



2023 ANNUAL REPORT

Moving Minnesota Forward with People-Centric Technology Solutions



**MINNESOTA
IT SERVICES**



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Foreword

By MNIT Commissioner and State CIO Tarek Tomes

Minnesotans often look to technology to access Minnesota's state government services. When they open an app or click on one of the state's links, they expect secure, modern, comprehensive services. We continuously look to partner with executive branch agencies to meet or exceed those expectations.

In 2023, our state took important steps to ensure Minnesota's technology solutions center around the people we serve. The Governor's budget together with the Legislature recognized the pivotal role that technology plays in providing services to Minnesotans and made historic investments in our state's technology infrastructure.

These investments poise Minnesota for success in the digital era. This opportunity allows Minnesota IT Services to take an enterprise-wide, strategic approach to modernizing both the infrastructure and the applications that power our government.

To guide that work, MNIT launched its 2023-2027 MNIT Strategic Plan this past fall. Based on Governor Walz's One Minnesota Plan, the plan combines agency priorities with a focus on improving MNIT's ability to serve the people of Minnesota.

Under the plan, we will deliver services in support of our three strategic themes:

- Center on the customer experience.
- Underpin operational excellence with cybersecurity.
- Advance a connected culture in all our interactions.

Regarded as a means rather than an end, technology serves to enable positive transformations. Our dedication lies in enhancing both our methods and technology, with a strong focus on prioritizing privacy and data security. This commitment enables us to adjust to the evolving needs of our state promptly.

In the year ahead, our strategic plan will drive MNIT to:

- Develop new and innovative products, expand our robust platform of services, and reach out for feedback.
- Value diversity, equity, and inclusion in all of our strategic decisions.
- Drive fiscal accountability and measurable results in all our investments in processes and technologies.
- Support the need to protect Minnesota's fragile environment through procurement decisions and technology investments.
- Invest in, motivate, and empower our employees to expand and enhance their personal and professional skills, realizing their full potential within our agency's framework.

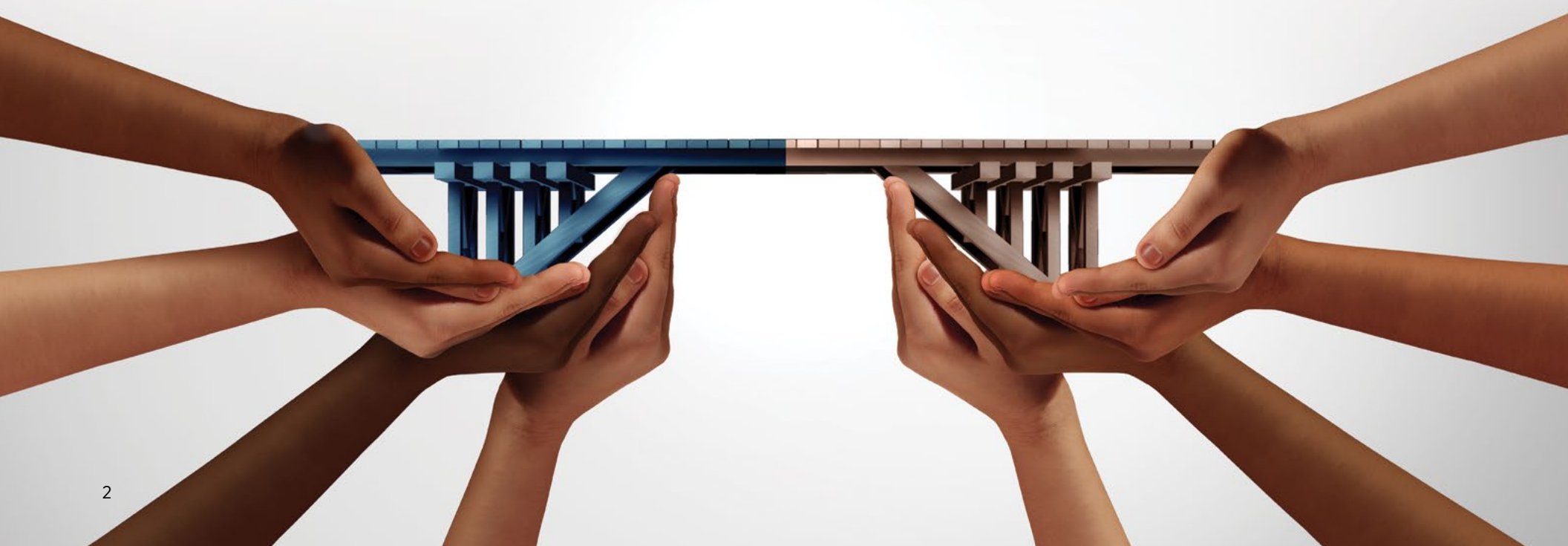
Continued developments in technology pose an ongoing challenge for governments at every level. Yet, by allocating the right resources and engaging in strategic planning, MNIT's accomplishments exemplify what's possible when state governance adopts a considerate, people-focused strategy. The following pages will showcase ongoing transformative initiatives. It is a privilege to personally witness this evolution in state government. Thank you for joining us on this journey.

Equity Statement

Minnesota IT Services (MNIT) is committed to advancing equity through our technology and our work. We serve all Minnesotans, and we are part of the solution to reduce racial, economic, and other disparities.

How we will get there:

- Design the environment and accountability measures necessary to embed equity across MNIT.
- Ensure our workforce reflects the diversity of the communities we serve.
- Engage the voices and perspectives of those who will be impacted.
- Build, support, procure, and advocate for technology that works for a diverse Minnesota.



Who We Are

MNIT provides statewide leadership and services for core technology systems, modernization efforts, cybersecurity, digital accessibility, and geographic information systems (GIS). These services are delivered to the state's executive branch and some local partners through the IT strategy, direction, policies, and standards that we set.





What We Do

MNIT serves as the information technology agency dedicated to the executive branch of Minnesota. Led by the state's chief information officer, MNIT sets IT strategy, direction, policies, and standards on important topics such as artificial intelligence, cybersecurity, customer experience, accessibility, and geospatial, among others. What's more, our teams manage services like software, hardware, networks, facilities, security, and storage for the 2,700+ applications and 34,000 end users to keep the State of Minnesota running.

How We Work



Mission

We partner to deliver secure, reliable technology solutions to improve the lives of all Minnesotans.



Vision

An innovative digital government that works for all.

Guiding Principles



- Practice servant leadership.
- Treat everyone with respect and dignity.
- Do the right thing, especially when it is difficult.
- Ask how your actions are reinforcing or removing structural inequity.
- Promote the common good over narrow special interests.
- Be accessible, transparent, and accountable.
- Include voices from communities who will be most impacted.
- Bring people together across lines of difference.
- Embrace change.
- Measure when you can.
- Engage with empathy.



2023 at a Glance

In our commitment to achieving operational excellence in all undertakings for our partner agencies and the people of Minnesota, we:

- Announced the 2023-2027 MNIT Strategic Plan and started implementing key initiatives around enhancing the customer experience of Minnesotans, cybersecurity and operational excellence, and developing a connected work culture.
- Completed the first full year of operations for the Product and Agile Center of Enablement.
- Began funding projects through the Technology Modernization Fund to modernize, secure, and improve the customer experience of executive branch technology systems.
- Conducted an all-state employee idea campaign focused on improving the customer experience of Minnesotans accessing state services.
- Launched the Transparent Artificial Intelligence Governance Alliance (TAIGA) to explore the potential benefits and risks of artificial intelligence (AI).
- Moved hundreds of servers from on-premise to cloud-based infrastructure.
- Established the Public Artificial Intelligence Services Security Standard to guide state employees on the responsible use of personal AI services and published MNIT's Strategic AI vision.
- Released the Whole-of-State Cybersecurity Plan, which focuses on providing a holistic defense against cyber threats.
- Delivered Managed Detection and Response to more than 100 local entities including counties, cities, school districts, and Tribal Nations to improve cybersecurity threat response.

2023 by the Numbers



43,813,405

Visits to state websites hosted by MNIT



302

Number of websites we host and support



2,092

Number of security incidents resolved



365

Number of local government cybersecurity partners



2,608

MNIT employees



2,706

Number of applications supported



560

Total projects tracked



427,009

Total tickets across the executive branch



4.69

Average ticket satisfaction rating (1-5 scale)



34,078

End users supported



375

Locations connected by state networks



77,000,000+

Microsoft Teams chat messages sent



1,029

Total resources on the Minnesota Geospatial Commons



461,656,572

Emails handled by state systems



5,372

Purchase request volume

Strategic Plan Work in Action

Designing for tomorrow's government today



Customer Experience

- Embrace people-centric model with product and services innovation
- Create modern digital experiences
- Maximize value of data



Office of Transformation and Strategy Delivery

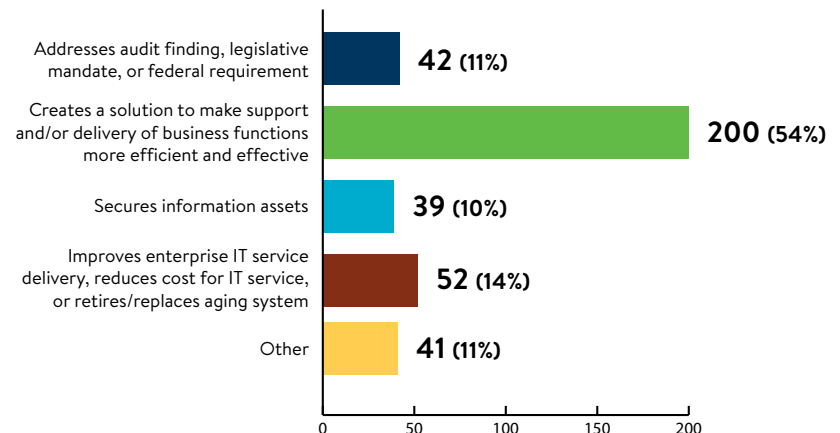
In 2023, MNIT's Office of Transformation and Strategy Delivery tracked 200 completed projects across Minnesota's executive branch agencies, boards, commissions, and councils. These projects range from public-facing applications to internal-facing IT infrastructure endeavors.

The Office of Transformation and Strategy Delivery also maintained executive-level portfolio reporting dashboards. All IT projects in Minnesota are tracked in a single reporting tool, and the data from that tool have been standardized to create dashboards, including a Key Initiatives Dashboard that aligns IT drivers, scope, schedule, budget, risks, and mitigation strategies.

2023 Portfolio Metrics



December 2023 Portfolio by Value





Customer Experience Initiatives

MNIT is spearheading Minnesota's initiatives to enhance the customer experience for residents as outlined in the state's One Minnesota Plan. Collaborating with fellow state agencies and partners, MNIT has launched various initiatives to guarantee that Minnesotans encounter modern, user-friendly, and secure systems when engaging with state government.

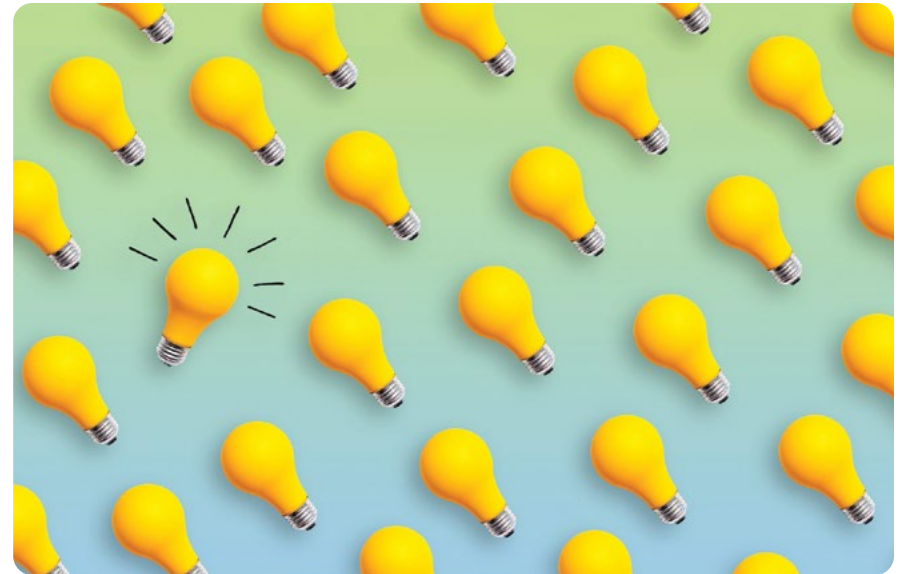
MNIT organized a Customer Experience Summit in Aug. 2023 to inaugurate the One Minnesota Plan focus area. The summit featured addresses from MNIT leadership and the Governor's Office, along with a panel discussion hosted by members of the Technology Advisory Council. Approximately 200 leaders across the state's agencies attended.

The summit also shed light on the establishment of the Technology Modernization Fund (TMF) and an idea campaign. Both programs take a people-centric approach to implementing technology solutions that enhance the lives of Minnesotans.



Product and Agile Center of Enablement

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 Technology Advisory Council (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 lie ahead. Around 120 individuals, including state leaders, attended these sessions.

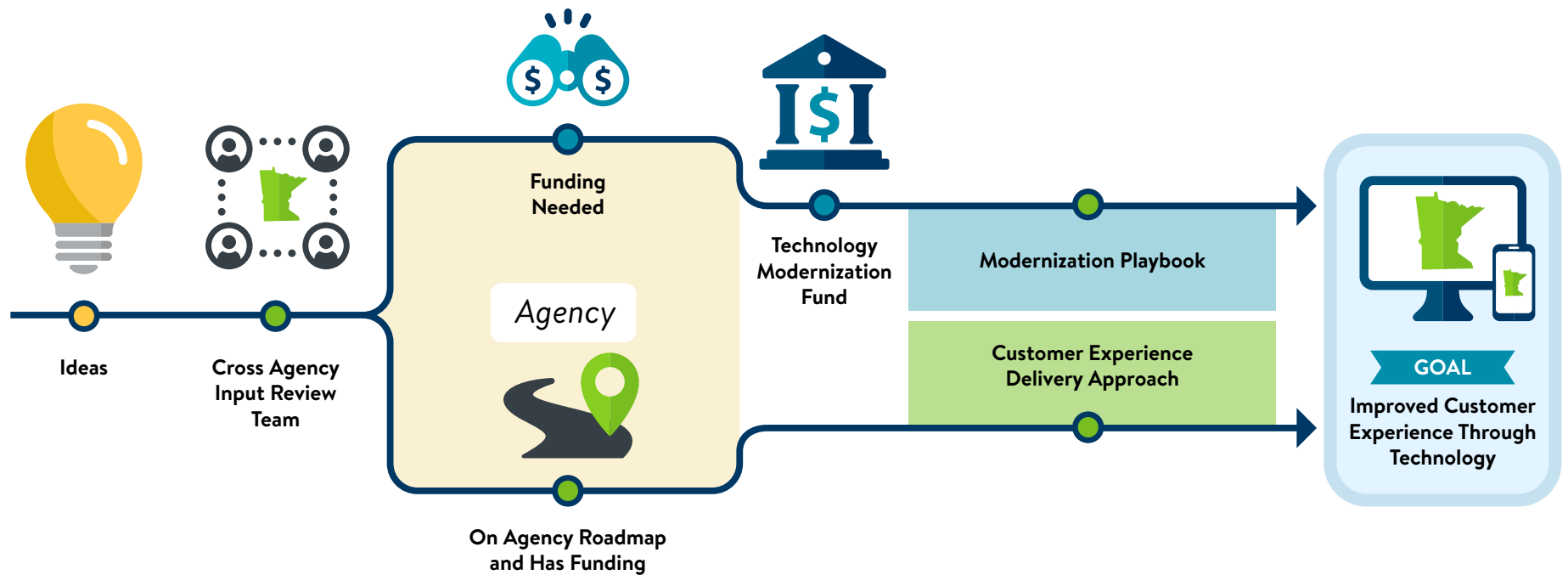


Idea Campaign

MNIT launched a campaign in September to gather ideas from state employees on enhancing public-facing services through technology. This campaign tapped into the creativity and empathy of those directly serving Minnesotans. Over 300 ideas were submitted by state employees, covering areas such as using artificial intelligence to improve processes, enhancing the state's web presence, and simplifying access to resources through digital applications.



A cross-agency review team is currently categorizing these ideas into themes and identifying actionable steps to move forward. This human-centered discovery work ensures that the initiatives align with the needs and expectations of customers and residents, meeting them where they are in their interactions with state services.



Technology Modernization Fund (TMF)

The Minnesota Legislature, through the 2023 One Minnesota Budget, allocated \$40 million over four years for the TMF. MNIT is using the TMF to fund projects and initiatives that modernize, secure, and improve the customer experience of executive branch technology systems.

The Modernization Steering Team (MST), which includes cross-agency membership, made its first round of recommendations. State agencies, boards, councils, and commissions submitted funding requests, with 67 projects received as of Dec. 29, 2023. Ten projects have progressed to the Modernization Steering Team.

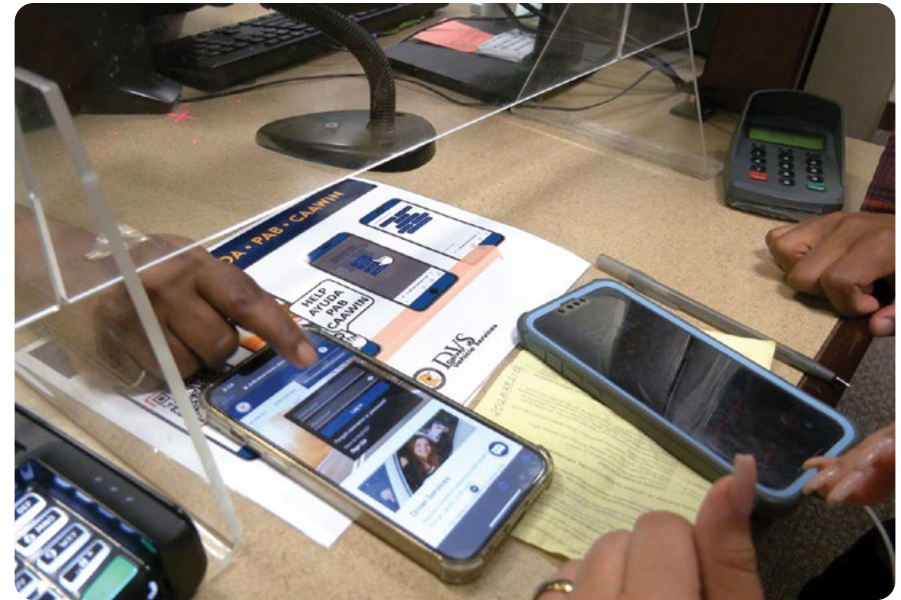
Projects eligible for TMF consideration meet criteria such as improving customer experience, providing digital service delivery, addressing security risks, modernizing business processes, enhancing resiliency and operational efficiency, aligning with the One Minnesota Plan, adopting shared or market-based technology solutions, and leveraging AI or automation.

Approved efforts will adhere to the Modernization Playbook, concurrently adopting modern business processes and enhancing customer and user experiences. While all ideas will be considered, the MST will prioritize submissions that take less than one year to implement, provide substantial business value, and cost less than \$1 million.

MNIT Partner Impact

DVS Chatbot

The Minnesota Department of Public Safety (DPS) partnered with MNIT to deliver a language access project for Driver and Vehicle Services (DVS) to better serve Minnesotans, remove structural inequity, and promote accessibility and transparency. The project uses new artificial intelligence technology to help 67 percent of Minnesota’s non-English-speaking population use DVS services. It empowers non-English speakers, making them feel more confident to engage with a state agency. This project is one of many innovative partnerships between MNIT and DPS, alongside DVS in a Box and the Minnesota Crime Data Explorer. DPS also embraced Minnesota’s Modernization Playbook, Agile development, and product management, focusing on innovation, cybersecurity, and better customer experiences.



The Provider Hub opened to Minnesota’s 1,815 licensed child care centers on Nov. 1, 2023, after launching earlier with certified child care centers.

Child Care Provider Hub

Minnesota introduced a user-friendly web platform called the Provider Hub, developed by the Minnesota Department of Human Services and supported by MNIT, to simplify the licensing process for child care providers. This platform facilitates online completion of licensing forms, allows providers to apply for or maintain a license/certification, submit required reports, and register for the state’s Child Care Assistance Program. Accessible on various devices and translated into Spanish, Somali, and Hmong, the Provider Hub reduces administrative burdens by enabling licensed and certified child care programs to update information, submit reports electronically, and streamline the annual inspection process. Starting April 1, 2024, all child care providers, including legally non-licensed ones, can register for the Child Care Assistance Program through the Provider Hub, enhancing program participation and improving child care accessibility.

Minnesota Department of Education Free Lunch Program

The Legislature passed the MN Free School Meals bill in March, providing one free breakfast and one lunch, regardless of income, to every student at schools that participate in the National School Lunch Program. MNIT worked with the Minnesota Department of Education to update the School Nutrition Program application, which resides in CLiCS (Cyber-Linked Interactive Child Nutrition System), by the beginning of May to opt schools into the state-funded program. The CLiCS application made it a seamless process for participating schools to be included in the new program as part of their annual renewal process. Additionally, the project included updating CLiCS to include the new Minnesota Free School Meals rates for the 2023-2024 school year.

Tax Rebate

Minnesota completed a one-time tax rebate to households throughout the state during the summer of 2023. The project required a partnership between the Minnesota Department of Revenue and MNIT to process safe and secure rebate payments to millions of Minnesotans. Collaborative efforts included reviewing more than 3.1 million tax returns to determine eligibility, and then generating the payment files for those eligible. The project also involved setting up a process to combat fraud and handling updated taxpayer information in a timely manner. In the end, the State of Minnesota delivered more than 2 million tax rebates to Minnesotans.

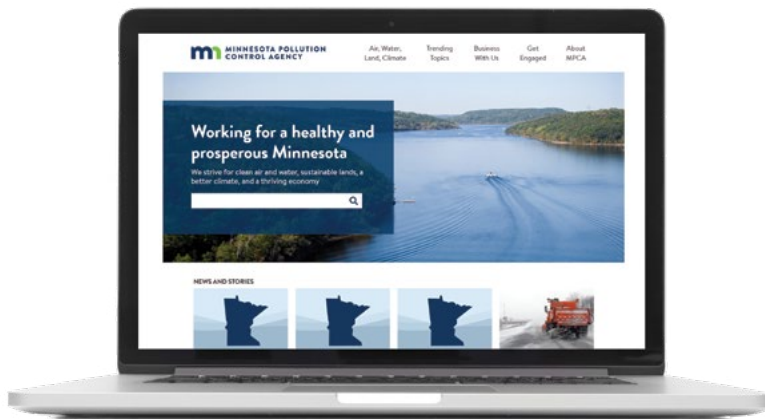
Energy Assistance Program On-the-Go

MNIT partnered with the Department of Commerce to update the application behind the Minnesota Energy Assistance Program so Minnesotans can apply for benefits anytime using their laptop or smartphone. This update replaced the outdated mail/fax/email process with a new, responsive design hosted in 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.



MnDOT Mobility as a Service

The Minnesota Department of Transportation (MnDOT) launched the first multi-modal trip planner app in March 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.



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 MPCA as the state's leading environmental management agency, and met the needs of users and customers.

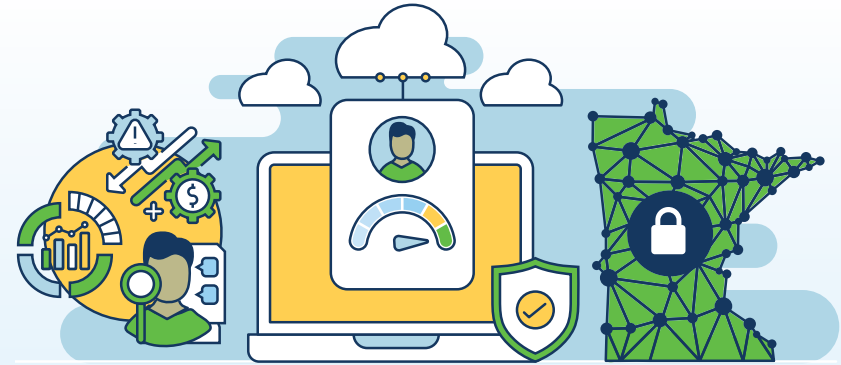


DNR Point of Sale System

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.

Cybersecurity & Operational Excellence

- Evolve process, application, and service lifecycles
- Mature operations to measure and deliver consistently and efficiently
- Bolster whole-of-state cybersecurity and service continuity

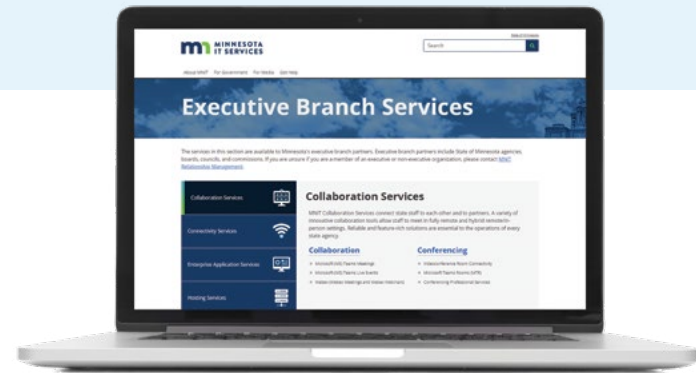


Service Optimization Update

This year saw significant movement in the Business Process Optimization initiative as the final MNIT agency-based service desks were onboarded to the Enterprise Service Desk.

Since the passage of the IT consolidation law in 2011, MNIT has been working to optimize the delivery of commodity-type IT services, where security and efficiency gains can be achieved through a centralized delivery model. We call this “moving to Enterprise Services” or “service optimization.” Service optimization continues the work of consolidating common services, standardizing processes, and providing consistent support. There are also agency-specific services that are not included in service optimization efforts.

As an agency, this Business Process Optimization initiative is important for us overall. It will help to standardize our processes, provide consistent support to our customers, and measure our performance on service-level commitments. This effort aligns us with IT industry standards across the spectrum of responsibilities that MNIT touches – from providing and managing projects and building systems, to ensuring customer satisfaction.



Enterprise Service Catalog

MNIT understands the important role technology plays in providing state-run services and support that enable our state partners to provide services to the Minnesotans they serve.

MNIT launched a comprehensive Enterprise Service Catalog this year to provide our partners with a clear understanding of the services MNIT provides. Available on MNIT’s public website, the human-centered design is based on feedback from MNIT staff and our business partners, and features a responsive and accessible design. It covers services available to Minnesota’s executive branch and non-executive branch entities. Service information is clear and easy to understand. Customers can easily find a description of the service and what it offers, costs, details, how to order it, and how to get support.

Technology Governance App

In October, MNIT completed an eight-month project to launch a new MNIT Technology Governance app. MNIT manages the governance of all IT products and services for Minnesota's executive branch agencies. This ensures all IT services meet applicable statewide IT standards including security, procurement, accessibility, and integration. The process also supports alignment with our business partners' objectives and strategic direction. All new product and service requests must go through MNIT's governance process, whether they are for one specific agency, a MNIT division, or for all agencies. Because of the volume of new requests, using a basic SharePoint form was unsustainable.

The new app and SharePoint site will:

- Improve the overall user experience.
- Increase transparency.
- Enhance tracking capabilities.
- Expedite the review process.

Microsoft Power Apps and Power Automate transformed the user experience into a modern web application with improved functionality. The app's easy-to-use interface features clear links to enter a request, follow its progress, and take appropriate actions. Automatic notifications and reminders help governance team members monitor and complete steps faster and more efficiently. Adding a new governance coordinator position, improving information for partners, and adding a feedback loop rounded out the project.





Mobile Device Management Full Service Launch

MNIT completed a year-long project in October to develop Mobile Device Management (MDM) Full Service. This optional service offering addresses concerns expressed by agencies that were managing their own mobile devices and users. With MDM Full Service, MNIT directly handles management and tracking responsibilities for the agency.

The service design provides economies of scale and efficiencies through standardized resource and lifecycle management. It ensures that the state data and systems those devices access is secure and protected. Because mobile devices are portable and are used for remote access outside the secure network, they are extremely vulnerable to cybersecurity risks. MDM Full Service applies security updates more consistently with enhanced role-based state security standards.

This service aligns with MNIT's Strategic Objectives:

- **Objective 4:** Evolve process, application, and service lifecycles, and reduce duplicative application and service portfolios through coordinated investment to maximize return on IT expenditures.
- **Objective 5:** Deliver common products and services that realize cost savings, improve operational performance and gain efficiencies.

Whole-Of-State Cybersecurity Plan

MNIT, in partnership with the Minnesota Cybersecurity Task Force, launched the 2023 Whole-of-State Cybersecurity Plan to strengthen local government cyber defenses. A key initiative to bolster cybersecurity in Minnesota, the whole-of-state approach presents a strong, united front against cyber threats. Additionally, the plan provides the framework to distribute \$23.5 million from the federal State and Local Cybersecurity Grant Program (SLCGP) and the Minnesota Legislature.

The plan builds on the successes from MNIT’s Statewide Security Monitoring Initiative (SSMI), which successfully deployed advanced cybersecurity capabilities to counties, port cities, and Tribal Nations. The Whole-of-State Plan engages more organizations, including cities, towns, and school districts.

MNIT made Managed Detection and Response (MDR) services available to participating organizations in November. MDR is an advanced antivirus solution that looks for the types of attacks that could lead to data breaches, ransomware, or other major events if not detected and blocked. A key advantage to MDR is that a vendor team manages and actively monitors the platform, investigates detections and incidents, and remotely remediates malicious activity 24 hours a day, 7 days a week, 365 days a year.



Cybersecurity Funding Priorities

In 2023, MNIT received funding resources from the Minnesota Legislature in several key areas to bolster the state’s cybersecurity protections and ensure service continuity. This included funding dedicated to improving the capabilities of local governments, such as cities, counties, school districts, as well as tribal communities. The funding also boosts MNIT programs and infrastructure.

Funding included:

- **State, Local, Cybersecurity Grant Program** – \$5.7 million
- **Cybersecurity enhancements** – \$18 million
- **Minnesota Enterprise Identity and Access Management Telecommunications system** – \$6.2 million
- **Minnesota’s Network for Enterprise Telecommunications** – \$2.4 million



80% of funding will go directly to programming.



25% of funding is designated to rural areas where resources are fewer.

Moving to the Cloud: CloudRAMP

In 2023, legislative funding provided MNIT with \$33.595 million over the next four years to meet MNIT’s strategic objective to provide modern and improved digital, cloud-based applications and services for Minnesotans. MNIT made significant progress in 2023 to transition to cloud computing services through the project CloudRAMP (Cloud Readiness and Modernization Project).

Our teams created plans to accelerate moves with that investment and engaged MNIT staff and business partners across the enterprise. A key accomplishment was the creation of a four-year spending plan. The plan has four goals, each with associated spending, objectives, and key results to track our progress quarter by quarter, year by year.

Here’s what we accomplished in 2023 for each of the goals.



GOAL 1 Migrate at least 70% of executive branch on-premise servers to the cloud. | **\$28.3M**

- MNIT contracted with Microsoft to accelerate Goal 1 – the workload migration to Azure agency by agency.
- Established a government cloud to accommodate data that is subject to various U.S. government regulations and requirements like Criminal Justice Information (CJI) or IRS Pub 1075.
- Invested in infrastructure, migration tools, and transitional software licenses to aid in the cloud transformation.
- As of December 2023, 650 servers were either built in or migrated to the Azure cloud.

GOAL 2 Establish a standardized modern DevOps ecosystem for the executive branch. | **\$3.67M**

- Established a standardized modern DevOps ecosystem (GitHub Enterprise and Azure DevOps Services) to deploy, monitor, and secure the various software development lifecycles of state agency applications and Infrastructure as Code (IaC).
- Contracted with vendors to assist with migrating legacy on-premises DevOps solutions to Azure DevOps Services and GitHub Enterprise.

GOAL 3 Provide training and staff development resources. | **\$9.25K**

- MNIT teams participated in one of five cloud readiness workshops to collaboratively plan, prepare, and define their cloud migration strategy.
- Provided Azure training and upskilling opportunities for technical staff in roles required for cloud computing.
- Made quarterly learning challenges available to staff to expand their technical and security knowledge of the cloud.
- Expanded MNIT’s internal cloud platform documentation website (CloudDocs) which includes information on cloud standards, designs, training, and procedures.

GOAL 4 Become elite at cloud financial management practices (FinOps). | **\$700K**

- Established a spending plan for the Executive Branch Cloud Transformation funding.
- MNIT has begun to conduct a comprehensive assessment of the current FinOps state. Over time, this will enable us to understand our cloud spend in near real time to manage budgets.

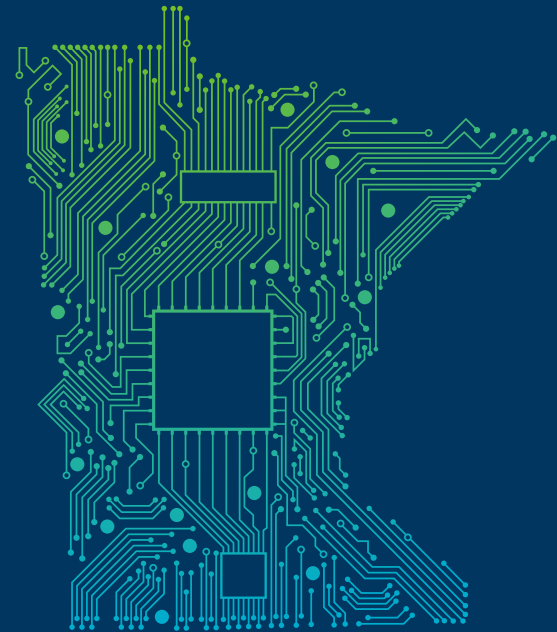
Transparent Artificial Intelligence Governance Alliance (TAIGA)

Artificial Intelligence (AI) and automation technologies have the power to change how we live and work in Minnesota. They can help us save money, work more efficiently, and reduce risks – helping to achieve the goals of the One Minnesota Plan.

MNIT recognizes the vast potential AI offers and has undertaken a deliberate and considerate stance on AI by convening the Transparent Artificial Intelligence Governance Alliance (TAIGA). We will partner with state agencies to harness AI's ability to enhance government efficiency, reduce bias and inequity, and fortify our commitment to be the best state for families to grow and thrive.

In 2023, the group accomplished its first milestone with the development of a standard regarding individual state employee use of AI services. With ongoing efforts, MNIT, through the input of TAIGA, will advocate for responsible AI capabilities that can improve the lives of all Minnesotans by:

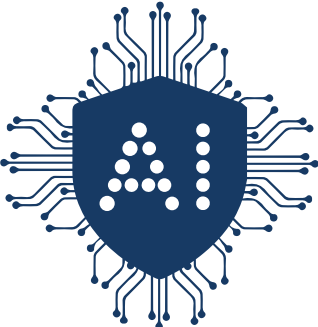
- Endorsing responsible AI development and deployment.
- Researching AI advancements and their implications for state processes where practicable.
- Ensuring policies and standards evolve and mature to keep up with the rapid pace of process and technology changes.
- Protecting the One Minnesota Plan priorities as we seek to eliminate disparities in Minnesota's communities.



MNIT embraces the transformative potential of AI and automation. We will seek to responsibly incorporate these technologies into the fabric of government operations, creating efficient, equitable, and innovative services that benefit every Minnesotan.

Public AI Services Security Standard

AI has increasingly become a part of our everyday lives, and our work lives are no exception. Publicly available AI services, like Bing and ChatGPT, offer ways to improve productivity and efficiency; however, they also come with risks including the sharing of private, sensitive, or protected data.



To reduce those risks, TAIGA, in partnership with MNIT security teams, developed the Public Artificial Intelligence Services Security Standard to guide the responsible use of AI to complete personal tasks by State of Minnesota employees.

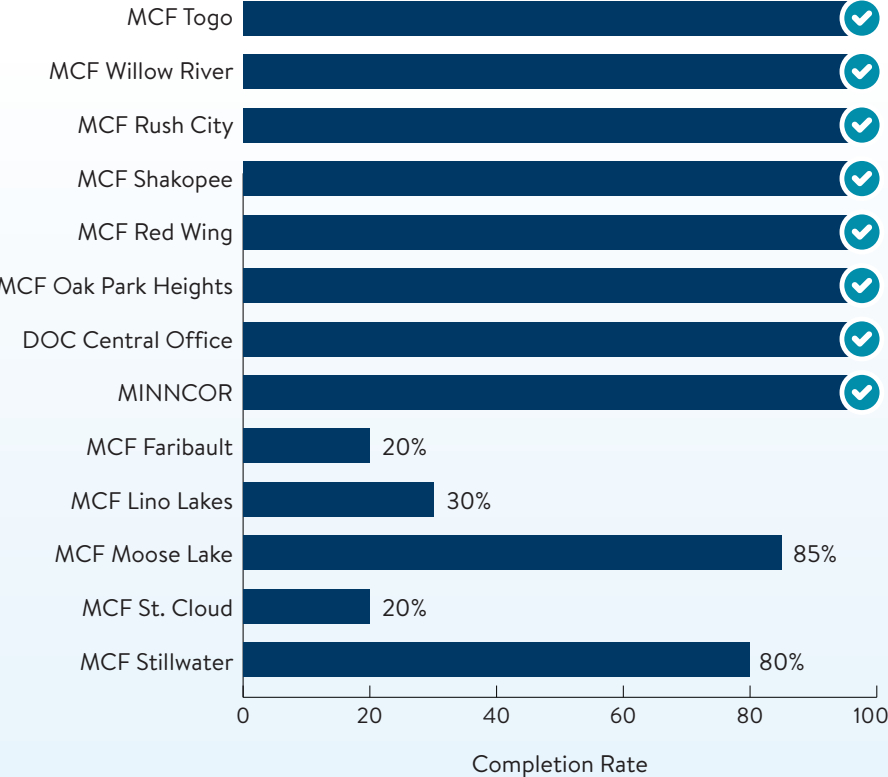
New Cyber Risk Framework

MNIT made available a cyber risk quantification (CRQ) framework that will help agencies use data to evaluate cybersecurity risks and their potential financial impacts. This framework helps the state prioritize security investments based on the severity and likelihood of each threat, supports compliance, and creates a common language about security risks across agencies.

Department of Corrections (DOC) Updates

MNIT is actively upgrading DOC infrastructure across all Minnesota corrections facilities campuses. This involves bringing network closets up to industry standards, implementing wireless connectivity throughout the facilities, transitioning cameras from analog to IP, and upgrading the cabling infrastructure (installing new fiber and copper across each campus). The project is expected to be completed by the end of summer 2024.

DOC Infrastructure Update Status by Location



Voice and Contact Center Infrastructure

MNIT completed a major revision level upgrade of the Voice and Contact Center infrastructure that supports our Voice services. This upgrade ensures that our 26,000 phones (soft and hard), 200 contact centers, and 2,000 agents will operate using newer technologies that will be supported and maintained for years to come. The project was completed on an accelerated timeline, finishing two months ahead of schedule to ensure systems were upgraded to meet customer timelines.

Centennial Building Data Center Shut Down

MNIT completed the migration of the Enterprise Network Hub out of the Centennial Office Building (COB) 5 Data Center and into the Anderson Building. This project transformed space in the Anderson Building into a network hub and migrated all the current network hub functionality from COB to Anderson. All data center activities in COB 5 have been shut down with minimal service interruptions. MNIT launched this effort due to the upcoming remodel of COB, with the hopes of limiting customer impact. The project eliminates the need and cost of maintaining the COB Data Center and prepares the space to be handed back to Minnesota Office of Management and Budget prior to the start of FY24-25.



Geospatial Information Office

The Minnesota Geospatial Information Office (MnGeo) coordinates geographic information systems (GIS) within the state, creating connections between state agencies and other partners from public and private organizations.



31

Number of projects MnGeo supports and hosts for 23 agencies



1,029

Number of resources on the Minnesota Geospatial Commons



48

Organizations sharing data on the Minnesota Geospatial Commons



84,745,910

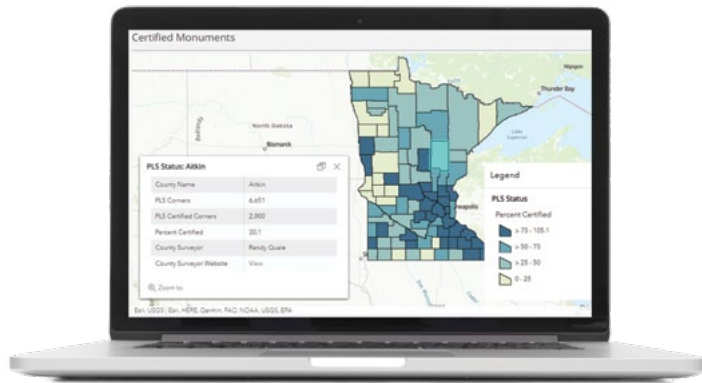
Number of hits on the geospatial image server

DEED Broadband Challenge

Access to high-speed, reliable internet service is crucial as work, education, and daily life depend more and more on internet connectivity. To ensure equitable access, it is important to identify unserved and underserved communities so that funding can be appropriately allocated to areas with the highest need for new or improved internet services. The Federal Communications Commission (FCC) maintains a dataset of all the locations in the United States that are eligible for broadband service, including over 2 million locations in Minnesota. Because of the size, scale, and evolving nature of the dataset, refinements and corrections are necessary.

MnGeo has partnered with the Office of Broadband Development within the Minnesota Department of Employment and Economic Development to help prepare these updates. Using foundational datasets, including statewide parcel data and aerial imagery, MnGeo identifies and submits corrections to the FCC. The updated data is used for funding allocation and project selection, maximizing the impact of over \$650 million in federal funding and \$100 million in state funding. Informing these investments with accurate data will help ensure that all Minnesota residents have access to high-speed internet.





Public Land Survey System

A new law in 2023 created the Public Land Survey System (PLSS) Monument Grant Program to help restore, maintain, and update PLSS survey markers. Through this work, many foundational GIS datasets can improve in accuracy, such as tax parcels, city, school district, and election boundaries. More accurate tax parcel boundaries will also help ensure correctly calculated taxes. To help manage the program, MnGeo staffed its first Professional Land Surveyor, a milestone achievement that brings together the GIS and Land Survey communities to more closely collaborate and contribute to common geospatial goals.

The program is just getting started and will award funds to Minnesota counties to engage licensed land surveyors to complete the work – and there is a lot of work. Minnesota has more than 315,000 PLSS corners across the state. The Public Land Surveys began in Minnesota in 1847 and were completed in 1905. Initially, most markers were wooden posts. Unfortunately, a lot of these original markers have been damaged, buried, or lost and require replacement. Furthermore, fewer than half of these markers have been certified by a licensed land surveyor.

The PLSS is the original geographic information system of the United States and is the foundation for land ownership, original natural resource inventories, and generating and tracking revenue. As such, preserving the PLSS will link historical knowledge to present-day needs, helping make data-driven decisions for all people who inhabit and use land in Minnesota.

DHS Minnesota Adult Abuse Reporting Center Web App

Minnesota Adult Abuse Reporting Center (MAARC) is the centralized statewide entry point for mandated reporters and the public to report suspected abuse, neglect, or financial exploitation of a vulnerable adult. MAARC provides a 24/7 toll-free number for the public, as well as a web reporting option for mandated reporters. Every maltreatment incident reported to MAARC is referred to the agencies responsible for that location of the vulnerable adult and incident. This includes referral to local law enforcement when the suspected maltreatment may also be criminal.

To assist in identifying the location of the vulnerable adult and incident, the call center uses a MnGeo-provided web-based mapping application. A MAARC user can enter a specific address, city, county, or landmark into the application which maps the location and returns appropriate referral agencies for the area. This puts local adult protection programs and law enforcement contact information directly into the hands of the users without having to navigate various external resources. MAARC is required under Minnesota statute to immediately refer adults to a county adult protection program when emergency protective services are needed and to provide immediate notification to law enforcement when the incident may also be criminal. These map services enable swift protection of vulnerable adults while also meeting mandated incident response.



MnDOT Suitability for the Pedestrian and Cycling Environment (SPACE) Tool

The Minnesota Department of Transportation's Office of Traffic Engineering (DOT-OTE) is working to bring equitable, safe environments to pedestrians and cyclists across the state. MnGeo has partnered with DOT-OTE to provide the Suitability for the Pedestrian and Cycling Environment (SPACE) analysis tool to help local, regional, and state transportation planners address equity and safety concerns for non-motorists.

The SPACE analysis tool is a free, web-based mapping application that provides pedestrian and cyclist suitability scores statewide, enabling planners to prioritize projects that address the most latent demand, highest safety risk, and largest inequity. Users can visualize and interact with SPACE scores and get information on the 19 demographic and safety-related factors that go into the score. After drawing a path or area of interest on the map, users receive the location's average SPACE score as well as the individual score for each of the 19 factors. Users can then download these results in several formats for seamless use in their own applications and planning workflows.

Office of Accessibility

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

Aa

4,624

Number of downloads of guidance (and training) documents



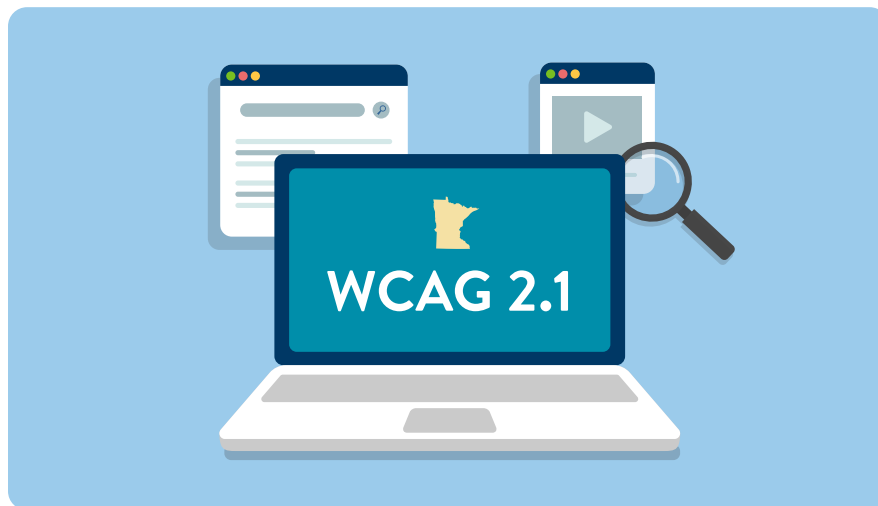
3,124

Subscribers to the Office of Accessibility monthly newsletter



3,203

Number of downloads of the Office of Accessibility's quick cards



State of Minnesota Plans to Adopt WCAG 2.1

The State of Minnesota will update its digital accessibility standards to support new guidelines – Web Content Accessibility Guidelines (WCAG) 2.1. WCAG 2.1 published June 2018 with 2.2 publishing in September 2023. After researching both the impact on state employees and potential value for end users, MNIT's Office of Accessibility formed a cross-agency steering committee to lead the adoption efforts. With an anticipated effective date of July 1, 2024, the steering committee and role-based teams will prepare state agencies and their employees with the resources and direction they need to ensure that new information technology and digital products conform to WCAG 2.1.

Enterprise Services Metrics

The 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.



427,009

Total volume of tickets across the executive branch



202,881

Number of tickets resolved the same day



47.51

Percentage of tickets resolved in one day



4.69

Average rating of interaction (1-5 scale)



Procurement Metrics



5,372

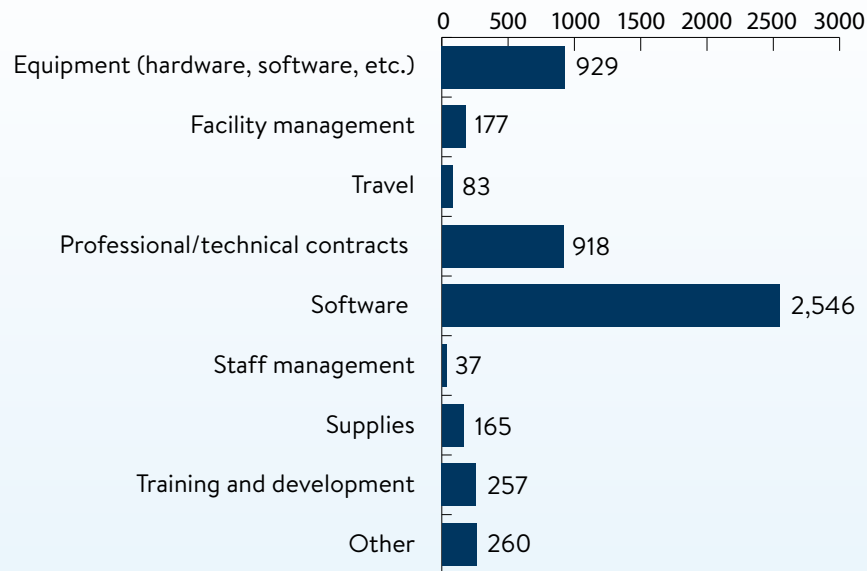
Purchase request volume



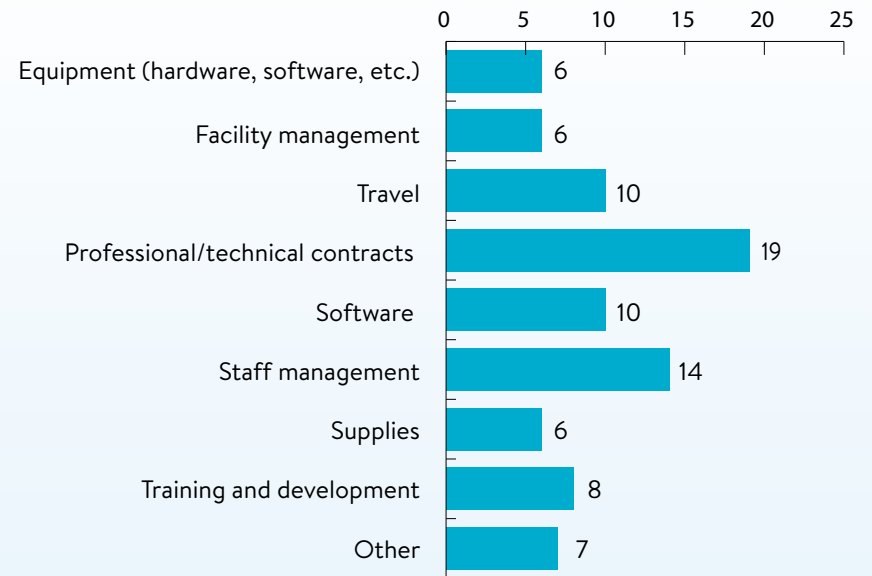
10 business days

Average purchase request processing time

Number of purchase requests



Average processing time (days)



Enterprise Financial Summary: FY23

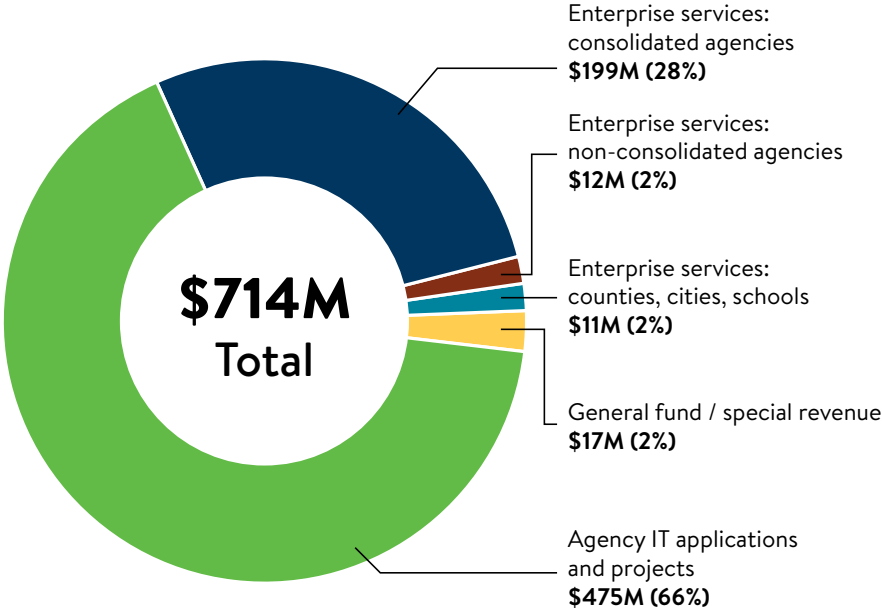
How is MNIT funded?

Minnesota IT Services is primarily funded by revenue received from executive branch and non-executive branch entities for IT services. This funding includes enterprise rate-based services and pass-through services for IT projects and applications. Only two percent of funding is from general fund appropriations and special revenue funds.

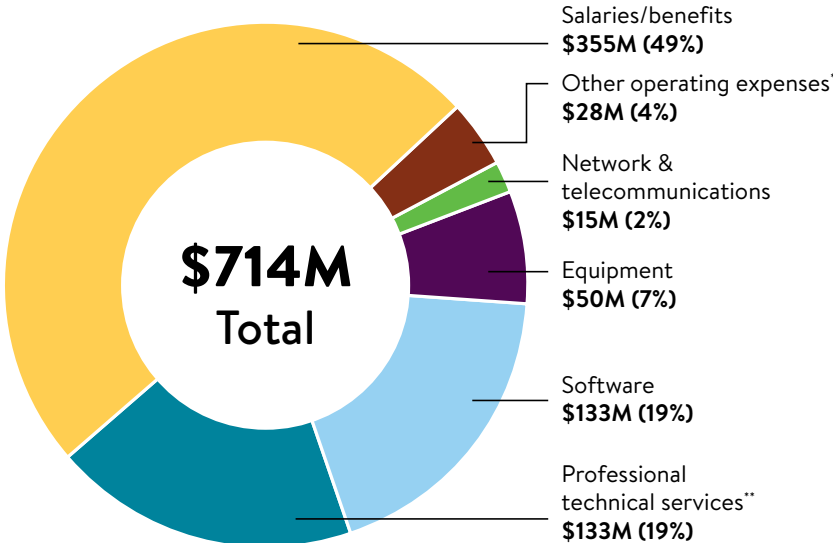
How are MNIT's funds spent?

In FY23 MNIT expenses across all customers were \$714 million. State agencies that are subject to IT consolidation spent \$691 million on technology.

MNIT funding, FY23 actual



MNIT expenses, FY23 actual



Note: Revenue and expense includes all DHS IT spend.

* Other operating expenses include space, utilities, statewide indirect, travel, supplies, employee development, debt service, working capital and other misc. expenses.

** Professional technical services include both outside and state vendors.



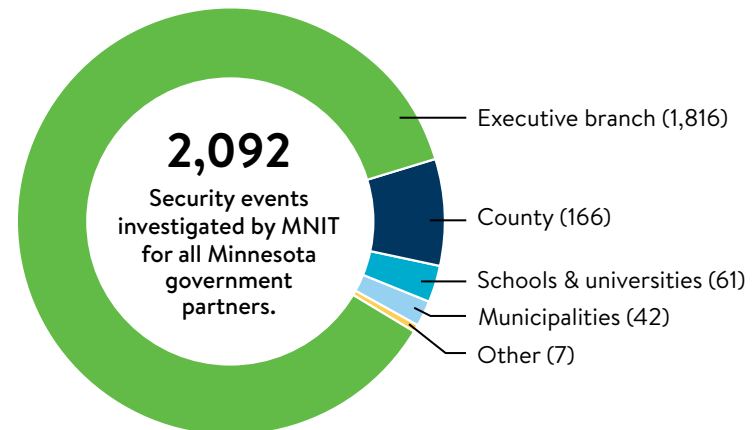
Transforming Financial Processes

MNIT has advanced financial management practices using sophisticated analytics and automation tools that offer clarity to meet critical agency needs. In the last year, we increased the use of business intelligence tools to enable data visualizations and process automations. We created digital solutions that have been shared with other state agencies including financial reporting for Odyssey, Technology Modernization Fund, and Cloud Transformation to increase visibility into how program funds are spent.

We have streamlined payroll processing for all MNIT employees across that state. These enhancements in processes, financial analysis and user experience benefit multiple areas for MNIT and our agency partners.

Security Metrics

Type of security incident	# reported
Compromised Password	652
Copyright Violation	36
Denial of Service	12
Forensic Investigation	256
Inappropriate Use	3
Lost/Stolen Device	12
Malware	221
MFA Compromise	9
Network Attack/Scan	29
Other	233
Policy Violation	412
Social Engineering	189
Unauthorized Access	22
Unauthorized Disclosure	6
Total	2,092



Connected Culture

- Embrace change, innovation, and agility
- Nurture a culture of equity, inclusion, and engagement
- Develop and support high performing teams

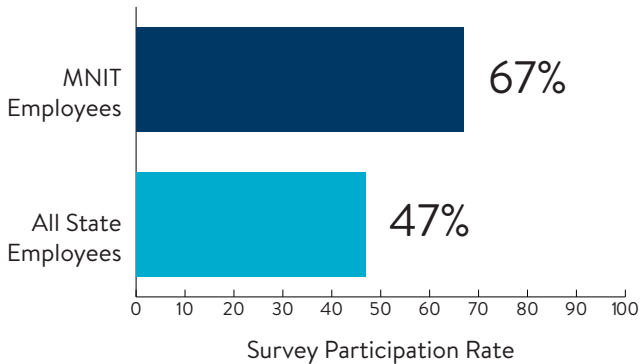


Engagement and Inclusion Survey Results

The 2023 Employee Engagement and Inclusion Survey was sponsored by Enterprise Employee Experience, a section within Office of Minnesota Management and Budget dedicated to recruiting, engaging, and retaining diverse employees by fostering a culture of inclusion across the state enterprise. The purpose of the survey was to gain insights into how employees feel about key aspects of workplace engagement and inclusion.

MNIT scored higher than the state average on every positive statement related to employee engagement and inclusion. Our survey participation was also higher than the state’s overall participation rate.

These results show MNIT’s commitment to help grow our Connected Culture and serve Minnesotans.



Connected Conversations

Connected Conversations are virtual events that take place on the second Wednesday of every month. Events include a facilitated conversation on topics that impact workplace culture, employee well-being, community events, identity and diversity, inclusive teams, and equity considerations in the workplace.



Green Team

MNIT started a Green Team in 2023 to promote the state’s environmental sustainability efforts. The team is working to reduce the overall use of energy, fossil fuels, water, solid waste, and greenhouse gases and promote sustainable procurement. As part of this work, MNIT has also begun partnering with other agencies to leverage sustainability efforts where possible.



Stronger Together Committee Launch

In 2023, MNIT established the Stronger Together Committee to foster a more supportive and connected workplace environment.

The committee has taken a multifaceted approach to promoting health and wellness at MNIT, including:

- Education, awareness, and resources
- Mental health support
- Team building
- Feedback mechanism

We believe a healthy and connected workforce is essential for both individual and organizational success. By taking care of our physical and mental health and supporting one another, we can create an environment where everyone can thrive.

MNIT Stronger Together Site

The Stronger Together intranet site is focused on providing resources and information to promote employee health and well-being and growing a connected culture. Information and resources available on the site address important topics including:

- Mental and emotional health
- Physical health
- Financial health
- Social wellness
- Work life balance and harmony
- Leadership
- Emergency situations



Planting the Seeds of Civility

Hundreds of enthusiastic employees from MNIT partnering with DHS/ MNsure gathered on the afternoon of May 18, 2023, at Roseville’s Central Park Jaycees Shelter. The event focused on promoting civility, an initiative started in 2017 by Greg Poehling, former chief business technical officer (CBTO) at MNIT DHS. Civility, as a mindset, promotes assuming good intentions, encouraging curiosity, seeking clarity, offering respect, and fostering ongoing mindfulness. This mindset serves as a foundation for open contributions and collaborative partnerships.

Since 2019, the MNIT DHS Civility Advisory Group has diligently worked to spread awareness. In May 2022, the group started hosting in-person events to bring staff together and cultivate a culture of civility. The positive response to the initial meeting paved the way for the “Spring into Civility” event in May 2023.

Lunch and Learns

Lunch and Learns provide MNIT employees with monthly opportunities to gain bite-sized knowledge on a variety of topics. All Lunch & Learn sessions hosted by the MNIT Learning and Development Team are recorded so employees can access the information at any time. Topics have included health and well-being, career development, leadership, cybersecurity, and more.



MNIT Week

In June, MNIT held its annual MNIT Week. This is a time for professional development opportunities and for staff to connect with one another, as well as agency leadership. Highlights from the week included a virtual town hall, an all-staff picnic, a length-of-service ceremony, and the agency's annual awards ceremony.

Stassen Move

MNIT staff will relocate to a new workplace on the second floor of the Stassen Building, 600 N. Robert St., St. Paul, over the next 6-12 months. The Stassen building also houses the Minnesota Department of Revenue (DOR) and the Office of Administrative Hearings.

The move from the Centennial Office Building will help MNIT consolidate work areas, save energy, and cut operation and maintenance costs. The new workspace will accommodate flexible, hybrid work to promote creative teamwork, spark innovation, and provide efficient space management. It will also provide a collaborative, inclusive, and sustainable workspace for a top-class employee experience.

Supporting Government Services

To help the state better support Minnesotans, MNIT has supported the development of new agencies and offices through resources and technology.

Department of Children, Youth, and Families

In alignment with the One Minnesota Plan's commitment to position Minnesota as the leading state for children, Governor Walz signed legislation for the establishment of the Department of Children, Youth, and Families (DCYF). MNIT has and will continue to support the new agency by providing resources and technology.

The inception of DCYF represents a reimagining of state government structures, aiming to prioritize and address the needs and funding requirements of children, youth, and families. This involves providing dedicated leadership within the executive branch and engaging with the legislature to elevate these crucial priorities.

Department of Direct Care and Treatment

Legislation passed this year will create the Minnesota Department of Direct Care and Treatment. The agency, which has been housed under the Minnesota Department of Human Services, will become effective January 2025. MNIT continues to support the establishment of the new agency during the transition.

Office of Cannabis Management

On May 30, 2023, Governor Tim Walz signed a bill legalizing cannabis use by adults 21 and older. By nightfall of that day, MNIT, in collaboration with the Minnesota Department of Agriculture (MDA) and the Minnesota Department of Health (MDH), launched the Office of Cannabis Management website.

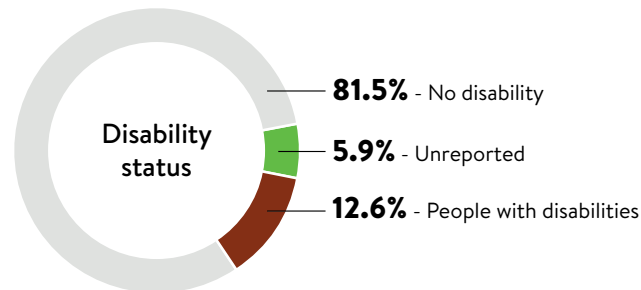
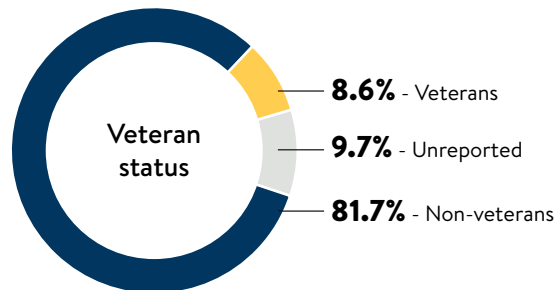
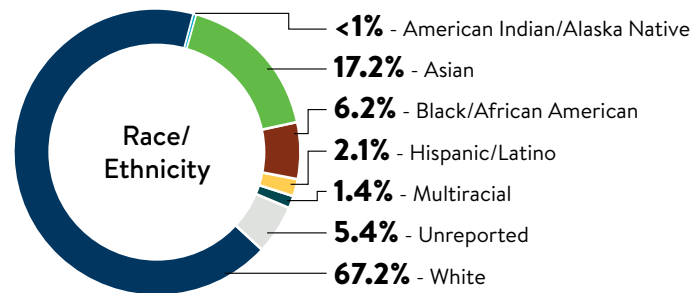
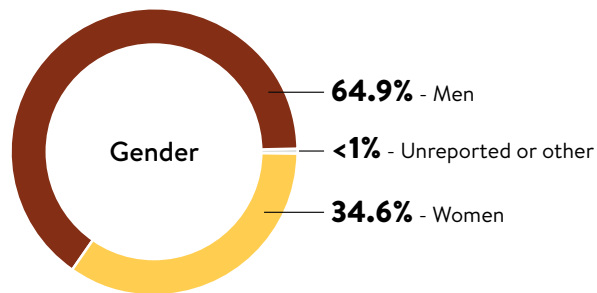
The Office of Cannabis Management regulates cannabis (including for the adult-use market, the Medical Cannabis Program, and lower-potency hemp edibles) and will issue licenses and develop regulations outlining how and when businesses can participate in the industry. Recognizing there will be considerable public interest, the three agencies took a proactive approach and leveraged technology to provide Minnesotans with quick access to information. The website provides a one-stop resource that's easy to navigate for visitors.





Diversity, Equity, and Inclusion

Workforce demographics as of Dec. 31, 2023:





Events MNIT Attended

Minnesota State Fair

Recognizing the critical need for strong science, technology, engineering, and math (STEM) education in the State of Minnesota, Governor Tim Walz proclaimed Thursday, Aug. 24, as STEM Day at the Minnesota State Fair. MNIT Commissioner Tarek Tomes attended the event to present the proclamation on behalf of Governor Walz.

SciMathMN hosted the day and brought together 40 partner organizations to explore and celebrate all things STEM. Fairgoers of all ages had the chance to engage in a wide range of activities to explore magnetism, weather, flight, augmented reality, robotics, medical technology, mapping techniques, environmental remediation strategies, and 3D printing.

MNCITLA Annual Conference

Staff from MNIT's Threat and Vulnerability Management Unit (TVMU) addressed the Minnesota County IT Leadership Association (MNCITLA) Annual Conference in September. During the session, TVMU spoke about vulnerability management and the opportunity for counties to participate in a grant-funded vulnerability management program.

Currently, TVMU is scanning all Minnesota county external IPs to watch for any risky ports and vulnerabilities. Furthermore, the TVMU team is working with 20 counties across the state to assist with internal vulnerability and FTI compliance scanning. The TVMU has capacity to add additional interested state, local, tribal, and territorial (SLTT) governments.

Global Accessibility Awareness Day



Global Accessibility Awareness Day

MNIT's Office of Accessibility celebrated Global Accessibility Awareness Day (GAAD) on May 18 with State of Minnesota employees. A series of short presentations showcased the value of accessibility and the way that accessibility improvements drive inclusion.

GIS/LIS Consortium's Annual Conference

Geographic information system (GIS) professionals from across the state gathered Oct. 4-6 in Duluth for the Minnesota GIS/LIS (land information system) Consortium's 33rd Annual Conference and Workshops. Emerging and established professionals learned side by side, hearing what the community has been up to over the last year, sharing the latest tips and tricks, and discovering emerging trends in the field.

This opportunity allowed professionals to meet with colleagues from a wide variety of sectors including academia, non-profit, private, and Tribal, city, county, regional, state, and federal government. The State of Minnesota, Geospatial Advisory Council, and partners presented on topics such as:

- State of the State
- Open data: showing the way with geospatial data sharing
- Status of the Minnesota lidar plan
- Mending the FCC broadband fabric
- Minnesota County Geographic Information Systems Association (MCGISA)



Photo:

Hal Watson, Deputy CBTO, MNIT partnering with DNR, presents a Lifetime Achievement Award to recently retired MNIT partnering with DNR Deputy CBTO Tim Loesch.



Cybersecurity Awareness Month

Governor Tim Walz proclaimed October 2023 as “Cybersecurity Awareness Month” in the State of Minnesota. During Cybersecurity Awareness Month, MNIT shared cybersecurity tips on social media to generate public awareness about staying safe online, and educated state employees about cybersecurity best practices and reporting procedures through an internal messaging campaign.

Metro State Cyber Roundtable

MNIT participated in a Metro State Cybersecurity Roundtable discussion that included MN Congresswoman Betty McCollum as well as other legislators working in this area. The event addressed persistent cybersecurity threats endangering our state and communities, from education, workforce, policy, and building Minnesota’s cyber community. Commissioner Tarek Tomes and Chief Information Security Officer John Israel took part in the discussion.

GIS Day

On Nov. 15, 2023, people worldwide observed GIS Day, a special day dedicated to celebrating geographic information systems (GIS). GIS is a toolkit that helps us keep records, create maps, and analyze information by using technology that’s based on location. It’s a system that lets us see, understand, and work with data in a spatial context.

On Oct. 31, Minnesota’s Geospatial Information Office (MnGeo) and Governor Tim Walz gathered state leaders to share opportunities for using geospatial tools to take on our biggest challenges in state government. The group welcomed esteemed GIS innovator Jack Dangermond, who shared his vision for how state agencies can use GIS to solve real-world issues facing Minnesota communities.

Photo:

MNIT Commissioner Tarek Tomes speaking at the Metro State Cybersecurity Round Table discussion.

Employee Recognition

Cyber Security Visionary Leader

The 2023 Visionary Leadership Awards honor the efforts of industry colleagues who are truly leading the way through their visionary approaches across the discipline of cybersecurity. During the Cyber Security Summit on Oct. 25, a Visionary Security Operations Leader Award was given to **Jen VanDemmeltraadt**, Deputy Chief Information Security Officer at MNIT.

International Association of Accessibility Professional (IAAP) Volunteer Award

IAAP recognizes volunteers who contribute time, knowledge, and expertise to supporting IAAP's mission to define, promote, improve, and diversify the accessibility profession globally. At the M-Enabling Summit held in October, **Jay Wyant**, MNIT's Chief Information Accessibility Officer, received recognition for his impact on the accessibility profession and within the MNIT organization.

Rising Star Award

Route Fifty, in collaboration with Nextgov/FCW, announced **Josephine Birch** as a 2023 Rising Star Award recipient. Individuals are selected for their accomplishments over the past year and for their leadership potential. Josephine is the program manager for the new MNIT DOT application Disaster Recovery (DR) program. This program involves the development, testing, and maintenance of DR plans for MnDOT's 57 high and medium priority applications.

National Emergency Number Association (NENA) Rising Star Award

Megan Sisko, a GIS specialist, received the first annual NENA Development Steering Council Rising Star Award. The Rising Star award recognizes a person who is new to the co-chair duties of a working group, has embraced this important leadership role, and has exemplified what it means to be a NENA Development Group Working Group Co-Chair.



Jen VanDemmeltraadt



Jay Wyant



Josephine Birch



Megan Sisko

MNIT Annual Awards

As part of MNIT Week, MNIT employees joined together to celebrate their work delivering outstanding IT service to Minnesota and its executive government with the Annual Awards ceremony. The agency's Employee Recognition Committee (ERC) recognized honorees and finalists for the Annual Awards. Honorees from 2023 are:

Employee of the Year

Nancy Skuta

Manager of the Year

Elizabeth Guidarelli (Partnering with MnDOT)

Team of the Year

MMIS Health Care BA Team 19 (Partnering with DHS/MNsure)

Project of the Year

Frontline Worker Pay Program (Partnering with MDA, DEED, and DOR)

Partner of the Year

Department of Public Safety



Agency awards

Golden GOVIT Awards

The 2023 Golden GOVIT Awards, part of the Government IT Symposium, recognized government agencies and individuals who have advanced government technology through collaboration, innovation, service, and individual leadership.

Service Award

The Minnesota Department of Economic Development and MNIT received recognition during the annual GOVIT Symposium on Dec. 14, 2023, for their work on revamping the state's Unemployment Insurance responsive website. This website caters to the requirements of Minnesota's employers and individuals seeking unemployment insurance in times of economic crises. It also adjusts to changes in federal and state laws affecting benefit eligibility and administration. Created in the early 2000s, the overhaul project upgraded and enriched the program's features and functionality.

Individual Leader Award Finalist

Rachel Horne, a business analyst with MNIT, was recognized at the GOVIT Symposium with an Individual Leader Award. The award honors an individual who champions and implements innovation, inspires collaboration, is focused on improving service, and demonstrates a personal commitment to advancing the professional and career development of him/herself as well as others in their agency.





Amazon Web Services State and Local Government Champion



The Minnesota Department of Health (MDH) and MNIT were recognized as Amazon Web Services (AWS) State and Local Government Champions for their innovative use of technology to protect and enhance the health of Minnesotans. As part of the 16 SLG Champions celebrated at AWS Imagine, they transformed into a DevOps organization, embracing cloud infrastructure holistically. In response to COVID-19, they efficiently utilized data lakes to consolidate critical pandemic response data sets, such as Minnesota’s Disease Surveillance system, the Electronic Lab Reporting master archive, and the COVID Immunization Registry. This approach enhanced data management, reporting capabilities, and system efficiency during a demanding time.

Tekne Awards



To celebrate the outstanding achievements and innovation in Minnesota’s technology community, MnTech revealed 59 finalists at the Tekne Awards Finalist Announcement Reception on Sept. 28, attended by nominees, sponsors, and judges.

MNIT was a finalist in several Tekne award categories in 2023 including:

- Data Security for MNIT’s development of the Statewide Security Monitoring Initiative (SSMI) to better protect the data of Minnesotans by partnering with participating county governments, port cities, and Tribal Nations.
- Excellence in Partnership for MNIT’s work with the Technology Advisory Council to lead a unique and broad partnership between state and local leaders, private sector technology experts, and the Minnesota Legislature that helps guide the delivery of public services and programs.
- Technology Leader of the Year nominee Ty Spratt, who serves as the chief business technology officer for the Minnesota Department of Agriculture, Board of Animal Health, and Department of Labor and Industry.



NASCIO State IT Recognition Awards

Minnesota brought home three awards from the 2023 Annual National Association of State Chief Information Officers Conference (NASCIO). Celebrated efforts included:

- The Frontline Worker Pay Program received the Digital Services: Government to Citizen State IT Recognition Award. The collaborative work deployed a platform focused on user experience to ensure Minnesota could process 1.2 million applications and distribute \$500 million to eligible workers who served the public during the COVID-19 pandemic.
- MnDOT's drone inspection multi-year project received the Emerging and Innovative Technologies State IT Recognition Award. The drone bridge inspections take advantage of 3D modeling to provide better quality data and asset management, improve safety for bridge inspectors and the public, and reduce traffic delays.
- The Department of Public Safety's Driver and Vehicle Service's virtual assistant received the State CIO Office Special Recognition State IT Award. The virtual assistant used AI technology to provide access to services to 67% of Minnesota's non-English-speaking population and received overwhelmingly positive responses from individuals about how the work has made them feel and their ability to interact with the government in their native language.



Councils and Collaboration

In 2023, MNIT worked closely with advisory, legislative, state, and local organizations, as well as Tribal Nations, to enhance the way technology benefits Minnesotans.



Minnesota Legislature Highlights

In May, Governor Tim Walz signed into law state appropriations bills that allocated funds for state agencies over the next two years. These bills encompassed historic investments exceeding \$500 million in delivering digital government, improving cybersecurity, and advancing systems that will strategically position Minnesota for success. These enhancements to our digital services will ensure secure access to services for families, businesses, and communities. The allocated funds reinforce MNIT's capacity to effectively meet the evolving needs and expectations of Minnesotans.

The omnibus state government and elections finance bill (House File 1830) included \$130 million in new spending for Minnesota IT Services to:

- Improve cybersecurity protections and match federal funding for distributing cybersecurity grants to local governments.

- Reduce barriers to getting help from the state by investing in modern, person-centered experiences that improve mobile access.
- Support the state's ability to quickly deliver innovative services by investing in cloud services.
- Expand the capacity of Minnesota's Geospatial Information Office and the Office of Accessibility, and support IT initiatives for the Children's Cabinet.

Across the executive branch, the Minnesota Legislature also funded technology proposals to enhance the services that are delivered to the people of Minnesota. Some of the key proposals include:

- The omnibus agriculture appropriations bill (Senate File 1955) facilitates improved self-service options for the Minnesota Department of Agriculture.
- The omnibus judiciary and public safety appropriations bill (Senate File 2909) modernizes the way the state collects public safety data and links critical partners to make Minnesota a leader in evidence-based solutions and information sharing.
- The omnibus health and human services appropriations bill (Senate File 2995) transforms the human services delivery system with modern technology to better serve clients. It will create a simple, integrated, person-centered program for services. The legislation also improves our public health eligibility system, MNsure, and upgrades a platform to prevent delays in care for more than 1.4 million people who use Medical Assistance (MA) and MinnesotaCare.
- The omnibus jobs, economic development, labor, and industry appropriations bill (Senate File 3035A) modernizes the digital tools that support workforce development initiatives, making it easier to access virtual appointments, and improving accountability and administrative management. The omnibus education finance bill (House File 2497) improves the cybersecurity of our school districts and expands access to digital devices.

Task Forces and Councils

Technology Advisory Council

MNIT collaborated with the Technology Advisory Council (TAC), a governor-appointed body that guides strategic IT initiatives. TAC's subcommittees, focusing on cybersecurity, project to product/agile, sustainable IT funding, and user experience/self-service, generated recommendations. A new subcommittee was formed for artificial intelligence. Vince Cabansag was recently appointed vice-chair of TAC, showcasing MNIT's commitment to effective collaboration and leadership in key technology areas.

Membership

The Technology Advisory Council is made up of 19 members including four non-voting members from the Legislature.

- **Rick King**, Chair, Thomson Reuters, former executive
- **Vincent Cabansag**, Vice Chair, Clockwork, Chief Operating Officer
- **Tom Butterfield**, formerly TCF Bank
- **Kassie Church**, Minnesota Association of Professional Employees
- **Anjali Gandhi**, Federal Reserve Bank of Minneapolis, CIO, Senior Vice President
- **Shireen Gandhi**, DHS, Deputy Commissioner
- **Lee Ho**, Minnesota Department of Revenue, Deputy Commissioner
- **Jason Lenz**, Minnesota Association of Counties
- **Timothy Lynaugh**, DPS, Assistant Commissioner
- **Susan Ramlet**, Medtronic, Senior IT Manager
- **Melissa Reeder**, League of Minnesota Cities, CIO
- **Britta Reitan**, MMB, Deputy Commissioner
- **Katie Smith**, DNR, Director of Ecological and Water Resources Division
- **Theresa Wise**, Formerly Delta Air Lines

- **Representative Kristin Bahner**, Legislative Member
- **Senator Mark Koran**, Legislative Member
- **Representative Jim Nash**, Legislative Member
- **Senator Melissa Wiklund**, Legislative Member

Cybersecurity Task Force

In 2023, the Minnesota Cybersecurity Task Force led the development of the Whole-of-State Cybersecurity Plan, which advances cybersecurity protections for Minnesotans. The Cybersecurity Task Force is made up of 15 members. Membership includes county, city, town, or tribal governments, and private sector IT experts. The Task Force meetings also invite participation from interested members of the Legislature.

- **Tarek Tomes**, Chair, Minnesota IT Services, Commissioner
- **John Israel**, Co-Chair, Minnesota IT Services, CISO
- **Diane Bartell**, Minnesota Department of Public Safety – Bureau of Criminal Apprehension, Deputy Superintendent – MNJIS
- **Brent Birkeland**, Douglas County, IT Director, President, Minnesota County IT Leaders Association
- **Christine Cauwels**, Southwest Health and Human Services, IT Director
- **Jennifer Czaplewski**, Target Corporation, Senior Director
- **Lee Devault**, Leech Lake Band of Ojibwe, MIS Security Officer
- **Mike Gamache**, Anoka County, Commissioner
- **Randy Long**, Boise Fort Band of Chippewa, IT Director
- **Arnoldo Martinez**, Minnesota National Guard, Major
- **Eric Peterson**, Allete Inc., Cybersecurity Manager
- **Nicole Pruden**, ECMECC, Network and Security Administrator
- **Mel Reeder**, League of Minnesota Cities, CIO
- **Rohit Tandon**, Essentia Health, CISO
- **Matt Zaruba**, City of Rochester, CISO

Geospatial Advisory Council

The Minnesota Geospatial Advisory Council (GAC) coordinates the state's geospatial community and advises MnGeo. In 2023, the council identified 26 priority initiatives, including statewide foundational geospatial datasets, remonumentation of the Public Land Survey System, and improved accessibility of critical infrastructure information. The GAC, representing various organizations, ensures collaboration across counties, cities, universities, businesses, nonprofits, federal and state agencies, tribal governments, surveyors, and other partner groups benefiting from geospatial technology.

- **Heather Albrecht**, *Chair, Hennepin County, At-large*
- **Britta Maddox**, *Vice Chair, Anoka County, At-large*
- **Jill Amundson**, *West Central Initiative, Regional Government – Greater Minnesota*
- **Mitch Bergeson**, *U.S. Geological Survey, Federal Government*
- **Jeffrey Bloomquist**, *Risk Management Agency, U.S. Department of Agriculture, Federal Government*
- **Ryan Bonney**, *Shakopee Mdewakanton Sioux Community, Tribal Government*
- **David Brandt**, *Washington County and MetroGIS, Regional – MetroGIS*
- **Christy Christensen**, *McLeod County, County – Greater Minnesota*
- **Shana Crosson**, *U-Spatial | Research Computing, University of Minnesota Twin Cities, K-12 Education*
- **Jessica Fendos**, *LOGIS, Nonprofit*
- **Kari Geurts**, *MNIT partnering with DNR, State Government*
- **Len Kne**, *U-Spatial | Research Computing, University of Minnesota Twin Cities, Higher Education*
- **Leanne Knott**, *City of Red Wing, MN GIS/LIS Consortium*
- **Tanya Mayer**, *Metropolitan Council, Regional Government – Twin Cities Metro*
- **Victoria Reinhardt**, *Ramsey County, County – Twin Cities Metro*
- **Cory Richter**, *Ramsey County, At-large*
- **Kendis Scharenbroich**, *Pro-West & Associates Inc., Business*
- **Gerry Sjerven**, *Minnesota Power, Business*
- **Alison Slaats**, *MnGeo, Minnesota Geospatial Information Office (MnGeo), MNIT*
- **Stacey Stark**, *U-Spatial | Research Computing, University of Minnesota Duluth, Higher Education*

- **Benjamin Timerson**, *Minnesota Department of Transportation, State Government*
- **Dennis Tumberg**, *City of Chanhassen, City – Twin Cities Metro*
- **Patrick Veraguth**, *Douglas County, Surveyor*
- **Vacant**, *City – Greater Minnesota*

Collaborations with Tribal Nations and Local Governments

Starting in 2022, a Tribal community partnered with MNIT to enhance its technology and security infrastructure. Recommendations in security, sustainability, and cost were accepted, leading to a collaboration involving MNIT, the community's IT staff, and contractors. Together, they upgraded workstation operating systems, modified internet service providers, modernized the network, implemented M365 tools, and improved the data center. This initiative also facilitated additional partnerships among Tribal Nations.

MNIT continues its collaboration with Tribal Nations by participating in quarterly Minnesota Indian Affairs Council (MIAC) meetings and providing resources through the Statewide Security Monitoring Initiative and Whole-of-State Cybersecurity Plan.

MNIT also continued efforts to develop deeper relationships with local government teams statewide through its Security Operations Center Cyber Navigator program, which aims to help coordinate resources, threat intelligence, awareness, and responses to emerging cyber threats and active incidents wherever they occur.

In 2023, MNIT hosted monthly connections with county IT leaders. This connection point began in 2020 and continues to be an important venue for sharing successes as IT service delivery partners, building new opportunities in cybersecurity, procurement, and improving partnerships between the state and counties for improved service delivery for Minnesotans.



Closing Letter

By John Israel, Assistant Commissioner,
Chief Information Security Officer

Cybersecurity has never been more important to our state as cyber threats continue to evolve and target organizations worldwide – including state and local government. In 2023, the State of Minnesota took holistic action to prioritize the safety of Minnesotans’ data. In September, MNIT launched the first Whole-of-State Cybersecurity Plan, which brings critical cybersecurity resources and capabilities to all corners of the state.

The initiative is a collective effort aimed at protecting Minnesota’s information systems through the implementation of cybersecurity best practices – leveling the playing field for local governments and schools by bringing enterprise-class cybersecurity tools, processes and capabilities, regardless of the size of the organization or IT team that supports their critical work. The plan supports servant leadership and strives to create cooperative partnerships between state agencies and communities.

Development of the plan came through the Cybersecurity Task Force, which capitalized on the achievements of the Statewide Security Monitoring Initiative (SSMI). It incorporates fresh funding from both the federal government and the Minnesota Legislature to bolster statewide cyber defenses and aligns with goals outlined in MNIT’s Strategic Plan.

To achieve this, it is crucial for local and state governments, Tribal Nations, public education and critical infrastructure organizations, to adopt the notion that everyone shares the responsibility for cybersecurity. Each individual must recognize their role in preserving the security of data and critical technology systems for the benefit of Minnesota and its residents. Think about cybersecurity protections in the same way you protect yourself and your families when you travel – seat belts and airbags may not prevent an accident, but they reduce the impact and limit the extent of injuries if you have one.



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