MNIT SERVICES

STRATEGIC PLAN

March 19, 2012

Our Mission

We provide high-quality, secure and cost-effective information technology that meets the business needs of government, fosters innovation, and improves outcomes for the people of Minnesota.

Our Values

The values we articulate and model set the foundation for our success as an organization. They represent that which we believe will help us deliver superior services and provide a supportive and productive place to work.

Can-do! We are responsive and user-friendly, consistent and reliable. We understand the businesses we serve and help them succeed. We pitch in to help each other in ways that improve the outcome of our work and the culture of our workplace.

Respect. We demonstrate respect for our customers, our employees and our peers in everything we do. We earn and keep the trust of our colleagues through the behavior we demonstrate and the quality of our work.

Work smart. Our work reflects not only our excellent technical know-how, but our understanding of the business of State government and the priorities of the people of Minnesota; we pride ourselves on our expertise and, what we don't know, we are happy to learn from others

Practice leadership. We value good leadership at every level of the organization and contribute leadership to the greater state government community. We demonstrate it through clear roles, open communication and active listening; we model our values in our own behavior.

Our Vision

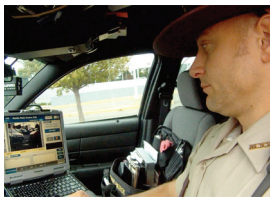
Our vision articulates the kind of organization we want to become over the next five years.

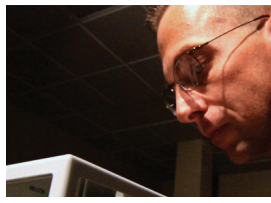
Affordable, quality services and high-value partnerships. We will promote service quality, measure results, and prove our worth every day through excellent service value. We will be a trusted partner with state business leadership and consult with customers when establishing priorities, strategies and policies; we will measure ourselves by the success of our customers and their ultimate program outcomes.

Model of excellence and employer of choice. We will be seen as a national leader for government IT, recognized for a culture of collaboration, continuous improvement and innovation. We will be known for enabling, rewarding and empowering our employees, and providing them the tools to foster a highly productive and innovative IT environment.

Enterprise view. We will direct our work toward what is best both for our customers and for the State, setting our priorities and making our decisions based on a view balanced between "common" and "unique" good. We do this by instituting standard processes that result in customized services.

Good stewards. We will be fiscally responsible, efficiently delivering services that provide value at a reasonable cost. We will proactively look for ways to reduce redundancy and leverage savings to invest in the future. We will be accountable and transparent to our business customers and to the people of Minnesota.





OUR OPERATIONAL STRATEGIES

Strategy 1

Improve service management

Standardize and improve service level management for all services, both centrally delivered and agency based, in order to improve service outcomes, service costs, and accountability.

Adopt common service management processes, tools, and metrics in order to coordinate management and reporting.

Develop service strategies in a way that makes business sense and represents good value to our customers, and actively seek to deliver on a short-list of "early wins."

Strategy 2

Focus the State portfolio

Reassess and revitalize key enterprise initiatives that take into account the new consolidated environment and meet the goals of the IT Master Plan.

Assess and improve statewide project and portfolio management.

Strategy 3

Implement organizational consistency

Standardize agency policies and management practices, and develop functional alignment between MN.IT Central and agency-based offices in order to better define roles, skills and expectations and to foster collaboration and interoperability.

Analyze and address inconsistencies in employment terms and practices to facilitate agile staff deployment and increase career path options for MN.IT employees.

Strategy 4

Foster leadership and encourage high performance and innovation

Set clear expectations and provide training and mentoring to build leadership and management skills within our organization and work to clear administrative barriers to attracting and rewarding strong IT leadership talent to the State.

Monitor employee satisfaction and productivity. Actively and consistently manage performance and results in order to build trust and improve service, and recognize and reward individual performance and effectiveness.

Institute policy and provide tools that allow MN.IT employees to work effectively from anywhere to meet the customers' needs.

Strategy 5

Practice financial management and accountability

Standardize financial management of IT budget(s) based on total cost of ownership in order to increase transparency and manage resources.

Revise IT procurement functions and processes in order to maximize the effectiveness of contract management and the power of enterprise contracts.

Develop and execute a strategy for reinvestment of savings.

Practice clear governance and decision-making at all levels of our organization based on the best interests of the State, our customers, and our employees.