

Table of Contents

Minnesota IT Services (MNIT)

<i>Agency Profile</i>	1
<u>Program</u>	3
IT for Minnesota Government	3
<u>Activity</u>	3
IT Services	3
<i>Activity Narrative</i>	3
Applications, Projects and Initiatives	5
<i>Activity Narrative</i>	5
Leadership	8
<i>Activity Narrative</i>	8

<https://mn.gov/mnit/>

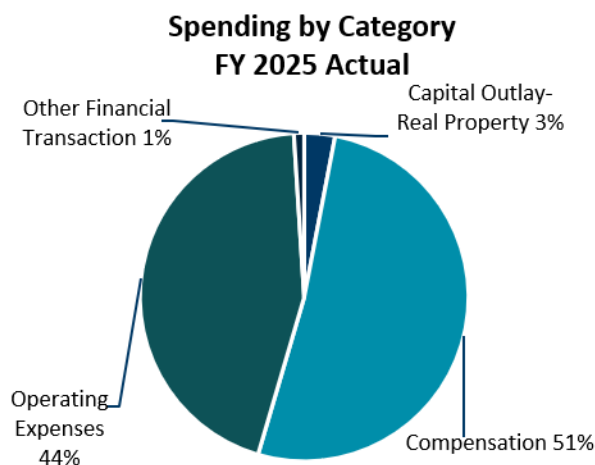
AT A GLANCE

- Drives information technology for more than 70 executive branch agencies, boards and commissions.
- Mission: Partner to deliver secure, reliable technology solutions that improve the lives of Minnesotans, with a vision of an innovative digital government that works for all.
- Workforce of approximately 2,861 IT employees.
- Managed IT spend of \$939 million in FY 2025.
- Supports more than 42,000 users and more than 3,000 applications across state government
- Core services include cybersecurity, infrastructure, cloud, networks, applications, data, digital services, accessibility and GIS.
- Provides enterprise IT support 24/7, handling approximately 465,000 service tickets annually.
- Operates and supports 316 state websites, serving more than 56 million website visits annually
- 3,207 cybersecurity incidents detected and resolved in 2025, 7M+ security vulnerabilities resolved across the executive branch.
- Connects all 87 counties, 300 cities, and 200 public higher education campuses through the state network

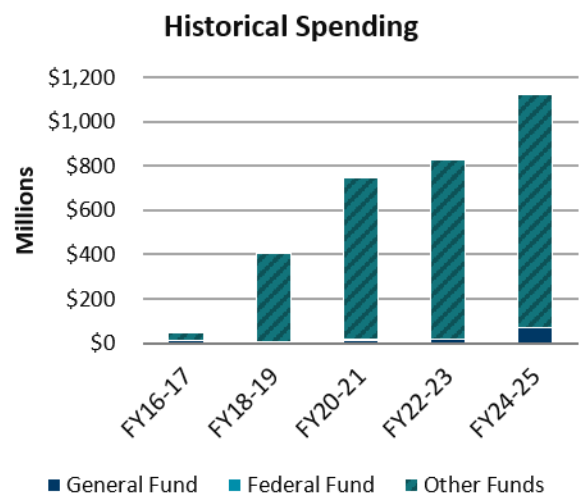
PURPOSE

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

BUDGET



Source: Budget Planning & Analysis System (BPAS)



Note: This chart excludes enterprise chargebacks to agencies and includes other agency funds dedicated to Information and Telecommunications Account projects. (Internal Services Fund Enterprise IT Services is excluded)

Source: Consolidated Fund Statement

Minnesota IT Services (MNIT) is primarily funded through three sources: rate-based chargebacks to agencies for Enterprise IT services through the Enterprise Technology Fund (5500); direct pass-through chargebacks and

special initiatives for agency applications and IT projects through the Special Revenue Fund (2001); and General Fund (1000) appropriations for IT governance, cybersecurity, and other strategic initiatives.

General fund appropriations support the Chief Information Officer (CIO) office, enterprise security, accessibility, technology transformation, IT project portfolio oversight, Minnesota Geospatial Information Office (MnGeo), and one-time investments in cybersecurity, cloud transformation, technology modernization and other initiatives.

Since the Legislature enacted IT consolidation in FY 2011, MNIT consolidated finances, purchasing, data centers, and commodity IT services to create efficiency along with economies of scale for the state. MNIT continues to build shared enterprise capabilities that help agencies modernize critical systems, strengthen cybersecurity, and deliver reliable digital services.

STRATEGIES

MNIT launched its 2023-2027 MNIT Strategic Plan (<https://mn.gov/mnit/about-mnit/strategic-plan/>) in the fall of 2023. To guide the agency's efforts to create a secure, modern, and people-focused digital government. The plan combines agency priorities with a focus on improving MNIT's ability to serve the people of Minnesota.

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

- Customer Experience - clear, accessible, and user-centered digital services.
- Cybersecurity and Operational Excellence - secure, reliable, and efficient technology services.
- Connected Culture - collaboration, trust, and shared ownership across MNIT and its partners.

These themes shape modernization, service delivery, workforce development, and technology governance across the executive branch.

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

In 2025, MNIT put the strategic plan into action by:

- Launching LoginMN and supporting Minnesota Paid Leave with secure, reliable day-one operations.
- Advancing responsible artificial intelligence through TAIGA governance, education, and practical pilots.
- Using the Technology Modernization Fund to reduce technical risk; 28 agencies have received funding to date.
- Implementing the Cybersecurity Incident Reporting law and expanding whole-of-state cybersecurity partnerships.
- Improving project and portfolio management through Planview and the SPM Summit BEACON.
- Embedding human-centered design into state services and convening leaders through the Customer Experience Summit.

MNIT will continue building shared capabilities, modernizing critical services, and embedding security and reliability into everyday work so agencies can respond to change and serve Minnesotans effectively.

MNIT legal authority comes from M.S. 16E (<https://www.revisor.leg.state.mn.us/statutes/?id=16E&view=chapter>).

Program: IT for Minnesota Government**Activity: IT Services**<https://mn.gov/mnit/>**AT A GLANCE**

Enterprise and shared Information Technology (IT) services provided to agencies through rates

- Infrastructure & Cloud
- Network & Telecommunications
- End-User Technology & Support
- Collaboration and Productivity: Microsoft 365
- Web & Digital Platforms
- Cybersecurity & Identity
- Project, Portfolio & Delivery support
- Geospatial & mapping
- AI Services

PURPOSE AND CONTEXT

This activity provides the secure, reliable, and effective technology infrastructure and shared IT services needed to support state government operations and agency program delivery. It includes enterprise standard services delivered across the executive branch as well as agency-based technology services that support specific business needs. These services enable agencies to operate effectively, modernize technology, protect systems and data, and deliver programs and services to Minnesotans. The primary customers are state government entities and, by extension, the people of Minnesota.

SERVICES PROVIDED

IT Services includes all the computing, telecommunications, network, and security services that underlie along with support the program applications upon which state agencies rely:

- Infrastructure as a Service (IaaS): mainframe, server, storage, and cloud infrastructure required to run agency applications and technology operations including data center management.
- End-User Computing & Support: Provides the technology and support state employees need to work effectively, including 24/7 enterprise service desk support, mobile device management, phone services and workstation management that includes hardware and end-user technology.
- Microsoft 365 & Collaboration: Email, Teams, conferencing, Power Platform, Copilot, file storage, and collaboration tools provided as an enterprise software bundle.
- Contracted Telecom Services: local and long-distance voice services contracted through third-party telephone vendors.
- Internet protocol (IP) Voice Services: provides voice over internet protocol (VOIP) capabilities to state agencies through both physical desk phones and software-based softphone solutions.
- Contact Center Minnesota: call center that provides customer solutions.
- Wide Area Network Services (WAN): services that enable the use of the state's communications network for voice, data, and video.
- Local Area Network (LAN): communications network connecting devices within a building or campus.
- Web & Digital Platforms: Web hosting and enterprise web content management services that support agency websites and digital content. Enabling 580 web masters and content producers at agencies to stand up websites as well as publish web content for constituents.

- Security: Core security, vulnerability management, web application firewall, LoginMN, eDiscovery, and related enterprise security capabilities.
- Project & Portfolio Services: Enterprise project management, portfolio oversight, standards, tools, and delivery support.
- Geospatial Services: Shared mapping, imagery, geospatial data, hosting, and GIS capabilities through MnGeo.
- AI as a Service: Enterprise AI tools and shared capabilities that support secure, consistent use of approved AI assistants and generative AI solutions across agencies.

RESULTS

Part A: Performance Data

Potential performance measures for MNIT Enterprise IT Services are based primarily on the 2025 Annual Report.

Measure	Measure Type	Measure data source	Historical / Trend Data	Most Recent Data
Cloud migration and hosting efficiency	Result	2025 annual report	2024: 1,500 cloud-hosted servers and 250 applications migrated. 2025: 3,700 cloud-hosted servers and 500 applications migrated; 50% of servers cloud-based.	80% of targeted workloads currently migrated to cloud (as of June 2026);
Enterprise Service Desk performance	Quality	2025 annual report	Same-day resolution: 46.44% in	48% resolved in one day in 2025; 4.74/5 average satisfaction rating.
Enterprise Service Desk workload	Quantity	2025 annual report		465,280 tickets received across the executive branch in 2025; 230,135 resolved the same day.
Cybersecurity vulnerability remediation	Result / Quantity	2025 annual report		7M+ security vulnerabilities resolved across the executive branch in 2025.
Web service reach	Quantity	2025 annual report		316 websites hosted/supported; 56.1M visits to state websites hosted by MNIT in 2025.
Geospatial service utilization	Quantity	2025 annual report		113.3M hits on the geospatial image server in 2025.

Part B: Evidence of Effectiveness

MNIT's Enterprise IT Services primarily provide technology infrastructure, cybersecurity, network, cloud, end-user, and shared technology services to state agencies. While MNIT uses industry standards, established frameworks, performance measures, and operational data to assess service effectiveness and guide continuous improvement, these activities have not been identified as evidence-based practices meeting Results Management's definition requiring qualifying experimental or quasi-experimental impact evaluations.

MNIT legal authority comes from M.S. 16E (<https://www.revisor.leg.state.mn.us/statutes/?id=16E&view=chapter>).

Program: IT for Minnesota Government**Activity: Applications, Projects, and Initiatives**<https://mn.gov/mnit/>**AT A GLANCE**

- Responsible for management and oversight of over 3,000 applications across the executive branch agencies
- MNIT's project portfolio includes:
 - 300+ actively managed projects at any point in time
 - Agency-funded Information and Telecommunications Account (ITA) aka "Odyssey" technology projects, \$45M additional investment in 2025
 - Technology Modernization Fund (TMF) \$40M investment in modernization projects
- General Fund and Special revenue funding for specific statewide technology initiatives including Cybersecurity, Cloud Transformation, Accessibility, Public land survey system (PLSS) Monument Grants, Children's Cabinet technology initiatives

PURPOSE AND CONTEXT

Minnesota IT Services (MNIT) develops, implements, modernizes, and supports Executive Branch agency applications, digital services, and technology initiatives. This work includes resident-facing systems, internal business applications, system upgrades, operational improvements, and infrastructure-related projects that support the delivery of state programs and services. MNIT supports more than 3,000 applications across state government.

Technology projects and applications—including the development of new applications and the ongoing maintenance, enhancement, and support of existing applications—are delivered by Chief Business Technology Officers, enterprise service directors, and their project implementation teams, in coordination with agency business partners. These groups work together to identify business needs, establish priorities, and implement technology solutions. This collaborative model aligns agency priorities with MNIT enterprise capabilities and supports coordinated delivery across state government.

The Office of Transformation and Strategy Delivery (OTSD) supports this delivery model by providing enterprise governance, portfolio management, standardized practices, and oversight across agency technology investments. OTSD helps improve visibility and coordination across portfolios, align investments with statewide priorities, and support consistent project and portfolio management. MNIT's centralized strategic portfolio management capability supports 32 agency portfolios, more than 1,500 users, over 300 project and resource managers, and approximately \$554 million in technology investments.

This office also advances statewide modernization and customer experience priorities through product and agile practices, human-centered design, continuous improvement, and implementation of Technology Advisory Council recommendations.

SERVICES PROVIDED

The Office of Transformation and Strategy Delivery provides services that support technology planning, prioritization, governance, and delivery across Executive Branch agencies. Services include idea and investment prioritization, strategic portfolio management, project and resource management support, business and solution planning, modernization guidance, customer experience, human-centered design, and product and agile practices.

This office maintains an enterprise view of technology investments through centralized strategic portfolio management. The platform provides shared visibility into agency portfolios and helps leaders monitor strategic alignment, budgets, timelines, risks, and delivery outcomes. This supports stronger project and portfolio management, improved coordination across agencies, reduced duplication, faster delivery, and better cost control.

Key Initiatives

- Technology Modernization Fund (TMF) - \$38M of \$40M legislative already approved in projects to accelerate modernization, reduce technical risk, and deliver outcomes for Minnesotans.
- Information and Telecommunications Account (ITA) aka “Odyssey” – In 2025 additional \$45M investment in various technology projects.
- Cybersecurity Initiatives
 - Identity & Access: LoginMN provides secure single sign-on for public services, while MFA and Zero Trust strengthen access controls across state government.
 - Whole-of-State Cybersecurity: Expanded shared cybersecurity services to local governments, Tribal Nations, schools, and other public entities.
 - Threat Detection & Response: MDR protects 65,000 endpoints across 215 entities; Next-Gen SIEM and malicious domain blocking expand monitoring and threat prevention.
 - Cyber Governance & Risk: Cyber incident reporting, GovRAMP, third-party risk management, and standardized BISO roles strengthen oversight, vendor security, and enterprise risk management.
- Public Land Survey System (PLSS) Monument Grant Program provided \$10M to Minnesota counties to restore, maintain, certify and update public land survey monuments and related records.
- ServiceNow Implementation: Replacing MNIT’s legacy enterprise IT service management system with ServiceNow to provide a more reliable way for customers to request and track support, while improving process standardization, automation, and enterprise risk management. The transition will also replace the Minnesota Service Hub with a new self-service portal.
- Planview: Implemented a new enterprise project and portfolio management tool to improve project tracking, visibility, and oversight across agency portfolios.
- Cloud Transformation: Accelerated migration of applications and infrastructure to the cloud, with 3,700 servers cloud-hosted, 500 applications migrated, and an average 40% reduction in hosting costs for migrated servers.
- Product, Agile and Customer Experience Center of Enablement (PACE) – Expands product management, agile delivery, customer experience, and human-centered design practices across agencies.

Key Projects and Applications

- Minnesota Paid Leave – MNIT partnered with DEED to design, build, and secure the technology platform supporting eligibility, applications, payments, and ongoing operations.
- 40x2027 Digital Services Initiative – Minnesota met its goal by launching or significantly enhancing 40 digital tools and systems.
- Product, Agile and Customer Experience Center of Enablement (PACE) – Expands product management, agile delivery, customer experience, and human-centered design practices across agencies.

- Modernization Maturity Assessment – Measures agency modernization maturity and guides targeted improvement efforts across state government.
- Child Welfare / CCWIS Modernization – Major effort to modernize Minnesota’s child welfare technology and business processes supporting more than 150,000 children.
- PRISM – Modern, integrated offender-management system being implemented with the Department of Corrections.
- Virtual Courts Implementation – Expanded access to court proceedings and improved efficiency for DOC staff and participants.
- Human and Social Digital Services (HSDS) – New delivery organization supporting and modernizing systems used for food assistance, health coverage, child safety, behavioral health, and other human services.

RESULTS

Part A: Performance Data

Measure	Measure Type	Measure data source	Historical trend	Most recent data
Applications	Quantity	2025 annual report	Support +3,000 applications across executive branch agencies	Support +3,000 applications across executive branch agencies
Projects	Quantity	ePMO Power BI Dashboard	Increased from 315 to 320	320
Cloud migration from on-premises infrastructure	Quantity	2025 annual report current	Increased from 50% in FY2025 to 80% in FY2027	80%
Cybersecurity: vulnerabilities resolved	Result	2025 annual report	7M+ vulnerabilities resolved across the executive branch	7M+ vulnerabilities resolved across the executive branch
Cyber events investigated	Quantity	2025 annual report	3,207 cyber events detected or reported and investigated in 2025	3,207 cyber events detected or reported and investigated in 2025

Part B: Evidence of Effectiveness

MNIT’s Enterprise IT Services primarily provide technology infrastructure, cybersecurity, network, cloud, end-user, and shared technology services to state agencies. While MNIT uses industry standards, established frameworks, performance measures, and operational data to assess service effectiveness and guide continuous improvement, these activities have not been identified as evidence-based practices meeting Results Management’s definition requiring qualifying experimental or quasi-experimental impact evaluations.

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Program: IT for Minnesota Government**Activity: Leadership**<https://mn.gov/mnit/>**AT A GLANCE**

Leadership includes General Fund-supported functions that provide enterprise-wide leadership, strategy, governance, oversight, and coordination.

- State Chief Information Officer (CIO) Office
- AI Leadership and Governance
- Minnesota Geospatial Information Office
- Office of Transformation and Service Delivery
- Office of Accessibility

PURPOSE AND CONTEXT

Information Technology (IT) leadership provides the administrative, strategic, governance, and oversight functions that guide Minnesota IT Services (MNIT). MNIT provides statewide leadership for core technology systems, modernization, cybersecurity, digital accessibility, geospatial information systems, and other enterprise technology services. Under the State Chief Information Officer, MNIT establishes IT strategy, policies, standards, and priorities for Minnesota's executive branch and works with agency partners to modernize systems, improve customer experience, strengthen cybersecurity, and deliver reliable technology services.

MNIT's **2023–2027 Strategic Plan** guides this work around the priorities of customer experience, cybersecurity and operational excellence, and connected culture. These priorities help align technology investments and decision-making across state government and support measurable outcomes for Minnesotans.

SERVICES PROVIDED

The State CIO Office, Minnesota Geospatial Information Office (MnGeo), Office of Transformation and Strategy Delivery (OTSD), Office of Accessibility and Enterprise Security provide enterprise leadership, governance, planning, and support to help state agencies deliver secure, modern, accessible, and cost-effective technology services.

IT leadership functions funded by general fund appropriations are:

- State Chief Information Officer (CIO) Office provides overall leadership, strategy, direction, policies, standards, and planning for executive branch information technology, helping align modernization efforts and improve how Minnesotans experience government services.
 - The State CIO Office also partners with public- and private-sector technology leaders through the Technology Advisory Council (TAC) to develop recommendations and guide statewide technology modernization. TAC recommendations have helped shape work related to customer experience, agile and product practices, cybersecurity, artificial intelligence, and modernization maturity.
 - AI Leadership and Governance: The State CIO Office also provides enterprise leadership, standards, and oversight for the responsible use of artificial intelligence across state government, including governance through TAIGA, agency AI Leads, AI product evaluations, acquisition reviews, and guidance for safe and consistent adoption.

- Cybersecurity strategy: The State CIO Office provides executive sponsorship to MNIT security leadership by aligning cybersecurity priorities, policies, investments, and modernization efforts with statewide technology strategy, while supporting governance, investment prioritization, and funding efforts that enable the Security team to advance statewide cybersecurity priorities.
- The Minnesota Geospatial Information Office (MnGeo) provides geospatial leadership, coordination, and collaboration for the Minnesota geospatial community including for the state agencies on geospatial matters. This involves:
 - Outreach along with communication to and partnership with state agencies, local as well as national government agencies, non-government organizations, and Minnesotans.
 - Data coordination efforts, especially stewardship of foundational statewide datasets, fostering use of data standards, and identification including prioritization of data gaps. These coordination efforts involve MnGeo and several partners creating the Minnesota Geospatial Commons (<https://gisdata.mn.gov>) a collaborative place for users and publishers of geospatial resources about Minnesota. MnGeo's general fund appropriations are guided by recommendations from the Minnesota Geospatial Advisory Council (GAC).
- The Office of Transformation and Strategy Delivery (OTSD) delivers modern services that benefit Minnesotans by promoting industry's best practices and tools enabling the agencies to deliver business outcomes to improve the lives of all Minnesotans.
 - OTSD offers all services related to technology portfolio management via governance, training, policy, reporting, implementation, and support.
 - The office is responsible for facilitating the development of MNIT's Strategic Plan including monitoring and reporting on the progress.
 - Together, these programs create informed and innovative approaches that enable executive branch agencies to deliver modern services through organizational change and measurement.
- Office of Accessibility leads statewide digital accessibility efforts and oversees implementation of accessibility standards across executive branch agencies.

RESULTS

Part A: Performance Data

Measure	Measure type	Measure data source	Historical trend	Most recent data
Modernization maturity across state agencies	Result	2025 MNIT Annual Report	Average score increased from 2.5 in 2020, to 2.7 in 2022, to 3.0 in 2024	3.0 average maturity score across participating agencies
Security vulnerabilities resolved	Result	2025 MNIT Annual Report	Annual report provides 2025 result	7M+ vulnerabilities resolved across the executive branch
Cybersecurity coverage through MDR	Quantity	2025 MNIT Annual Report	Program continues to expand statewide	65,000+ endpoints protected across 215 local government entities
Use of accessibility training resources	Quantity	2025 MNIT Annual Report	Historical trend not provided in annual report	36,552 visits to public accessibility training webpages; 9,945 Quick Card downloads
Use of accessibility guidance	Quantity	2025 MNIT Annual Report	Historical trend not provided in annual report	9,891 guidance document downloads and 3,882 newsletter subscribers

Geospatial service utilization	Quantity	2025 MNIT Annual Report	Historical trend not provided in annual report	113.3M geospatial image-server hits
Geospatial resources available	Quantity	2025 MNIT Annual Report	Historical trend not provided in annual report	1,053 resources available on the Minnesota Geospatial Commons
Foundational geospatial data coverage	Result	2025 MNIT Annual Report	County participation increased an average of 25% in 2025	Parcels 68%; address points 62%; road centerlines 61% of counties represented
AI governance and adoption	Quantity /Capability	2025 MNIT Annual Report	Enterprise AI governance expanded through TAIGA in 2025.	AI assistants available to 22,000+ state employees; 4,000+ employees trained; AI leads established at 20 agencies; 28 AI products evaluated.

Part B: Evidence of Effectiveness

MNIT's Enterprise IT Services primarily provide technology infrastructure, cybersecurity, network, cloud, end-user, and shared technology services to state agencies. While MNIT uses industry standards, established frameworks, performance measures, and operational data to assess service effectiveness and guide continuous improvement, these activities have not been identified as evidence-based practices meeting Results Management's definition requiring qualifying experimental or quasi-experimental impact evaluations.

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