provide technology infrastructure assessment, development and deployment that will enable sustainable community development.

The Office of Technology serves as a member of the Official United States Host Committee for the International Telecommunications Union Plenipotentiary Conference, fall of 1998.

OT has revised and simplified the IT Budget Process to standardize project definition methodology and determine when and where interagency collaborations will streamline projects and effectively minimize general fund expenditures for information and communications technology investment.

The Office of Technology has developed and implemented a statewide Year 2000 Public Awareness Campaign that targets the state's business community and citizens.

In late October, the OT, in conjunction with CFL, the METC and a variety of private companies and vendors, launched an experimental training program using the distance learning capabilities of the Learning Network of Minnesota. The program targets the technical support staff of school districts across Minnesota.

The Office has facilitated the development of, and partners in, a variety of multiple agency, state and local government, and public-private partnerships including:

ISEEK – An interactive, web accessible career planning tool.

MnVU (Minnesota Virtual University) – A world wide web education access site from which students of any age or location can enroll and take coursework for a degreed program.

MECR (Minnesota Electronic Curriculum Repository) – This electronic repository of best practices curriculum issues that can be shared and used by schools across Minnesota and is based on the state's graduation standards.

One-Stop Electronic Licensing – A multi-agency project to allow securing licenses via the web.

Electronic Government Service – This is an umbrella organization that develops policies, standards and guidelines for the following issues: (sub committees of the IPC)

Security – Established enterprise wide policy, standards and guidelines on security needs.

Digital Authentication – Worked in collaboration with the Secretary of State’s office to implement legislation, create rules and review the RFP to award the contract

Encryption – The Office acts as lead on the statewide encryption policy team.

EPPR – (Electronic Payment Procurement and Receipts) is a collaborative to establish best practices for providing government services electronically and means by which to pay or collect fees for the services.

Teleambulance Project – A remote telemedicine project between a private ambulance service and Inver Hills Community College.

The Office has collaborated with the Department of Human Services on Project 2030.

The Minnesota Asthma Research Project – A project using administrative claims data located within the Department of Health to assist the University of Minnesota and the Department in health services research.

Digital Portfolios – A joint venture between the Minnesota Resource Center for the Arts and Migizi Communications.

The Office of Technology also provided educational and informational booths at the following events:

- Minnesota State Fair
- ITU Plenipotentiary Conference, Technical Demonstration
- American Youth Alliance
- Strictly Business Conference
- National Governors’ Conference
- Governor’s Economic Development Summit

Several other Arts and Culture public-private partnerships are delineated later in this document.

(The partnerships are detailed within the narratives of the specific project and programs detailed in this document.)

The Office of Technology has issued eight mandated legislative reports including:

- A Quest for Data Quality – Eliminating Redundant Storage of Data
- Tracking & Compiling Information Technology Expenditures – An Interim Report
- Office of Technology Initial Duties – A Report to the Governor and the Minnesota Legislature
- Status of State and Intergovernmental Information and Communications Systems
- Review of Information Technology Boards and Councils
- Financing Information Technology Investments in Minnesota – A Report to the Governor and the Minnesota Legislature
- Information Technologies Expenditure Tracking – A Report to the Minnesota Legislature
- Standards and Guidelines for Establishing Information Sales Systems That Utilize Licensing and Royalty Agreements – A Report to the Minnesota Legislature

Budget and Personnel Overview

Statutory budget/appropriations

Laws of MN, 1997, Ch. 202, Art. 1, Sec. 13.

Sec. 13. OFFICE OF TECHNOLOGY \$5,161,000 FY '98 & \$2,777,000 FY '99 \$2,326,000 the first year and \$2,377,000 the second year are for the administrative operations of the office of technology.

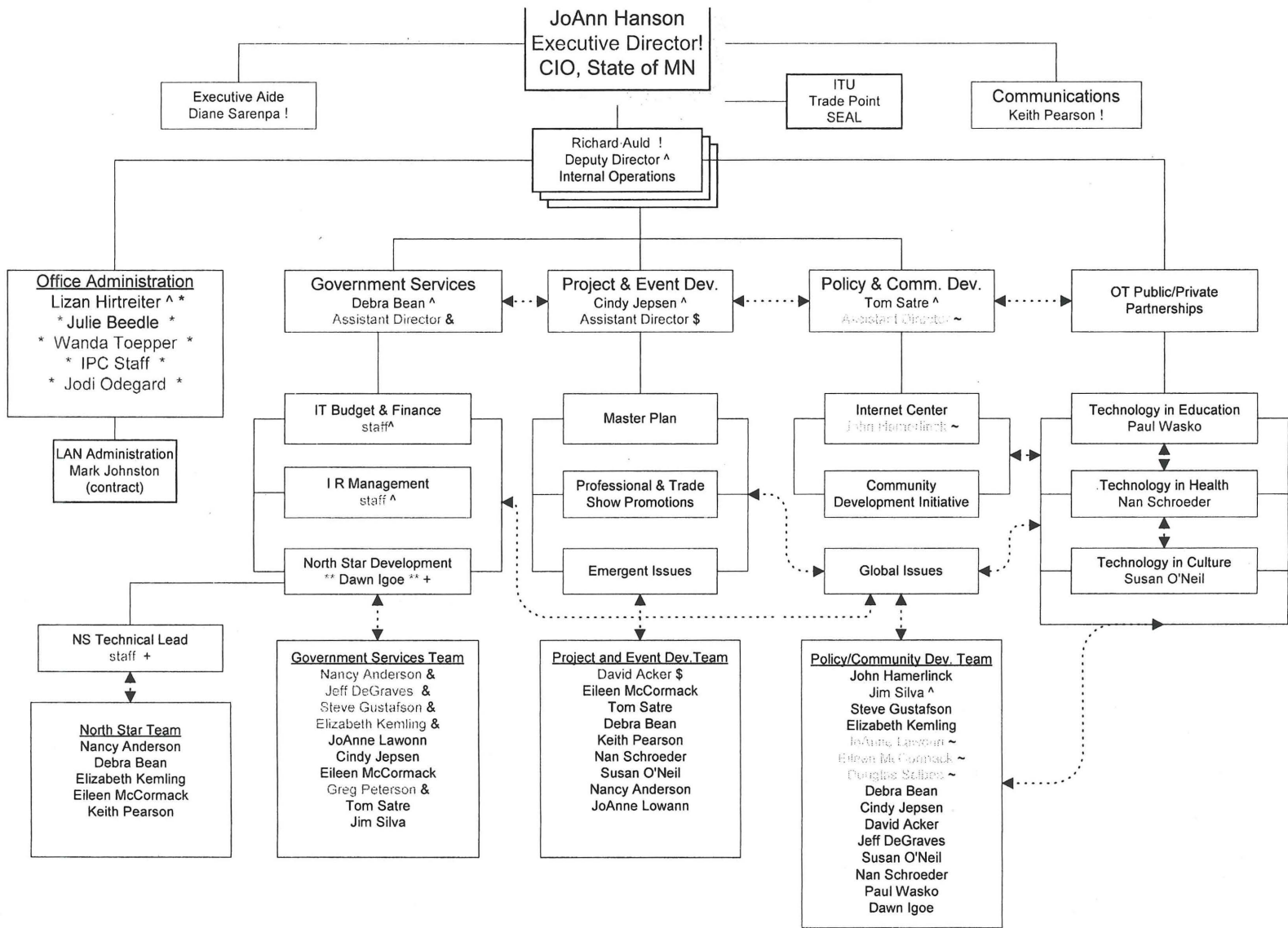
\$935,000 the first year is for the North Star online information service under new Minnesota Statutes, section 16E.07. Any unencumbered balance remaining in the first year does not cancel and is available for the second year of the biennium.

\$500,000 the first year is to develop an electronic system to allow the public to retrieve by computer business license information prepared by the commissioner of economic development, as required by new Minnesota Statutes, section 16E.08. Any unencumbered balance remaining in the first year does not cancel and is available for the second year of the biennium. The executive director shall report to the legislature by January 15, 1998, on progress of the project.

\$400,000 the first year and \$400,000 the second year are to develop a United Nations trade point in the state under new Minnesota Statutes, section 16E.11. If the appropriation for either year is insufficient, the appropriation for the other year is available for it.

\$500,000 the first year is to support activities associated with a plenipotentiary conference of the International Telecommunications Union.

\$500,000 the first year is to operate the Internet Center under new Minnesota Statutes, section 16E.12, and to develop community technology resources under new Minnesota Statutes, section 16E.13. Any unencumbered balance remaining in the first year does not cancel and is available for the second year of the biennium.



Internal Focus

Priority Projects and Timelines are incorporated into the Specific Office Program, Project or Function Sections listed below:

The Office of Technology provides a variety of statutory services and functions that are vital to the internal operations of government. The agency establishes policies, standards and guidelines relating to information access and dissemination, information resource management, as well as to the technologies that are used to gather, store, use/reuse and disseminate public government information and data. Key to the effective and efficient management and delivery of government services is the issue of technology. The Office has a myriad of programs and projects to assure that management of information resources is done in an effective and fiscally sound manner.

Electronic Government Services

Key issues and constituencies

- Development of collaborations with state agencies
- Identification of key IT solutions for successful delivery of government services
- Development of information access policies and practices in conjunction with the Data Practices Act
- Identification of critical statewide IT issues for Legislative action
- Identify and support agency critical initiatives for Legislative action
- Provide alternative IT funding solutions to the Governor and Legislature
- Identification and recommendation of joint agency IT efforts

Constituencies

- Governor
- Legislature
- Government Units
- Information Policy Council
- Information Infrastructure Systems Advisory Council

Activity summary

The Office of Technology's Government Services division is responsible for providing leadership and direction for information and communications technology policy in Minnesota State government. The office is responsible for coordinating strategic investments in information and communications technology to encourage the development of methods for the efficient delivery of services electronically and to ensure access to information. The lion's share of these activities is accomplished through creating multi-agency collaborations in conjunction with the Information Policy Council (IPC).

The Office of Technology and the IPC have, in partnership, moved the issue of electronic delivery of government services forward. Through the work efforts of various subgroups of the IPC a vision has been outlined for state agencies with the following mission statement:

"It is a goal of the State of Minnesota to provide electronic channels to deliver service, transact business and provide information, for citizens, the business community and government partners, using a variety of technologies, in order to provide better service and to respond to changing expectations."

Critical components have been identified that must be in place to successfully deliver government services electronically. These components must be in place in the next couple years to:

- Assure access to information
- Ensure system integrity
- Allow electronic transactions to be conducted

North Star is the gateway for providing a central point of access for Minnesota government information and services on-line. Essential components for ensuring that the access occurs are:

- data storage practices that make information accessible in an electronic format
- proper database administration and monitoring to ensure the timeliness and accuracy of the data
- ability to find the data through index services and search/inquiry processes.
- Integrity is ensured through the following means:
- Information resource management practices institutionalized statewide
- A statewide strategic plan for the delivery of government services electronically
- North Star II interface to agencies
- Up-to-date directories for government agencies and employees, linking information across a variety of agencies and databases
- Network and system security features that protect data both as it is stored and as it is transmitted
- Policies for data practices that take into account current electronic capabilities at the same time that they protect privacy and confidentiality.

Specific technology components to permit transactions to occur online include technical capabilities for electronic processing of payments, receipts and procurements, identification, authorization, authentication and encryption.

In order for the state to provide electronic delivery of services and employ the technical capabilities identified, we rely on four critical success factors:

- A business focus and management commitment by Minnesota agencies
- Enterprise-wide integration for the State
- A flexible technology infrastructure
- Generally accepted standards for operation

The electronic delivery of services is the responsibility of each agency. The Office of Technology's responsibility is to lead and facilitate the adoption of the strategic plan and the building of these technical components into state agency infrastructure. The office is responsible for identifying collaboration possibilities to achieve the goals of the vision outlined above and where appropriate takes the lead to initiate work efforts.

Telecommuting policy

In cooperation with the Department of Administration, the Office of Technology is responsible for the development and implementation of a statewide telecommuting policy and to encourage telecommuting throughout all state agencies. Telecommuting is a management tool that provides flexibility in meeting customer and business needs. State agencies are encouraged to plan and implement telecommuting programs. The use of telecommuting depends on business functions and work tasks to be performed. The ultimate goal of using telecommuting is to enhance the delivery of government services to citizens of the State of Minnesota. Also, state funded Capital Expenditure requests must consider technology and telecommuting potential in the planning and development of new government physical space. The Office must review and advise on all such capital expenditure requests.

Information Technology Investment Review

Responsibilities

- IT Expenditure Tracking
- IT Budget Initiative Review
- Review of IT purchases over \$100,000

Key issues and constituencies

- IT initiatives funding recommendations to the Governor and Legislature
- Reporting on executive branch IT expenditures to the Legislature
- Identifying critical statewide IT issues for Legislative action
- Identifying and supporting agency critical initiatives for Legislative action
- Providing alternative solutions to the Governor and Legislature
- Identifying and recommending joint agency IT efforts
- Recommending changes to agency IT initiatives
- Reviewing agency IT purchases over \$100,000
- Reviewing agency Requests for Proposals (RFP)
- Reviewing agency information technology and telecommuting plans for capital budget funding requests for office space

Constituencies

- Governor
- Legislature
- State Agencies
- Department of Finance

Activity summary

IT Expenditure Tracking: This report identifies the dollars invested by executive branch agencies related to information technology in seven categories: personnel, services, hardware, software, supplies, facilities and training. The total dollars estimated for expenditures in FY 97 are 255.9 million. This is a one time report which is coordinated by the Information Policy Council - IT Finance subcommittee

and mandated by 1997 Session Laws, Chapter 202 Article 3 Section 34. While the issuance of a final IT expenditure tracking report has been delayed by the unavailability of data critical to reporting expenditures by IT project, data has recently become available that permits the Office of Technology to move ahead with the final report.

IT Budget Initiative Review and Recommendations: The IT Budget review, analysis and recommendation to the Governor and the Legislature provides direction to decision makers about IT budget initiatives. This process provides statewide leadership in developing and evaluating IT budget initiatives. The process requires coordination of agency efforts as well as project efforts. Among the deliverables to OT are project definition, information resource plans, and a six-year budget estimate for projects. The OT review summarizes the project request identifies the reason the project is important, identifies potential project weaknesses and recommends an appropriate level of funding for the project. This report is mandated by Statute 16E.03 Subd. 5.

Review of Purchases over \$100,000: Agencies are required to have the Office of Technology review all technology purchases and related RFP's when agency purchases exceed \$100,000 and Minnesota State Colleges and Universities purchases exceed \$250,000. This review tracks agency adherence to policies, standards and guidelines and provides coordination across agencies to improve data sharing and reduce duplication of systems. This process is mandated by Statute 16E. 03 Subd. 3 and 4.

Review of Information Technology and Telecommuting Plans: This education and review process provides guidance and feedback on agency use of information technology and telecommuting to reduce the need for office space. This process requires leadership in developing guidelines and plan requirements. Among the deliverables to OT are information technology and telecommuting plans related to each agency capital budget request for office space. The OT review summarizes the potential strengths and weaknesses of the plans. This review process is mandated by Statutes 16B.335 Subd. 5 and 6 and 16E.05 Subd. 3

Priority projects with timelines

The IT expenditure tracking report is used to assist decision-making regarding IT budget initiative recommendations. This work is being coordinated with the Information Policy Council - IT Finance subcommittee. This report is to be completed by the end of October.

IT budget recommendations are to be submitted to OT in final form by October 15. OT and Finance will work together to present an IT summary package for the transition team by mid-November. OT will provide a complete IT

recommendations report to the Governor and Legislature by the end of January.

The information technology and telecommuting plan review is conducted during the months prior to the second legislative session in the biennium, i.e. the capital bonding session. OT must review agency plans before they can be presented to the appropriate legislative committee chairs. All plans are completed and reviewed by approximately the end of October.

Upcoming events/important dates

IT budget initiatives will be submitted in final form to OT on October 15 and IT recommendations to the transition team will be complete by November 15.

External Focus

In conjunction with the design and goals of the state information and communications technology Master Plan, the Office of Technology provides support to communities through a variety of projects and programs. These efforts are focused on assuring that Minnesota communities will not only survive -but thrive- in the global society. The Office's sustainable communities effort focuses on outreach, support and the advancement of public-private partnerships to assure communities have the ability to educate, provide adequate health care, enjoy arts and culture, and create economic development strategies and opportunities through deployment and use of information and communications technologies.

Recognizing that each segment of the community plays an important role in the economy, the Office has created "business lines" that include education, health care, arts and culture, and economic development. All are critical to sustaining Minnesota's ethnically, economically and geographically diversified communities.

Priority Projects and Timelines are incorporated into the Specific Office Program, Project or Function Sections listed below:

Internet Center

Key issues and constituencies

- Economic Development efforts
- Telecommunications infrastructure assessments
- Teletern Program development and deployment
- Community Development
- Y2K issues

Constituencies

- Communities, specifically those in Greater Minnesota
- Regional Initiative Funds
- Economic Development Associations
- Foundations - Public, Private and Non-profit
-

In 1997, legislation was passed requiring the Minnesota Office of Technology to:

"... create the Internet Center ... which shall assist communities and regions in comprehensive information and telecommunications technology (IT) community planning, demand aggregation, design and implementation. It shall maintain an interactive database of community and business-related IT experiences, showcase successful models of community and business IT integration, coordinate statewide IT community development technical assistance, and act as a clearinghouse for applications and education in the uses of IT."

This work is ongoing. The Internet Center Web site, which is updated frequently, is located at www.internetcenter.state.mn.us/.

The Internet Center project which is located at St. Cloud State University's (SCSU) Center for Community Studies, is in the process of developing the Teletern program (see MN. STAT. 16E.12, subd. 3) that assists in community IT planning efforts through partnerships with SCSU and other MnSCU students. Teleterns will be able to conduct research, write reports, outline plans and procedures, prepare presentations and many of the other tasks performed by community development professionals. This could include projects such as:

- Assisting in assessments of a community's current IT use or surveys of community stakeholders to determine their potential IT use in an effort to plan community IT infrastructure.
- Conducting study of a community's IT needs then comparing to those in neighboring communities, in an

effort to determine the potential for partnerships or sharing resources.

- Developing materials educating the community on a plan's goals and benefits if a community already has a plan it is ready to implement.

The Internet Center also organizes and participates in conferences and workshops related to the use of IT for community development. This work is in areas ranging from electronic commerce to infrastructure planning to "year 2000" preparedness.

Education

Key issues and constituencies

The key issues that are facing education technology efforts are the same issues that face the education system as a whole: funding models (who pays for what) and accountability (what are we getting for our investments). It is also appropriate to point out that the higher education and K-12 committees approach these issues in different ways which makes it difficult to approach strategies and/or projects that have a lifelong learning focus. One key tenant to remember in approaching any education issue is that the cry of “local control” is heard very often.

Constituencies for education technology would be the same as those dealing with education and libraries generally.

Boards, commissions and task forces

In looking at education technology issues/efforts here’s what I would define are the key groups:

- Minnesota Education Telecommunication Council (METC): Comprised of representatives from higher education (U of M, MnSCU, HESO, private colleges), K-12 schools, public libraries, state agencies (CFL, Admin, OT). Responsible for operations and planning around the Learning Network of Minnesota (data/video network linking higher ed, K-12, and libraries).
- Library Planning Task Force (LPTF): Comprised of representatives from the various library communities. Its major project underway is MnLINK which is creating a “virtual library” on the Web for the state.

There are a number of key education technology projects that have committee structures including: ISEEK (career planning), MnVU (virtual university), and MECR (curriculum repository).

Activity summary

In the area of education technology, this office has had two major areas of work focus: (1) supporting, assisting in, and helping to design strategic education technology initiatives, and (2) developing public-private partnerships. Both efforts have brought success and recognition for the Office.

Relating to strategic technology initiatives a summary of our activity since summer of 1996 would include:

- Education technology biennial budget: OT was the lead agency in developing the budget that, for the most part, was successful in being accepted by the legislature. During the 1997 session we were very active in the education technology legislative process. OT has already begun discussions with Finance about how to approach education technology initiatives and on-going support from OT.
- OT has been involved with all of the major K-12 education technology projects. One key project where OT has been very active is ISEEK. The project is a joint effort between the U of M, MnSCU, CFL, DES, DTED, and HESO to create a virtual career planning office on the Web. Another key recent effort is eSchools. This effort is creating a roadmap for how schools might want to move up the education technology curve and a way for the state to recognize school efforts in this area.
- While OT’s work with higher education has been varied most of it surrounds work on the Minnesota Virtual University (MnVU). MnVU was an idea that initiated from our office in partnership with the U of M private colleges and MnSCU. OT has been a constant presence in the effort to keep pushing the project ahead.
- Looking at the METC and LPTF, OT has been very active in both groups. On the LPTF, OT is a member on the steering committee that is overseeing the MnLink project. As noted earlier, the Executive Director is a member of the METC Executive Committee and the Office has been very active in looking at how the METC and the Learning network of Minnesota will evolve in the future.

The Office has also been very active in helping to develop, maintain, and support public-private efforts focused on education and technology. These partnerships have accounted for millions of dollars worth of donated goods and services. Samples of these efforts are as follows:

- Software: Secure Computing (and TIES), EdView, Virtual School Ventures, and Lightspan Network.
- Hardware: Cisco, Intel
- Training and support materials: Minnesota Education Technology Forum, Cisco, Novell, Sufficient Systems (pending) and Microsoft.
- Purchasing: GE Capital

Other activities include our work with NetDay and a school-to-work partnership with CFL focusing on increasing hardware and software certification efforts within the K-12 system. Within the educational technology arena, there is a great deal of potential for broad public-private partnerships.

Priority projects with timelines

Other than work involving public-private partnerships, most of the efforts we are part of have a focus on the upcoming biennial budget process. This is due to the fact that many of these efforts depend on state resources to continue their work. Key projects to watch as we move forward include: METC (redefining the Learning Network of Minnesota), Minnesota Virtual University, and ISEEK.

Upcoming events/important dates

There are no major significant events planned for the next three months other than those tied with the budget.

Strategic plans

In looking at budget pieces, OT expects to run all education technology initiatives through the respective systems (HESO, CFL, U of M, and MnSCU). However, if some of these initiatives don't make it out of their internal budgeting activities then it is anticipated that the initiatives may have to be pursued under an Office of Technology umbrella.

On an on-going basis we also will be moving ahead with non-budget work (eSchools, school-to-work,...) and future public-private partnerships.

Health

Key issues and constituencies

- Telemedicine policy issues – regulation and reimbursement
- Electronic medical records – privacy, standardization
- Data base development – uses and privacy
- Use of claims data – uses

Constituencies

- Health plans
- Providers (hospitals, physicians, allied providers)
- State agencies and regulators (MDH, DHS, BMP)
- U of M
- Employers/employees

Health care play an important role in the health of our communities. Technology enhances efforts to ensure access to care, improve quality and contain rising health care costs. The Office of Technology is coordinating and participating in a number of projects which will help meet these goals.

- FAS Telemedicine Grant
- Partners – MN State Planning, MN Department of Health, U of M
- Rural Hospital Teleradiography Grant
- Partners – Hospital consortium, U of M, Department of Health
- Minnesota Asthma Research Center
- Partners – MN Department of Health, U of M
- Tele-ambulance Project
- Partners – Gold Cross Ambulance, Inver Hills Community College, private sector
- MN Health Data Institute
- Y2K Awareness
- Electronic medical records; privacy, security and transmission
- Project 2030 – use of technology to address various issues

Arts & Culture

Key issues

- Arts and Technology
- Migizi Communications and Minnesota Resource Center for the Arts created partnership to develop digital portfolio for artists
- SPNN Local Cable Access TV taped and programmed the Metropolitan Opera Regional Auditions at the Ordway for distribution in 5 states for a cost of \$600.00
- Interactive Learning for the Arts
- Minnesota Dance Alliance taught ballet students in LaCrescent from Plymouth;
- Pinchas Zuckerman taught violin lessons from New York to children in Brainerd;
- Interactive demonstration of art groups around the world featured at ITU
- Y2K Issues in Art Groups
- OT will reach out to coordinating art groups [State Arts Board, RCA, regional arts councils] to promote Y2K issues
- Education Articulation Agreements between Higher Eds for Media Arts
- OT raised awareness of educational needs in Minnesota in the areas of film and media production;
- Partnerships were developed between MNSCU, University of Minnesota and private businesses in order to create the most direct path to education in the film and video industry
- Community Development Including the Arts

Constituencies

- Arts Criticism
- Art Education
- Art Services
- Craft
- Dance
- Folk Arts
- Literature
- Media Arts - Film, Radio, TV, Video
- Multidisciplinary Arts
- Music
- Musical Theater
- Performance Art
- Public Art
- Theater
- Visual Arts
- Metropolitan Regional Arts Council
- Resources and Counseling for the Arts
- Very Special Arts Minnesota
- Minnesota Relay Service
- The Minnesota Department of Tourism
- Minnesota State Arts Board
- Minnesota Humanities Commission

Trade Point/SEAL

(Secure Electronic Authentication Link)

Key issues and constituencies

- Manufacturers
- Business (small and medium sized)
- Economic development people
- Rural businesses and communities
- DTED
- Health care organizations (in the future)
- MNSCU
- Electronic commerce
- Encryption
- Security

Trade Point is a global electronic commerce effort, initiated by the United Nations. SEAL (Secure Electronic Authentication Link), the mechanism by which the transactions will occur, is also a United Nations project. Trade Point will enable small and medium sized businesses the opportunity to expand markets globally. They will be able to market their products as well as purchase supplies through this global network. This effort will greatly benefit the economy of communities in greater Minnesota. The OT performs a facilitative role for this project.

Upcoming events/important dates

Trade Point

Lyon, France conference in November

North Star I & II

History

North Star I was originally established as an electronic information access demonstration project by the Government Information Access Council (GIAC) in 1994. The project was instrumental in getting state government "online," in forming partnerships between state agencies, the U of M and the private sector, and rewarding collaboration between state agencies. In cooperation with the Electronic Government Services subcommittee (EGS) of the Information Policy Council (IPC), North Star II is fulfilling its legislative requirements as well as finding opportunities to solve service delivery problems and incorporating current and emerging technologies in a cost effective, timely manner. Further, the resulting products must be easily used, maintained, and secure so as to ensure the public trust.

Vision, mission, goals

The goal of North Star is to help provide greater, easier, and secure online access to government information and services to Minnesota citizens, government entities, and business. That access is to be available 24 hours a day, 7 days a week including holidays.

Key issues and constituencies

An open architecture to allow state agencies to participate in enterprise-wide endeavors.

Agency participation and cooperation.

Technical constraints -- are services available and legally allowed? For example, issues surrounding encryption and digital signatures. IPC subcommittees are working on several of these.

Constituencies

- Governmental units
- Citizens

Activity summary

1994-1996 North Star was a demonstration project that gave state government an online presence. The goal was to have a central point of access for those not as familiar with Minnesota state government. That goal was successfully attained with the implementation of the North Star server. Among the services originally provided was the "hotel" service which allows state agencies, boards, councils, commissions, and other intergovernmental entities to have a web site without having to purchase and support their own server and network. Space on North Star was, and still is, allotted to agencies upon formal request. Organized lists of government information were also implemented at this time.

Following the statutory sanctioning of North Star as Minnesota government's official world wide web presence, the next phase was to implement some of the core services outlined in legislation. Primary services include: "(1) standardized public directory services and standardized content services; (2) online search systems; (3) general technical services to support government unit online services; (4) electronic conferencing and communication services; (5) secure electronic transaction services; (6) digital audio, video, and multimedia services; and, (7) government intranet content and service development."

Most of the core services have been accomplished either in full or have been piloted and plans are being formed to pilot the remaining services in coordination with IPC subcommittees. For example, a keyword search is now available that searches all state agency web servers. The next phase is a development and deployment of a topical search index that will use the same database as the keyword search thus reducing the need for additional resources. This project is currently in the works. Also, in a cooperative effort with the Department of Administration, Senate Media Services, House Television Services, and the Governor's Office, the Governor's 1998 State of the State Address was broadcast live via the internet as a pilot to demonstrate "digital audio, video, and multimedia services" and their use and impact.

Priority projects and timelines

- October 1998: RFP to move North Star (UNIX) hotel maintenance to another state agency or contract with a vendor.
- Oct./Nov. 1998: Discuss current North Star II (NT) service agreement and determine if it should be renewed for 1999.
- January 1999: Transition North Star (UNIX) hotel maintenance to RFP winner.
- January 1999: Target date for the purchase and implementation of a topical search index to enhance the keyword search capability already in place. As of September 1998, the product is in a beta format and the January date is the vendor's estimate at this time.

Upcoming events/important dates

- January 1, 1999: Contract extension with U of M for North Star (UNIX) maintenance and support services will end.
- January 1, 1999: End date for service agreement with InterTechnologies Group of the Department of Administration for North Star II (NT) support.

Strategic plans

Following the direction of the IPC and its subcommittees, implementations of electronic commerce and corresponding technologies are envisioned to expand Minnesota government online services beyond solely providing information but allowing for business to occur online as well. Digital audio, video, and multimedia capabilities will be explored in greater detail. Other services such as fax back and mail back will also be investigated further.

Y2K Public Awareness Project

Background on the concept of the project

The "Year 2000 Millennium Bug" is a global problem that puts technology hardware, software and firmware at risk. Consequently, products, services and information flows dependent on technology are also subject to risk of interruption or functionality failure. This problem exists because programs written for hardware, software and firmware commonly used only the last two digits of the year and assumed the first two digits to be "19". After 11:59PM on December 31, 1999, non-compliant technology will likely interpret the "00" as 1900. This could result in incorrect data or a partial or complete cessation of technology functionality.

In addition to the state government efforts, many other public and private organizations have activities underway to communicate issues and concerns as well as to monitor compliance efforts regarding the Year 2000 technology problem.

In the spring of 1998, concerns arose regarding the general public and the private sector. Are they aware of the millennium bug? Have they taken appropriate action, or do they have plans to do so? What are the consequences for the social and economic well being of the State if these groups do not prepare for the millennium bug?

The purpose of this project is to provide an organized, structured approach for bringing awareness of potential Year 2000 problems to the general public and Minnesota businesses. While compliance is the preferred outcome of the awareness campaign, because the Office does not have the fiscal or personnel resources it cannot provide direct technical or consulting support. Instead, the Office will develop strategic relationships with organizations, associations and businesses to assist them to alert their memberships about potential problems that could arise from the millennium bug problem.

Intentions (ultimate business goals)

Following are the ultimate goals of the Private Sector Year 2000 Awareness Initiative through the millennium change. It should be noted that, in spite of all reasonable efforts to avoid them, some ill effects from the millennium bug might not be averted regardless of all efforts to prepare for this

event. OT's effort will focus on collaboration with the many efforts that are currently underway as well as to create a new awareness effort to inform our targeted audience. The thrust of our goal is to lessen the impact of those ill effects for the general public and Minnesota businesses.

- Preserve a stable social condition
- Preserve a stable economic condition
- Protect the State's existing revenue base

Project outcomes (objectives)

Following are the outcomes expected from this project.

- An informed and better prepared State citizenry
- An informed and better prepared business sector
- Reduced impact on State's revenue base relating to small, privately held businesses (and also on employment within those businesses, i.e. jobs lost due to business failure)
- Preventive, remedial steps taken by citizens and businesses
- Focal points established for disseminating awareness information regarding the millennium change
- Year 2000 support mechanisms established for the general public and business sector
- Functional collaborations established

Benefits

Following are the benefits related to this project.

Smooth social transition for citizens (or less impact from ill effects) through millennium change with minimum interruptions of products, services and information.

Number of interruptions in services and products is lessened

Number and extent of "citizen reactions" is lessened

Source and flow of accurate, useful information to citizenry which may reduce citizen panic and social disruption

More information is available and is disseminated to citizens more frequently than in other states

Smoother economic transition for businesses (or less impact from ill effects) through the millennium change with minimum business dissolution's

Number of businesses dissolved through the millennium change

Number of jobs lost from this sector

Source and flow of information to businesses

More information is available and is disseminated to these businesses

State revenues from small, privately held businesses are sustained (or impacted less severely)

Estimated revenues from small, privately held businesses are not significantly impacted (15%)

Knowledge of vulnerable sectors collected and possibly used to

1) Focus resources on most vulnerable sectors

2) Identify the vulnerable sectors to state and federal emergency management organizations before and after the millennium change to obtain assistance

Collaborations established for this project may endure and be used to meet future collaboration needs

Number of collaborations established

Conclusion

Implementation of these strategies and implementation tactics should provide effective Y2K Awareness saturation of Minnesota's general public and business communities. Testing and remedial action will be the responsibility of each of the affected parties. The Office cannot and will not provide technical or consulting support services (other than directing parties to appropriate "best practices" and potential "solutions" web sites.) Our relationship with the various partner organizations is to assist them in training and educating their memberships regarding the potential problems and their solutions.

Activities to date:

- Brochure for the MN State Fair - 8/1998
- Participated in the Governor's Summit by providing a panel discussion on the Year 2000 - 9/1998
- Community Solutions: Planning for Information Age Community Development - Workshop 10/1998
- Year 2000 Awareness - 1 hour discussion
- Continued Awareness Effort

Priority projects with timelines

Continue to provide to citizens and businesses the issue of Year 2000 and the potential impact on their lives

Continue to distribute the information kits to businesses and citizens on the issue

Continue to be actively involved in speaking to the communities on these issues

Working with the Legislative Branch of State Government on the drafting of legislation on this issue

Working with other state agencies and local governments on assisting them on their preparation as a resource

Work on contingency plans for local governments and state governments and working with Emergency Management groups.

