

# Strategic Priorities for 2017



## OUR MISSION

*We partner with Minnesota state agencies to deliver technology solutions that transform how government provides services for the people of Minnesota.*

## OUR VISION

*Our vision articulates the aspirations of our organization in 2017.*

**Partners in Performance** – We will become the true and trusted partners for all state agencies, using our knowledge to help further the work of government.

**Diversify our Workforce** – We will create a workforce that includes variety of backgrounds, styles, perspectives, values and beliefs that is representative of the face of Minnesota.

**Moving Government Forward** – We will partner with private industry to empower our workforce to provide the best market solutions in a blended service delivery model.

## OUR VALUES

*Our values represent how we work as individuals and with one another, reflecting our partnerships, our decisions and the way we approach everything we do. They embody who we are and what it means to be part of MNIT.*

**Partner** – We work across our organization and with agencies to build partnerships that ensure success. Bringing together the business of state government and the complexity of technology, we provide solutions that benefit all Minnesotans.

**Deliver** – The pride we take in our work and the confidence we have in our expertise means we meet the promise of business value by delivering quality IT solutions on time and on budget.

**Transform** – We seek better ways to work. By combining the best of process and creativity, we continuously look for new ways to make government better.

**Connect** – We know our ultimate customer is an individual who needs our service to support themselves, their family and their work. We do not do IT for IT sake, rather we work for those who depend on state services in their daily lives.



## MNIT 2017 TOP PRIORITIES

### Priority # 1: Secure the State

---

As part of MNIT's efforts to protect Minnesotans from cyber-threats and protect the State's sensitive data assets, Commissioner Baden's continuing top priority in 2017 is to implement MNIT's five year strategic cybersecurity plan. The Commissioner's plan prioritizes initiatives for the management, control, and protection of assets.

#### Key projects and initiatives:

- Implement Minnesota's cybersecurity strategic plan
- Work with business partners to implement cybersecurity score cards
- Implement Minnesota's cybersecurity policies and standards

### Priority #2: Create Possibilities

---

We will take a solutions based approach to every problem we solve with our partners. We will use MNIT's unique enterprise perspective to showcase the art of the possible when technology is harnessed to make government better for all Minnesotans.

#### Key projects and initiatives:

- Implement MNIT's governance structure
- Execute top agency business priorities
- Showcase the office of the future

### Priority #3: Finalize the Foundation

---

MNIT will continue optimizing enterprise delivery by completing 100% of enterprise service delivery in Wide Area Network, Local Area Network, and Telephony, and will hit major project milestones for Hosting, Service Desk, Workstation Management, and Mobile Device Management. We will achieve foundational IT best practices in all of the IT services that we provide.

#### Key projects and initiatives:

- IT Optimization Project (ITOP)
- Operational Service Optimization (OSO)
- Streamline intake and procurement processes

## Securing the State Legislative Request

### Fiscal Overview

#### Initiative Component Breakdown

Initiative Component	FY 2018	Ongoing
Secure Datacenters	\$14,130,000	\$0
Enterprise Security Program Enhancements	\$8,038,000	\$4,778,000
<b>Totals:</b>	<b>\$22,168,000</b>	<b>\$4,778,000</b>

#### Expenditure Category Breakdown

Expenditure Category	FY 2018	Ongoing
Hardware and Software	\$13,595,000	\$703,000
Professional and Technical Services	\$6,448,000	\$1,950,000
Personnel	\$2,125,000	\$2,125,000
<b>Totals:</b>	<b>\$22,168,000</b>	<b>\$4,778,000</b>

### Benefits: Secure Datacenters

- Robust physical security and environmental controls to prevent service disruptions
- Advanced monitoring and other cybersecurity services by default
- Standardized technology environment that is easier maintain
- Reduced datacenter facility and energy costs for the state as a whole
- Consistent and frequent patching of hardware and operating systems to increase security and reduce vulnerabilities
- 24x7x365 staffed Service Desk to review alerts and escalate critical issues
- Leverages all aspects of the Enterprise Security Program

### Benefits: Enterprise Security Program Enhancements

- Ability to more effectively detect and respond to advanced attacks
- Embedded cybersecurity controls in new government systems
- Continuous cybersecurity awareness training for all state employees
- More advanced access management processes
- Better protection against hacktivist attacks, designed to shut down government services
- Continuous cybersecurity support for the BCA's Fusion Center
- Insurance coverage for catastrophic cybersecurity losses
- Ongoing penetration tests and external audits to proactively find security weaknesses
- More robust disaster recovery plans and exercises



# FACTS AND FIGURES

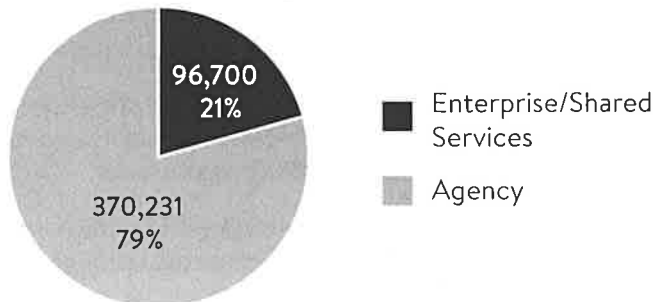


## ABOUT US

Minnesota IT Services, led by the state's Chief Information Officer, is the Information Technology agency for Minnesota's executive branch, providing enterprise and local IT services to over 70 agencies, boards and commissions. MNIT employs more than 2,000 people across 90 physical locations. Together, we build, maintain, and secure the State's IT infrastructure, applications, projects and services. MNIT sets IT strategy, direction, policies and standards for enterprise IT leadership and planning. We also serve Minnesotans by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state on the MNET network. Through public-private partnerships, our team proactively protects the state's information systems and the private data of 5.5 million Minnesotans.

## HOW MNIT DELIVERS IT SERVICES

MNIT delivers IT Services through a hybrid model of service delivery. Services that are unique to a line of government business are delivered locally by MNIT's Chief Business Technology Officers and their teams. These services include supporting agency-specific applications, and projects. These local services are a direct pass-through charge to the agencies.



Services that maximize efficiencies and reduce cost are delivered as Enterprise Services. Enterprise Services include tools like email, desktop support, and telephone services. MNIT charges enterprise rates for its Enterprise Services, and makes all IT-related expenditures on behalf of Minnesota's executive branch agencies. Less than 1% of MNIT's budget comes from a general fund appropriation.

## TECHNOLOGY SERVICES AT A GLANCE

Support more than **35,000** end users and secure the private data of **5.5 million** Minnesota citizens.

Secure and manage systems at over **1,300** locations

Support and secure over **2,800** agency applications

Oversight and delivery of over **350** projects with major IT components

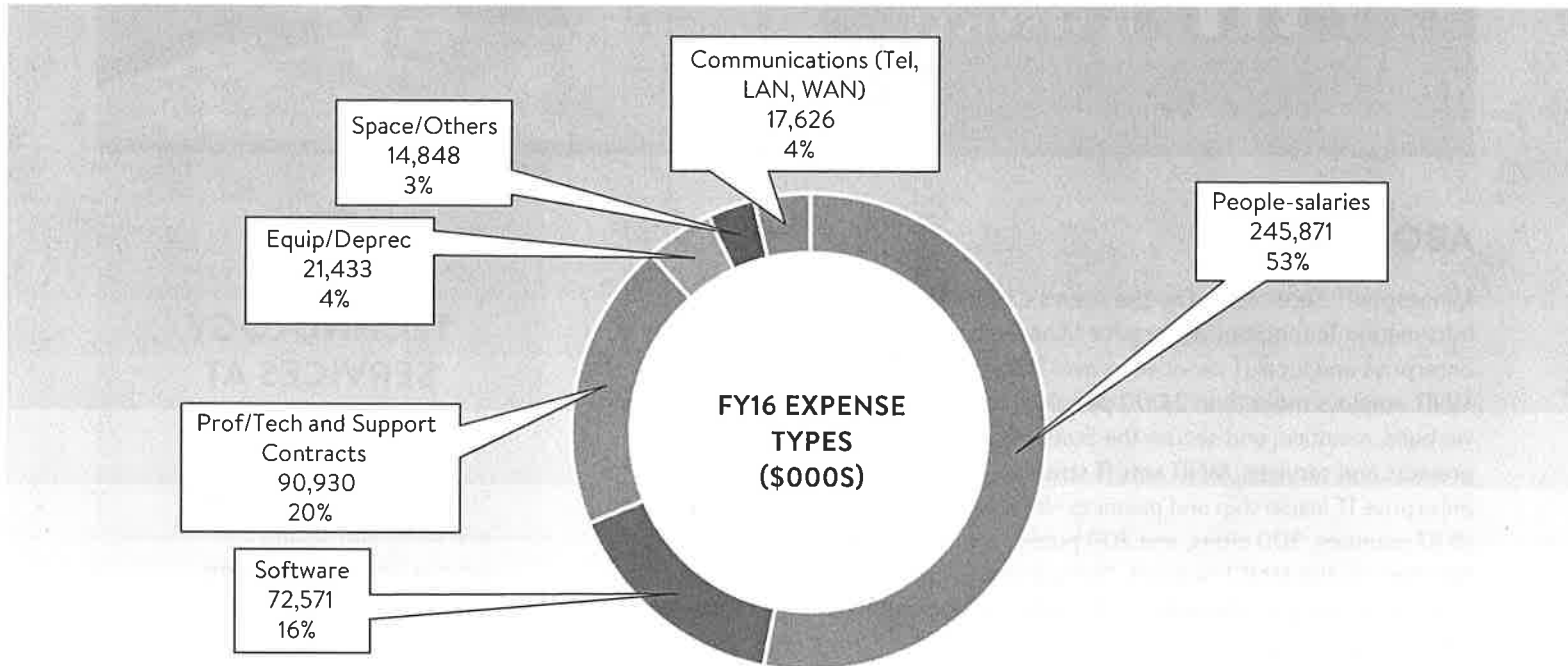
Maintain **4,368** virtual and **1,598** physical servers

Deliver over **3,000,000** emails per week

Support over **28,000** enterprise IP telephony stations

## BUDGET OVERVIEW

Roughly half of MNIT's budget funds the purchase of tools and services from private sector technology providers, with MNIT acting as the centralized IT procurement entity for all state agencies. In addition, MNIT helps to broker the collective purchase of IT network services utilized by Minnesota cities, counties, school districts and higher education institutions. By harnessing the collective buying power of Minnesota government, MNIT is able to eliminate duplication, reduce costs, and ensure high levels of service for government operations in all corners of the state.



### QUICK FACTS

- In 2011, MNIT reorganized under the leadership of one State CIO
- Working with the Department of Administration, Minnesota IT Services has strategically improved the State's IT procurement practices, which have avoided costs of \$15 million a year on average
- Under the leadership of MNIT's Executive Team and Technology Advisory Committee, MNIT developed a five year cyber security plan with five core risk management strategies that will help protect the state from increasing cyber attacks
- In the past four years, Minnesota IT Services has consolidated 21 data centers and, in 2016 alone, completed 11 enterprise data center moves, securing our enterprise data center footprint
- MNIT has migrated 35,000 end users to cloud email services
- MNIT has compiled the State's first comprehensive application inventory, which provides leadership visibility into lifecycle planning for the State's 2,800+ applications
- MNIT has instituted enterprise project portfolio management practices to monitor and report on the status of the state's largest investments in IT projects

For more information about Minnesota IT Services, please visit us at [mn.gov/mnit](http://mn.gov/mnit)

**Legislative Director:** Jon Eichten | Phone: 651-556-8027

SI #	Agency/Board	Migration Wave #	CBTO	OSO Migration Completion Schedule/Status as of 2/13/2017							Comments
				LAN	WAN	Firewall	Voice	Service Desk	Hosting	WSM	
1	Admin: Bookstore	1	John Rindal	Completed	Completed	Completed	Sprint 5	Completed 9/1/2016	Sprint 4	Completed	
2	Admin: HR	1	John Rindal	Completed	Completed	Completed	Completed	2/28/2017	Completed 08/19/2016	Completed 08/19/2016	
3	Admin: MMD	1	John Rindal	Completed	Completed	Completed	Completed	Completed 9/1/2016	2/28/2017	Completed	
4	Admin: PMD	1	John Rindal	Completed	Completed	Completed	Completed	Completed 9/1/2016	2/28/2017	2/28/2017	
5	Admin: RECS	1	John Rindal	Completed	Completed	Completed	Completed	Completed 9/1/2016	Completed	Completed	
6	Admin: State Archaeologists Office	1	John Rindal	Completed	Completed	Completed	Completed	Completed 9/1/2016	Completed	Completed	
7	Agriculture (MDA)	1	Tyrone Spratt	Completed	Completed	Completed	Completed	2/28/2017	Completed 12/9/2016	Sprint 4	
8	Animal Health (BAH)	1	Tyrone Spratt	Completed	Completed	Completed	Completed	Completed 1/26/2017	Completed 1/9/2017	Completed 12/19/2016	
9	Corrections (DOC)	1	Paul Meekin	Completed	Completed	Completed	Completed	Sprint 4	Sprint 4	Completed 1/31/2017	Hosting migration of two DOC networks (Security, Offender) on track to finish by 2/28. 'Admin' network migration dependent upon finalization of requirements for CJIS compliance.
10	Governor's Council on Developmental Disabilities	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
11	Governor's Office	1	Tom Baden	Completed	Completed	Completed	Completed	Completed	Completed 12/19/2016	Completed 12/19/2016	
12	Health Licensing Boards	1	Anita Scott	Completed	Completed	Completed	Completed	Completed	Completed 12/2/2016	2/28/2017	
13	Human Rights Dept (MDHR)	1	John Rindal	Sprint 4	Completed	Completed	Completed	Completed 9/1/2016	Completed 12/5/2016	Completed 12/31/2016	
14	Labor & Industry (DLI)	1	Tyrone Spratt	Completed	Completed	Completed	Completed	Completed 12/5/2016	Completed	Completed 1/11/2017	
15	MBCC: Administrative Hearings, Office of (OAH)	1	John Rindal	Completed	Completed	Completed	Completed	Completed 10/28/2016	Completed 08/19/2016	Completed 08/19/2016	
16	MBCC: Arts Board (MSAB)	1	John Rindal	Completed	Completed	Completed	Sprint 5	Completed 9/1/2016	Completed 08/19/2016	Completed 08/19/2016	
17	MBCC: Asian-Pacific Minnesotans Council	1	John Rindal	Completed	Completed	Completed	Completed	Completed 10/28/2016	Completed	Completed 01/20/2017	
18	MBCC: Capitol Area Architectural & Planning Board	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
19	MBCC: Council for Minnesotans of African Heritage (aka Black Minnesotans Council)	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
20	MBCC: Gambling Control Board (GCB)	1	John Rindal	Completed	Completed	Sprint 4	Completed	Sprint 4	Sprint 4	Sprint 4	Service Desk functionality complete but not live. Working with CBTO to schedule launch.
21	MBCC: Indian Affairs Council	1	John Rindal	Completed	Completed	Completed	Completed 1/9/2017	Completed 10/28/2016	Completed	Completed 12/9/2016	
22	MBCC: Minnesota Council on Latino Affairs (MCLA)	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/03/2016	Completed 08/03/2016	Completed 08/03/2016	
23	MBCC: Ombudsperson for Families	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
24	MBCC: Ombudsperson for Mental Health & Substance Abuse	1	John Rindal	Completed	Completed	Completed	Completed	Completed 9/1/2016	Completed	Completed 12/31/2016	
25	MBCC: Racing Commission (MRC)	1	John Rindal	Completed	Completed	Completed	Sprint 5	Completed 10/28/2016	2/23/2017	Completed	Agency application testing in new environment in progress, expected to complete in March 2017.
26	MBCC: Sentencing Guidelines Commission	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
27	MBCC: Tax Court	1	John Rindal	Completed	Completed	Completed	Completed	Completed 10/28/2016	Sprint 4	Sprint 4	Discovery in progress
28	MBCC: Workers Compensation Court of Appeals	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
29	Mediation Services Bureau (BMS)	1	John Rindal	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	Completed 08/19/2016	
30	Minnesota Management & Budget (MMB)	1	Bruce Yurich	Completed	Completed	Completed	Completed	2/28/2017	Sprint 4	Sprint 4	
31	MN.IT Central	1	Tom Schaeffer	Completed	Completed	Completed	Completed	Completed	Completed 08/19/2016	Completed 08/19/2016	
32	MnGeospatial (GIS)	1	Chris Buse	Completed	Completed	Completed	Completed	Completed	Sprint 4	Completed	
33	Veterans Affairs, Dep't of (MDVA)	1	Anita Scott	Completed	Completed	Completed	Completed	Completed	Sprint 4	Sprint 4	
34	Employment & Economic Development, Dep't of (DEED)	2	Brian Allie	Completed	Completed	Completed	Completed	12/31/2016	Sprint 4	Sprint 4	Service Desk functionality complete but not live due to ROD accessibility-compliance concerns. Testing of accessibility fixes in progress.

SI #	Agency/Board	Migration Wave #	CBTO	OSO Migration Completion Schedule/Status as of 2/13/2017							Comments
				LAN	WAN	Firewall	Voice	Service Desk	Hosting	WSM	
35	Explore Minnesota Tourism	2	Brian Allie	Completed	Completed	Completed	Completed	Sprint 4	Sprint 4	Sprint 4	
36	Human Services (DHS)	2	Scott Peterson	Completed	Completed	Completed	Completed	Sprint 4	Completed 08/19/2016	Completed 08/19/2016	
37	MNSURE	2	Scott Peterson	Completed	Completed	Completed	Completed	Sprint 4	Completed 08/19/2016	Completed 08/19/2016	
38	Pollution Control Agency (PCA)	2	Darrell Johnson	Sprint 4	Completed	Sprint 4	Completed	Sprint 4	Sprint 5	Sprint 4	Server migration Phase 1 (co-location) completed on 12/9/2016, Phase 2 (managed hosting) TBD.
39	Water & Soil Resources, Board of (BWSR)	2	Darrell Johnson	Completed	Completed	Completed	Sprint 4	Completed	12/31/2016	Completed 12/9/2016	Phase 1 (co-location) completed on 10/30. Phase 2 (managed hosting) completed for Windows servers. Migration of Linux apps to virtual servers in progress, expected to complete in March 2017.
40	Accountancy Board	Future	Matthew Porett	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
41	Admin: FMR	Future	John Rindal	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
42	Architecture, Engineering Board	Future	Matthew Porett	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
43	Commerce Department	Future	Matthew Porett	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
44	Department of Education	Future	Matthew Porett	Sprint 4	Completed	Sprint 4	Completed	N/A	N/A	N/A	
45	Faribault Academies	Future	Matthew Porett	Sprint 4	Completed	Completed	Completed	N/A	N/A	N/A	
46	Health (MDH)	Future	Anita Scott	Sprint 4	Completed	Completed	Completed	N/A	N/A	N/A	
47	MBCC - Public Employment Relations Board	Future	John Rindal	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
48	Natural Resources (DNR)	Future	Robert Makl	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
49	Office Of Higher Education	Future	Matthew Porett	Sprint 4	Completed	Completed	Completed	N/A	N/A	N/A	
50	Peace Officers Standards and Training Board (POST)	Future	Paul Meekin	Completed	Completed	Sprint 4	Completed	N/A	N/A	N/A	
51	Perplch Center for Arts Education	Future	Matthew Porett	Sprint 4	Completed	Completed	Completed	N/A	N/A	N/A	
52	Public Safety (DPS) - BCA	Future	Paul Meekin	N/A	Completed	N/A	N/A	N/A	N/A	N/A	
53	Public Safety (DPS) - excluding BCA	Future	Paul Meekin	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
54	Public Utilities Commission	Future	Matthew Porett	Sprint 4	Completed	Completed	Completed	N/A	N/A	N/A	
55	Revenue	Future	Greg Tschida	Sprint 4	Completed	Sprint 4	Completed	N/A	N/A	N/A	
56	Transportation	Future	James Close	Completed	Completed	Completed	Completed	N/A	N/A	N/A	
57	Zoological board	Future	Robert Makl	Completed	Completed	Sprint 5	Sprint 5	N/A	N/A	N/A	Pending completion of vendor assessment to plan Firewall & Voice migration

<b>Number of Migrations Completed</b>	<b>47 of 56</b>	<b>57 of 57</b>	<b>50 of 56</b>	<b>51 of 56</b>	<b>29 of 39</b>	<b>25 of 39</b>	<b>29 of 39</b>
---------------------------------------	-----------------	-----------------	-----------------	-----------------	-----------------	-----------------	-----------------

Migration Status Indicators	
Completed	Migration completed
mm/dd/yy	Migration project in 'Green' status for stated target date
mm/dd/yy	Migration project in 'Yellow' status for stated target date
mm/dd/yy	Migration project in 'Red' status for stated target date

Hosting and WSM Migration Sprints	
<b>Sprint 1</b>	<b>Sep-Oct 2016</b>
<b>Sprint 2</b>	<b>Nov-Dec 2016</b>
<b>Sprint 3</b>	<b>Jan-Feb 2017</b>
<b>Sprint 4</b>	<b>Mar-Apr 2017</b>
<b>Sprint 5</b>	<b>May-Jun 2017</b>



# STATE OF MINNESOTA - MN.IT

---

Cybersecurity Program Baseline Review

## *Executive Summary*

February, 2017

This document and the information contained within is considered **Proprietary & Confidential** and NOT to be reproduced, duplicated or disclosed without expressed written consent by CliftonLarsonAllen LLP

# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY</b>	<b>1</b>
OBJECTIVE .....	1
APPROACH.....	1
CONCLUSION .....	1

## Executive Summary

### Objective

Conduct an independent Cybersecurity Program Baseline review to validate the security program framework. This project will review:

- 1) MN.IT Information Security Strategic Plan
- 2) Service delivery model and staffing
- 3) Policy and standard framework

### Approach

CliftonLarsonAllen (CLA) conducted onsite interviews with members of the core Minnesota IT Security team as well as distributed line of business security personnel to evaluate the overall Cybersecurity Program that has been implemented to protect and defend the States critical and sensitive applications, systems, and data. Additionally CLA reviewed all policies and procedures listed in appendix B and evaluated them for completeness and alignment with the various regulatory requirements of:

- Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99)
- Health Insurance Portability and Accountability Act (HIPAA) (45 CFR Part 160)
- Criminal Justice Information System Security Policy (CJIS SP)
- Tax Information Security Guidelines (IRS PUB 1075)

### Conclusion

The overall Cybersecurity program framework that has been developed by the Chief Information Security Officer and associated staff members has been meticulously designed; however, successful implementation of the program is not currently possible.

While the service delivery model and the policies and procedures are well thought out the security organization does not possess the requisite information or adequate staffing resources needed to properly execute plans and procedures that have been established. The security operations center (SOC) has developed pre-planned responses to anomalous activity referred to as a "playbook". The pre-planned responses are dependent on an understanding/inventory of all critical application systems as well as all privileged users who have elevated rights to information systems. This required information is not currently documented and available to the SOC team.

Based off the currently available number of personnel resources, the State does not have sufficient capacity to monitor and respond to incidents around the clock, which is needed in today's hostile threat environment. Additional contingency coverage is provided through utilization of the Multi-State Information Sharing & Analysis Center (MS.ISAC). Ideally this contingency coverage would be a backup to primary full time coverage performed by the States information security personnel.

## STATE OF MINNESOTA - MN.IT

### Cybersecurity Program Baseline Review Executive Summary

Disaster Recovery and Business Continuity planning is a fundamental necessity of the Cybersecurity program and Information Technology operations in general. During our review, it was determined that disaster recovery testing has not been completed in four years. The individual that we interviewed stated that this was due to fiscal constraints. Annual testing is recommended to ensure that the State and its various agencies are capable of recovering from a technical failure or a destructive Cybersecurity event.

The secure systems engineering team has developed baseline security requirements for all new and existing systems that must be implemented to harden the overall system from compromise. Prior to implementation, each system is tested and a risk assessment is performed. Once a system meets the security requirements it is allowed to join the states network infrastructure, however, the system is not continuously or periodically tested to ensure that it continues to maintain the required security baseline. Periodic testing of all systems is recommended in order to ensure that systems maintain a basic level of security.

Detailed findings and recommendations have been provided to the Chief Information Security Officer.