Meeting Minutes

Date: 08/15/2012

Minutes prepared by: Jon Eichten

Location: Blazing Star Room: Centennial Office Building

Attendance

Lynn Anderson – MN Management and Budget

Bernie Arseneau – Dept. of Transportation

Laurie Martinson – Dept. of Natural Resources

Richard Kolodziejski – MN Assoc. of Professional Employees

Rick King – Thomson Reuters

Spencer Cronk – Dept. of Administration

Absent

Mona Dohman – Dept. of Public Safety

Gary Shelton – Scott County

Decisions Made

Decision: Meeting minutes from the June 13th meeting were approved.

Agenda

Committee Housekeeping – Rick King – 5 Minutes

Update on Service Level Agreements – Tarek Tomes – 20 Minutes

Follow Up on Capturing Savings – Ed Valencia – 20 Minutes

Tactical Plan – Cathy de Moll – 20 Minutes

Innovations – James Kauth – 20 Minutes

Meeting Schedule – Rick King – 5 Minutes

Next Meeting

Date: 11/06/2012

Time: 7:30 – 9:30 a.m.

Location: Blazing Star Room; Centennial Office Building

Meeting Notes

After approval of the agenda and minutes from the June 13th meeting, Chair Rick King welcomed Commissioner Spencer Cronk as a new TAC member after the resignation of Commissioner Paul Aasen.

Assistant Commissioner Tarek Tomes then presented on completion of statutorily-mandated service level agreements between MN.IT Services and all other executive branch agencies. In total, this includes 66 SLA's covering 95 executive branch entities. Comprehensive financial information was compiled similarly across the executive branch, and a minimum of 4 metrics were defined per service area. Achievability of recovery time objectives was also discussed as being highly variable across the executive branch. Next steps include operationalizing service level management, formalizing a regular meeting cadence with business to ensure alignment, and developing new IT reporting tools (metrics and dashboards).

Deputy Commissioner Ed Valencia then led a follow-up discussion around efforts to develop a savings recapturing mechanism for identified savings from IT consolidation. Committee members agreed that IT savings should be reinvested in IT, with some share applied to individual-agency IT improvements when savings originate from particular agencies. The impact of reinvestment should be clearly communicated and should specifically articulate the value of reinvestments for impacted agencies and constituents. While project budgets will fluctuate based on business priorities and new initiatives, some services will likely see savings through consolidation/contract negotiations. Savings in particular service categories will be calculated and captured at the agency level, using baseline service costs identified in service level agreements. Next steps include finalizing a solution with MMB for how IT savings will be captured and gathering input from stakeholders (legislators, agencies, Governor's Office, leadership) on how best to proceed.

Assistant Commissioner Cathy de Moll then presented on development of the MN.IT Services Two-Year Tactical Plan. While the first phases of IT consolidation focused primarily on the legislative mandate to consolidate, the logistics of doing so, and the high-level goals and strategies of the new organization, phase four - Optimization – is about identifying and acting on the value proposition for consolidation. The overarching theme of this phase is to "make the IT infrastructure super-efficient so we can focus our people, money and creativity on the services that most directly make a difference for our customers and citizens." This will be achieved by minimizing redundancies, centralizing where it makes sense, establishing common tools, leveraging savings to invest in training, new technologies and innovation, and maximizing the efforts of the state's IT workforce. The Tactical Plan is set to be completed before the next TAC meeting in the fall of 2012 and will define enterprise objectives, milestones and projects for FY's 13 and 14.

The committee then discussed an Innovation Program currently being developed by MN.IT Services. The program is intended to tap the existing IT brain trust in Minnesota state government and create a space for innovative short-term project ideas to be brought forward, vetted and operationalized. Concerns were expressed that such a program would be driven by IT and might not conform with agency business priorities. MN.IT leadership stressed that the Innovation Program would be a bottom-up effort to bring employee ideas forward and that projects would not move ahead without the partnership of agency business leaders.

Meeting adjourned at 9:30 AM.