Minnesota IT Services | Agency Overview

Tarek Tomes | Commissioner and State Chief Information Officer

MINNESOTA IT SERVICES

Minnesota IT Services – By the Numbers

MNIT has more than 2,500 staff members working at 90 physical locations to:

- Support over 35,000 end users:
  - 87 counties | 300 cities | 200 higher education locations | 70+ agencies
- Secure and manage over 2,800 agency applications at over 1,300 locations
- Oversee and deliver over 350 projects with major IT components
- Maintain 5,679 virtual and 1,002 physical servers

COVID Response – Enabling Remote Work

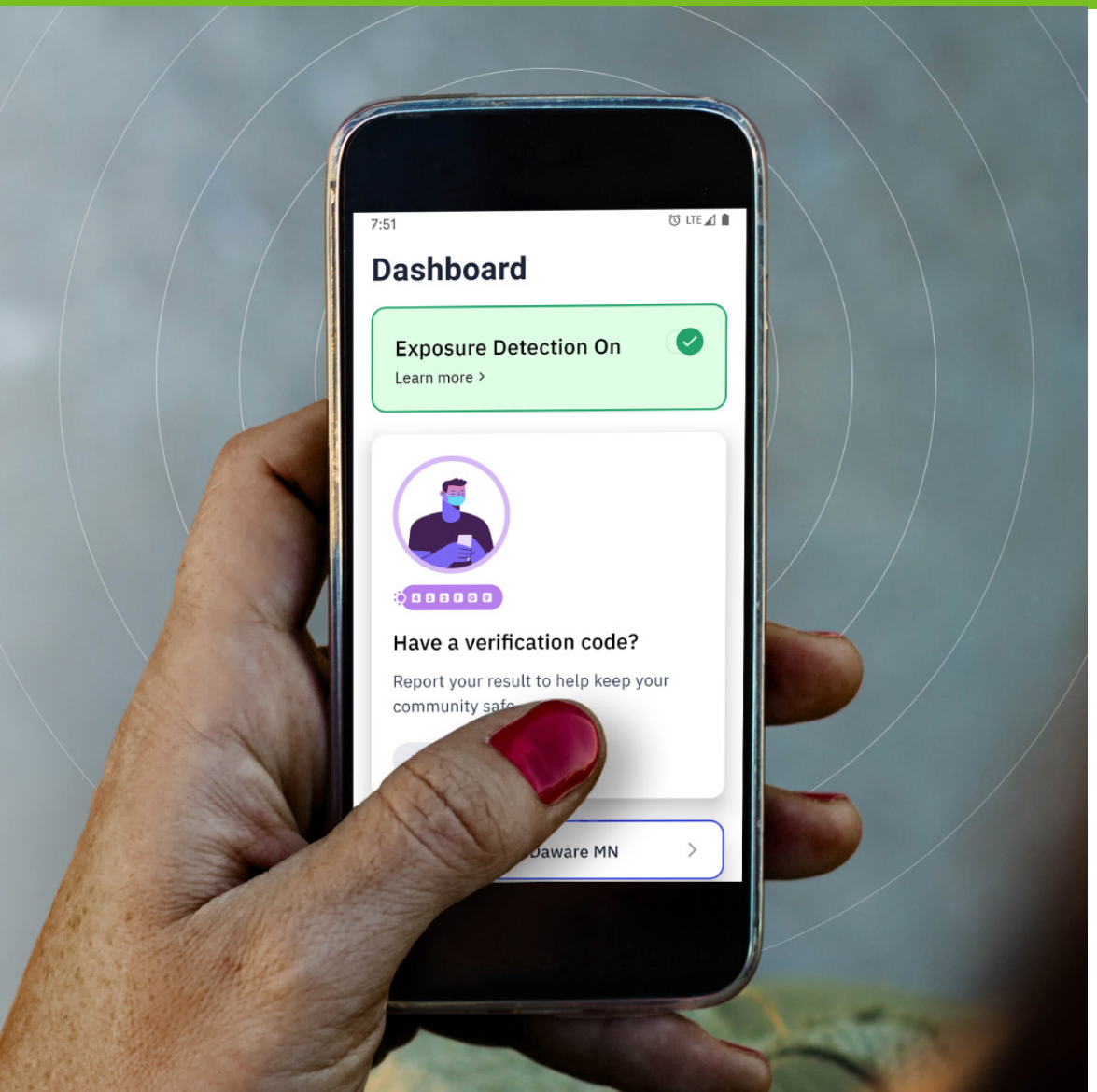
- In six weeks, trained over 7,800 state employees in collaboration tools.
- Managed 450% increase in technical support calls.
- Increased number of emails sent across the executive branch in March 2019 (5.2 million) to March 2020 (7.5 million).
- By the end of 2020, 100% of state employees now use multi-factor authentication – up from 33% prior to COVID-19.
    - Helped reduce number of potentially compromised state employee email accounts by over 80% in just one year.

COVID Response – Supporting Minnesotans' needs

Partnering with state agencies to provide digital government solutions for Minnesotans.

- **MDH:** Community testing site support for over 225 locations in 2020
- **DEED:** Unemployment insurance (PUA)
- **DPS:** Online knowledge tests and driver license renewal
- **MNsure:** Special enrollment period
- **DHS:** Pandemic Electronic Benefit Transfer (P-EBT)

COVID Response - Innovation



- COVID-19 and Stay Safe MN websites
- Chatbots enable over 10,000 conversations a month
  - Peaked at 40,000 daily conversations.
- MN Symptom Screener
- COVIDaware MN
  - Over 926,000 users as of Jan. 18.
  - Users comprise 16.5% of Minnesotans.

Where we’re going:

An innovative digital government that works for all

Cybersecurity Threat Landscape

DDoS Attacks

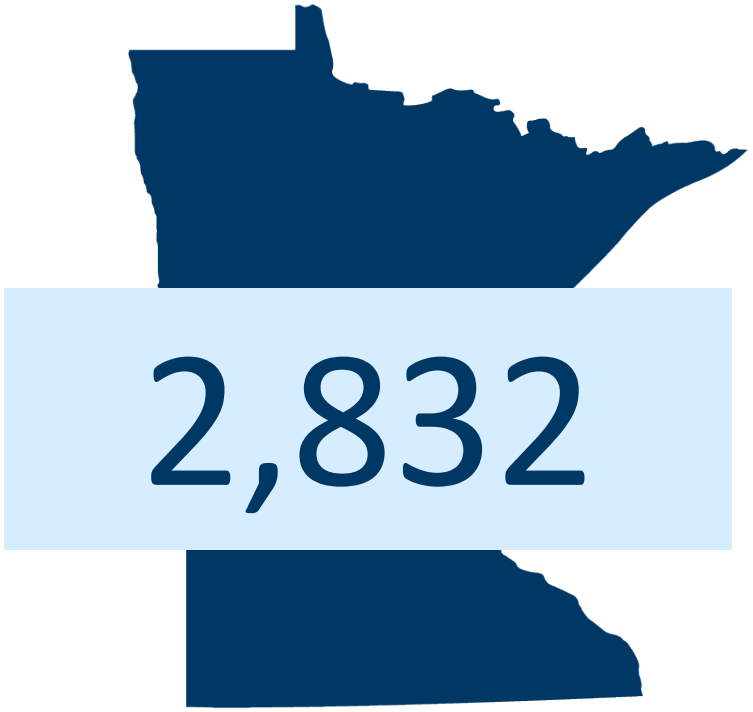
- SOC monitored 14 consecutive days of DDoS attempts specifically targeted at state government technology resources.
- Websites remained available over 90% of the time.

Election Security

- MNIT worked with 10 different agencies at all levels of government.
- Through the Secretary of State's new Cyber Navigator program, all 87 counties actively collaborated in these efforts.

Supply Chain Security

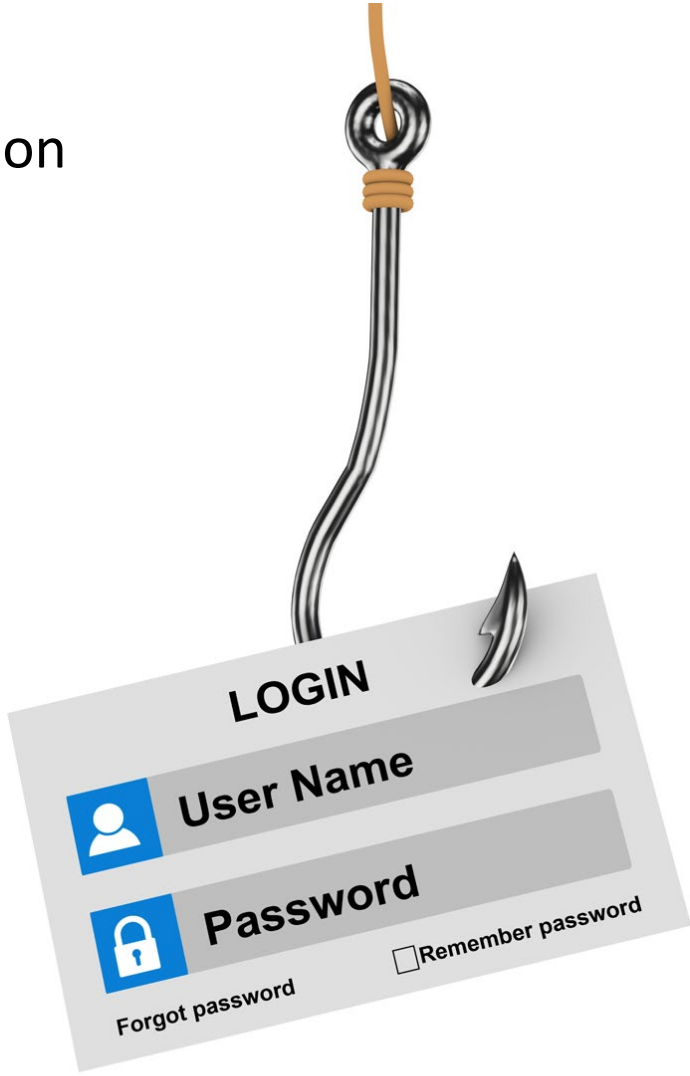
- Continuous assessment of vendors.



Number of cyber incidents reported to or detected by our Security Operations Center (SOC) in 2020

Cybersecurity Enhancements

- In 2019, direct cybersecurity funding increased by $5 million per year.
- Web protections, advanced threat protections, anti-malware solutions.
  - Decrease in cyber threats on state employee computers and devices – decreasing from 340 events in quarter 2 of 2019 to 85 events a year later in quarter 2 of 2020.
- Cyber insurance covers all consolidated executive branch agencies, boards, councils, and commissions.
- State employee phishing training and awareness.
  - MNIT's SOC blocked phishing attacks that target 1 in 4 state employees.



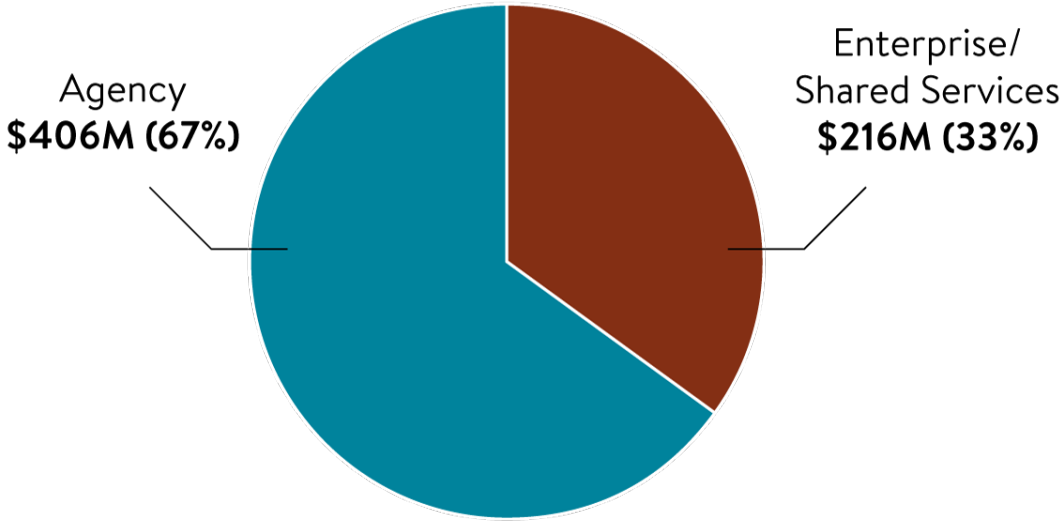
How MNIT works

IT Funding at the State

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

- **Enterprise services** are delivered centrally to maximize efficiencies and reduce costs for agencies. Examples include email, desktop support, and telephone services. (Roughly 33% of IT spend)

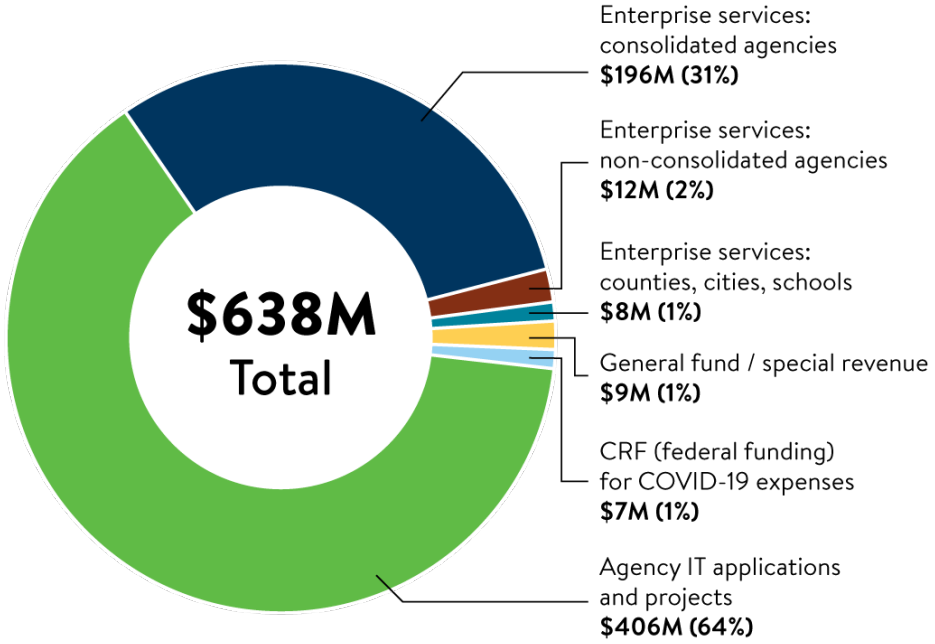
- **Local agency services** are delivered at agency offices to ensure a close IT-business relationship. These services are largely unique to lines of government business and involve support of agency-specific applications and projects. (Roughly 67% of IT spend)



IT Funding at the State, cont.

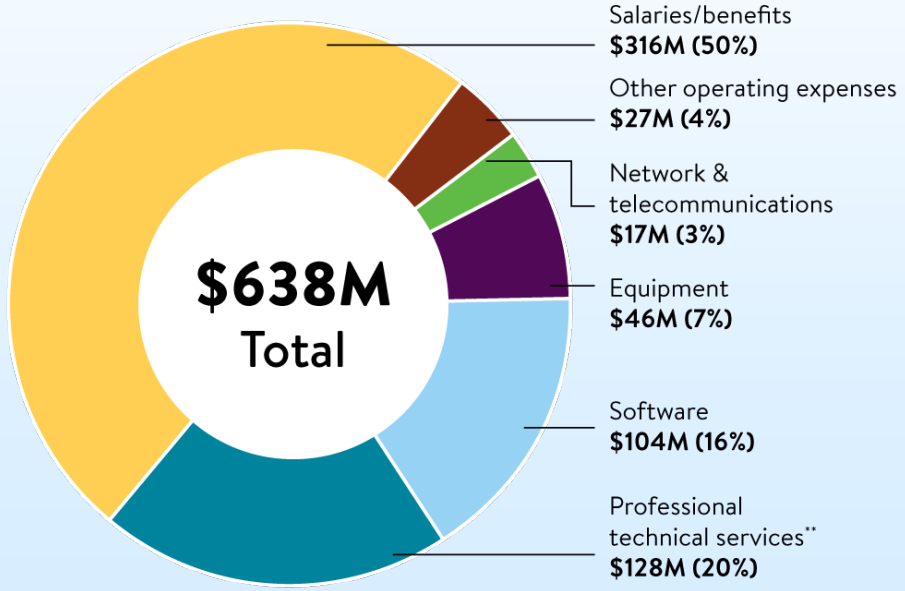
How is MNIT Funded?

Minnesota IT Services is primarily funded by revenue received from executive branch and non-executive branch entities for IT services. This funding includes enterprise rate-based services and pass-through funds for IT projects and applications. Only 1% of funding is from general fund appropriations and special revenue funds.



How are MNIT's funds spent?

In FY20 MNIT expenses across all customers were $637M. State agencies that are subject to IT consolidation spent $617M on technology.



Questions?

Thank You!

Tarek Tomes

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Appendix

2020 in Review

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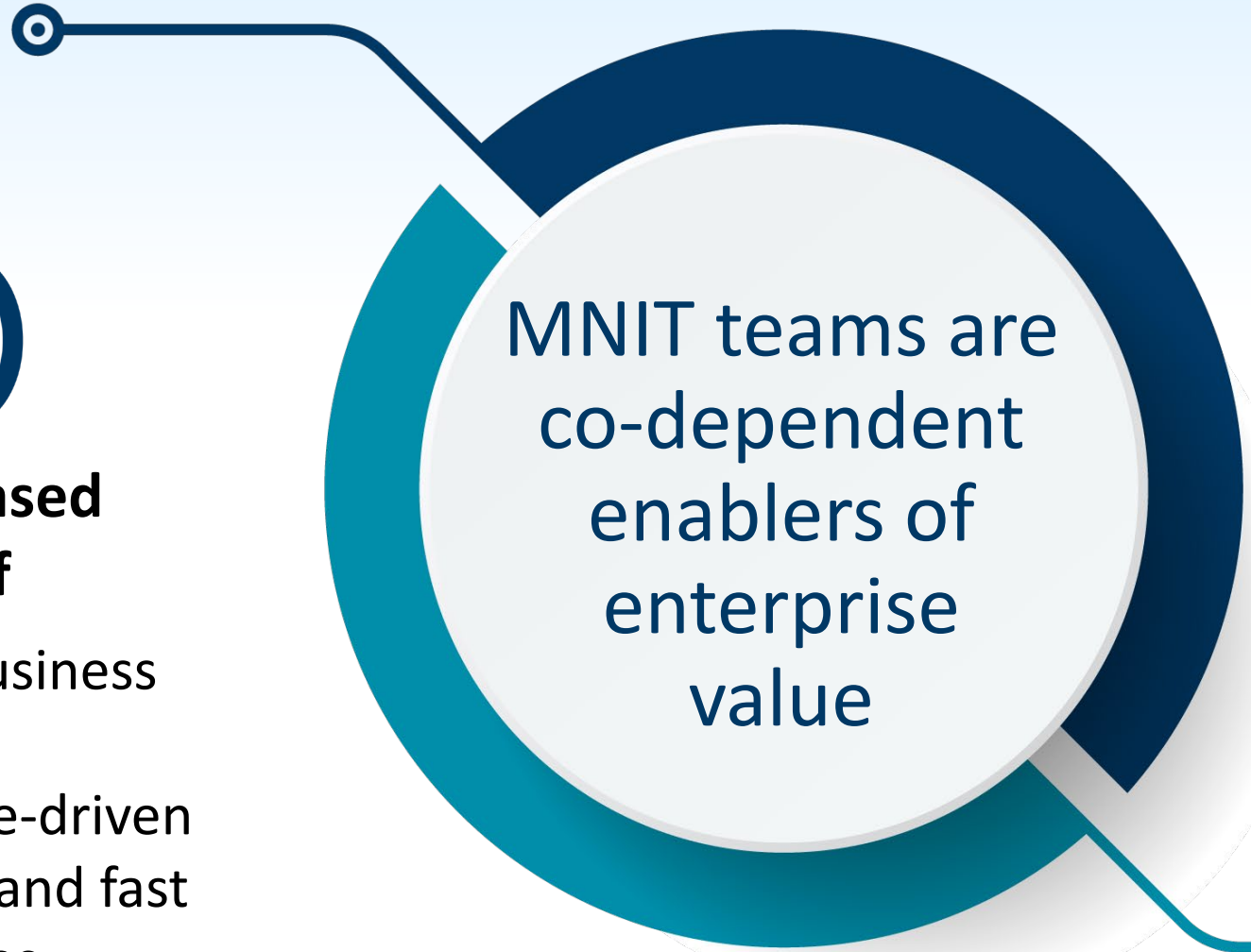
Projects completed in 2020

Projects completed in 2020

- MNDRIVE
- Campus Workers' Compensation System
- GenTax Upgrade
- 511 Upgrades
- MDVA Enterprise Scheduling and Timekeeping (EST)
- SWIFT Upgrades

MNIT's Strategic Plan Goal Areas



Agency-based MNIT staff

- Sharp business focus
- Outcome-driven
- Specific and fast responses

Enterprise MNIT staff

- Harmonized processes
- Economies of scale
- Reduced time spent on low business value activities

Governor’s Blue Ribbon Council on IT

- Permanent BRC-IT
- Business Process Transformation
- Modernization Strategy
- Organizational Change Management
- Cybersecurity
- Data Management
- Disaster Recovery