

MN.IT Services and MNsure

Presentation to Mnsure Executive Board
State CIO Carolyn Parnell
June 26, 2013

Establishment of OET

July 2005: Office of Enterprise Technology created. State Chief Information Officer charged with two primary responsibilities:

1. Set IT direction, standards and policies for the State and manage oversight and compliance of those standards
2. Provide common (primarily infrastructure) IT services to executive branch and all levels of Minnesota government.

IT Policies and Standards

- Security
- Accessibility
- Governance
- Compliance
- Oversight

IT Infrastructure Services

- Efficient and coordinated IT delivery
- Shared technology systems
- Maximize benefits of IT investments for state government as an enterprise
- Manage strategic investments in IT systems and services
- Eliminate unnecessary duplication of existing IT systems and services

IT Consolidation

July 2011: Law passed mandating the consolidation of *executive branch* information technology under the Office of Enterprise Technology

- **Executive Branch:** More than 70 state agencies, boards and commissions

2011

- Transferred authority
- Administrative transfer of employees

2012

- Established SLAs for all agencies
- Launched Tactical Plan for changes to service delivery

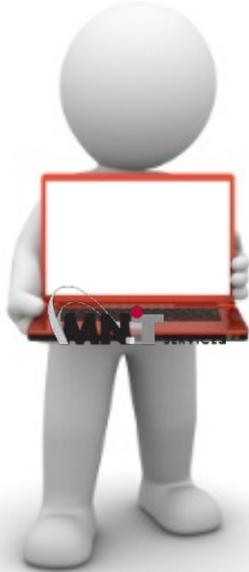
2013

- Transfer of financial management and procurement
- Service delivery changes underway

Consolidation Legislation

- Full consolidation of all IT for executive branch under State CIO/ central org – people, infrastructure, applications, projects
- Transfer of authority for people and \$ by October 1, 2011 (10 weeks)
- No dollars allocated to effort
- Legislative expectations in terms of efficiencies, not goals, moves, management changes, outcomes, or savings
- Requirement to manage all IT through comprehensive Service Level Agreements by June 30, 2012
- Established a Technology Advisory Committee to advise CIO

MN.IT Services Today



*We provide all information
technology (IT) services for
70+ agencies (35,000
employees)*

- Approximately 2,055 employees
- 22 agency-based offices, some offices serve more than one agency
- 90 physical locations statewide
- 2000+ distinct applications
- Combined annual operating budget of \$451 million

How SLAs Work at MN.IT

■ Initial SLA

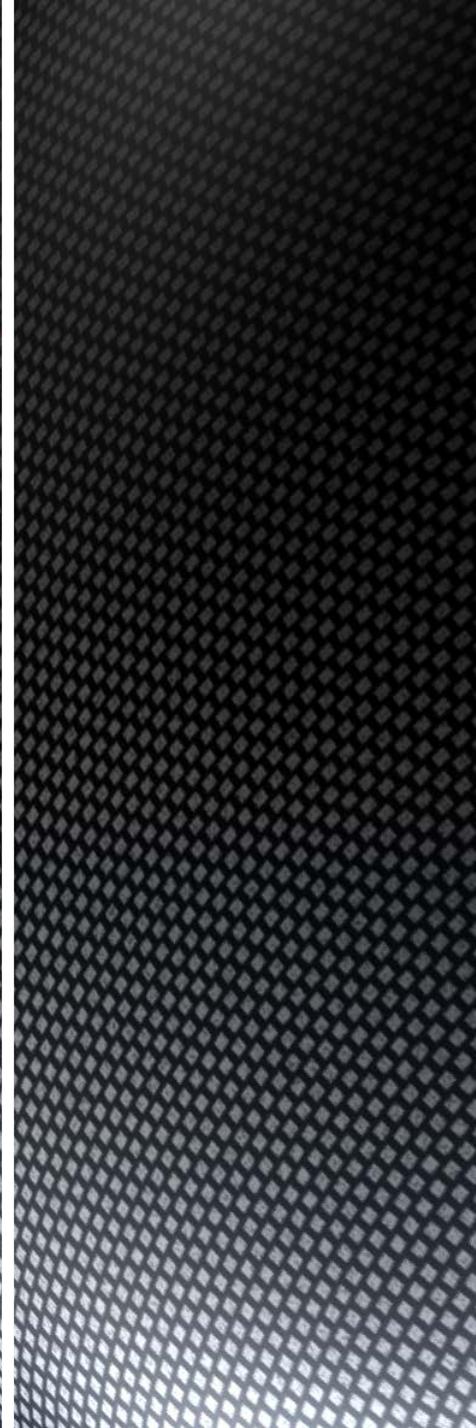
- Define services by service type: Standard IT Services, Applications, Projects & Initiatives
- Records a common understanding about services, priorities, responsibilities, guarantees, and warranties
- Establishes performance metrics for services

■ Updates

- SLAs are updated at least quarterly to reflect any changes to volumes or projects



MN.IT Services and MNsure



MNsure Partnership

The Project

4 MN.IT agency-based offices have been working on the MNsure project since the RFP

- Commerce, Department of Human Services, Health and MN.IT @ Central
- Over 100 MN.IT employees “behind the scenes” (infrastructure, network, security, application development, project management)

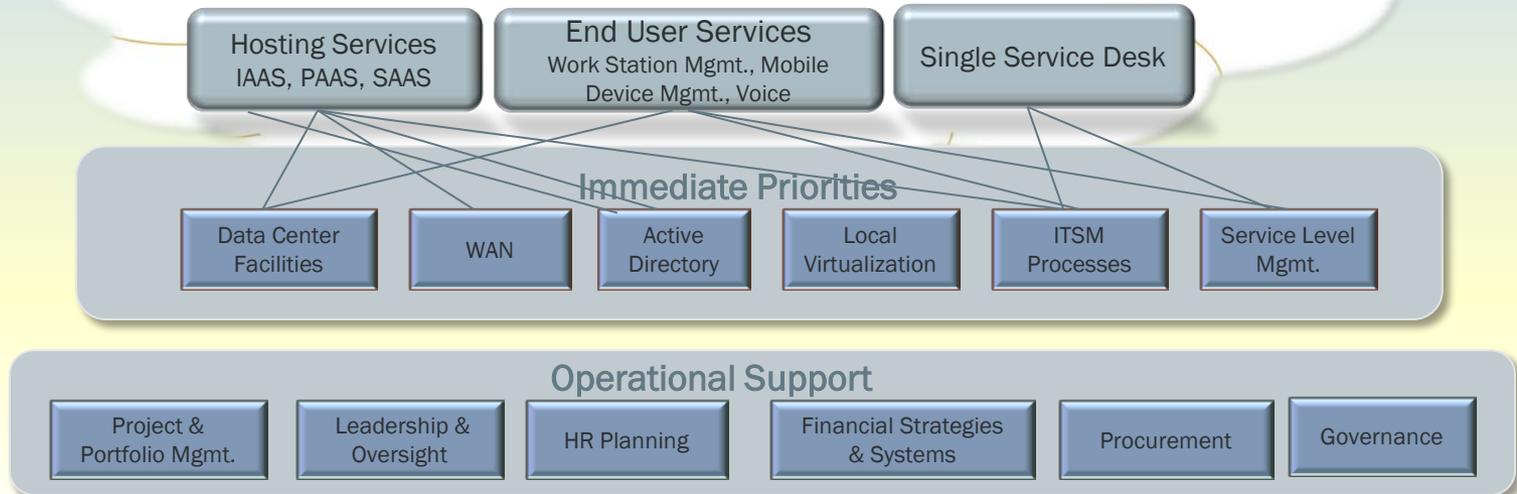
Ongoing Support

MN.IT Services provides the services upon which the MNsure application depends, managed through an SLA

- Infrastructure leverages and connects MNsure to other key DHS applications for lower costs and smart interoperability
- Ongoing standard IT support for MNsure staff
- Ongoing applications management / operations

2-Year Tactical Plan: Preparing our Future

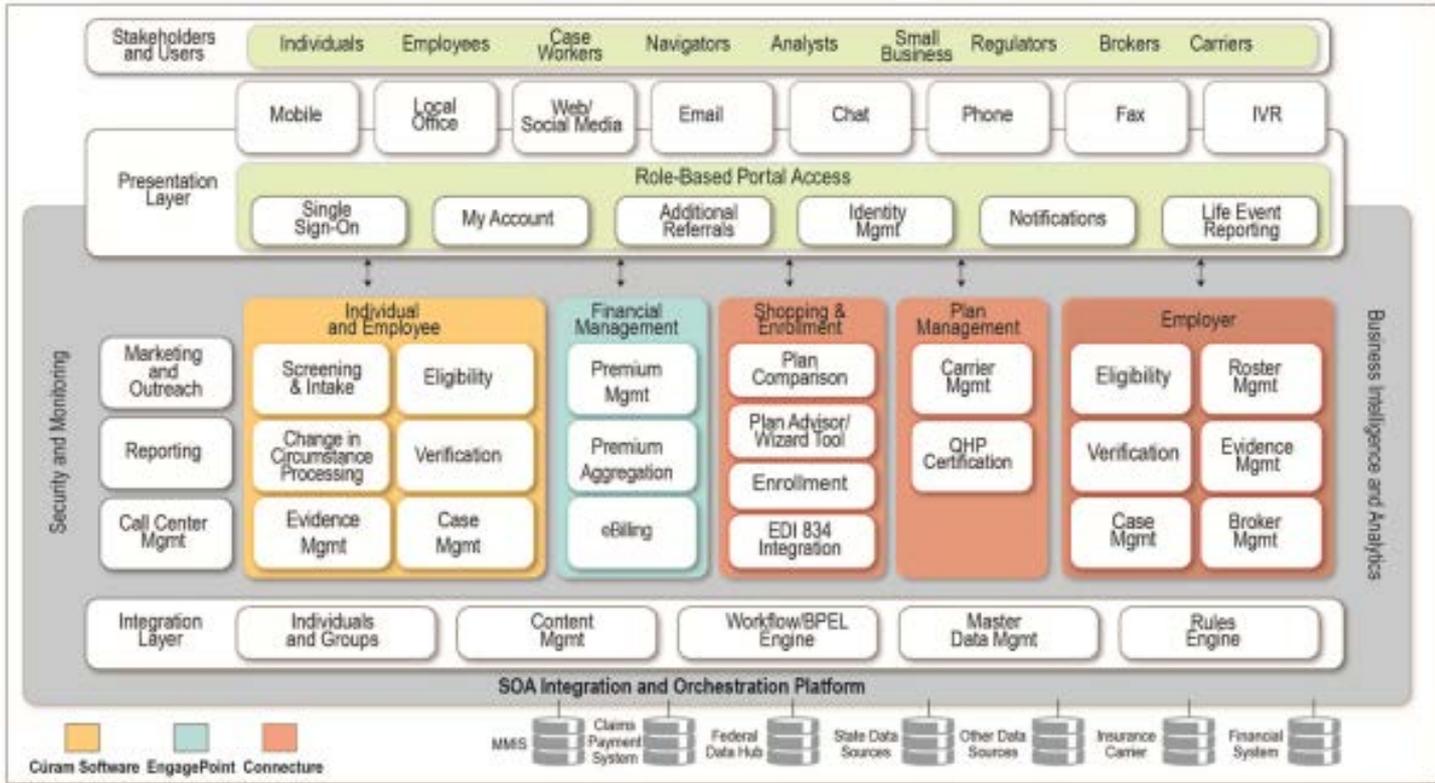
The MN.IT Cloud



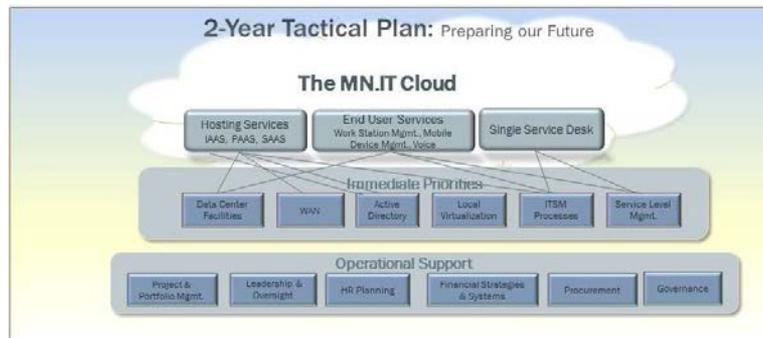
Our Primary Goal

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

MNsure Service Orientation

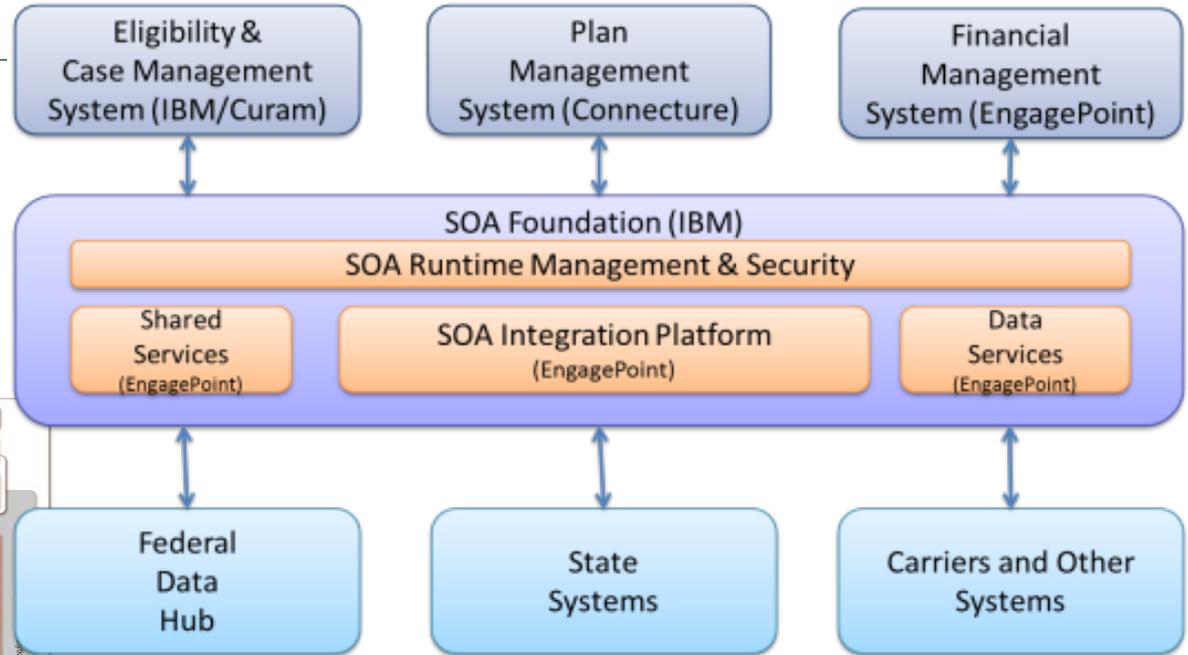
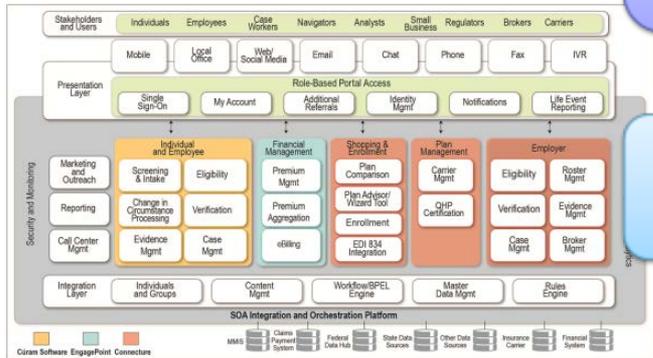


MN.IT Cloud Services



MNsure Solution Components

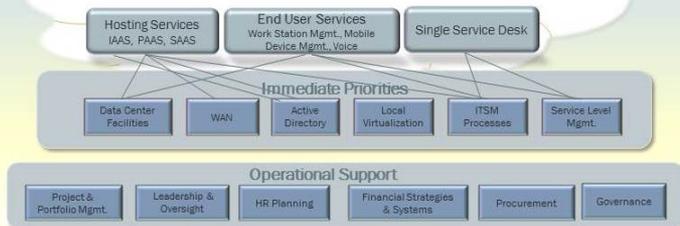
Service orientation



MN.IT Cloud Services

2-Year Tactical Plan: Preparing our Future

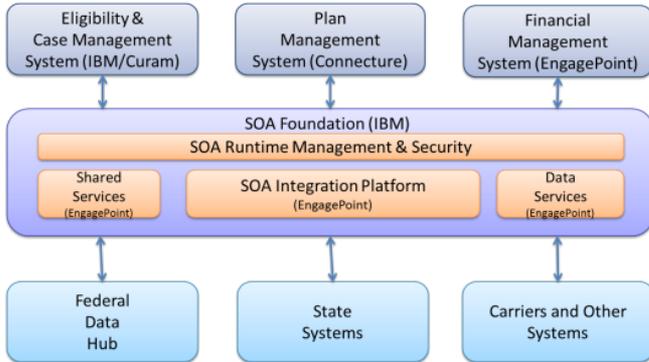
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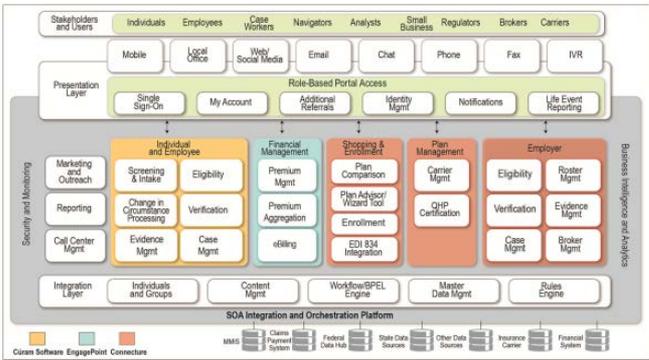
Smart Inoperability

Fully integrated, person-centric, next generation, service oriented, intelligent

Solution Components



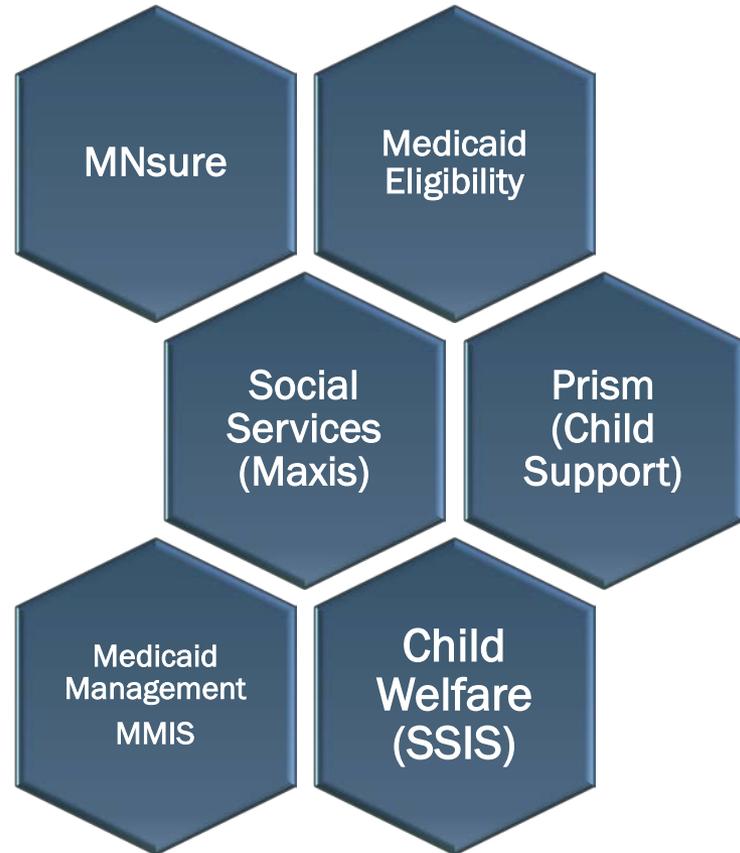
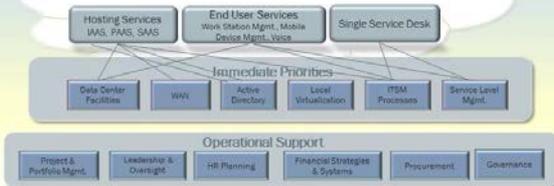
Service Orientation



MN.IT Cloud Services

2-Year Tactical Plan: Preparing our Future

The MN.IT Cloud



Questions?

Thank you!

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