

Top Priorities for 2016



Priority #2: Improving Our Services Through Collaboration

The following pages outline MN.IT's specific priorities to provide Information Technology (IT) services for each of our partners. These strategies and key principles will help us bring transparency to decision-making, and collaborate to produce better solutions and achieve resilient partnerships.



Top Priorities:

MN.IT Partnering with Admin

MN.IT staff provide IT services to the Department of Administration (Admin), including Minnesota Management and Budget – the agencies that provide services to other state agencies, local governments and the citizens of Minnesota. Due to Admin’s diverse footprint, MN.IT responsibilities are wide-ranging and support accounting and budget management, Human Resources, payroll and benefits, fleet management, procurement, construction projects, property leases, state building maintenance, security, fire control, vehicles, surplus property, the state’s Lean business process improvement program and more.

Top Applications Supported

- Oracle PeopleSoft ERP: Management systems for enterprise resource planning (ERP); financial, human resources (benefits, payroll, training and recruiting) and employee services.
- Budget Systems: Fiscal Notes, Capital Budget and Biennial Budget systems.
- Data Warehouse: Enterprise Performance Management and Business Intelligence.
- Archibus (Real Property Management), MinnBid (Surplus) and Building Management.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with Admin business partners on these priorities:

- ERP Modernization: Bring the current financial ERP support mechanisms into a long term, sustainable model that ensures sufficient staffing, continued vendor support, up-to-date versions and business functionality, ensuring the long term viability of the systems.
- Admin IT Modernization and Improved Capabilities: Implement improved business processes by leveraging off-the-shelf technologies.
- Mitigate Security Risks for Minnesota Boards Commissions & Courts (MBCC): Provide and maintain basic IT services (security, network, file storage, print, service desk, desktop support) without impact to their limited budgets.

Key Principles

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

- Transparency and Accountability: MN.IT is committed to being a trusted solution provider and key business partner for Admin and their stakeholders. We will deliver service through a bimodal model to provide usable, measureable results early in a project and increase those capabilities regularly.

(Over)

Key Principles, continued

- Modernization: MN.IT staff will work hand in hand with Admin business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- Traditional and Exploratory: MN.IT's "bimodal IT" approach provides traditional IT operation support for current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with Commerce

MN.IT partners with the Department of Commerce to provide IT services to this highly technology-reliant agency business. IT systems at Commerce are as diverse as the business itself, covering everything from energy and telecom regulation and facility permits, to weights and measures, bank and insurance solvency exams, and remediation of leaking petroleum tanks. Systems include an electronic docketing system shared with the Public Utilities Commission (PUC), an energy assistance application, online real estate and insurance licensing, case management for investigation of insurance fraud, and online registration of securities.

Top Applications Supported

- eAssessment: A utility regulation application used by Commerce and PUC.
- FileNet: Document management for Commerce and PUC.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with Department of Commerce business partners on these priorities:

- FileNet Migration: This project will migrate the current FileNet environment to an enterprise data center, and improve usability and functionality to file management capabilities for users at Commerce and PUC.
- Commerce Systems Modernization: Determine the technology status of Commerce legacy systems, and develop business requirements for improvements that address the interrelationship of data across systems, align with enterprise standards and improve efficiencies to the business through automation.

Key Principles

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

- Transparency and Accountability: MN.IT is committed to being a trusted solution provider and key business partner for Commerce and their stakeholders. We will deliver service through a bimodal model to provide usable, measureable results early in a project and increase those capabilities regularly. Adopting an agile-first project management methodology for all IT development provides clear, timely information for Commerce business decision-makers.

(Over)

Key Principles, continued

- Modernization: MN.IT staff will work hand in hand with Commerce business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive enterprise-class applications with integrated architecture that will move Commerce technologies to a fully integrated, intelligent, innovation platform.
- Traditional and Exploratory: MN.IT's "bimodal IT" approach provides traditional IT operation support for Commerce current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with DEED

MN.IT supports our business partners at Minnesota's Department of Employment and Economic Development (DEED) with the development and support of key applications that meet their business needs for modern technologies to aid job seekers, businesses, local government, DEED staff and other partner agencies.

Top Applications Supported

- Workforce One 6.0 case management system.
- Unemployment Insurance.
- IDB/MJAP grant and loan software for business and community development.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with DEED business partners on these priorities:

- **Workforce One 6.0:** Add Vocational Rehabilitation Services and State Services for the Blind to the recently upgraded Workforce One 5.0, a case management system used by DEED's Workforce Development Division and Department of Human Services employment programs.
- **Unemployment Insurance Application Upgrade:** Move the Unemployment Insurance application into a micro-architecture that could potentially be cloud-based.
- **IDB/MJAP software replacement:** MN.IT will partner with DEED business units to replace software used by Business and Community Development (BCD) for grant and loan programs.

Key Principles

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

- **Transparency and Visibility:** Adopting an agile-first project management methodology for all IT development provides clear, timely information for DEED business decision-makers.
- **Accountability:** MN.IT is committed to meeting the needs of DEED business partners and their stakeholders by building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with DEED business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for DEED's current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with DHS

MN.IT partners with Department of Human Services (DHS), the largest state agency, to help meet their mission to provide essential services to Minnesota's most vulnerable residents. MN.IT focuses on delivering digital technologies that help meet DHS business goals to provide services for their stakeholders and for citizens.

Top Applications Supported

- MAXIS, PRISM, SSIS and MnCHOICES.
- Medicaid Management Information System (MMIS).
- Minnesota Sex Offender Program (MSOP) Security Systems.
- Netsmart CareManager.
- Electronic Health Records and Protected Health Information systems.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with DHS business partners on the three projects shown here that will modernize DHS technology systems using an enterprise technical and business architecture to ensure efficient integration efforts across all DHS IT efforts.

- **Integrated Service Delivery System:** Modernization and integration of major legacy systems including MAXIS, PRISM, SSIS and other human services systems. Infrastructure and interface development will help to improve integrated case management and client portal management functionality.
- **Medicaid Management Information System Modernization:** Upgrades to improve and ensure the security of systems for DDI Reference, Letters and Reminder of Provider.
- **Direct Care and Treatment System Modernization:** Enhancements to several systems, including: Netsmart CareManager system, Minnesota Sex Offender Program systems (including GPS client tracking device management), electronic health records and Protected Health Information data.

Key Principles

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

- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for DHS current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.

(Over)

Key Principles, continued

- Enterprise class modernization: MN.IT will work with our partners at DHS to modernize our large, complex and aging human services systems with the development of a client-centered, integrated human services system, a payment and provider management system for health and long term care, and an integrated electronic health records system.
- Micro-architecture: These modernization efforts represent three major DHS Roadmap projects to replace aging technology and establish an integrated, people-centered service delivery system which will encompass several major business processes including: eligibility, assessment, enrollment, case management, health and long term care and direct care and treatment. This technology will be built with integrated architecture that will move the State of Minnesota to a fully integrated, intelligent, innovation platform for government.



Top Priorities:

MN.IT Partnering with DLI

MN.IT partners with the Department of Labor and Industry (DLI) to provide the technology that runs the business of apprenticeship program oversight, construction codes and licensing, occupational safety, health, wage and hour standards, combative sports, and workers' compensation programs around the state.

Top Applications Supported

- Workers' Compensation System.
- Apprenticeship System.
- OSHA Interface.
- Labor Standards System.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with DLI business partners on these priorities:

- Worker Compensation System Modernization: Modernize the legacy system that is a mix of in-house and custom-developed applications that have been built over a period of more than 20 years.
- Migrate DLI infrastructure, systems and network to the secure enterprise data center, and migrate to enterprise services.
- System Modernizations: Develop secure, accessible and responsive enterprise-class applications and systems with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform for the OSHA interface, Labor Standards, and the Combative Sports website.

Key Principles

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

- Transparency and Accountability: MN.IT is committed to being a trusted solution provider and key business partner for DLI and their stakeholders. We will deliver service through a bimodal model to provide usable, measureable results early in a project and increase those capabilities regularly. Adopting an agile-first project management methodology for all IT development provides clear, timely information for DLI business decision-makers.

(Over)

Key Principles, continued

- Modernization: MN.IT staff will work hand in hand with DLI business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive enterprise-class applications with integrated architecture that will move DLI technologies to a fully integrated, intelligent, innovation platform.
- Traditional and Exploratory: MN.IT's "bimodal IT" approach provides traditional IT operation support for DLI current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with DNR

MN.IT supports our business partners at the Department of Natural Resources (DNR) in their mission to integrate and sustain the interdependent values of a healthy environment, a sustainable economy, and livable communities. We do this through comprehensive IT operations and support services, coordination across agency business lines, custom application development, and dedicated business-specific support functions.

Top Applications Supported

- Land Records System (LRS): Stores information on all DNR-managed state land interests, including surface ownership, mineral rights and easements.
- Electronic License System (ELS) support for citizen purchasing of hunting and fishing licenses, and recreational vehicle registrations.
- MPARS (Minnesota Permitting and Reporting System).

Top Priority Solutions

During the next 18 months, MN.IT will work closely with DNR business partners on these priorities:

- Web Platform Upgrade: Re-envision our web services strategy that delivers services to citizens by using Drupal, a single enterprise class modern system to standardize content across websites.
- Mobile geospatial data collection: Deployment of ArcGIS Collector, a hybrid cloud, locally-hosted tool.

Key Principles

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

- Transparency and Accountability: Our innovative application development environment pairs well with agile-style development methodologies, allowing us to achieve quick time to market. Our internally-developed applications are secure, accessible and responsive with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- Modernization: MN.IT is building API requirements into all DNR major system procurement contracts. MN.IT staff will work hand in hand with DNR business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- Traditional and Exploratory: MN.IT's "bimodal IT" approach provides traditional IT operation support for DNR current applications, while exploring and developing infrastructure to support the growing demand for next-generation digital technologies by citizens and customers. On the innovation side, application development uses web-based Ruby on Rails as the dominant programming-framework technology, and huge strides are being made toward server virtualization and commodity-grade hosting solutions.



Top Priorities:

MN.IT Partnering with DOC

MN.IT partners with the Department of Corrections (DOC) business to support 4,500 employees at 10 prisons and 50 field offices located throughout the state. Due to the specific nature of the business, MN.IT runs many unique applications with a primary emphasis on security (including significant video security). Additional applications focus include case management, banking for offenders and a commissary.

Top Applications Supported

- Correctional Operations Management System (COMS) maintains a broad spectrum of offender information.
- Statewide Supervision System (S3): Maintains information on offenders under community supervision, or in jails, prisons and/or detention facilities.
- Security Center: Surveillance and access control system.
- PREA Incident Tracking System: Incident tracking and reporting required by federal Prison Rape Elimination Act (PREA) mandate.

Top Priority Solutions

Over the next 18 months, MN.IT staff will partner with DOC businesses on the following:

- Correctional Operations Management System (COMS) modernization to address critical security, accessibility and business needs.
- Offender Document System (ODocS) implementation to increase efficiencies by moving file documentation processes from a paper-based process to a modern electronic system.
- Staff Scheduling System replacement to provide robust management of employee schedules and proactive monitoring and response for schedule changes.
- Local area network (LAN) modernization to inventory and replace obsolete LAN hardware.

Key Principles

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

- **Transparency and Accountability:** Adopting an agency-wide project management methodology for all IT development provides clear, timely information for DOC business decision-makers.
- **Micro-architecture:** MN.IT is committed to meeting the needs of DOC business partners and their stakeholders by building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.

(Over)

Key Principles, continued

- **Modernization:** MN.IT staff will work hand in hand with DOC business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for DOC current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with DOR

MN.IT partners with the Minnesota Department of Revenue (DOR) to provide the technologies and IT support that helps DOR manage the state's revenue system, administer state tax laws, and collect \$16.5 billion annually.

Top Applications Supported

- Integrated Tax (GenTax)
- Electronic Certificate of Real Estate Value (eCRV)
- Property Record Information System of Minnesota (PRISM)
- Audit Room
- Tenable

Top Priority Solutions

During the next 18 months, MN.IT will work closely with DOR business partners on these priorities:

- GenTax: Ensure the system, infrastructure, and data remain IRS Publication 1075 compliant.
- Electronic Certificate of Real Estate Value (eCRV)/Property Record Information System of Minnesota (PRISM): Identify and implement innovative technology solutions best suited to serve our customers, operationalize eCRV, and complete Phase 1 of PRISM.
- Audit Room: Create operational efficiencies and leverage technology to secure customer information, and to meet customer and employee needs. Use modern technology to make our business operations efficient, reliable, secure and cost effective.
- Tenable: Provide scanning results using IRS Safeguard SCSEMs baselines. Create score cards showing security posture to prioritize work efforts related to security and compliance.
- Data Analytics: Provide technology and data to assist with identification of non-filers, fraud, or other audit opportunities, and to measure outcomes.
- Mobile-ready website: Enable the creation and implementation of a modern, responsive and accessible platform. Provide support for content management. Promote mobile and accessibility compliance.

(Over)

Key Principles

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

- **Transparency and Accountability:** Adopting an agile-first project management methodology for all IT development provides clear, timely information for DOR business decision-makers.
- **Accountability:** MN.IT is committed to meeting the needs of DOR business partners and their stakeholders by building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with DOR business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for DOR current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with MnDOT

MN.IT partners with the Minnesota Department of Transportation (MnDOT) to provide technology that is integrated into all areas of the business – from the desktop computers of DOT employees, to vehicles and roads around the state. MN.IT focuses its efforts on the business' needs for business application management, infrastructure services, business solutions and service delivery.

Top Applications Supported

- Capital Highway Information Management Enterprise System (CHIMES): Project financial tracking system.
- Transportation Asset Management System (TAMS): A web-based software system for asset data improvement that is the primary source of data for signals and lighting assets.
- Contract Agreements Auditing Tracking System (CAATS): The MnDOT system of record for contracts, agreements, and associated documents between MnDOT and other parties.
- AASHTO: An enterprise software suite to manage construction data.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with MnDOT business partners on these priorities:

- Capital Highway Information Management Enterprise System (CHIMES) will build and maintain a comprehensive capital highway project financial tracking system that will support the production of Minnesota's Capital Surface Transportation program and federally required State Transportation Improvement Program (STIP).
- Transportation Asset Management System (TAMS) will replace the current Automated Facilities Maintenance System (AFMS). TAMS will allow MnDOT to provide in-the-field mobile capabilities and GIS functionality, and manage data about, and locations of, all MnDOT electrical traffic systems, sub-systems, and parts of systems.
- Contract Agreements Auditing Tracking System (CAATS) Project: CAATS will support and enforce agency-wide adoption of MnDOT policies and standards, as well as enhance financial effectiveness and data governance.
- AASHTO Implementation: This project provides construction data improvement through an enterprise software suite designed by transportation professionals that realizes vast cost savings with quality software that matches precise needs. The software complies with national standards and industry best practices and can be customized for state needs.

(Over)

Key Principles

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

- **Enterprise Class Modernization:** Provide IT Services to MnDOT that continue to leverage and invest in service-specific solutions and provide direct business services for the priorities listed above. These are enterprise-class systems that are in direct support of MnDOT services to consolidate business applications and workflow, identify data sources of record, and modernize and preserve critical agency systems.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MnDOT current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.
- **Bi-Modal:** By providing application functionality and data access through services (APIs from an enterprise platform) we enable staff to efficiently mash up applications to meet the fast changing demands of the business. The integrity of the enterprise is preserved while the enterprise is enabling the business to fully leverage technology as they see fit.
- In addition to providing traditional IT solutions, progress is being made in micro-architecture to provide IT Services at the business level by leveraging enterprise level tools and services that facilitate sharable services. It also provides a governed infrastructure that exposes "open" and secure access to data. The products MN.IT would provide are the tools (API Manager, ArcGIS Server, AD, FIM, etc.) that expose data and services to the business for providing quick application development access. This micro-architecture solution provides IT services at the business level (bi-modal).



Top Priorities:

MN.IT Partnering with DPS

MN.IT partners with the Department of Public Safety (DPS) to support a large and complex agency with 15 diverse and highly public-facing divisions located across the state. MN.IT provides technology to support the DPS mission of prevention, preparedness, response, recovery, enforcement and education.

Top Applications Supported

- MNLARS: Driver and Vehicle Services system.
- CHS (Criminal History System) and CRS (Crime Reporting System).
- MNCrash: Vehicle crash records management and reporting system.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with DPS business partners on these priorities:

- Modernize the MNLARS and customer response phone systems for Driver and Vehicle Services.
- Implement CHS: Decommission the current system and replace it with a modern, enterprise-class application that leverages micro-architecture.
- Modernize CRS: Provide law enforcement professionals with a centralized, usable tool for investigations.
- MNCrash system modernization.

Key Principles

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

- **Transparency and Accountability:** Adopting an agile-first project management methodology for all IT development provides clear, timely information for DPS business decision-makers.
- **Accountability:** MN.IT is committed to meeting the needs of DPS business partners and their stakeholders by building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with DPS business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for DPS current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with HLB

MN.IT partners with Minnesota Health-related Licensing Boards (HLB) to protect the public through effective licensure and enforcement of the statutes and rules to ensure a standard of competent and ethical practice. MN.IT provides IT support and online services for the 18 boards that provide services and licenses to citizens.

Top Applications Supported

- Automated Licensure Information Management System (ALIMS): Electronic licensing systems.
- GL Suite: Government Licensing Commercial-Off-The-Shelf (COTS) software system for limited boards.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with HLB business partners on these priorities:

- eLicensing ALIMS project: This project will build core functionality for the Board of Social Work, Board of Nursing, Medical Practice Board, Behavioral Health and Therapy and Barbers Board, bringing them into alignment with other boards on this consolidated platform.
- System upgrades for Board of Medical Practice and GL Suite.

Key Principles

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

- **Transparency and Accountability:** MN.IT is partnering with the HLB to establish an IT Governance committee. This will align project management methodology for all IT development, and provide clear, timely information to HLB business decision-makers.
- **Micro-architecture:** The migration of the HLB infrastructure to enterprise data centers will meet the needs of HLB business partners and their stakeholders through building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with HLB business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications. Current projects include the migrations to ALIMS for the five boards shown above.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for HLB current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with MDA and BAH

MN.IT partners with Minnesota Department of Agriculture (MDA) and the Board of Animal Health (BAH) to provide the technology that supports the mission of their business: to ensure food supply integrity, environmental health, a strong agricultural economy and the health of our state's domestic animals.

Top Applications Supported

- Licensing Information System (LIS): MDA critical system for license issuance, invoicing and reporting.
- Compliance Information System (CIS): Supports MDA compliance functions and field inspection needs.
- Lab Information Management System (LIMS): Captures, tracks and reports on MDA laboratory data.
- eRenewal: Supports online payment of MDA license fees.
- CoreOne: Supports BAH animal disease management and field inspection needs.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with MDA and BAH business partners on these priorities:

- MDA Licensing Service Delivery Improvement: Business-focused strategy to reduce the time it takes to approve or renew an MDA license. Potential IT impacts include: licensing and inspection system changes or replacement, call center, document management and website and online tool upgrades and/or development.
- PFMD Service Optimization: A series of projects to modernize pesticide licensing and promote best management practices.
- CIS Enhancements: Specific enhancements and improvements for MDA's Dairy program, PFMD and PPD specific enhancements.
- SharePoint Adoption for BAH.
- Core One Functionality: Develop online permitting access to BAH stakeholders and add mobile functionality to support field inspections.
- Security Improvements: DB2 and WebSphere upgrades to facilitate better patching and maintenance and improve security posture.

(Over)

Key Principles

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

- **Transparency and Accountability:** Adopting an agile-first project management methodology for all IT development provides clear, timely information for MDA and BAH business decision-makers.
- **Micro-architecture:** MN.IT will hire an application architect to develop and execute a data and system integration strategy for MDA to meet the needs of MDA and BAH business partners and their stakeholders through building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with MDA and BAH business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications. Projects include migration to enterprise data centers, DB2 and WebSphere upgrades and retirement of the LIS platform.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MDA and BAH current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users. MN.IT's development team will focus on new application design and development, with modern technologies, interoperability and data integration. The IT support team will focus on support, maintenance and enhancement (including security mediation) to existing application portfolio.



Top Priorities:

MN.IT Partnering with MDE

MN.IT supports our business partners at the Minnesota Department of Education (MDE) with the development and support of key applications and modern technologies that provide information and support for education staff, students, and parents, and meet regulatory compliance and reporting business needs.

Top Applications Supported

- Mainframe Applications: 24 essential operational and data collection applications.
- SERVS Financial: Federal grants management system.
- Food and Nutrition Services (CLiCS 1, CLiCS2): Cyber-linked Interactive Child Nutrition program system.
- Assessment Suite: Generates reports for school administrators, teachers, and parents through the MDE Data Center on the website.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with MDE business partners on these priorities:

- Mainframe modernization: We've asked to be included in the Governor's budget request to the legislature to upgrade this system and modernize 11 application collections.
- SERVS Financial feature upgrades to add functionality and to reflect changes to federal requirements.
- Food & Nutrition Services: Combine CLiCS 1 and CLiCS2 into a single application.

Key Principles

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

- **Transparency and Accountability:** Adopting an agile-first project management methodology for all IT development provides clear, timely information for MDE business decision-makers.
- **Micro-Architecture:** MN.IT is committed to meeting the needs of MDE business partners and their stakeholders by building secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with MDE business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MDE current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with MDH

MN.IT partners with the Minnesota Department of Health (MDH) to help deliver technologies and services for one of the leading public health systems in the nation. MN.IT provides services for more than 250 applications.

Top Applications Supported

- Vital Records (Minnesota Registration & Certification System)
- Medical Cannabis Registry
- Minnesota Electronic Disease Surveillance System (MEDSS)
- Environmental Health Minnesota Well Index
- Minnesota's Immunization Information Connection (MIIC)

Top Priority Solutions

During the next 18 months, MN.IT will work closely with MDH business partners on these priorities:

- Modernize applications and websites to improve their functionality and security controls.
- Integrate applications with a modern enterprise-class solution that supports interoperability of electronic health records.
- Retire and replace old platforms that were at the highest risk in cost, obsolescence and security with modern, secure, accessible and responsive applications.

Key Principles

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

- **Transparency and Accountability:** Using IT governance, project management methodology, and Jira for agile development provides clear, timely information for MDH business decision-makers.
- **Accountability:** MN.IT is committed to meeting the needs of MDH business partners and their stakeholders by implementing integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with MDH business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MDH current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with MDVA

MN.IT partners with the Minnesota Department of Veterans Affairs (MDVA) to provide technologies and services that help support MDVA staff at all locations in their mission of service and support for thousands of Minnesota's military veterans and their families.

Top Applications Supported

- Veterans Benefits system
- Point Click Care
- Pharmacy System
- State Soldiers Assistance Program (SSAP)

Top Priority Solutions

During the next 18 months, MN.IT will work closely with MDVA business partners on these priorities:

- Continue to expand the intranet that provides agency-wide collaboration for MDVA staff.
- Migrate applications and systems to the state's enterprise data center.
- Build integrated agency-wide data hub for enterprise document management, workflow, case management, benefits and claims, human resources and administration applications.
- Implement micro-architecture and enterprise-class platforms for agency specific applications.

Key Principles

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

- **Transparency and Accountability:** Using IT governance, project management methodology, and Agile development techniques provides clear, timely information for MDVA business decision-makers.
- **Micro-architecture:** MN.IT is committed to meeting the needs of MDVA business partners and their stakeholders by building integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Modernization:** MN.IT staff will work hand in hand with MDVA business partners to identify business solutions that leverage micro-architecture to build secure, accessible and responsive applications.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MDVA current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with MNsure

MN.IT partners with MNsure to provide technologies and services that help support MNsure – a marketplace where Minnesotans can shop, compare and choose health insurance coverage that meets their needs. The MNsure IT system provides a single portal for health care coverage that takes a significant step toward modernizing health care eligibility systems and providing member self-service.

Top Applications Supported

- MNsure health care portals for citizens, Workers, Navigators, Carriers and Brokers.
- Integration / interface with MinnesotaCare, MAXIS, PRISM and MMIS.

Top Priority Solutions

During the next 24 months, MN.IT will work closely with MNsure business partners on these priorities:

- Improvements for Case Workers, including: streamlined and automated Task Lists/Caseload Management, MinnesotaCare renewals, invoice process for premiums and payments, and conversion with MAXIS Legacy System.
- Improvements in system functionality and usability for Applicant, Carrier, Navigator and Broker portals.
- Implementing Unique Person ID number system and system interface between MNsure existing legacy systems such as PRISM and MMIS.

Key Principles

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

- **Transparency and Accountability:** Adopting an agile-first project management methodology for all IT development provides clear, timely information for MNsure business decision-makers.
- **Micro-architecture:** MNsure's system modernization will be implemented in coordination with three DHS large system modernizations to ensure efficiencies in technologies and business processes. This technology will be built with integrated architecture that will move the state of Minnesota to a fully integrated, intelligent, innovation platform for government.
- **Modernization:** The MNsure portal for health care coverage is the first step in modernizing health care eligibility systems, and providing member self-service for citizens.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MNsure current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with MN Zoo

MN.IT partners with the Minnesota Zoological Garden (MN Zoo) to meet the technology needs of the business, a popular tourist attraction that hosts over one million visitors annually. MN.IT supports the organization's mission to connect people, animals, and the natural world. Primary areas of IT focus include desktop support, zoo-specific applications, webcams, telephony and audio-visual support.

Top Applications Supported

- **Tessitura Customer Resource Management (CRM):** This cloud-based system provides a single point of contact for all Minnesota Zoo customers, including ticketing, educational programs, fundraising, and marketing. It also provides life support and environmental monitoring systems. The high-availability system features an integrated database to support business analytics and customer outreach efforts.
- **Campus security system:** Provides access control and video surveillance.

Top Priority Solutions

During the next 18 months, MN.IT will work closely with MN Zoo business partners on these priorities:

- **Tessitura CRM and Customer WiFi:** Provide state of the art, integrated citizen and staff access to all MN Zoo services, including wireless infrastructure to provide WiFi for customers.
- **Security upgrades:** Regular upgrading for the MN Zoo network infrastructure that was recently replaced to strengthen campus information security and improved reliability of animal care infrastructure. Strengthen the security for ticketing station credit card transactions, and provide virus protection for Information and security systems.

Key Principles

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

- **Transparency and Accountability:** MN.IT ensures a service portfolio that meets the needs of MN Zoo staff and campus infrastructure, including monitoring of vital IT resources and performance logging.
- **Modernization:** We partner with MN Zoo to identify business solutions that leverage micro-architecture to build secure, accessible and responsive systems.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for MN Zoo, optimized to improve service levels and reduce operating costs. At the same time, we explore solutions that support the growing demand for next-generation digital technologies by citizens, customers and end-users, like providing wireless infrastructure for MN Zoo customers.



Top Priorities:

MN.IT Partnering with MPCA & BWSR

MN.IT supports our business partners at Minnesota Pollution Control Agency (MPCA) and the Board of Water and Soil Resources (BWSR) in their missions for the conservation, protection and remediation of Minnesota's environmental resources. Modern applications and systems meet business needs for interagency collaboration, online permitting and compliance services.

Top Applications Supported

- **Tempo 360:** A single tool that combines all MPCA permitting, compliance, enforcement, remediation, Watershed and prevention systems and delivers 14 self-serve portals for customers to submit permit applications and other regulatory compliance information.
- **Water Data Portal:** An interagency portal to collect information needed for federal and state compliance in impaired water identification, pollutant reduction, and protective measures for all unimpaired waters. The Water Data Program also supports access to and management of critical surface water data.
- **eLink:** This online system tracks watershed grants, statewide conservation efforts, progress made by local entities in protecting the state's resources, and aids Clean Water Legacy reporting.

Top Priority Solutions

Over the next 18 months, MN.IT staff will partner with MPCA and BWSR businesses on these priorities:

- Applications and systems will meet enterprise policies and standards to facilitate the consolidation and migration to the enterprise data centers.
- MN.IT staff will be reorganized to provide better end-user services by leveraging expertise, knowledge and resources. We will maximize opportunities for innovation and career advancement to retain talented staff.
- Shorten implementation time for new enterprise tools (Microsoft Office, Skype for Business, etc.)

Key Principles

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

- **Transparency and Visibility:** By using Sciforma project management tools to manage IT projects, time and resources, MN.IT will provide clear, timely information about projects and cost savings for MPCA and BWSR business decision-makers.

(Over)

Key Principles, continued

- Modernization: MN.IT staff works with MPCA and BWSR business partners to identify solutions that leverage micro-architecture to build secure, accessible and responsive applications that meet enterprise standards. A recent project moved the MPCA business website to Drupal, a modern, supportable technology that provides the business with on-demand flexibility, and responsive design which supports both accessibility and mobile device compatibility.
- Traditional and Exploratory: MN.IT’s “bimodal IT” approach provides traditional IT operation support for MPCA and BWSR current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.



Top Priorities:

MN.IT Partnering with OHE

MN.IT partners with the Minnesota Office of Higher Education (OHE) to provide technologies and IT support that helps achieve their mission to provide students with financial aid programs and information about postsecondary education, to administer the Minnesota State Grant Program, and provide data, research and analysis on postsecondary enrollment, financial aid, finance and trends.

Top Applications Supported

- SELF Defaulters: Manages SELF student loan default information.
- Interstate Tuition Reciprocity System.
- Statewide Longitudinal Education Data System (SLEDS): Matching student data from pre-kindergarten through completion of postsecondary education and into the workforce.
- SIMON : A centralized data system used to determine cross-utilization of state programs by students, and performance metrics for OHE and MN colleges for program and administrative planning.

Top Priority Solutions

In the coming months, MN.IT will partner with OHE to address the urgent priorities shown below that will require a legislative ask to fund resources to modernize systems that leverage micro-architecture to build secure, accessible and responsive applications:

- Enterprise class modernization is sorely needed at the OHE. With the exception of SIMON and SLEDS, their mission-critical applications are built on non-standard and obsolete platforms.
- There is a need for additional resources to replace retiring staff, and for professional technical staff needed to build, implement and train staff on these technologies.

Key Principles

Our strategy for addressing these priorities is built upon these overarching principles:

- **Modernization and Micro-architecture:** MN.IT is committed to meeting the needs of OHE business partners and their stakeholders by building modern, secure, accessible and responsive applications with integrated architecture that will move technologies to a fully integrated, intelligent, innovation platform.
- **Traditional and Exploratory:** MN.IT's "bimodal IT" approach provides traditional IT operation support for OHE current applications, while also exploring and developing infrastructure that supports the growing demand for next-generation digital technologies by citizens, customers and end-users.

