

Q2 2024

Quarterly Report

— Note from the Commissioner —

Last year, I highlighted the Minnesota Legislature’s significant investment in technology, aimed at integrating digital solutions into everyday tasks such as tax payments, fishing license applications, and crucial services supporting families and job seekers. Our goal is to transform Minnesotans’ interactions with state government, prioritizing customer experience.

Under the One Minnesota Plan, our efforts to enhance the customer experience are guided by several core principles. We aim to make it easier to deal with state government, saving valuable time for people in Minnesota. Our commitment to delivering high-quality, user-friendly services ensures a positive experience for everyone, whether they are accessing benefits or completing transactions. Emphasizing inclusivity, we integrate the experiences and insights of historically marginalized and vulnerable populations to shape equitable and accessible services. Our focus on digital and technological innovations drives us to enhance customer interactions through innovative solutions. These improvements are embedded in our service delivery process, with ongoing monitoring to ensure continuous progress.



Over the past year, we have diligently used legislative investments to prioritize our plan, aiming to make government services more efficient, user-friendly, and less burdensome. We have empowered leaders to embrace a customer-centric approach.

Looking ahead, our vision for the next decade is ambitious: Minnesota will strive to become the premier state in the nation for all children to grow up in, including children of every race, ethnicity, and zip code. We envision fostering high levels of trust between residents and the government, facilitating appropriate funding, and enhancing the lives of all Minnesotans. As we become a more innovative digital government that everyone can access, our goal is for all services to be available digitally, continually improving through agile methods.

Our shorter-term objectives are equally focused and actionable: Over the next three years, agencies will leverage customer research and data to inform decision-making and collaborate with customers to co-design solutions. Cross-functional teams will be empowered to develop straightforward, easy-to-navigate services and systems, aiming to introduce 40 new or improved digital self-service offerings, each incorporating user feedback mechanisms.

We are committed to continuing this vital work and realizing our vision for a better Minnesota. Together, we will build on our successes and strive for even greater efficiency, accessibility, and innovation in the years ahead.

Contents

News.....	1
Leadership Announcements	1
Department of Children, Youth, and Families Launched July 1	3
Project & Product Highlights	4
Agency Updates and Metrics.....	7
Legislative Update.....	7
Enterprise Service Desk.....	8
Geospatial Information Office	8
Office of Accessibility	9
Office of Transformation and Strategy Delivery.....	11
Security.....	12
Procurement.....	14
CloudRAMP	15
About MNIT.....	16





LEADERSHIP ANNOUNCEMENTS

Tomes reappointed to the One Minnesota Council on Diversity, Inclusion, and Equity

Governor Tim Walz and Lieutenant Governor Peggy Flanagan announced that Minnesota IT Services (MNIT) Commissioner Tarek Tomes has been reappointed to the One Minnesota Council on Diversity, Inclusion, and Equity. The appointment runs through Jan. 4, 2027.

The One Minnesota Council on Diversity, Inclusion, and Equity advances and promotes diversity, inclusion, and equity within state government. Its primary goals include creating inclusive work environments, ensuring equitable access to state resources and services, and addressing disparities affecting diverse communities. The council works on developing policies, practices, and initiatives that foster a more inclusive and equitable Minnesota, collaborating with various state agencies, community organizations, and stakeholders to achieve these objectives.



Greg Poehling



Ty Spratt

New CBTOs

Greg Poehling

MNIT has named Greg Poehling as the Chief Business Technology Officer (CBTO) for the new Department of Direct Care and Treatment (DCT). Greg returns to MNIT after two years as the Chief Services Transformation Officer at the Minnesota Department of Human Services (DHS), where he played a crucial role in transforming the agency's service delivery.

Greg brings over 20 years of state and IT experience, including previous roles as CBTO and Program Management Division Director for MNIT in partnership with DHS and MNsure. He holds a Master's in Organizational Development from the University of Minnesota, providing valuable insight into the integration of information technology with business functions.

In his new role as DCT CBTO, Greg will oversee IT applications, functions, and services for Minnesota's new state agency, DCT. DCT is a specialized behavioral health care system serving individuals with mental illness, substance abuse disorders, and developmental and intellectual disabilities. Greg's leadership will ensure that DCT's IT services align with MNIT's priorities and standards.

Ty Spratt

MNIT has named Tyrone (Ty) Spratt as the CBTO for the newly established Department of Children, Youth, and Families (DCYF). Ty brings over two decades of government experience, having held various business and IT positions across state government.

Most recently, Ty served as the CBTO for MNIT, partnering with the Minnesota Department of Agriculture (MDA), the Board of Animal Health (BAH), and the Department of Labor and Industry (DLI). His extensive background also includes roles at DHS, the Department of Natural Resources (DNR), city and county government, and UnitedHealthcare. Ty is recognized for his commitment to serving the people of Minnesota and has contributed to significant IT initiatives such as Frontline Worker Pay, Workers Comp Campus, MDA modernization, and IT consolidation. He holds both an undergraduate degree and an MBA from Metropolitan State University.

Ty officially began his role as CBTO on July 1, 2024, coinciding with the launch of DCYF. Throughout the transition period, which will continue until July 2025, he will collaborate with leaders at MNIT, the Minnesota Department of Education (MDE), DHS, and other impacted agencies to ensure that technology plays a central role in serving children and families.



Department of Children, Youth, and Families Launched July 1

The newly established Department of Children, Youth, and Families (DCYF) officially launched on July 1, 2024. This new agency unifies programs to serve children, youth, and families across Minnesota. DCYF focuses on children of all ages, from infants to older youth, and aims to enhance the visibility of children's issues within state government.

The success of Minnesota depends on the well-being of its children, youth, and families. The establishment of DCYF places children at the heart of state government, creating a permanent state agency and commissioner dedicated to prioritizing children and families in policy and budget decisions.

This realignment of state government aims to advance equitable outcomes for children, youth, and families through transformative, partnership-driven policies, programs, and practices.

Key Transition Dates



May 24, 2023

Governor Walz signed the bill into law.



July 1, 2023

The Implementation Office was established.



July 1, 2024

The Department of Children, Youth, and Families (DCYF) is established with a commissioner appointed by the governor.

Planning Timeline for Transfer to DCYF



July 1, 2024

Transfer of programs from DHS Children and Family Services, MDE Early Learning Services, and some central operations.



January 1, 2025

Transfer of Help Me Connect from MDH.



July 1, 2025

Transfer of remaining programs from DHS Office of Inspector General, MDE after-school community learning grant, DPS youth justice programs, Office of Restorative Practices, and remaining central operations.

PROJECT & PRODUCT HIGHLIGHTS

e-Bike Rebate Program Proves Popular

The Minnesota Department of Revenue and MNIT collaborated to successfully deliver the Minnesota Electric-Assisted Bicycle Rebate (e-Bike Rebate) application process. Due to its popularity, the initial launch in June 2024 faced challenges, requiring a temporary pause. However, the second attempt was successful, with over 14,000 applications submitted on a first-come, first-served basis, as directed by the legislation.

The e-Bike Rebate was designed to reduce the cost for Minnesota residents to purchase a new e-bike at eligible retailers starting in July 2024. The rebate provided a discount of up to \$1,500 on a qualifying e-bike, covering 50-75% of a buyer's qualifying expenses, depending on their income, and could not exceed the price of the e-bike.

Both individuals (buyers) and retailers had to apply to participate in the program. Total rebates were limited to \$2 million per year in 2024 and 2025.

e-Bike Rebate Application Numbers:



Duration that the application was open: 18 minutes



Applications successfully submitted: 14,428



Potential applicants entering the waiting room at 11 a.m.: 50,500



Highest number of potential applicants in waiting room: 61,500+





DNR: Forestry Incident Reporting System

The Minnesota Department of Natural Resources Division of Forestry, in collaboration with MNIT, recently upgraded the Forestry Incident Reporting System (FIRS). This essential online platform, created in 2009, serves as the central repository for all forestry enforcement data. However, it had not seen significant updates and was running on an outdated platform, posing security and stability risks. The recent upgrade modernized the system, introducing significant improvements.

Key Improvements

- Platform Update
 - Addressed long-standing security and stability issues.
- User Experience Enhancements
 - Modern user interface improved usability.
- Enhanced background processes, including:
 - Direct integration of forestry employees from the active directory.
 - More efficient importation of vital information from other applications.

New Features

- Ability to attach files to incident reports, ensuring photos and reports are centrally accessible and not lost.
- Creation of more thorough, readable, and consistent reports for internal users, courts, and the public.
- Approval system that ensures timely, completed incident records.

The upgraded FIRS has been in service for over four months and has received positive feedback from forest officers across Minnesota.

Revamped Auction Website for Surplus Public Assets

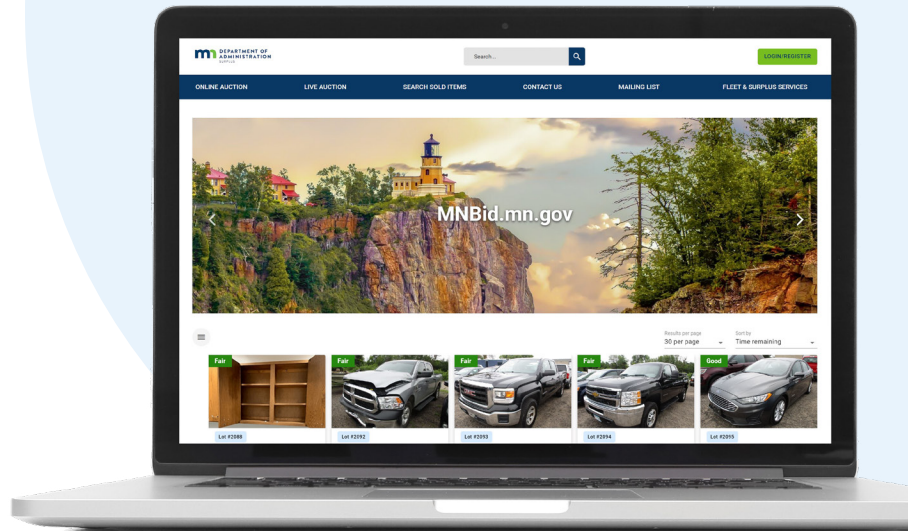
Surplus Services, a division within the Minnesota Department of Administration, assists state organizations in responsibly redistributing surplus public assets, providing both fiscal and environmental benefits to Minnesota. The program also manages the state auction program, conducting live and online auctions that serve the public and generate revenue for the state government.

In the past year, Fleet and Surplus Services, in collaboration with MNIT, partnered with AuctionSoftware to develop and launch a modernized online auction platform for state surplus property. This new platform offers enhanced security, digital accessibility, and improved functionality, all presented in an attractive new format. Available items include office supplies, furniture, medical supplies, equipment, clothing, vehicles, machine tools, hardware, electrical supplies, and more.

The application is hosted in the cloud to dynamically scale according to web traffic demand. The new site, MNBid.mn.gov, went live on April 1, 2024 and now serves approximately 35,000 monthly users.

Minnesota Health Care Programs Auto-renewals

The Minnesota Department of Health (MDH), partnering with MNIT, significantly increased Medical Assistance and MinnesotaCare auto-renewal rates by leveraging trusted electronic data, streamlining processes, and reducing administrative burdens for state, county, and Tribal agencies. Highlights of this project include increasing auto-renewal rates from 17% to over 80%, addressing renewal rate disparities among Black and American Indian enrollees, and implementing effective business planning and vendor collaboration within six months.



MnDOT: Aircraft registration

The Minnesota Department of Transportation (MnDOT) Aeronautics Office replaced their current aircraft registration, commercial operator licensing, and airport licensing applications with a modern, single, web-based application powered by Salesforce.

The application went live on March 28. The combined agency and MNIT team worked together to ensure that aircraft owners can register via the portal – there are now over 4,250 successfully onboarded aircrafts. Customers who do not want to register online can still do paper registrations, although the Aeronautics Office will look to go paperless in the future. The Office of Aeronautics kicked off the aircraft renewal application process and are now processing payments.

— Agency Updates and Metrics —

Legislative Update

The 2024 legislative session concluded with significant achievements for MNIT. Despite a structural budget imbalance, MNIT worked closely with legislative leaders to advance key priorities.

MNIT successfully pushed for updates to its enabling statute, Chapter 16E, and introduced a new proposal requiring public sector entities to report cybersecurity incidents. These provisions, included in House File 5216, passed on May 19, 2024.

We extend gratitude to Representatives Bahner, Nash, Elkins, Senators Wiklund, Gustafson, and the Committee Chairs for their support. Additionally, MNIT collaborated with business partners on important digital service investments:

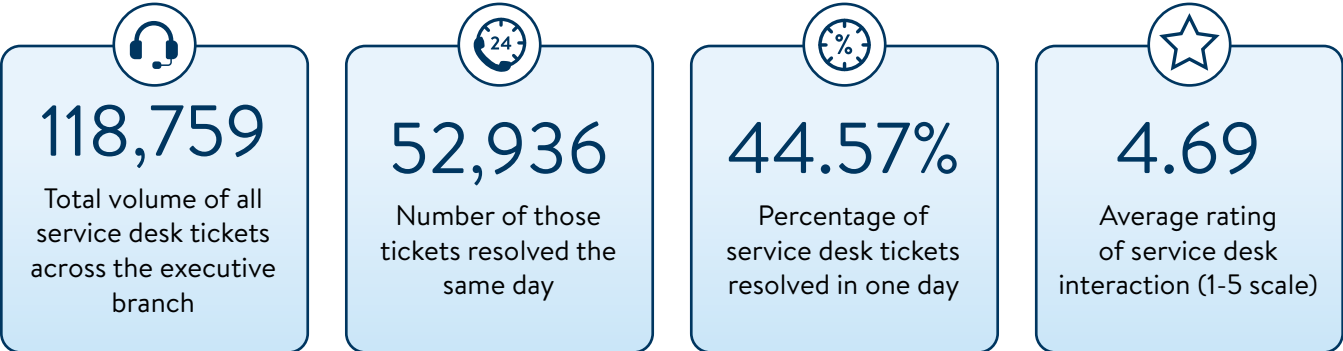
- The Education and Children and Families bill, Chapter 115, includes vital funding to modernize the social services information system (SSIS) used by DHS, counties, and Tribal nations.
- The bill also allocates \$2.7 million to the Public Educators Licensing Standards Board for their core system, Educators Online, and funds MNIT positions at the Department of Children, Youth, and Families.

Despite a structural budget imbalance and initial challenges, MNIT is grateful to the governor, legislative leaders, and business partners for their collaboration in advancing policies and funding that support MNIT's mission of delivering a digital government that works for all.



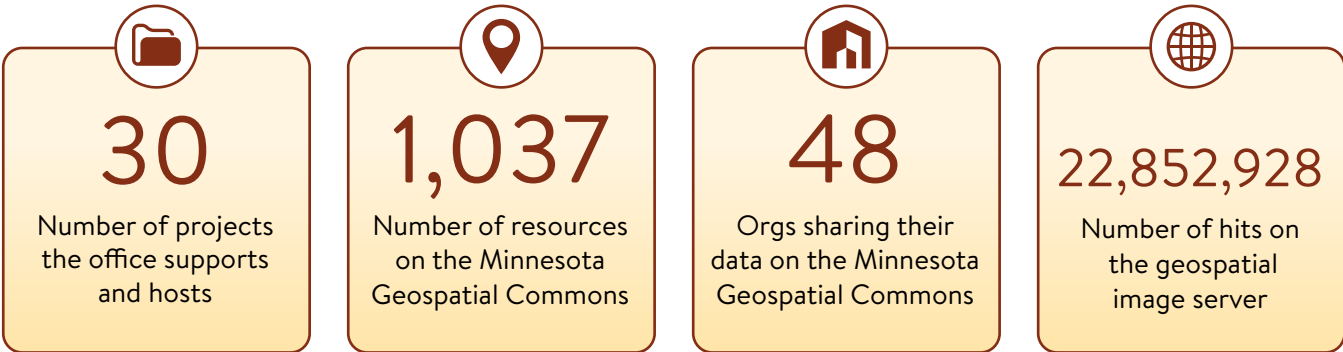
Enterprise Service Desk

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



Geospatial Information Office

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



MnGeo awards \$9.1 million in grants to update physical land corners

In May, MnGeo awarded \$9.1 million in Public Land Survey System (PLSS) Monument Grants to 34 counties. These funds will help counties restore, maintain, and update PLSS survey markers, which divide land into townships and sections, aiding in land management and real estate transactions.

The PLSS uses physical markers to identify land corners. Established by 2023 legislation, the PLSS Monument Grant Program is administered by MnGeo, providing accurate GIS data for informed decision-making.

Minnesota has over 312,000 PLSS corners, many of which need maintenance. Counties submitted 65 applications requesting \$15.5 million. The \$9.1 million in grants will enable counties to engage licensed land surveyors to certify and maintain these markers.

Office of Accessibility

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



Accessibility Milestone for the State of Minnesota

On July 1, 2024, the State of Minnesota made significant strides in digital accessibility by updating its Digital Accessibility Standard to align with the Web Content Accessibility Guidelines (WCAG) 2.1. This update represents a commitment to enhancing the accessibility of websites, documents, and digital services for individuals with disabilities and all users.



Key Enhancements



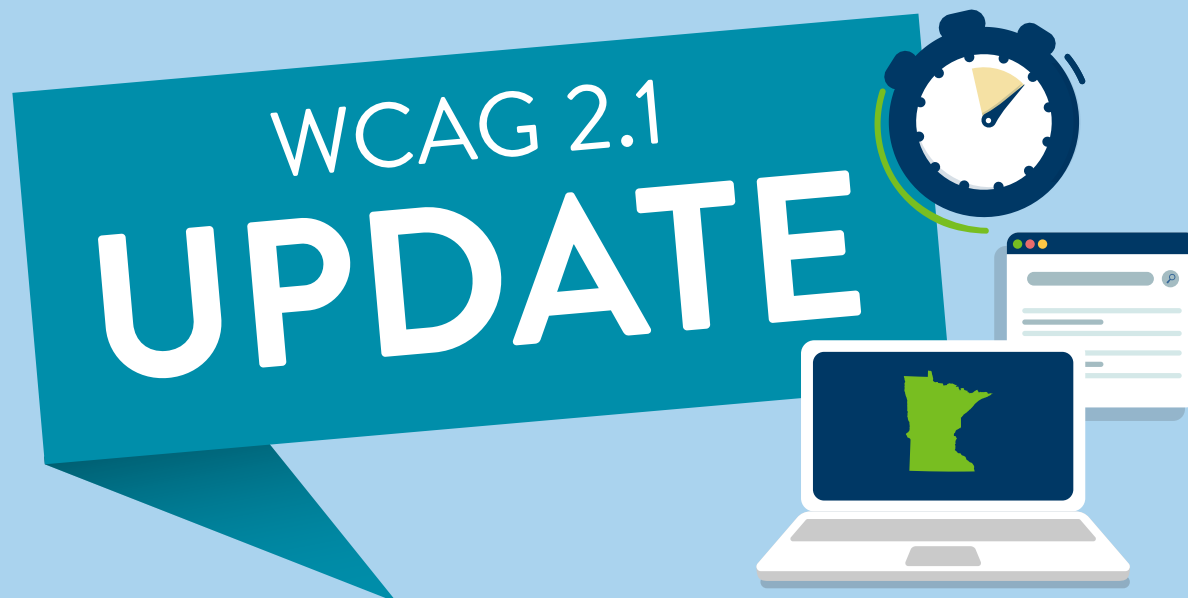
Cognitive Disabilities
Improved support for users with cognitive disabilities.



Mobility Impairments
Enhanced accessibility for individuals who have difficulty moving.



Mobile Devices
Better accessibility for users on mobile devices.



Overall Impact

As a government agency, it is our duty to ensure that all members of the public have the right to access public information. MNIT provides access to everyone, including individuals with disabilities, who use our websites, documents, applications, or services to obtain information or resources.

Recognizing that some users face challenges such as visual, auditory, or cognitive impairments, or difficulties using a keyboard or mouse, we have developed our information, websites, and web content to be compatible with common adaptive technologies. We follow the State of Minnesota's Accessibility Standard, which is based on Section 508 of the Rehabilitation Act (as amended) and Web Content Accessibility Guidelines 2.1, in the development of our products and services.

A task force, which involved more than 85 state agency employees, dedicated their time to create role-based summaries and training on WCAG 2.1. As a result, employees can learn how the updated standard impacts them and what they do.

The roles include:

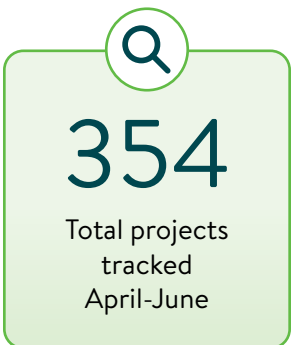
- PDF creators/remediators
- Web developers
- Content authors and graphic designers
- eLearning designers and creators
- Map and GIS specialists
- Procurement managers and buyers
- Administration and governance officials, such as project sponsor/champion, product owner, and program managers
- Data visualization designers and creators
- Business Systems Analysis (BSA), Business Analysis (BA) and User Experience (UX) and design roles
- Quality Assurance (QA)

For information, visit [MNIT's Accessibility and Policies webpage](#).

Office of Transformation and Strategy Delivery

Over the second quarter of 2024, MNIT’s Office of Transformation and Strategy Delivery tracked the completion of 40 projects across Minnesota’s executive branch agencies, boards, commissions, and councils.

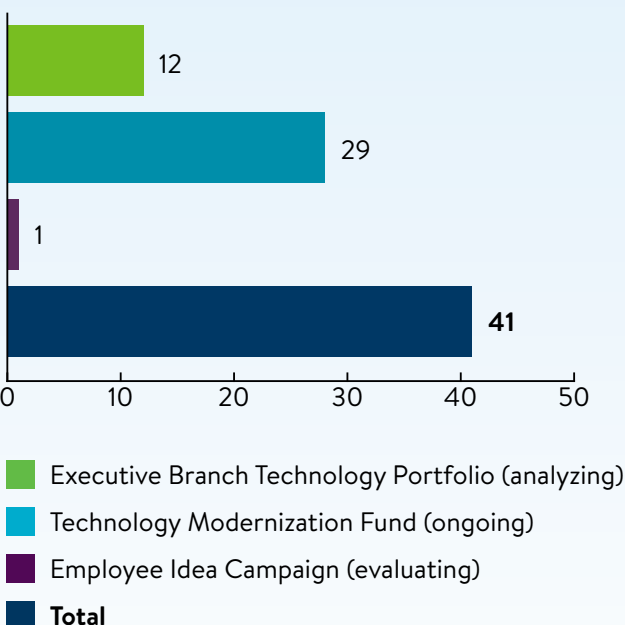
Impact of Active Projects



Work Towards Minnesota’s 40X2027 Goal

The Office of Transformation and Strategy Delivery focuses on enhancing technology and customer experience across the Executive Branch. To achieve the Customer Experience goal in the Governor’s One Minnesota Plan, a target has been set to launch 40 projects by 2027. The Executive Branch Technology Project Portfolio identifies and oversees these projects, ensuring their successful execution. The Technology Modernization Fund assists agencies by funding efforts that address aging technology while improving the customer experience, mitigating cybersecurity risk, and improving business modernization. Additionally, a recent employee campaign gathered ideas from those closest to the source, and promising submissions are now being reviewed for feasibility.

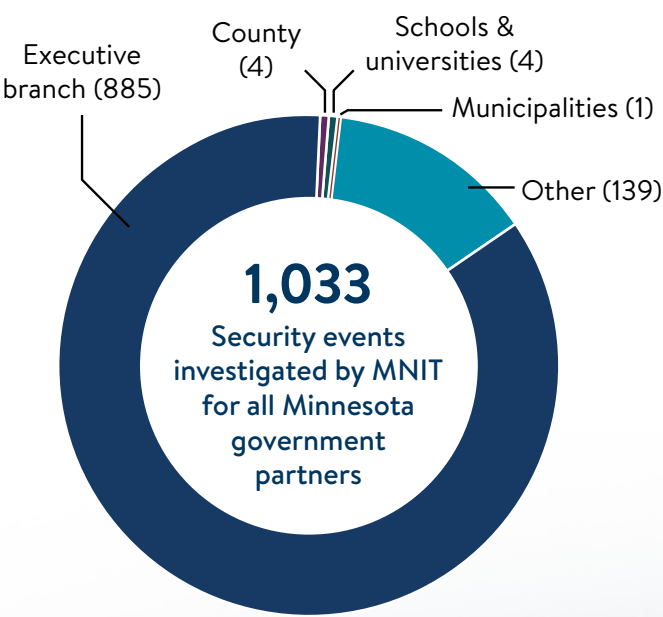
Digital Self Service Target 40X2027



Security

1,033 cybersecurity incidents were detected by or reported to MNIT Security Operation Center within the Office of Enterprise Security.

Type of security incident	# reported
Malware	804
Potentially Compromised Credential	114
Social Engineering	44
Policy Violation	32
Lost/Stolen Device	9
Network Attack/Scan	9
Unauthorized Access	2
Operational	1
Threat Intelligence	1
Inappropriate Use	1
Other	16
Total	1,033





Water & Wastewater Cybersecurity Action Plan

In March, the White House and National Security Advisor asked every state governor to prepare an action plan that outlines how it will mitigate the most significant cybersecurity vulnerabilities in the state's water and wastewater systems (WWS). Drinking water and wastewater systems are an attractive target for cyber-criminals because of the potential to disrupt the critical lifeline of clean and safe drinking water, as well as impose significant costs on affected communities.

Minnesota's critical infrastructure is operated and owned by public and private sectors, and we have a shared responsibility to defend it. The action plan incorporates input from Minnesota state agencies directly involved in cybersecurity efforts within the water and wastewater sectors, including MNIT, Minnesota Department of Health (MDH), Minnesota Pollution Control Agency (MPCA), Metropolitan Council (Met Council), and Minnesota Homeland Security and Emergency Management (HSEM), a division of the Minnesota Department of Public Safety (DPS).

The State of Minnesota developed a Water and Wastewater Systems Cybersecurity Action Plan that captures ongoing and future efforts to mitigate the most significant cybersecurity vulnerabilities in our WWS. The governor's office submitted the action plan to the White House by the June 2024 deadline.



Cybersecurity Reporting Law

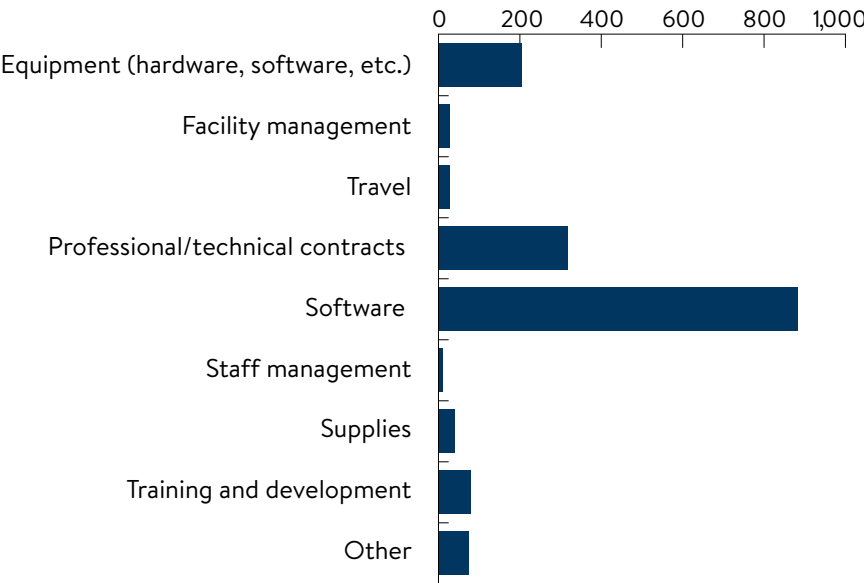
In May, Minnesota lawmakers passed, and Governor Tim Walz signed the Cybersecurity Incident Reporting law requiring state agencies; political subdivisions; school districts, charter schools, intermediate districts, cooperative units, and public postsecondary education institutions, to report cybersecurity incidents to the Bureau of Criminal Apprehension (BCA) in coordination with MNIT. Cybersecurity incidents that impact third-party vendors and contractors utilized by reporting entities must also be reported. As cyber-attacks increasingly evolve and continually target local governments and schools, Minnesota can benefit from improved information sharing.

By Sept. 30, 2024, a cybersecurity incident reporting system will be established online, where instructions will be posted. Instructions will describe the types of cybersecurity incidents to be reported and the necessary information entities must include in their report. The cybersecurity incident reporting system will be designed to accept reports by Sept. 30, 2024; however, entities are not required to submit cybersecurity incidents reports until Dec. 1, 2024.

Procurement

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

Number of purchase requests



1,671

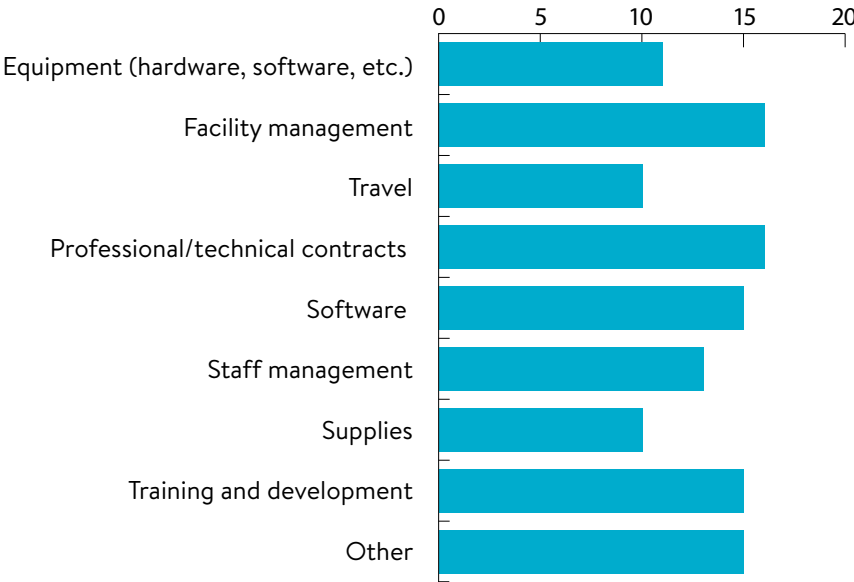
Purchase request volume



14

Average purchase request processing time (days)

Average processing time (days)





CloudRAMP

This quarter, we partnered with 13 agencies and their MNIT teams. We have increased migration efforts both with our primary cloud migration partner and with MNIT application and infrastructure teams that are moving workloads on their own. Below are a few of the highlights:

- 250 applications now run in Azure.
- We are transitioning workloads from our on-premises Virtual Desktop Infrastructure (VDI) to Azure Virtual Desktop (AVD).
- There are over 1,500 code repositories and 35 organizations in GitHub Enterprise.

Next Steps

Our strategic approach to speed migrations is to migrate first, then modernize as necessary in Azure because:

- We need the resilience, security, and technical opportunities that the public cloud provides now.
- We want to reduce our data center and hardware costs. The longer migrations take, the more expensive it becomes.

Following the migrate-first approach will allow us to accelerate our progress in the coming months to meet our goals.



About MNIT

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

Learn more

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

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

MNIT is an equal employment opportunity employer.

