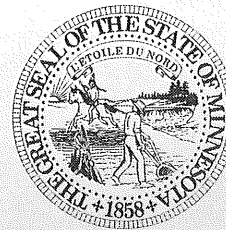




890123

STATE OF MINNESOTA



Department of  
Administration

# Recommendations for funding state information systems

FY 1990-91 change level requests

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Department of Administration, Information Policy Office. January 1989

Pursuant to Mn Stat 16B.41



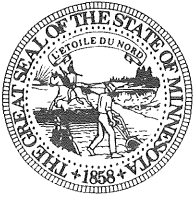
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**Department of  
Administration**

January 25, 1989

**INFORMATION  
POLICY OFFICE**

**To the Reader:**

The Information Policy Office was created by the 1987 Legislature. Two of its main duties are (1) to "review and approve all agency requests for legislative appropriations for the development or purchase of information systems equipment or software," and (2) to "rank in order of priority agency requests for new appropriations for development or purchase of information system equipment or software" (M.S. 16B.41). This document contains the Information Policy Office recommendations to the Governor for investment in information technology for the FY90-91 biennium.

**BASIS FOR RECOMMENDATIONS**

The recommendations on specific agency proposals are based on six general priorities and the ratings for each request. The six priorities are:

1. The continued development or operation of a legislatively approved system in which there has already been a significant investment, and where there is a high probability that the system will deliver what has been promised.
2. Resources to fix a system that directly affects an activity that, in turn, directly or immediately affects citizens' welfare; where there is no alternative source of funds; and where the system is unlikely to survive the biennium.
3. Improved statewide information policy, or support for an improved state information infrastructure.
4. Resources to implement a direct mandate of the Legislature.
5. Immediate (2 year) cost benefit in the form of increased revenue or decreased direct costs, or a long term benefit in improved agency direct services.
6. Improvement in the systems support for an agency's direct services.

The rating for each proposal is based on four factors:

1. Consequences to the agency of the proposed system. (Organizational need)
2. Benefits to be derived by the agency and its clients. (Benefit)

3. The extent to which there are existing systems or procedures which fulfill the agency's needs. (Technical need)
4. The probability that the proposed system will succeed in performing as expected. (Success)

### **FINANCIAL CONSTRAINTS**

Making a judgment as to what might be a reasonable amount of money to spend on information management in the state is difficult. However, we are confident assuming that the state spent somewhere between \$200 and \$250 million in each year of the last biennium.

We judge that this amount is rather low for an organization of this size. We also know that organizations, in general, since 1983 have been increasing the size of their expenditures for information management approximately 17-20% annually.

Therefore, we conclude that it is reasonable to expect that there would be natural pressure in the state to increase its spending on information management by some \$34 - \$50 million in the first year of the biennium. Given what we see in the world around us as we move into the "information age," not spending that amount is very likely to bottle up a demand that will put pressure on other functions of the organization. That is, money will be diverted from other areas, and the demand not satisfied in that way will be even higher in the next year. Based on this and the ratings, the Information Policy Office concludes that the state should spend at least \$40 - \$50 million in the FY90-91 biennium on information system changes. This provides the financial constraint on our recommendations.

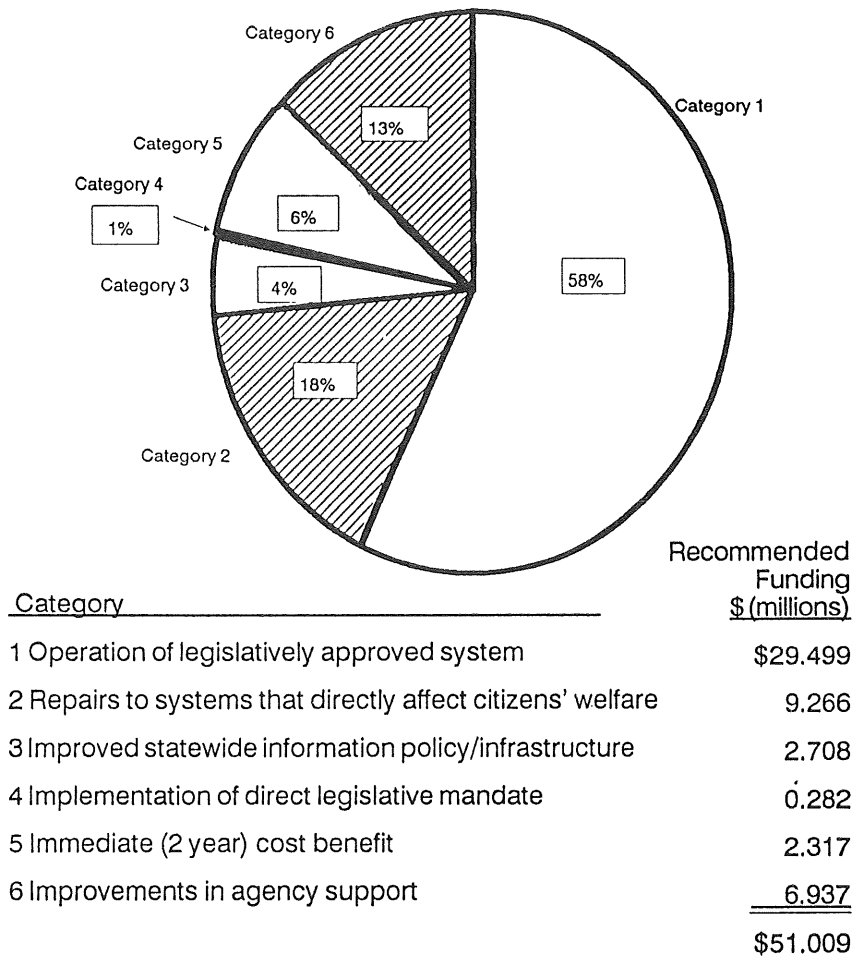
We received change requests totaling nearly \$101 million. We recommend a minimum investment of \$40.1 million from the general fund. We are also recommending that \$10.9 million of other funds (such as Trunk Highway Funds) be invested. Further, we have listed several other requests that deserve consideration if policy makers are willing to go beyond our minimum financial constraints.

We must emphasize that in making these recommendations, we are approaching our task from a broad information management point of view. That is, our recommendations are attempts to give advice to policy makers concerning the best possible use of the dollars to be invested in information technology from the perspective of improving our ability to manage the state's information resources. We are not trying to account for other kinds of policy priorities. We hope that whatever the substantive priorities of a policy maker, the information we present here will assist in the funding decisions to be made.

### **PUTTING IT ALL TOGETHER**

The graph on the next page illustrates the breakdown of our recommendations. The pie chart shows that we are recommending that the majority of funds be spent on projects of the highest priority category.

## How is the Pie Sliced?



### **PROJECT RECOMMENDATIONS**

Our recommendations are grouped into four sections. The first major grouping concerns those proposals which we believe should be funded within the basic financial constraint of approximately \$40 million. However, any proposal in this group which received a rating of 85 or less should not be allowed to encumber funds until specific approval for an improved plan is given by this office.

The second major grouping includes those projects for which we recommend funding from sources other than the general fund (such as the Trunk Highway Fund).

The third major grouping includes several proposals which we believe should be funded with additional resources, but not at the expense of projects in the groups above. We have also identified several of these projects that should have an improved plan approved by this office before funds are encumbered.



The fourth major grouping includes requests from the Constitutional Offices. We have not recommended amounts or priorities, but (with the exception of one proposal which was submitted after the deadline) we have rated these proposals.

We have not rated the requests from our own office -- the Information Policy Office within the Department of Administration. These come in areas which we believe are critical to improving the state's ability to take advantage of information technology. We require technical staff to design information and telecommunications architectures, set and administer standards, and design and implement strategic information planning guidelines and procedures. These requests are summarized on pages 45 and 46.

#### **ADDITIONAL RECOMMENDATIONS**

Within the four major groupings, the Information Policy Office also has several specific recommendations that are different from agency proposals:

- The Administration proposal for a "second site" we believe to be inseparable from the "disaster recovery" proposal. We have recommended \$500,000 to support additional equipment needs to ensure network backup at the second site.
- We recommend that \$1 million be invested in the joint DHS/DJT IRIS project in the coming biennium, with the funds distributed evenly to each agency.
- We recommend that the Department of Education have a high-level information technology planning position.
- We recommend that no agency spend any more on optical disk or document processing equipment until we receive a report from the InterTechnologies Group research and development project on document processing technology.

Finally, we recommend that the staff agencies (Administration, Employee Relations, Finance, and State Planning) undertake a joint strategic information planning effort during the next biennium under the leadership of the Information Policy Office.

The overall investment package that follows is listed by the four major groupings, but individual request summaries are grouped according to the Senate Finance and House Appropriations subcommittees.



Lawrence V. Grant  
Assistant Commissioner  
Information Policy Office

# Recommendations for Information Systems

## FY 1990 - 1991

| <u>AGENCY</u>                          | <u>PROJECT</u>                              | <u>REQUEST</u> | <u>REC</u> | <u>PRTY</u> | <u>RTNG</u> | <u>PG</u> |
|--|---|----------------|------------|-------------|-------------|-----------|
| <b>I. RECOMMENDED PROJECTS</b>         |   |                |            |             |             |           |
| Revenue                                | Increased Access Costs                      | .861           | .861       | 1           | 100         | 72        |
| Human Services                         | MAXIS Development & Implementation          | 18.803         | 11.300     | 1           | 98          | 32        |
| Revenue                                | Sales Tax Processing                        | 7.330          | 5.490      | 1           | 97          | 73        |
| Revenue                                | Tax Payer Accounts                          | 4.494          | 4.494      | 1           | 96          | 74        |
| Human Services                         | Child Support Enforcement                   | .826           | .826       | 1           | 94          | 30        |
| DOER                                   | Personnel Payroll System                    | .778           | .778       | 1           | 90          | 56        |
| Public Safety                          | Hazardous Waste Substance Data              | .585           | .380       | 1           | 90          | 8         |
| Finance                                | BBS Technical Support/Enhancements          | .470           | .470       | 1           | 89          | 58        |
| DOER                                   | Staffing Information System                 | 3.905          | 3.800      | 1           | 85          | 57        |
| Human Services                         | Medicaid MIS Redesign/Maintenance           | 1.511          | .711       | 2           | 99          | 33        |
| Public Safety                          | Fingerprint Identification                  | 3.310          | 3.000      | 2           | 96          | 7         |
| Human Services                         | Long Term Care System Maintenance           | .300           | .300       | 2           | 91          | 31        |
| Corrections                            | Computer Technology Upgrade                 | 1.576          | 1.000      | 2           | 91          | 25        |
| Administration                         | Communications Center Consoles              | .072           | .072       | 2           | 86          | 47        |
| Administration                         | Data Privacy Back-up                        | .083           | .083       | 3           | 94          | 48        |
| Administration                         | Second Site/Disaster Recovery               | 2.064          | .500       | 3           | 86          | 51        |
| Administration                         | Statewide Backbone (STARS)                  | .750           | 1.000      | 3           | 84          | 50        |
| Administration                         | Acceptance Testing Lab/Venture Funding      | .546           | .300       | 3           | NA          | 45        |
| Administration                         | Architecture & Telecom Development          | .651           | .500       | 3           | NA          | 46        |
| Administration                         | Strategic Information Planning              | .366           | .325       | 3           | NA          | 46        |
| Omb for Correc                         | Office Automation                           | .020           | .015       | 5           | 95          | 39        |
| Ethical Practices                      | Operating Costs                             | .094           | .015       | 5           | 94          | 6         |
| NaturalResources                       | Information System Development              | 1.800          | 1.100      | 5           | 91          | 71        |
| Trade&Economic                         | Implementation of Tactical Information Plan | .729           | .400       | 6           | 93          | 79        |
| Health                                 | Lab Quality Assurance & Data Management     | .253           | .175       | 6           | 92          | 27        |
| State Planning                         | Information Clearing House                  | 1.200          | .600       | 6           | 90          | 76        |
| Commerce                               | PC System Upgrade                           | .012           | .010       | 6           | 87          | 5         |
| Human Services                         | Social Services Information System          | 2.600          | .300       | 6           | 87          | 34        |
| <b>Contingent on plan improvements</b> |   |                |            |             |             |           |
| Human Services                         | Telecom Management (IRIS)                   | .910           | .500       | 1           | 78          | 36        |
| Jobs & Training                        | Intake Referral & Inventory System (IRIS)   | 1.800          | .500       | 1           | 76          | 37        |
| Education                              | Integrated Data Base/ESV Regions            | 5.150          | .100       | 1           | 77          | 20        |
| Human Rights                           | Improved Computer System                    | .220           | .150       | 5           | 73          | 62        |
| Military Affairs                       | Information Management                      | .036           | .020       | 6           | 77          | 69        |
| Veteran Affairs                        | Special Equipment                           | .050           | .020       | 6           | 63          | 83        |

| <u>AGENCY</u>                                    | <u>PROJECT</u>                        | <u>REQUEST</u> | <u>REC</u> | <u>PRTY</u> | <u>RTNG</u> | <u>PG</u> |
|--|---------------------------------------|----------------|------------|-------------|-------------|-----------|
| <b>II. PROJECTS RECOMMENDED FROM OTHER FUNDS</b> |                                       |                |            |             |             |           |
| Public Safety                                    | Managment Information Systems         | 1.708          | 1.708      | 2           | 96          | 9         |
| Public Safety                                    | Radio System Consolidation            | 2.475          | 2.475      | 2           | 96          | 11        |
| Public Safety                                    | Prorate Data Process (VISTA)          | .282           | .282       | 2           | 93          | 12        |
| Labor & Indust                                   | Computer System Restructuring         | .670           | .670       | 5           | 94          | 63        |
| Labor & Indust                                   | Remote Access                         | .299           | .299       | 5           | 84          | 66        |
| Pharmacy Board                                   | Computerization of License & Renewals | .015           | .015       | 5           | 50          | 40        |
| Transportation                                   | Processing Development & Equipment    | 3.863          | 3.863      | 6           | 97          | 14        |
| Public Safety                                    | Optical Disk Storage/Retrieval        | 1.282          | 1.282      | 6           | 94          | 10        |
| Labor & Indust                                   | File Administration                   | .144           | .144       | 6           | 94          | 65        |
| Labor & Indust                                   | Data Entry                            | .092           | .092       | 6           | 88          | 64        |
| Workers' Comp                                    | Information Systems                   | .031           | .031       | 6           | 87          | 84        |

### III. PROJECTS RECOMMENDED, IF ADDITIONAL FUNDING CAN BE FOUND

#### Potential \*

|                |  |       |       |   |    |    |
|----------------|--|-------|-------|---|----|----|
| Human Services | State Residential Facilities           | 6.264 | 5.000 | 5 | 90 | 35 |
| Administration | Additional Grants-in-aid to Local Govt | .050  | .050  | 6 | NA | 45 |

#### Other strategies \*\*

|         |  |      |      |   |    |    |
|---------|--|------|------|---|----|----|
| Finance | Statewide Accounting System              | .150 | .000 | 3 | 95 | 60 |
| Finance | Strategic Long-Range Information Systems | .090 | .000 | 3 | 88 | 61 |
| Finance | Payroll System Improvements              | .175 | .000 | 3 | 89 | 59 |

#### Potential, but should be contingent on plan improvements

|              |   |       |  |   |    |    |
|--------------|---|-------|--|---|----|----|
| DOER         | Management/Dev of Information Resources   | .931  |  | 3 | 75 | 55 |
| Education    | Integrated Data Base/ESV Regions          | 5.150 |  | 1 | 77 | 20 |
| Education    | Office Automation                         | 1.655 |  | 5 | 85 | 21 |
| Education    | Automated Library for Blind & Handicapped | .243  |  | 5 | 78 | 19 |
| MN Vets Home | New Positions & Special Equipment         | .382  |  | 5 | 42 | 70 |

### IV. CONSTITUTIONAL OFFICES (not within IPO authority to recommend)

|                    |                                |       |  |  |    |    |
|--------------------|--------------------------------|-------|--|--|----|----|
| Attorney General   | Litigation Support             | .535  |  |  | 98 | 53 |
| Secretary of State | Accounting Computerization     | .033  |  |  | 68 | 75 |
| Treasurer          | Information Systems & Planning | .115  |  |  | 97 | 77 |
| Supreme Court      | Information Systems Upgrade    | 5.275 |  |  | 99 | 78 |

\* Highly recommended if funding can be found.

\*\* Contributed capital should be transferred from existing computer processing fund. The other projects should be included in a master staff agency strategic information plan, funded through the Strategic Information Planning request from the Information Policy Office.







# **Agriculture, Transportation, and Semi-States Division**

|  |    |
|--|----|
| <b>Agriculture</b>                           |    |
| Department Network Distribution              | 3  |
| <b>Animal Health Board</b>                   |    |
| Data Processing Equipment                    | 4  |
| <b>Commerce</b>                              |    |
| PC System Upgrade                            | 5  |
| <b>Ethical Practices Board</b>               |    |
| Operating Costs                              | 6  |
| <b>Public Safety</b>                         |    |
| Fingerprinting Identification                | 7  |
| Hazardous Substance Data Management          | 8  |
| Management Information Systems               | 9  |
| Optical Disk Storage and Retrieval           | 10 |
| Radio System Consolidation and Modernization | 11 |
| Upgrade Prorate Data Processing System       | 12 |
| <b>Public Utilities</b>                      |    |
| Additional Clerical Support                  | 13 |
| <b>Transportation</b>                        |    |
| Data Processing Development and Equipment    | 14 |
| <b>Transportation Regulation Board</b>       |    |
| Administrative Improvements                  | 15 |





**DEPARTMENT OF AGRICULTURE****Department Network Distribution  
Implementation**

| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 60,000            | 1           |
| 91                   | 60,000            | 1           |
| <b>Total Request</b> | <b>\$ 120,000</b> |             |

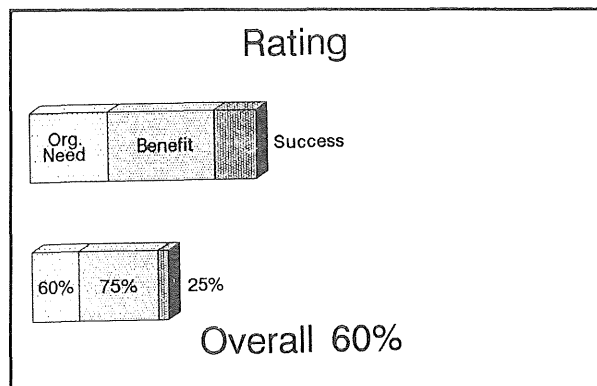
**REQUEST**

1 new position

Software upgrades to expand internal networks which communicate between divisions.

**SUMMARY**

The position would be an internal network coordinator, administrator and technical assistant. This request would expand internal networks which communicate between divisions. This proposed position supports the agency mission and would centralize the management of networks throughout the agency.

**RATING AND COMMENTS**

Management's support of this position is not apparent, and the responsibilities need to be further defined. The success potential for this proposal is very limited.

**RECOMMENDATION**

This would be a reasonable request if Agriculture had a comprehensive agency-wide definition of information needs. Because this request is premature, we do not recommend funding.

**AMOUNT RECOMMENDED \$ 0**

## BOARD OF ANIMAL HEALTH

### Data Processing Equipment Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 55,000        | 0           |
| 91            | 13,000        | 0           |
| Total Request | \$ 68,000     |             |

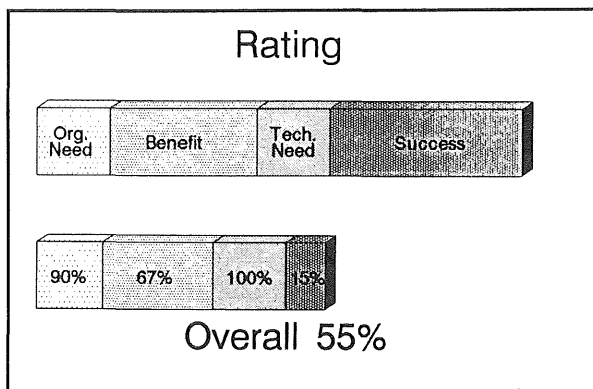
### REQUEST

3 personal computers, laser printer and local area network to support the regulatory functions of the Board of Animal Health.

### SUMMARY

The Board of Animal Health is responsible for the prevention and/or control of the spread of infectious animal diseases within Minnesota livestock. This proposal would improve the board's ability to monitor livestock, thus supporting the health of Minnesota's livestock population and the industry in general. The board has completed an enterprise analysis with a consultant and has a mission statement.

### RATING AND COMMENTS



The board does not have a strategic plan, project plan or workplan. They propose to purchase equipment, but they did not use a formal evaluation method. The board needs to communicate - with voice and data - with the USDA and other states, but they did not identify other affected agencies. They need to upgrade the system to meet USDA requirements for reporting. Tracking diseases would greatly improve with better automation. However, the request may be premature because the planning is not complete.

### RECOMMENDATION

Automation would probably help, but more work needs to be done from an information/data management perspective. The board has made a good start on planning with the enterprise analysis, but the the success potential for the request is minimal because the overall plan is not complete.

**AMOUNT RECOMMENDED \$ 0**



**DEPARTMENT OF COMMERCE - AELSLA****PC System Upgrade  
Upgrade**

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 12,000           | 0           |
| 91                   | 0                | 0           |
| <b>Total Request</b> | <b>\$ 12,000</b> |             |

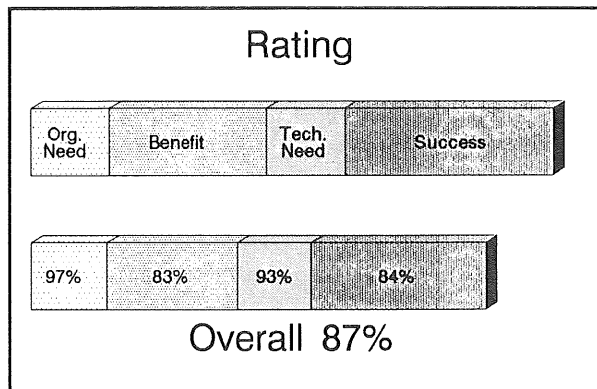
**REQUEST**

Hardware, software, printer, and consultant to modify existing system for licensing professionals.

**SUMMARY**

The Department of Commerce provides services to a variety of boards, including AELSLA -- architects, engineers, land surveyors and landscape architects. AELSLA licenses, examines, maintains rules and handles complaints concerning those professions.

Commerce proposes to upgrade its computer, hire a consultant to make modifications to its system and purchase a letter quality printer. Currently, license information is processed on the InterTech statewide licensing system. The InterTech system is being phased out.

**RATING AND COMMENTS**

This request has management support and meets the mission of the board. This proposal would provide additional services and have a quick payback period. The current system is at capacity. The proposed changes use hardware and software that are standard and already familiar to the agency. Users will find this easier to implement because there are fewer changes to make.

**RECOMMENDATION**

This project should be initiated as soon as possible. Otherwise, statewide licensing will no longer be available. This project should be considered for a joint licensing project with other small agencies that face the same phase-out of their statewide licensing systems.

**AMOUNT RECOMMENDED \$ 10,000**

## ETHICAL PRACTICES BOARD

### Operating Costs Upgrade

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 55,000           | 1           |
| 91                   | 39,000           | 1           |
| <b>Total Request</b> | <b>\$ 94,000</b> |             |

### REQUEST

1 new position (not information systems related)

Personal computer and software to provide greater access to data by board staff and to prepare for the greater reporting demands of the 1991 general election.

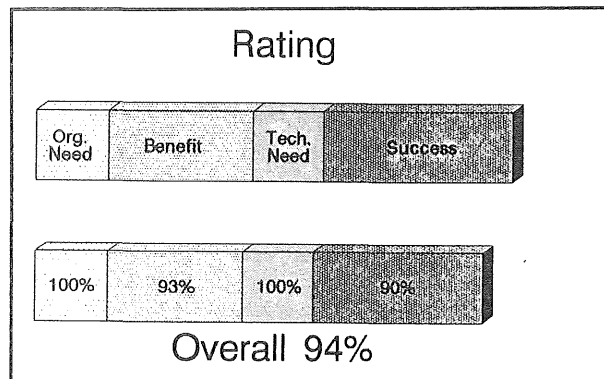
\$15,000 of this request is for information systems.

### SUMMARY

The position would function as an office manager and assistant to the executive director. Upgrading the current system is critical because it provides:

- Lobbyist data to House and Senate leadership, the Governor, and respective staff
- Profile data on lobbyists and public officials to legislators
- Disbursement disclosure data on campaigns and lobbyists to the public
- Financial disclosure and conflict of interest data on all public officials to the public
- Research data to scholars on public financing, campaign, finance disclosure, lobbying legislation, etc.

### RATING AND COMMENTS



This request is well planned and supports the agency mission directly. The proposal is necessary in order to continue the level of service to the Governor, Legislature and the public. The cost of hiring the staff to deal with the increased workload (without the computer) would be \$158,000. The current system does not allow for the necessary access for data entry, disclosure reporting, analysis and management reporting. This request is straightforward. For a small agency, they have substantiated their needs and identified their costs very well. Their plan is well thought out and their request is lean in terms of their overall responsibilities.

### RECOMMENDATION

The Ethical Practices Board has made good use of its resources to date, and this proposal exhibits similar traits in its planning and design. However, the requested position is for executive and general office support rather than information systems related. Therefore, our evaluation only covers the computer portion of this request (\$15,000).

**AMOUNT RECOMMENDED \$ 15,000**

## DEPARTMENT OF PUBLIC SAFETY

### Fingerprinting Identification Implementation/Upgrade

| FY            | AMOUNT       | POS. |
|---------------|--------------|------|
| 90            | 3,250,000    | 0    |
| 91            | 60,000       | 0    |
| Total Request | \$ 3,310,000 |      |

### REQUEST

A fingerprint identification system to replace the 1978 network.

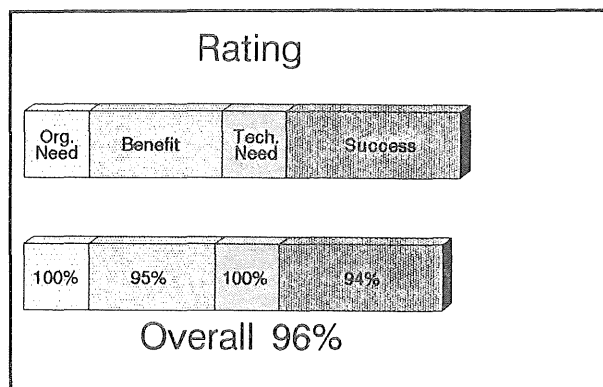
### SUMMARY

An effective system would provide quick, accurate fingerprint searches for all cities in the state, and it would allow the exchange of data with other states. The current system can do neither. The existing system is no longer supported by the manufacturer and portions of it no longer work.

The proposed system would give Minnesota cities and other states access to fingerprint data.

Staff have 10 years' experience with fingerprint systems and committees of users have identified what is required to meet current needs. Several other states have similar systems, so DPS can benefit from their experience.

### RATING AND COMMENTS



The current system is in serious disrepair. The proposed system would be more dependable, and have faster response times and better fingerprint match potential. The proposal has top management and user support and involvement. The proposal is well-planned and has a good chance for success.

### RECOMMENDATION

This project has a high priority and should be funded. The proposed system will allow for future enhancements and increased services well into the next decade. The proposed system has a proven track record in other states. It should be implemented here. However, DPS should develop a detailed work plan before initiating the project.

**AMOUNT RECOMMENDED \$ 3,000,000**

## DEPARTMENT OF PUBLIC SAFETY

### Hazardous Substance Data Management Implementation

| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 313,000           | 3           |
| 91                   | 272,000           | 3           |
| <b>Total Request</b> | <b>\$ 585,000</b> |             |

### REQUEST

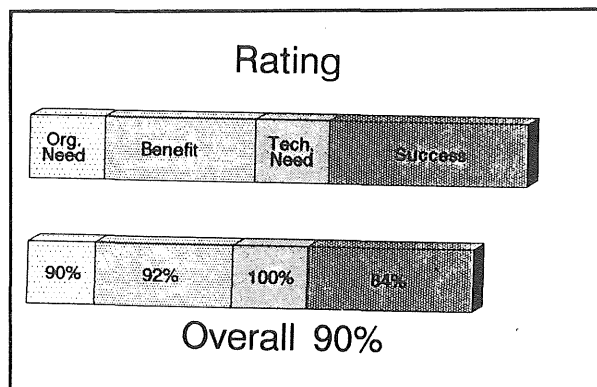
3 new positions

Personal computer network (hardware, training, administration, data analysis, and inspection) to connect seven local emergency planning committees with St. Paul central office.

### SUMMARY

Currently, hazardous chemical information is processed and distributed manually by seven local volunteer committees. The seven local committees would have direct, timely access to information about hazardous substances. Local government and the general public would have improved access to information about hazardous substances.

### RATING AND COMMENTS



DPS gives this proposal a high priority. It would replace a manual system which currently is not capable of meeting federally mandated requirements for storing, processing and transmitting information about hazardous substances.

This project has a reasonably good chance of success. It has full agency support and would incorporate the use of a local area network, with which DPS has a great deal of experience.

### RECOMMENDATION

This proposal should be funded because state management of hazardous substance data is now federally mandated. In addition, the proposal would automate a totally manual process.

**AMOUNT RECOMMENDED \$ 380,000**

**DEPARTMENT OF PUBLIC SAFETY****Management Information Systems  
Implementation/Upgrade**

| <u>FY</u>            | <u>AMOUNT</u> | <u>POS.</u>         |
|----------------------|---------------|---------------------|
| 90                   | 953,000       | 3                   |
| 91                   | 535,000       | 5                   |
| <b>Total Request</b> |               | <b>\$ 1,708,000</b> |

**REQUEST**

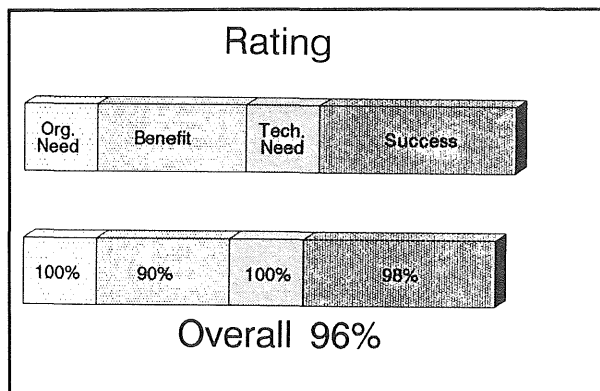
5 new positions

Replace five existing minicomputers of 1978-81 vintage with two new minicomputers.

**SUMMARY**

DPS recently completed an internal study and restructuring of their information processing needs. The department has developed an information system and standards for the mainframe, mini, local area networks and stand-alone PC's.

This proposal is for two new minicomputers to replace the five currently in use, an improved data transfer for the computerized criminal history system which was implemented in 1978, and for professional staff needed to complete requested projects.

**RATING AND COMMENTS**

The current systems are incapable of handling current application and communication needs. The proposed minicomputers will serve as the local area networks' coordination point and link all to InterTech's central computer. The proposal will result in increased productivity, internal and external data sharing, better data accuracy and security, and support several key applications.

The proposal has extensive management support, good internal information systems standards, user involvement, and a plan to address disaster recovery on a departmental basis.

**RECOMMENDATION**

This project is a high priority and should be funded. The proposed systems and personnel are critical to keeping several vital applications operating and for linking together existing internal and external systems.

**AMOUNT RECOMMENDED \$ 1,708,000**

**from Trunk Highway Fund**

**DEPARTMENT OF PUBLIC SAFETY****Optical Disk Storage and Retrieval  
Implementation**

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 495,000             | 0           |
| 91                   | 787,000             | 0           |
| <b>Total Request</b> | <b>\$ 1,282,000</b> |             |

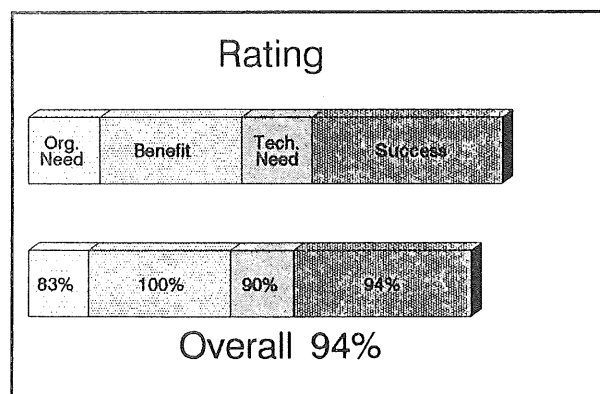
**REQUEST**

An optical disk system for storage and retrieval of documents.

**SUMMARY**

Public Safety is part of a multi-agency optical disk storage and retrieval technology project coordinated by InterTech. The project would begin in the Driver and Vehicle Services Division in FY 90 and expand to the entire department in FY 91.

DPS processes nearly 13 million documents yearly using a manual system. An optical disk system would benefit the entire agency by making information more accessible.

**RATING AND COMMENTS**

DPS could save \$500,000 a year implementing the optical disk storage and retrieval system. The system would increase data security, accuracy, and accessibility. The current system is completely manual and results in lost information or data that is difficult to track and access. The proposal is well planned and has a very high chance for success.

**RECOMMENDATION**

Optical disk technology is a good idea because a large volume of documents can be managed much more efficiently. We recommend funding because of the level of planning and the very short payback period. It should be noted that this is not the agency's highest priority and, though the current system is very cumbersome and inefficient, it would continue to operate.

**AMOUNT RECOMMENDED \$1,282,000**

**from Trunk Highway Fund**

**DEPARTMENT OF PUBLIC SAFETY****Radio System Consolidation and Modernization Upgrade**

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 1,328,000           | 0           |
| 91                   | 1,147,000           | 0           |
| <b>Total Request</b> | <b>\$ 2,475,000</b> |             |

**REQUEST**

Replace radio console equipment with a computer-aided dispatch system.

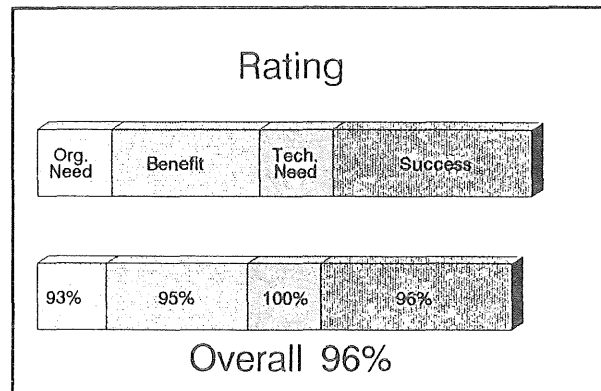
Install mobile digital terminals in patrol cars. Consolidate two dispatch centers into a Twin Cities metro-wide radio communications facility.

**SUMMARY**

Existing radio equipment is outdated and is in continuous need of repair. Frequent breakdowns create high maintenance costs. Internal and external studies have been conducted to identify and install a new dispatching system. An external study now underway also addresses the consolidation of the dispatch centers from Oakdale and Golden Valley to a single DPS site.

The proposed system would improve service, minimize costs, and improve productivity by giving troopers direct access to databases from their patrol cars. The dispatch centers -- operating 24 hours a day, 365 days a year -- serve the State Patrol, Bureau of Criminal Apprehension, Attorney General, and Departments of Natural Resources, Transportation and Health.

The software will be written to help users handle all possible situations. Mobile units in patrol cars will allow officers to transmit and receive information without going through a dispatcher.

**RATING AND COMMENTS**

The proposal supports the agency mission, has top management support and a good chance of success. The new system would improve safety and increase productivity without adding more staff. The payback period is relatively quick.

**RECOMMENDATION**

This proposal should be funded. The existing system is outdated and needs to be replaced. Radio operators work under very stressful conditions, leading to high employee turnover and low morale. This proposal would integrate DPS's information systems and give troopers direct access to data from patrol cars. For the future, a study should be initiated for a comprehensive dispatching system similar to that in operation in Los Angeles.

**AMOUNT RECOMMENDED \$2,475,000**

**from Trunk Highway Fund**



## DEPARTMENT OF PUBLIC SAFETY

### Upgrade Prorate Data Processing System Implementation/Upgrade

| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 141,000           | 0           |
| 91                   | 141,000           | 0           |
| <b>Total Request</b> | <b>\$ 282,000</b> |             |

### REQUEST

Public Safety proposes to subscribe to the Vehicle Information System for Tax Apportionment (VISTA). This system would calculate, register, and audit interstate registration and reciprocity truck permits and license fees.

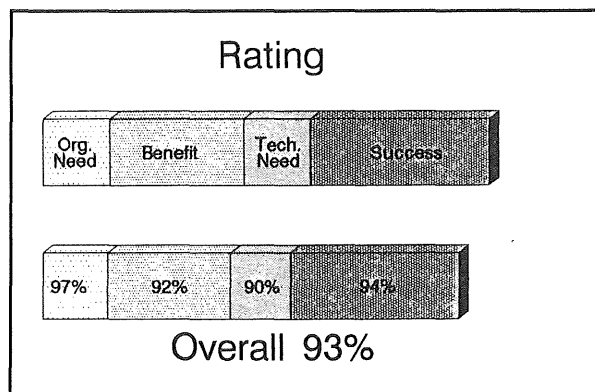
### SUMMARY

The current system is 8 years old and requires extensive programming every year to maintain the tax calculation programs for 42 states. It has no audit trail information to reconcile with the statewide accounting system.

VISTA includes all equipment and programming required to keep tax calculation tables current and to calculate fees for permits. The subscription fee includes all line charges and user training, although some in-house programming will be required to interface with the Motor Vehicle data at InterTech.

The proposed system would affect other states whose taxes are collected by Minnesota and truckers who are issued registrations from this system. DPS is requesting \$141,000/yr to match their \$92,000/yr to pay for the annual VISTA subscription fee of \$233,000.

### RATING AND COMMENT



This request has top management support and involvement and is one their top priorities. Subscribing to VISTA would avoid the cost of purchasing a new system. It would also save \$360,000 in personnel costs plus 3,000 hours of maintenance programming time. VISTA would provide improvements in audit trails, interface with statewide accounting, update tax tables and result in faster turnaround for issuing licenses.

The existing system is no longer supported by the manufacturer and requires a great deal of maintenance to keep tax tables current.

### RECOMMENDATION

This project is a high priority and we recommend funding. Subscribing to VISTA will simplify Minnesota's role in the Interstate Registration and Reciprocity license and permit system. VISTA will supply hardware, software, maintenance, line charges, training, and tax rate table updates as part of its subscription fee. Public Safety will avoid the \$450,000 cost of a new system and \$360,000 per year in operating costs.

**AMOUNT RECOMMENDED \$ 282,000**

**from Highway User Fund**

## PUBLIC UTILITIES COMMISSION

### Additional Clerical Support Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 19,000        | .5          |
| 91            | 19,000        | .5          |
| Total Request | \$ 38,000     |             |

### REQUEST

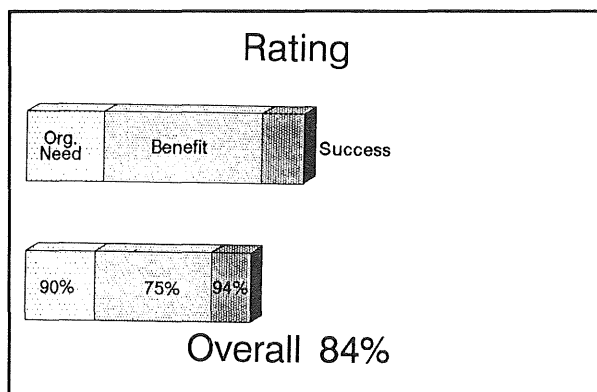
.5 position

The request is for a part time position to support the local area network. (The Information Policy Office has reviewed only that portion of the change level request that is information system related.)

### SUMMARY

The Public Utilities Commission regulates electric, gas and telephone companies on behalf of the public. The commission uses a local area network to administer much of the information it collects. The proposed technical position would maintain and upgrade the network, eliminating the need to hire a consultant.

### RATING AND COMMENTS



The commission would save considerable time and money if allowed to hire a technical person rather than rely on consultant services. The proposal is well defined, supports the agency mission and has top management support. The impact would be internal, and there are potential cost savings.

### RECOMMENDATION

At present there is a consultant available to provide the necessary services. The project's potential cost savings derive from the difference in hourly rates between the consultant and the part time technician. The commission should fund the part time technician out of consultant savings.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF TRANSPORTATION

Data Processing Development and Equipment  
Planning/Implementation/Upgrade

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 3,766,000           | 2           |
| 91                   | 97,000              | 2           |
| <b>Total Request</b> | <b>\$ 3,863,000</b> |             |

### REQUEST

2 new positions

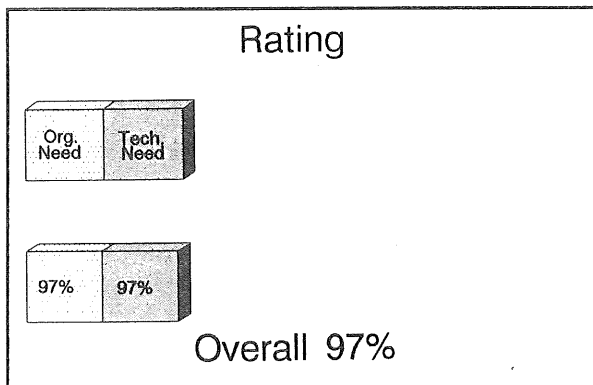
Manage Mn/DOT's overall information systems and related activities.

### SUMMARY

The funds are needed to continue projects in construction plan development, management systems, office support, networking, information management and mapping. One position would be in the system services unit and one would manage the agency's network technologies.

Mn/DOT has a three-tiered planning structure, involving all levels within the agency. User committees developed and reviewed this request, and subsequently reduced its size. The proposal is agency-wide. It would improve information management, integration, processing and communications with Mn/DOT's district offices. The public's access to transportation services would also improve.

### RATING AND COMMENTS



This proposal has top management support and involvement. Computer technology has become very important in carrying out Mn/DOT's programs, thereby assuring management's time and effort. There are significant long term benefits to be achieved. However, their existing information systems structure needs to be identified so that it can serve as a basis for future information systems development.

The engineering and agency strategies are consistent with the in-place information system. The proposed new system is flexible and could accommodate future growth. The items in their request have a very good chance of success. They are part of an agency-wide

plan involving all levels of the department. Top management is involved, including district level users. Mn/DOT has a strategic plan for their engineering functions but not for the entire department. However, they do take an agency-wide perspective in their request and have a very good mechanism for defining their information system needs.

### RECOMMENDATION

We recommend funding, but Mn/DOT needs to take a more long-term view. They also need to be more aware of how their systems development interacts with other areas of government:

- Geological information systems with DNR, U of M, PCA and State Planning
- Mapping with State Planning, DNR
- Cost Accounting with Finance and other state agencies.

**AMOUNT RECOMMENDED \$ 3,863,000**

**from Highway User Tax Distribution Fund**

## TRANSPORTATION REGULATION BOARD

Administrative Improvements  
Planning/Implementation

| FY            | AMOUNT    | POS. |
|---------------|-----------|------|
| 90            | 50,000    | 0    |
| 91            | 0         | 0    |
| Total Request | \$ 50,000 |      |

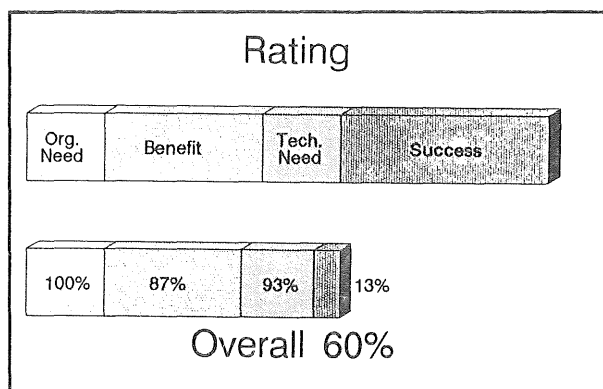
### REQUEST

To automate the agency by conducting a study and purchasing hardware, software and training.

### SUMMARY

The Board needs to analyze common carrier freight rates and systems to automate its office to better serve the industry it regulates. The Board proposes to hire consulting services to study the Board's functions and needs and help it determine which software/hardware package to buy or develop.

### RATING AND COMMENTS



The Transportation Regulation Board desperately needs a management information system; the current system is a burden, not a help. Automation would provide better service and a more productive staff. They have no strategic plan, mission statement, or information system plan. They have no apparent experience or knowledge of management information systems. Records are paper and fiche, and some legal/official permanent records are hand written due to lack of word processing. There is no recognition of the possibility of sharing data, applications or technology resources with the Departments of Transportation, Public Safety or the Public Utilities Commission. They need a good needs study and plan in order to succeed.

### RECOMMENDATION

Due to a complete lack of planning, we do not recommend funding at this time. But there's a tremendous need and opportunity to improve services with automation -- this is a cry for help. If funded, this project should be done with a phased approach: funds for needs study, planning and education on information first, and funds for system solution later. They also need to analyze the sharing potential of information with other agencies.

**AMOUNT RECOMMENDED \$ 0**



# **Education Finance Division**

|  |    |
|--|----|
| Automated Library System for the Minnesota Library<br>for the Blind and Physically Handicapped | 19 |
| Integrated Data Base Implementation/ESV Regions  | 20 |
| Office Automation  | 21 |



## DEPARTMENT OF EDUCATION

### Automated Library System for the Minnesota Library for the Blind and Physically Handicapped Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 222,000       | 0           |
| 91            | 21,000        | 0           |
| Total Request | \$ 243,000    |             |

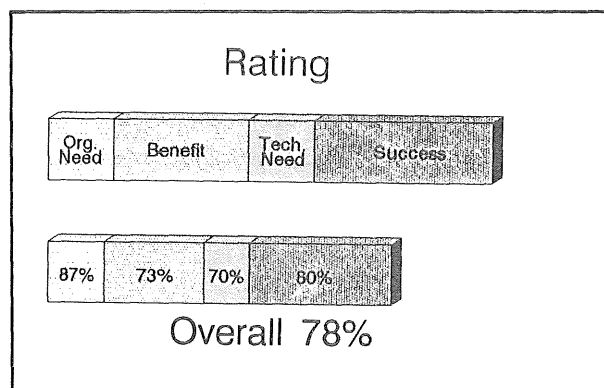
### REQUEST

Purchase, install, and operate an automated system to support library functions (mailing lists, overdue notices, circulation management, user registration, statistical reporting and analysis, and management) for the Minnesota Library for the Blind and Physically Handicapped in Faribault.

### SUMMARY

Automation of the Minnesota Library for the Blind and Physically Handicapped would improve MDE service to its blind and physically handicapped clients across the state. Staff spent a full year developing a detailed needs/alternatives study. The existing system is manual. Connection to MDE is unknown. MDE proposes to use hardware that is compatible with MDE's office automation project. That would easily provide networking between Faribault and St. Paul.

### RATING AND COMMENTS



MDE identified performance standards for the new software/hardware package and anticipated future maintenance costs. This project has been well researched and defined by the staff of the Minnesota Library for the Blind and Physically Handicapped.

Although MDE and management of the Minnesota Library for the Blind and Physically Handicapped are both committed to this project, MDE rates this third among their three requests for information systems. MDE has not identified payback periods or cost/benefit relationships, but they have identified performance standards for the proposed package and anticipated future maintenance costs.

More work needs to be done on implementation, data sharing (e.g., MDE's Integrated Data Base, DJ&T's Blind Services, etc.), networking with MDE's office automation project, and disaster recovery planning.

### RECOMMENDATION

We recommend that all four MDE proposals be funded a total of \$100,000 for the biennium for one position to coordinate MDE's information management efforts. Although we do not recommend special funding for this project due to limited funds, we encourage MDE to acquire \$235,000 for the biennium from other sources for this project. (The request for \$8,000 to fund a library task force is not related to information systems and has not been considered by us.) The project has not been coordinated with MDE's Integrated Data Base or with office automation projects at MDE. While the proposal uses hardware compatible with the office automation project, the need to share data and applications with MDE in St. Paul should be addressed before any other tasks in the project.

**AMOUNT RECOMMENDED \$ 100,000 total for all MDE requests**



## DEPARTMENT OF EDUCATION

### Integrated Data Base Implementation/ESV Regions Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 2,658,500     | 3           |
| 91            | 2,491,500     | 4           |
| Total Request | \$ 5,150,000  |             |

## REQUEST

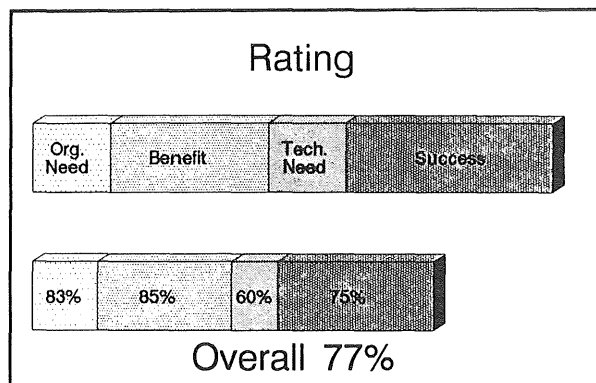
4 new positions

Hardware and software to provide better information about students and programs through an Integrated Data Base as new policy issues emerge and reporting requirements change.

## SUMMARY

Information on K-12 education, classes, and population that is flexible and responsive is important because K-12 represents 27% of the state's budget. The database will capture raw, unaggregated, core data elements describing the students, staff, courses and activities for Minnesota's 435 districts.

## RATING AND COMMENTS



The proposed Integrated Data Base is not critical to education delivery but would be a valuable asset, especially to budget/policy analysis. The current reporting system functions, but not effectively. Planning for the Integrated Data Base has been well done externally, and the Elementary Secondary and Vocational Computer Council and MDE's Education Data Systems Section should be commended. Internally, however, information management within MDE is badly fragmented and this should be addressed immediately.

Top management in MDE must become involved in coordination and decision making. The proposal has a

moderate chance of success unless MDE develops a better management plan. MDE will not require its internal divisions to use the proposed Integrated Data Base, indicating a lack of top management support and involvement.

MDE has no comprehensive applications or technology plan.

## RECOMMENDATION

We recommend that all four MDE proposals be funded a total of \$100,000 for the biennium for one position to provide internal coordination and leadership to MDE's information management efforts. This funding is conditional upon MDE's commitment to implementing comprehensive information management. To function well, we would expect the position to be at a high level, reporting to the commissioner, deputy, or preferably to a new position within the department having the responsibilities of a chief information officer.

**AMOUNT RECOMMENDED \$ 100,000 total for all MDE requests**

## DEPARTMENT OF EDUCATION

Office Automation  
Upgrade

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 787,000             | 1           |
| 91                   | 868,000             | 1           |
| <b>Total Request</b> | <b>\$ 1,655,000</b> |             |

### REQUEST

1 new position

An expanded microcomputer network and one additional position to provide more technical support to agency staff.

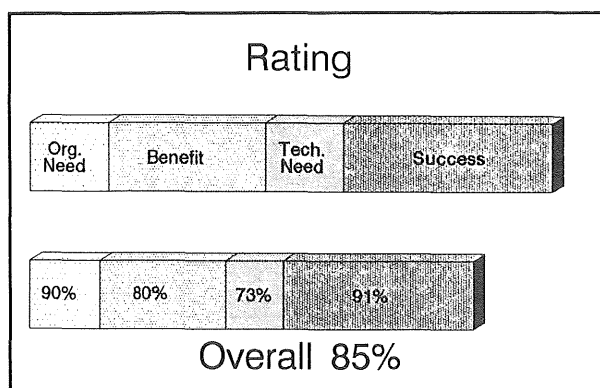
### SUMMARY

An expanded network would improve management, acquisition, storage, retrieval, and sharing of information, which are MDE goals.

This project coincides with MDE's proposed Integrated Data Base project because it provides the technology for MDE staff to use the Integrated Data Base. It would also standardize office automation tools throughout the department, allowing valuable data to be shared.

The proposal would increase productivity and technical compatibility by replacing a fragmented, manual system.

### RATING AND COMMENTS



MDE's proposal has the potential to create department-wide standards and to integrate with external systems.

The project is well planned but a tighter link with the Integrated Data Base project (i.e., central MDE control of information management) would improve it. The current office automation pilot project in MDE seems to be going well and could form a firm foundation for department-wide expansion.

### RECOMMENDATION

We recommend that all four MDE proposals be funded a total of \$100,000 for the biennium for one position to provide internal coordination and leadership to MDE's information management efforts. This funding is conditional upon MDE's commitment to implementing comprehensive information management. To function well, we would expect the position to be at a high level, reporting to the commissioner, deputy, or preferably to a new position within the department having the responsibility of a chief information officer.

**AMOUNT RECOMMENDED \$ 100,000 total for all MDE requests**



# Health and Human Services Division

|  |    |
|--|----|
| Corrections  |    |
| Computer Technology Upgrade                        | 25 |
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## DEPARTMENT OF CORRECTIONS

### Computer Technology Upgrade Implementation/Upgrade

| <u>FY</u>     | <u>AMOUNT</u>    | <u>POS.</u> |
|---------------|------------------|-------------|
| 90            | 455,000          | 8.5         |
| 91            | <u>1,121,000</u> | 8.5         |
| Total Request | \$ 1,576,000     |             |

### REQUEST

8.5 new positions

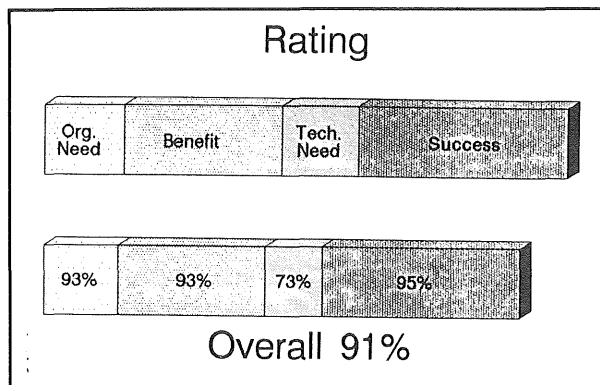
Equipment, training and on-site staff support for existing systems and planned expansion.

### SUMMARY

This request will provide system upgrades, communications improvements, training and staff support. This proposal represents continued implementation of Corrections' long-range strategic information systems plan. The proposal will impact several other agencies and organizations (Bureau of Criminal Apprehension, Internal Revenue Service, Social Security Administration, Veteran's Administration, Sentencing Guidelines Commission, Department of Revenue, and Minnesota courts.)

These systems directly support the department's mission. The proposal would improve client services; provide more efficient, secure and controlled operations; and give more accurate and timely information.

### RATING AND COMMENTS



The existing minicomputers do not support the software which is being implemented in the department over the next biennium. The proposed equipment would provide consistency across divisions and would support current and projected information systems. Users and top management have been extensively involved in its development.

### RECOMMENDATION

Corrections has done a good job of planning for their information needs, and full funding was precluded only by limited funds. We recommend reducing the number of positions and delaying their start-up until January 1990. All planned program development should be done in 1990-91 and implementation of the technology upgrade should be slowed down and completed in 1992.

**AMOUNT RECOMMENDED \$ 1,000,000**

## DEPARTMENT OF HEALTH

### Automated Data Capability Implementation/Upgrade

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 111,000       | 1           |
| 91            | 50,000        | 1           |
| Total Request | \$ 161,000    |             |

## REQUEST

1 new position

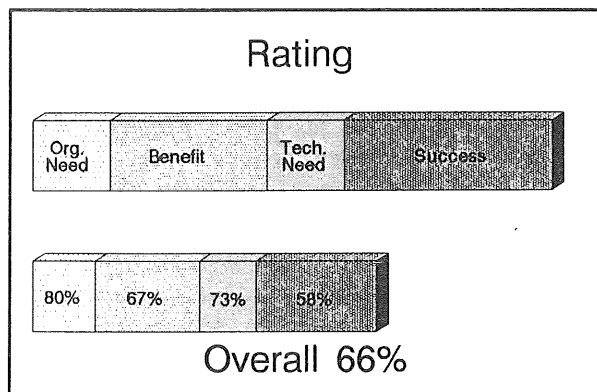
29 personal computers to complete the computerization of the Division of Environmental Health.

## SUMMARY

The division licenses and regulates a variety of public facilities and individuals. The proposal would consolidate databases, improve the operation of the division's local area network and provide greater access to computerized information by professional staff. The federal government would provide \$20,000 in matching funds.

The division currently has a staff of approximately 75 -- 35 of whom use federally funded computers. Of the 29 personal computers requested, 10 are for programs which are supported by license fees. The new person would be an information system manager to keep the network functioning, implement new applications and troubleshoot the system. The goal is to process all requests within one month of receipt.

## RATING AND COMMENTS



Health has completed a baseline assessment for information systems and standards for existing hardware. This request supports the agency mission and has the potential to increase productivity, provide additional services and improve data management.

The proposal does not appear to have significant top management involvement. Although the current system is incapable of meeting the needs of all potential users, it could continue to operate as is without a major negative impact on agency operations. Lacking detailed planning in several areas, the proposal has an average chance for success.

## RECOMMENDATION

The legislature could consider funding part of this project through higher license fees.

**AMOUNT RECOMMENDED \$ 0**

**DEPARTMENT OF HEALTH****Laboratory Quality Assurance & Data Management  
Implementation**

| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 143,000           | 3           |
| 91                   | 110,000           | 3           |
| <b>Total Request</b> | <b>\$ 253,000</b> |             |

**REQUEST**

3 positions

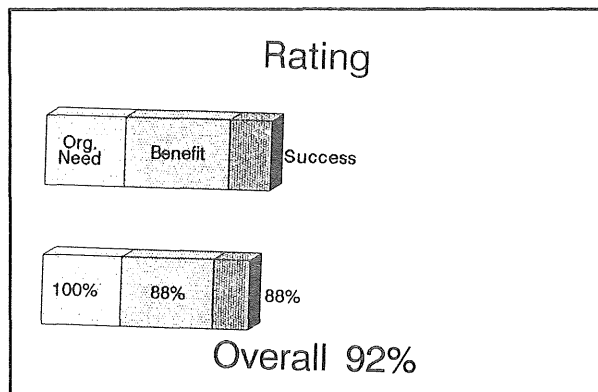
Additional computerization of the Division of Public Health Laboratories.

**SUMMARY**

The division supports a number of programs including the Division of Environmental Health, the Division of Disease Prevention and Control, and the Division of Maternal and Child Health. The proposal would complete the computerization of the laboratory (the chemical lab is over half complete, and the clinical lab is well underway).

The proposal would facilitate communications between the laboratory and client organizations, connect laboratory instruments to computers and coordinate quality assurance. The three new staff would include two programmer analysts and a quality control officer. The department has completed a work outline identifying their responsibilities.

Client organizations depend on the laboratory for timely data analysis. The current system is inadequate and cannot always meet client expectations. The EPA briefly suspended system certification, due in part to inadequate quality control. Communication between the laboratory computer and client organizations will assist in scheduling, transferring data directly to clients and eliminating dual entry.

**RATING AND COMMENTS**

This proposal has top management support and fully meets the agency's mission. Benefits would be data sharing, improved data accuracy, meeting EPA lab quality standards and better scheduling of lab work. The staff has outlined what it will accomplish, and the project has a good chance of success.

**RECOMMENDATION**

It makes sense to fund the project now before the system deteriorates further. Since the position of quality control officer is not primarily related to information systems, we recommend funding the two programmer analyst positions only.

**AMOUNT RECOMMENDED \$ 175,000**



## DEPARTMENT OF HEALTH

### Repairs and Betterment - General Implementation/Upgrade

| FY            | AMOUNT     | POS. |
|---------------|------------|------|
| 90            | 152,000    | 0    |
| 91            | 120,000    | 0    |
| Total Request | \$ 272,000 |      |

## REQUEST

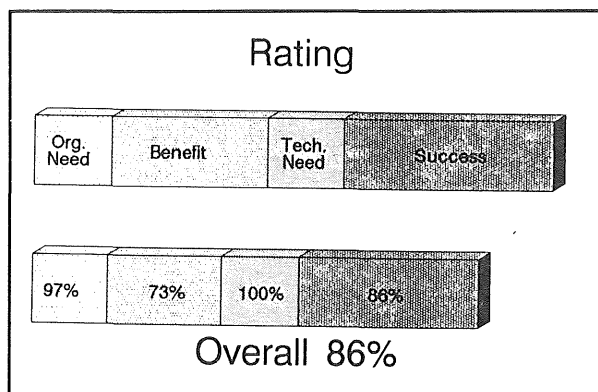
Complete wiring of a data communication network throughout the Health building.

## SUMMARY

The department installed a coaxial cable network in 1982, but it no longer meets current needs. The proposed twisted pair cable network would link the local area networks within the department. (NOTE: Health is simultaneously requesting funds to 1) replace existing voice switching equipment, 2) install modular furniture, and 3) install a building wide data communication network. This evaluation and the request amount above cover the data communication network only.)

Health proposes to complete the wiring of all 10 wings within the building. One wing has already been wired as a pilot project. The proposal would establish shielded twisted pair cable as the network standard within the building.

## RATING AND COMMENTS



This project will affect network users within the building, not external clients. It fully meets the agency mission and has top management support. The existing system cannot meet the needs of the department. The success potential of this project is above average.

## RECOMMENDATION

If funds are available, it does make sense to do this project in conjunction with a modular furniture installation and the voice switching request in order to save time, expense and disruption. The department should exercise caution about the type of twisted pair installed so that there will be future flexibility.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF HUMAN SERVICES

### Automate Administrative Operations Implementation

|               | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|-----------|---------------|-------------|
|               | 90        | 3,256,000     | 6           |
|               | 91        | 2,054,000     | 6           |
| Total Request |           | \$5,310,000   |             |

### REQUEST

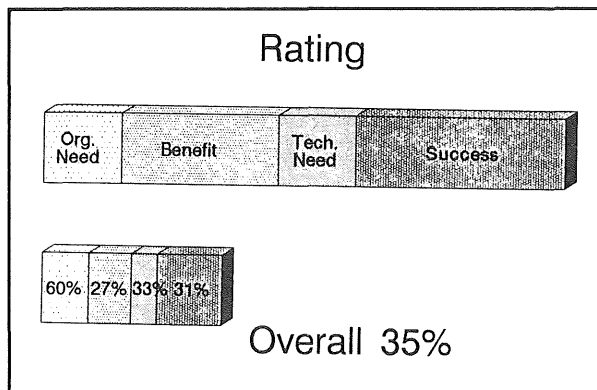
6 new positions

Automate administrative operations by providing integrated hardware and software solutions for central office workers and residential facilities staff.

### SUMMARY

This proposal is for internal office automation, networking, and divisional databases, using minicomputers and personal computers. It will allow all users to be updated simultaneously. The project has the potential to affect all state, regional and county human services workers plus STARS (Statewide Telecommunications Access and Routing Service).

### RATING AND COMMENTS



The planning appears to be superficial. The request lacks an explanation of the funding, implementation and role of proposed staff. The existing hardware in most counties and DHS central/regional offices is not compatible with this solution. The benefits were not apparent, and support for the agency mission was not evident. The proposal was not coordinated with other telecommunications efforts in DHS, and interaction with existing hardware was not documented.

### RECOMMENDATION

Although automation is a good idea, we do not recommend funding until a solution is proposed that recognizes current project needs and technology standards. A solution would require much more planning, needs assessment, user involvement, and consideration of existing and future telecommunications systems/requirements.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF HUMAN SERVICES

### Child Support Enforcement System Administration/Maintenance Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 413,000       | 12          |
| 91            | 413,000       | 12          |
| Total Request | \$ 826,000    |             |

## REQUEST

12 new positions.

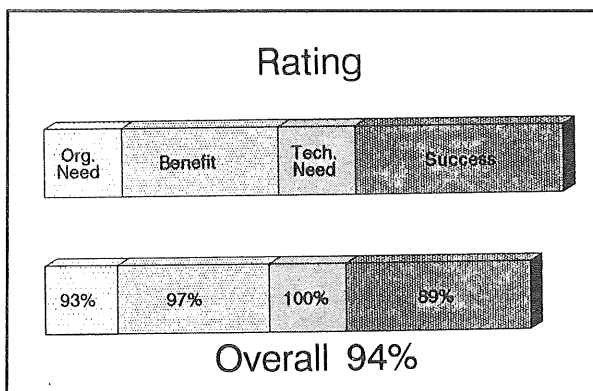
Maintain and support the state's new Child Support Enforcement System (CSES).

## SUMMARY

CSES will provide county program administrators with a more effective case and financial management system. The system will allow DHS to become a "central clearinghouse" for child support enforcement and collections as required by state legislation. A contractor is developing CSES; the primary system responsibility will shift from contractor to DHS staff.

CSES will interact with other systems within DHS and Jobs and Training. The Department of Revenue would be used as the "accounts receivable agent" at some time in the future. CSES will help county managers solve cross-county enforcement and case management problems. Client services will improve. The technology's flexibility will allow easier implementation of new policy and legislative initiatives (a regular occurrence).

## RATING AND COMMENTS



This project is well planned and managed with extensive, regular involvement of county personnel and top management of DHS. It is proven in other states. The project is required by legislation and supports Human Services' mission. The current county systems are fragmented and inadequate.

## RECOMMENDATION

CSES is a precursor of the MAXIS (p. 32) and MMIS (p. 33) projects and must be integrated with them as they are developed. DHS should be required to cooperate with the Department of Revenue for accounts receivable functions.

**AMOUNT RECOMMENDED \$ 826,000**

**DEPARTMENT OF HUMAN SERVICES**

|  | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|--|-----------|---------------|-------------|
|  | 90        | 150,000       | 3           |
| Long Term Care (LTC) System Maintenance and Staff Implementation/Upgrade | 91        | 150,000       | 3           |
| Total Request  | \$        | 300,000       |             |

**REQUEST**

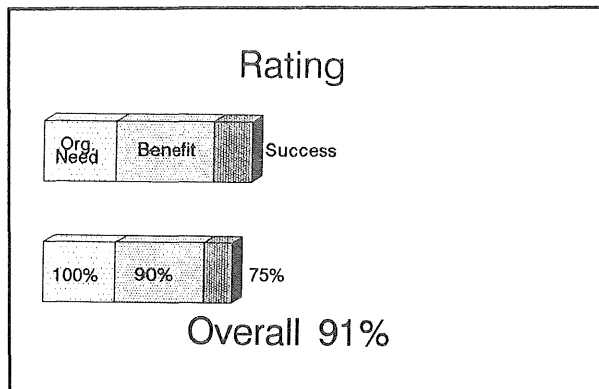
3 new positions

Develop and maintain the Long Term Care System of the Medicaid Management Information System.

**SUMMARY**

The Long Term Care System processes claims for skilled nursing home and intermediate care residents. The proposed positions would provide programming and systems design. InterTech no longer provides software support to DHS' Long Term Care system.

The Long Term Care System exchanges data with the Federal Health Care Financing Administration and the Departments of Revenue and Health. If system modifications due to Medical Assistance and Medicare policy changes are not made in a timely manner, federal financial participation is reduced by 25%.

**RATING AND COMMENTS**

Management has been very supportive and involved. It's a top priority for them because InterTech will no longer provide the service. The requested staff would provide development, maintenance and upgrading in order to avoid losing the 25% federal finance participation, but the responsibilities of the positions need to be better defined.

**RECOMMENDATION**

Since InterTech no longer provides the support required by DHS on their systems, there is an obvious need for these positions.

**AMOUNT RECOMMENDED \$ 300,000**

**DEPARTMENT OF HUMAN SERVICES**

|  | <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u>         |
|--|----------------------|-------------------|---------------------|
| <b>MAXIS Development and Implementation</b>  | 90                   | 5,395,000         | 15                  |
|  | 91                   | 2,282,000         | 29                  |
| <b>MAXIS System Operating Costs and Payment of<br/>Nonfederal Share (includes counties' costs)</b> | 90                   | 1,125,000         | 0                   |
|  | 91                   | <u>10,001,000</u> | 0                   |
| <b>Implementation</b>  | <b>Total Request</b> |                   | <b>\$18,803,000</b> |

**REQUEST**

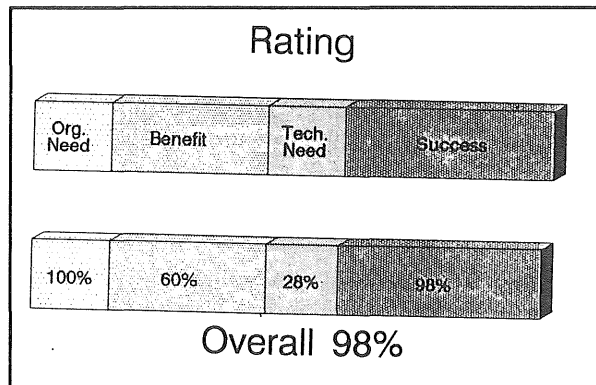
29 new positions

To develop, implement and operate the MAXIS statewide automated income maintenance program eligibility system in state and counties.

**SUMMARY**

These funds are required to match federal funds. MAXIS is a cornerstone of DHS' systems initiatives. MAXIS, by providing centralized eligibility determination controlled by DHS, will ensure statewide equity and management continuity in income maintenance programs. Accordingly, the state must assume full financial responsibility along with full management control.

Current DHS income maintenance systems are fragmented and aging. MAXIS will result in fundamental changes in the management and operation of county income maintenance programs. DHS estimates a complete payback in two years, and after FY'91, the savings should be \$2 million per year as a result of MAXIS.

**RATING AND COMMENTS**

DHS has done an outstanding job of planning and involving county-level managers and users. The project fully supports the agency mission and complies with DHS' information system structure.

**RECOMMENDATION**

Funds for development, implementation and county funding all must be given the highest priority to ensure continuity of installation and operation. DHS must take great care to ensure integration with other systems in Human Services and Jobs and Training. Funding \$11.3 million of this request will result in federal matching dollars to cover the remaining operating costs.

**AMOUNT RECOMMENDED \$ 11,300,000**

**DEPARTMENT OF HUMAN SERVICES**

|                                 | <u>FY</u>            | <u>AMOUNT</u>  | <u>POS.</u>         |
|---------------------------------|----------------------|----------------|---------------------|
| <b>Medicaid MIS Redesign</b>    | 90                   | 565,000        | 0                   |
|                                 | 91                   | 146,000        | 0                   |
| <b>Medicaid MIS Maintenance</b> | 90                   | 400,000        | 8                   |
|                                 | 91                   | <u>400,000</u> | 8                   |
| <b>Implementation/Upgrade</b>   | <b>Total Request</b> |                | <b>\$ 1,511,000</b> |

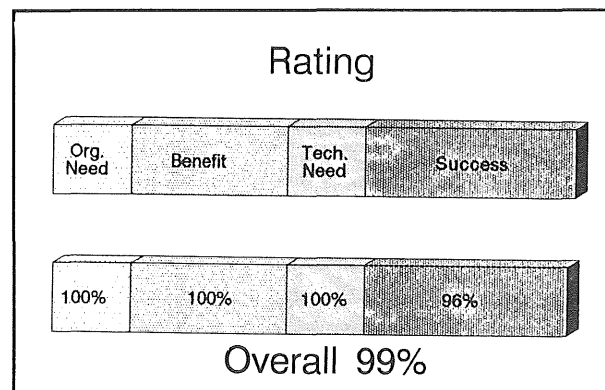
**REQUEST**

8 new positions to provide systems and programming support to the Medicaid Management Information System (MMIS).

\$711,000 for the biennium to match federal funds for the design and implementation of MMIS.

**SUMMARY**

Federal funding (90% redesign, 75% maintenance) depends on this request. The current MMIS is in peril, inadequate, difficult to maintain and applications will no longer be supported by InterTech. The payback is estimated at 3.4 years with a savings of over \$2 million per year when the new MMIS is implemented.

**RATING AND COMMENTS**

Human Services has done an excellent job of planning the project. The MMIS is consistent with the rest of the agency's information systems. Top managers have been involved in the planning and project review. Health care providers and other users have been and will continue to be involved. The new MMIS will use the client index which links it to other systems in Human Services and Jobs and Training. The need for MMIS is clearly evident; it will reduce payments and increase third party liability.

**RECOMMENDATION**

MMIS is a high priority project due to its critical relationship to mission, providers and clients. The proposal has a very high chance of success because of the excellent job of planning. We recommend partial funding because there are other internal ways to provide the necessary maintenance and staff support.

**AMOUNT RECOMMENDED \$ 711,000**

## DEPARTMENT OF HUMAN SERVICES

### Social Services Information System Planning Planning/Implementation

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 600,000             | 6           |
| 91                   | 2,000,000           | 6           |
| <b>Total Request</b> | <b>\$ 2,600,000</b> |             |

## REQUEST

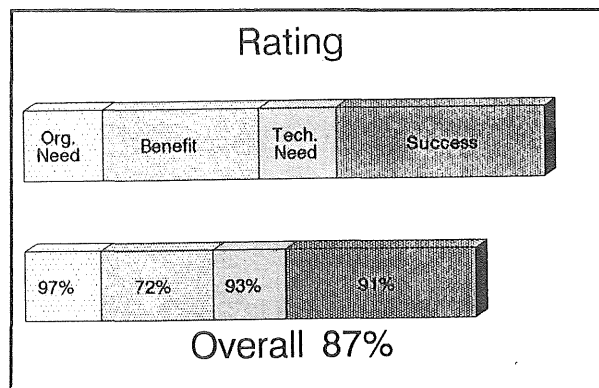
6 new positions

Plan, design, and develop a replacement for the current Community Social Services Information System (CSIS). Software will be developed and provided for DHS and also for counties.

## SUMMARY

The new CSIS will provide better social service case management information to county administrators and provide DHS and legislators with the first accurate statewide picture of social services. It will eliminate much of the costly manual reporting systems and replace the obsolete old CSIS. Better CSIS data would lead to an estimated \$8 million increase in federal reimbursements.

## RATING AND COMMENTS



Top management is involved and has already directed resources toward planning and initial county involvement. The request supports DHS mission and the Community Social Services Act. Benefits include a one-year payback and better social services information. The proposal would replace the current CSIS, which is inadequate and inflexible. Overall, this is a good plan.

## RECOMMENDATION

There is a tremendous need to replace the old system to obtain better social service data for better administration and policy making and to increase federal reimbursements. The following key points, however, should be incorporated in the plan: involvement of counties in identifying the data needed; incorporation of county needs in the new CSIS software; allowing counties to use their own systems for reporting, provided they conform to rigorous DHS standards; recognition by DHS that CSIS is both a local administrative system and a reporting system; control of all requests for social service data sent from DHS to counties modeled after the Department of Education's data acquisition efforts; flexible software; and a formal method of incorporating county information needs and technological constraints in future software maintenance. We recommend partial funding because of limited funds.

**AMOUNT RECOMMENDED \$ 300,000**

**DEPARTMENT OF HUMAN SERVICES**

|  | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|--|-----------|---------------|-------------|
|  | 90        | 3,460,000     | 4           |
| State Residential Facilities Automation for Improved Quality | 91        | 2,804,000     | 10          |
| Implementaion/Upgrade  |           |               |             |
| Total Request  |           | \$ 6,264,000  |             |

**REQUEST**

10 new positions

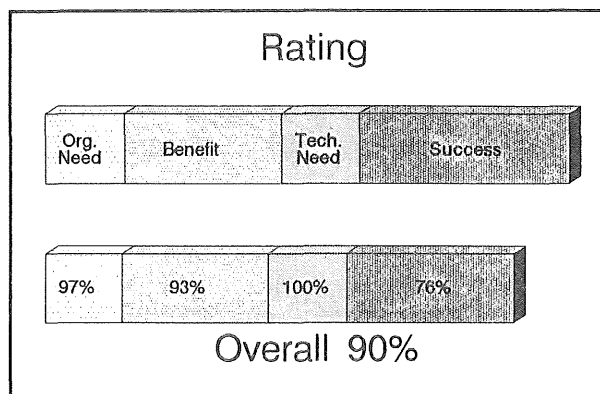
Hardware, software, training and maintenance to automate regional treatment centers and state-operated nursing homes.

**SUMMARY**

Human Services proposes to automate state facilities in these areas: medical records, physicians' orders, dietary, pharmacy, progress charting, plant management, professional services, business office and reimbursement.

The proposal would improve the quality of care provided at the regional treatment centers and state-operated nursing homes. This project has a comprehensive plan, and pilot projects are underway at two of the facilities for software testing and refinement.

The central office will administer the program, but each system will be independent so that differences among facilities can be addressed. Data will be exchanged between the central office and the various sites.

**RATING AND COMMENTS**

This project supports the agency mission and has top management support. The benefits would be significant cost savings and a quick payback period. The existing system is outdated and incapable of doing any of the necessary medical tracking needed to run facilities of this type. The success potential for this project is reasonably good, but it is one of the agency's lowest priorities.

**RECOMMENDATION**

Although this project makes a great deal of sense, it has a low agency priority. Therefore, we do not recommend funding. Software development should continue at the two pilot facilities until the system is fully tested. On completion of testing, the system should be evaluated for implementation at the remaining facilities. These projects are highly recommended if funding can be found.

**AMOUNT RECOMMENDED \$ 0**



**DEPARTMENT OF HUMAN SERVICES**

|  | <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|--|---------------|---------------|-------------|
|  | 90            | 455,000       | 3           |
| Telecommunications Management and Interagency Planning | 91            | 455,000       | 3           |
| Planning   | Total Request | \$ 910,000    |             |

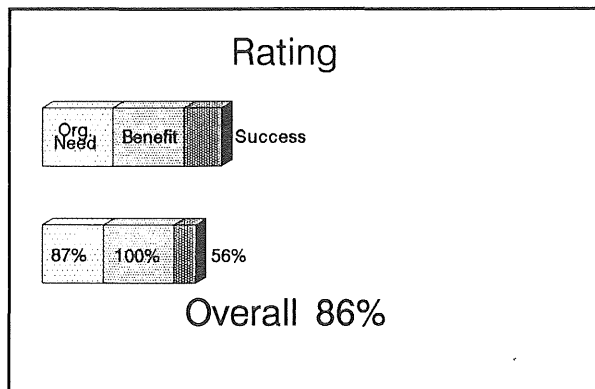
**REQUEST**

3 new positions

Coordinate telecommunications projects with the Department of Jobs & Training (IRIS Project), with the Department of Administration (STARS), and with their own internal projects.

**SUMMARY**

The need for this request is very high. It strongly affects the success potential of other critical projects like MMIS, MAXIS, CSES, IRIS and STARS. The proposed DHS network will need to support about 15,000 new devices in counties, regional centers, and health care providers by 1991.

**RATING AND COMMENTS**

The proposal is unclear except that DHS will hire two staff for "minimal network design efforts" for DHS projects and one staff to coordinate external projects such as IRIS. The federal government will not fund any integration efforts. Plans for this request are not detailed, but DHS, DJT and Administration all have a critical need for the project. Effective management of critical technology would be provided. The existing system needs much more capacity and coordination.

**RECOMMENDATION**

This is a critical project that is interdependent with other statewide projects. It definitely should be funded but not until DHS develops a detailed budget for this effort. The objectives, costs and outcomes are vague at this point and need explanation now to ensure accountability later. At this point we recommend partial funding to be used exclusively and specifically for IRIS.

**AMOUNT RECOMMENDED \$ 500,000 to each of DHS and DJT for IRIS**

## DEPARTMENT OF JOBS AND TRAINING

### Intake Referral & Inventory System (IRIS) Planning

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u>  |
|---------------|---------------|--------------|
| 90            | 750,000       | 4            |
| 91            | 1,050,000     | 4            |
| Total Request |               | \$ 1,800,000 |

### REQUEST

4 new positions

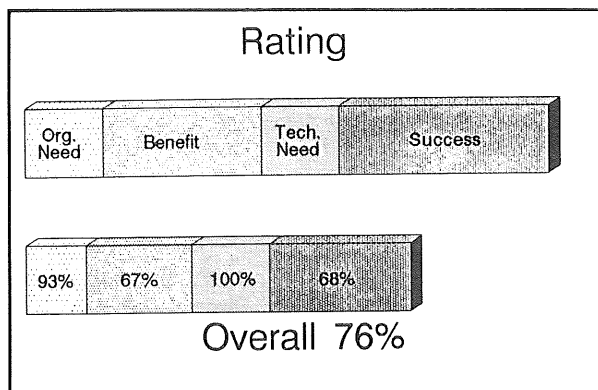
Continue planning and begin implementation of IRIS (intake, referral and inventory system). This is a joint project between Jobs and Training and Human Services to provide local, single point intake for employment, training and income maintenance programs.

### SUMMARY

The project should ultimately improve services provided to citizens by both DHS and DJT. It has the potential to improve citizens' ability to obtain training and services, thus improving their chances of finding jobs.

It has the potential to encourage economic development if more skilled people are available for jobs. Management from both DHS and DJT has been involved in the planning on a regular basis. A detailed preliminary system design and implementation plan is now complete. The project will significantly affect DHS, DJT, counties and citizens.

### RATING AND COMMENTS



This is a critical project for DHS, DJT and the state since it is intended to greatly improve services offered to citizens by sharing and coordinating information across agencies. The systems design plan is well developed. DJT has made this project a priority under one of its management goals for the next few years.

Part of the legislative mandate was development of a statewide data base. The systems design has been developed to achieve that. Clients, other agencies and counties need to be involved. Once in place, the system will require a great deal of networking to reach workers and clients with the information they need.

This system needs a broader scope. It may be impossible to increase the scope, however, without a broader constituency and basic legislative and policy changes in how human services and programs are delivered. Quantifiable benefits and payback need to be discussed further, particularly in relation to the mission of the project.

### RECOMMENDATION

It is not possible to solve human service policy problems with strictly technical solutions. We recommend funding DJT and DHS at \$500,000 each to support the planning and development of IRIS, contingent on cabinet-level involvement in developing a strategic plan for the delivery of human services by all human services providers in the state. Policy and strategy must precede effective systems design.

**AMOUNT RECOMMENDED \$500,000 to each of DJT and DHS for IRIS**

|   |               |               |             |
|---|---------------|---------------|-------------|
| DEPARTMENT OF JOBS & TRAINING, SERVICES FOR THE BLIND | <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|   | 90            | 408,000       | 1           |
| Reasonable Accommodation and MIS Conversion           | 91            | 44,000        | 1           |
| (replacing existing system)                           |               |               |             |
| Implementation/Upgrade                                | Total Request | \$ 452,000    |             |

## REQUEST

1 new position

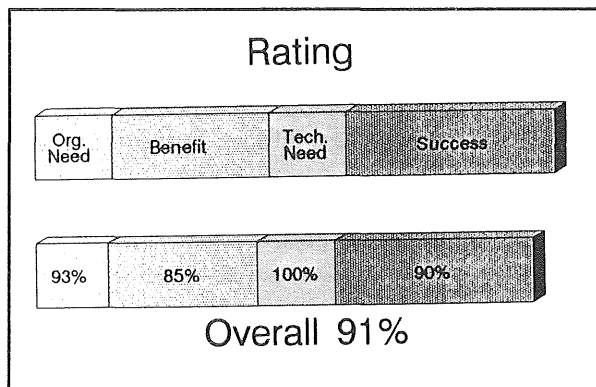
To replace existing system that supports word processing, accounting, inventory, case work, etc. for Services for the Blind.

## SUMMARY

The proposed system would provide braille/voice capabilities for employees and clients (print to braille and voice output), thus improving existing services to clients. The new position will implement the hardware and develop the software for the proposed system. Jobs and Training is currently working on a plan for replacing this system to make it more compatible with the rest of the agency. They have identified 9 department goals as priorities for the next few years; improving services for the blind is one of the goals.

The request is to replace the existing system, which is six years old. The disks are full, and the system breaks down regularly. The study will recommend a design and implementation plan, a data conversion plan and hardware. One of the primary goals of the new system is integration with other Jobs and Training systems.

## RATING AND COMMENTS



This request would impact other agencies at state, county and city levels, all of which have been involved in the planning, design and implementation of the proposal. A study now underway incorporates future integration and communication with existing and planned systems.

## RECOMMENDATION

This is a worthwhile project, but we do not recommend funding because of limited funds.

AMOUNT RECOMMENDED \$ 0

## OMBUDSMAN FOR CORRECTIONS

### Office Automation Completion Implementation

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 13,000           | 0           |
| 91                   | 7,000            | 0           |
| <b>Total Request</b> | <b>\$ 20,000</b> |             |

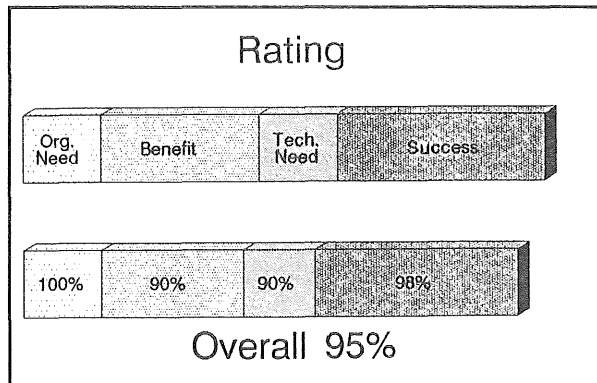
### REQUEST

This request supports timely resolution of cases presented to the agency by providing software, printer, increased memory and disk capacity, and maintenance services to maintain the agency's current system.

### SUMMARY

The agency investigates staff and inmate complaints at state and county correctional institutions and recommends corrective action to the Department of Corrections. It also reports to the Governor and Legislature on policy matters related to correctional facilities and programs.

### RATING AND COMMENTS



The agency has a well documented system performance/problem log. For a small agency, they have a good organizational plan which addresses the need for automated systems support. The staff is experienced with the current system, and an expanded system would increase productivity.

The proposal supports the agency mission and has management support. The proposed system would provide better case management and improve client services. The existing system is at capacity. It needs to be expanded, and there are no other funds. There is a good chance for success because the staff is exper-

enced and knows the system. Although the agency uses the state's electronic mail system, it does not recognize the need for sharing information resources with other agencies. There ought to be opportunities to share resources with the Department of Corrections and perhaps the State Court System.

### RECOMMENDATION

We recommend funding because this request would definitely improve services to the agency's clients. However, with rapidly changing technology, the Ombudsman for Corrections should develop a strategic information systems plan that anticipates a changing mission or new programs and considers how new technology might serve the agency better. The plan should also consider sharing information resources with the Department of Corrections. There is no urgency for this plan, but the agency should have it done before the 92-93 biennium.

**AMOUNT RECOMMENDED \$ 15,000**

## BOARD OF PHARMACY

|  | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|--|-----------|---------------|-------------|
|  | 90        | 15,000        | 0           |
| Computerization of License Information and Renewals Implementation | 91        | 0             | 0           |
| Total Request  |           | \$ 15,000     |             |

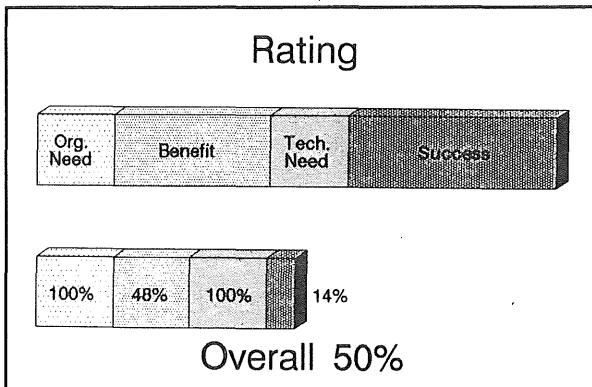
### REQUEST

To supplement \$10,000 of Pharmacy Board funds to program and implement a computerized licensing system. The proposal would replace the statewide licensing system at InterTech which is being phased out.

### SUMMARY

The mission of the Board of Pharmacy is to license pharmacists (4,500/year), pharmacies (1,100/year), drug wholesalers and drug manufacturers. The Board plans to use \$10,000 from the 1989 budget to begin the project but needs an additional \$15,000 to finish it in 1990. The software will be a modified version of the licensing system already developed for the Dental Board. The proposed system supports the Board's mission of licensing, tracking continuing professional education of licensees, and tracking disciplinary activities associated with licensees.

### RATING AND COMMENTS



Since InterTech's system is being phased out, the Board must either hire manual help or develop its own automated system. The Board hasn't yet identified its needs or developed a plan for the proposed system. If this request is not funded, license renewals would be manual and would take much longer. At present, the success potential for this proposal is low. It will be much higher when the plan is complete.

### RECOMMENDATION

The Pharmacy Board is just beginning its plan and should complete it in FY89. We recommend funding on condition of completion of a detailed plan.

**AMOUNT RECOMMENDED \$ 15,000**

**from Special Revenue Fund 12**



**State  
Departments  
Division,  
continued**

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## DEPARTMENT OF ADMINISTRATION, Information Policy Office

The Information Policy Office of the Department of Administration has submitted six requests for information management needs. We did not rate or comment on our own proposals, but have included them here for your review. What follows on these two pages are summaries of the Policy Office's budget requests for FY 90 - 91.

| INFORMATION POLICY OFFICE                         | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 236,000       | 5           |
| Acceptance Testing Laboratory and Venture Funding | 91        | 310,000       | 5           |
| Total Request                                     |           | \$ 546,000    |             |

### REQUEST SUMMARY

The funds would provide positions to set up and operate a laboratory in which information systems applications and hardware could be tested for compliance with Information Policy Office standards. To be successful, technology and accompanying standards must be tested for quality, adherence and whether the solution in question is compatible with the existing physical architecture. This request would ensure that information technology standards are effective, and it would improve the state's ability to adapt to changing technology.

This request would also provide positions and grants to support innovative information system development projects within the state. A primary function of the Information Policy Office is to provide and implement standards for managing information resources. A concern of legislators, executives and managers is that these standards will stifle innovation. A parallel concern is that unmanaged experimentation will lead organizations down blind alleys -- wasting financial and human resources. This request would allow IPO to provide strict standards and still ensure that responsible innovative projects will continue when promising, and halt if objectives are not met.

**AMOUNT RECOMMENDED \$ 300,000**

| INFORMATION POLICY OFFICE                             | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 25,000        | 0           |
| Additional Grants-in-Aid to Local Units of Government | 91        | 25,000        | 0           |
| Total Request   |           | \$ 50,000     |             |

### REQUEST SUMMARY

The funds would provide grants to be administered by the Intergovernmental Information System Advisory Council (IISAC) to facilitate 1) increased use of data interchange between state and local government, 2) development, documentation, publication, dissemination and training related to county information architecture. IISAC incurred significant funding reductions in the 1980-81 biennium, which restricts the opportunities to improve automated exchange.

**AMOUNT RECOMMENDED \$ 0**



**INFORMATION POLICY OFFICE**

|   | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 324,000       | 2           |
| Architecture and Telecommunications Development | 91        | 327,000       | 2           |
| Total Request                                   |           | \$ 651,000    |             |

**REQUEST SUMMARY**

The funds would provide positions and matching funds to support individual agency architecture development for wide and local area networks. The positions would design, create and implement policies to support a statewide telecommunications network and consult with agencies in developing their own information architecture. Recent legislative hearings have emphasized the need for a modern, high-capacity telecommunications network to exchange voice, data, image and video within state government.

**AMOUNT RECOMMENDED \$500,000**

**INFORMATION POLICY OFFICE**

|                        | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|------------------------|-----------|---------------|-------------|
|                        | 90        | 121,000       | 3           |
| Education and Training | 91        | 132,000       | 3           |
| Total Request          |           | \$ 253,000    |             |

**REQUEST SUMMARY**

The funds would provide positions for training and education in information systems management and standards. Legislation mandates that the Information Policy Office educate and train state agency employees in the management of information systems according to standards created by the office. One of the problems we have identified is lack of understanding and willingness to manage information resources. This request addresses that need.

**AMOUNT RECOMMENDED \$ 0**

**INFORMATION POLICY OFFICE**

|                       | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|-----------------------|-----------|---------------|-------------|
|                       | 90        | 53,000        | 1           |
| Office Administration | 91        | 43,000        | 1           |
| Total Request         |           | \$ 96,000     |             |

**REQUEST SUMMARY**

The funds would support an office manager for the Information Policy Office -- a new office in state government. The office manager would set up and administer the policies and procedures for the Information Policy Office, ensuring effective management of material, human and financial resources.

**AMOUNT RECOMMENDED \$ 0**

**INFORMATION POLICY OFFICE**

|                                | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|--------------------------------|-----------|---------------|-------------|
|                                | 90        | 182,000       | 2           |
| Strategic Information Planning | 91        | 184,000       | 2           |
| Total Request                  |           | \$ 366,000    |             |

**REQUEST SUMMARY**

The funds would provide positions to develop planning standards and methods, train others in their application and administer a grant-in-aid program for agencies to cover expenses incurred in strategic information planning. Agency strategic information plans form the basis for statewide and agency information architecture, support the budget development process and inform the Information Policy Office concerning the quality of information management in state agencies.

**AMOUNT RECOMMENDED \$ 325,000**

**DEPARTMENT OF ADMINISTRATION****Communication Center Consoles  
Maintenance**

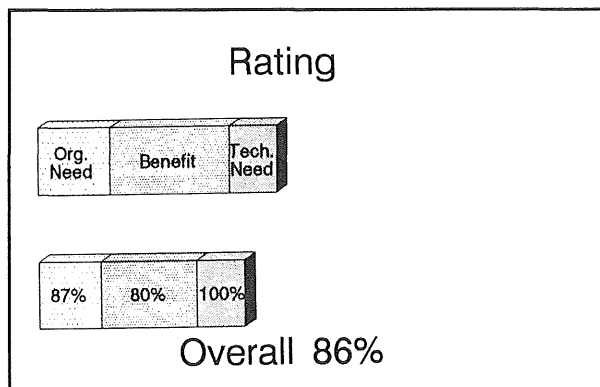
|                      | <u>FY</u> | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|-----------|------------------|-------------|
|                      | 90        | 72,000           | 0           |
|                      | 91        | 0                | 0           |
| <b>Total Request</b> |           | <b>\$ 72,000</b> |             |

**REQUEST**

Replace obsolete telephone operator consoles at the InterTech Communications Center.

**SUMMARY**

This is a one-time equipment replacement request. Anyone who calls the state's central phone operators is affected by the performance of these terminals.

**RATING AND COMMENTS**

The existing consoles are obsolete and need to be replaced. The actual dollar consequences of continuing to use them has not been specified. Admin has not done an analysis of financial benefits.

**RECOMMENDATION**

This request should be funded because it supports a key state service to citizens. Admin should develop a plan to deal with future obsolescence of the replacement equipment.

**AMOUNT RECOMMENDED \$ 72,000**

## DEPARTMENT OF ADMINISTRATION

### Data Privacy Backup Implementation/Upgrade

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 44,000           | 1           |
| 91                   | 39,000           | 1           |
| <b>Total Request</b> | <b>\$ 83,000</b> |             |

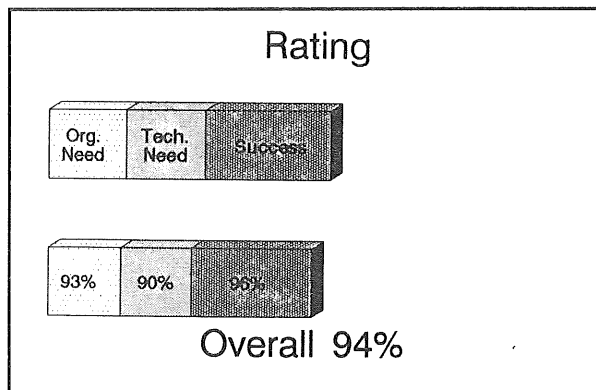
### REQUEST

1 new position  
Hire and train an assistant in data privacy.

### SUMMARY

The Department of Administration is charged with administering the Minnesota Data Practices Act. This requires a great deal of technical expertise and practical experience. The state needs to ensure the continuity of that expertise and experience. The new position would be trained in data privacy and implementation of data practices policy. Loss of the current incumbent would impact all agencies.

### RATING AND COMMENTS



The state could manage as it has for the last eight years with only one person. But each year the risk grows that this capability will be lost. Systems can function without this capability, but in the long term the exposure to significant legal risks for all agencies is considerable. This request is strongly supported by Admin management. Admin needs to develop a training plan for the position.

### RECOMMENDATION

Access to public data is critical to agency operations and to citizens. The issues of access and privacy form an area of policy development that is vital to maintaining a balance between public needs and individual freedom. We recommend funding.

**AMOUNT RECOMMENDED \$ 83,000**

**DEPARTMENT OF ADMINISTRATION****Departmental Systems Coordinator  
Planning**

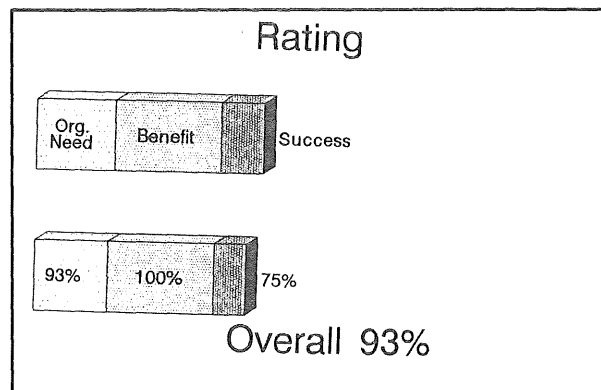
| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 52,000            | 1           |
| 91                   | 51,000            | 1           |
| <b>Total Request</b> | <b>\$ 103,000</b> |             |

**REQUEST**

1 new position to plan, develop and implement integrated information systems and do internal strategic information systems planning for the department.

**SUMMARY**

The proposal would improve the department's ability to meet client needs. It would allow Admin to better support other agencies and support statewide functions. By setting an example, it would also allow Admin to take a leadership role in helping other agencies do strategic information planning. The first phase of the department's strategic organizational plan is complete. This position could build on the work in the plan. Admin management supports the request, but it is not the highest priority.

**RATING AND COMMENTS**

If the position is not funded, Admin will continue to develop systems as needed with no coordination with the existing system and no attempt at data/resource sharing within the department. Without this position, it will be difficult for Admin to continue strategic information planning and to take a leadership role in encouraging other agencies to do strategic information planning. The impact of this proposal on other organizations is not clear.

**RECOMMENDATION**

Due to limited funds, we cannot recommend funding at this time. It is nonetheless critical that Admin take a leadership role in strategic planning for information systems. Top managers strongly support this request although is not the highest priority. The responsibilities of this position need to be more clearly defined.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF ADMINISTRATION

|   | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 750,000       | 7           |
| Establishing the Statewide Backbone Network (STARS) | 91        | 0             | 9           |
| Upgrade/Implementation                              |           |               |             |
| Total Request                                       |           | \$ 750,000    |             |

### REQUEST

9 new positions

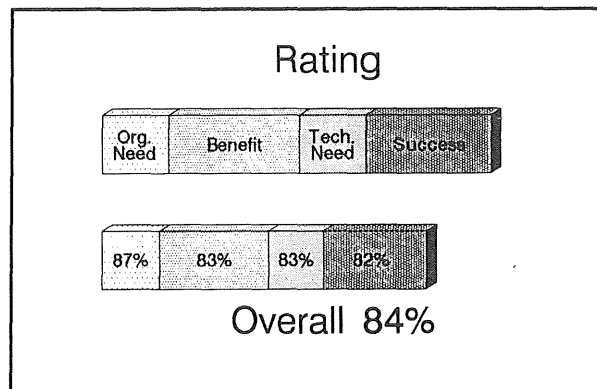
Provide high capacity telecommunications links among various key regions of the state, known as STARS (Statewide Telecommunications Access & Routing Service).

### SUMMARY

The Department of Administration wants to establish a new revolving fund for telecommunications. It would also set up a separate organizational structure to manage the development and operation of this system.

Admin expects a long-term cost benefit to the state and to individual agencies that use telecommunications through centralized management of capacity. It will also provide long range flexibility for agencies as their telecommunications needs change.

### RATING AND COMMENTS



The proposal fully supports the agency mission, but there is no clear statement of what the consequences of less contributed capital would be. The benefits of the service are clear from other states' experience. It's a fundamental part of the overall information technology architecture. However, Admin is not specific about the intended application in Minnesota.

Individual agency needs can be met with current approaches, but in the long run the state will be giving up sizable management and cost benefits. The planning approach is sound. However, until the plan is complete, there are significant risks of failure.

### RECOMMENDATION

Developing and managing telecommunications is crucial to the state's networking strategy. However, this project must be based on a sound strategic plan and a clear business plan. We recommend that funding be contingent on an approved plan, but also believe that \$750,000 of contributed capital would not cover start-up costs. We therefore recommend \$1,000,000.

**AMOUNT RECOMMENDED \$ 1,000,000**

## DEPARTMENT OF ADMINISTRATION

Second Site/Disaster Recovery  
Planning/Implementation

| FY            | AMOUNT       | POS. |
|---------------|--------------|------|
| 90            | 1,919,000    | 23   |
| 91            | 145,000      | 23   |
| Total Request | \$ 2,064,000 |      |

### REQUEST

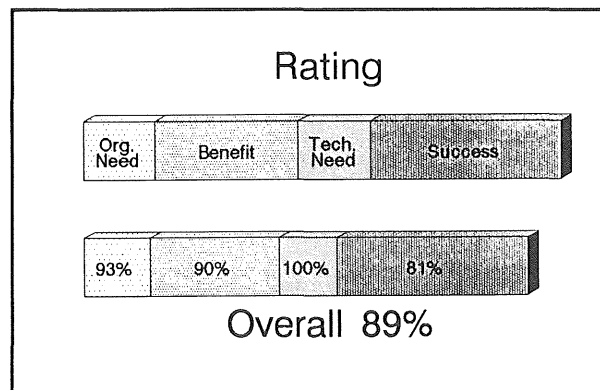
23 new positions

Set up and staff an alternate site to provide additional mainframe computer capacity and serve as a disaster recovery backup site for critical statewide systems.

### SUMMARY

InterTechnologies Group is now processing an RFP for actual design of an alternate site, and they are developing a comprehensive disaster recovery plan. They plan to be operational in the third quarter of 1989.

### RATING AND COMMENTS



Administration has done no financial analysis of the insurance value for the long-term cost benefit. The project is well-planned from a technical point of view, and it is a politically sound way to satisfy diverse agency service needs.

All agencies will be affected. There will be increased costs, but the multiple site strategy will provide for greater flexibility in satisfying agency capacity needs, as well as providing needed insurance of recovery from a physical disaster at the current site. Disaster recovery of this magnitude has been needed for several years for critical state functions. This proposal would meet the need.

### RECOMMENDATION

The Information Policy Office gave its preliminary support for this project on the condition of a complete disaster recovery plan for the central site, and an analysis of capacity requirements for the next biennium. Neither of these were complete as of November '88. Further, it is clear that the driving force for the location of the second site is the capacity needs of DHS rather than disaster recovery. The Policy Office prefers a more remote location, but if the site is within two miles, there ought to be a direct-connect to the main campus, Revenue, and future Public Safety.

**AMOUNT RECOMMENDED \$ 500,000**

## DEPARTMENT OF ADMINISTRATION

### Systems Support for Small Agencies Upgrade

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 300,000       | 6           |
| 91            | 300,000       | 6           |
| Total Request | \$ 600,000    |             |

## REQUEST

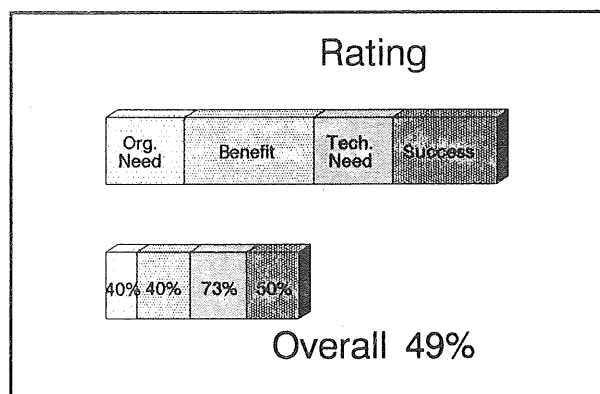
6 new positions

Provide systems development expertise to small agencies which would otherwise not be able to afford it.

## SUMMARY

Implementation of the project would primarily affect the operations of small state agencies, allowing the experience of large agencies and InterTech to be applied to their problems.

## RATING AND COMMENTS



The plan is conceptually well defined, and it is clear that the way small agencies are supported leaves much to be desired. This request could have significant impact on a broad range of agencies. But Admin has not made a clear case for the service actually being needed, and, if it is needed, that it cannot pay for itself through a revolving fund.

It is important that all agencies be able to avail themselves of the advantages of information technology. But if general funds are used, it is not clear that it should be a part of the mission of InterTechnologies Group. If it is to be managed via a revolving fund in response to "market" demands, then it requires a

much better business case. The proposal is vaguely defined. The actual needs of real potential users have not been identified.

## RECOMMENDATION

Support for small agencies' use of information technology is a very real concern. However, we do not recommend funding this request. What is needed is a systematic market and financial analysis of the possible approaches that are consistent with the services management strategy of the Department of Administration.

**AMOUNT RECOMMENDED \$ 0**

## OFFICE OF THE ATTORNEY GENERAL

Litigation Support  
Implementation

| FY            | AMOUNT     | POS. |
|---------------|------------|------|
| 90            | 269,000    | 1    |
| 91            | 266,000    | 1    |
| Total Request | \$ 535,000 |      |

### REQUEST

1 new position

Hardware, software, training, maintenance, supplies, furniture and consultants to establish a single, centralized database to manage litigation.

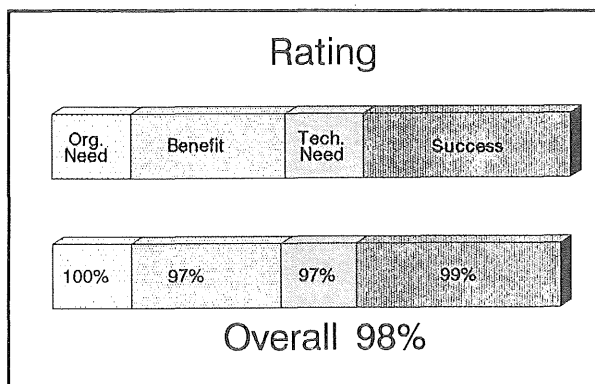
### SUMMARY

To keep pace with private law firms working with more sophisticated tools, the Attorney General's Office wants to establish a single, centralized database to manage litigation. The request will also establish a legal forms and brief bank to serve state government and the public interest. The proposal would provide computers for some attorneys and legal assistants.

The Consumer Division database and the Criminal Division brief bank would be implemented immediately. Litigation support, full text research banks, time keeping and billing would be implemented to the extent possible.

State agencies and the general public would be affected by this proposal, which is more efficient and less expensive than the external system now used. Initially, the system would serve the Consumer and Criminal Divisions, but the system could also serve large litigation projects in which several state agencies and other states need to exchange information.

### RATING AND COMMENTS



The proposed system would establish a much needed legal forms and brief bank and provide additional services. The system would accrue significant cost savings and have a very short (1 year) payback period. The existing system does not currently have the capability to offer these services agency-wide. The success potential for this project is very high. The agency has experience with the software, top management is supportive and users have been involved in the planning process. This project is a top priority and fully meets the agency mission. If not funded, the Attorney General's office will fall further behind private law offices.

### RECOMMENDATION

If the state is to keep pace with private law firms, this request should be funded.

**AMOUNT RECOMMENDED \$ \***

\*We do not make recommendations for the Office of the Attorney General.



**DEPARTMENT OF EMPLOYEE RELATIONS****Automated Grievance Tracking Management  
Planning/implementation**

|                      | <u>FY</u> | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-----------|-------------------|-------------|
|                      | 90        | 101,000           | 1           |
|                      | 91        | 43,000            | 1           |
| <b>Total Request</b> |           | <b>\$ 144,000</b> |             |

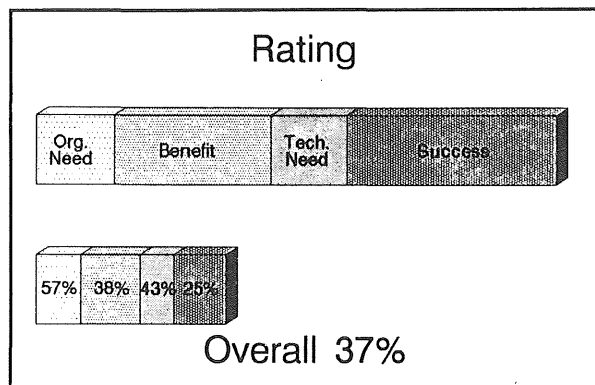
**REQUEST**

1 new position

Equipment and software to set up and maintain a grievance tracking system.

**SUMMARY**

This position would plan, develop and maintain the grievance tracking system. The current system doesn't meet increasing demands of new grievances. Research is now quite difficult and takes a long time to complete.

**RATING AND COMMENTS**

There is no existing plan for this project. DOER did an enterprise analysis, but Labor Relations was not included in the study. The proposal has the potential to save money by making grievance settlements consistent, but DOER did not identify specific savings. The project is not well defined.

**RECOMMENDATION**

An improved grievance tracking system is certainly needed and would improve Labor Relations' ability to negotiate contracts and settle disputes. However, we don't recommend funding until the project and its management are better defined.

**AMOUNT RECOMMENDED \$ 0**

**DEPARTMENT OF EMPLOYEE RELATIONS**

|   | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 823,000       | 2           |
| Management and Development of Information Resources | 91        | 108,000       | 2           |
| Planning/Upgrade                                    |           |               |             |
| Total Request                                       |           | \$ 931,000    |             |

**REQUEST**

2 new positions

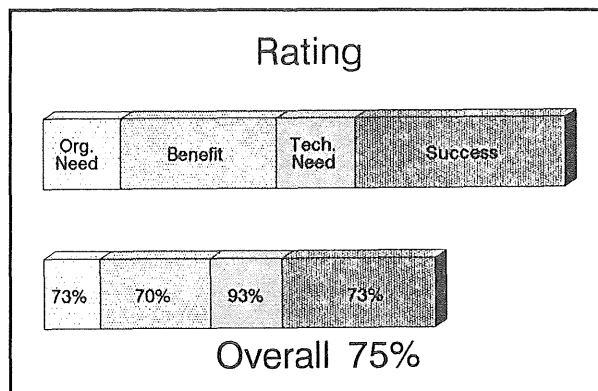
Purchase existing equipment which is now being leased.

Purchase 35 new terminals, software, and connection to InterTech.

**SUMMARY**

DOER wants to centralize the administration of their information management resources. Existing systems are fragmented because there is no central point for planning, development and implementation.

One position would manage the programs, and the other position would assist co-workers in setting up and using the systems. Every system in DOER would be affected and potentially streamlined.

**RATING AND COMMENTS**

The proposed system would consolidate and coordinate DOER's information resources and aid planning and implementation of future information systems. The existing system has no access to InterTech. Only about one-fourth of employees have direct access to systems. The two proposed positions would have to develop policies, procedures and standards within DOER in order for the proposal to be successful.

**RECOMMENDATION**

It's a good idea to purchase leased equipment, and DOER would benefit from a centrally-administered program. However, we don't recommend funding because of limited funds.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF EMPLOYEE RELATIONS

### Personnel/Payroll System Implementation

| <u>FY</u>     | <u>AMOUNT</u>  | <u>POS.</u> |
|---------------|----------------|-------------|
| 90            | 510,000        | 4           |
| 91            | <u>268,000</u> | 4           |
| Total Request | \$ 778,000     |             |

### REQUEST

4 new positions

Transfer responsibility for personnel side of the statewide personnel/payroll system from Department of Finance to DOER.

### SUMMARY

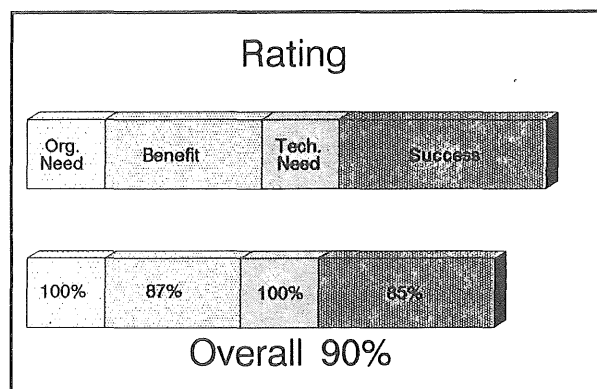
This system would allow DOER to collect and coordinate employee history information across state government, as mandated by law in MS Chapter 43A. The project has support from the legislature, Department of Finance, and nine other agencies involved in a STEP project on human resources.

Employment histories currently do not follow employees as they move from one agency to another. Data errors are 10-25%. This proposal would automate a disjointed, manual approach to handling personnel information.

The personnel system has been planned and designed to coordinate with Department of Finance's payroll system. The personnel system is scheduled to be operational by June 1989. More advanced functions, such as on-line updates of employee positions and history are scheduled for 1990.

If not funded, DOER will not be able to operate the newly designed system, thereby threatening the accuracy of payroll information. The time and effort of ten agencies that were involved in the human resources STEP project would be wasted.

### RATING AND COMMENTS



There is a very high organizational need for the proposed system. It would ensure that employees are paid accurately and on time and would interface with Finance's new payroll system. A feasibility study done by the Department of Finance shows significant cost savings, providing a payback of less than 2 years. DOER has a high level of planning and commitment. There is a very good chance for success.

### RECOMMENDATION

This project should be funded in full or the investment and development in Phase One will be lost. The system will save the state money over the next several years. Since a good centralized personnel system will be available, agencies will not need to develop their own.

**AMOUNT RECOMMENDED \$ 778,000**

## DEPARTMENT OF EMPLOYEE RELATIONS

### Staffing Information System implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u>  |
|---------------|---------------|--------------|
| 90            | 2,012,000     | 2            |
| 91            | 1,893,000     | 3            |
| Total Request |               | \$ 3,905,000 |

### REQUEST

3 new positions

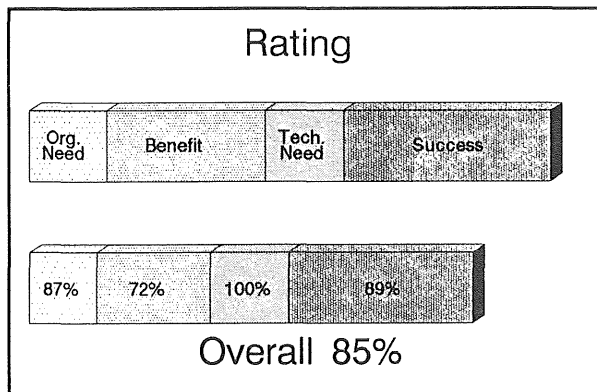
An information system with optical disk technology to help improve the process of filling vacancies in state employment.

### SUMMARY

The new system would help DOER fill vacancies in state government more quickly, thereby reducing interruptions in service. Applicants (84,000/yr) would be treated with better communication and more personal service.

Job applications have quadrupled since 1982 with no corresponding increase in personnel. The current system is 80% manual. If it is not funded now, more than \$500,000 for planning will go down the drain. The optical disk technology would greatly improve document storage and handling.

### RATING AND COMMENTS



This request has been very well planned, having had legislative support and funding since 1985. The need and feasibility have been thoroughly analyzed. Top managers have been involved and supportive from the beginning.

The need is critical for smooth delivery of government service. This project would have wide impact on agencies and applicants. It would increase productivity, flexibility and services in hiring. This proposal would replace a highly manual system. It is well-planned and has a very good chance of success. DOER has paid a lot of attention to needs and analysis.

### RECOMMENDATION

This request should be funded now, and the planning/analysis phase should be extended to cover other functional areas in DOER as well. We recommend funding this proposal on the condition that DOER participates in the InterTech optical disk project.

**AMOUNT RECOMMENDED \$ 3,800,000**

## DEPARTMENT OF FINANCE

### BBS Technical Support/Enhancements Upgrade/Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 235,000       | 1           |
| 91            | 235,000       | 1           |
| Total Request | \$ 470,000    |             |

## REQUEST

1 new position

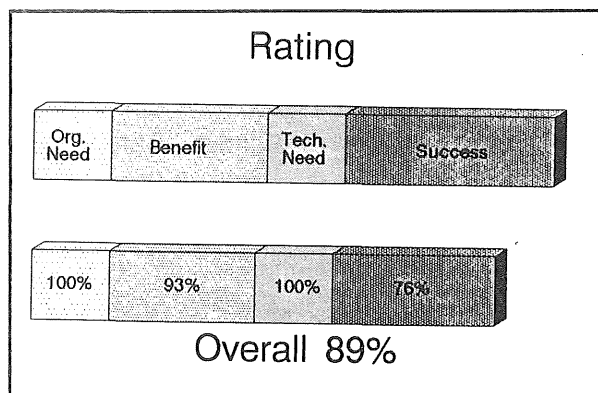
Expand Biennial Budget System (BBS) to include additional functions and data to be used by executive and legislative branches.

## SUMMARY

BBS completion and enhancements will benefit both the executive and legislative branches. Improved and expanded budget data and management information will be more accessible. Operations costs will be reduced by designing systems to allow main budget processing/data manipulation to be done on personal computers and then sent to the central computer.

This request will develop legislative security access, agency allotment worksheets, direct Statewide Accounting link, integrated field balancing reporting and spreadsheet links, expanded access to budget, spending, and statistical data. The request will develop on-line capabilities for BBS, fiscal note, and Finance/State Planning legislative initiative tracking.

## RATING AND COMMENTS



This request is a top agency priority, has top management support/involvement, and will allow Finance to better fulfill its mission. This request will complete previously planned portions of the current system and will result in cost savings and enhancements that will expand BBS's usefulness to both state agencies and the legislature.

A detailed work plan developed from the outline will allow the project to proceed smoothly.

## RECOMMENDATION

This request is to complete a key state budget development system to make it operate more cost effectively and expand its usefulness. State agencies and the legislature will benefit directly. The permanent system administrator position is warranted, especially since responsibilities will overlap into other Finance systems. Funding is recommended.

**AMOUNT RECOMMENDED \$ 470,000**

**DEPARTMENT OF FINANCE****Payroll System Improvements  
Implementation/Upgrade**

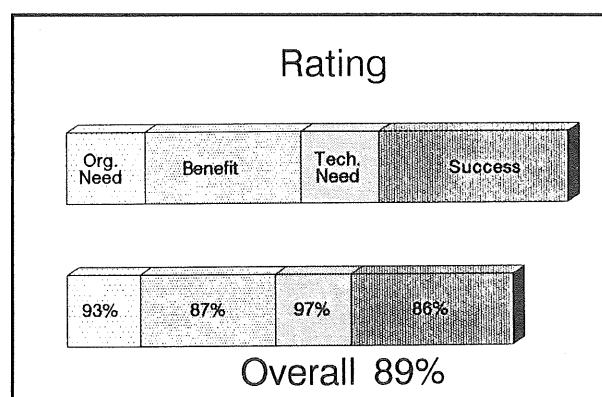
| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 175,000           | 0           |
| 91                   | 0                 | 0           |
| <b>Total Request</b> | <b>\$ 175,000</b> |             |

**REQUEST**

Modify current payroll system to administer garnishments, taxes payable in other states, employee relocation expenses, and life insurance premium taxation as part of the main payroll system. The department also wishes to separate deduction processing from the combined Personnel/Payroll system, making it part of the Finance payroll system.

**SUMMARY**

The development of additional modules and development of on-line ability for agencies to enter tax withholding, savings bonds, and warrant distribution will result in improved response time and reduced paperwork for changes to the payroll system, a benefit to state agencies and the judicial branch.

**RATING AND COMMENTS**

The current system meets only the most basic needs of Finance. This request will consolidate many different payroll processes into one system. The changes will allow agencies to input payroll data directly. The request will decrease Finance's payroll support staff requirements and provide better control of payroll -- estimated to be 60% of state agencies' budgets.

There is management support and involvement. Chances for success are good. A medium priority for the agency, this is a small project and will be initiated in conjunction with InterTech.

**RECOMMENDATION**

The request will incorporate into the payroll system processes previously performed separately. Despite InterTech's involvement and a good project outline, a detailed project work plan is required. Allowing on-line transactions and data input directly from agencies will enhance the Finance payroll system.

**AMOUNT RECOMMENDED \$ \***

\* Contributed capital should be transferred from existing computer fund.

## DEPARTMENT OF FINANCE

### Statewide Accounting System Improvements Planning

| <u>FY</u>            | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-------------------|-------------|
| 90                   | 0                 | 0           |
| 91                   | 150,000           | 0           |
| <b>Total Request</b> | <b>\$ 150,000</b> |             |

## REQUEST

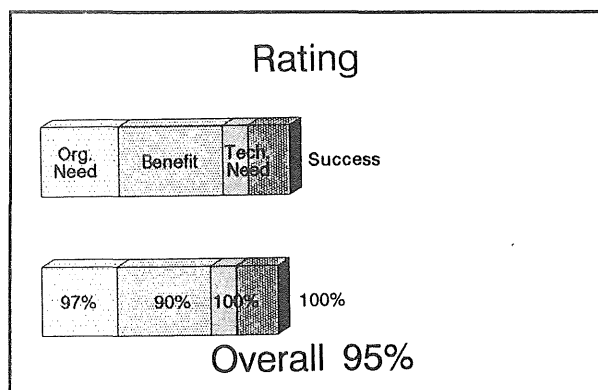
To plan for the replacement of, or modification to, the current Statewide Accounting System (SWAS).

## SUMMARY

The current system was developed in 1972 to provide a uniform accounting system to all state agencies. Enhancements have been made to the system since then. SWAS is used by all state agencies for budget tracking. The system is accessed through the administrative network on InterTech's mainframe. Finance expects enhancements to include on-line processing, improved interfaces to other systems, elimination of manual adjustments, and easier access by authorized users to information.

Finance is currently in the process of determining the information needed by its staff to properly complete their assignments. The next step in the process will be to determine the statewide financial information needs of other agencies. Following this, Finance will plan a modified or new system. Proposed changes will be prioritized and developed based on the priorities. The final report will result in a technology review identifying projected costs, benefits, and a project work plan.

## RATING AND COMMENTS



The current system minimally meets the needs of users and requires modification to do accurate reports without manual intervention. Many agencies have developed their own internal systems to track important financial data.

Rated as the agency's second priority, the request has top management support and involvement. Because a new or modified system affects every state agency, user input is critical.

## RECOMMENDATION

Before agency interviews are initiated, a steering committee representing the interests of large and small agencies should be established. The seven to nine member committee should identify the urgency for a new/modified system and determine what changes will be made to SWAS. This project planning should be done in conjunction with the strategic long-range planning effort requested by the agency.

**AMOUNT RECOMMENDED \$ \***

\* Contributed capital should be transferred from existing computer fund.

**DEPARTMENT OF FINANCE**

|  | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|--|-----------|---------------|-------------|
|  | 90        | 90,000        | 0           |
| Strategic Long-Range Information Systems Planning Assistance | 91        | 0             | 0           |
| Planning   |           |               |             |
| Total Request  |           | \$ 90,000     |             |

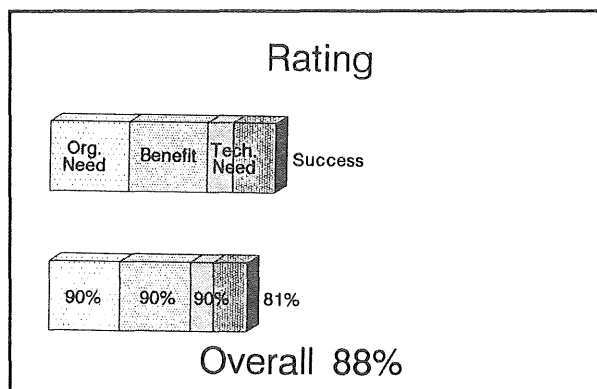
**REQUEST**

Develop a strategic long-range information systems plan.

**SUMMARY**

Although the Department of Finance operates three of the state's critical financial information systems -- biennial budget, statewide accounting and personnel/payroll -- the agency lacks a department-wide strategic information systems plan. The department wants to develop a long-term plan to integrate and improve these systems.

This planning effort will identify and propose solutions to problems in several 15 year-old systems, as well as tie the state's three financial systems together into a unified package. Less manual manipulation, easier access to the system, and the addition or integration of functions not currently available will positively affect all state agencies.

**RATING AND COMMENTS**

Current financial systems minimally meet agencies' needs at this time. A strategic plan will identify the work that will be done to improve the system and how agencies' strategic needs may be addressed in other ways. Redundancy of systems can be reduced if a plan is in place.

With top management support and a capable consultant to assist, the likelihood of success is very high.

**RECOMMENDATION**

The proposed planning process makes a great deal of sense. A strategic information systems plan is essential for Finance as it operates critical systems used daily by all agencies. This request, as well as the statewide accounting planning request, should use a steering committee to help to identify priorities critical to all agencies. Consideration should also be given to tying together other systems, such as FARMS (Fixed Asset Records Management System) and PALS (Procurement Automated Logistical System) to create a comprehensive financial system similar to private industry.

**AMOUNT RECOMMENDED \$ \***

\* Contributed capital should be transferred from existing computer fund.



## DEPARTMENT OF HUMAN RIGHTS

### Improved Computer System Implementation/Upgrade

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 170,000       | 1           |
| 91            | 50,000        | 1           |
| Total Request |               | \$ 220,000  |

### REQUEST

1 new position.

Equipment and programming to upgrade the existing system needed to administer and enforce the Minnesota Human Rights Act.

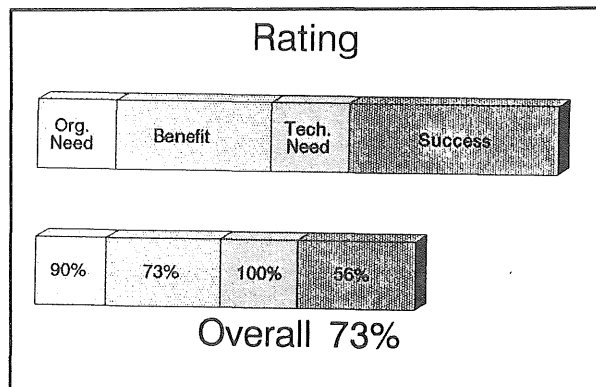
### SUMMARY

The proposed system would improve administrative and case tracking, increase productivity, improve management control, and allow timely enforcement of the act.

Three recent studies of the department's computer systems have each concluded that the Equal Employment Opportunity Commission (EEOC) case tracking system at the University must be replaced. The department wants to integrate this application into its own minicomputer system, but they need the funds and the technical expertise to accomplish their goal.

The 1988 study recommends that the new system interface with the Departments of Finance and Administration in addition to the federal system.

### RATING AND COMMENTS



The existing system is incapable of providing necessary information to management and staff. A new system would replace the inefficient system at University of Minnesota and allow more interaction with other state departments. The major impact of this proposal would be internal to the agency. Proposed benefits to the agency are increased productivity, better management control, and improved case tracking.

Human Rights provided little information about cost savings or payback. Although this request meets the agency's mission and has top management support, there seems to be limited commitment. The project needs a detailed work plan that includes information

standards, well defined data, problem resolution mechanisms, disaster recovery plan, and documentation.

### RECOMMENDATION

The current system at the University is inadequate to meet the department's minimal needs. Partial funding is recommended under the following conditions. Before system development or upgrade begins, the department should establish a committee of 5-10 people, including top management, to develop a work plan and strategic information plan. We recommend hiring a programming consultant who can take an objective look at the existing system and agency needs.

**AMOUNT RECOMMENDED \$ 150,000\***

\* Recommendation contingent on plan improvement.

**DEPARTMENT OF LABOR AND INDUSTRY**

**Computer System Restructuring  
Intervention & Monitoring Equipment  
Computer Terminals and Printer  
Implementation/Upgrade**

|                      | <u>FY</u> | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-----------|-------------------|-------------|
|                      | 90        | 382,000           | 6           |
|                      | 91        | <u>341,000</u>    | 6           |
| <b>Total Request</b> |           | <b>\$ 723,000</b> |             |

**REQUEST**

6 new positions

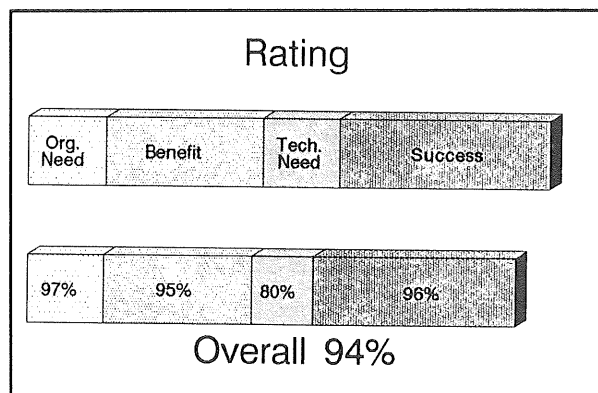
Terminals, printers, disk drive, and consultant services to upgrade system to provide additional information for worker protection. (This is a combination of three Labor and Industry resystemization requests.)

**SUMMARY**

The proposed restructure will allow Labor and Industry to adapt to legislative changes and continue to maintain the present system. Since 1983 when it was installed, the system has not been modified to accommodate legislative changes.

The six positions would provide database design, systems programming and support personnel. Labor and Industry has solicited assistance from three nationally known workers' compensation experts to identify agency strategies and goals.

The legislative auditor issued a report stating the system is underutilized. The agency is currently in the process of developing a strategic plan.

**RATING AND COMMENTS**

The proposal has very strong management support and commitment. Among the many benefits are improved data accuracy and security, additional services, and flexibility for future enhancements. This request would result in a \$2 million annual cost savings. The proposed system modifications will only affect internal operations of Labor and Industry. However, the end result will give recipients better service. The existing system is underutilized, and if upgraded, could become a very effective management tool. This is a well defined project with management and user support. It is very likely to succeed.

**RECOMMENDATION**

The project should be implemented as soon as possible to maximize the major investment in hardware, software and personnel. The project has user support, and national workers' compensation experts have indicated the proposed changes are appropriate.

**AMOUNT RECOMMENDED \$ 723,000**

**from Special Compensation Fund**

**DEPARTMENT OF LABOR AND INDUSTRY**

Data Entry Staff  
Implementation/Upgrade

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 46,000           | 2           |
| 91                   | 46,000           | 2           |
| <b>Total Request</b> | <b>\$ 92,000</b> |             |

**REQUEST**

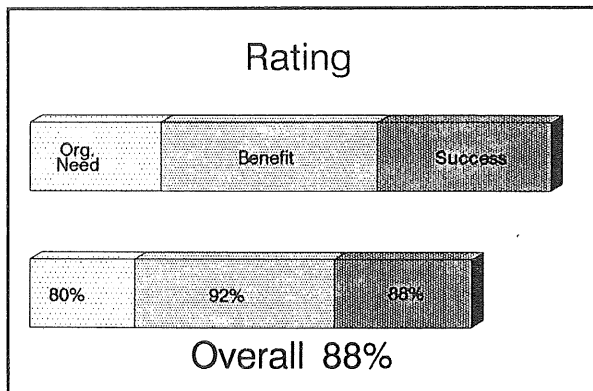
2 new positions

Data entry operators to do work currently performed by workers' compensation specialists.

**SUMMARY**

Labor and Industry is proposing to add two data entry operators to do the work currently performed by workers' compensation specialists. This would allow the specialists to monitor claims sooner, identify problem areas that could be solved by early intervention, issue prompt warnings or impose penalties established by statute and emphasize the importance of compliance.

The original belief several years ago was that data entry and statutory review could be done simultaneously. This process has proved to be very inefficient for the specialists. This request would impact workers' compensation specialists within the agency and would result in better and faster service to claimants.

**RATING AND COMMENTS**

This request meets the agency's mission and has top management support. It is, however, the agency's lowest priority request. The project is well defined and has a rapid payback period.

**RECOMMENDATION**

This project makes sense provided the agency's higher priority system requests are also funded.

**AMOUNT RECOMMENDED \$ 92,000**

**from Special Compensation Fund**

## DEPARTMENT OF LABOR AND INDUSTRY

### File Administration Improvement Implementation/Upgrade

|               | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|-----------|---------------|-------------|
|               | 90        | 112,000       | 1           |
|               | 91        | 32,000        | 1           |
| Total Request | \$        | 144,000       |             |

### REQUEST

1 new position

Bar code equipment, lektriever, terminals, printers, typewriters, and microfilm equipment to improve its file system to better serve clients.

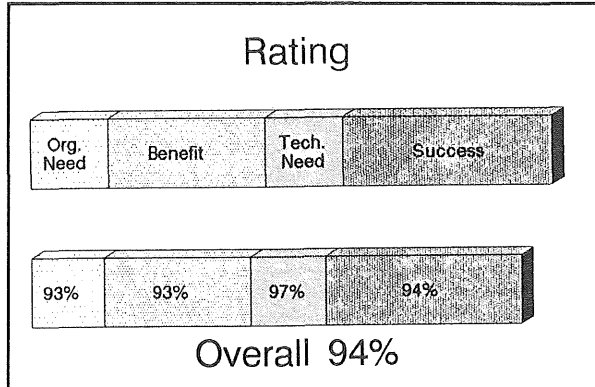
### SUMMARY

Labor and Industry currently has 500,000 files to maintain, of which 153,000 are active. Approximately 80,000 pieces of mail are processed each month. Current record retention schedules call for files to be kept 18 years. The proposed equipment will allow the department to manage the vast amounts of information more efficiently.

A large group of users reached agreement on this solution. This committee also developed a detailed project and implementation plan.

The Office of Administrative Hearings, Court of Appeals, Supreme Court, and authorized clientele would all benefit by receiving files more quickly. This request supports the mission of the agency, has top management support, and is a high priority for the agency.

### RATING AND COMMENTS



The current system is functioning poorly or not at all, creating major bottlenecks to retrieving files. The project would provide significant cost savings, increased productivity, and a two year pay back. With top management support and user involvement, this project has a good chance for success.

### RECOMMENDATION

This file handling need would be suited to optical disk technology which InterTech, Public Safety and other departments are now studying in a pilot project. Start-up costs would be greater, but the benefits would be up to five times greater. We recommend funding this proposal on the condition that Labor and Industry participate in the InterTech Optical Disk project.

**AMOUNT RECOMMENDED \$ 144,000**

**from Special Compensation Fund**

## DEPARTMENT OF MILITARY AFFAIRS

### Computerized Maintenance Planning/Implementation

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 200,000       | 0           |
| 91            | 0             | 0           |
| Total Request | \$ 200,000    |             |

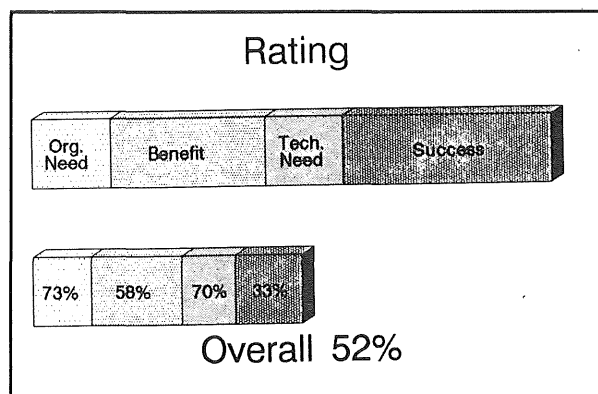
### REQUEST

Hardware, software and training to plan and implement automation to support the Facilities Management Office (FMO) at Camp Ripley.

### SUMMARY

Military Affairs proposes to have the Management Analysis Division (MAD) of the Department of Administration do a study and develop their plan. The main concerns are: internal controls for consumable inventory and procurement, preventative maintenance for armories and organizational maintenance shops, energy management, and cumulative data (historical reference) on facilities. The proposed system would provide data between Camp Ripley and 72 armories and 20 organizational maintenance shops statewide.

### RATING AND COMMENTS



The Finance Budget Sheet describes this proposal as hardware and software for a computerized preventative maintenance program, but according to the FMO, it is actually a request for planning and implementation of many information systems, including preventative maintenance. The request supports the agency mission and would increase productivity and services. MAD completed a study in 1988 and made some general recommendations regarding information systems. Some are being implemented, but FMO wants further study and a plan. The current project is not well defined, and there is no evidence of management involvement. The current system is primarily manual.

### RECOMMENDATION

Military Affairs has the resources in the Information Management Directorate to complete this plan, but according to the MAD study, future assistance will be very limited until they've staffed their unfilled positions. We do not recommend funding for implementation until the Department of Military Affairs adopts a department-wide perspective in their planning efforts.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF MILITARY AFFAIRS

### Information Management Implementation

| FY                   | AMOUNT           | POS. |
|----------------------|------------------|------|
| 90                   | 36,000           | 0    |
| 91                   | 0                | 0    |
| <b>Total Request</b> | <b>\$ 36,000</b> |      |

### REQUEST

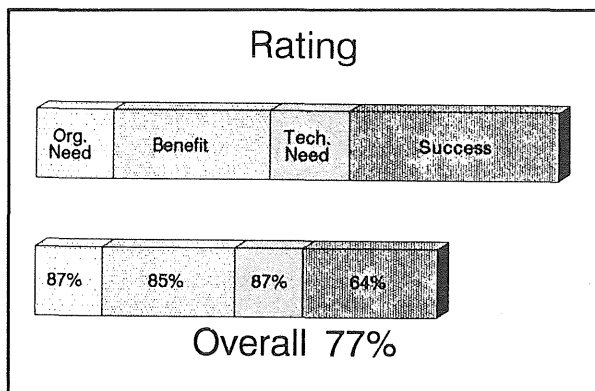
6 personal computers, printer, software, training and work stations to update information management within the Finance Directorate of the department headquarters.

### SUMMARY

The Finance Directorate is the only group within the department that depends entirely on state funds to accomplish their mission. They have a federally funded Information Director who worked with the section to develop this request. The Finance Directorate is currently using a borrowed computer. This request would replace the borrowed equipment and add additional hardware.

The impact is primarily internal. The proposal would automate communications with the armories and air bases. It would have the potential to communicate with the federal government at Camp Ripley at some time in the future.

### RATING AND COMMENTS



Top management supports this request. The proposal would increase productivity and have the potential for cost savings. The Management Information Directorate is experienced and will guide the implementation. The need is irrefutable. Although the potential for success is a little weak, the potential benefits make a strong case. The weakest point in this request is that there doesn't seem to be a written implementation plan for the expansion of the computers, but it will be guided by experienced personnel.

### RECOMMENDATION

Because of limited funds, we recommend partial funding for this request.

**AMOUNT RECOMMENDED \$ 20,000**

## MINNESOTA VETERANS HOMES

New Positions and Special Equipment  
(Hastings, Minneapolis)  
Implementation/Upgrade

| <u>FY</u>     | <u>AMOUNT</u>  | <u>POS.</u> |
|---------------|----------------|-------------|
| 90            | 250,000        | 4           |
| 91            | <u>132,000</u> | 4           |
| Total Request | \$ 382,000     |             |

### REQUEST

4 new positions

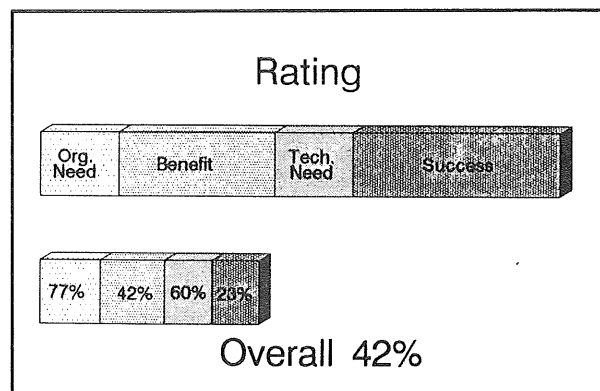
Improve patient care by automating functions now done by hand, including infection control, inventory and general ledger functions, personnel and office administration at the Minneapolis and Hastings homes.

### SUMMARY

The newly appointed Board of Directors of the Veterans Homes has established the goal of providing efficient management support systems as its third priority after quality patient care and facilities maintenance/protection.

To meet this goal, the Minnesota Veterans Homes plans to expand the functions and capacity of its current system for further automation. It proposes to hire 1 programmer and 2 data entry clerks for Minneapolis and 1 data entry clerk for Hastings. The proposal would provide a link to statewide accounting and eliminate the need for duplicate, dedicated terminals.

### RATING AND COMMENTS



The agency has clearly identified its hardware and software requirements. The proposal supports the goal of the Board of Directors to provide efficient management support systems, but it does not appear to have management involvement; it was delegated to technical staff. The Minnesota Veterans Homes did not mention plans to share data with other agencies. There is a legislative mandate to improve home operations, but the benefits to users or clients is not well defined. The Minnesota Veterans Homes did not justify costs, the project is not well defined, and indirect costs (training, maintenance, furnishings etc.) were not considered.

### RECOMMENDATION

The Minnesota Veterans Homes wants to improve its management processes and hopes to achieve measurable results through automation. Because the Administrator positions for the two Homes were not filled until after the budget process was nearly done, the technical staff developed this request. The management, technical staff, and users must now work on an information plan for the Homes. This request, if funded, should be contingent on the above plan and phased in over the biennium, with proper attention paid to training, personnel, problem management, security, and disaster recovery. The request has potential, but any funding should be contingent on plan improvements.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF NATURAL RESOURCES

### Information System Planning and Development Planning/Upgrade

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 585,000             | 9           |
| 91                   | 1,215,000           | 2           |
| <b>Total Request</b> | <b>\$ 1,800,000</b> |             |

### REQUEST

11 new positions

Purchase hardware and software for central office and three regional headquarters. Develop a Geographical Information System (GIS).

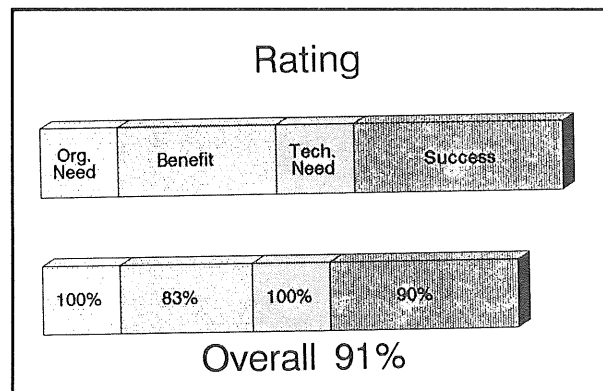
### SUMMARY

The DNR wants to continue building on the strategic plan originally adopted in 1982 and updated every two years since. To be effective, they must implement and upgrade the regional information systems, obtain hardware, hire personnel to implement and develop an integrated Geographical Information System (GIS) and to provide additional systems development and planning functions.

The DNR also proposes to hire personnel to further DNR's GIS efforts and to work with other state, federal and local government agencies. These positions would continue information system efforts, maintain consistency and accuracy in databases, and expand and maintain the telecommunications network to regional offices.

The DNR has a history of working with other units of government, (e.g. State Planning, Pollution Control, Health Department, University of Minnesota, Bureau of Indian Affairs, U.S. Geological Survey, and U.S. Forest Service) private forest owners, and forest industries. A communications network is essential to link state and federal agencies with DNR central and regional offices.

### RATING AND COMMENTS



The proposal has top management support, a strategic plan, two user groups, proven design methods, and supports the agency mission. It will provide the DNR increased productivity and better service to regions. The request also fits perfectly into the agency information system plan.

The central office system must be upgraded to manage the increased level of processing. The three districts require a telecommunications network and computers to interface with each other and the central office. The request does not, however, adequately address projected payback.

### RECOMMENDATION

The DNR has been a leader among state agencies in recognizing the importance of a plan and carrying it out successfully. This project should be funded to continue DNR's efforts to automate regions, giving immediate service to citizens. The GIS is a model of agency cooperation. However, if at all possible, the state should establish mapping standards. A task force made up of representatives from the State Planning Agency, Pollution Control Agency, the Departments of Transportation, Agriculture, Health, and others should be formed to research state mapping standards.

**AMOUNT RECOMMENDED \$ 1,100,000**



**DEPARTMENT OF REVENUE**

|                        | <u>FY</u> | <u>AMOUNT</u>  | <u>POS.</u> |
|------------------------|-----------|----------------|-------------|
|                        | 90        | 282,000        | 0           |
| Increased Access Costs | 91        | <u>579,000</u> | 0           |
| Maintenance            |           |                |             |
| Total Request          |           | \$ 861,000     |             |

**REQUEST**

Payment of increased InterTech charges which will be the result of increased usage.

**SUMMARY**

This will not add new functions, but will expand the use of the current system. Historically, Revenue has experienced a 5% growth each year in the use of their systems. New systems installed under the Integrated Systems plan contain more usable information and serve more functional areas within the department. Transaction volumes for access to these databases are projected to increase by 10% per year as additional users and data come on line.

**RECOMMENDATION**

This request should be a base level adjustment instead of a change request. We recommend full funding.

**AMOUNT RECOMMENDED \$ 861,000**

## DEPARTMENT OF NATURAL RESOURCES

### Information System Planning and Development Planning/Upgrade

| <u>FY</u>     | <u>AMOUNT</u>    | <u>POS.</u>  |
|---------------|------------------|--------------|
| 90            | 585,000          | 9            |
| 91            | <u>1,215,000</u> | 2            |
| Total Request |                  | \$ 1,800,000 |

### REQUEST

11 new positions

Purchase hardware and software for central office and three regional headquarters. Develop a Geographical Information System (GIS).

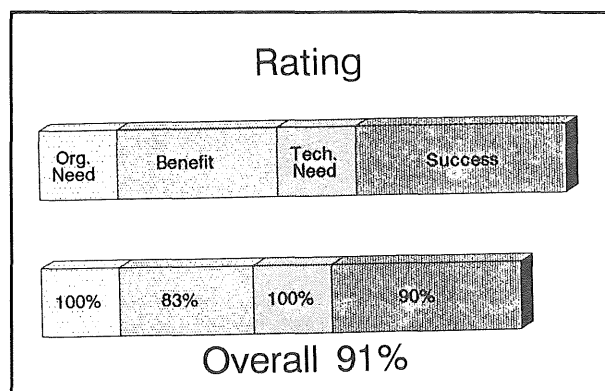
### SUMMARY

The DNR wants to continue building on the strategic plan originally adopted in 1982 and updated every two years since. To be effective, they must implement and upgrade the regional information systems, obtain hardware, hire personnel to implement and develop an integrated Geographical Information System (GIS) and to provide additional systems development and planning functions.

The DNR also proposes to hire personnel to further DNR's GIS efforts and to work with other state, federal and local government agencies. These positions would continue information system efforts, maintain consistency and accuracy in databases, and expand and maintain the telecommunications network to regional offices.

The DNR has a history of working with other units of government, (e.g. State Planning, Pollution Control, Health Department, University of Minnesota, Bureau of Indian Affairs, U.S. Geological Survey, and U.S. Forest Service) private forest owners, and forest industries. A communications network is essential to link state and federal agencies with DNR central and regional offices.

### RATING AND COMMENTS



The proposal has top management support, a strategic plan, two user groups, proven design methods, and supports the agency mission. It will provide the DNR increased productivity and better service to regions. The request also fits perfectly into the agency information system plan.

The central office system must be upgraded to manage the increased level of processing. The three districts require a telecommunications network and computers to interface with each other and the central office. The request does not, however, adequately address projected payback.

### RECOMMENDATION

The DNR has been a leader among state agencies in recognizing the importance of a plan and carrying it out successfully. This project should be funded to continue DNR's efforts to automate regions, giving immediate service to citizens. The GIS is a model of agency cooperation. However, if at all possible, the state should establish mapping standards. A task force made up of representatives from the State Planning Agency, Pollution Control Agency, the Departments of Transportation, Agriculture, Health, and others should be formed to research state mapping standards.

**AMOUNT RECOMMENDED \$ 1,100,000**

**DEPARTMENT OF REVENUE**

|                        | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|------------------------|-----------|---------------|-------------|
|                        | 90        | 282,000       | 0           |
| Increased Access Costs | 91        | 579,000       | 0           |
| Maintenance            |           |               |             |
| Total Request          |           | \$ 861,000    |             |

**REQUEST**

Payment of increased InterTech charges which will be the result of increased usage.

**SUMMARY**

This will not add new functions, but will expand the use of the current system. Historically, Revenue has experienced a 5% growth each year in the use of their systems. New systems installed under the Integrated Systems plan contain more usable information and serve more functional areas within the department. Transaction volumes for access to these databases are projected to increase by 10% per year as additional users and data come on line.

**RECOMMENDATION**

This request should be a base level adjustment instead of a change request. We recommend full funding.

**AMOUNT RECOMMENDED \$ 861,000**

**DEPARTMENT OF REVENUE****Sales Tax Processing  
Implementation**

| <u>FY</u>            | <u>AMOUNT</u>       | <u>POS.</u> |
|----------------------|---------------------|-------------|
| 90                   | 1,954,000           | 0           |
| 91                   | 5,376,000           | 0           |
| <b>Total Request</b> | <b>\$ 7,330,000</b> |             |

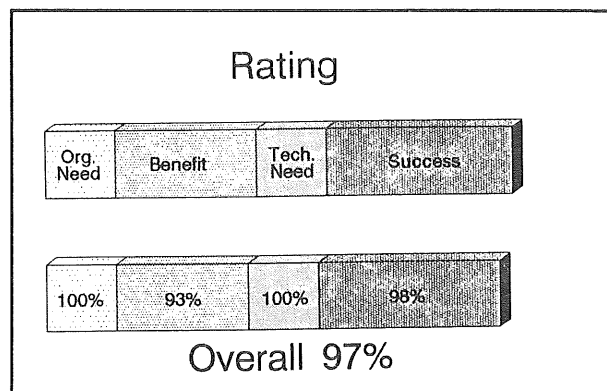
**REQUEST**

To develop and implement the sales tax system as the prototype document processing system in Revenue's Integrated Systems Plan.

**SUMMARY**

This proposal has two parts. First, Revenue wants to design, develop and implement a sales tax processing module. Second, Revenue wants to develop a prototype/pilot project for document processing using optical disk technology for sales tax. Document processing is the base for their systems. If successful, optical disk technology would be implemented later in other areas within the department. This technology would substantially reduce the paper handling and allow immediate access to documents whenever needed -- regardless of where the document is in the system.

The sales tax system captures much of the initial data that is used by existing Revenue functions (Taxpayer Registration-Business, Taxpayer Accounts, Computer Assisted Collection System, refund processing, tax order processing and audit management). The current processing system is expensive, manual and slow. The existing system may not accommodate new tax laws. The ramifications range from having the system down a long time while trying to accommodate changes, to not being able to make the changes at all.

**RATING AND COMMENTS**

The proposed processing system would speed up processing times and improve client services. The pilot project will increase delinquent collections and productivity. Users and managers have been involved.

**RECOMMENDATION**

Systems development and implementation of the sales tax system should be funded. Funding to proceed with the design of the document processing system should be provided. Funding for the purchase of the optical image equipment should be contingent upon approved recommendations from InterTech research and development investigations of automated document processing and image technology. Revenue should use Master Lease to reduce the cost of the equipment.

**AMOUNT RECOMMENDED \$ 5,490,000**

## DEPARTMENT OF REVENUE

### Taxpayer Accounts (TPA) Implementation/Upgrade

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|---------------|-------------|
| 90            | 1,277,000     | 0           |
| 91            | 3,217,000     | 0           |
| Total Request | \$ 4,494,000  |             |

### REQUEST

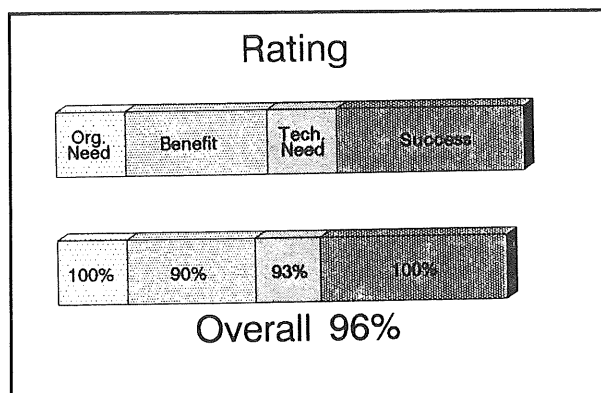
Replace the current accounts receivable (A/R) system, consolidate all taxpayer deposit account information and establish a centralized depository for all tax related accounting transactions.

### SUMMARY

Funding is required to complete the development of the TPA module, to test it and to implement it. The system interfaces with all new and most existing Revenue information systems. It acts as the information base for the tax audit and collection programs, provides access for taxpayer service and inquiry, and provides financial information to policy makers and fiscal analysts. All major tax return and remittance processing systems will communicate directly with this system.

The current A/R system is 15 years old and undocumented. Modifications are difficult and risky. Without funding, costly interfaces to existing systems will have to be developed, and the investment of resources already put into the project would be lost. Without this module, there will not be an automated accounts payable which interfaces with A/R.

### RATING AND COMMENTS



The current system is old and inadequate and puts the department in jeopardy. Delinquent accounts can be pursued more quickly and successfully with timely information. Users and managers were highly involved, and the department has a good systems development methodology.

### RECOMMENDATION

This project is a key part of Revenue's overall integrated systems plan. Other development efforts in the plan are dependent on its completion. This project should be fully funded.

**AMOUNT RECOMMENDED \$ 4,494,000**

## SECRETARY OF STATE

### Accounting Computerization Implementation

|               | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|-----------|---------------|-------------|
|               | 90        | 33,000        | 0           |
|               | 91        | 0             | 0           |
| Total Request | \$        | 33,000        |             |

### REQUEST

To computerize account tracking functions with additional software, programming, and consultant help.

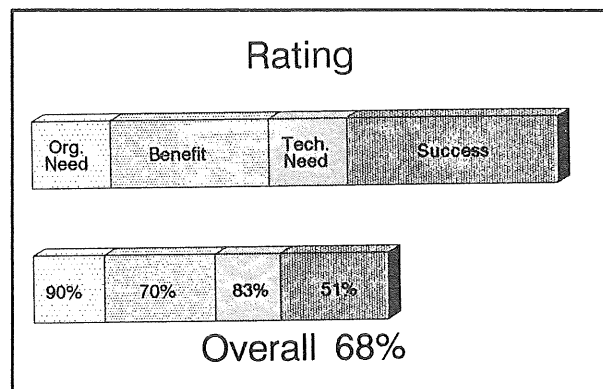
### SUMMARY

The increasing volume of transactions and complexity of accounting requires computerization to avoid hiring additional staff.

The Fiscal Operations Division wants to expand the capacity of their current computer, hire a consultant to program the software, and enter the current backlog of data. The agency has not been able to find off-the-shelf software which will meet their needs.

The proposed system will be used as an internal tracking/audit trail by the Fiscal Operations Division only, but other agency staff will have appropriate access to the data.

### RATING AND COMMENTS



The current manual system is slow and inefficient. The proposal supports the agency mission and avoids hiring new staff. It would use current agency technology and improve data management. The potential for success is moderate. The proposed system is relatively simple, but nonetheless, it needs a better plan.

### RECOMMENDATION

The Office of the Secretary of State should receive funding after it has planned the project better. The planning should include documentation of the needs of system users, agency information requirements, hardware resource requirements, definition of system inputs/outputs, system performance requirements, deliverables expected from the programming consultant, acceptance criteria, and other information which will help ensure success.

### AMOUNT RECOMMENDED \*

\* We do not make recommendations for the Secretary of State.

## STATE PLANNING AGENCY

|   | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 600,000       | 10          |
| Information Clearinghouse and Technical Assistance Center | 91        | 600,000       | 10          |
| Implementation  |           |               |             |
| Total Request   |           | \$ 1,200,000  |             |

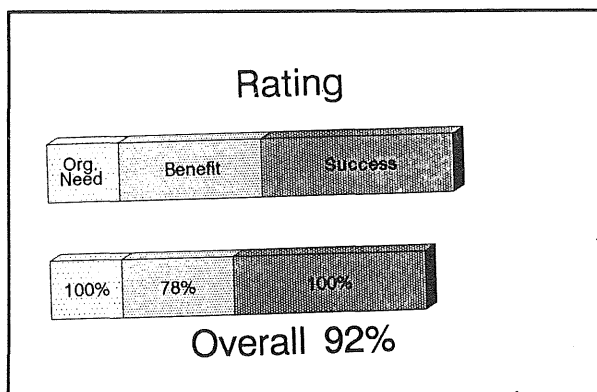
### REQUEST

10 revolving fund positions transferred to the general fund.

### SUMMARY

This transfer of funding would provide a consistent and stable base so that the Land Management Information Center (LMIC) could function as a clearinghouse for state data on natural and physical resources and provide data analysis services to clients.

### RATING AND COMMENTS



This request has top management backing and supports the long-term vision of how the State Planning Agency provides services to clients. It also supports the way State Planning develops and maintains their information systems. This request makes sense in light of the changing role of LMIC. In the past it has been applications oriented; now it has become a data collection, integration, and transfer service.

### RECOMMENDATION

Because of limited funds, we recommend transferring half of the proposed revolving fund positions (5) to the general fund in order to provide a partial operating base for this activity in this biennium. We also support transferring the funding source for the remaining positions in the next biennium.

**AMOUNT RECOMMENDED \$ 600,000**

**STATE TREASURER**

Information System Equipment/Planning  
Planning/Upgrade

|                      | <u>FY</u> | <u>AMOUNT</u>     | <u>POS.</u> |
|----------------------|-----------|-------------------|-------------|
|                      | 90        | 115,000           | 0           |
|                      | 91        | 0                 | 0           |
| <b>Total Request</b> |           | <b>\$ 115,000</b> |             |

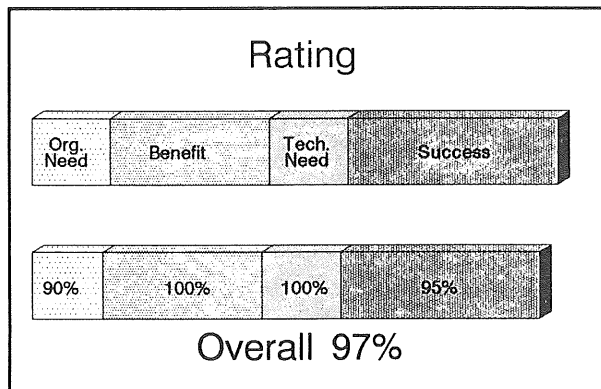
**REQUEST**

New tape drives; planning for long-term information system needs.

**SUMMARY**

The State Treasurer's Office provides daily cash balancing for statewide accounting. The current system -- which is 10 years old -- is the initial point of receipt for all monies paid into the state treasury, and it does not have enough capacity for the volume. The tape drives fail every 2 months and replacement parts are no longer manufactured. The tape drives are the most critical and vulnerable part of the system. For every full day the system is inoperable, the state loses \$2-3 million in investment interest.

All payments and payroll for the state are paid through this system. It provides audit reports for the Department of Public Safety and provides cash investment capabilities for state agencies. It also supplies data on unclaimed property to the Department of Commerce.

**RATING AND COMMENTS**

This proposal would develop a much needed long-term information systems plan, and would avoid \$2-3 million/day in lost interest on investments. The need for the equipment portion of this request is immediate and would safeguard against the very real possibility of a complete system failure. The success potential is very good. Planning is the long-term solution for the Treasurer's office. The responsibilities of the office have become more complex and have a wider impact than when their current system was implemented 10 years ago. They need to define all their potential clients and data requirements and how they will interface.

**RECOMMENDATION**

We recommend that the State Treasurer use an established and approved structure for their planning process to ensure a final product that has longevity, vision and compatibility with the rest of the state.

**AMOUNT RECOMMENDED \$ \***

\* We do not make recommendations for the State Treasurer.



## SUPREME COURT

### Information Systems Implementation/Upgrade

| <u>FY</u>     | <u>AMOUNT</u> | <u>POS.</u>  |
|---------------|---------------|--------------|
| 90            | 2,609,000     | 18           |
| 91            | 2,666,000     | 23           |
| Total Request |               | \$ 5,275,000 |

## REQUEST

23 new positions

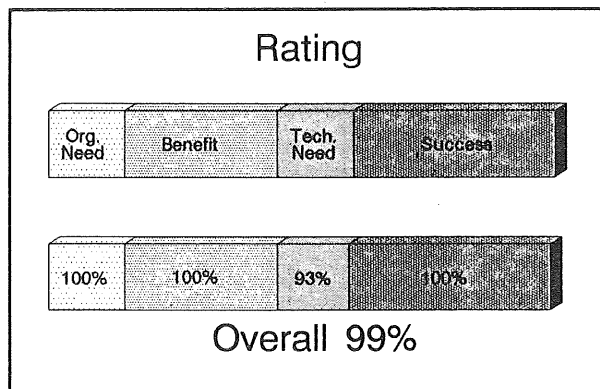
Enhance and expand the existing court record-keeping system.

## SUMMARY

The proposal would improve the court's efficiency by dealing with offenders more quickly. The Supreme Court has completed a detailed plan, and it has strong management support. Information management standards are in place. The positions requested include operations personnel for each district and programmers to maintain the system.

The court has successful experience in using the system in two districts. The remaining districts have been involved in developing this request and are eager to have the system. Telecommunications is definitely important to this project since data flows between the districts and St. Paul.

## RATING AND COMMENTS



If not funded, individual counties may go ahead and develop their own systems. That would cost more and would not be compatible across the state. It could also mean that district services would vary from district to district, giving unequal services to citizens. There would be no monetary benefits. Other courts could be affected by this request, and they have been included in the planning to a certain extent. The Supreme Court has done short-term, but not long-term planning. The proposal has management support, a strategic plan, user involvement, information management standards and disaster recovery.

## RECOMMENDATION

This is a worthwhile project but needs more long-term planning and evaluation of the existing operation.

**AMOUNT RECOMMENDED \$ \***

\* We do not make recommendations for the Supreme Court.

**DEPARTMENT OF TRADE & ECONOMIC DEVELOPMENT**

|   | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---|-----------|---------------|-------------|
|   | 90        | 575,000       | 2           |
| Implementation of Tactical Information Plan | 91        | 154,000       | 2           |
| Implementation                              |           |               |             |
| Total Request                               | \$        | 729,000       |             |

**REQUEST**

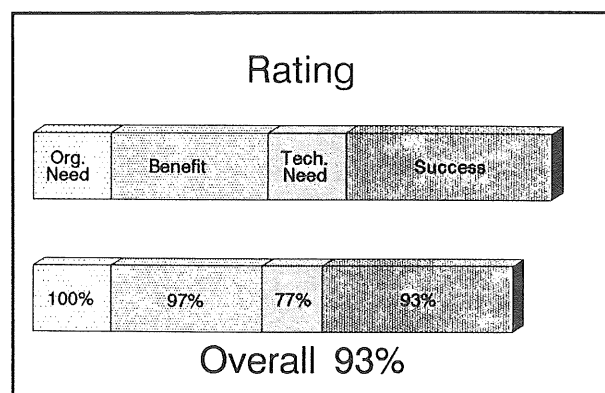
2 new positions

To integrate diverse computer systems and reorganize technical resources to support the agency's mission and strategic plan.

**SUMMARY**

Trade & Economic Development's organizational goals are to act as an economic policy and information clearinghouse, facilitate economic development, and deliver economic development programs. None of the existing systems can meet the whole agency's needs. Because the agency has undergone extensive reorganization, each division has separate computer systems that do not communicate.

TED has conformed to the standards of practice for information management and is ready to implement the tactical information plan. Top management is involved and the agency has experienced staff involved in managing the planning process. The proposal would provide better client services and have a payback period of 2 years.

**RATING AND COMMENTS**

TED has considered internal and client needs in its planning process. The plan is thorough and well documented, but the agency chose not to include Tourism and Community Development. The current system is expensive and internally incompatible. The proposal is well planned and has a strong potential for success, but the implementation plan needs details.

**RECOMMENDATION**

We recommend funding one programmer analyst position (\$50,000) for FY90 to complete the details of the information plan, which should include Tourism and Community Development. When the plan is complete, we recommend partial funding (\$350,000) for FY91. Limited funds prevent us from recommending full funding.

**AMOUNT RECOMMENDED \$ 400,000**

**DEPARTMENT OF TRADE AND ECONOMIC DEVELOPMENT**

|                                    | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|------------------------------------|-----------|---------------|-------------|
|                                    | 90        | 750,000       | 15          |
| Travel Information Centers Funding | 91        | 750,000       | 15          |
| Implementation/Upgrade             |           |               |             |
| Total Request                      |           | \$ 1,500,000  |             |

**REQUEST**

15 new positions

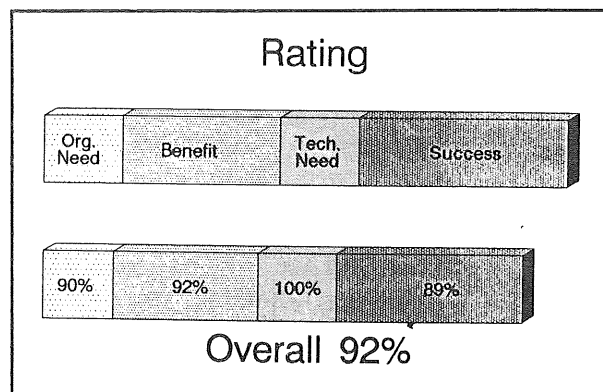
Disk drive, processor upgrades, terminals and printers for Travel Information Centers.

Expand existing local area network in all centers and develop an interactive audio-visual system in some centers.

(Only \$250,000 of this request is information systems related.)

**SUMMARY**

This request consists of two parts. The first project would develop and test an interactive audio-visual computer system to provide direct public access to accommodations and attractions. It would directly impact the public. The second project would upgrade and expand the existing local area network within the Travel Information Centers. Both projects would improve service to the traveling public. The project would increase service, improve staff productivity and increase the amount of tourist dollars spent in Minnesota.

**RATING AND COMMENTS**

The proposal has a quick payback period (2.5 yrs). The current system is at capacity. The remaining Travel Information Centers need the upgrade. The proposed upgrade to the existing system is simple, and the conversion to the remaining information centers is well planned and logical. We endorse their approach to the audio-visual system prototype: develop the system, test it in a small number of centers, and if it results in a significant increase in tourist dollars, implement it in the rest the centers. Chances for success are reasonably good.

**RECOMMENDATION**

This is a worthwhile request, but due to limited funds, we do not recommend funding.

**AMOUNT RECOMMENDED \$ 0**

**DEPARTMENT OF VETERANS AFFAIRS****County Veterans Service Officers Information System  
Planning/Implementation**

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 35,000           | 0           |
| 91                   | 42,000           | 0           |
| <b>Total Request</b> | <b>\$ 77,000</b> |             |

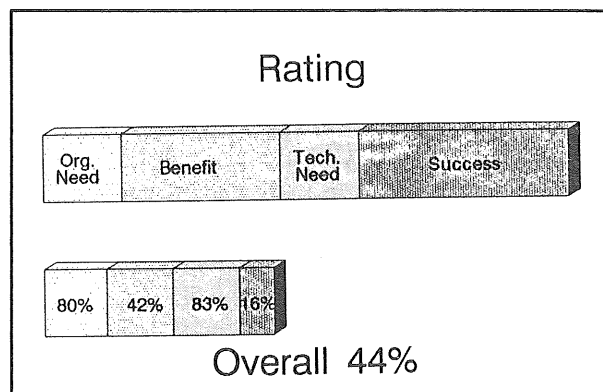
**REQUEST**

Purchase hardware.

To develop a system that would communicate data electronically between the Department of Veterans Affairs in St. Paul and the County Veterans Service Officers (CVSO) in the 87 counties, and to hire a temporary data entry clerk to coordinate a study and assess the needs of the proposed system linkage.

**SUMMARY**

County officers need immediate communication links with Veterans Affairs in St. Paul to better serve their clients. Veterans apply for benefits in the counties, but review and approval is done in St. Paul. The current method of data transfer is by U.S. mail; this is too slow to meet veterans' needs.

**RATING AND COMMENTS**

This project has implications for the statewide telecommunications network. The CVSO needs to consider how they could fit into the network. This proposal directly affects veterans who receive benefits. It has the potential to improve cash flow and improve client services. This request was the agency's highest priority of the three it submitted.

Although Veterans Affairs indicated that work plans are complete, no written plan for the project was submitted. Management involvement is limited, costs have not been identified, and it would not be appropriate to delegate a needs assessment study to a data entry clerk.

**RECOMMENDATION**

Funding is not recommended. For this project to work, Veterans Affairs must plan this project better and identify the telecommunications implications. If funded, it should be on condition that planning be done at an appropriate level and not delegated to a data entry clerk.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF VETERAN AFFAIRS

### Minnesota Veterans Data Base Implementation

| <u>FY</u>            | <u>AMOUNT</u>    | <u>POS.</u> |
|----------------------|------------------|-------------|
| 90                   | 22,000           | 1           |
| 91                   | <u>22,000</u>    | 1           |
| <b>Total Request</b> | <b>\$ 44,000</b> |             |

### REQUEST

1 new position

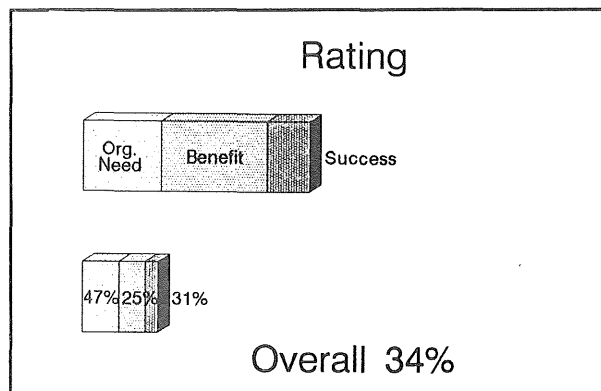
Create a database on 500,000 veterans in Minnesota to speed up mailings and notices to clients and provide information for management on veteran demographics, etc. The new position would enter data, compile reports, and support management needs and requests for information.

### SUMMARY

Currently, there are 120,000 veterans in the database, for which the department has Power of Attorney.

County Veteran Service Officers, and ultimately the veterans themselves, would benefit from the creation of a database and a dedicated person to retrieve information, because it would reduce the turnaround time for information requests and offload staff time to provide additional services to veterans.

### RATING AND COMMENTS



Veterans Affairs could continue to use current staff as available, although the data base would not be created as quickly. Management involvement is not evident. The project plan is not well defined.

### RECOMMENDATION

We do not recommend funding. This was the last priority of the department and could be accomplished with current staff, albeit more slowly.

**AMOUNT RECOMMENDED \$ 0**

## DEPARTMENT OF VETERANS AFFAIRS

Special Equipment  
Planning/Implementation

|               | <u>FY</u> | <u>AMOUNT</u> | <u>POS.</u> |
|---------------|-----------|---------------|-------------|
|               | 90        | 30,000        | 0           |
|               | 91        | <u>20,000</u> | 0           |
| Total Request |           | \$ 50,000     |             |

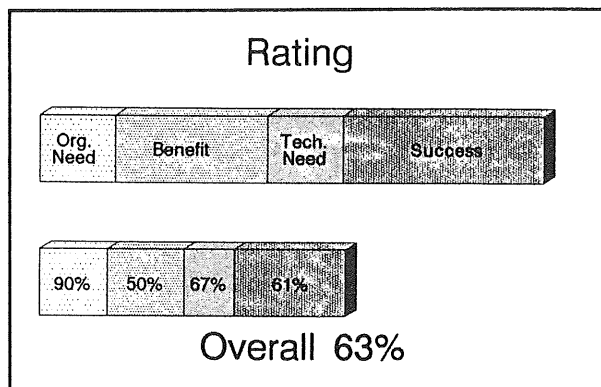
### REQUEST

To establish a base level budget for central office equipment, specifically, telephone and computer systems.

### SUMMARY

The phone and computer systems at Veterans Affairs are at capacity. They need a new line item because of the separation of the Veterans Homes and Veterans Affairs.

### RATING AND COMMENTS



This proposal supports the agency mission, and they give it a 2 out of 3 priority rating. The new system would allow flexibility for future growth. The need is critical because they are out of disk space. There has been some management involvement, but there is no plan. The request has a moderate chance of success.

### RECOMMENDATION

We recommend funding for the immediate need to increase the capacity of their central office computer system and adding telecommunications for off-site locations. Any further funding should be contingent on the development of an information systems plan.

**AMOUNT RECOMMENDED \$ 20,000**

## WORKERS' COMPENSATION COURT OF APPEALS

Information Systems  
Implementation/Upgrade

| FY            | AMOUNT    | POS. |
|---------------|-----------|------|
| 90            | 18,000    | 0    |
| 91            | 13,000    | 0    |
| Total Request | \$ 31,000 |      |

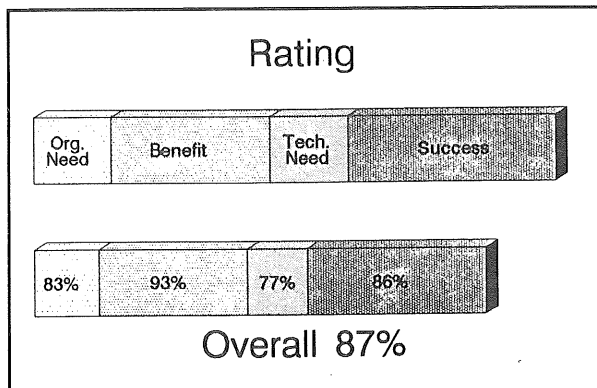
### REQUEST

Equipment, maintenance, software, training and increased operating costs for an existing personal computer system.

### SUMMARY

Workers' Compensation Court of Appeals has previously acquired hardware and developed a system to automate office clerical functions with salary savings. As a result, they have no line 17 funds for on-going operating and update costs. These funds are necessary for that purpose. The additional funds would give them the ability to communicate with statewide accounting and the biennial budget system.

### RATING AND COMMENTS



This is a top management priority. The proposal would increase services to clients, eliminate inefficiencies and pay for itself in less than two years. However, it needs more direct management involvement and a careful needs analysis. The current hardware was purchased with salary savings. Now they need funds for on-going operating costs and system design/enhancement. The request is straight forward. The chances for success are good.

### RECOMMENDATION

This is a simple request and it should be funded. Since they are very young in their information systems development, they should take the time and effort to do a more detailed and comprehensive appraisal of their long-term needs and interaction with other agencies.

**AMOUNT RECOMMENDED \$ 31,000**

**from Workers' Compensation Special Funds**

# **Appendix:**

## **Summary of Funding Requests and Recommendations**



## Summary of Funding Requests and Recommendations

| Page | Department          | Project/Change                                |      |             | Rating | Priority    | Contingent  | Other |
|------|---------------------|---|------|-------------|--------|-------------|-------------|-------|
| No.  | Name                | Request                                       | Pos. | Total       | %      | Funding     | Funding     | Funds |
| 46   | Admin-IPO           | Architecture and Telecommunication Dev        | 2    | \$651,000   | n/a    | \$500,000   |             |       |
| 46   | Admin-IPO           | Strategic Information Planning                | 2    | \$366,000   | n/a    | \$325,000   |             |       |
| 46   | Admin-IPO           | Education and Training                        | 3    | \$253,000   | n/a    | \$0         |             |       |
| 46   | Admin-IPO           | Office Administration                         | 1    | \$96,000    | n/a    | \$0         |             |       |
| 45   | Admin-IPO           | Grants-in-Aid Local Government (IISAC)        | 0    | \$50,000    | n/a    | *           |             |       |
| 45   | Admin-IPO           | Acceptance Testing Laboratory/Venture Funding | 5    | \$546,000   | n/a    | \$300,000   |             |       |
| 50   | Admin-InterAgency   | Statewide Backbone Network (STARS)            | 9    | \$750,000   | 84%    | \$1,000,000 |             |       |
| 51   | Admin-InterTech     | Second Site/Disaster Recovery                 | 23   | \$2,064,000 | 86%    | \$500,000   |             |       |
| 52   | Admin-InterTech     | System Support for Small Agencies             | 6    | \$600,000   | 49%    | \$0         |             |       |
| 48   | Admin-InterTech     | Data Privacy Backup                           | 1    | \$83,000    | 94%    | \$83,000    |             |       |
| 47   | Admin-InterTech     | Communications Center Consoles                | 0    | \$72,000    | 86%    | \$72,000    |             |       |
| 49   | Admin-Fiscal/Pers   | Departmental Systems Coordinator              | 1    | \$103,000   | 93%    | \$0         |             |       |
| 3    | Agriculture         | Department Network Distribution               | 1    | \$120,000   | 60%    | \$0         |             |       |
| 4    | Animal Health Board | Data Processing Equipment                     | 0    | \$68,000    | 59%    | \$0         |             |       |
| 53   | Attorney General    | Litigation Support                            | 1    | \$535,000   | 98%    | Const. Ofc  |             |       |
| 5    | Commerce - AELSLA   | PC System Upgrade                             | 0    | \$12,000    | 87%    | \$10,000    |             |       |
| 25   | Corrections         | Information System Upgrade                    | 8.5  | \$1,576,000 | 91%    | \$1,000,000 |             |       |
| 20   | Education           | Integrated Data Base/ESV Regions              | 4    | \$5,150,000 | 77%    |             | \$100,000   |       |
| 21   | Education           | Office Automation                             | 1    | \$1,655,000 | 85%    |             | part of #20 |       |
| 19   | Education           | Automated Library For Blind and Handicapped   | 0    | \$243,000   | 78%    |             | part of #20 |       |
| 57   | Employee Relations  | Staffing Information System Implementation    | 3    | \$3,905,000 | 85%    | \$3,800,000 |             |       |
| 55   | Employee Relations  | Management & Dev. of Information Resources    | 2    | \$931,000   | 75%    |             | ***         |       |
| 54   | Employee Relations  | Automated Grievance Tracking Information Sys  | 1    | \$144,000   | 37%    | \$0         |             |       |
| 56   | Employee Relations  | Personnel/Payroll System                      | 4    | \$778,000   | 90%    | \$778,000   |             |       |
| 6    | Ethical Practices   | System Upgrade (position not MIS)             | 1    | \$94,000    | 94%    | \$15,000    |             |       |
| 58   | Finance             | BBS Technical Support and Enhancements        | 1    | \$470,000   | 89%    | \$470,000   |             |       |
| 60   | Finance             | Statewide Accounting System Improvements      | 0    | \$150,000   | 95%    | **          |             |       |

## Summary, continued

| Page No. | Department Name    | Project/Change Request                        | Pos. | Total        | Rating % | Priority Funding | Contingent Funding | Other Funds |
|----------|--------------------|---|------|--------------|----------|------------------|--------------------|-------------|
| 59       | Finance            | Payroll System Improvements                   | 0    | \$175,000    | 85%      | **               |                    |             |
| 61       | Finance            | Strategic Long-Range Info. System Planning    | 0    | \$90,000     | 88%      | **               |                    |             |
| 27       | Health             | Laboratory Quality Assurance & Data Mgmt      | 3    | \$253,000    | 92%      | \$175,000        |                    |             |
| 26       | Health             | Automate Data Capability                      | 1    | \$161,000    | 66%      | \$0              |                    |             |
| 28       | Health             | Repairs and Betterment - General (Cable Only) | 0    | \$272,000    | 86%      | \$0              |                    |             |
| 62       | Human Rights       | Improved Computer System                      | 1    | \$220,000    | 73%      |                  | \$150,000          |             |
| 33       | Human Services     | Medicaid IS Redesign/Maintenance              | 8    | \$1,511,000  | 99%      | \$711,000        |                    |             |
| 32       | Human Services     | MAXIS Sys Operations/Development Implement.   | 29   | \$18,803,000 | 98%      | \$11,300,000     |                    |             |
| 30       | Human Services     | Child Support Enforcement Admin/Maint         | 12   | \$826,000    | 94%      | \$826,000        |                    |             |
| 34       | Human Services     | Social Services IS Development                | 6    | \$2,600,000  | 87%      | \$300,000        |                    |             |
| 35       | Human Services     | Residential Facility IS Improvement           | 10   | \$6,264,000  | 90%      | *                |                    |             |
| 31       | Human Services     | Long Term Care IS Maint. & Staff              | 3    | \$300,000    | 91%      | \$300,000        |                    |             |
| 29       | Human Services     | Automate Administrative Operations            | 6    | \$5,310,000  | 35%      | \$0              |                    |             |
| 36       | Human Services     | Telecom. Mgmt & Interagency Coop. (IRIS)      | 3    | \$910,000    | 86%      |                  | \$500,000          |             |
| 38       | Jobs and Training  | Reasonable Accom. and MIS Conversion          | 1    | \$452,000    | 96%      | \$0              |                    |             |
| 37       | Jobs and Training  | Intake, Referral and Inventory System (IRIS)  | 4    | \$1,800,000  | 76%      |                  | \$500,000          |             |
| 65       | Labor and Industry | File Administration                           | 1    | \$144,000    | 94%      |                  |                    | \$144,000   |
| 66       | Labor and Industry | Remote Entry & Access                         | 0    | \$299,000    | 84%      |                  |                    | \$299,000   |
| 63       | Labor and Industry | Computer System Restructuring                 | 6    | \$723,000    | 94%      |                  |                    | \$723,000   |
| 64       | Labor and Industry | Data Entry Staff                              | 2    | \$92,000     | 88%      |                  |                    | \$92,000    |
| 67       | Mediation Services | Information Resource Management Project       | 0    | \$124,000    | 74%      | \$0              |                    |             |
| 69       | Military Affairs   | Information Management                        | 0    | \$36,000     | 77%      |                  | \$20,000           |             |
| 68       | Military Affairs   | Computerized Maintenance                      | 0    | \$200,000    | 51%      | \$0              |                    |             |
| 70       | MN Vets Home       | Veterans Home                                 | 4    | \$382,000    | 42%      |                  | ***                |             |
| 71       | Natural Resources  | Information System Planning and Development   | 11   | \$1,800,000  | 91%      | \$1,100,000      |                    |             |
| 39       | Ombud for Correct. | Office Automation completion                  | 0    | \$20,000     | 95%      | \$15,000         |                    |             |
| 40       | Pharmacy Board     | Licensing System                              | 0    | \$15,000     | 50%      |                  |                    | \$15,000    |