Shared Technology Services

Over the next twelve months, we will focus on four new strategies to strengthen our work culture and improve our enterprise service delivery. Shared Technology Services will consist of the core technologies that are common among all state agencies. These services will include items such as data centers, virtual server hosting, public / private / hybrid cloud solutions, combined networking, and service desk & workstation management. These services give MN.IT the opportunity to give a higher level of service at a lower cost using the economies of scale generated by combining the common enterprise services. Combining these services also give the agencies a more security focused infrastructure environment while allowing them to focus on their business applications and servicing their customer base.

By consolidating the core IT services that MN.IT provides on behalf of the state, our business partners can dedicate more know-how and resources into the dynamic, mobile, interactive, and responsive government that can improve the lives of every Minnesotan. Our goal is to be better business partners by delivering technology solutions, not just providing IT.

Strategy Principles

To drive this transformation, the strategy is built upon these overarching principles:

- **Use the best of the state:** Learn from the best service areas in the state to build a catalog of better technology solutions.
- **Bringing services and teams together:** Teams that provide the same services across the enterprise will be located in the same place.
- **Secure Hosting:** To assist with closing data centers, we will move applications into enterprise data centers and into the Shared Technology Managed Hosting virtual environment.
- **Don't compete with private industry:** We will focus on delivering services that we do the best; and leverage private industry where we don't compete.

Key Performance Indicators

MN.IT Services will track several Key Performance Indicators to gauge the success of these strategies:

- Optimize data center footprint
- Applications migrated into secure hosting environments
- Maximize solution availability
- Systems continuously updated to minimize vulnerabilities; mean time to patching critical systems
- Clearly define service areas, merging them into key shared technology service teams

Timeline for Implementation

#	Owner(s)	Milestone Actions	Timeframe (months)			
			3	6	12	12+
1.1		First data centers closed	●			
1.2		Enterprise patching solution for all servers in enterprise data centers			●	
1.3		Enterprise security monitoring of all services / applications in enterprise data centers	●			
1.4		Merge service desks and workstation management areas into enterprise services teams		●		
1.5		Expand use of standardize service desk tool by expanding use of enterprise Remedy on Demand		●		