

Q2 2025

Quarterly Report

Contents

Note from the Commissioner.....1

Achievements, awards, and events2

Project and product highlights.....4

Legislative update.....6

Agency updates7

 Enterprise Service Desk.....7

 Geospatial Information Office.....8

 Office of Accessibility.....9

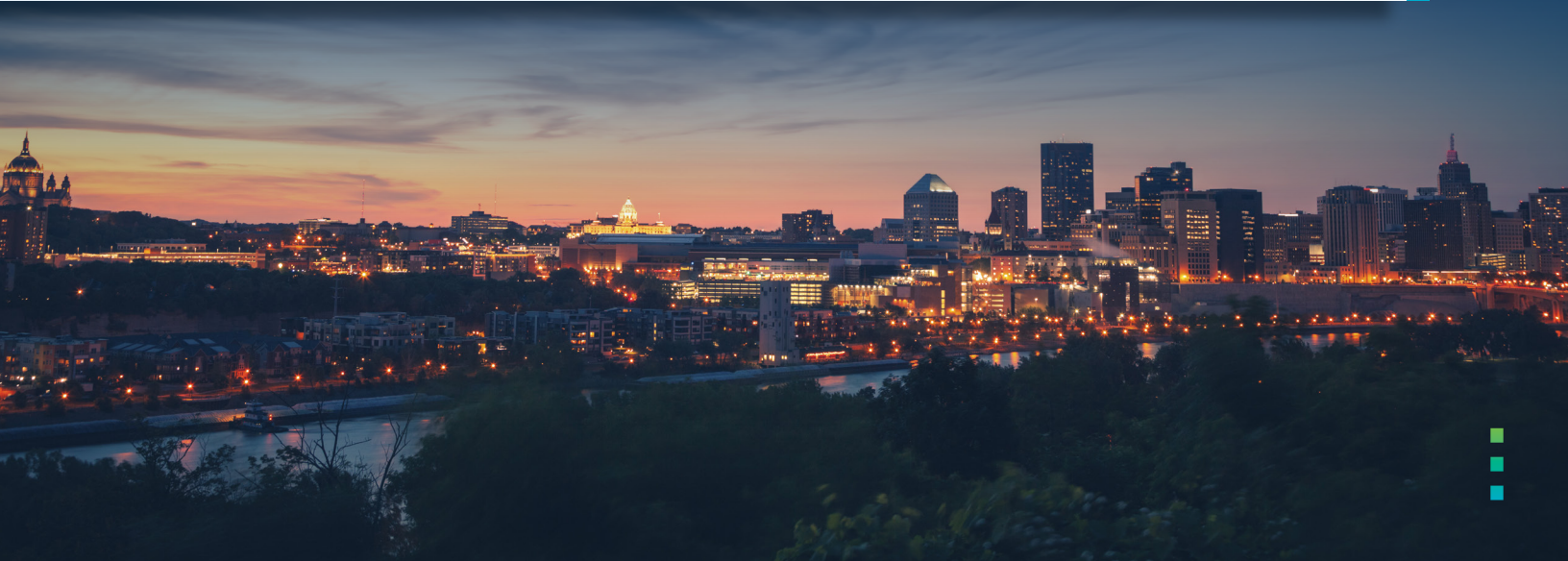
 Office of Transformation and Strategy Delivery..... 10

 Procurement..... 13

 Security..... 14

 Cloud migration progress 16

About MNIT.....17



Note from the Commissioner

Tarek Tomes

MNIT Commissioner and State Chief Information Officer



As we look back on the first half of 2025, one thing is clear: Minnesota continues to embrace change to improve how government serves the public.

Across agencies, teams are using technology to solve problems, streamline operations, and deliver better service. As MNIT delivers on our [strategic priorities](#), we're not just imagining a better digital government—we're building it.

One example you'll read more about in this report is the Department of Labor and Industry's (DLI's) Campus platform. With support from the Technology Modernization Fund (TMF), DLI and Minnesota IT Services (MNIT) modernized this critical workers' compensation system—making it faster, easier, and more intuitive for Minnesotans to use. By improving data quality, streamlining workflows, and enhancing the overall user experience, the project shows how targeted investments can drive meaningful, people-centered outcomes.

We're also turning the corner on artificial intelligence (AI). The early stages of hype and exploration are giving way to real implementation. Earlier this summer, state employees began using Microsoft Copilot Chat—a generative AI tool that's already helping teams draft content, summarize information, analyze data, and accelerate day-to-day tasks. As more staff explore its potential, we're seeing how AI can enhance productivity and free up time for higher-value work, all while keeping people at the center of the process.

With strong governance frameworks already in place, Minnesota is positioned to lead with transparency, trust, and impact. The stories in this report highlight what's possible when we pair innovation with action. They reflect our shared commitment to building a government that meets people where they are—reliable, responsive, and ready for what's next.

Achievements, awards, and events

Establishment of HSDS

This quarter, MNIT established the Human and Social Digital Services (HSDS) division to strengthen the digital infrastructure behind some of the state's most essential programs. HSDS supports technology systems that serve counties, families, and individuals across Minnesota by partnering with the Department of Human Services (DHS), MNsure, the Department of Children, Youth, and Families (DCYF), and Direct Care and Treatment (DCT).

The division brings together experts in application development, engineering, and enterprise architecture to ensure the reliability and efficiency of these critical systems. Using a DevOps model, HSDS fosters collaboration, automation, and continuous delivery—reducing operational risk, closing gaps in future IT models, and improving support for both shared and agency-specific applications.

By launching HSDS, MNIT is expanding its capacity to deliver secure, human-centered digital services that improve outcomes and access for all Minnesotans.

MNIT celebrates Public Service Recognition Week

During Public Service Recognition Week, MNIT proudly honored the dedication and resilience of our team. Every day, our staff brings talent, creativity, and commitment to delivering secure, efficient, and innovative technology services for the State of Minnesota. From launching new digital tools to safeguarding critical systems, their work strengthens government operations and improves service for Minnesotans across the state.





Minnesota earns national recognition for geospatial innovation

Minnesota received a 2025 Special Achievement in GIS (SAG) Award from Esri for the Executive Map Portfolio—an interactive suite of maps developed through a partnership between the Office of Governor Tim Walz and Lieutenant Governor Peggy Flanagan and MNIT’s Geospatial Information Office (MnGeo). The tool helps state leaders visualize key data from the One Minnesota Plan across three areas: climate, children and families, and the economy.

Built using ArcGIS technology and designed for mobile use, the portfolio supports quick, informed decision-making while promoting public transparency. The project brought together MNIT technologists, policy and communications staff, agency experts, and academic partners.

Explore the [Executive Map Portfolio](#) to learn more.

“

The Executive Map Portfolio is more than a tool—it’s a reflection of our commitment to equity, transparency, and data-informed leadership.

—Alison Slaats, MnGeo Director

”



Project and product highlights

Enhancing workers' compensation services for Minnesotans

Minnesotans navigating the workers' compensation system now benefit from a more efficient, accessible, and user-friendly experience. With a \$1 million TMF investment approved in April 2024, MNIT partnered with DLI and delivered key upgrades to the Campus platform—improving usability for injured workers, attorneys, insurers, and rehabilitation providers.

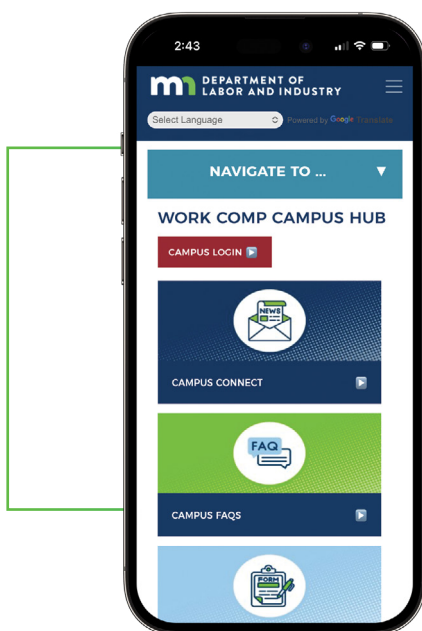
Campus, launched in 2020, serves as the digital system of record for Minnesota's workers' compensation program, managing more than 2 million claims. While the platform met basic functional needs, users frequently encountered issues that made routine tasks time-consuming and frustrating. With support from the TMF, DLI and MNIT were able to focus on resolving these challenges—transforming Campus into a more intuitive, efficient, and user-centered system that better supports the people who rely on it every day.

Key improvements for Minnesotans

- **All-in-one access:** Claim records are now viewable on a single screen.
- **Legal access:** Attorneys and staff have streamlined access to client files.
- **Rehab tools:** Filing is simpler, giving consultants more time with injured workers.
- **Search and navigation:** Better-organized files and improved search tools.
- **Streamlined processes:** Users can more easily and effectively complete their daily work.
- **Demo environment:** A safe training space to explore Campus features.

Systemwide benefits

- **Rebuilt trust:** Users noted greater responsiveness and collaboration.
- **Improved data:** 180,000 missing documents were added to the system; 15 million unlinked files were identified for clean-up.
- **Security upgrades:** Front and back-end updates boosted stability and protection.
- **Governance and planning:** A new data roadmap supports long-term integrity, including plans to incorporate AI.



Why it matters

This effort shows how targeted investment can transform digital services that matter to Minnesotans. By making Campus easier to use and more reliable, DLI and MNIT are improving service delivery today—and laying the groundwork for continued progress in the years ahead.



MnSTARR 3.0 enhances transparency and control in recidivism risk assessment

MNIT partnered with the Department of Corrections (DOC) to launch MnSTARR 3.0, a modernized version of the state's recidivism risk assessment tool. This upgrade replaces the older MnSTARR 2.0 system, improving both performance and transparency.

MnSTARR 3.0 empowers staff with greater control over the algorithms used to assess an incarcerated person's (IP's) likelihood of recidivism. The system now provides clearer insight into the values and weights behind each score, enabling more informed decision-making. It also enhances communication and trust by giving staff and IPs access to detailed information about risk levels, percentile rankings, and how those figures are calculated.

By delivering improved transparency and flexibility, MnSTARR 3.0 strengthens Minnesota's person-centered approach to rehabilitation and public safety.



Legislative update

Legislative session recap

On June 10, the legislature adjourned after completing its work setting the state's biennial budget. This marathon one-day special session followed the adjournment of regular session on May 19.

The biennial budget includes funding for important priorities across the administration, along with operating adjustments that fund our agency operations. These investments ensure that MNIT and our agency partners can continue doing the important work we do.

Beyond operational funding, also included in the biennial budget is critical investment to modernize Minnesota's Child Welfare Information System – currently administered through the Social Services Information System (SSIS). The \$35 million provided by the Health and Human Services omnibus bill, Chapter 3 (2025, Special Session), will enable Minnesota to embark on modernizing programs that support over 150,000 of Minnesota's most vulnerable children. Child welfare modernization will be a critical focus for MNIT and our partners at DCYF, and we are eager to advance this priority for Minnesota's children.

Beyond child welfare modernization, the legislature also advanced funding to support ongoing modernization efforts at DOC and DHS. Additionally, they allocated resources to enhance technology support capacity at key agencies. MNIT is proud to have worked closely with critical legislative partners, the Governor's Office, our state agency business partners, and members of the Technology Advisory Council (TAC) as we advanced critical digital service needs for Minnesotans.

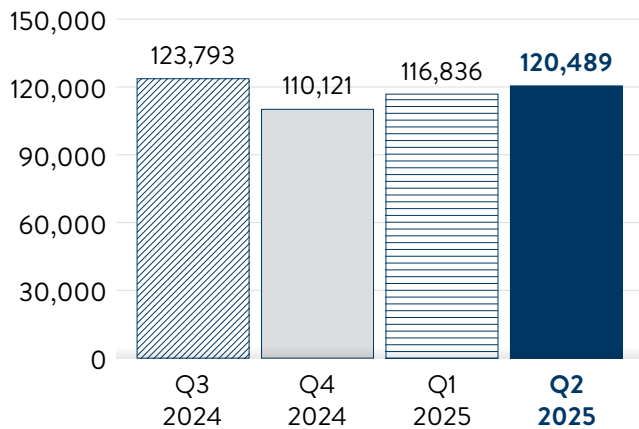
Amid the investments and advancements of this legislation, MNIT and our business partners remain dedicated to advancing the historic modernization and transformation initiatives from the 2023 legislative session. As these efforts continue to transform how Minnesotans interact with their state government, it is essential to keep our customers at the heart of the services we support—ensuring we continue to deliver a modern, inclusive digital government that works for everyone.

Agency updates

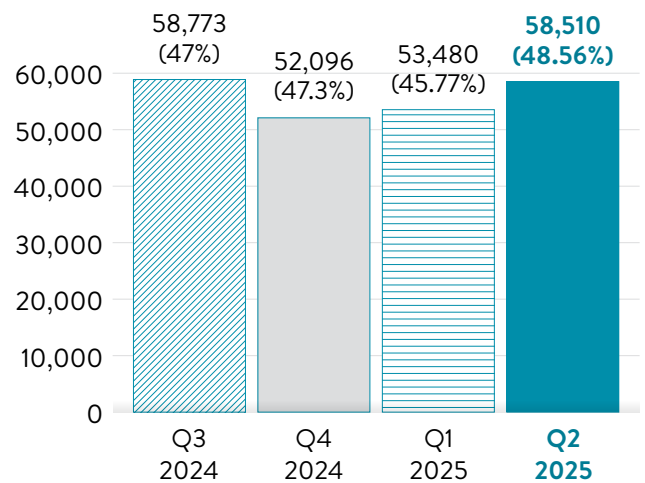
Enterprise Service Desk

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.

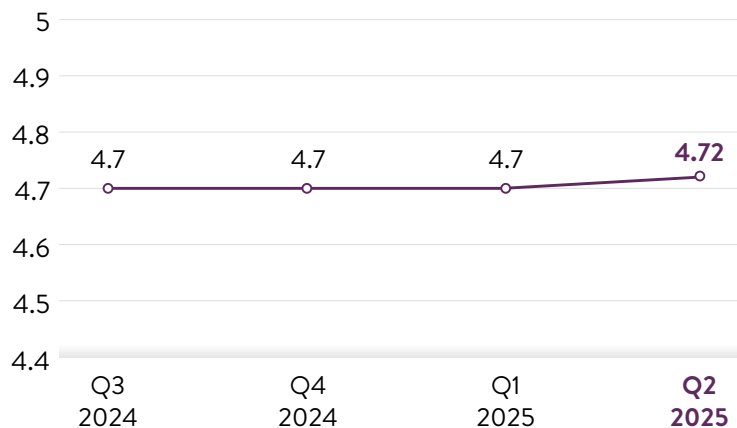
Total volume of all Service Desk tickets across the executive branch



Tickets resolved the same day



Average rating of Service Desk interaction (1-5 scale)



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 nongovernment organizations. Leveraging geography to guide decisions and shape outcomes enhances public safety, informs transportation planning, improves access to health services, supports the preservation of natural resources, and much more.

The Geospatial team manages the [Minnesota Geospatial Commons](#)—a collaborative public platform where publishers share, and users access, geospatial resources such as data, maps, services, and applications. The Minnesota Geospatial Commons is supported by an operational team that includes staff from the Minnesota Department of Transportation (MnDOT), the Metropolitan Council, and MNIT staff partnering with Minnesota Department of Natural Resources (DNR), Minnesota Department of Education (MDE), Minnesota Department of Agriculture (MDA), and Minnesota Pollution Control Agency (MPCA).



30

Projects supported
and hosted
by MnGeo



1,037

Resources on the
Minnesota Geospatial
Commons



48

Organizations sharing
data on the Minnesota
Geospatial Commons



22,852,928

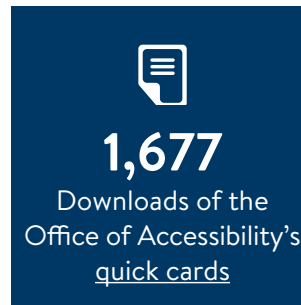
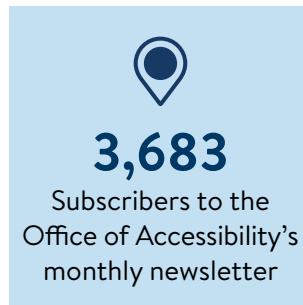
Views of the
geospatial
image server



Office of Accessibility

The Office of Accessibility oversees the implementation of accessibility standards for all executive branch employees and state agencies.

April-June metrics ■ ■ ■



Making government more accessible: Legislative and judicial branches lead by example

At this year's Global Accessibility Awareness Day (GAAD), Minnesota's legislative and judicial branches shared how they are working to embed accessibility into everyday operations, highlighting a growing culture of inclusion across government.

Legislative branch highlights

- **Standardized practices:** Integrating accessibility considerations into content development processes, including websites, digital communications, and public hearings.
- **Staff training:** Ongoing education helps staff apply accessibility best practices, like document remediation, captioning, and keyboard navigation.
- **Procurement focus:** Requests for Proposals and contracts for IT purchases now include accessibility requirements.

Judicial branch highlights

- **Inclusive communication:** Court websites, documents, and applications will follow accessibility standards.
- **Build digital accessibility into the culture:** Engage judicial officers and staff at all levels of the organization in the reason we're doing this work as well as the skills and knowledge necessary to incorporate it into daily work.
- **Real-time support:** Providing multiple avenues to help statewide teams get support and answers they need.

Shared tools and strategies

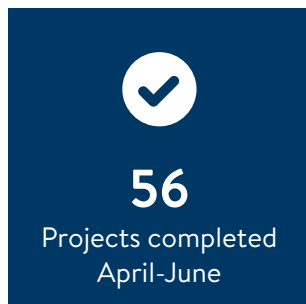
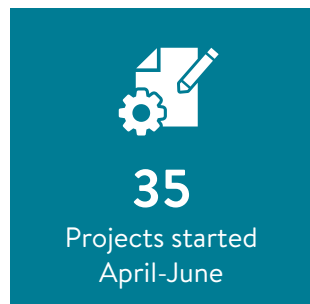
Both branches are using MNIT's accessibility toolkit and participating in initiatives like the "[No Mouse Challenge](#)" and the hands-on Digital Accessibility Experience Lab—giving staff a firsthand look at how people navigate digital barriers.

Why it matters

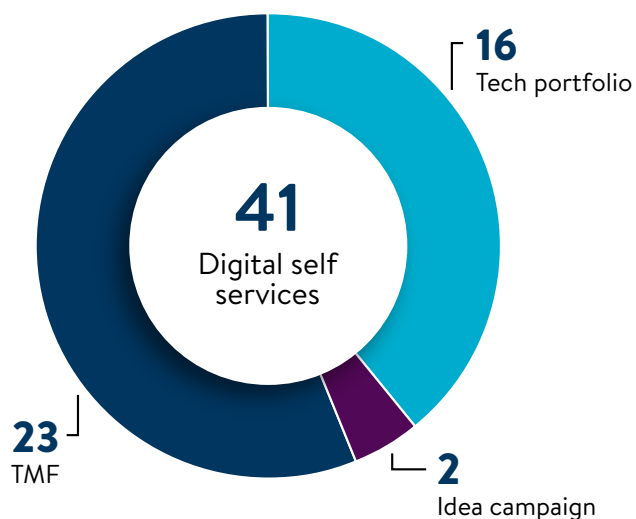
Accessibility is no longer a secondary concern—it's a core expectation. These efforts demonstrate a deepening commitment to digital equity and public service, ensuring all Minnesotans can access, engage with, and benefit from their government.

Office of Transformation and Strategy Delivery

Over the quarter, MNIT's Office of Transformation and Strategy Delivery tracked 301 projects across Minnesota's executive branch agencies, boards, commissions, and councils.



Digital self services: 40x2027



Technology Modernization Fund

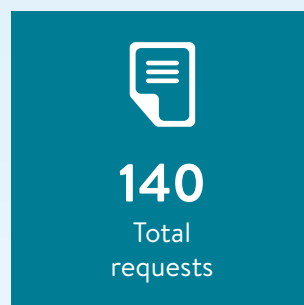
To deliver secure, modern, and accessible digital services, the Minnesota legislature established the Technology Modernization Fund (TMF) with a \$40 million investment over four years starting in 2023.

Managed by MNIT, the TMF supports projects that modernize technology, strengthen cybersecurity, and improve the digital experience for Minnesotans. A cross-agency steering team reviews proposals and oversees progress.

TMF projects focus on:

- Enhancing customer experience.
- Improving digital services.
- Addressing security risks.
- Modernizing business processes.
- Increasing resiliency and efficiency.
- Advancing the One Minnesota Plan.
- Adopting shared or market-based solutions.
- Leveraging AI or automation.

TMF metrics to date



TMF projects approved during Q2 2025

End-of-Life Record System Replacement

Department of Labor and Industry

This project helps DLI align legacy data with current record retention schedules—improving compliance and supporting informed decision-making. It also prepares the agency to select a secure, modern storage solution tailored to business needs, while reducing risks such as data loss, vendor delays, and cybersecurity threats.

License Pre-Application and Customer Account Management

Minnesota Department of Agriculture

This project will serve more than 65,000 license, permit, and certificate holders by introducing digital customer accounts and self-service tools. It will allow users to view and update their information and begin applications in advance. The solution will enhance service levels, increase transparency, support legal compliance, and lay the foundation for LoginMN integration and proactive customer engagement.

Modernizing Telephony Consumer Experience

MNsure

This initiative transitions the MNsure Contact Center to a modern, cloud-based solution. It will deliver immediate improvements to the consumer experience while expanding functionality and enhancing overall system capabilities.

Snowdrift Replacement

Minnesota Department of Transportation

This project will create a comprehensive snow drift prediction and blowing snow control application. The tool aims to improve road safety, mobility, and right-of-way planning for municipalities, transportation agencies, and other partners.

MyCert: Workforce and Equal Pay Certificate Portal

Minnesota Department of Human Rights

The MyCert project will modernize how more than 3,500 businesses interact with MDHR. It streamlines the application and reporting process for Workforce and Equal Pay Certificates through automation, secure messaging, and a rebuilt contractor management system. These improvements will enhance the customer experience, speed up agency procurement, and improve compliance across partners.

Energy Infrastructure Permitting Modernization

Public Utilities Commission

This project will modernize the Public Utilities Commission's energy infrastructure permitting process by implementing a scalable, SaaS-based solution. It will improve workflows, project tracking, and compliance while enhancing transparency and the user experience. The effort supports long-term strategic goals and legislative mandates through a sustainable, cost-effective platform.

Public Landing Zone on Azure Cloud

Bureau of Criminal Apprehension

This initiative migrates critical systems to a secure Azure Government Cloud environment, improving security and compliance with Criminal Justice Information Services (CJIS) and MNIT standards. It also enhances reliability, reduces costs, and supports technical staff development—laying the foundation for broader cloud adoption statewide.



Putting customers first delivers results

Across Minnesota's state agencies, teams are proving that listening to customers and focusing on their needs leads to faster service, better outcomes, and stronger trust. These case studies show how small, thoughtful changes—grounded in customer feedback—can make a big difference without adding staff or costly technology.

Minnesota Department of Human Rights (MDHR)

By redesigning processes and materials around customer needs, MDHR cut turnaround times by 30%—without adding staff or new technology. The improvement came from focused changes shaped by direct feedback.

Education and Training Voucher (ETV) Program

DHS partnered with students to co-design a more flexible support process for the ETV program. The redesigned program makes it easier for students to access funding and resources, helping them stay in school and graduate.

Minnesota Department of Agriculture (MDA)

Mapping the customer journey for cottage food licensing allowed MDA to cut processing time in half and clear its daily callback backlog—again, with no added staff or new technology. Streamlining the experience based on customer input made all the difference.

Department of Labor and Industry (DLI)

When DLI's new workers' compensation application fell short, the agency listened. By engaging users early and often, they rebuilt the system into a model of user-centered design, increasing satisfaction, trust, and outcomes.



From numbers to impact

These results go beyond numbers — they make a real difference in people's lives.

One example: After MDA cut licensing times in half, a military veteran caring for elderly parents was able to start selling at a farmers market three weeks earlier than expected. The extra time meant more income for his family and a chance to honor childhood memories of visiting the market with his grandfather.

Building skills through PACE cohorts

To help agencies achieve similar results, the Product, Agile, and Customer Experience – Center of Enablement (PACE) offers a 16-week cohort program. Eight teams participated in the second cohort, meeting biweekly for interactive sessions on customer experience, product management, and agile practices. Teams shared successes and challenges, with some receiving additional coaching from PACE. These proven methods help agencies deliver services that are simpler, faster, and more responsive to the people they serve.

Looking ahead

When we center our work on customers and equip teams with the right tools, we create better experiences, strengthen trust, and deliver lasting benefits for all Minnesotans. With more agencies joining PACE cohorts, this culture of continuous improvement keeps growing—one success story at a time.

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.



14

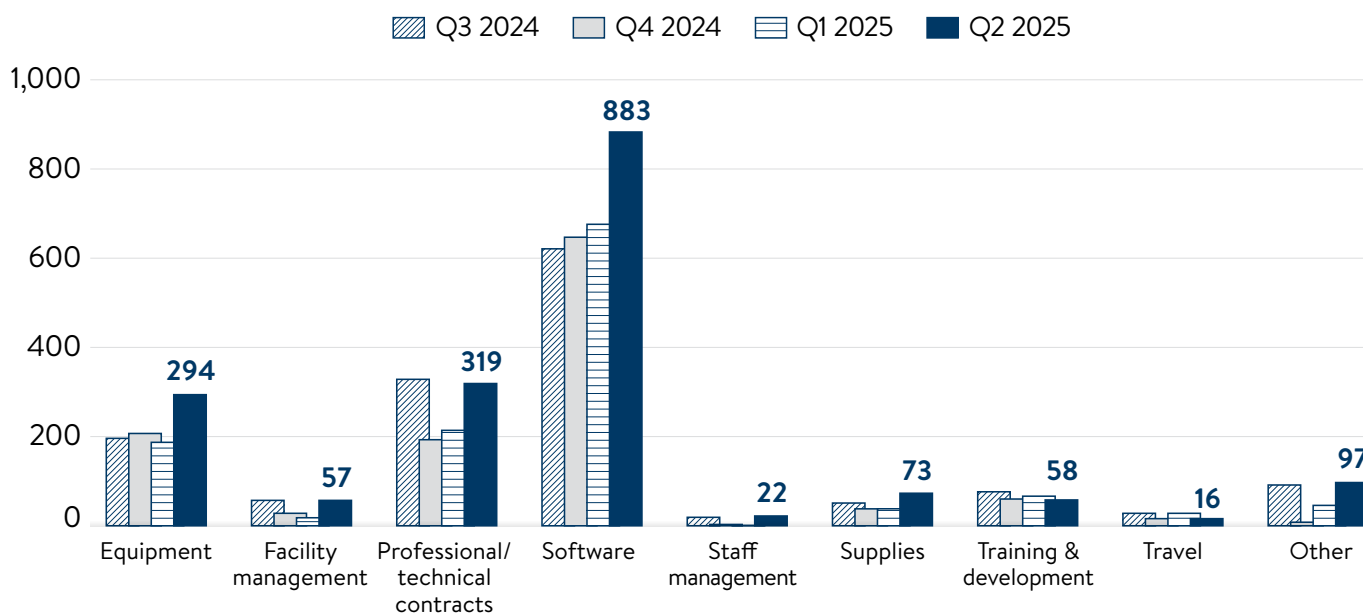
Average purchase request processing time (days) April-June



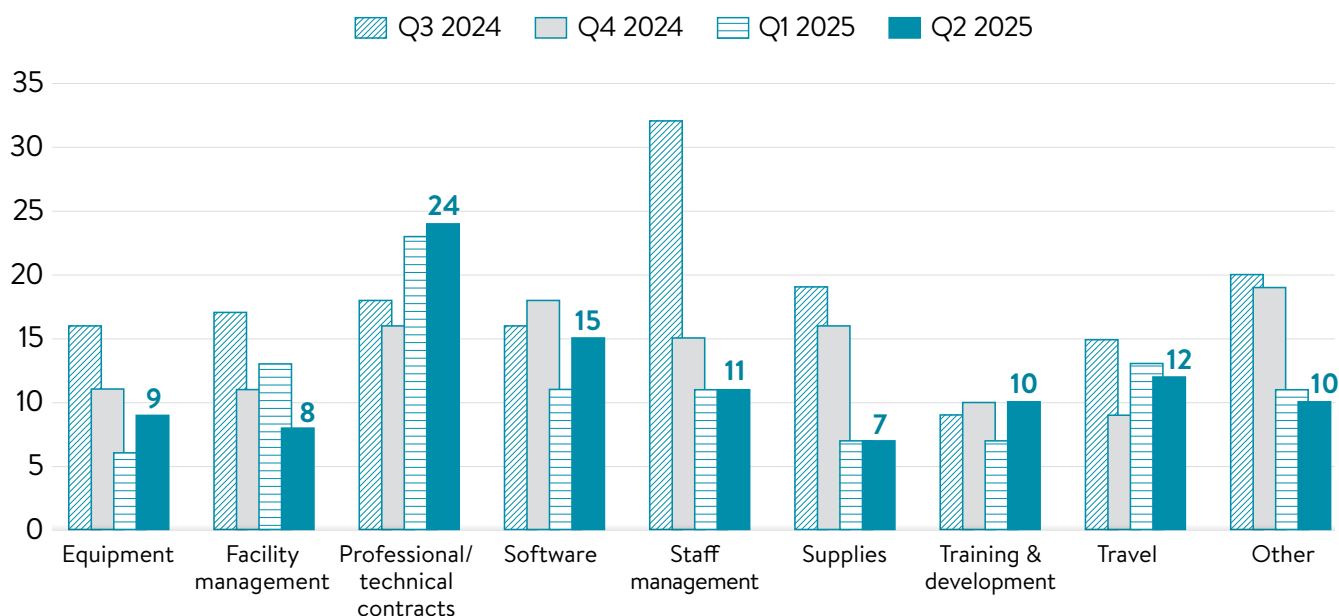
1,819

Purchase request volume April-June

Number of purchase requests



Average processing time (days)



















Security

To keep state government running and protect Minnesotans' private data, we must continually work to secure Minnesota's IT systems. Cybersecurity is one of the most critical functions that MNIT is tasked with, and it functions best when we are all working together, from the individual resident to our state agencies, and even to our legislators; that is how we can help protect the 35,000 users of our systems and 5.7 million Minnesotans who have private data secured by the state.

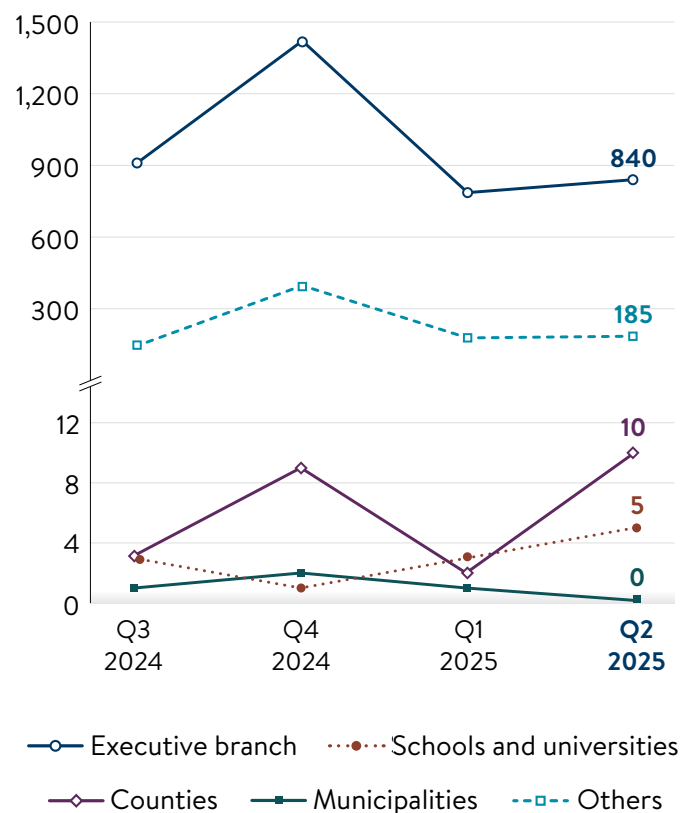
We serve Minnesotans by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state through MNET – Minnesota's dedicated public sector network. This network provides broad visibility into cyber activity occurring across the state. From April through June 2025, our Security Operations Center (SOC) detected or received reports of 1,040 potential cyber events.

Cyber metrics

Type of cyber event, case, or investigation # reported

	Compromised account	36
	Compromised password	152
	Denial of service	6
	Inappropriate use	4
	International travel requests	66
	Lost/stolen device	12
	Malware	523*
	Network attack/scan	2
	Operational	4
	Policy violation	174
	Ransomware	2
	Social engineering	38
	Threat intelligence	3
	Unauthorized access attempt	3
	Unauthorized disclosure	3
	Other	12
Total		1,040

Security events investigated by MNIT for all Minnesota government partners



*Our managed detection and response (MDR) tool classifies a broad range of events as malware—some of which may have been categorized differently if detected manually by the SOC. We continue to refine our analysis and improve our ability to interpret SOC data effectively.

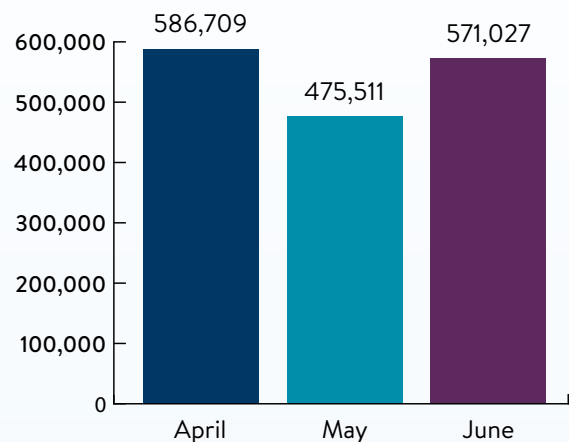
BISOs partner with agencies to ensure security and business goals align

MNIT updated its organizational structure to better serve Minnesotans and our partnering agencies. Part of the reorganization included expanding the role of MNIT's five Business Information Security Officers (BISOs), who are the main liaisons between state agency partners and MNIT security leadership. BISOs manage cybersecurity strategy, governance, and risk management while ensuring security objectives align with business goals. Each BISO is accountable for coordinating security across multiple agencies and ensuring alignment with enterprise security policies, while addressing agency-specific risks. State agencies can find their BISO in [MNIT Contacts](#).

TVMU identified 1.6 million+ threats and vulnerability instances in Q2 to protect state accounts and devices

MNIT's Threat and Vulnerability Management Unit (TVMU) is like a home security system that helps keep state systems and employees' accounts and devices secure. TVMU uses sophisticated tools to scan for cyber threats, as well as look for hardware and software flaws that make devices and state systems vulnerable to a cyber-attack. TVMU and MNIT teams then use that information to resolve issues. In the second quarter, April-June 2025, TVMU identified and helped resolve 1,633,247 vulnerability instances across the executive branch. This ongoing, proactive work of TVMU and other MNIT teams helps the state stay ahead of evolving cyber threats and reduces the risk of security breaches, data loss, and other security incidents.

Threat and vulnerability instances identified in Q2 2025





Cloud migration progress

MNIT continues to make strong progress advancing the State of Minnesota’s cloud strategy. As of Q2 2025, 35% of targeted workloads have been successfully migrated from on-premises infrastructure to cloud-based services. Additionally, 70% of applications now have a documented migration plan, with the remaining plans expected to be finalized by the end of summer. To meet growing demand and address a rising backlog of workloads ready for transition, MNIT has increased its migration partner resources to maintain momentum and support agency needs.

Work completed by MNIT’s primary cloud partner, Capgemini

Progress metric	CY2024	Q1 - CY2025	Q2 - CY2025	Total
Production migrations completed	83	112	54	249
Migration assessments completed	176	145	70	391
Migration planning completed	156	142	67	365
Dev environment migrations	83	58	58	199
Test environment migrations	86	23	30	139
Workloads delivered	545	213	175	933
Apps migrated	206	151	99	456

Note: These are volumes from our primary cloud migration partner. Some MNIT teams continue to migrate servers to the cloud on their own.

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 2,800 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.

MNIT is an equal employment opportunity employer.

Learn more

[MNIT Strategic Plan 2023-2027](#)

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

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



mn.gov/mnit