



2021

ANNUAL REPORT

*The journey towards an
innovative digital government
that works for all*



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Foreword

By MNIT Commissioner and State CIO Tarek Tomes



While rapid response to the COVID-19 pandemic shaped much of Minnesota IT Services' focus and work in 2020, we built on new ways of collaborating to power productive and people-centered service to Minnesotans in 2021. Keeping focused on our vision for the most innovative digital government that works for all, teams at Minnesota IT Services (MNIT) and throughout state government partnered together to pursue relentless advocacy for the ways that technology can improve outcomes for our stakeholders and, ultimately, for the people of Minnesota.

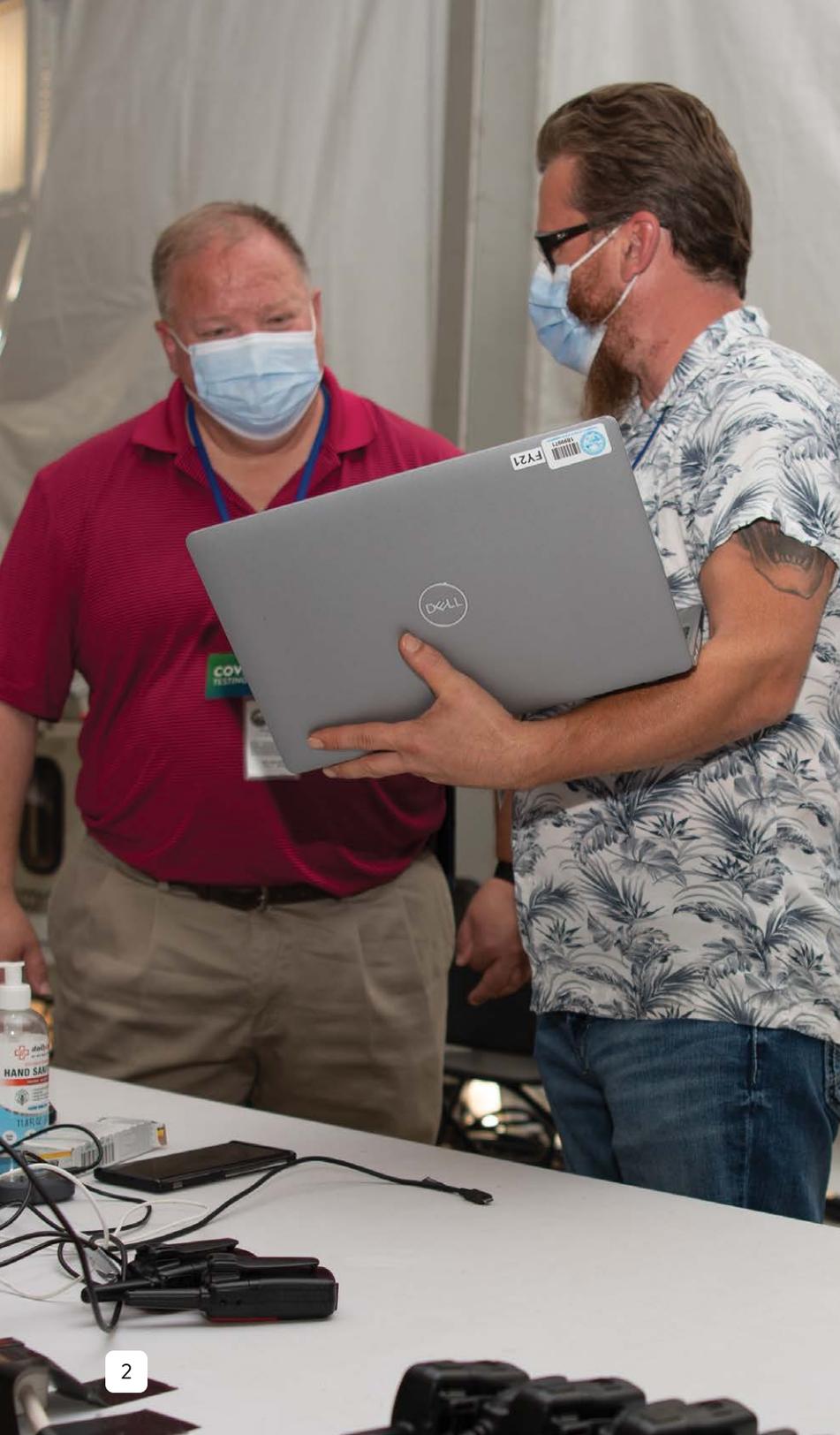
Leaning in to large-scale, inter-agency efforts, MNIT teams assisted in COVID-19 pandemic response and supported state vaccination efforts in the early part of the year, becoming essential to successful updates of critical state systems, and re-imagining self-service opportunities along the way. Through our Intentional Cloud Approach, we have begun to lay the groundwork for the next level of service delivery. Using a security mindset and incorporating human-centered design into systems, applications, and technology tools has helped us further improve Minnesotan's digital experience with government, and our new Modernization Playbook will drive collaborative work on agency projects.

In the midst of this work, Minnesota IT Services also reached a very important milestone – we celebrated our tenth anniversary as a state agency.

MNIT has come a long way from the organization it was in 2011. While our work may have started with a focus on consolidating the state's infrastructure before shifting to optimizing shared services, over time it has become an effort centered on leveraging technology as a strategic asset. To provide the best value to the people we serve, we have evolved from consolidation to optimization to digital enablement and innovation. Establishing the foundation for an integrated state technology organization early on, we have finished our efforts around consolidation and optimization. Going into MNIT's next decade, we have become more nimble and agile than ever. As state technologists, we are positioned to operate as true digital connectors, to lead our state into the next chapter.

Into the future, embracing a workplace evolution at MNIT and across the executive branch will enable us to provide a flexible, secure, and focused environment, one where we can empower the state's workforce to meet the needs of Minnesotans where they are at, for years to come. As we refine and discover new ways of working, as well as new ways of working together, we will also turn our focus on new ways Minnesotans expect to digitally interact with state government.

The experiences of 2021, and of the last decade, highlight the importance of developing a solid foundation, to meet the evolving needs of our future workforce, the future of our economy, and the future of our state.



Who we are

Throughout the last decade, Minnesota IT Services (MNIT), the information technology agency for the executive branch, has set a course to help the state realize the vision of an innovative digital government that works for all.

Led by the state's Chief Information Officer, MNIT partners to deliver secure, reliable technology solutions to improve the lives of all Minnesotans as we set IT strategy, direction, policies, and standards for enterprise IT leadership and planning.

What we do

Technology plays a critical role in supporting state-run services.

MNIT delivers a full suite of enterprise services to executive branch state agencies, boards, councils, and commissions, as well as specific applications and technologies that enable state of Minnesota agency partners to carry out day-to-day operations and connect with the Minnesotans they serve. Across the technology spectrum, MNIT teams support the IT infrastructure – the system of software, hardware, networks, facilities, and service components – that keep the state of Minnesota running, from routine management to the co-creation of transformational digital state services that Minnesotans interact with directly.

Enterprise services provided to each state agency embed security protections, maximize efficiencies, and reduce costs. These services include email, conferencing, network, desktop support, phone services, security, and more. They are managed by MNIT Assistant Commissioners

and enterprise teams. MNIT charges enterprise rates for these IT services and makes all IT-related expenditures on behalf of Minnesota’s executive branch agencies.

Services that are unique to a state agency are delivered locally by MNIT’s Chief Business Technology Officers (CBTOs) and their teams. MNIT supports hundreds of these “line-of-business” services, such as the Minnesota Department of Employment and Economic Development’s (DEED) Unemployment Insurance (UI) system, the Minnesota Department of Human Services’ (DHS) Pandemic-Electronic Benefits Transfer (P-EBT) program, and the Minnesota Department of Health’s Minnesota Immunization Information Connection (MIIC) system. These services include support for agency-specific applications and projects, and they are a direct pass-through charge to the agencies.

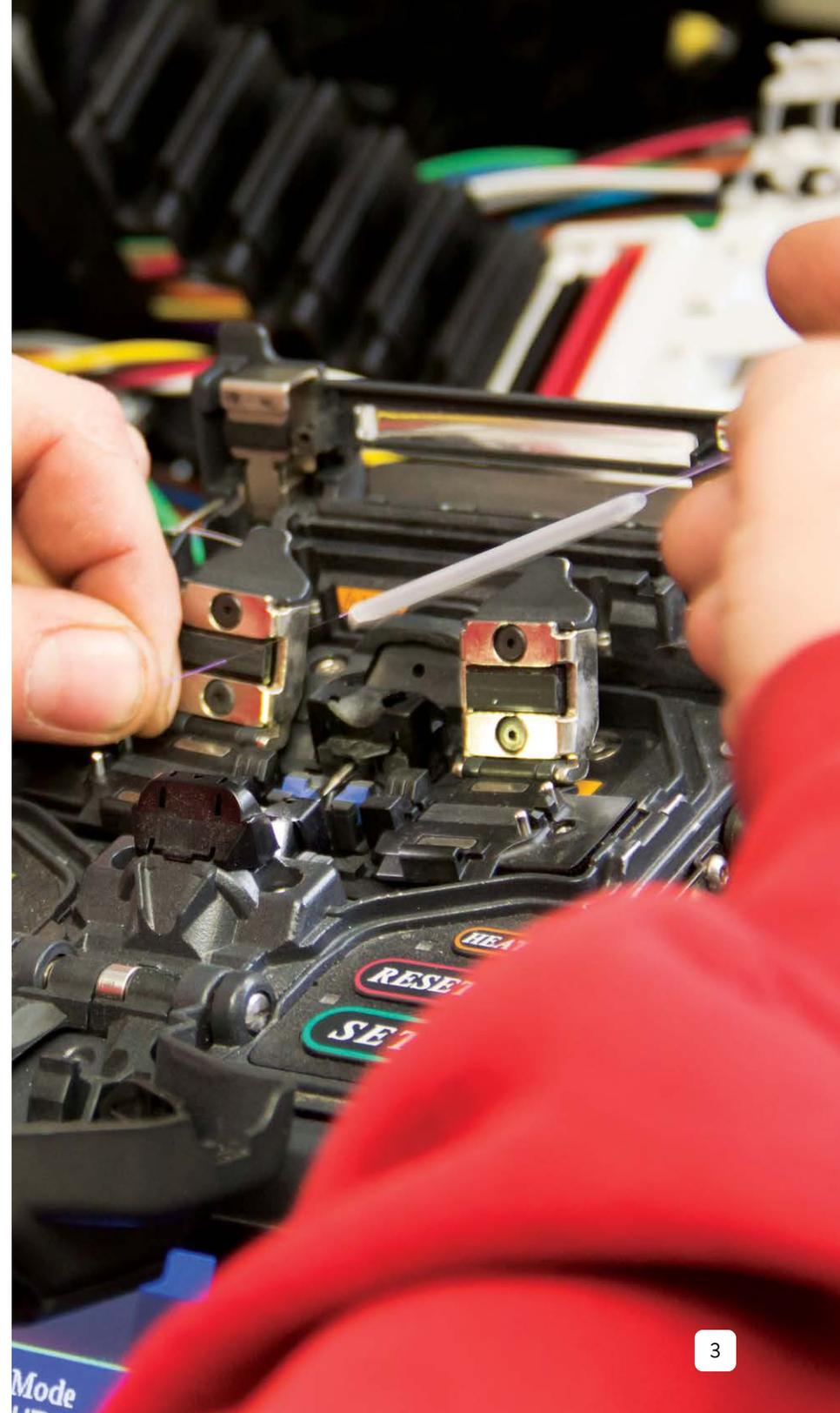
MNIT provides some limited-service offerings to non-executive branch partners, including higher education institutions, school districts, public libraries, the legislative branch, judicial branch, constitutional offices, counties, cities, tribal nations, and other government organizations in Minnesota.

MNIT also extends cybersecurity staff and programs to counties to reduce risks to state data and systems. The MNIT Enterprise Security Office manages the Statewide Security Monitoring Initiative (SSMI), an innovative county monitoring program that is the only one of its kind in the nation. The program provides counties with infrastructure, hardware, and software for cybersecurity detection and monitoring.

Photos:

This page: Technician splicing fiber optic cables.

Previous page: MNIT staff supporting a vaccination site at the Minnesota State Fairgrounds.



How we work

MNIT's Connected Culture is integrated into the foundations of our work. The relationships we build with each other and with our partners while keeping the people we serve at the center of our work, are key to identifying opportunities to innovate and deliver effective and efficient government services to all Minnesotans.

In 2021, MNIT revisited its mission and vision, and developed agency guiding principles directly informed and shaped by outreach, feedback, and collaboration with our staff and agency partners across the executive branch.



Mission

We partner to deliver secure, reliable technology solutions to improve the lives of all Minnesotans.



Vision

An innovative digital government that works for all.



Guiding Principles

- Practice servant leadership.
- Treat everyone with respect and dignity.
- Do the right thing, especially when it is difficult.
- Ask how your actions are reinforcing or removing structural inequity.
- Promote the common good over narrow special interests.
- Be accessible, transparent, and accountable.
- Include voices from communities who will be most impacted.
- Embrace change.
- Measure when you can.
- Engage with empathy.

2021 by the numbers



114,777,986

Visits to state websites



11,708,461

Visits to DEED's Unemployment Insurance websites



20,398,681

Visits to state websites for COVID-19 vaccine, testing, and information



4,271,774

Visits to MNsure websites



1,835

Number of security incidents resolved



2,435

Employees



2,080

Number of applications supported



545

Total projects tracked



10,000

Network devices supported



289

Number of websites we host and support



373,100

Service desk tickets across the executive branch



183,732

Tickets resolved the same day (49.25%)



952

Total resources on the Minnesota Geospatial Commons



102,169,512

Number of hits on the geospatial image server



4,739

Purchase request volume

ATELIER



glad to
have you

STAY SAFE MN

COVID-19 VACCINE



m MINNESOTA

COVID-19 response

Connecting Minnesotans to COVID-19 vaccines and information

Many Minnesotans continued to feel the effects of the COVID-19 pandemic in 2021, facing economic uncertainty, social restrictions, and altered business operations intended to slow the spread of the disease. In early 2021, COVID-19 vaccines became more broadly available. As the pandemic evolved, so did the state's response.

MNIT staff worked with state agency partners to support the response to Minnesota's COVID-19 pandemic in many ways, but MNIT made particularly significant contributions around two key areas:

- Ensuring Minnesotans' access to critical information through dynamic, interactive dashboards, websites, and maps.
- Embracing emerging technology to develop and refine digital tools designed to support Minnesotans during the pandemic.

Photo:

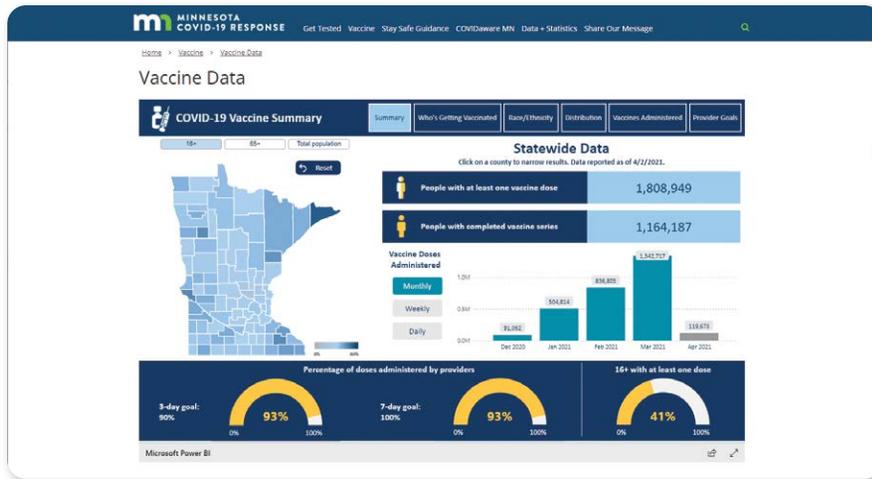
Vaccination site at Minneapolis-Saint Paul International Airport.

COVID-19 response websites

Throughout 2021, Minnesota worked to keep people informed with current facts, data, guidance, and resources. For MNIT, this included supporting two websites – Minnesota COVID-19 Response (mn.gov/COVID19) and Stay Safe MN (now retired) – designed to help people access guidance and take action in the fight against the COVID-19 pandemic. Both mobile-responsive websites housed frequently asked questions, chat bots, media resources, information about Executive Orders, industry health guidance, and links to additional resources for Minnesotans in need. These websites experienced 20,398,681 visits in 2021.

As the seasons changed and the COVID-19 vaccine became available to Minnesotans, guidance around building capacity and safe practices for hosting large events on staysafe.mn.gov were no longer needed, and the site was retired by the end of 2021. During its peak, Stay Safe MN linked to 125 guidance documents in February 2021. The Minnesota COVID-19 Response site was reorganized in the spring of 2021 to emphasize navigation and focus on information about COVID-19 vaccination in Minnesota.

When the COVID-19 vaccine became available to Minnesotans in different age groups and all Minnesotans were encouraged to get the vaccine, these websites housed information about different state vaccination incentive programs, including: Kids Deserve a Shot, Skol Up Your Sleeves, Rolling Stones Vaccine Clinic, Twin Cities Con Vaccination Clinic, \$100 Vaccine Reward Initiative, Safe Travels, Minnesota, Cheers to the Vaccine, and Your Shot to Summer.



Minnesota's COVID-19 vaccine dashboard



Minnesota Technology Association 2021 Tekne Award Winner

On January 12, 2021, Minnesota launched the COVID-19 vaccine dashboard on mn.gov/COVID19 to detail the progress of COVID-19 vaccine allocation, distribution, and administration across Minnesota. The dashboard, produced by MNIT and the Minnesota Department of Health (MDH), provides a visual and user-friendly way to view key vaccination data for our state. The dashboard includes information on the number of doses promised (allocated) to the state by the federal government, shipped to Minnesota providers, and administered to Minnesotans.

The data was pulled together through multiple avenues, including MDH's immunization system, vaccine distribution system, and census data. Vaccination data by race and ethnicity was first published on March 5, 2021, due to a partnership between the state of Minnesota and the Minnesota Electronic Health Record (EHR) Consortium. In 2021, the dashboard had 3,093,457 visitors.

Tools to aid Minnesotans seeking COVID-19 vaccines

Phased sign-up for state vaccine pilot program

With COVID-19 vaccine in limited supply at the beginning of 2021, the Minnesota Department of Health COVID-19 Vaccine Allocation Advisory Group developed a statewide framework for the equitable and effective allocation of COVID-19 vaccines. In late January 2021, MNIT teams partnering with MDH and statewide pandemic response leads began work on an online pre-registration sign-up system for eligible Minnesotans 65+ years old to receive vaccine at one of several state vaccination clinics.

During the pilot program, eligible Minnesotans could pre-register for vaccination appointments by phone or on mn.gov/COVID19 during a 24-hour sign-up period. In anticipation of volume, MNIT teams added a virtual queue to the online sign-up option to manage web traffic and provide wait times for those pre-registering. More than 226,000 Minnesotans signed up online to receive their COVID-19 vaccines through this pilot program.

Vaccine Connector

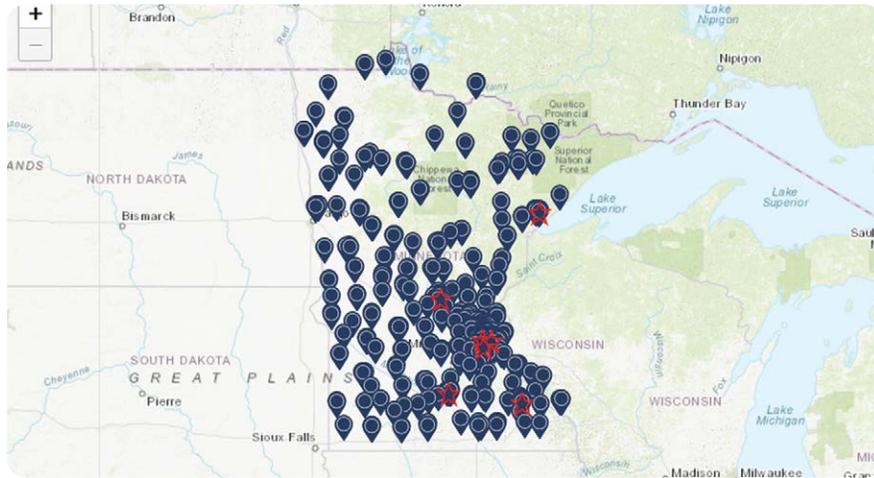
On February 18, 2021, Minnesota launched the COVID-19 Vaccine Connector, an online tool developed by MNIT technical leads in partnership with Microsoft to help all Minnesotans find out when, where, and how to get their COVID-19 vaccine. Under Minnesota's phased vaccine allocation approach, when a Minnesotan became eligible to receive a vaccine under state guidelines, the Vaccine Connector alerted them of their eligibility, notified them of vaccination opportunities in their area, and connected them to online resources to schedule an appointment. The Vaccine Connector also notified Minnesotans if they were selected for an appointment through the state's community vaccination site. In total, 1,097,146 Minnesotans signed up on the Vaccine Connector. [The Vaccine Connector](#) was ranked by [Johns Hopkins University's Disability Health Research Center](#) as number seven in the top state COVID-19 information websites with the least accessibility errors, as tested by WAVE.

Photos:

Previous page: COVID-19 vaccine dashboard.

This page: COVID-19 Vaccine Connector website.





Vaccine locator map and Vax for Kids

To make it as easy as possible for Minnesotans to find places throughout the state that could offer COVID-19 vaccine, MNIT's Geospatial Information Office (MnGeo) partnered with MDH and the state's COVID-19 response teams to overhaul the [COVID-19 Testing Site Map](#) on [mn.gov/COVID19](#) and develop a similar [Vaccine Locator map](#) to help Minnesotans find vaccine providers in their area. The teams refined how the information was pulled into the page and added more user-friendly filters over time.

When COVID-19 vaccine became available to children ages 5-11, MNIT developed webpages on [mn.gov/covid19](#) with specific information about vaccines for kids. At the same time, MNIT and MnGeo teams worked to ensure that the data displayed on the Vaccine Locator map included and filtered for providers that could administer vaccines for children ages 5-11.



Technology for vaccination sites

Minnesota IT Services, in partnership with MDH, set up the technology needed to run community vaccination sites across the state. Some of Minnesota's community vaccination sites ran for long periods, like the State Fair site, while others were held in pop-up locations, like at U.S. Bank Stadium and the Minneapolis-St. Paul International Airport. Each community vaccination site allowed workers to securely connect to the internet and ensured that Minnesotans could efficiently receive the COVID-19 vaccine.

Before each vaccination site opened, MNIT provided portable bins that held laptops, Wi-Fi hot spots, cabling, walkie-talkies, and any other technology or telecommunications equipment needed to run the site. These bins allowed MNIT to quickly and safely deliver technology tools to set up sites across the state of Minnesota. As of June 2021, MNIT teams set up over 300 vaccination sites (many of these sites were used multiple times) and 22 different MNIT employees staffed the sites.

MNIT also deployed technology to ensure that vaccination sites could reach all of Minnesota's populations. A Language Line translation service was installed on every computer and tablet to increase access and ensure equitable vaccine distribution.

Emerging technology to support Minnesotans

Exposure notification through COVIDaware MN

In November 2020, Minnesota launched its COVID-19 exposure notification app, COVIDaware MN. Using Bluetooth Low Energy (BLE) technology developed by Apple and Google in partnership with the PathCheck Foundation, the app provided a way for Minnesotans to anonymously notify those they may have been near about their potential exposure to COVID-19.

On January 11, 2021, Minnesota expanded the COVIDaware MN app to include an option for iPhone users to receive and send exposure notifications through their iPhone settings (without having to download a separate app). By February 2021, over 1 million Minnesotans had either downloaded the COVIDaware MN app or opted-in to COVIDaware MN through their iPhone settings.

MNIT and MDH re-tooled COVIDaware MN on November 12, 2021, to make it even easier for Minnesotans to notify others of potential COVID-19 exposures. Minnesotans who tested positive for COVID-19 began to automatically receive verification codes so they could send exposure notifications without waiting for a call from a contact tracer.



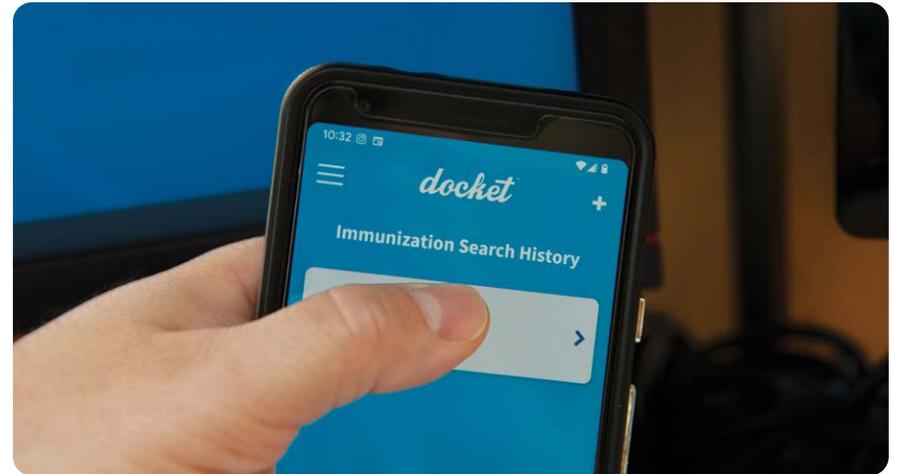
1,519,266

Total Opt-Ins in 2021



17,527

Total Codes Redeemed in 2021



Docket

In September 2021, Minnesota began providing mobile access to immunization records for Minnesotans with [Docket](#), a free app available for download in Apple and Android app stores. The project was a collaboration between MDH, MNIT MDH Cloud Operations and DevOps Engineering, Application Development, Application Architecture, and Security teams, and Docket, a digital health company that partners with the government to put more Americans in control of their personal health data. Minnesotans with a valid email or phone number on file with the Minnesota Immunization Information Connection (MIIC) can access their personal immunization records using the Docket app and secure two-step verification. The Docket app allows people to conveniently view their immunization records and upcoming vaccinations based on the Advisory Committee on Immunization Practices (ACIP) recommendations, increasing immunization awareness and access.

*1 Million Text Messages!
Technology allows
Minnesotans to connect
with government
and receive the support
they need.*



Pandemic Electronic Benefit Transfer



**NASCIO 2021 State IT Awards Finalist and Golden GOVIT Award*

School closures and social distancing orders designed to slow the spread of COVID-19 unfortunately placed many families in Minnesota at risk of food insecurity. The federal Coronavirus Aid, Relief and Economic Security (CARES) Act created the Pandemic Electronic Benefit Transfer (P-EBT) program to provide food benefits to families with children who qualified for free and reduced meals at school but who were not receiving those meals because school buildings had closed. Minnesota had to quickly create a way for Minnesotans to learn about, apply for, and receive benefits distributed by the P-EBT program, including a texting feature that allowed eligible families to learn about P-EBT benefits.

In 2021, that texting feature marked an important milestone – over 1 million texts sent. Improvements to the program in 2021 also included a web-based application and cloud-based call center. The application, built in partnership with the Minnesota Department of Education (MDE), allows schools to upload information for eligible students. MNIT and the Minnesota Department of Human Services added the call center to ensure that more Minnesotans understood the benefits and eligibility needs for P-EBT.

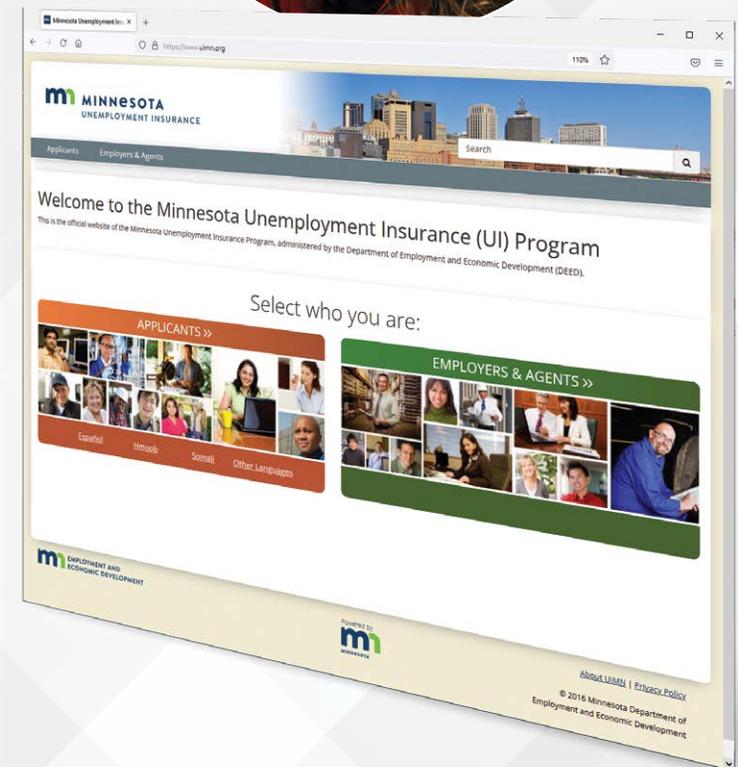
Since the program launched in 2020, eligible Minnesotans and children in need have received over \$534 million in benefits. During the 2020-2021 school year, over 491,000 children received benefits.

Rapid deployment of Unemployment Insurance benefits

The MNIT DEED team supports DEED's technology stack of 60+ applications, including Minnesota's Unemployment Insurance (UI) system. In the weeks before Governor Tim Walz signed Executive Order 20-01, marking the start of the state's official COVID-19 response, Minnesota's Unemployment Insurance system had already begun to see what the pandemic could have in store for Minnesotans.

In 2019, MNIT DEED teams did 4 quarterly builds, compared to 21 deployments in 2020, and another 12 in 2021. The builds that occurred in 2020 helped adapt the system to enable Pandemic Unemployment Assistance (PUA) benefits to be distributed; this program temporarily expanded unemployment insurance eligibility to self-employed workers, freelancers, independent contractors and part-time workers impacted by the coronavirus pandemic. The teams' work ensured that the system performed without interruption during times of unprecedented demand.

During the second year of the pandemic and related economic challenges, Minnesotans continued to rely on the Unemployment Insurance program. Throughout the pandemic, the UI system remained available 99.95% of the time. Even with the changes, increased volume, and expanded hours, the system had only 15 minutes of unplanned downtime during this period. From March 2020 through August 2021, UI paid over \$10,990,755,101 (10.9 billion) to Minnesotans in benefits, 12.6 times larger than amounts paid in 2019. The state of Minnesota's unemployment insurance system handled the increase in volume without sacrificing performance.





10 years of MNIT

Minnesota IT Services' enabling statute passed into law

On October 1, 2011, legislation officially consolidated Minnesota's state information technology. 2021 marks Minnesota IT Services' tenth anniversary.

[Laws of Minnesota 2011, First Special Session chapter 10, article 4](#) mandated the consolidation of Minnesota executive branch information technology (IT) under the State Chief Information Officer (CIO). The intent was to bring all the IT resources of the state under the authority and direction of a single entity in order to 1) increase accountability for the efficient and effective management of IT through a single view; 2) improve IT's effectiveness in meeting the business needs of state government and increase the potential for technology-driven improvements to government service; 3) foster collaboration and shared service opportunities; and 4) find and capitalize on opportunities for efficiencies.

The IT Consolidation Act called for:

Powers, duties, responsibilities, personnel, and assets relating to functions assigned to the chief information officer... are transferred to the Office of Enterprise Technology from all other state agencies... by October 1, 2011, with the exception of state agency chief information officers which are transferred 30 days after final enactment. (Laws of Minnesota 2011, First Special Session chapter 10, article 4, section 6, paragraph a)

By July 1, 2013, the state chief information officer shall control and direct all information and telecommunication technology spending authorized under Minnesota Statutes, section 16E.016.2. (Laws of Minnesota 2011, First Special Session chapter 10, article 4, section 6, paragraph c).

After the legislation was passed into law, MNIT pivoted to begin the transfer of about 1,600 agency-based IT staff, consolidate IT finances, and build out enterprise-class enterprise services in the areas where centralized service delivery would bring about improved security, reliability and efficiencies.

It was the intent of the administration at that time that the State CIO and agency leadership should not only meet the requirements of the law, but use the opportunity to reform and improve the delivery of information technology through the tools afforded the executive branch through this legislation. Over the past decade, MNIT and our business partners have done exactly that, with many pivotal milestones along the way.

MNIT's history is larger than can be shown on a timeline, but with 10 years behind us, we're excited to move forward to an exciting and dynamic future of government technology.

10 years of MNIT

2011



Carolyn Parnell appointment

Governor Mark Dayton appoints Carolyn Parnell as Commissioner of the Office of Enterprise Technology, which became MNIT, and State CIO.



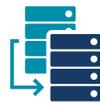
State government shutdown

occurs in July.



Consolidation of state IT

Legislature amends MN Statute 16E.01 to consolidate OET and state IT functions and staff.



Data center consolidation begins

Five-year project launches to consolidate 36+ state data centers.



Temporary name change

The Office of Enterprise Technology temporarily changes its name from OET to "State IT."



Technology Advisory Committee (TAC) created

as part of Minnesota Statute 16E.036.



Town halls

Commissioner Parnell begins Town Hall listening sessions to hear employee thoughts and ideas about the future of the newly consolidated agency.



Intranet launched

A temporary intranet is launched for the new State IT organization.



Daily news

MNIT publishes the first issue of Morning Java, an internal daily newsletter.

2012



Naming contest

A contest opens for state employees to help select a new name for the State IT organization, with a new name - "MN.IT Services" - announced as the winner.



Service level agreements

are developed, including agency inventories of all IT items, mandated by legislation.

Mission, vision, values

MNIT establishes its mission, vision, and values statements.



2013

Planning

MNIT publishes first Master Plan, Strategic Plan, and Tactical Plan. The Tactical Plan covers Fiscal Year 2012 through Fiscal Year 2014.



Accessibility Standard

The State of Minnesota's Accessibility Standard becomes law.



New Enterprise Data Center 4

facility construction is completed in June.

Living the Mission

MNIT's ERC establishes internal campaign with quarterly peer-to-peer award events.



"Where's OET" contest

MNIT launches "Where's OET" contest to help find and replace old OET references with "MNIT Services."



Health Insurance Exchange

MNIT teams engage in Minnesota Health Insurance Exchange (HIX) work. HIX later becomes MNsure.



Employee Recognition Committee (ERC)

establishes program to recognize employees' contributions to state government.



Innovation Program

launches in June to harness employees' creativity and ideas to solve real problems.

2014

Capitol Code Hackathon

Code for America and MNIT host event that creates the first Homeless Veterans Registry app.



Salesforce Center of Excellence established

MNIT establishes Salesforce Center of Excellence to provide licensing, storage, hosting, and professional services.



Tactical Plan

"MNIT on the Move" draws on expertise across MNIT to centralize utility services, and implement an enterprise framework model.



Governor's Unsession

Mininnovations Program facilitates Governor Dayton's Unsession to crowdsource ways to make government work better, delivering 1,200 ideas.





Standardized job classifications

for Project Managers, Business Analysts, and Quality Assurance positions.

2015



Tom Baden appointment

Governor Mark Dayton appoints Tom Baden as MNIT Commissioner and State of Minnesota CIO.



OSO program begins

Operational Services Optimization (OSO) Program begins to define and implement enterprise and shared services, standardized offerings, and operational processes.



Financial Steering Team established

to include business partners to advise on enterprise services rate-setting.



Length of Service Awards

MNIT holds its first “MNIT Milestones” ceremony in March of 2015 to recognize employee service to the state.

Homeless Veterans Registry App wins Tekne Award

Minnesota High Tech Association recognizes MDVA and MNIT for the Homeless Veterans Registry App.



Enterprise license for GovDelivery

MNIT implements an enterprise license for GovDelivery, a mass email communications tool.



Migration to O365 GCC

MNIT migrates 38,000 state accounts to Microsoft Office 365 and the Government Community Cloud, with cloud-based user identity and authentication services, security enhancements, and state-of-the-art productivity tools.



MNLARS launches in July

The Minnesota License and Registration System replaces the aging, legacy vehicle registration system.



2017

Workforce One wins NASCIO State IT Award

Workforce One is a collaborative project between MNIT and the Department of Employment and Economic Development (DEED).



Cybersecurity County Grant Program wins Tekne Award

Awarded by Minnesota High Tech Association, the program is part of the Statewide Security Monitoring Initiative.



2016



Hosts Cybersecurity Awareness Month

to inform state employees and Minnesotans about cybersecurity.



Food License Wizard wins Tekne Award

for the interactive tool for small businesses, developed by MNIT and the Minnesota Department of Agriculture.



NASCIO State IT Recognition Awards

went to Tempo Go Live, a MNIT and Minnesota Department of Pollution Control project, and to the Minnesota Geospatial Commons, a collaborative, geospatial data-sharing website.



First MNIT Week celebration

provided a week of training and collaboration for all MNIT staff.



Annual Awards

The Employee Recognition Committee rolls out MNIT's Annual Awards program.

2018



MNIT GEM

ERC launches the "Going the Extra Mile (GEM)" peer-to-peer recognition program.



MNIT's first State Fair booth

in the Education Building!



Johanna Clyborne appointment

Governor Mark Dayton appoints Brigadier General Johanna Clyborne as MNIT Commissioner and State of Minnesota CIO.



Tarek Tomes appointment

Governor Tim Walz appoints Tarek Tomes as MNIT Commissioner and State of Minnesota CIO.



Minnesota Climate Trends app

MNIT DNR launches an app to explore Minnesota historic temperature and precipitation data trends.



ITS Trainee Program

MNIT launches program designed to build a pipeline of trained IT talent to state jobs.



Bill Poirier appointment

Governor Tim Walz appoints Chief Technology Officer Bill Poirier to be Acting MNIT Commissioner.

2019

2020

Minnesota Service Hub rolls out

The MNIT Enterprise Service Desk rolls out the new IT ticketing system.



Minnesota Report Card

MNIT partners with the Minnesota Department of Education to launch the Minnesota Report Card, providing education data to help parents, educators, schools, districts, and Minnesotans make informed, engaged decisions.



Sustainability Reporting Tool

MNIT and Department of Administration partnered to launch the tool with benchmarks and progress toward reducing the state's footprint.



Blue Ribbon Council established

Governor Tim Walz establishes the Blue Ribbon Council on Information Technology (BRC-IT) with Executive Order 19-02.



Nation's first cyber-secured Connected Corridor

MNIT teams help establish Connected Automated Vehicle (CAV) technologies that sends basic safety messages between CAVs and traffic signals.



Point of Dispensing PreCheck app wins NASCIO Award

MNIT teams partnered with the Minnesota Department of Health to develop the award-winning Medical PreCheck tool and the Point of Dispensing Locator tool.



Accessible maps

The Map Community of Practice rolls out first accessible map guidance in the nation.



SWIFT upgrade

MNIT supports upgrade to the state's accounting and procurement system, used by more than 5,000 state employees and nearly 240,000 active vendors to process around 46,000 payments weekly.



Connected Culture

MNIT launches internal Connected Culture campaign – strengthening relationships within our teams, with our business partners, and with the Minnesotans that we serve.



Legislature approves cybersecurity funding

Minnesota Legislature includes a \$20M investment to allocate funding for MNIT's cybersecurity program.



COVID-19 websites

Develop and support mn.gov/covid19 and staysafe.mn.gov to provide pandemic information to Minnesotans.



Transition to remote work

Helps 36,000+ state employees transition to remote work.



VATS recognition

U.S. Department of Veterans Affairs presents the Abraham Lincoln Pillar of Excellence Award to Minnesota's Veterans Application Tracking System (VATS) for transforming education benefit applications for veterans.



Work Comp Campus

MNIT partnered with the Department of Labor and Industry to launch this new cloud-native portal for filing and accessing workers' compensation claims.



Unemployment Insurance (UI)

Rapid upgrades to Minnesota's UI system to meet unprecedented need for over 1 million Minnesotans, paying out over \$9.1B in claims.



COVIDaware MN app

Minnesota launches COVIDaware MN, an exposure notification app for COVID-19.



MNDRIVE

MNIT and the Department of Public Safety launch MNDRIVE, replacing MNLARS.



Security protects state systems

against Distributed Denial of Service attacks in the wake of civil unrest following the murder of George Floyd.



Supporting the vaccination effort

by partnering with MDH to stand up the COVID-19 Vaccine Connector, case investigation/contact tracing tools, a vaccine locator tool, and vaccine data dashboard.



Strategic and Tactical Plans

MNIT releases the 2020 Strategic Plan and 2020 Tactical Plan with immediate opportunities for action.



Commissioner Tomes wins ORBIE Award

Commissioner Tomes wins the Twin Cities Nonprofit/Public Sector CIO of the Year ORBIE Award.



Governor Walz signs HF 1952

shifting MNIT's status from an "Office" to a department and aligning membership of the Technology Advisory Committee (TAC) with the BRC-IT.

2021



Consolidation complete

MNIT completes consolidation of common services, standard processes, and consistent enterprise support.



Modernization Playbook

MNIT's Office of Transformation launches this end-to-end framework.



MNIT celebrates 10 years as an agency



2020 Tactical Plan

MNIT wraps up the 2020 Tactical Plan and develops and launches the 2022 Tactical Plan.



COVIDaware MN expands to 1 million users

Exposure notification system expands to over 29% of the state population.



Journey to the cloud: consolidation, optimization, transformation

Over the past decade, MNIT's strategic and tactical planning has focused on aspects of consolidation, optimization, and transformation on our journey to cloud-enabled technologies. This work is about transforming the user experience to be simpler, better, and faster for all Minnesotans, and changing the perception of how government serves people.

MNIT approached each planning phase with one overarching goal: "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." (MN.IT Services Tactical Plan: FY2013-FY2014, Version 1.0, October 9, 2012).

Successful milestones mark our journey. In 2011, MNIT and its business partners began preparing for the cloud by reducing 49 data centers to four. Construction of a state-of-the-art Enterprise Data Center was completed in June 2013, and consolidation was completed by December of that year.

In 2012, MNIT forged ahead to build the "MNIT Cloud", which included phased optimization in three main areas:

1. **Hosting Services:** IAAS (Infrastructure as a Service), PAAS (Platform as a Service), and SAAS (Software as a Service).
2. **End User Services:** Workstation Management, Mobile Device Management, and Voice.
3. **Single Service Desk:** creating one consolidated service desk that served all MNIT end users.

And that led to 2021, when MNIT launched the Office of Transformation and Strategy Delivery and embarked on its Intentional Cloud Approach, which is realized through the CloudRAMP project to help MNIT build out support for agency applications and services through a primary cloud

provider. Both of these transformative efforts are designed to modernize services, systems, and security for Minnesota government.

MNIT's work is ever-evolving, in step with advances in technology and cybersecurity, still with this key goal in mind – to make a difference for Minnesotans.

Collaboration and productivity: from EUCC to Microsoft Teams

Over the past decade, state employee access to productivity and conferencing tools has increased exponentially. Conferencing tools changed significantly in the last 10 years, and where web, or net conferencing had been a rarity, they have become commonplace. In the last decade, MNIT kept pace with innovative tools like Webex, Skype for Business, and in 2021, Microsoft Teams. Conferencing hardware changed significantly as well. Rooms now feature in-room voice-directed cameras, large screen displays, and Microsoft Teams and Webex integrations.

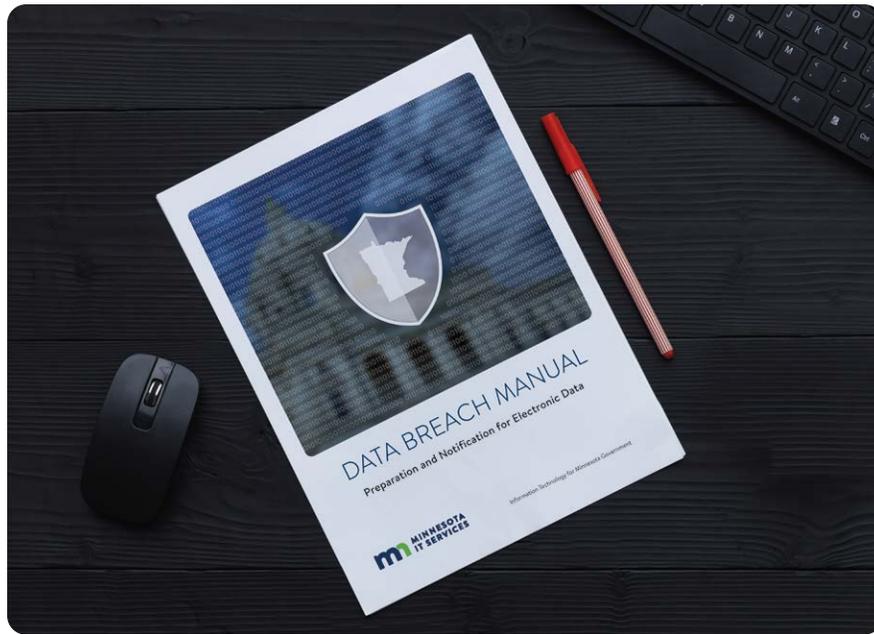
The move to modernize government's access to productivity tools and transform the way state employees work began in 2009, before IT consolidation, with Minnesota's first enterprise technology agreement with Microsoft. The agreement was one of the largest enterprise agreements any state had ever signed with Microsoft. This effort increased productivity and functionality for state agencies, modernized government services for Minnesotans, and avoided more than \$14 million in total software licensing fees.

Subsequent enterprise agreements with Microsoft reflected innovations for government communities. The 2011 launch of EUCC – Enterprise Unified Communications and Collaboration – included email (Outlook), instant messaging, instant meetings and conference calls (Lync), and collaboration websites (SharePoint). Other major upgrades from

Microsoft kept Minnesota in step with industry innovations and advances in security. Upgrades included: massive migrations to the Government Community Cloud environment (O365) in 2017; Windows 10 and Office 365 Pro Plus in 2019; in 2020, Azure Multi-factor Authentication (MFA) for increased flexibility and security for remote work. Most recently, in 2021, MNIT coordinated technical changes, user adoption, and communications across the executive branch to transition 39,000 accounts to Microsoft Teams when Skype for Business was decommissioned by Microsoft. Teams features robust capabilities for chat, meeting, calling, and collaboration in a single application.

Conferencing and productivity tools proved to be vital for state employees working remotely throughout 2020 and 2021 due to Minnesota's continued efforts to curb the COVID-19 pandemic. MNIT continues to host multiple training and adoption efforts to help state employees use technologies to the fullest. Today, state employees can easily and quickly stay connected, collaborate on projects, and hold large streaming events to engage staff and Minnesotans.





Raising awareness: advancing cybersecurity evolution

As technology evolved, so did the methods used by cyber criminals to find more sophisticated and frequent ways to bypass security controls and attack businesses, individuals, and governments. The last decade may be remembered as the decade that cybersecurity and cyber-attacks took center stage.

In the intervening years, several memorable attacks shifted perspectives about the essential need for cybersecurity. Attacks like WannaCry, NotPetya, and Heartbleed became headline news, along with data breaches at Target, Equifax, and Yahoo that collectively put millions of Americans' data at risk. Ransomware attacks on the cities of Atlanta, GA and Baltimore, MD crippled those city governments and resulted in millions of dollars in recovery costs.

Those attacks led people, governments, and the private sector to be better prepared. There is stronger executive support for cybersecurity tools and resources. There is also an increased awareness of the importance of cybersecurity, with a focus on the societal implications of technology.

With IT consolidation, MNIT strategically deployed existing resources to drive improvement even as security funding dwindled. In 2014, security functions common to all agencies and systems were delivered to all from a single team; those security functions that needed to remain closer to business were grouped into “lines-of-business” teams within that single reporting structure. MNIT Security also focused on creating equity for all executive branch entities, normalizing services, and baking security services into service offerings.

In 2018, the Enterprise Security Strategic Plan laid the groundwork for the following five years. Although the plan did not specifically call for more spending to make security “bigger,” it outlined steps that must be taken to make security “better.” The plan prioritized initiatives for the management, control, and protection of the state’s information assets.

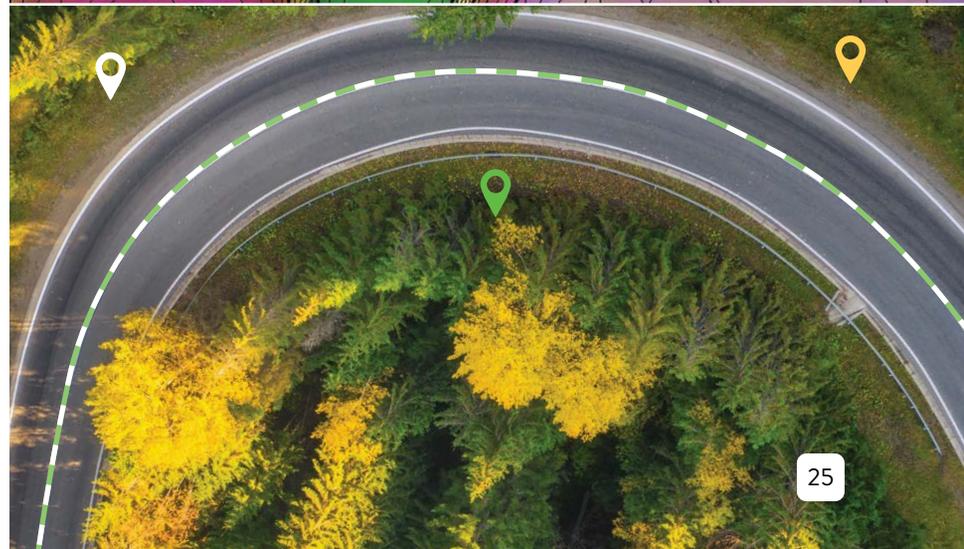
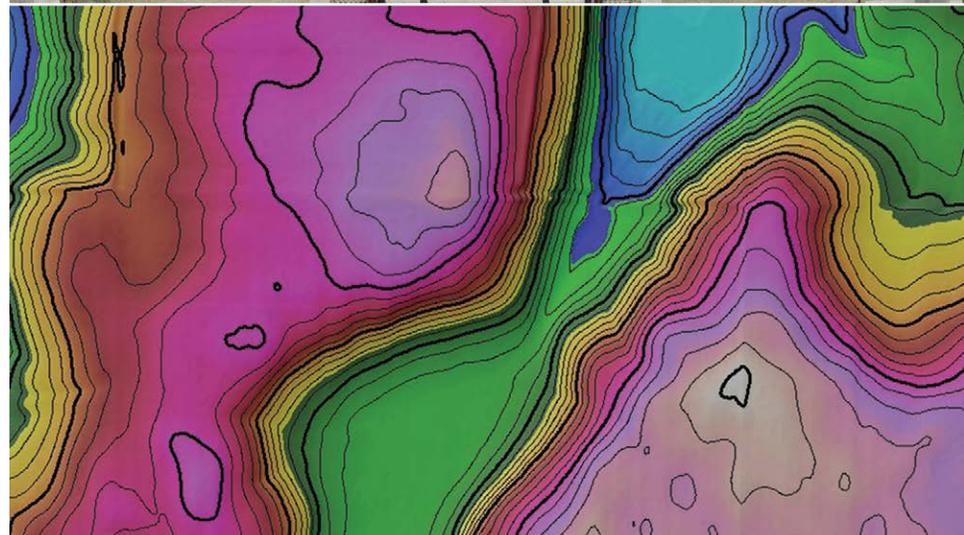
In 2019, the Minnesota Legislature included a \$20M cybersecurity investment in State Government, Elections, and Veterans & Military Affairs budget bill to allocate funding for MNIT’s cybersecurity program.

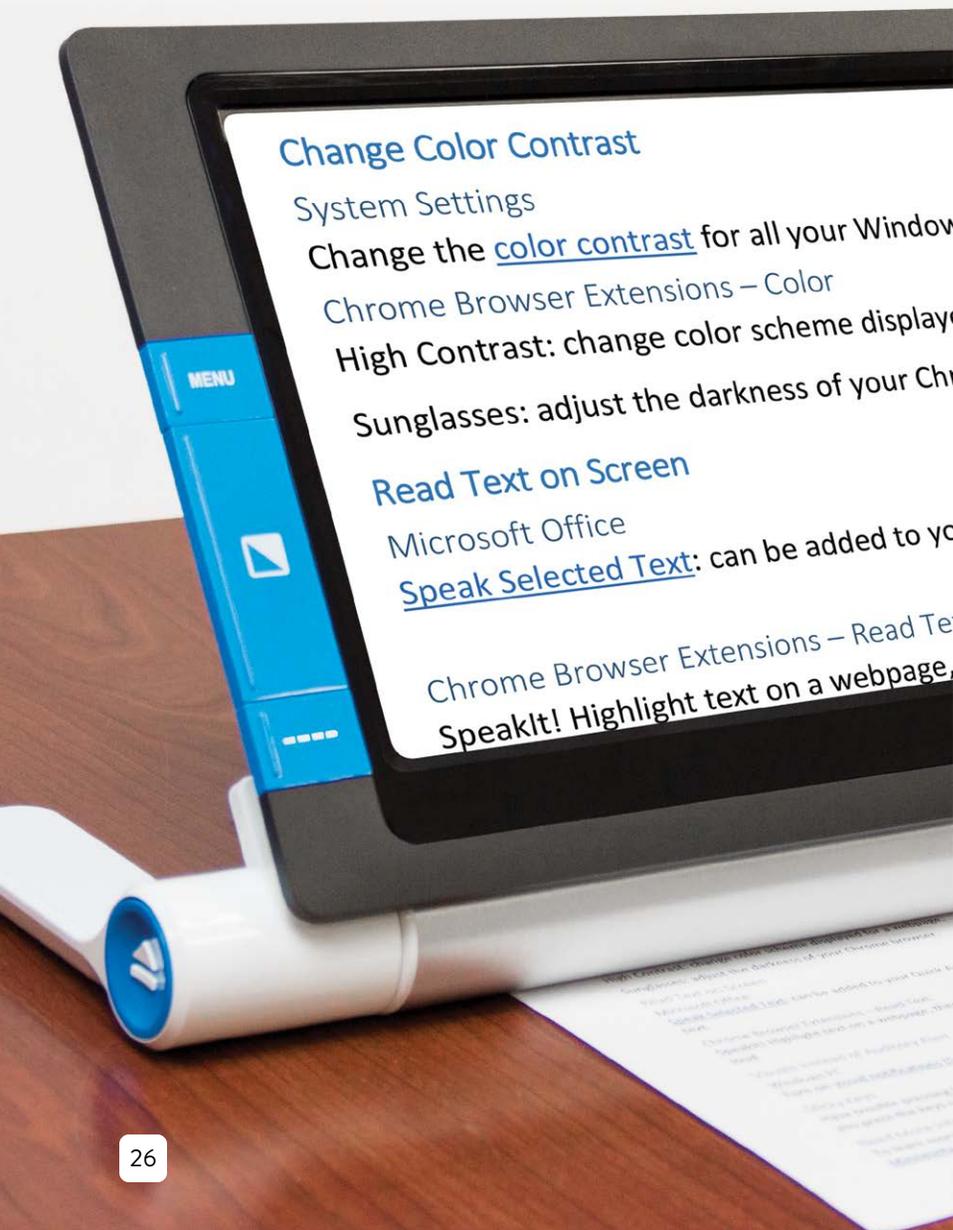
Geospatial coordination: working with partners to share information

With IT consolidation in 2011, the Minnesota Geospatial Information Office (MnGeo) became an office within MNIT. MnGeo provides coordination, guidance, and leadership for the state's use of geographic information systems (GIS). GIS is the practice of creating, managing, and analyzing geospatial data to better inform decision-makers and improve outcomes around public safety, transportation planning, access to health services, preservation of resources, and more. The MnGeo team supports state agency and geospatial community efforts ranging from a public geospatial collaboration website to testing and vaccination maps for the state's COVID-19 response.

Notable achievements during this decade include:

- The award-winning Geospatial Commons was launched in 2016, a collaborative, data-sharing website for state geographical information.
- MnGeo partnered with the Minnesota Department of Administration and subject matter experts from the Minnesota Department of Natural Resources, the Minnesota Department of Transportation, and the Metropolitan Council to complete a master contract for aerial imagery and lidar. Lidar sensors utilize light pulses to create a point cloud of data which provides a three-dimensional rendering of all the surfaces encountered by the pulses.
- In 2020, working with the Department of Public Safety Emergency Communication Networks and local government partners, MnGeo produced standards-based statewide data that will be used to route 911 calls to emergency services, including address points and road centerlines. Data sets will help emergency responders share information with emergency support, support “text to 911,” and improve access to FirstNet, a dedicated emergency communication network.





Digital accessibility: inclusive by design

As we celebrate MNIT's tenth anniversary, 2021 also marked 10 years since the State of Minnesota implemented a digital accessibility standard and established the Office of Accessibility, housed under MNIT.

Digital accessibility requires continuous improvement. Over the past decade, MNIT's Office of Accessibility has approached integration and adoption strategies across the spectrum of vendors, developers, and state employees. The Office of Accessibility built a strategic network of digital accessibility coordinators that are embedded into almost every state agency. These coordinators work together to advocate for accessibility in all digital content and applications.

In the last ten years, the Office of Accessibility also established working relationships with multiple vendors to better support accessibility in technologies that are central to government operations. Through these efforts, vendors have improved their products to be more accessible. MNIT and agency digital accessibility coordinators provide ongoing guidance to vendors of data visualization tools, captioning for virtual meetings, and accessible conferencing tools to improve their support for accessibility.

Digital accessibility coordinators have helped agencies build and buy accessible applications and services. The Department of Health's COVID-19 website was rated #1 among all states for accessibility. DEED's Workforce One Connect mobile app is designed and tested with accessibility in mind.

The office has also developed outreach programs to help people understand and use accessible practices, and to embed accessibility into all MNIT's projects and technologies. Over the years, the Office of Accessibility has also received national recognition for its publicly available accessibility resources. In 2021, accessibility documents ranked among the top five downloaded documents on MNIT's website. The most popular were the complete collection of "Quick Cards" that provided

handy tips on how to create accessible content in everything from Word documents to social media. Other popular resources include the state digital accessibility standard and the Word quick card.

Minnesota state employees lead all public sector entities in number of people certified in accessibility through the International Association of Accessibility Professionals (IAAP).



IT procurement: driving value with strategic purchasing

MNIT and the Department of Administration's Office of State Procurement (OSP) continued a close partnership in IT procurement activities following consolidation in 2011. Opportunities to reduce the total cost of IT were discovered as hardware and software purchases and licensing collapsed into a central entity.

By 2015, all state IT procurement became managed within MNIT, allowing new investments to be scrutinized for legal or security risk, enterprise compatibility, redundancy, and reusability. This process yielded substantial savings and cost avoidance in agency IT budgets. MNIT reviewed enterprise-wide licensing needs and negotiated agreements for software and related services to ensure conformance with technical and statutory requirements, making it possible to achieve volume discounts. At the same time, MNIT's contract managers coordinated with project teams to streamline the professional/technical process.

In addition, MNIT and OSP improved the state's IT professional services contracting process with MNSITE, a program that helps agencies use a streamlined process to secure highly skilled consultants. Recognizing that purchases didn't take a single path, and MNIT could be more efficient bringing purchasing functions into one group, MNIT formed its Procurement Division in 2018.

Our strategic procurement foundation meant as the COVID-19 pandemic reached the United States, MNIT's Procurement Division could quickly step into gear, purchasing hardware, software, and professional services to ensure state employees could work effectively from home. MNIT Procurement worked with vendors, the Department of Administration, and leaders at state agencies to sustain the state's capacity to respond to the pandemic and maintain critical state services.

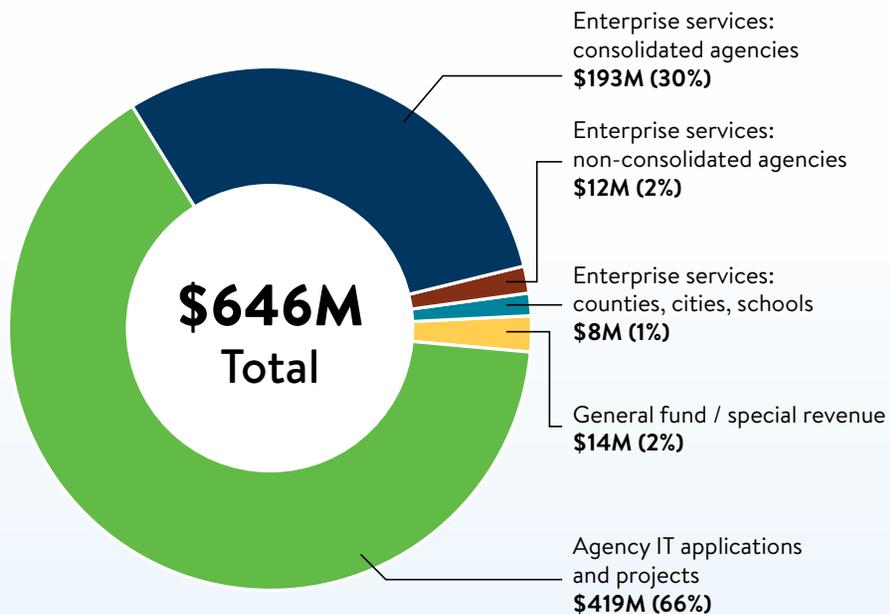
Now, based on Blue Ribbon Council/Technology Advisory Committee recommendations, MNIT is building capacity to develop new procurement strategies, provide additional support for IT modernization project acquisitions as we approach the end of the first quarter of this century.

Enterprise financial summary

How is MNIT funded?

Minnesota IT Services is primarily funded by revenue generated directly from IT services provided to the executive branch and non-executive agencies. This funding includes both enterprise rate-based services and pass-through funds for IT projects and applications. Only 2% of funding is from general fund appropriations and special revenue funds.

MNIT funding, FY21 actual



Notes:

Agency IT Services: Mainly agency apps and projects

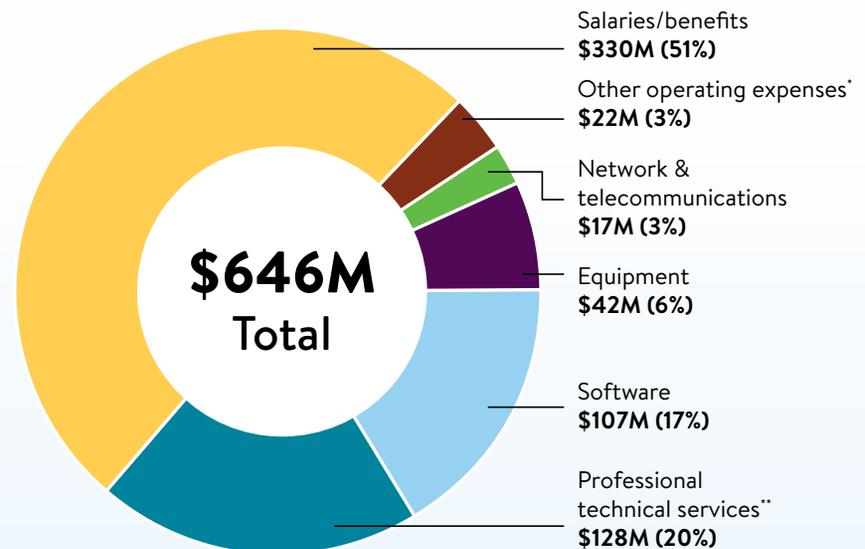
Enterprise Services: Rate-based services

Other: Leadership/BIT/Odyssey (ITA)/BuyIT/TAM/E-Licensing/Homeland Security

How are MNIT's funds spent?

In FY21, MNIT expenses across all customers were \$646M. State agencies that are subject to IT consolidation spent \$626M on technology.

MNIT expenses, FY21 actual

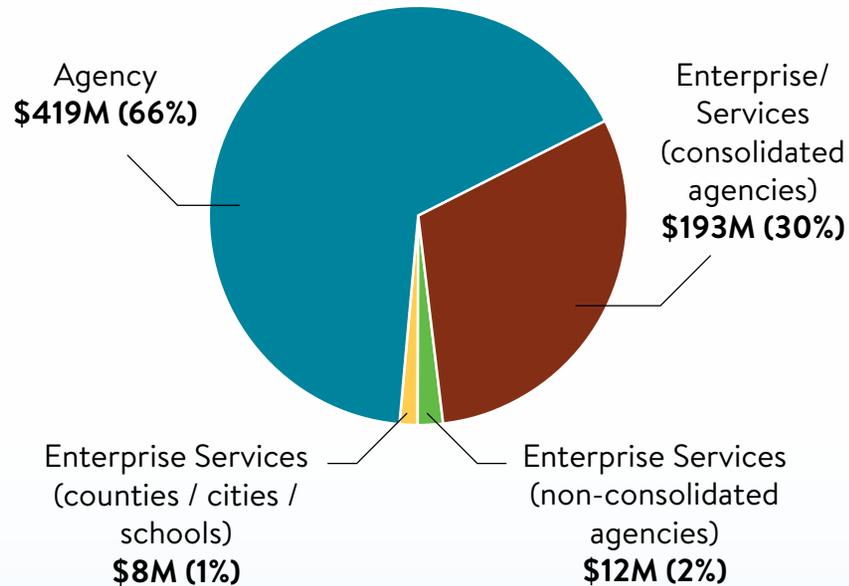


* Other operating expenses includes space and utilities, statewide indirect, travel, supplies, employee development, supplies

** Professional technical services include both outside and state vendors.

IT spend

MNIT operates as a chargeback organization delivering both enterprise and local agency services.



Digital business transformation

MNIT Finance has made significant progress over the past year helping agencies better manage their IT resources by leveraging digital technology. New data analytics and dashboards more directly address priority agency and state needs.

The Athena Financial Analysis Application is a one-stop-shop for agencies to track and manage their IT expenses. It provides information on both enterprise service costs and monthly usage along with expenditures for agency pass-through purchases. Through a combination of continuous improvements to the Athena dashboard, automated data collection and quarterly forecasts, the state is able to better manage its IT service line net margins.

In addition, MNIT Finance has partnered with other agencies to develop data analytics that meet critical agency and Minnesotans' needs most notably in response to the COVID-19 pandemic. In January 2021, MNIT Finance worked with MDH to develop a vaccine dashboard that provides daily updates on vaccine availability and vaccinations administered to the public in various age groups across the state.

In concert with MMB, MNIT created the Employee Status and Health Screening dashboard to continuously track and update employee working status and COVID-19 health screening status. The dashboard gives supervisors close to real-time access to employee status and whether an employee is cleared or not cleared to enter the workspace as part of state workforce COVID-19 response.

MNIT 2021 initiatives

Strategic and tactical planning

Minnesota IT Services wrapped up its 2020-2021 Tactical Plan in June 2021, in alignment with the strategic initiatives in the 2020 Strategic Plan. The strategies and five goals highlight spaces where the agency needs to focus:

Cultivate a holistic and Connected Culture of work

Fortify the value and delivery of projects and initiatives

Promote people-centered digital government services

Elevate Minnesota's digital estate

Bolster successful state cybersecurity efforts

Out of the 47 total tactics in the plan, a few highlights included:

- Protecting state email domain integrity.
- Launching an enterprise payment card industry program (see this report's Security section for more).
- Developing an enterprise services dashboard for real-time data around MNIT's performance.
- Creating a data management maturity roadmap.
- Launching Communities of Practice.
- Developing a risk-based review process for projects.
- Holding quarterly all-staff Town Halls.

In the last half of 2021, MNIT planned, published, and began moving the agency's 2022 Tactical Plan forward.



Cultivate a holistic and Connected Culture of work

MNIT's Connected Culture is foundational to the agency as a 2020 Strategic Plan goal that encompassed 14 tactics over the past two years. It is MNIT's contribution towards a more collaborative, innovative, diverse, and successful state – one that makes Minnesotans proud of their government.

MNIT Week

In January 2021, MNIT held its annual MNIT Week – a time for professional development opportunities, and for staff to connect with each other and with MNIT leadership. While MNIT staff couldn't come together in person, over 1,000 people participated in virtual training opportunities, over 450 attended expo presentations, and over 1,500 staff joined the Digital Town Hall.





State Fair STEM Day

Commissioner Tomes virtually presented the proclamation for STEM Day at the Fair on August 25, 2021. The 11th Annual STEM Day at the State Fair inspired students to envision their successful future in an increasingly digital workplace.

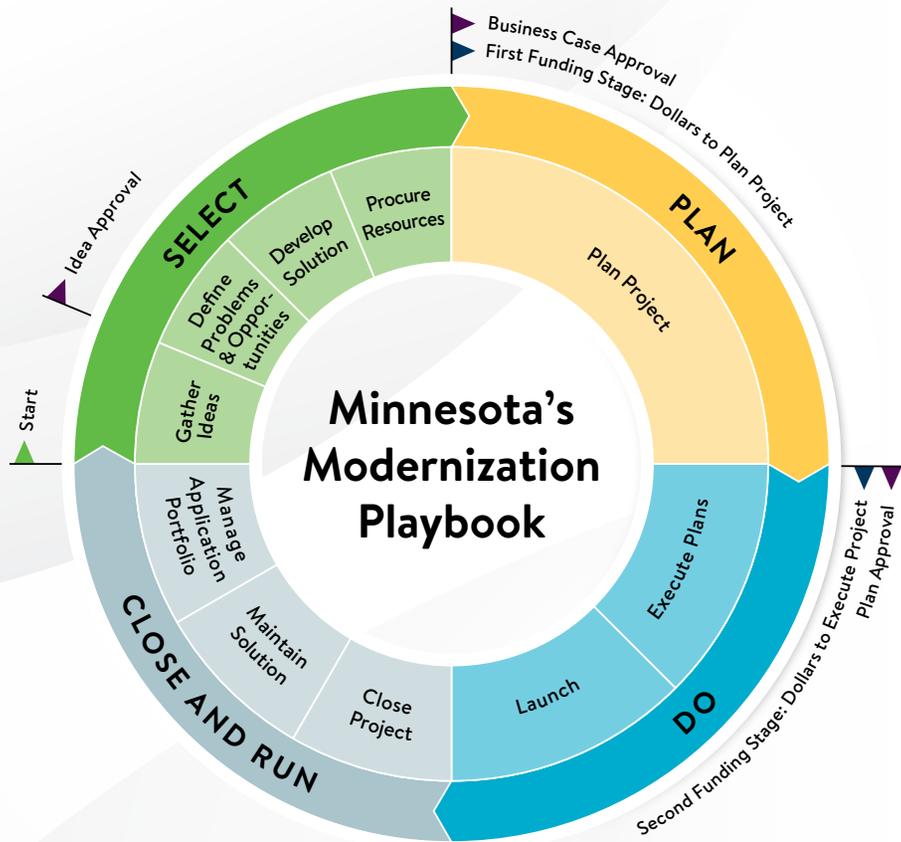


Cybersecurity Awareness Month

On October 1, 2021, Governor Tim Walz proclaimed October 2021 as “Cybersecurity Awareness Month” in the state of Minnesota. The proclamation, coordinated with National Cybersecurity Awareness Month, reminds Minnesotans about the importance of cybersecurity education and awareness for everyone, including large corporations, small businesses, financial institutions, schools, government agencies, the home user, and anyone who connects to the internet with any device.

Throughout Cybersecurity Awareness Month, MNIT shared cybersecurity tips on social media to generate public awareness about staying safe online. MNIT also educated state employees about cybersecurity best practices and reporting procedures through an internal messaging campaign that included gamification to increase engagement.

Fortify the value and delivery of projects and initiatives



Minnesota's Modernization Playbook

Focused on improving the services and programs that use technology to serve the people of Minnesota, the Modernization Playbook drives new ways of working together. Its flexible, iterative approach empowers state government to lead transformational efforts in a variety of situations. As a common, end-to-end outline for consistent roles, language, and activities, the Playbook allows the state of Minnesota to streamline and improve access to modern government services.

The Governor's Blue Ribbon Council on Information Technology, which consisted of a group of private and public sector information technology experts, developed the Modernization Playbook to ensure that the State of Minnesota's IT systems and government programs deliver value to the people of Minnesota.

While the Playbook is powered by Minnesota IT Services, a team of project management professionals, which includes technical and non-technical partners across Minnesota's executive branch, are helping state agencies to incorporate the Playbook framework into new and existing project management processes.

The Modernization Playbook provides a standard approach to problem solving, creating space for collaboration across agencies. The Playbook is designed to support modernization projects, but the framework is helpful for any project or initiative. Through the Modernization Playbook, the state of Minnesota recognizes how technology enables access to government programs and services, while ensuring the primary focus of our work stays on the people we serve. The [Modernization Playbook](http://www.mn.gov/modernization) is available online at www.mn.gov/modernization.



Statewide Employee Management System upgrade models new Modernization Playbook

This project upgraded SEMA4, (Statewide Employee Management System) the state's payroll, human resources, and benefits system, and ELM (Enterprise Learning Management), the state's learning management system, to new hardware and software versions. It improved the user experience and accessibility of the systems, and it included upgrades to the Employee Self-Service website.

This project was one of the first projects to follow the new Modernization Playbook. The new methodologies allowed this complex project to move from concept to execution and completion with all levels of project governance appropriately involved. Funding was acquired, tracked, and communicated across agencies with agreement and confidence in accuracy at each phase. All these efforts contributed to a project that was completed on the original timeline, within budget, and a launch with very minimal issues that were resolved in the pre-planned warranty period. This project is a model example of how the state's Modernization Playbook ensures success from both MNIT and business partner perspectives.



Behind-the-scenes upgrade to SWIFT

MNIT, the Department of Administration, and MMB upgraded SWIFT, the state's accounting and procurements system. SWIFT is used by more than 5,000 state employees and nearly 240,000 active vendors to process around 46,000 payments per week. The upgrade combined three updates into one, improved cybersecurity of the database to meet federal banking guidelines, brought the application to a current version, and changed functions to process large quantities of work more quickly.



Promote people-centered digital government services

MNIT embraced transformative innovation, looking beyond daily operations through its strategic initiatives. Leveraging a human-centered design approach throughout many tactical projects across the enterprise helped to put the people we serve at the center of IT solutions.

CloudRAMP: MNIT Cloud Intentional Approach

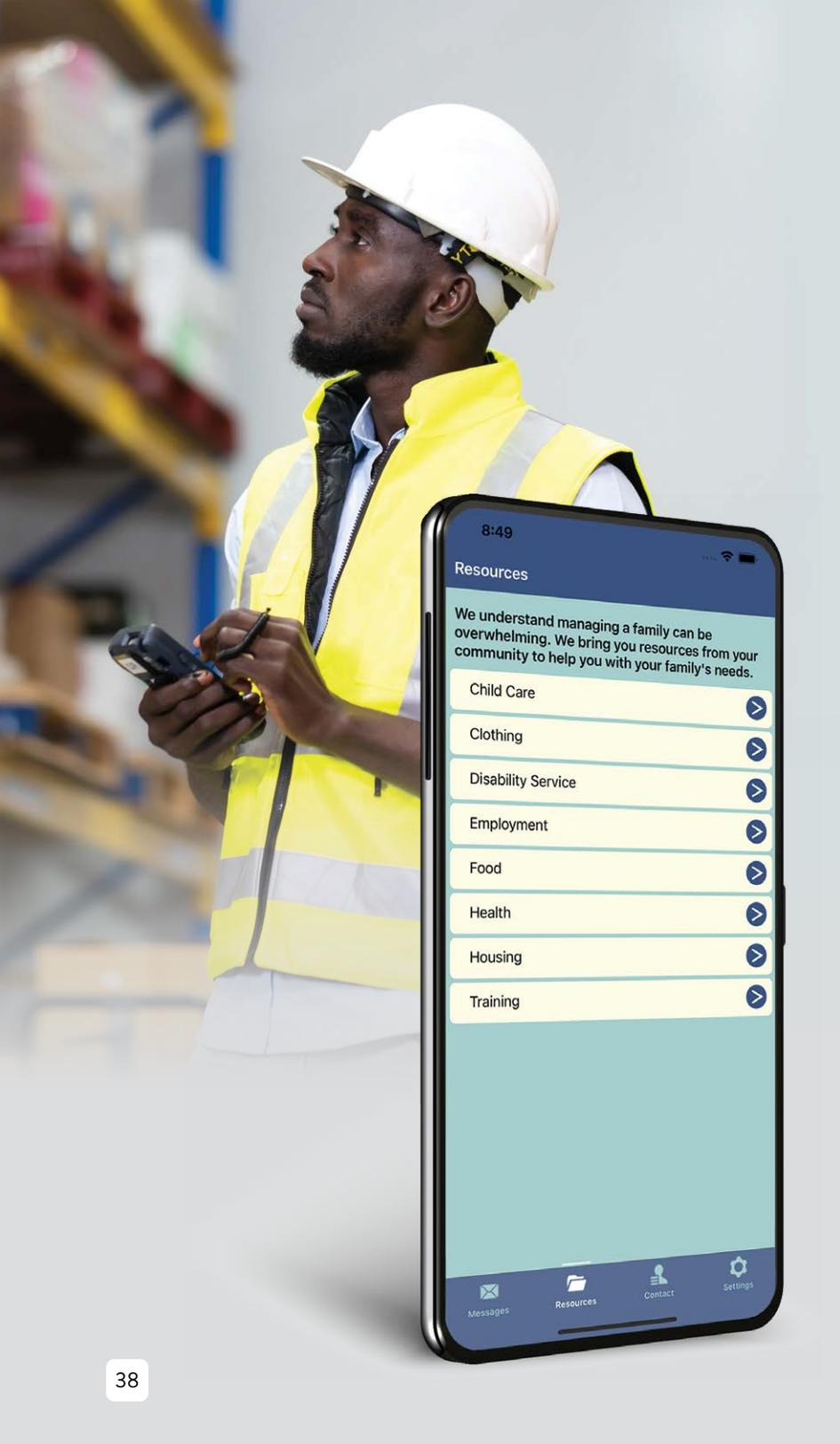
CloudRAMP is MNIT's enterprise project to help the state realize its Intentional Cloud Approach. Part of this work involves coordination between MNIT, agency partners and stakeholders, and Microsoft to identify applications to begin moving into the Azure cloud. The project is ongoing through 2022 and includes technical workstreams for planning and implementation: Azure Cloud Foundation, Workload Migration, Azure Assessment and Modernization Plan, and Applications Modernization.

CloudRAMP will help the state implement an Intentional Cloud Approach by embracing a cloud-centric strategy while providing an environment that is flexible, secure, stable, and supportable. Cloud technology will help the state of Minnesota advance infrastructure modernization and improve security and resiliency.

By using a new standard – a primary provider for most of the state's cloud-based infrastructure and platform services, which includes IT networks, servers, and storage – we will be able to best meet the technology needs to enable agencies to serve all Minnesotans.

Project goals include:

- Build out an agile cloud environment that allows MNIT to deliver secure services quickly and inexpensively.
- Develop deep expertise at MNIT that can be shared across agencies to provide better user support for one cloud environment.
- Reduce cloud infrastructure costs by negotiating price as an enterprise.
- Set strategy for cloud adoption that is easily implemented across the executive branch to reduce barriers to cloud adoption.
- Provide better resiliency, recovery, and ability to respond to cyber threats or cyber-attacks for line of business applications.
- Speak the same language across MNIT and agencies about how applications and services are performing.



Workforce One Connect app



Golden GOVIT Award Winner

Minnesota's Department of Employment and Economic Development and the Department of Human Services (DHS) partnered with Minnesota IT Services to launch the Workforce One Connect mobile app in May 2021. The app provides greater access to financial benefits and services for Minnesotans who participate in employment and economic support programs and improves their experience with government services.

Workforce One Connect is accessible, easy to use, and simplifies participant access. It connects Minnesotans to Workforce One, the case management system for DEED and DHS, which supports more than 20 programs across three state agencies. Minnesotans can use the app for resources like food, childcare, housing, and more in their local communities, and use the app to communicate directly with their assigned workers, reducing the risk of missing a message. The app also allows document scanning and delivery between participants and assigned workers, making it easier to apply for state services.

Front line state workers in counties, agencies, and nonprofit service providers can connect directly to their program participants and integrate messages into the case management systems. Staff can use the app to see the full benefits and services that might be helpful for individuals seeking services and collaborate to identify the services and support that better fits Minnesotan's needs.

Since the launch in May, 1,443 participants signed in to use the app, and 61 different employment and economic support programs/agencies have opted in to use Workforce One Connect.

Microsoft's Power Platform for state agencies

Microsoft's Power Apps and Power Automate were released in 2021, joining Power BI in the suite of data management and development tools available to state government. Power Apps is a data platform that includes a suite of apps, services, and connectors that provide staff with an opportunity to build custom apps for business needs. Power Automate allows employees to automate repetitive, time-consuming tasks or business processes. These no-code/low-code tools are building blocks that allow the state workforce to quickly and easily create solutions that address business needs.



Transforming digital services for veterans

In April 2021, MNIT and the Minnesota Department of Veterans Affairs (MDVA) implemented a modernized online tool for Minnesotans to submit donations to a wide variety of veterans programs. The engaging tool provides descriptions and photos of campaigns ranging from placing wreaths at gravesites, to supporting resident activities in Minnesota

Veterans Homes. Donors use a simple form with online payment options that also connects to a common mechanism for MDVA staff to manage contributions.

MNIT helped MDVA establish a new livestreaming capability at the three State of Minnesota cemeteries in August 2021. This solution allows veteran's loved ones to virtually attend committal services at the final resting place of our nation's heroes regardless of geography, schedules, or pandemics via YouTube. MNIT conducted research, tested several alternatives, then selected and implemented the best technology solution to provide a solid infrastructure and a seamless experience for the MDVA staff.

In the winter of 2020-2021, MDVA and MNIT launched a mobile version of the Homeless Veterans Registry (HVR), which was originally created as part of the Code for America and MNIT-sponsored hackathon in 2016. The new version of HVR is a progressive web application that detects the type of device a person is on and formats the information to match the device. The HVR mobile app allows the veterans, and the housing and service professionals they are interacting with, to interact in a safer manner during the pandemic.

The Minnesota Veterans Application Tracking System (VATS), a joint multi-year project between MDVA and MNIT that began in 2017, transformed the way veterans in Minnesota apply for and receive education benefits through the Minnesota GI Bill. The 2021 implementation added new functionality for Federal Veteran Claims, which included multiple interfaces with Federal systems, case management in VATS, auto-population of frequently used Federal forms, and data migration from the legacy system.

Self-service applications for Minnesota's benefits



**NASCIO State IT Awards Finalist*

The Minnesota Department of Human Services, MNIT, tribal nations, and Minnesota's counties teamed up with Code for America to develop MNbenefits, a human-centered benefits application to serve Minnesotans, eliminating barriers and building inclusion.

Launched in November and expected to be available statewide in 2022, MNbenefits combines nine public assistance programs: the Supplemental Nutrition Assistance Program, Emergency Assistance, Housing Support, Child Care Assistance, Diversionary Work Program, General Assistance,

Minnesota Family Investment Program, Minnesota Supplemental Aid and Refugee Cash Assistance.

Before MNbenefits, it took about an hour to apply for benefits—now, the median time to completion is less than 12 minutes. The mobile-friendly application works across all browsers, computers, laptops, and phones and is available in Spanish, with more languages to come. It's easy to upload documents, and no account login is necessary, which is a common barrier to access. The new interface also creates efficiencies for DHS, county, and tribal nation staff, boosting capacity to provide more timely service and a better client experience.



Elevate Minnesota's digital estate

Minnesota's digital estate refers to the collection of tangible, owned assets that power government business processes and support operations, such as virtual machines, servers, applications, data, etc. As Minnesota's digital transformation journey evolves, MNIT teams use the digital estate to connect business outcomes to planning and implementation for cloud projects. The projects in this section all highlight transformation efforts to build and enhance Minnesota's digital estate.

Next Gen 911 hub site

In June 2021, the Minnesota Department of Public Safety (DPS) Emergency Communication Network (ECN) launched the [Minnesota Next Generation 911 \(NG911\) GIS Hub website](#), designed for ECN's GIS and public safety answering point (PSAP) partners. Minnesota is a nationwide early adopter in launching such a site for its NG911 GIS program.

The Hub is a faster, easier way for ECN to collaborate with partners and to share information about the NG911 project. For example, the site will enable local leaders to monitor how their county is progressing through each phase of the GIS project. It features several dashboards with interactive maps and charts that show GIS mapping progress for every Minnesota county.

MNIT staff collaborated with ECN to bring the website to life. The next phase of the project will include a web-based statewide portal, which will contain the entire collection of ready-to-use data. This will allow GIS and PSAP partners to upload data in real time, rather than having to wait several days for updated information.



Cultural Resource Inventory

The Minnesota Geospatial Information Office (MnGeo) developed the third phase of the Cultural Resource Information System (CRIS III) application for the Minnesota Department of Transportation (MnDOT)'s Cultural Resource Unit (CRU). The effort modernized how the CRU tracks, records, manages, reviews, and reports its findings of potential cultural impacts related to MnDOT projects. CRIS III refines and enhances functionality to fit the current CRU business workflow. It also integrates web map services and other cultural resource data including Office of the State Archaeologist's (OSA) Sites Inventory, Minnesota Indian Affairs Council (MIAC) spatial layers, and the MIAC-OSA review application. The project will result in a pooled inventory of cultural resources data maintained and hosted by each respective agency. This saves MnDOT time and money, boosts confidence in CRU review assessments, and enhances financial effectiveness for all agencies involved. CRIS III went live in October 2020 with most of the tools and data layers needed to allow CRU employees to do their current CRIS business process in the new application. The remaining functionality was completed and operationalized in June 2021.



Bolster successful state cybersecurity efforts

CAV and cybersecurity

Connected and automated vehicle technologies are the future, and that future is coming fast. While private industry is rapidly developing and deploying these technologies, it is important to test the security of CAV systems while technologists can still plan and design around them. MNIT is helping to build secure connected and automated vehicles (CAV) foundations to ensure the state of Minnesota can support this important technology while maintaining important public safety goals. As technology evolves and systems become increasingly connected, the transportation sector is looking towards emerging technologies like CAV to advance a safer, more equitable, and sustainable society.

The approach – Security by Design – protects CAV systems by applying trusted information security principles from the Open Web Application Security Project (OWASP) to a proven and familiar transportation framework used by MnDOT transportation partners—the National Architecture Reference for Cooperative and Intelligent Transportation (ARC-IT) version 9.0.

This year, the CAV Office and MNIT hosted a tabletop exercise to map the journey of various personas interacting with a CAV-ready world. The two teams modeled these personas based on existing traveler research and people who rely on the state's transportation systems, like people who commute to work, parents who drop children off at daycare, or a

truck driver making deliveries. The teams traveled with these personas virtually through their day and analyzed how they might interact with CAV systems, asking:

- How will this persona access state transportation services?
- What security measures are needed to protect those connections?
- What vulnerabilities could bad actors try to find in transportation systems?
- How might these connections be exploited to access state data or disrupt state systems?

MNIT will work with the transportation professionals in the CAV Innovation Alliance to build even more realistic testing scenarios. In partnership with MnDOT and the CAV Innovation Alliance, MNIT is helping to build a future transportation system that is safe, equitable, accessible, efficient, healthy, and sustainable.

Statewide Security Monitoring Initiative (SSMI)

The Statewide Security Monitoring Initiative (SSMI) is a program devoted to protecting the data of all Minnesotans by partnering with participating county governments and tribal nations, to ultimately fortify the cyber security of the entire state of Minnesota. Beginning in 2011 with firewall/intrusion protection, the project has increased cyber defenses and resiliency against ransomware and other common threats. As of 2021, the SSMI coordinates with 57 local and county governments; 42 counties and one tribal nation use the new Endpoint Detection and Response service where MNIT's Security Operations Center helps monitor and respond to incidents. Others are participating in the advanced vulnerability management program, or the legacy monitoring and incident response program.



Minnesota is among the very few states that have received Federal Homeland Security grants. The SSMI team aggregates grant funds to coordinate with county governments. Along with providing county IT teams with advanced security training, the SSMI program creates a layered approach to security starting with secure access to MNET for counties up through partnering with a vendor that provides 24/7 endpoint protection monitoring service.

An attack at the county level could act as a gateway for cyber criminals to invade state systems. By leveraging the threat detection and monitoring tools and services already used for state agencies, SSMI expands that same level of protection to participating counties.

Photo:

Previous page: Automated vehicle awaiting passengers.



Security incident response

MNIT's security team manages multiple and evolving cyber threats to keep Minnesota's systems secure. In early 2021, the Security Operations Center (SOC), along with the Threat and Vulnerability Management team worked diligently to reduce and mitigate the potential impact of the SolarWinds vulnerability by conducting network scans and by creating a channel of communication between Minnesota entities to spread situational awareness and share information. Situational awareness and communication networks also aided the state's response to additional events over the past quarter, including the Presidential Inauguration, Microsoft Exchange vulnerabilities, and the trial of Derek Chauvin. MNIT's SOC helped block and defend against multiple distributed denial of service (DDoS) attacks. The SOC partnered with CISA and Minnesota Fusion Center, Department of Homeland Security, Law Enforcement, and several other local and agency partners to help defend critical infrastructure organizations against advanced cyber threats like ransomware, and increase monitoring efforts across the state to be prepared for potential cyber threats.



Securing state payment card data for Minnesotans



NASCIO State IT Awards Finalist

Minnesota IT Services developed and implemented a new payment card industry (PCI) program to better protect the applications that need to process credits cards and to secure Minnesotans' data. The programs and agencies that process credit card data in Minnesota's executive branch, also known as merchants, processed over \$2.5 billion worth of credit card transactions in 2020 to allow Minnesotans to renew their car tabs, register for campsites, apply for fishing and hunting licenses, pay taxes, and more. The PCI program assesses these merchants' PCI compliance with regulations, as well as industry best practices established by the state's PCI program. As of June 2021, all 104 merchants in Minnesota's executive branch are enrolled in the PCI program.

MNIT programs and divisions

Enterprise Security Office

To protect the over 35,000 state employees who use Minnesota's systems and the 5.5 million Minnesotans who have private data secured by the state, MNIT must continually work to meet the ever-evolving cybersecurity threat to Minnesota's IT systems. Cybersecurity is one of the most critical functions that Minnesota IT Services is tasked with, and it functions best when everyone is working together, from individual Minnesotans to state agencies, and even to state legislators.

MNIT also serves Minnesotans' cybersecurity interest by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state through MNET – Minnesotan's dedicated public sector network. This network provides broad visibility into cyber activity occurring across the state.



Security teams are embedded within state agencies to get a deeper understanding of their business needs, compliance requirements, goals, and culture. Enterprise security teams provide statewide services in core service areas to all MNIT partners.

MNIT consciously bakes cybersecurity into every project, service, and system for the state of Minnesota. For example, MNIT's security professionals collaborate with other agencies to make sure that connected and autonomous vehicles are not only safe and efficient, but that Minnesota roadways cannot be hacked. MNIT security teams also

work to support the next generation of 911, to ensure that Minnesotans can reach the resources and services they need in an emergency without the risk of cyber threats.

MNIT's security operations management teams serve state and local governments statewide, tracking and analyzing cyber threats through the Minnesota Fusion Center, and deploying advanced security protections and incident response to local government throughout Minnesota.

Four pillars of cybersecurity

One of MNIT's strategic plan goal areas is to bolster cybersecurity efforts. To do that, MNIT focuses its efforts around four pillars.

Security mind-set

Security decisions are made every day, and by everyone. Awareness and training programs build the knowledge and expertise needed among MNIT staff and all state employees to have better cyber judgment.



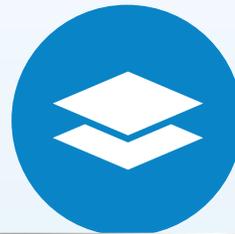
Mature risk management

Resources are not unlimited, whether it is financial, time, or staffing. MNIT continuously advises and prioritizes investments to drive the highest value for information security while balancing business outcomes.



Layered defense

No one is immune from information security attacks. Layering is not about redundancy, but rather about using complementary defenses that make an attack unsuccessful by providing time to detect and respond.



Application security

Ultimately MNIT is here to collaborate and innovate on technology solutions for Minnesotans, building security into the design of state applications.

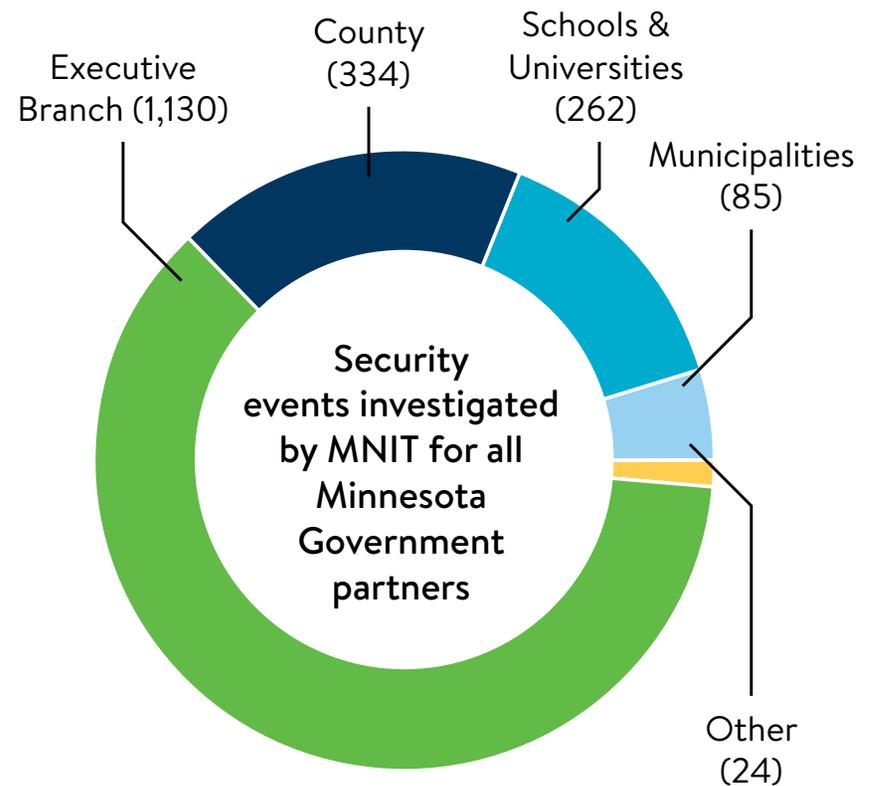


Metrics

In 2021, our Security Operations Center (SOC) detected or received reports of 1,835 cyber incidents and processed 255,885 spam emails.

Type of Security Incident	Number Reported
Malware	647
Unauthorized Access Attempt	27
Network Attack/Scan	168
Forensic Investigation	327
Compromised Password	210
Copyright Violation	19
Social Engineering	52
Denial of Service	92
Lost/Stolen Devices	12
Unauthorized Disclosure	8
Policy Violation	59
Inappropriate Use	6
Other	208

Security incidents detected by or reported to MNIT SOC





Office of Transformation and Strategy Delivery

Formed in July 2020, the Office of Transformation and Strategy Delivery houses MNIT's Transformation and Strategy Delivery programs. Together, they create informed and innovative approaches that enable executive branch agencies to deliver modern services to benefit Minnesotans.

By promoting standard practices, incorporating organizational change, and celebrating shared accomplishments, the Transformation Program actively invests in the success of Minnesota's executive branch agencies. A key effort of the Transformation Program was to develop, implement, and promote the Modernization Playbook – a one-stop shop for state leadership, employees, and the public to find resources regarding IT modernization.

The Strategy Delivery Program enables MNIT and its partnering agencies to execute technology projects in efficient and data-driven ways. Using project portfolio data, the Strategy Delivery team advises MNIT leadership and agency project managers in decision-making. This team ensures that project managers are aware of best practices and mindfully carry out projects to maximize the benefit to Minnesotans.



Geospatial Information Office (MnGeo)

The Minnesota Geospatial Information Office coordinates geographic information systems (GIS) within the state, creating connections between state agencies and other stakeholders from government and nongovernment organizations. Using geospatial data to inform decisions and influence outcomes, the Office shapes public safety, transportation planning, access to health services, the preservation of our natural resources, and much more. The Geospatial team manages the Minnesota Geospatial Commons, a collaborative public website where publishers can share, and users can access geospatial resources – data, maps, services, and applications. The Minnesota Geospatial Commons is supported by operational team that includes staff from MnDOT, the Metropolitan Council, and MNIT staff partnering with DNR, MDE, MDA and MPCA.

Photo:

Left: Minnesota State Capitol

Right: High density lidar point cloud of a road interchange

Procurement

The Procurement Division is responsible for processing all requests to purchase everything from IT hardware, software, and contractors brought in to assist on projects, to all purchases necessary to run MNIT. Procurement follows standardized purchasing processes which include competitive solicitations and master contracts, among others.

The team includes buyers, contract managers, enterprise master contracts staff, license coordinators, and staff skilled in negotiating, facilitating, and managing enterprise agreements, allowing the executive branch entities to benefit from aggregating buying power, economies of scale, and centralized IT procurement.

Over the past decade, MNIT has implemented numerous enterprise agreements to provide state employees with the latest tools, software, services, and security. When executed, these agreements help minimize price increases and provide stable pricing and ready access to products and services. One example is the multi-faceted enterprise agreement executed with Microsoft in May 2021.

In late 2020, MNIT issued a primary cloud service provider solicitation to begin implementing Minnesota's Intentional Cloud Approach. Microsoft was evaluated as the top-ranked responder and the contract award was wrapped into the 2021 enterprise license renewal to maximize value.

Throughout 2021, the Procurement Division focusing on innovative efforts in IT purchasing. Procurement worked with the Minnesota Department of Administration to develop a new process, Invitation to Negotiate, which is an updated way for vendors to interact with the state during competitive solicitation. The MNSITE program, which helps agencies use a streamlined process to secure highly skilled consultants, focused on keeping solicitation thresholds current with market trends and reaching a diverse population of vendors.



Network

Minnesota's Network for Enterprise Technology (MNET)

MNIT's Network Division manages Minnesota's Network for Enterprise Technology (MNET), the statewide network. MNIT provides a business-oriented, telecommunications strategy to address the full range of telecommunications services used by state agencies and local government customers. Minnesota is one of the few states with a dedicated, statewide network that is designed to support government in all circumstances.

For 32 years since its inception in 1989 (Minn. Stat. 16B.465), MNET has grown to support digital operations and connections in 385 cities across Minnesota for more than 375 public sector partners. MNET connects all 87 counties and 1,500+ locations that serve cities, public safety, health care, Minnesota's tribal nations, K-12, education consortiums, and 200 public education and higher education campuses including the University of Minnesota, and Minnesota State Colleges and Universities.

Services available on MNET range from phone service and call centers to virtual private networks and telecommuting support for state employees, to video conferencing services that support long-distance learning for students. MNIT's Network division also provides support for 10,000 network devices including WAN, LAN, WLAN, security and statewide broadband access to the internet, making it possible for Minnesotans to access modern digital technologies and government services in an effective, timely, and cost-effective manner.

The Department of Administration partnered with MNIT to improve cell phone service for employees, legislators, and visitors of the state of Minnesota's Capitol complex. The team improved cell phone signal coverage in 18 buildings by adding over 1,000 antennas across the

Capitol area. The improvements allow people to travel between buildings, in tunnels, and in elevators with better cell phone coverage, up to five bars. It improves the safety and security of the complex by allowing people to place phone calls and send text messages from the basement to the top floor of these buildings.

Service Optimization

Since passage of the IT consolidation law in 2011, Minnesota IT Services has optimized the delivery of commodity-type IT services, where security and efficiency gains can be achieved through a centralized delivery model. This is often referred to as “moving to enterprise services,” or “service optimization.” Service optimization continues the work of consolidating common services, standardizing processes, and providing consistent enterprise support for Workstation Management, Service Desk, and Infrastructure services. Agency-specific services were not included in service optimization efforts.

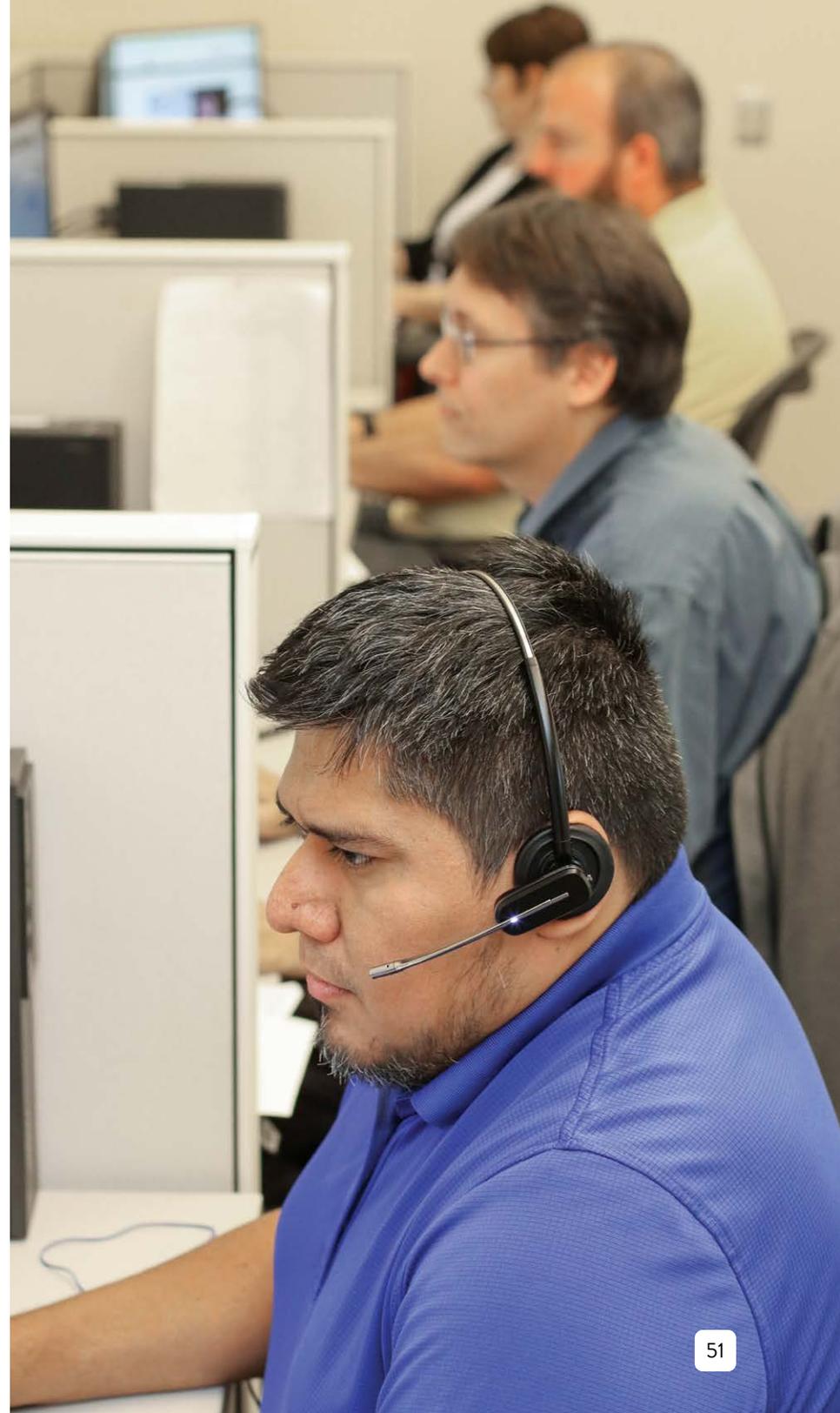
Optimization efforts were approached in phases with final consolidation completed in December 2021. Workstation Management, Service Desk, and Infrastructure optimization happened in planned phases: discovery, financials, transition planning, service improvement, and training. The planning phase included agencies’ transition to enterprise rates, workstation standards development, and initial service gap and barrier analysis.

Chief Business Technology Officers at agency-based offices led individual organization transition plans and assessed individual staff specialties and work assignments. MNIT teams participated in additional training for new processes and tools, established standard metrics and dashboards, and fully implemented transitions to enterprise services.

Photo:

Previous page: Minnesota’s Network for Enterprise Technology (MNET) map

This page: Service desk staff



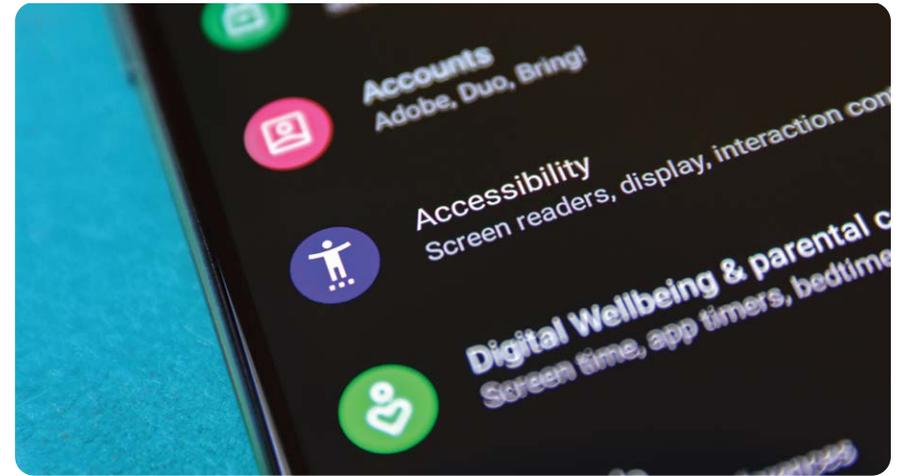


Recruitment

The COVID-19 pandemic has affected every walk of life, as slowing the spread of the virus became the major priority. Offices and schools remained closed during this second year of the pandemic – remote work and distance-learning for schools became the new normal.

Recruitment strategies have also adjusted to the new normal. Virtual career fairs and job interviews are now the standard. MNIT uses Microsoft Teams to schedule and conduct virtual interviews.

While MNIT Recruitment has always been active on a variety of social media platforms, MNIT’s virtual presence is more important than ever before. MNIT Recruitment has had a presence at many virtual career fairs since the beginning of the COVID-19 pandemic. In addition to the 34,000 subscribers to the weekly Hot Jobs newsletter, MNIT’s social media presence created new opportunities to expand the agency’s reach to jobseekers and prospective candidates throughout the state and across the country.



Accessibility

Digital accessibility is a key tool and driver for an inclusive digital government that works for everyone. Minnesota IT Services’ Office of Accessibility oversees the implementation of accessibility standards for Minnesota’s executive branch to provide resources that ensure applications, websites, and documents are digitally accessible.

The Office of Accessibility and state digital accessibility coordinators have been at the forefront of helping state agencies transition to remote and hybrid work, teaming up to provide policies, best practices, training, and outreach. In May, for Global Accessibility Awareness Day, digital accessibility coordinators provided a primer of tips to ensure [“Accessible Meetings for All.”](#)

Digital accessibility is also an essential part of the human-centered design process, one of MNIT’s key modernization efforts. The importance of empathy – of creating an environment that encourages people to personally understand the value of accessibility – is key to adoption.

Accessibility by the numbers

Aa

59

People who took the public online Accessible Documents training course in 2021



410

People who have taken the public online Accessible Documents training course since launch



377

Number of people who took the Accessible Documents training course through the state employee training system ELM



2,825

Number of downloads of Accessibility quick cards



1,920

Number of downloads of reference guides for digital content accessibility



6,844

Total downloads of accessibility-related materials



3, 4, 6

Overall rank on MNIT website for top 5 downloaded documents

Diversity, Equity and Inclusion

In 2021, MNIT wrote its first comprehensive Equity and Inclusion Plan. The plan was developed after a large team from across the organization assessed MNIT against the Global Diversity & Inclusion Benchmarks from The Centre for Global Inclusion. The team then selected targeted actions that would move MNIT toward being a more equitable organization in that benchmark area.

An Equity Team of 50 employees worked on 25 action items that will impact numerous stakeholders and advance equity across MNIT. MNIT reports quarterly progress to the Governor's Inclusion Office. The work is grouped into four main areas:

1. Foundation: *Drive the Strategy* (vision, leadership, and structure of DEI work).
2. Internal: *Attract & Retain People* (recruitment, benefits, compensation, and learning).
3. Bridging: *Align & Connect* (assessment, communications, and sustainability).
4. External: *Listen to & Serve Society* (social responsibility, products and services, marketing, and supplier diversity).

MNIT also:

- Added inclusion-related skills to manager and supervisor position descriptions.
- Modified the Training Policy to ensure equitable employee participation in diversity and inclusion related activities.
- Held diversity, equity, and inclusion (DEI)-related events, training, and education, including:

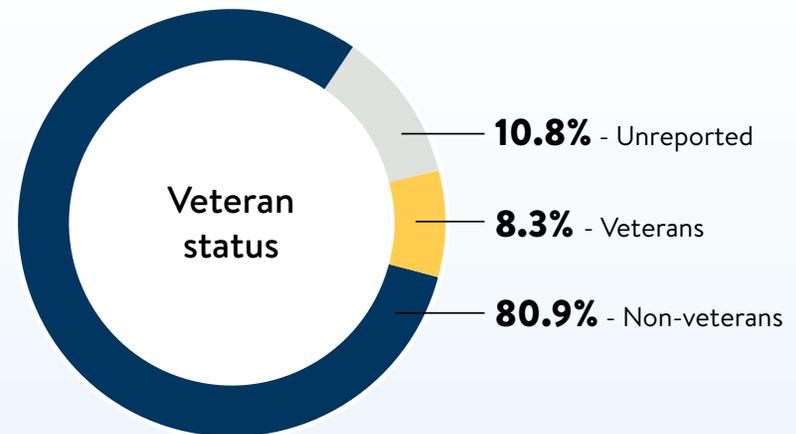
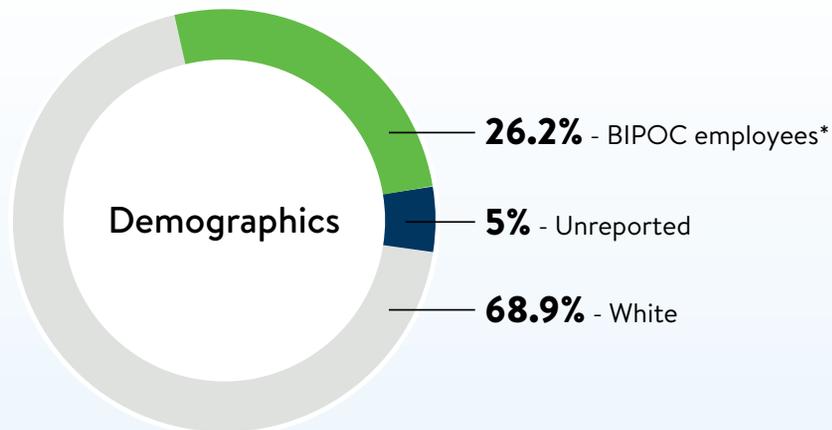
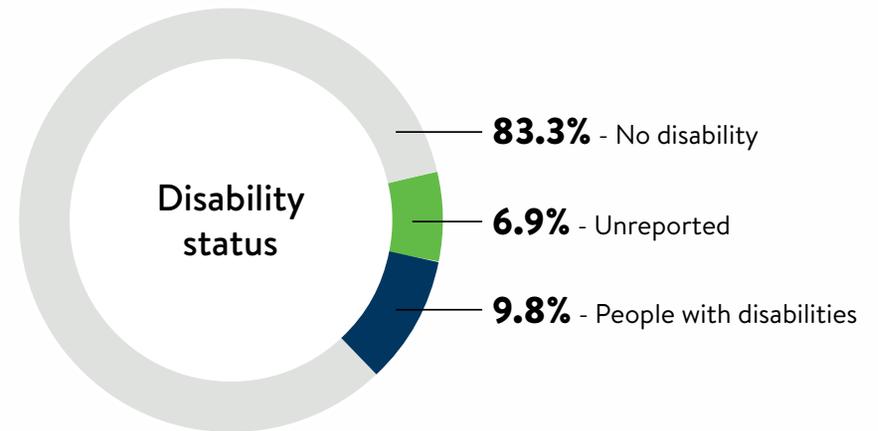
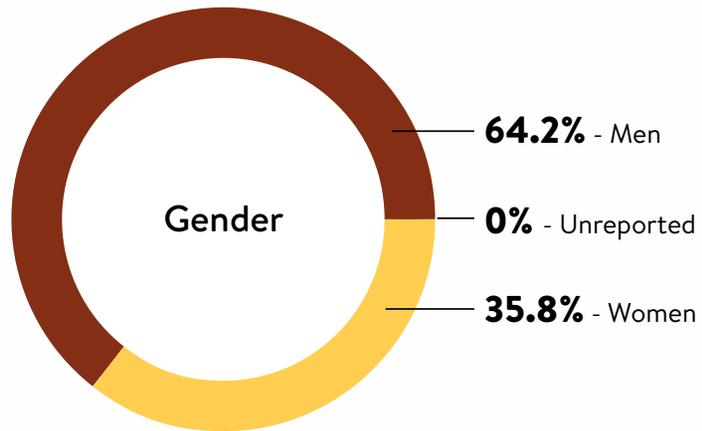
- Deaf culture lunch and learn in recognition of Deaf History Month.
- Virtual trauma and self-care workshop presented by Sage Wellness Group to provide a forum for employees to promote positive self-care during the Derek Chauvin trial.
- Content on MNIT's employee Intranet about Black History Month events, International Women's Day, Pride Month, resources in response to violence against people of Asian descent, and an employee-authored article on Juneteenth.
- Unconscious bias training for employees during MNIT Week.
- Continued to advance digital accessibility, a key component of equity, for all Minnesotans through involvement with the Office of Accessibility and digital accessibility coordinators.
- Celebrated some of the best results for any state agency in the Employee Engagement and Inclusion survey and did deeper analyses to see where we could improve.
- Carried out specialized recruitment and retention efforts as called for in MNIT's current Affirmative Action Plan.

MNIT joined other agencies to meet Governor Walz's goals:

- Retained more than 90% of newly hired people in key demographic groups: BIPOC (Black, Indigenous and People of Color) employees, people with disabilities, and veterans, exceeding the 75% retention goal
- Reaching 10% people with disabilities within our workforce to match statewide workforce availability.

MNIT anticipates significant advancement in equity and inclusion work in 2022 and will utilize employee engagement and leadership to drive that work.

Agency demographics as of 12/31/2021 were as follows:



* BIPOC employees include: 0.5% American Indian/Alaska Native, 16.2% Asian, 6.1% Black/African American, 2.2% Hispanic/Latino, 1.2% Multiracial.



Legislative update

The Minnesota legislature fully adjourned on July 7, 2021, after reaching agreement on state budget bills on June 30, during the first special session of 2021. MNIT collaborated with legislative partners on the passage of significant policy measures and additional funding.

MNIT's enabling statute, Minnesota Statutes 16E, underwent its first major update since IT Consolidation in 2011 through [Chapter 31, Minnesota Sessions Laws 2021](#) (or [HF1952](#)). This technical clean-up bill officially re-named the Office of MN.IT Services to the Minnesota Department of Information Technology Services, or Minnesota IT Services (MNIT). Also included in this legislation were: revisions to outdated or conflicting language to provide greater clarity regarding MNIT's statutory responsibilities; and altering the previous advisory body for technology services by incorporating the expanded membership from the Governor's Blue Ribbon Council on Information Technology. Renamed the Technology Advisory Council (TAC), this partnership has provided meaningful collaboration with private sector technology leaders, government business agency leaders, and MNIT to help chart the path for technology services in Minnesota.

To help MNIT advance recommendations from the Blue Ribbon Council on Information Technology, the Legislature also provided an additional \$2,100,000 in funding for FY22 and \$2,050,000 in funding for FY23, with \$1,400,000 in ongoing funding. This funding will accelerate the executive branch's ability to adopt industry best practices that support critical business modernization to transform how Minnesotans interact with state government services and systems.

Awards and recognition for MNIT

MNIT Annual Awards

MNIT's Annual Awards are celebrated during MNIT Week. The agency's Employee Recognition Committee recognized these employees, partners, and teams for their work delivering outstanding IT service to Minnesota. Nominated by their peers, recipients receive the highest recognition for their service excellence and for their exemplary performance in fulfilling MNIT's mission, vision, values, and priorities.

Employee of the Year

Peny Nguyen
MNIT Finance

Manager of the Year

Neal Dawson
MNIT Enterprise Security

Team of the Year

Enterprise Workstation Deployment

Project of the Year

COVID-19 Relief Advanced Premium Tax Credit (APTC) Changes: MNIT DHS and MNsure

Partner of the Year

The Minnesota Department of Health

Industry awards



Cybersecurity Visionary Leadership Award

The Cyber Security Summit has given awards to top leaders in industry, government, and academia since 2015. In 2018, the awards program also included a wider array of visionaries to recognize innovative people at all levels who help develop and foster strategies to protect critical systems and data. In 2021, Debra Stafford, Security Manager at MNIT, received the Visionary Security Operations Leader award. Stafford leads the state's enterprise identity and access management team dedicated to building an environment where employees, contractors, partners, and citizens manage only one credential to access state resources. Stafford is building a framework of processes, policies, and technologies to manage digital identities and secure access for all state technology solutions.



NASCIO Nominations

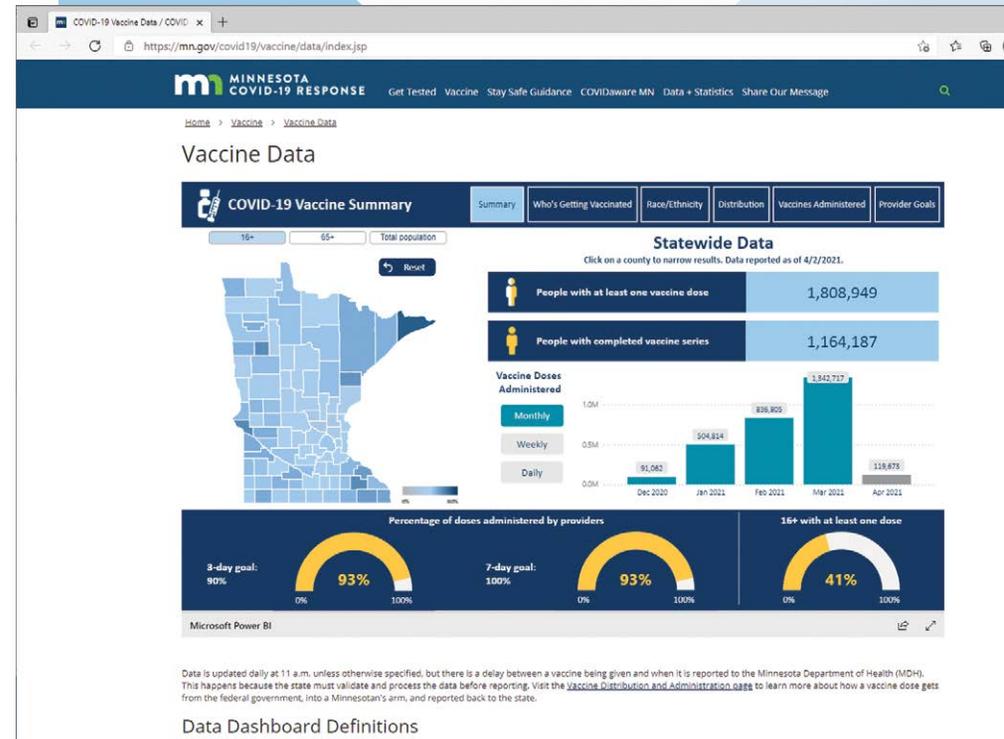
Four of MNIT's projects were selected as finalists for National Association of State Chief Information Officers (NASCIO) State IT Recognition Awards in 2021. NASCIO selected 30 finalists across 10 categories for the projects and initiatives from NASCIO member states and territories. The award nominations showcase innovation and excellence in the use of information technology in state government. The finalists (covered elsewhere in this report) are:

- **Cybersecurity Category:** Securing State Payment Card Data for Minnesotans
- **Emerging & Innovative Technologies Category:** Piloting Secure Self-Service for Minnesota's Benefits

- **Information Communications Technology (ICT) Innovations Category:** Communicating P-EBT Benefits to Families When Schools Closed
- **State CIO Office Special Recognition Category:** Innovation Informs Minnesotans about COVID-19 Resources, Risks, and Guidance

Tekne

On November 17, 2021, MNIT accepted an award for the COVID-19 Vaccine Dashboard from the Minnesota Technology Association 2021 Tekne Awards for Data Analytics/Business Enablement Through Technology. Staff from MNIT and the Minnesota Department of Health made extraordinary efforts on this project to keep Minnesotans informed with accurate, timely, and pertinent data about COVID-19 vaccination efforts.





Governor's Safety Award

Minnesota IT Services was recognized for excellence in workplace safety and health during the 2021 Virtual Minnesota Safety and Health Conference, May 4-5. MNIT was one of 221 employers to be honored through the awards program, coordinated by the Minnesota Safety Council. MNIT received an Award of Honor, the top level for which winners are recognized. The 52 Award of Honor recipients have incidence rates at least 91% better than the industry average, and a score between 91 and 100 on the safety program evaluation scale.



Golden GOVIT Awards

The Golden GOVIT Awards, part of the Government IT Symposium, recognizes government agencies and individuals that have advanced government technology through collaboration, innovation, service, and individual leadership. We included projects awarded in late 2020 and 2021.

- **Golden GOVIT Rapid Response Award:** P-EBT Project
- **Golden GOVIT Award for Service:** Workforce One Connect App

MNIT leaders recognized

MNIT Commissioner Tomes finalist for National CIO of the Year[®] ORBIE[®] Award

On July 23, 2021, MNIT Commissioner and State CIO, Tarek Tomes, was named a finalist for the 2021 National Nonprofit/Public Sector CIO of the Year[®] ORBIE[®] Award.

Commissioner Tomes received the 2020 Twin Cities Nonprofit/Public Sector CIO of the Year[®] ORBIE[®] Award in September 2020, after which he was nominated for the National CIO of the Year[®] ORBIE[®] Award alongside ORBIE winners from the InspireCIO Leadership Network chapters across the U.S.

The CIO of the Year[®] ORBIE[®] Awards recognize technology executives for outstanding leadership and the business value created by technology innovation. Finalists and award winners were celebrated during a virtual award ceremony on Thursday, July 22, 2021.



Chris Luhman: Golden GOVIT Individual Leader Award

In 2021, Chris Luhman, the MNIT Chief Information Security Officer for DHS and MNsure, was recognized with a [Golden GOVIT Award](#) in the Individual Leader Award category. The award recognizes individuals who champion and implement innovation, inspire collaboration, are focused on improving service, and demonstrate a personal commitment to advancing the professional and career development of themselves as well as others in their agency.

Over the last five years in his role, Luhman has been a strong leader who often thinks outside the box when solving issues and challenges his teams to do the same. Luhman's insight and expertise are evident in his work to automate and standardize application security processes.



Betty Urban: Patriot Award

Betty Urban received the Patriot Award for supporting an employee, Jim Lane, who was on active military leave. Patriot Awards recognize the supervisor of an employee serving in the National Guard or Reserve for support provided directly to the Service member and his or her family.

When Jim Lane, a 15-year veteran of the United States Army, was called up for active duty in January 2020, only five months after he began his role at MNIT MnDOT, Betty Urban made sure Lane had the information he needed for health insurance open enrollment, that he used his floating holiday, and even helped him apply for a promotion opportunity within the team. Lane presented Urban with her Patriot Award during a virtual staff meeting Lane attended prior to returning from military leave in February 2021.



Kitty Hurley: MN GIS/LIS Consortium Polaris Leadership Award

Kitty Hurley, MNIT GIS/Web and Application Developer received the 2021 [Polaris Leadership Award](#). The award, sponsored by the MN GIS/LIS Consortium, recognizes active, established leaders in the geospatial community who inspire and lead through their contributions, energy, and creativity.

Hurley's technical expertise, leadership skills, drive, and compassion have led her to become a leader in the Minnesota geospatial community. Hurley's contributions include:

- Lead the statewide Maps Community of Practice team, which has published nationally recognized and widely used map accessibility resources leveraged by cartographic, GIS, accessibility, and IT professionals.
- Shepherded a major overhaul of custom interactive web maps at the state of Minnesota.
- Established the MN GIS/LIS Consortium's social media presence.
- Initiated the MN GIS/LIS Conference Student Assistantship Program and Web Map Display.
- Frequently presented sessions, web maps, instructed workshops, mentored new professionals, and showcased map gallery posters at GIS/LIS, NACIS, and the IT Symposium.





Josh Cinnamo: World record holder & MNIT employee represents team USA in Tokyo

During most days, Josh Cinnamo manages the inventory, data, and assets of data centers for the state of Minnesota's executive branch. He is also a world record holder in Paralympic athletics.

After a hiatus in international competition due to the COVID-19 pandemic, Cinnamo headed to Tokyo in 2021 with Team USA to compete in the throwing events during the 2020 Paralympics. "This is the culmination of so much hard work and training. No matter what happens, it will be the result of a lot of throwing, lifting, and eating. It's great to finally get a resolution to all of energy spent aiming toward something. It's the first international event since I won World's in November 2019. To compete at this truly one of a kind experience will be something I'll document and relive forever," Cinnamo said before the competition.

Cinnamo won the Paralympic bronze medal in 2021.

Emerging Leadership Institute graduates

This past year has reinforced the importance of strong leadership across Minnesota state government. On March 12, Minnesota celebrated state employees who graduated from the Emerging Leaders Institute (ELI). This seven-month program builds competencies and skills for up-and-coming leaders to help them drive change and make an impact in state government.

MNIT's 2021 ELI graduates are:

- Usman Ahmad
- Tanya Belanger
- Richard Matson-Daley
- Binam Shrestha
- Axelina Swenson
- Keith Woodman

Closing letter

By MNIT Deputy Commissioner Jon Eichten



In the last ten years, since the passage of Minnesota's IT Consolidation law, Minnesota IT Services and our state agency partners have worked to re-shape the way that IT services are delivered at the state. Recognizing that – while the missions of the state's executive branch agencies are diverse – each agency relies on a technology foundation that is common across the executive branch. We built out a set of secure, reliable enterprise services that

could be provided centrally, and brought together staff from across MNIT to manage and deliver those services.

At the same time, we understood that the power of technology to transform state service delivery required a close connection between the agency staff involved in delivering services and the MNIT staff who support the technology that enables those services. And so we embraced a hybrid model where dedicated agency teams remained as both a part of the business partner agencies they serve and as a part of the larger MNIT organization. This hybrid model helped MNIT strike an important balance between centralization and decentralization that brought about more secure, reliable services without severing those critical ties between IT, our agency business partners, and the Minnesotans we serve.

As we look ahead to the next ten years, we seek to advance even further the benefits that were achieved through consolidation and optimization as we embark on Minnesota's collective journey to the cloud and come to realize the resilience, cost avoidance and innovation opportunities that cloud services can provide. At the same time, we seek to transform the way we do our work with our business partners – to operate with more

agile methods, to utilize a product mindset in how we sustain and enhance the technology solutions we provide, and to design solutions with Minnesotans and end users at the center of our thinking.

We have strong partners with us on this journey – agency business leaders who recognize the power of technology to better serve Minnesotans, legislators who increasingly recognize the central role that technology plays in state government, and private sector technology leaders who are all engaged to help drive innovation and transformation in the years and decades to come.

The challenges and opportunities that state government will face in the technology arena in the years ahead are in some ways common – evolving cyber threats, disruptive emerging technologies, increasing consumer demands – but in other ways unique. We must continue to work to overcome entrenched, siloed ways of delivering services to Minnesotans who care not what agency delivers the service but who certainly care about getting their needs effectively met. We must recognize the changing demographics of our nation and the need to train and equip the next generation of public servants, so that Minnesotans can continue to enjoy an exceptional quality of life. And we must focus on the need to meet Minnesotans' expectations of government – expectations of how they should be able to engage with us, how government protects their private information and the government systems they rely upon, and how government leverages their tax dollars to provide maximum value back in the form of effective and efficient service delivery.

At the center of all of these connections sits that most precious of resources – trust. We work every day to earn and maintain the trust of our business partner agencies, stakeholders, elected officials, and Minnesotans, because it is only together that we can realize the vision of a truly innovative digital government that works for all.



mn.gov/mnit



This annual report is available in alternative formats to individuals with disabilities by calling 651-201-1118 or emailing mnit.receptioncentral@state.mn.us