MINNESOTA IT SERVICES

Q1 2024
Quarterly Report

Information Technology for Minnesota Government

Contents

News

One Minnesota Supplemental Budget

The Governor's Office released the One Minnesota [Supplemental Budget](#) in January, which continues the work of investing in our children and families, economic future, health and safety, and a state government that works for all Minnesotans. The $226 million budget addressed pressing statewide needs, including rural emergency medical services, water quality, and child welfare.

MNIT Annual Report

MNIT published our [2023 Annual Report](#) in February. The report shares how MNIT partners with state agencies to improve the way that Minnesotans interact with government; protects and secures systems; and connects state employees to modern services.

Geospatial Advisory Council Announces 2024 Priorities

The Minnesota Geospatial Advisory Council (GAC) serves as a central coordinating entity for the geospatial community in Minnesota, representing a diverse array of stakeholders including counties, cities, universities, businesses, nonprofits, federal and state agencies, tribal governments, surveyors, and other interested groups leveraging geospatial technology.

Outlined below are the priorities for the Minnesota Geospatial Advisory Council in 2024, as ratified by GAC members on March 20, 2024. These priorities, shaped by community input and resource availability, are subject to fluctuating levels of activity and are categorized rather than ranked by importance.

Open Data

Statewide Parcel Data – Share statewide and public parcel data in the GAC Parcel Data Standard.

Statewide Address Points Data – Share statewide and public address points data in the GAC Address Point Data Standard.

Statewide Road Centerline Data – Share statewide and public road centerline data in the GAC Road Centerline Data Standard.

Publication of Open Foundational Datasets – Publish foundational datasets and share nationally through open data and commercial sources. Foundational datasets are parcels, addresses, road centerlines, and critical infrastructure.

More Fully-Attributed Statewide Parcel Data – Increase the presence of field values within the statewide and public parcel dataset and as defined by the GAC Parcel Data Standard.

Emergency Preparedness, Emergency Services, Criminal Justice

Critical Infrastructure Data Workflow – Develop, share, and maintain statewide, publicly available, authoritative geospatial data for primary critical infrastructure themes.

Underground Utilities Data Sharing Team – Develop geospatial data sharing methodologies to support the state's underground utilities community.

U.S. National Grid Materials – Create maps, procedures, templates, and other materials to help all levels of government implement the U.S. National Grid.

Data Standards, Guidelines, Best Practices

Culvert Data Standard – Develop culvert data standard for data sharing across the geospatial and infrastructure asset management communities and to support development of a future statewide culvert inventory.

Planned Land Use Data Standard – Develop a data standard for planned land use.

Data Development, Data Storage, Data Services

Updated & Aligned Boundary Data – Update and align boundary data from authoritative sources.

Statewide County Boundary Dataset – Make a single, aligned statewide county boundary dataset available on the Minnesota Geospatial Commons.

Lidar Data – Acquire New lidar data across Minnesota for use in developing new derived products guided by committee-developed standards.

Hydro-DEMs – Provide accurate hydro-DEMs (hDEMs) that serve modern flood modeling and hydro-terrain analysis tools, and the development of more accurate watercourses and watersheds.

Statewide Imagery Program – Through a long-term effort, optimize the acquisition, inspection, documentation, distribution, and archiving of statewide imagery.

Geodata Archive Implementation – Implement an archive for Minnesota geospatial data.

Outreach

Success Stories for Geospatial Technology – Use outreach and education to show success stories for geospatial technology.

K-12 GIS Resources Group – Develop resources for K-12 educators to learn, practice, and implement GIS in the classroom.

Public Land Survey Preservation

Remonumentation of all Original Federal Section Corners – Remonument all original Minnesota section corners set by the National General Land Office.

Statewide Survey Records Inventory – Inventory and assess land survey records held by government agencies within the state of Minnesota.

Minnesota Takes Lead to Protect Water and Wastewater Systems

Minnesota is spearheading initiatives to safeguard water and wastewater systems (WWS) across the state from cybersecurity threats.

In August 2022, Executive Order 22-20 directed state agencies to collaborate with critical infrastructure providers on cybersecurity measures. The Minnesota Department of Health (MDH), in partnership with MNIT, promptly engaged water suppliers to promote cybersecurity best practices, including self-assessments and registration with the Minnesota Fusion Center (MNFC).

Minnesota's Whole-of-State Cybersecurity Plan prioritizes strengthening the cyber resilience of critical infrastructure, particularly by delivering essential cybersecurity services to WWS. As MNIT and the Minnesota Cybersecurity Task Force implement the plan, Minnesotan can provide crucial resources to help Minnesota's water and wastewater systems enhance cybersecurity defenses.

A key component is deploying a dedicated team of cyber navigators who equip Minnesota entities with the knowledge and tools needed for secure operations. These navigators collaborate with partner entities to manage cyber risks, understand available services and risk information, and expedite mitigation efforts.

MNIT's Cyber Navigator team works closely with MDH, the Minnesota Pollution Control Agency (MPCA), and various state, local, federal, and private entities to allocate grant funds effectively for securing Minnesota's water infrastructure. Insights from a new survey, launched in March 2024, to WWS providers, coupled with proactive outreach efforts by the Cyber Navigator team, will guide the Cybersecurity Task Force and state leadership in allocating grant funds for this critical sector.

Minnesota's proactive approach underscores its commitment to safeguarding critical infrastructure and ensuring the security and resilience of essential services for all Minnesotans.

New Technology Advisory Council Report

Minnesota's Technology Advisory Council (TAC) released its most recent report on its work to advance and modernize technology service delivery for Minnesotans. 2023 was a transformational and productive year for TAC. The council saw progress on many of its 2022 recommendations for the state. Specifically, work progressed in three focus areas:

- Developing technology products and systems that better meet customer needs and expectations.

- Creating more efficient and sustainable operation of state IT processes and systems.

- Bolstering security to protect state IT systems and sensitive data.

Legislative Update

The 2024 legislative session is underway with adjournment scheduled for May 20, 2024. Early in session, Commissioner Tomes testified to the Senate Taxes Committee during an information hearing on artificial intelligence. MNIT is also advancing two policy bills this session. The first bill would make additional edits to MNIT's enabling statute, Minnesota Statutes Chapter 16E, removing antiquated language and further aligning the statute to current business practice. MNIT is also advancing legislation that would have public entities, such as local governments and schools, report cybersecurity incidents to MNIT.

Both bills have been laid over for possible inclusion in the State Government Omnibus bill.

Agency updates

PROJECT & PRODUCT HIGHLIGHTS
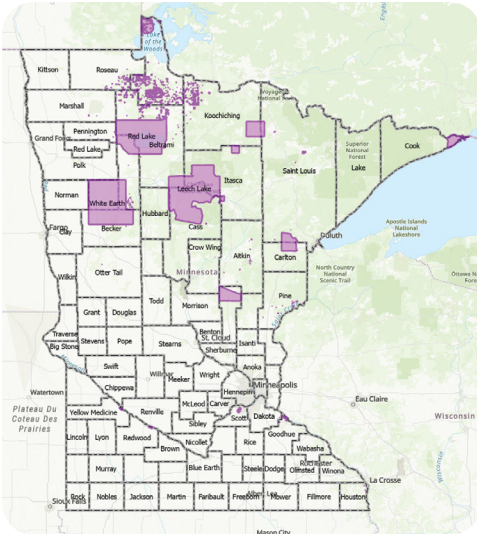
MnSHIP

The Minnesota Department of Administration's State Historic Preservation Office (SHPO), in collaboration with the Minnesota Department of Transportation's Cultural Resources Unit (CRU) and MNIT, introduced the Minnesota Statewide Historic Inventory Portal (MnSHIP). This online platform offers detailed information on over 100,000 above-ground historical sites across Minnesota.

The public can use MnSHIP's search tools and interactive maps to explore SHPO's historic survey data and access scanned documents relating to inventoried and listed properties. Credentialed users can access advanced search functions and submit inventory forms. MnSHIP also serves as the sole platform for submitting new historic inventory information to the SHPO for review and approval.

Enterprise Office of Translation

The Minnesota Department of Administration's Enterprise Translations Office (ETO) recently inaugurated two pivotal initiatives: the ETO Translation Hub and the Language Access Service Fund (LASF). According to Minnesota Statute 16B.373, the ETO is tasked with providing translation services to guarantee that all Minnesotans have fair access to crucial information and services, irrespective of language obstacles.

The ETO combines the power of artificial intelligence (AI) and human intelligence to provide translation services, with a primary emphasis on Spanish, Hmong, and Somali languages. The ETO empowers agencies to adopt best practices and to enhance clarity and precision in diverse communications. ETO staff will provide language expertise to ensure accuracy of translations. Concurrently, the Language Access Service Fund (LASF) equips agencies with resources for procuring translation services that extend beyond the current offerings of the ETO.

EV Rebate Program

MNIT and the Department of Commerce joined forces to launch an Electric Vehicle Rebate Program. This initiative offers up to $2,500 for new electric vehicle owners/lessees and up to $600 for those with used electric vehicles. Eligibility extends to electric vehicles or plug-in hybrids bought on or after May 25, 2023.

The Department of Commerce processes applications on a first-come, first-served basis. Each application requires individual processing to verify that it meets all the necessary program and state guidelines. The Department began to issue rebate payments in April 2024.

MnDOT Statewide Road Centerline Dataset Now Available

The Minnesota Department of Transportation (MnDOT) released a comprehensive dataset showcasing the centerlines of all public roads and select private roadways across the state. This meticulously curated dataset, hosted on the Minnesota Geospatial Commons, serves as a vital resource for transportation planning, infrastructure development, and public administration.

The dataset shows all the roads in Minnesota, including where they go and how they're connected. It also organizes Minnesota's highways into sections with unique numbers, making it easier to keep track of maintenance and changes. These sections get updated when things like who's in charge or new highways are built, so the information stays accurate.

Student Success Loan Coaching

The Office of Higher Education (OHE) in partnership with MNIT and a vendor, developed a system to help students through the loan process as they pursue college credentials. This collaborative effort aims to:

- **Establish Productive Coaching Relationships**: Cultivate meaningful coaching relationships with students, enabling a deep understanding of their individual needs.
- **Identify and Address Potential Barriers**: Identify any obstacles to student success and develop effective strategies to overcome them.
- **Enhance Student Knowledge and Skills**: Build and reinforce the knowledge, skills, and motivation necessary for students to progress along their educational journey and complete their postsecondary pathways.
- **Provide Wrap-around Support Services**: Offer comprehensive support services to students, directly addressing factors that impact their ability to navigate their unique postsecondary pathways successfully.

Dubbed the Student Success Loan Coaching project, this initiative delivers comprehensive, timely, and relevant support to SELF Loan borrowers as they pursue higher education credentials. Find information about the Student Success Loan Coaching Program.

Minnesota Crime Data Explorer

The Department of Public Safety Bureau of Criminal Apprehension has long provided essential crime information for Minnesotans. Now, with the full launch of the Minnesota Crime Data Explorer, accessing comprehensive statewide crime data is easier than ever. This user-friendly tool offers more detailed insights, thanks to its use of the National Incident-Based Reporting System (NIBRS). Unlike previous systems, NIBRS provides extensive information on up to 10 crimes per incident, along with comprehensive demographic data on victims and offenders. This shift enables a more nuanced understanding of crime activity statewide.

The Minnesota Crime Data Explorer complements the annual uniform crime report, incorporating NIBRS to enhance its capabilities. Users can query, filter, and sort crime data, visualize trends through charts and graphs, and export graphics and spreadsheets. These visual options make the data more accessible and easier to interpret. The new online tool incorporates NIBRS and adds to the existing annual uniform crime report published each year. It allows users to query, filter and sort crime data; view trends in charts and graphs; and export graphics and spreadsheets. The visual options make the data more accessible and easier to understand.

MDVA Opens Three New Homes

After a decade-long approval effort and two years of construction, the Minnesota Department of Veterans Affairs opened three new Veterans Homes, adding close to 200 new beds for those who need them. This marks a crucial step in meeting the growing demand for skilled nursing care services in Minnesota.

The project encompassed 20 individual initiatives aimed at ensuring the smooth integration and operational readiness of the new facilities. These initiatives included upgrading infrastructure, establishing business continuity plans, meeting regulatory requirements, integrating state-of-the-art medical devices, customizing software solutions, enhancing security measures, and onboarding new team members.

Contributing to the operational readiness, MNIT partnered with MDVA to:

- Onboard 180 team members.

- Procure, configure, and install 385 phones, computers, and touchscreens.

- Expand the capacity of core business applications so all staff members have seamless access to vital resources and information throughout the organization.
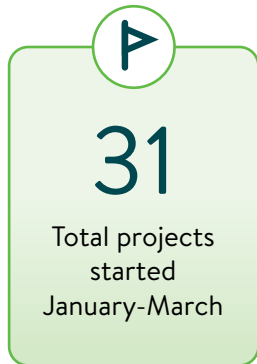

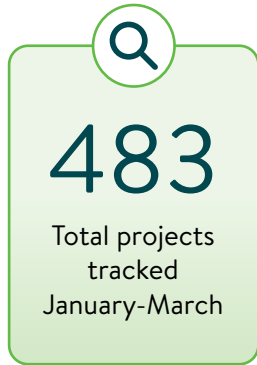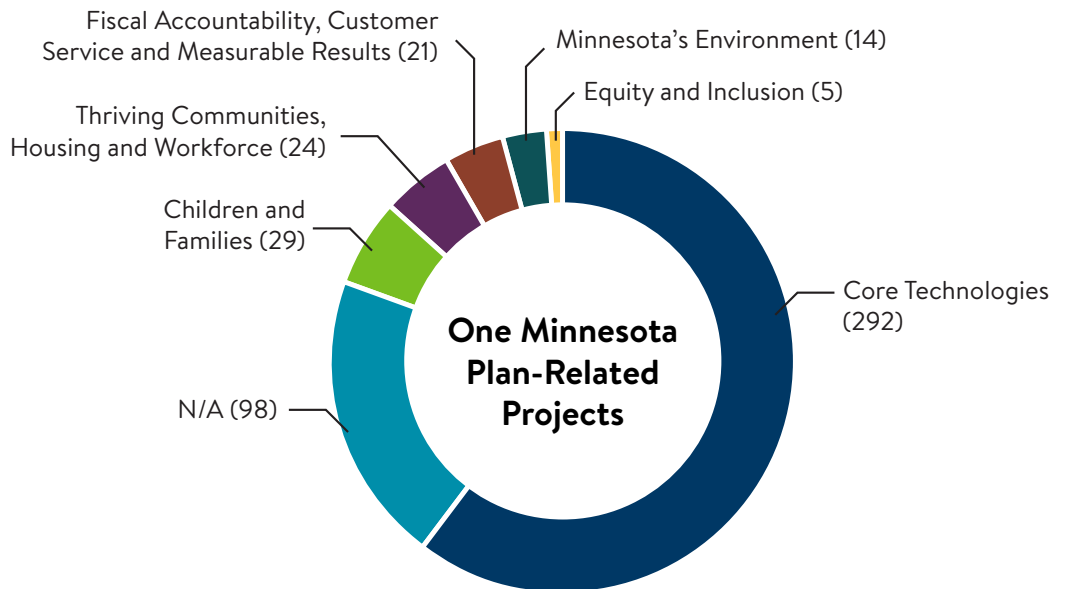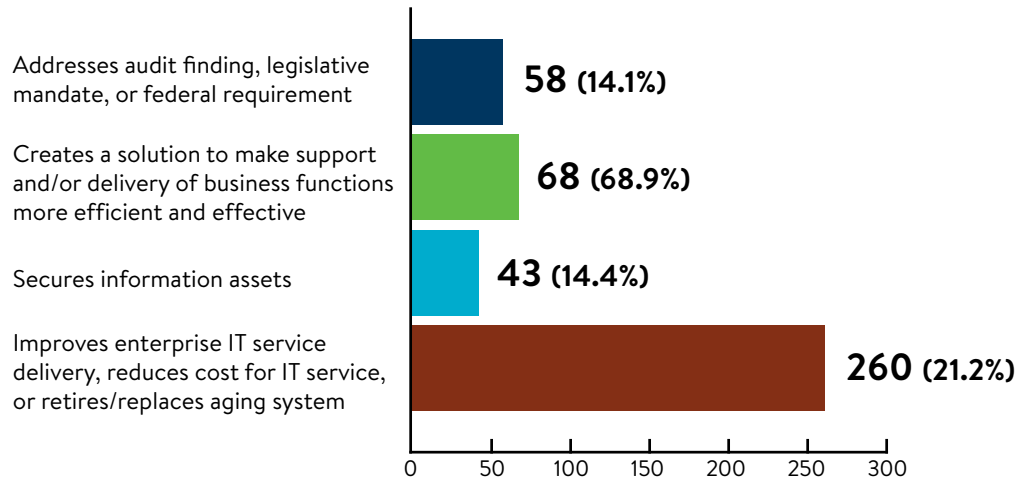*Bemidji*

Montevideo

Preston

Agency metrics

Office of Transformation and Strategy Delivery

Over the quarter, MNIT's Office of Transformation and Strategy Delivery tracked the completion of 30 projects across Minnesota's executive branch agencies, boards, commissions, and councils.
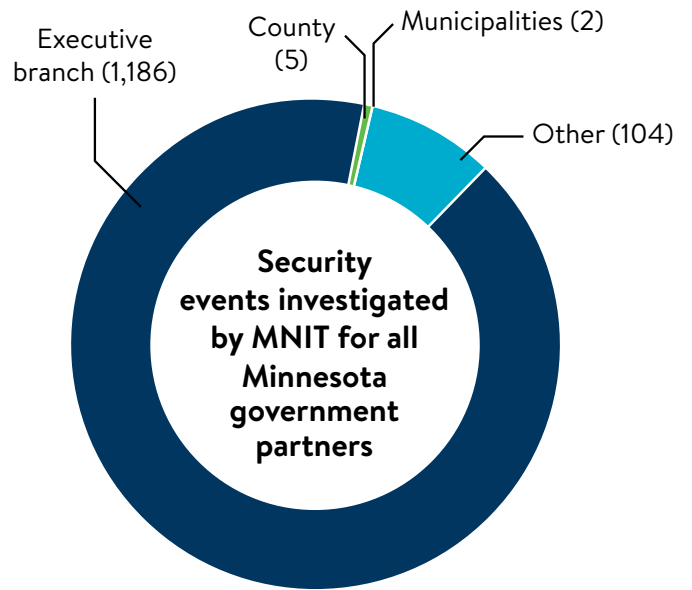
483
Total projects tracked January-March

31
Total projects started January-March

55
Total projects completed/closed January-March

Q1 projects by value

Addresses audit finding, legislative mandate, or federal requirement — **58 (14.1%)**

Creates a solution to make support and/or delivery of business functions more efficient and effective — **68 (68.9%)**

Secures information assets — **43 (14.4%)**

Improves enterprise IT service delivery, reduces cost for IT service, or retires/replaces aging system — **260 (21.2%)**

One Minnesota Plan-Related Projects

- Fiscal Accountability, Customer Service and Measurable Results (21)
- Minnesota's Environment (14)
- Equity and Inclusion (5)
- Thriving Communities, Housing and Workforce (24)
- Children and Families (29)
- Core Technologies (292)
- N/A (98)

Security

1,297 cybersecurity incidents detected by or reported to MNIT Security Operation Center within the Office of Enterprise Security.

Type of security incident	# reported
Malware	935
Potentially Compromised Credential	121
Policy Violation	98
Social Engineering	90
Lost/Stolen Device	6
Network Attack/Scan	4
Unauthorized Access	3
Copyright Violation	2
Other	38

Executive branch (1,186)

County (5)

Municipalities (2)

Other (104)

Security events investigated by MNIT for all Minnesota government partners

Whole-of-State Efforts

MNIT partnered with the Minnesota Cybersecurity Task Force to develop a Whole-of-State Cybersecurity Plan, funded by state and federal initiatives, to present a strong, united front against cybersecurity threats.

As part of the plan, MNIT partners with local entities to deliver best-in-class tools, conduct assessments, and identify capabilities and gaps within organizations such as counties, cities, school districts and more.

Current Partnerships

In response to concerns expressed in a survey conducted of Minnesota organizations, MNIT prioritized, developed, and is currently delivering services to enhance cyber resilience for local governments.

Here's what we're currently working on:

- **Cyber Navigators:** Our team of cyber navigators actively engages with organizations, conducting assessments, and reviewing their cyber hygiene.

- **Managed Detection and Response (MDR):** Over 100 entities enrolled in our early adopter program for the MDR tool, with the majority now onboarded and benefiting from its capabilities.

- **Security Risk Assessments:** We continue to partner with Metropolitan State University to conduct risk assessments of organizations' cybersecurity postures and provide meaningful recommendations to mitigate risk.
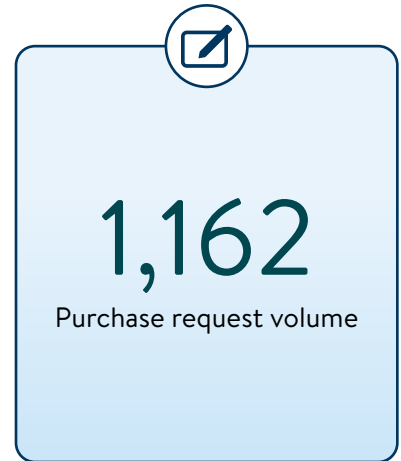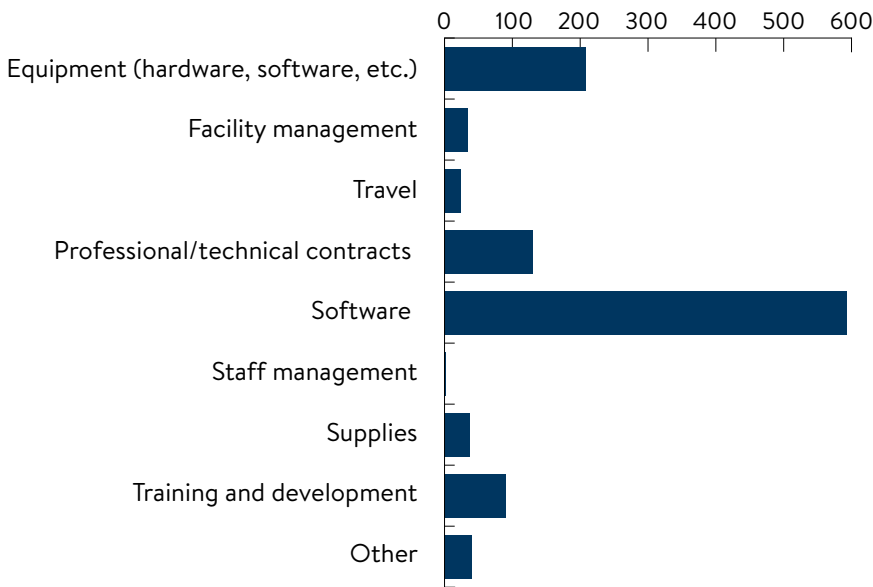
Looking Forward

Based on feedback from the survey, we're addressing two additional concerns:

- **Threat Intelligence:** We are implementing tools to monitor for indicators of compromised data and other information obtained through the open and dark web, providing targeted and timely alerts.

- **Vulnerability Management:** Our upcoming tools will scan public-facing devices, domains, and IPs for common vulnerabilities, providing timely intelligence and mitigation guidance.
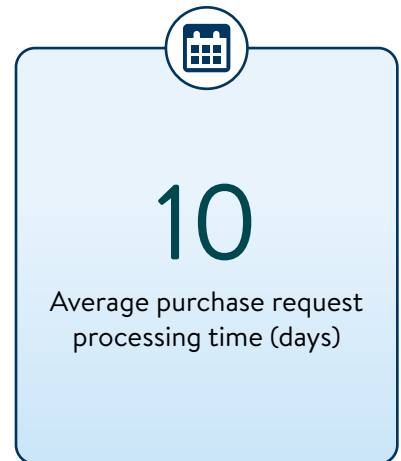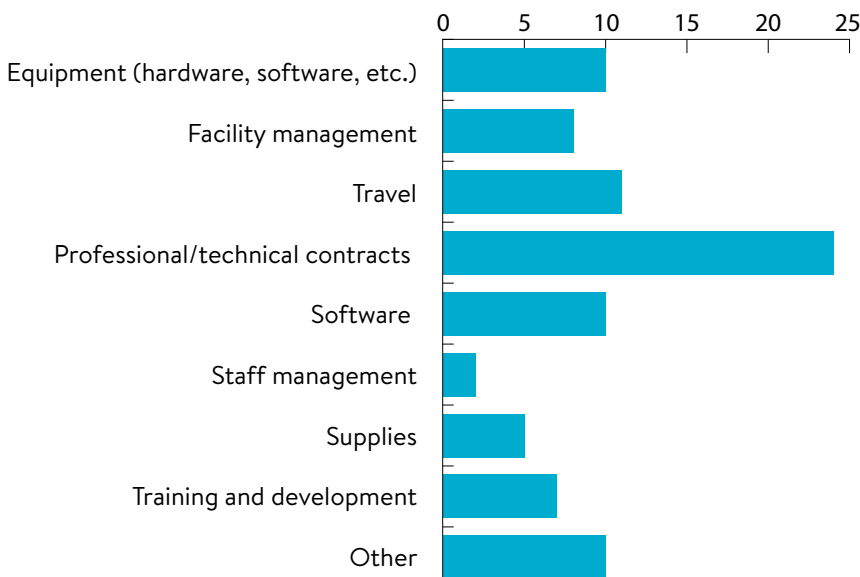
Procurement

The Procurement Division processes requests to purchase everything from IT hardware, software, and mobile devices to contractors brought in to assist on projects and initiatives.

Number of purchase requests

Equipment (hardware, software, etc.)	
Facility management	
Travel	
Professional/technical contracts	
Software	
Staff management	
Supplies	
Training and development	
Other	

1,162

Purchase request volume

Average processing time (days)

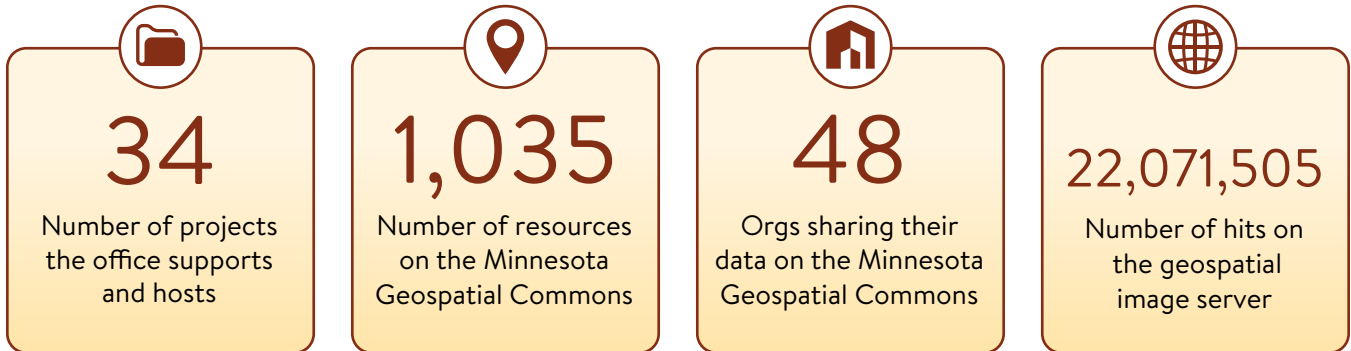|	
Equipment (hardware, software, etc.)	
Facility management	
Travel	
Professional/technical contracts	
Software	
Staff management	
Supplies	
Training and development	
Other	

10

Average purchase request processing time (days)

Geospatial Information Office

The Minnesota Geospatial Information Office coordinates geographic information systems (GIS) within the state, creating connections between state agencies and other stakeholders from government and non-government organizations.

34
Number of projects the office supports and hosts

1,035
Number of resources on the Minnesota Geospatial Commons

48
Orgs sharing their data on the Minnesota Geospatial Commons

22,071,505
Number of hits on the geospatial image server

Office of Accessibility

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

1,359
Number of downloads of the Office of Accessibility guidance documents

3,231
Number of subscribers to the Office of Accessibility's monthly newsletter

1,091
Number of downloads of the Office of Accessibility's quick cards

Minnesota to adopt WCAG 2.1 in July

The State Digital Accessibility Standard, which applies to all executive branch agencies, will update July 1, 2024. The update will include the 12 success criteria of WCAG 2.1, levels A and AA.

The Office of Accessibility and statewide Digital Accessibility Coordinators are working diligently to ensure that agencies and their employees are prepared and ready.
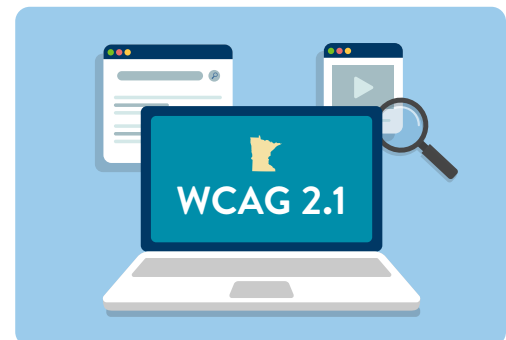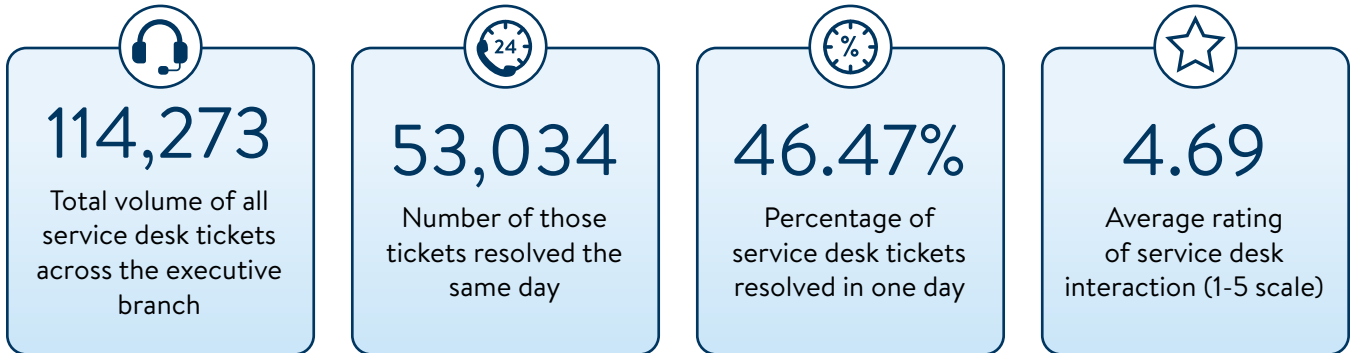
On a related note, the US Department of Justice recently announced plans to publish a Final Rule to Strengthen Web and Mobile App Access for People with Disabilities. This final rule references WCAG 2.1. The State will be in a good place to support this rule and will provide support to resources and support to cities, counties, and other government entities who will now be expected to support WCAG 2.1.

Enterprise Service Desk

Our Enterprise Service Desk provides 24/7 IT support and services for Minnesota state government: executive branch agencies, boards, councils, and commissions; non-executive branch customers, education, Tribal governments, nonprofits; and MNIT staff.

| **114,273**	**53,034**	**46.47%**	**4.69**
Total volume of all service desk tickets across the executive branch	Number of those tickets resolved the same day	Percentage of service desk tickets resolved in one day	Average rating of service desk interaction (1-5 scale)

CloudRAMP

Cloud Progress Report

MNIT provided the first Cloud Progress report to the legislature in January 2024. The report shows MNIT had more than $33M in FY23 expenditures for cloud services, with over 300 cloud providers. The report also includes our cloud projects with total budget and the associated cloud providers. The next annual progress report is due in January 2025.

Cloud Migration Update

MNIT developed a migration plan for how and when we will engage with our application teams over the next 12-18 months. Created with input from leadership on application and infrastructure teams, the plan features a schedule for each agency's planning and migration activities. This allows everyone to work from a single plan.

In the first quarter MNIT added 200 servers to our Azure cloud environment, bringing our total to 1,000 servers. Further engagement with our primary cloud migration partner will accelerate our progress in the coming year.
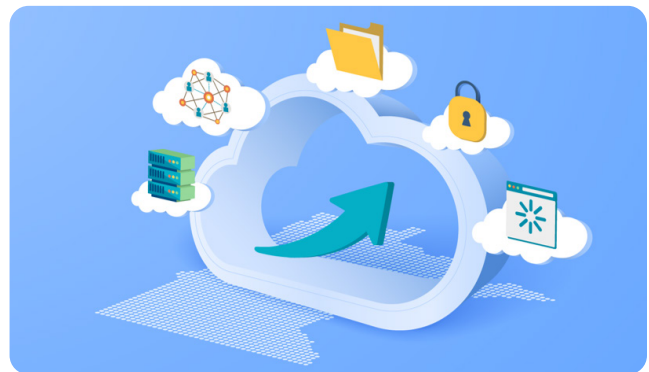
About MNIT

Minnesota IT Services, led by the state's Chief Information Officer, is the Information Technology agency for Minnesota's executive branch, providing enterprise and local IT services to over 70 agencies, boards, and commissions. MNIT employs more than 2,600 people across 90 physical locations. Together, we build, maintain, and secure the State's IT infrastructure, applications, projects, and services. MNIT sets IT strategy, direction, policies, and standards for enterprise IT leadership and planning. We also serve Minnesotans by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state on the MNET network. Through public-private partnerships, our team proactively protects the state's information systems and the private data of 5.7 million Minnesotans.

Learn more

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

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