



**mn** MINNESOTA  
IT SERVICES

# 2024 Annual Report

*Digital Leadership in a Changing World*



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# Introduction



## Foreword

By Tarek Tomes, MNIT Commissioner and State CIO

### Strengthening Minnesota through digital leadership

Minnesota leverages digital technology to create opportunities that connect and uplift all Minnesotans. At Minnesota IT Services (MNIT), we strengthen digital infrastructure, enhance cybersecurity, and deliver data-driven solutions to improve government services. Our commitment to technology increases accessibility, empowers communities, and builds a future where every Minnesotan benefits from a more connected, efficient, and responsive government.

This year, Minnesota [earned an “A” grade](#) from the Center for Digital Government for excellence in digital governance. This recognition highlights our leadership in technology and public service. Guided by the MNIT [Strategic Plan](#), we prioritize improving digital services, bolstering security, and fostering innovation across state agencies. By collaborating throughout state government, we ensure our work meets the diverse needs of Minnesotans, businesses, and visitors.

#### Our priorities

- **Elevating the customer experience** by delivering responsive, user-centered services.
- **Ensuring operational excellence** through robust cybersecurity measures and reliable systems.
- **Fostering a Connected Culture** that values collaboration and inclusivity in every interaction.

We embrace cutting-edge tools like geospatial technology, artificial intelligence (AI), and cloud computing to improve service delivery, increase transparency, and promote equity. These innovations help us adapt to changing needs, ensuring Minnesotans receive the highest quality of services.

#### Looking ahead

Minnesotans’ needs are evolving, and technology is advancing rapidly. To stay ahead, MNIT will:

- Deliver innovative and efficient products and services, using feedback to improve continuously.
- Integrate equity and inclusion into every decision we make.
- Demonstrate fiscal accountability and measure the impact of our investments to maintain trust and be good stewards of public resources and data.
- Adopt sustainable practices to protect Minnesota’s environment.
- Invest in employee development to build a strong, motivated team and maintain excellence in digital leadership.

As we continue to innovate and modernize, we remain equally committed to our people and partnerships. Together, we can leverage technology to create a more efficient, secure, and inclusive Minnesota, one that is prepared to meet the challenges and opportunities of a changing world.

Thank you for supporting this important work as we advance toward a stronger, more connected future.

# Equity statement



*MNIT is committed to advancing equity through our technology and our work.*

*We serve all Minnesotans, and we are part of the solution to reduce racial, economic, and other disparities.*



## How we will get there:

- Design the environment and accountability measures necessary to embed equity across MNIT.
- Ensure our workforce reflects the diversity of the communities we serve.
- Engage the voices and perspectives of those who will be impacted.
- Build, support, procure, and advocate for technology that works for a diverse Minnesota.

# Minnesota IT Services



## Who we are

MNIT provides statewide leadership and services for core technology systems, modernization efforts, cybersecurity, digital accessibility, and geographic information systems (GIS). We deliver these services to the state's executive branch and some local partners through the IT strategy, direction, policies, and standards that we set.



## What we do

MNIT drives information technology for Minnesota's executive branch. Under the state's chief information officer, we set IT strategy, policies, and standards on key issues like AI, cybersecurity, customer experience, accessibility, and geospatial technology. Our teams manage software, hardware, networks, security, storage, and other critical services, supporting over 2,700 applications and 41,000 end users to keep the State of Minnesota running efficiently.

## 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.
- Bring people together across lines of difference.
- Embrace change.
- Measure when you can.
- Engage with empathy.



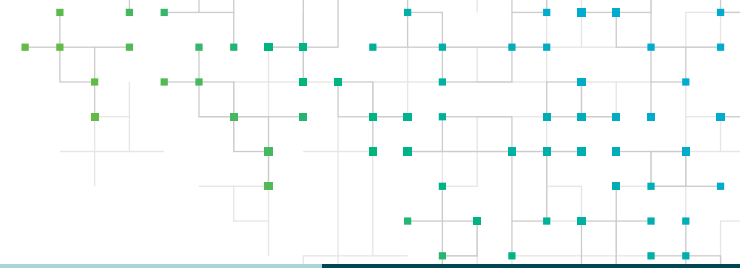
## 2024 at a glance

In 2024, we continued to deliver innovative solutions and drive progress for our agency partners and the people of Minnesota.

- Received an “A” grade for the use of digital technology from the Center of Digital Government.
- Delivered technology applications and systems to support the July launch of the Department of Children, Youth, and Families (DCYF).
- Funded 26 projects across state agencies through the Technology Modernization Fund to enhance security, improve technology systems, and elevate the customer experience.
- Implemented Minnesota’s cybersecurity incident reporting law, that requires state agencies to promptly report incidents to enhance threat response and mitigation.
- Hired the state’s first AI director to lead Minnesota’s responsible use of AI.
- Accelerated the transition to a product-centric model by adopting agile methodologies, prioritizing customer experience, and establishing new strategies for efficient, people-focused government through the Product & Agile Center of Enablement.
- Implemented the first statewide strategic portfolio management tool to enable and manage a unified and transparent approach to strategic project and initiative management.
- Updated the State of Minnesota’s Digital Accessibility Standard to support the new Web Content Accessibility Guidelines (WCAG) 2.1.
- Awarded over \$9 million in grants to restore Minnesota’s Public Land Survey System.
- Developed an action plan that outlines how Minnesota will mitigate the most significant cybersecurity vulnerabilities in the state’s water and wastewater systems (WWS).



# 2024 | by the numbers



**52,144,031**

Visits to state websites hosted by MNIT



**313**

Number of websites we host and support



**5,224**

Number of security incidents detected and resolved



**400**

Number of local government cybersecurity partners



**2,823**

MNIT employees



**2,752**

Number of applications supported



**1,400+**

Total projects tracked



**466,946**

Tickets across the executive branch



**4.69**

Average service desk ticket satisfaction rating (1-5 scale)



**41,081**

End users supported



**94,377,674**

Number of hits on the geospatial image server



**79,419,657**

Microsoft Teams chat messages sent



**1,039**

Total resources on the Minnesota Geospatial Commons



**377,000,000+**

Emails handled by state systems



**5,543**

Purchase request volume

# FY24 Strategic Plan report: Objectives in action

In FY24, MNIT made significant progress toward the goals outlined in the 2023-2027 Strategic Plan. From enhancing service delivery to strengthening cybersecurity, our accomplishments demonstrate progress in improving Minnesota's technology for all.



## Strategic Objective 1: Embrace a people-centric product model

### Human-centered design enhances customer experience

MNIT's Human-Centered Design Community of Practice expanded its focus to integrate customer experience (CX) principles into its guidance and resources. This initiative supports human-centered design (HCD) thinking across technology disciplines, aligning with agile and product methodologies. The group published "Customer Experience 101," equipping state employees with tools to adopt human-centered approaches and advance the goals of the One Minnesota Plan.

### PACE early adopters program launched

The Product & Agile Center of Enablement (PACE) completed its first year of coaching cohorts and launched an early adopters program. Participating agencies implemented industry-standard product management practices, enabling more frequent and customer-informed technology updates. This iterative approach reduces delays and delivers value to Minnesotans faster.





## Strategic Objective 2: Create modern digital experiences

### 40 x 2027: Transforming digital services

The State of Minnesota's goal to implement 40 enhanced self-service digital capabilities by 2027 is off to a strong start. The initiative debuted at the inaugural CX Summit in August 2023 and continues to identify opportunities through the executive branch technology project portfolio, Technology Modernization Fund (TMF), and an employee idea campaign.

- **TMF awards:** 13 of 17 funded projects will improve customer experience, directly contributing to the 40 x 2027 target.
- **Employee idea campaign:** Over 300 innovative ideas from state employees included suggestions for leveraging AI, improving web accessibility, and streamlining service delivery.

### Digital accessibility advances

The Office of Accessibility updated Minnesota's Digital Accessibility Standard to align with WCAG 2.1. This update, developed with extensive outreach and expert contributions, ensures inclusive digital experiences for all users.

## Strategic Objective 3: Maximize the value of data

### Geospatial Advisory Council sets priorities

The Minnesota Geospatial Advisory Council (GAC) identified six priorities for 2024, ensuring statewide collaboration among a diverse range of geospatial technology users, including Tribal governments, local agencies, and businesses.

### Data-driven road safety improvements

Through TMF funding, the Department of Public Safety launched a Data and Analytics Center and an enhanced crash reporting system. These tools utilize AI and machine learning to support the Toward Zero Deaths initiative, offering better data integration and analysis to improve road safety for all Minnesotans.





## Strategic Objective 4: Evolve process, application, and service life cycles

### AI services security standard published

MNIT introduced the state's first Public Artificial Intelligence Services Security Standard in 2023, applicable to all executive branch employees. This foundational policy guides the responsible use of AI while protecting sensitive data.

### Portfolio management tool implementation

MNIT began deploying a strategic portfolio management tool across executive branch agencies. By the end of 2024, this tool, now being used by over 2,600 employees, tracked nearly 1,400 projects, improving visibility, accountability, and alignment with the Governor's One Minnesota Plan.



## Strategic Objective 5: Mature operations to deliver consistently and efficiently

### CloudRAMP accelerates cloud transition

With \$33 million in funding, MNIT made significant progress migrating applications and infrastructure to the cloud. By year-end, over 1,500 servers and 250 applications operated in Azure, enhancing scalability and efficiency.

### Service catalog launched

A new enterprise service catalog gives MNIT's partners accessible, clear descriptions of available services. Developed using human-centered design principles, the catalog enhances transparency and supports better service delivery.



## Strategic Objective 6: Bolster whole-of-state cybersecurity and service continuity

### Whole-of-state cybersecurity plan takes shape

With \$23 million in funding, MNIT and the Minnesota Cybersecurity Task Force launched a plan to bolster defenses for 3,500 local entities, including Tribal Nations, schools, cities, and critical infrastructure. Key initiatives include cyber incident reporting, enhancements to the Minnesota Network for Enterprise Telecommunications (MNET), and advancing cybersecurity practices.

### Login.mn.gov development

MNIT is improving access to state services with login.mn.gov, a user-friendly identity management system inspired by the federal login.gov. This system simplifies secure access while protecting sensitive data.



## Strategic Objective 7: Embrace change, innovation, and agility



### Relocation to the Stassen Building

MNIT staff transitioned to a new workplace in the Stassen Building, designed to support hybrid work models and foster collaboration. This move reflects MNIT's commitment to creating dynamic, inclusive workspaces.

### TAIGA established

The Transparent Artificial Intelligence Governance Alliance (TAIGA) prepares state agencies for AI's transformative potential while ensuring equitable and responsible implementation.

## Strategic Objective 8: Foster equity, inclusion, and engagement



### Green Team drives sustainability

The MNIT Green Team initiated efforts to meet state environmental goals, such as reducing greenhouse gas emissions and energy consumption. This collaborative group invites all employees to contribute to sustainability initiatives.

### Inclusive hiring and reporting

MNIT actively attracts and retains talented individuals from diverse backgrounds through intentional hiring practices. The agency prioritizes accessibility, equity, and outreach to underrepresented communities, creating opportunities for all candidates to contribute to innovative IT solutions that benefit Minnesotans. Key strategies include targeted recruitment, bias-reducing interview processes, and fostering employee growth and belonging. MNIT also tracks and reports retention rates to ensure its workforce reflects the communities it serves.

## Strategic Objective 9: Develop and support high-performing teams

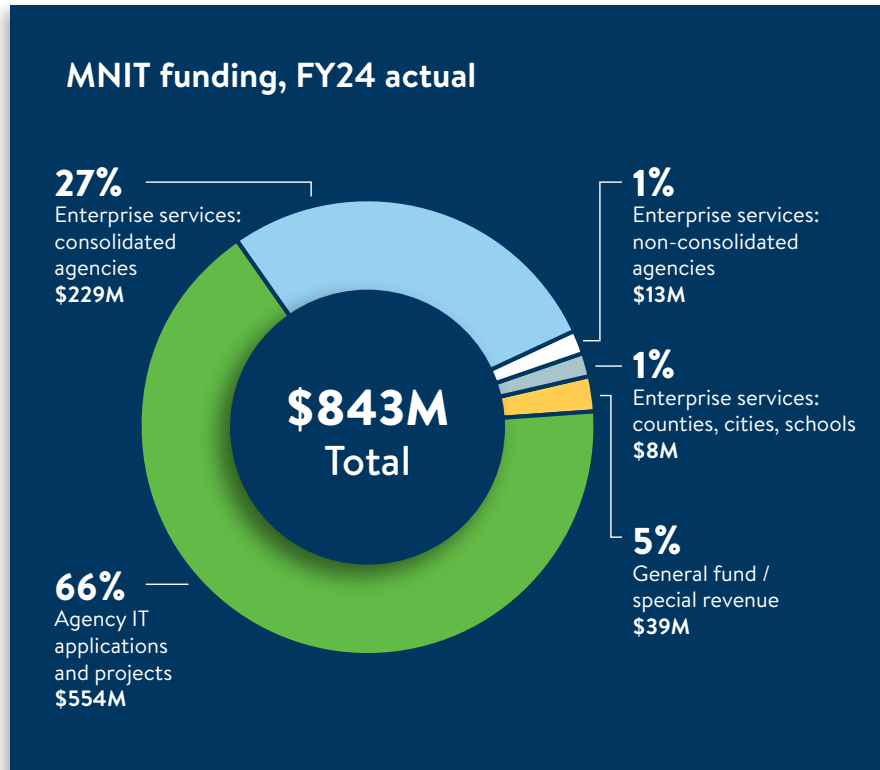


### Leadership core competencies defined

MNIT developed a leadership framework to guide training, recruitment, and performance management. With six core competencies identified, this initiative equips leaders to navigate challenges in a hybrid, tech-driven workplace that fosters a culture of trust.

*MNIT's first year under the 2023-2027 Strategic Plan demonstrates the power of technology to enhance public services, improve operations, and create a better future for Minnesotans.*

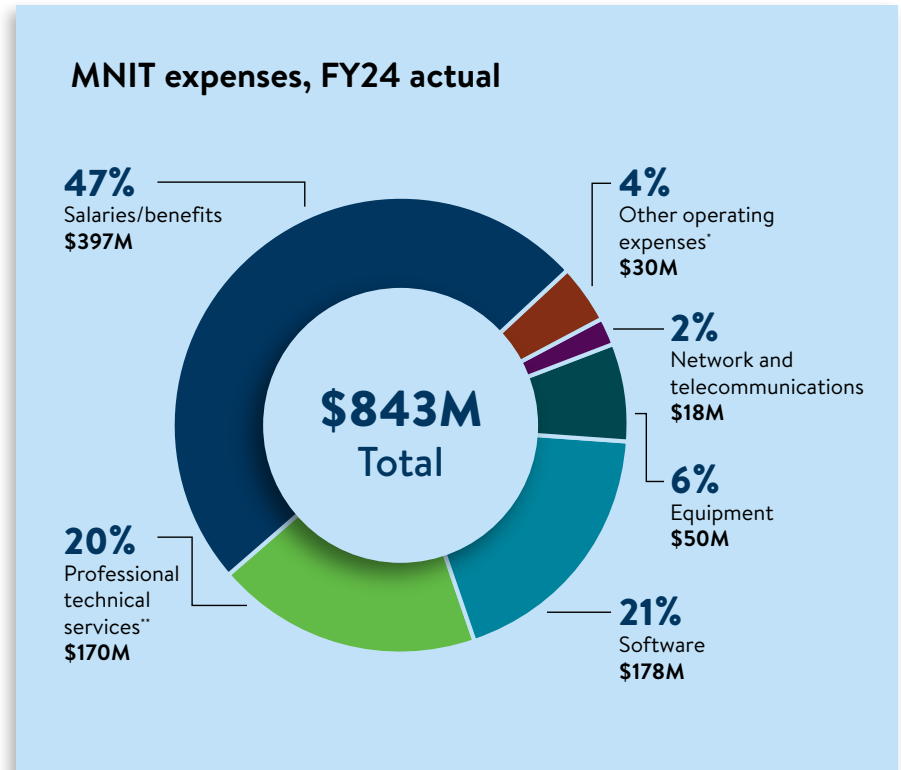
# Enterprise financial summary: FY24



## How is MNIT funded?

MNIT is primarily funded by revenue received from the executive branch and non-executive branch entities for IT services. This funding includes enterprise rate-based services and pass-through services for IT projects and applications. Only 5% of funding is from general fund appropriations and special revenue funds.

Note: Revenue and expense includes all DHS IT spend.



## How are MNIT's funds spent?

In FY24, MNIT expenses across all customers were \$843 million. State agencies that are subject to IT consolidation spent \$822 million on technology.

\* Other operating expenses include space, utilities, statewide indirect, travel, supplies, employee development, debt service, working capital, and other miscellaneous expenses.

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

# Transformation ■ Enhancing services for Minnesotans, businesses, and visitors

MNIT's transformation efforts improve the way we deliver public services, making them more efficient, accessible, and responsive to the needs of the people and organizations we serve. From streamlined processes and modern infrastructure to innovative solutions, these initiatives aim to deliver meaningful benefits to communities across the state.

## Focus on you – the customer experience

Technology supports essential services such as fishing licenses and public transportation. MNIT's mission to enhance these systems is vital to serving Minnesotans effectively.

For individuals and businesses, this means less paperwork, fewer phone calls, and the convenience of completing tasks on a smartphone or computer. We aim to make interactions seamless and straightforward.

The State has introduced 33 new digital tools and systems, including an aircraft registration system, a parks and trails reservation system, and a portal for accessing archaeological records.

These updates are designed to improve access for all Minnesotans, ensuring that individuals across the state can efficiently engage with essential services. Continuous improvements are built into these systems to ensure they meet the evolving needs of users while delivering effective and reliable service.

Looking ahead, Minnesota is committed to investing in technology and accessibility. MNIT is partnering with state agencies to launch 40 new or enhanced digital services by 2027, keeping people at the heart of government innovation.

**40**  
Goal by 2027



**33**  
Launched

**New or improved  
digital self-services**

## Enabling agencies to harness best practices

The Product & Agile Center of Enablement (PACE), founded on the principles of the Modernization Playbook, helps state agencies make their services better for Minnesotans. PACE shows agencies how to use customer feedback and data to design services and continuously improve according to the needs of Minnesotans.

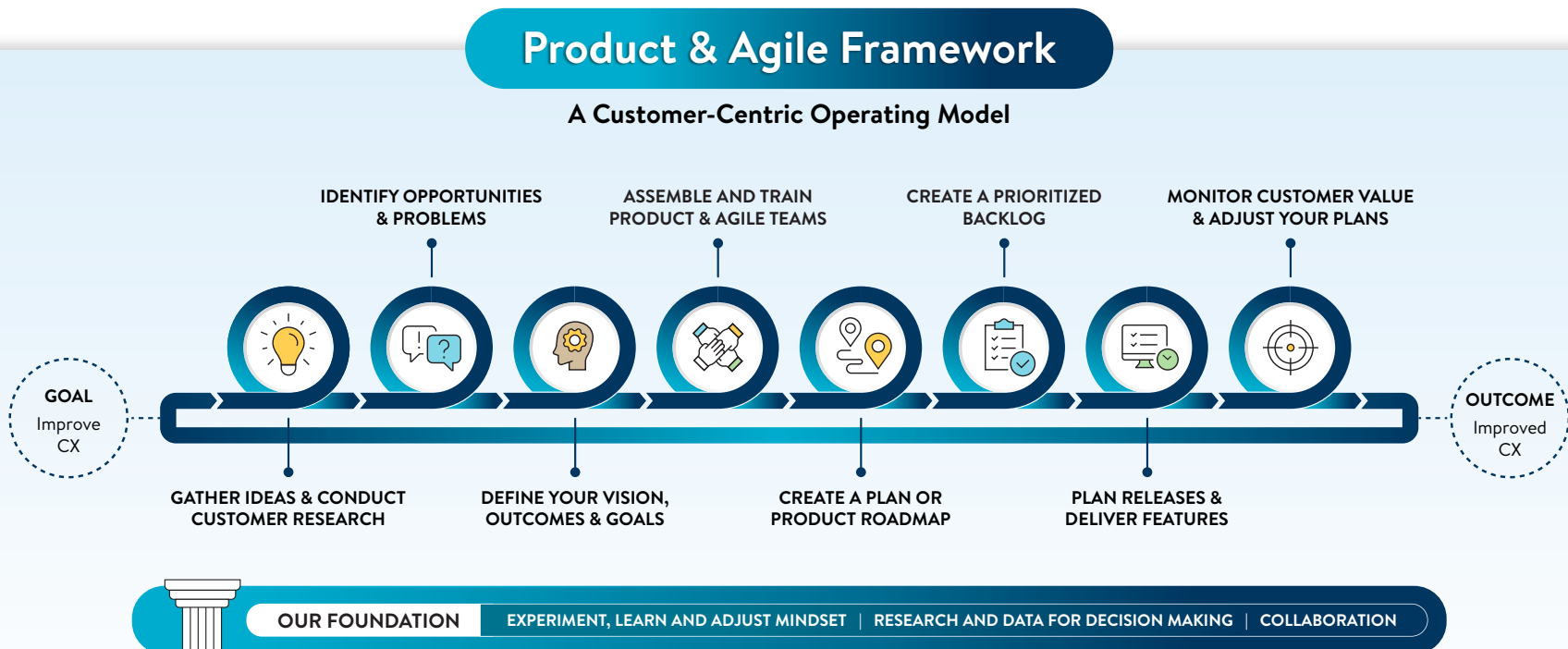
In 2024, PACE expanded its efforts, offering workshops and guidance to help state leaders and staff learn how to apply agile practices and product management to their work. As part of this initiative, PACE worked with several state agencies, helping them reduce delays, increase efficiency, and improve user experiences.

To highlight the scope and progress of this work, here are some key metrics:

**Cohort training:** 16 teams in two groups participated in 10 training sessions with five sessions yet to come. Sessions involved coaching and follow-up for roughly 85 people.

- **Playbook and standard operating models:** Additional PACE work contributed to modernization integration, revised MNIT business cases, idea approval forms, and project and integration of agile and product management with the enterprise Strategic Portfolio Management (SPM) tool Planview.
- **Training workshops:** PACE hosts 3-5 live Product & Agile workshops per quarter, with 15+ sessions recorded and published. An estimated 800-1,000+ people have attended these sessions.

One notable success story is the Minnesota Department of Human Rights (MDHR), which applied PACE’s principles across the agency. By centering the customer experience and using agile methods, MDHR is continuing its work to be one of the strongest civil rights enforcement agencies in the country.

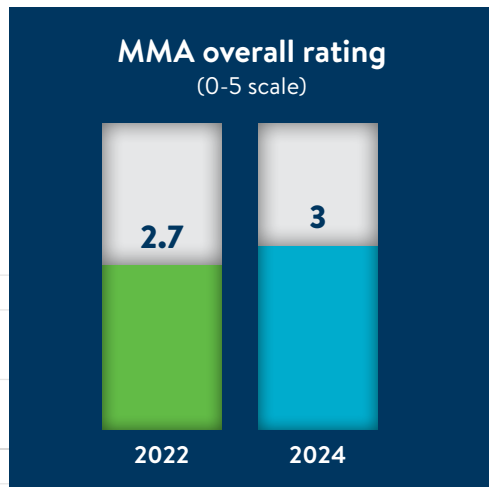


## Measuring success and adoption

MNIT and its agency partners use the Modernization Playbook as a customer-focused framework to deliver valuable and impactful services to Minnesotans. By prioritizing meaningful outcomes, the Playbook guides agencies in aligning their service delivery with the needs of the people they serve.

To track progress, the Modernization Maturity Assessment (MMA) evaluates agency practices every two years against the Playbook's recommendations, using a scale of 0 to 5. In 2024, aggregated results from 20 state agencies revealed an 11% improvement from 2022, with the average maturity level increasing from 2.7 to 3.0. This growth reflects agencies' efforts to establish structured processes that guide their activities.

With these foundational processes in place, agencies will now concentrate on identifying areas for improvement and implementing targeted actions, supported by MNIT's Office of Transformation and Strategy Delivery. This continued focus ensures that state services evolve to meet the expectations of all Minnesotans.



## Building and monitoring a modern technology portfolio

A new, centralized strategic portfolio management tool helps MNIT ensure that technology investments deliver real value for Minnesotans. It improves efficiency, management, and alignment of IT investments. The new tool uses modern methodologies to track 29 agency portfolios across the state, with over 2,600 users, including 500 project and resource managers.

For Minnesotans, this means faster, more efficient government services. By improving project management and collaboration across agencies, we can reduce duplication of efforts, introduce industry best practices, and unify and accelerate how we deliver critical services. For instance, the Department of Human Services can track technology initiatives that meet families' needs, preventing delays. The tool promotes transparency by showing the public how their tax dollars support modern and efficient government technology.

The new tool has:

- Improved alignment of IT work with strategic goals, rather than just routine maintenance or handling immediate, short-term tasks.
- Enhanced project and portfolio management capabilities, providing a clear dashboard view for project managers and executives.
- Increased collaboration and reduced redundancy across agencies, as participants can now view each other's portfolios and work together.
- Faster delivery of customer-facing services by promoting an agile mindset and early, continuous delivery.
- Potential cost savings by keeping projects on track with their budgets and timelines, avoiding overruns.



29  
agency portfolios



2,600+  
users



500  
project  
and resource  
managers

# New funding to deliver on and improve technology

Building on efforts to improve CX, Minnesota is transforming how government delivers digital services. Recognizing the need for accessible, equitable, and secure solutions, the Minnesota Legislature allocated \$40 million over four years to the Technology Modernization Fund (TMF) in 2023. This investment allows MNIT to lead modernization projects that enhance security and elevate the CX of executive branch technology systems, ensuring Minnesotans can access the services they need anytime, anywhere.



## How TMF works

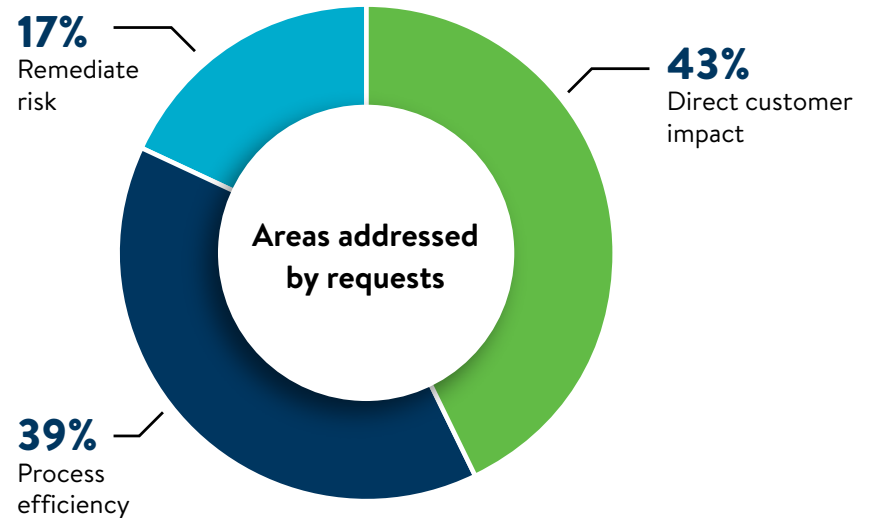
The Modernization Steering Team, composed of MNIT leaders and agency partners, oversees the fund, recommending and monitoring project proposals. Approved projects align with state priorities and deliver meaningful results for Minnesotans. TMF-funded projects will be highlighted throughout the report.

## Funding priorities

TMF supports efforts that:

- Enhance customer experience.
- Create or improve digital services.
- Mitigate security risks.
- Modernize business processes.
- Strengthen resiliency, efficiency, and risk management.
- Align with the One Minnesota Plan.
- Transition to shared or market-based technology solutions.
- Incorporate AI or automation to increase impact.

## 2024 TMF by the numbers





# Future-proofing Minnesota's technology with CloudRAMP

To increase the reliability, scalability, and recovery of state services for Minnesotans, we are reducing dependence on physical facilities, hardware, and infrastructure. The Cloud Readiness and Modernization Project (CloudRAMP) supports this shift and enables us to provide future-ready services while ensuring that costs remain manageable.

While exploring options to renew a data center lease and licenses for our current on-premises virtual hosting environment, we discovered that both options would raise costs for our agency partners. To address this, MNIT is undertaking multiple projects to migrate most agency data and applications to the cloud. For systems that must remain on-premises, they will be moved to a new virtualized hosting environment. These efforts will allow MNIT to close one data center and retire the existing virtualized hosting environment.

By using the existing CloudRAMP framework, we have accelerated this process and taken advantage of immediate savings to run workloads in the cloud. Acting now can strengthen Minnesota's financial, security, and resiliency posture, creating a win-win for the state and its agencies.

## What we accomplished in 2024

This year, 18 new agencies and their MNIT teams actively engaged in migrations. We increased efforts with our primary cloud migration partner and with MNIT application and infrastructure teams that are moving workloads on their own.



## 2024 highlights



**1,500** servers were migrated to the cloud



Over **1,600** code repositories and **40** organizations are now in a cloud DevOps environment



**31** agencies are engaged in migrations



**250** applications have completed migrations



**6** agencies are estimated to complete in Q1 of 2025



**21** agencies have estimated completion beyond Q1 of 2025



We are transitioning our Virtual Desktop Infrastructure (VDI) environment from on-premises to the cloud.

## Next steps

Our strategic approach is to migrate first, then modernize as necessary in the cloud because:

- We need the resilience, security, and other opportunities that the public cloud provides now.
- We want to reduce our capital expenses including data center and hardware costs. The longer migrations take, the more expensive it becomes.

# Revamped public safety website improves access and usability

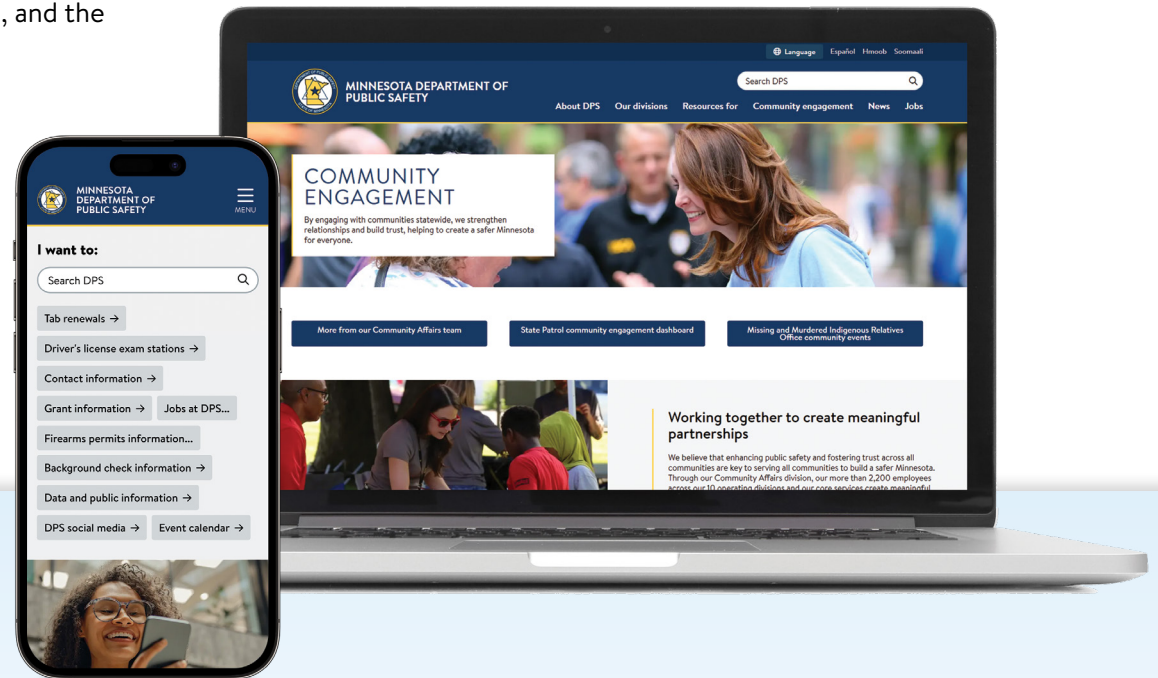


The Minnesota Department of Public Safety (DPS) oversees multiple offices, making its website a key resource for essential information. However, the website had not been updated since 2011. To address this, DPS partnered with MNIT and used the Technology Modernization Fund (TMF) to revamp the site, transforming it into a mobile-friendly, accessible, and user-centered platform with enhanced search capabilities.

Launched in November 2024, the redesigned website provides Minnesotans with easy access to essential services and crucial public safety information. From driver's licenses and firearms permits to public records, crash reports, and crime statistics, the site connects users with the resources they need. Expanded content also provides information and support on initiatives such as the Missing and Murdered Black Women and Girls Office, Community Affairs, Tribal Relations, and the Office of State Safety Oversight.

The team used a data-driven approach to develop the site, incorporating feedback from users and all DPS divisions. This ensured improved usability for both internal and external users. MNIT also prioritized the site's security and reliability.

DPS measures performance by monitoring page views, user success rates, time spent on pages, and support call volume. A post-launch survey will gather user feedback to guide future improvements, ensuring the site continues to meet people's needs.



## Simplifying health coverage information



Starting in 2025, Minnesotans will have an easier way to explore health insurance options and financial help through MNsure's new Easy Enrollment program. Many uninsured Minnesotans don't know that financial assistance is available for medical insurance. Easy Enrollment aims to connect people with clear information about their health coverage options. By simply checking a box on their Minnesota individual income tax form (Form M1), uninsured residents can request a personalized outreach letter detailing coverage options and eligibility for financial assistance.

This initiative is a collaboration between MNsure and the Minnesota Department of Revenue, with funding through the TMF. A new automated system will remove the complication of manual information management and protect sensitive information. When a person checks the box on the tax form, the system will use secure data connections to generate and mail letters to individuals about resources such as no- or low-cost coverage through Medical Assistance and MinnesotaCare, as well as tax credits for private plans.

Easy Enrollment doesn't just simplify access to health coverage, it also contributes to lowering Minnesota's uninsured rate. It is estimated the project will receive up to 60,000 requests annually. Automating the outreach process speeds up eligibility decisions, reduces risks tied to human error, and ensures accuracy. This innovative program prioritizes security, convenience, and affordability, to help more Minnesotans take the first step toward better health.

## Improving customer service with e-Services for individuals

The Minnesota Department of Revenue has significantly enhanced customer service by introducing the [e-Services for Individuals](#) platform. Designed to streamline interactions, this online system empowers taxpayers to easily manage their accounts. Features include viewing account balances, making secure payments, checking payment history, and accessing letters from the department. These tools reduce barriers and simplify the tax compliance process for Minnesotans.

This advancement reflects the department's commitment to addressing long-standing customer needs. MNIT played a crucial role in the successful rollout of this service, employing an agile, iterative approach to development. Director of Tax System Planning Nicholas Eull praised MNIT's efforts, emphasizing that this collaborative and responsive strategy was key to delivering a modernized experience. By focusing on taxpayer convenience, the department made meaningful progress in improving how Minnesotans interact with government services.





## Reducing language barriers with innovative translation initiative

Minnesotans can now access vital information on health care, public safety, and other key topics in their preferred language, thanks to the leadership of the Enterprise Translations Office (ETO) at the Minnesota Department of Administration, in collaboration with MNIT.

Two initiatives aim to eliminate language barriers by combining human expertise with AI to expand translation capabilities for essential state services. These were designed with a customer-centric approach and show how collaboration can result in cost-effective service delivery.

- **Translation hub (available now):** This service helps state agencies produce accurate translations for forms, notices, and public information. The ETO collaborates with agencies to ensure translation clarity and precision, consolidating resources to help agencies work efficiently. The hub features a user-friendly interface, making it easy for agencies and Minnesotans to access critical information.
- **Translated Minnesota portal (coming in 2025):** Translating the state's main landing page, [mn.gov](https://mn.gov), will streamline access to key information.

The ETO was supported by MNIT teams to guide the development, testing, deployment, and refinement of these services. An agile management approach ensured continuous improvement, highlighting MNIT's and the ETO's commitment to innovation and collaboration in delivering impactful solutions.

# Transforming corrections through technology modernization

The Department of Corrections (DOC) Transformation Program, supported by a \$54 million appropriation over four years, focuses on modernizing the technology behind Minnesota’s correctional mission. This investment targets technologies, data management, and systems across administration, programs, and services by introducing secure, next-generation solutions for better outcomes.

Building on two decades of progress, including system consolidation in 2010 and a person-centered shift in 2018, legislative support enables comprehensive, agency-wide transformation. Aligned with the Minnesota Rehabilitation and Reinvestment Act (MRRA), the program integrates technology, data, and resources to enhance equity, rehabilitation, and community vitality. Treating data as a strategic asset drives reliable, standards-based decisions.

Launched in July 2023, the program will deliver incremental improvements through full implementation by December 2028. Enhanced platforms foster collaboration, innovation, and positive outcomes for at-risk individuals while offering potential applications for other state agencies, advancing Minnesota’s shared goal of better outcomes for all. Work in 2024 included:

## Agency-wide wireless coverage completion

Wireless coverage is now complete across all agency locations, ensuring secure access to networks and internet. This milestone enables seamless system integration, expands services like education and health delivery, and supports the shift to cloud-based technologies for greater flexibility and efficiency.

## Laying the groundwork for data as an asset

Foundational technologies and processes were introduced to treat data as a strategic asset, enabling advanced analytics and data-driven decisions. In 2024, efforts focused on building architecture aligned with the MRRA, laying the groundwork for mature, data-centric operations.

## Next-generation operations management system procurement










A major milestone this year was assessing business needs for next-generation operations systems. This effort produced a robust RFP, rigorous evaluation, and active procurement of a commercial solution to enhance operational technology capabilities.

## Transformation through strategic governance

Leveraging business ownership and governance streamlined technology investments, fostering collaboration and accelerating the DOC Transformation Program’s progress. This approach advanced 2024 objectives and will continue driving future success.

Guided by leadership direction, these accomplishments, and continuing Transformation Program success, the DOC is positioned at the forefront of technological and operational innovation, ensuring the continued success of its programs and services. These achievements reflect the commitment to building a more connected, data-driven, and efficient agency.

### ■ ■ ■ DOC by the numbers\*

 <b>2nd</b> largest executive agency	 <b>4,300</b> Employees	 <b>10</b> Prisons
 <b>9,522</b> Facility capacity (double-bunked beds)	 <b>7,500</b> Current adult population	 <b>\$1 billion</b> FY24 general fund budget
 <b>7.5 million</b> Square feet for facilities	 <b>20,000</b> DOC-provided community supervision	 <b>65</b> DOC district supervision and field service offices

\*Approximate totals

## Giving surplus auctions a new boost

Surplus Services plays a vital role in helping state organizations responsibly redistribute surplus public assets, delivering both fiscal and environmental benefits to Minnesota. As part of its efforts, Surplus Services manages the state auction program, hosting live and online public auctions that generate revenue for the state.

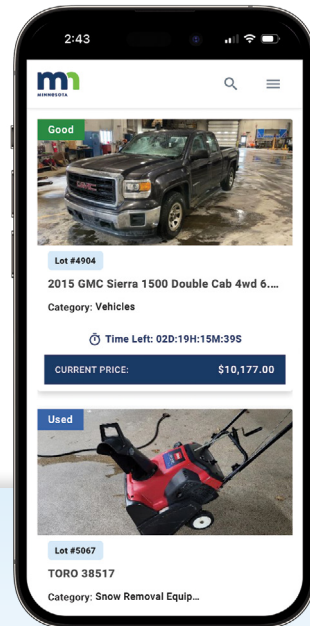
### Modernized online auction platform

Over the past year, Fleet and Surplus Services collaborated with MNIT to launch a cutting-edge online auction platform for state surplus property. The new platform improves security, digital accessibility, and streamlines functionality, all within a visually appealing design.

Available items span a wide range, including office supplies, furniture, medical equipment, clothing, vehicles, machine tools, hardware, electrical supplies, and more.

### Cloud-hosted for dynamic scaling

To meet varying web traffic demands, the application is hosted in the cloud, ensuring smooth performance during peak usage. Since its launch on April 1, 2024, the new site, [mnbid.mn.gov](https://mnbid.mn.gov), has attracted approximately 35,000 monthly users.



## New online ordering and e-payment system for vital records



When Minnesotans need important documents like birth and death certificates, they can now order them anytime, from anywhere. The Minnesota Department of Health (MDH) is building a new website to allow individuals to easily order these records from the state and make secure payments online. This new system will feature a user-friendly “storefront” that integrates with MDH’s existing systems, ensuring a smooth and efficient experience for those requesting vital records.

This new system allows customers to browse and select vital record products, order a search of the Minnesota Fathers’ Adoption Registry, make payments securely through the MDH Payment Gateway, and submit necessary documents, all in one streamlined process. The improvements will modernize the ordering process, reduce errors and manual tasks, save time for customers and MDH staff, and ensure a secure and smooth transaction experience. The MDH Office of Vital Records will use the system exclusively; however, MNIT is building the system to allow future expansion to route orders to county vital records offices.

The upgrades are designed to enhance user satisfaction, offering a more efficient, digital way to request vital records without needing to visit in person or make a request through the mail or fax. The e-payment platform will increase Payment Card Industry (PCI) compliance by protecting customer payment information. By improving the ease and security of these transactions, MDH aims to provide Minnesotans with faster, more convenient access to critical records.

# Electric vehicle buyers save money and cut costs with rebate program

MNIT partnered with the Department of Commerce to launch the [Electric Vehicle \(EV\) Rebate Program](#) in February 2024. The program distributed rebates to over 6,600 Minnesotans who purchased new or used fully electric or plug-in hybrid electric cars. Buyers received rebates of up to \$2,500 for new EVs and up to \$600 for used ones. Commerce began issuing rebate payments in April 2024, and concluded the program at the end of 2024, once all funds were expended.

State law required applications to be processed on a first-come, first-served basis and included a number of other requirements that Commerce and MNIT addressed in the online application process.

The program will have ongoing benefits, as thousands of Minnesotans with EVs will pay less money in the long run than driving a gas-powered car, and all Minnesotans will benefit from a cleaner environment. The EV Rebate Program represents one more step toward cleaner transportation and a clean energy future in Minnesota. By simplifying the application process and prioritizing individual service, MNIT and the Department of Commerce demonstrated a commitment to delivering reliable customer experiences. Together, they're driving Minnesota toward a greener future — one rebate at a time.



**6,600+**

EV rebates provided



**\$2,500**

Maximum rebate provided for new EV purchases



**\$600**

Maximum rebate provided for used EV purchases



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## EagleCam returns to showcase Minnesota's bald eagles

After a two-year hiatus, Minnesota's popular EagleCam returned, offering an enhanced experience for wildlife enthusiasts. The live stream showcases a breeding pair of bald eagles that have spent four years carefully building their nest. Viewers can watch as the eagles engage in courtship, construct their nest, incubate eggs, and nurture their eaglets.

The EagleCam aims to educate the public about bald eagles and foster greater interest in Minnesota's wildlife and conservation efforts. For over a decade, watching the eagles has been a favorite pastime among Minnesotans because it provides a unique, close-up view of these majestic birds without disrupting their natural environment.

In April 2023, when the original nest fell, MNIT collaborated with the Department of Natural Resources (DNR) to establish a new location for the camera, ensuring the continuation of this cherished program.

The EagleCam is part of the DNR's Nongame Wildlife Program, which works to protect Minnesota's diverse wildlife and strengthen connections between people and nature. See the stream at [mndnr.gov/eaglecam](https://mndnr.gov/eaglecam).





## Advancing Mobility-as-a-Service in Greater Minnesota



Minnesotans in rural communities will find it easier to use public transit as Minnesota Department of Transportation (MnDOT) expands its Mobility-as-a-Service (MaaS) platform. Backed by over \$2 million in state and federal funding, rural residents soon will have access to 13 public transit agencies through the platform, covering much of southern and western Minnesota. These enhancements give riders a ride-hailing-like experience for booking trips with local transit providers.

Public transit is vital for reducing greenhouse gas emissions, but ridership – especially in rural areas – has struggled to recover after COVID-19. MnDOT research, conducted in partnership with the University of Minnesota, found that digital trip planning and payment tools encourage more people to use public transit. However, rural transit systems have historically lacked these kinds of technological solutions.

The enhanced platform addresses this gap by allowing riders to find, book, and manage trips through a mobile app or web-based trip planner. It will also integrate directly with transit agencies' scheduling systems, making the experience faster and more convenient.

This project also supports broader transportation goals by connecting public transit with other mobility options such as shuttles, taxis, bike and scooter shares, carpools, and emerging technologies like autonomous vehicles. Modernizing transit systems allows MnDOT to create a more accessible, sustainable, and user-friendly transportation network for all Minnesotans.



# Data-driven decision making ■ Advancing strategic insights and impact

MNIT's data-driven approaches are shaping strategic decisions to maximize impact across Minnesota. By leveraging analytics and evidence-based insights, these efforts ensure resources are used effectively to address community needs and drive measurable outcomes.

## National award for evidence-based decision-making

Minnesota earned Platinum Certification from [Results for America](#), recognizing the state's leadership in using data and evidence to drive effective decision-making. The state joins just one other in receiving this top honor for its commitment to evidence-based policies that improve outcomes for residents. Key initiatives include investing over \$2.1 billion in support for children and families, incorporating evidence indicators in public budget documents, and promoting equitable budgeting practices. Led by Minnesota Management and Budget (MMB), the state continues to prioritize data-driven solutions to deliver meaningful results.



## Centralizing active transportation data for better planning

The [MnDOT Bicycle and Pedestrian Data Project](#) implemented a major upgrade, in collaboration with MNIT, to better organize, store, and access bicyclist and pedestrian data. By leveraging a centralized database, the project addresses the previous lack of a unified location for gathering and comparing active transportation data. This improvement enhances internal planning, research, and evaluation for MnDOT and its partners, ensuring more efficient data management and analysis.

The new system supports the development of accurate adjustment factors and robust quality control measures while offering MnDOT staff, agency partners, local governments, and researchers quick and secure access to critical data. For Minnesotans, this translates into better-informed decisions about infrastructure investments and improved safety for bicyclists and pedestrians. Accurate data allows for precise assessments of volume and safety before and after new facilities are built, creating safer and more effective transportation networks. This project exemplifies the impact of MNIT's technological expertise in advancing Minnesota's public services.

# Department of Human Rights uses agile practices across the agency

The Minnesota Department of Human Rights (MDHR) is committed to improving how Minnesotans interact with their civil rights enforcement agency. Over the past year, MDHR embraced agile in its investigations and Workforce and Equal Pay Certificate work.



## Customer-centered approach

MDHR, collaborating with PACE, began with customer journey mapping. This analysis uncovered ways MDHR could improve the customer experience, including ways to strengthen communication, staff training opportunities, and technology improvements.

MDHR also completed robust value stream mapping and interviews with attorneys, individuals who reported alleged discrimination, businesses who applied for Workforce and Equal Pay Certificates, and state agencies involved in the state procurement process to gather feedback on MDHR's systems and processes.

## Agile methodology in action

Sprint cycles allowed the team to implement iterative improvements and incorporate quick feedback loops. Regular stand-ups and retrospectives kept the cross-functional team of MDHR and MNIT staff aligned and focused on shared objectives.

## Adopting a product management mindset

MDHR treats this work as service products, requiring continuous refinement based on user needs. This mindset ensured that improvements were goal-driven and user-focused. Clear metrics guided decision-making, while collaborative efforts were set to improve the experiences of MDHR staff and Minnesotans.

By combining agile methodologies with a product management approach, MDHR demonstrated operational excellence and its commitment to building a world where everyone can lead lives full of dignity and joy, free from discrimination.





## Advancing Minnesota's transportation future with CHIMES

The [Capital Highway Information Management Enterprise System](#) (CHIMES) enhances transportation planning and transparency across Minnesota. MnDOT, in collaboration with MNIT developed CHIMES, which improves project oversight and enables data-driven decisions and more effective infrastructure management.

CHIMES integrates MnDOT's short-term and long-term planning efforts, combining the Work Program and the Capital Highway Investment Plan (CHIP) into a unified system. This integration helps MnDOT allocate resources strategically and prioritize investments that align with Minnesota's goals of a sustainable and equitable transportation system.

Key features include:



**Interactive mapping:** A color-coded map for intuitive project navigation.



**Comprehensive data access:** Detailed project histories, funding records, and advanced search capabilities.



**Cloud-based scalability:** Reliable and scalable performance for varying web traffic.

Launched on Nov. 4, 2024, CHIMES serves over 600 users and represents a significant modernization effort. The MnDOT CHIMES team worked with vendors and developers for more than two years to design a tailored Software as a Service (SaaS) platform. The team updated 15 training documents, conducted 10 live sessions, and collaborated with more than 15 application teams to ensure seamless integrations through APIs and data warehouses.

CHIMES delivers faster system performance, improved search functionality, and enhanced reporting capabilities. It provides an authoritative source for program and project funding data, supporting MnDOT districts in managing funding, approvals, and reporting, including the State Transportation Improvement Program (STIP).



# Launched road safety center to prevent crashes and save lives

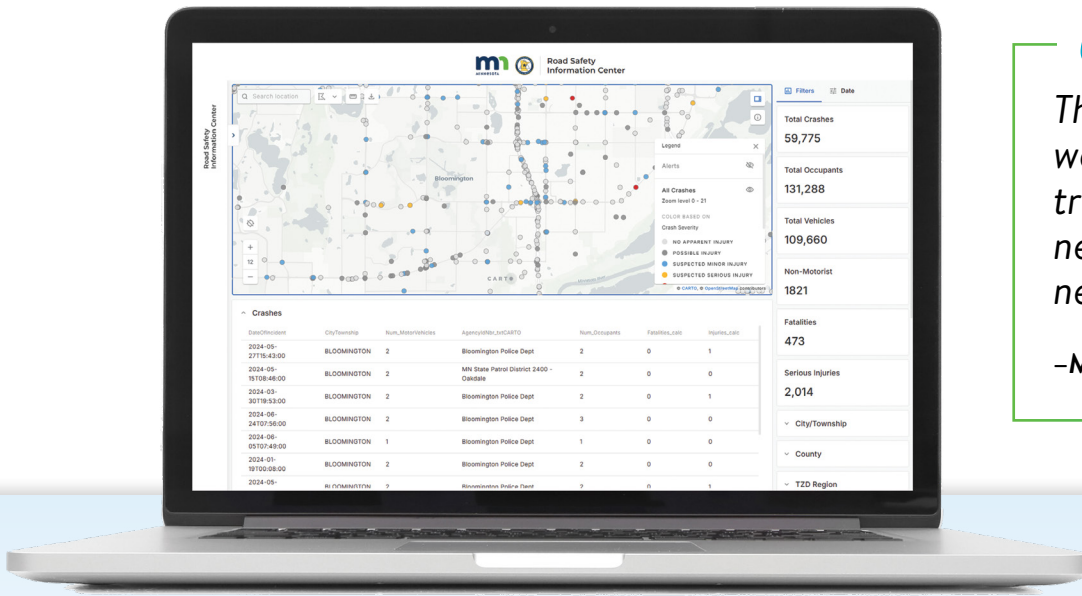
In March 2024, the Minnesota Department of Public Safety Office of Traffic Safety (OTS) launched the Road Safety Information Center (RSIC) to enhance understanding of factors contributing to serious crashes on Minnesota roads. The RSIC is a mobile-friendly data analytics tool designed for both public and internal users. It offers real-time and historical data to identify crash patterns that will inform safety initiatives like education campaigns, road improvements and targeted enforcement. Users can export data for further analysis.

The public platform features an interactive map with crash data, road conditions, and traffic trends. This allows users to filter information by date, location, crash severity, and driver behavior, such as distracted driving or speeding. Such capabilities empower residents to assess risks and make safer driving decisions.

The internal platform leverages machine learning to predict crash hotspots by severity. Traffic safety professionals, such as analysts and city planners, can access advanced filtering tools, GIS mapping, and additional data like MooveAI hard-braking patterns. A proof-of-concept feature estimates potential lives saved by adjusting emergency medical services (EMS) locations.



Funded through the TMF and National Highway Traffic Safety Administration (NHTSA), the project involves collaboration with MNIT and other technology partners for technical development. Traffic safety partners, including Toward Zero Deaths (TZD), provide valuable feedback to guide the project. Recent updates include new filters for pedestrian and cyclist data, and OTS plans to integrate court and health data for deeper traffic safety insights.



“The more data we can use and process, the better we can adjust our approach with changing driver trends. That’s what’s driving us in the direction we need to go. That’s how we’re going to build the next generation of traffic safety solutions.”

—Mike Hanson, Office of Traffic Safety Director

## Automating payroll processes for efficiency

In 2024, MNIT partnered with MnDOT and MMB Statewide Payroll to implement automation for transitioning employees to Self-Service Time Entry (SSTE) as part of the Modernizing, Accounting, Reporting, Consumption, Unified Systems (MARCUS) project. The initiative streamlined a previously manual data entry process for updating employee records in SEMA4 during department transitions.



### Impact

Automation reduced manual processing time from 300 hours to under 10, eliminating risks of data entry errors and reducing training needs for payroll staff.



### Scalability

The solution, piloted successfully with MnDOT's Office of Financial Management, has potential for adoption by other state agencies, paving the way for further process automation.



### Collaboration

This project exemplified effective teamwork between MNIT developers and state payroll teams, fostering innovation and knowledge sharing.

This modernization effort underscores MNIT's commitment to efficiency, innovation, and delivering value to state agencies.

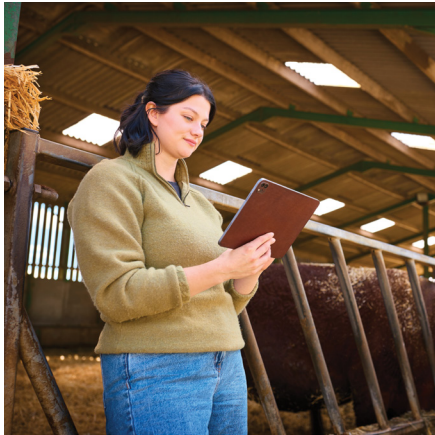
## New online systems to enhance private well sampling

The Minnesota Pollution Control Agency (MPCA) launched an online system to give the public easy access to well-sampling information in areas where contamination may be a concern. This streamlined process helps protect public health by enabling communities to identify and address water quality risks more efficiently.




The initiative will enable residents to search online for areas of potential contamination and determine if their well might be affected. The system will manage communication and track well owner permissions. Once sampling is complete, MPCA can work with residents to determine if treatment is necessary to reduce exposure to contaminants. With over 5,000 cleanup sites statewide, this project will have a wide-reaching impact. Previously, the process involved sending paper permission forms and waiting for a response by mail. The new online system allows the agency to receive information from well owners more quickly, accelerating the agency's response to potential contamination.

By improving data transfer and communication between the MPCA and residents, this new tool will support faster response and enhanced service to Minnesotans. This project demonstrates MPCA's commitment to protecting public health and the environment for all.




**60+**  
Types of  
credentials



**65,000+**  
Customers



## Using data to streamline agriculture credentials



Minnesotans soon will experience faster and more efficient services as the Minnesota Department of Agriculture (MDA) modernizes the process for issuing over 60 types of credentials — licenses, permits, certificates, and registrations — to more than 65,000 customers. By upgrading outdated systems, MDA improves customer service through streamlined electronic applications, payment options, and enhanced data management. This initiative also sets the stage for a future online customer portal, making it easier for residents to access the services they need.

With funding from the TMF, MDA worked with MNIT to implement a new platform for this upgrade. The team started by focusing on the Live Plant Dealer Nursery Certificate, which went into effect on Jan. 1, 2025. This new credential had not been included in MDA’s legacy systems, so the team built it from scratch, developing customer accounts, fee calculations, and e-payment functionality.

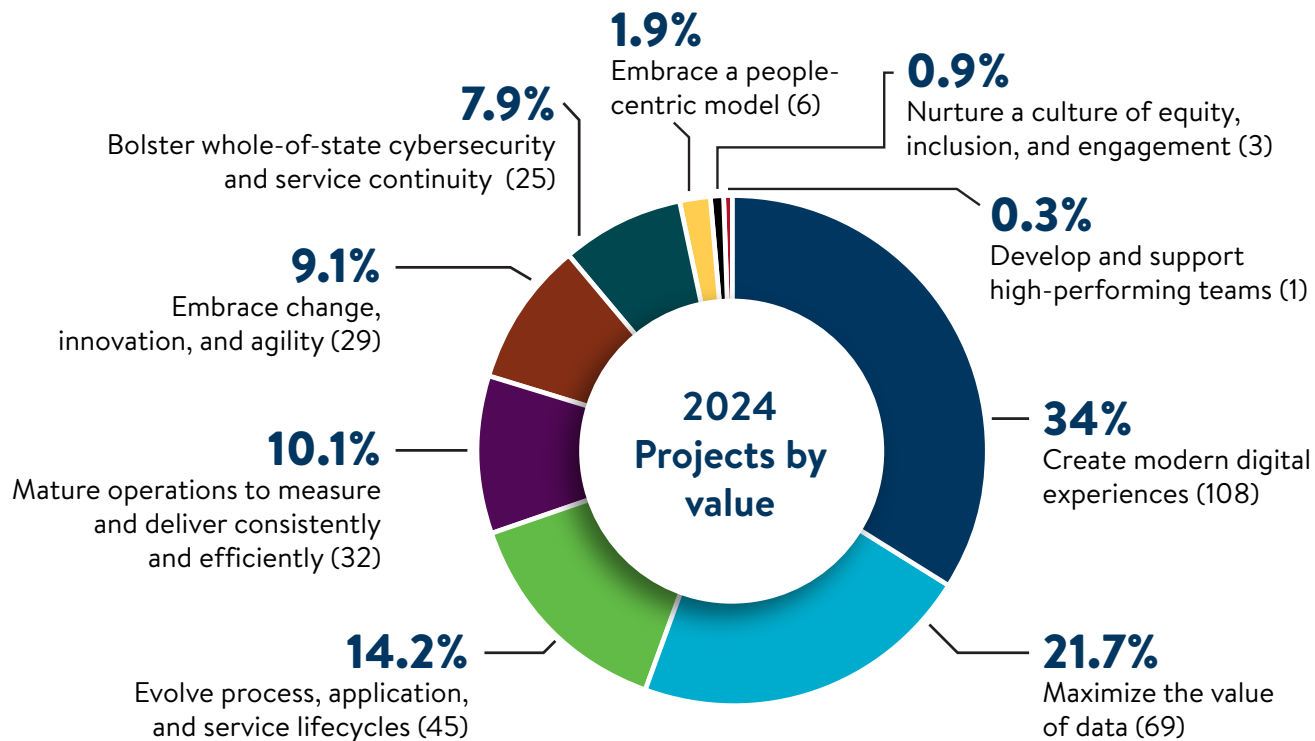
The project has provided valuable insights into managing complex credentialing processes, which include inspections for thousands of customers. It also has highlighted the importance of efficient internal processes for using the new platform and managing customer data. As this certificate replaces two older credentials, MDA can track progress and apply lessons learned to future e-licensing efforts, paving the way for continued improvements in service delivery.

## Executive branch metrics

MNIT relies on data to ensure accountability and guide decision-making across all divisions. By tracking key metrics, we assess the effectiveness of our work, from training and digital accessibility efforts to IT support for state employees. These data-driven insights help us adjust strategies and measure progress, ensuring that our initiatives align with Minnesota’s goals and improve service delivery.

## Project and product portfolio

The Office of Transformation and Strategy Delivery is actively tracking 318 projects across Minnesota’s executive branch agencies, boards, councils, and commissions.





## Service Desk

Our Enterprise Service Desk provides 24/7 IT support and services for Minnesota state government: executive branch agencies, boards, councils, and commissions; non-executive branch customers, education, Tribal governments, nonprofits; and MNIT staff.



**466,946**

Total volume of all service desk tickets across the executive branch



**216,839**

Number of those tickets resolved the same day



**46.44%**

Percentage of service desk tickets resolved in one day



**4.69**

Average rating of service desk interaction (1-5 scale)

## Digital accessibility education

The Office of Accessibility is charged with overseeing the implementation of accessibility standards for all executive branch employees and state agencies.



**6,148**

Number of downloads of the Office of Accessibility guidance documents



**4,370**

Number of downloads of the Office of Accessibility's quick cards



**3,473**

Number of subscribers to the Office of Accessibility monthly newsletter



**23,579**

Visits to the Office of Accessibility public training web pages

## Geospatial information coordination



The Minnesota Geospatial Information Office (MnGeo) coordinates geographic information systems (GIS) within the state, creating connections between state agencies and other partners from government and nongovernment organizations. Using geography to inform decisions and influence outcomes, shapes public safety, transportation planning, access to health services, the preservations 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. Over the past year, MnGeo used TMF funds to modernize its site, transitioning from a file-based system to a web service model and improving security.



37

Number of projects the office supports and hosts



1,039

Number of resources on the Minnesota Geospatial Commons



48

Organizations sharing data on the Minnesota Geospatial Commons



94,377,674

Number of hits on the geospatial image server



25

Number of applications



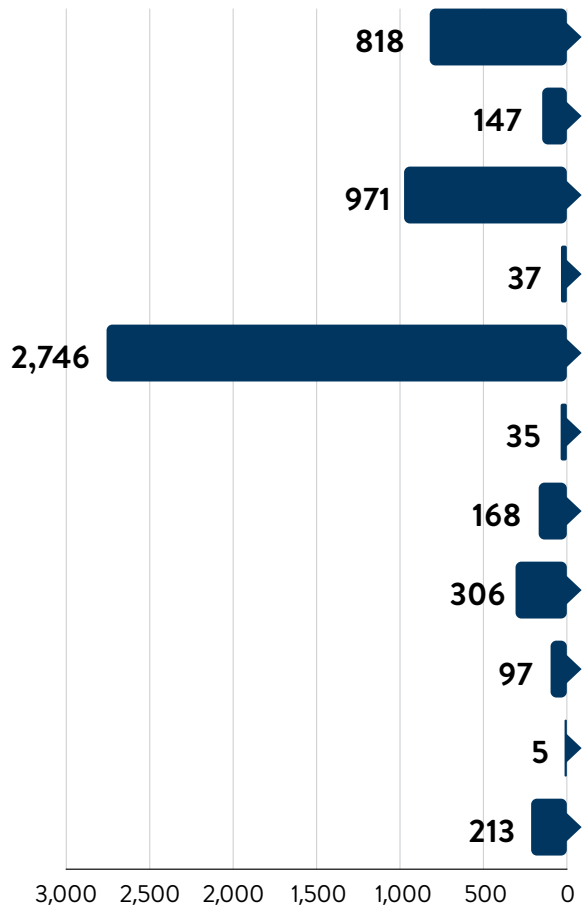
294

Number of services

# Statewide IT procurement

The Procurement Division processes requests to purchase everything from IT hardware, software, and mobile devices to contractors brought in to assist on projects and initiatives.

### Number of purchase requests



**5,543**  
Purchase request volume 

### Average processing time (days)



 **14 business days**  
Average purchase request processing time

# Cybersecurity Proactive defense in an evolving landscape

Cybersecurity is one of MNIT's most essential responsibilities, and it works best when everyone collaborates—from individual citizens and local governments to state agencies and legislators. This unified effort protects the 35,000 system users and the private data of 5.7 million Minnesotans entrusted to the state.

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## Collaborative efforts to help fortify the state against evolving cyber threats

MNIT collaborates with state agencies, local governments, and external partners to enhance the state's cybersecurity. These efforts range from large-scale projects that improve security tools for all Minnesotans to targeted initiatives like helping K-12 schools strengthen their cyber defenses.

Our work focuses on:

- Sharing knowledge and best practices.
- Using data to guide decisions and optimize resources.
- Coordinating responses to emerging threats.
- Engaging with local entities to build stronger defenses.

By fostering collaboration, we improve the exchange of cybersecurity expertise and resources, creating a layered approach to safeguard Minnesotans' private data.

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## A quick, unified response to global outage

On Friday, July 19, 2024, a global IT outage caused by cybersecurity vendor CrowdStrike disrupted critical State of Minnesota operations, including call centers, state applications, websites, and networks. MNIT acted swiftly, prioritizing the restoration of essential systems and applications while collaborating with agency and vendor partners to resolve the issues. By 7 p.m., most systems were back online, and MNIT teams worked through the weekend to fully restore remaining servers and applications. To assist employees experiencing device issues, MNIT expanded virtual and in-person support statewide, earning appreciation for their prompt and accessible assistance.

Following the incident, MNIT conducted internal after-action reviews to identify lessons learned and refine response and recovery strategies. These improvements aim to strengthen MNIT's ability to address future challenges and enhance support for partners statewide, ensuring continued reliability of state operations.



## Security Operations Center modernization project

The evolving threat landscape with sophisticated cyber threats such as ransomware, advanced persistent threats, and zero-day attacks makes it necessary to modernize MNIT's Security Operations Center (SOC) capabilities to detect and respond to these threats in a timely manner.

The SOC modernized its infrastructure when it moved into a state-of-the-art space in the Stassen Building this fall. By updating its processes to automate repetitive tasks, streamline workflows, and empower SOC analysts with advanced tools, it can maximize their efficiency and effectiveness.

Traditional SOC approaches primarily focused on reactive incident response. Modernization efforts are shifting toward proactive threat detection and hunting methodologies, leveraging threat intelligence, behavioral analytics, and anomaly detection techniques to identify potential security threats before they escalate into incidents.

The SOC has a dedicated team who monitors information systems (web sites, applications, databases, data centers and servers, networks, desktops, and other endpoints), assesses security incidents and situations for potentially malicious activity, assists with active cyber incidents impacting Minnesota's Network for Enterprise Telecommunications (MNET) networks and customers, and defends against cyber-threats and attacks.

The SOC will continue to partner with key resources throughout Minnesota and the nation, including with the Minnesota Fusion Center, Department of Homeland Security, law enforcement, and other local, state, and federal agencies to stay on top of current threats and be proactive in protecting our systems and strengthening our cyber defenses.



# Turning risk into reward with cyber risk quantification

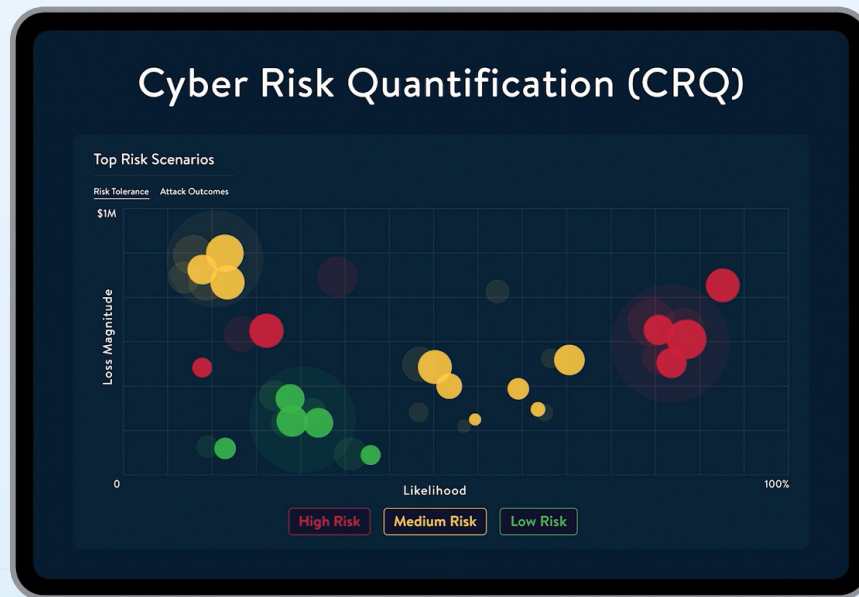
MNIT uses a cyber risk quantification (CRQ) tool to help state agency leaders make informed decisions about cybersecurity. This tool translates security risks into clear business and financial terms, allowing agencies to prioritize investments based on the severity and likelihood of threats. By focusing resources where they have the greatest impact, MNIT strengthens Minnesota’s digital infrastructure and protects its residents more effectively.

After MNIT conducted a one-year trial with 20 executive branch agencies to refine the CRQ process, agency leaders provided positive feedback. They had a clearer understanding of their cybersecurity risks and were better equipped to make decisions about security investments. The trial’s success demonstrated the value of CRQ in enhancing cybersecurity resilience and laid the foundation for a broader rollout of CRQ across all state agencies, positioning Minnesota as a leader in cybersecurity governance.

MNIT’s new CRQ tool uses a computational algorithm to evaluate cybersecurity risks and their potential financial impacts. The process includes:

- The forecasting capability to do “what if” scenarios. This helps agency leaders prioritize security investments based on the severity and likelihood of each threat.
- The ability to compare analyses in reverse, to show what an asset’s risk profile might be if a state agency removed one of its cybersecurity safeguards. This is useful for justifying continued security investments.

This tool enables agencies to allocate resources more efficiently, reduce unnecessary spending, and focus on the most critical risks, so they are better prepared to prevent and respond to cyber threats and incidents.





login.mn.gov

## Modern, single login solution for state services

From preschool tuition assistance to substance-misuse treatment reporting, Minnesotans count on easy, secure online access to government services. In 2025, MNIT will launch a modern solution to allow Minnesotans to create a single account through login.mn.gov for all public-facing state services.

The new solution will allow residents, vendors, businesses, and government employees to access multiple services quickly and easily with a single username and password. At the same time, the use of identity proofing and multi-factor authentication will address persistent and evolving cybersecurity threats, thereby increasing security and providing enhanced fraud detection capabilities.

The legislature supported and funded Minnesota's new solution, which also has the backing of the new [Constituent Identity and Access Management Standard](#). This one-account solution will replace Minnesota Enterprise Identity Access Management (MNEIAM), an older service that provides access to data, records, and access to some government applications.

MNIT will begin onboarding teams to login.mn.gov in early 2025 and continue migrating additional teams throughout the process. By July 1, 2027, all state digital services requiring the public to share private data must use the enterprise solution.

# New reporting law boosts cyber collaboration and response

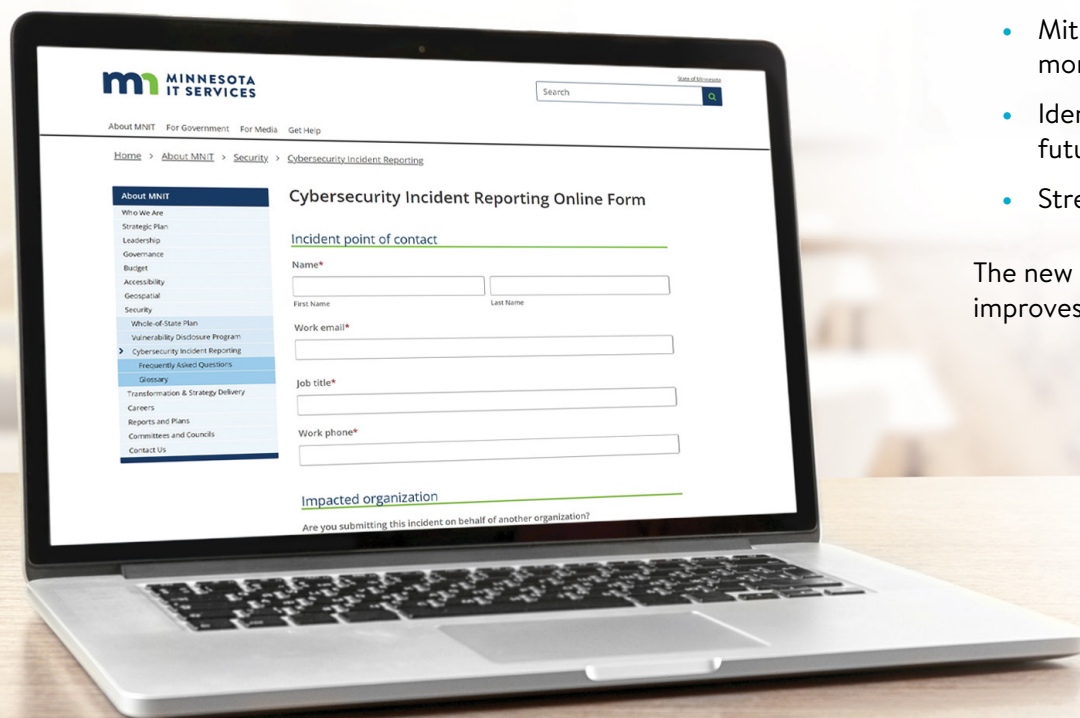
Minnesota's new [cybersecurity incident reporting requirement](#) for public entities will help combat rising cyber threats targeting the public sector. This landmark legislation took effect Dec. 1, 2024, and mandates that public agencies report cybersecurity incidents that affect them to MNIT. The cybersecurity incident reporting law, which Governor Tim Walz signed in May 2024, underscores Minnesota's commitment to safeguarding data, systems, and networks.

MNIT and the Bureau of Criminal Apprehension (BCA) collaborated to create the new, secure reporting process. MNIT also shared the draft form and guidelines with 500+ public entities for comment to ensure we developed a user-friendly reporting tool. This feedback was included in the final versions of the form and instructions, which were officially published on MNIT's website on September 30, 2024. To ensure broad awareness and understanding before the law taking effect, MNIT conducted two informational webinars, which 200 public entities attended.

MNIT partners with the BCA, Minnesota Fusion Center (supported by the U.S. Department of Homeland Security), FBI, and other state and federal agencies on cybersecurity incidents that affect Minnesota and its public agencies. Having public entities report incidents to one source in a timely and consistent manner, allows MNIT and BCA to:

- Better respond to emergencies.
- Enhance cybersecurity coordination.
- Mitigate risks and respond to cybersecurity incidents more effectively.
- Identify trends and commonalities to anticipate and prevent future attacks.
- Strengthen communication and collaboration with public agencies.

The new law strengthens the state's collective cybersecurity posture and improves its overall resilience against evolving cyber-attacks.







## Cyber planning strengthens protection of critical infrastructure

In 2024, MNIT collaborated with federal and state agencies, as well as the Cybersecurity Task Force, to address cybersecurity vulnerabilities in Minnesota's water and wastewater systems (WWS). These critical systems are high-value targets for cybercriminals due to the potential disruption of safe drinking water and the significant costs a cyberattack could impose. In June 2024, Minnesota submitted a draft action plan to the White House, outlining efforts to strengthen cybersecurity and reduce risks to public safety.

As Minnesota's critical infrastructure is owned and operated by both public and private sectors, a shared responsibility to defend it has been a core focus. MNIT worked closely with state agencies involved in water and wastewater cybersecurity, including the Department of Health, the Pollution Control Agency, the Metropolitan Council, and Homeland Security and Emergency Management. This partnership drives initiatives to enhance cybersecurity and explore policy changes to protect the state's systems.

A key initiative launched in 2023, and strengthened throughout 2024, was the establishment of a cybersecurity coordination cell, a collaboration between the National Guard and MNIT. This cell supports local utility providers by offering resources to conduct cybersecurity self-assessments and interpret outcomes, helping to reduce risks.

Additionally, Minnesota's Cybersecurity Task Force, which includes members from local and Tribal governments, the private sector, and critical infrastructure, has been instrumental in advancing cybersecurity protections statewide. In 2024, a representative from rural water entities was appointed to the Task Force, enhancing coordination and cybersecurity risk reduction efforts. The Task Force's new critical infrastructure subcommittee will focus on water and wastewater cybersecurity threats and opportunities in 2025, further strengthening the state's cybersecurity posture.



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## New services to help state, local governments strengthen defenses

MNIT made great strides in strengthening the state's defenses against cybersecurity threats that increasingly target the public sector and have evolved into a major public safety risk. MNIT enhanced the state's cyber-resiliency to protect better the private data of the people we are trusted to serve.

MNIT implemented reliable, efficient, and effective technology solutions focusing on customer experience. The projects we completed, the goals we achieved, and the ongoing efforts we will focus on in 2025 contribute to strengthening the state's security posture. In addition to the projects described elsewhere in this report, we:

- **Enhanced Whole-of-State Cybersecurity services.** MNIT expanded the Cyber Navigator Team, a group of cybersecurity experts partnering with cities, counties, K-12 schools, critical infrastructure, and Tribal Nations. The team enhances communication, aligns resources with specific risks, and boosts statewide engagement. It leads outreach, builds new partnerships, strengthens existing ones, and provides guidance on improving cyber resiliency. Based on feedback from our Whole-of-State cybersecurity partners, we now offer three services, funded through grants, to help strengthen cybersecurity defenses at a subsidized cost.
  - **Managed Detection and Response** is a 24/7 solution that looks for the types of attacks that could lead to data breaches, ransomware, or other major events and blocks those attacks.
  - **Internal Vulnerability Management Service** uses enterprise-class vulnerability assessment tools to continuously identify, assess, prioritize, and correct security vulnerabilities.
  - **External Vulnerability Management Service** uses sophisticated tools to scan for vulnerabilities and to help entities remediate and reduce cybersecurity risks.
- **Extended Web Application Firewall (WAF).** MNIT extended WAF in front of public-facing applications to ensure Minnesotans are able to access the services they need securely. With the rise of digital services, the amount of digital data increases. Expanding WAF helps prevent bad actors from accessing sensitive data and records that may contain Personally Identifiable Information (PII) such as financial, medical, or any private data.
- **Implemented an Always Verify framework.** MNIT launched an Always Verify security approach, known as Zero Trust Architecture in the cybersecurity industry, that requires all users, whether in or outside the organization's network, to be authenticated, authorized, and continuously validated.
- **Matured the Enterprise Vendor Risk Management Program.** MNIT has fortified our vendor risk management program to assess and ensure third-party vendors are following best practices, have protocols in place, and comply with industry-standard controls to reduce the risk of cyber threats. In addition, vendors are now required to notify the agency they work with of a cybersecurity incident that affects that agency, under the new [cybersecurity incident reporting law](#).
- **Modernized governance, risk, and compliance.** MNIT continues to review, update, and add standards and policies that address best practices of securing Minnesotans' data and state systems and networks.
- **Proactively planned for election activity.** Our multi-layered approach protected the infrastructure and networks that many of our local partners, the Secretary of State, and state agencies rely on. To prepare for, monitor, and respond to expected increases in cyber activity, we identified risks, created remediation plans, and collaborated with federal, state, and local partners to share real-time threat intelligence.

# Educating state employees and the public

Governor Tim Walz proclaimed October 2024 as “Cybersecurity Awareness Month” in Minnesota. Throughout the month, MNIT shared cybersecurity tips publicly and internally to raise awareness about online safety and cybersecurity best practices.

To raise public awareness about online safety, MNIT shared practical cybersecurity tips on social media. These posts covered a range of topics, such as recognizing phishing attempts, securing personal devices, and using strong, unique passwords. The goal was to equip Minnesotans with the knowledge they need to protect their online presence from evolving cyber threats.

For state employees, MNIT launched an internal messaging campaign that reinforced the importance of cybersecurity within the workplace. The campaign focused on educating employees about best practices for securing state systems and data, with clear instructions on reporting suspicious activities. Employees were encouraged to stay vigilant, follow secure communication protocols, and participate in training sessions to understand emerging cyber threats. This campaign is aided by additional security awareness campaigns and federally required annual training.

By using public and internal channels, MNIT worked to foster a culture of cybersecurity mindfulness throughout Minnesota, ensuring that residents and state workers remained informed and proactive in protecting digital assets.



## Military Cyber Symposium

On Aug. 3, 2024, MNIT Chief Information Security Officer John Israel spoke at the Military Cyber Symposium held at Metro State University (MSU). He discussed Minnesota’s Whole-of-State Plan for cybersecurity, emphasizing the Minnesota National Guard’s vital contributions to protecting against and responding to cyber threats. Israel highlighted initiatives like the Cyber Coordination Cell (C3), which strengthens coordination and cyber defense capabilities statewide.

The symposium gathered approximately 70 attendees, including members of the Minnesota National Guard Cyber forces (Army and Air), MSU representatives, and featured speakers from the FBI, CISA, DHS, BCA, the National Guard, and MSU, alongside a keynote address.

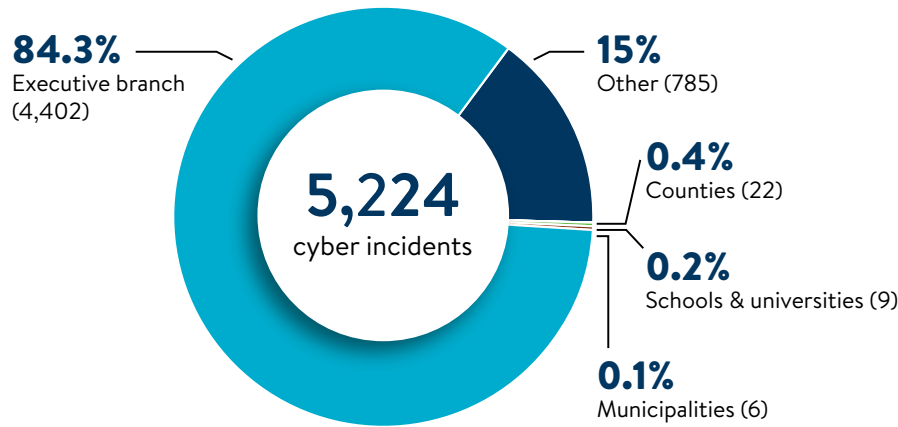
## Statewide multi-factor authentication rollout

To protect agency and staff data, MNIT enrolled all employees and contractors in Microsoft MFA to access M365 applications. Through an awareness campaign, all identified users installed the Microsoft Authenticator app or are in the process of getting an alternative method, such as USB security keys, to reach 100% adoption. This critical education for employees safeguards Minnesota’s data and ensures a more secure digital environment.

# Cyber metrics

To keep state government running and to protect Minnesotans' private data, we must continually work to better secure Minnesota's IT systems. In 2024, our Security Operations Center (SOC) detected or received reports of 5,224 cyber incidents.

**Note:** 2024 metrics include reporting by public entities, as mandated by the new cyber incident reporting law.



Security events investigated by MNIT for all Minnesota government partners in 2024.

Type of security incident	# reported
Compromised account	159
Compromised password	617
Copyright violation	6
Denial of service	1
Inappropriate use	5
International travel requests	135
Lost/stolen device	42
Malware	3,672
Multi-factor authentication compromise	3
Network attack/scan	15
Operation Sev 1	1
Operational	5
Policy violation	217
Security Sev 1	1
Social engineering	240
Threat intelligence	9
Unauthorized access attempt	10
Unauthorized disclosure	3
Other	83
<b>Total</b>	<b>5,224</b>

# Agility Empowering innovation and inclusion statewide

MNIT's work fosters agility and supports innovation and inclusion across Minnesota. By streamlining processes and encouraging collaboration, MNIT delivers practical solutions that address the needs of residents and communities statewide.



## New workspace designed for collaboration and flexibility

This fall, MNIT ushered our workforce into the 21st century by unveiling its new workspace at the Stassen Building in St. Paul. Designed to enhance connection, creativity, and productivity, the new space creates the foundation to develop and support high performing teams with opportunities for meaningful collaboration.

The move to Stassen reduced MNIT's office footprint, aligning with sustainability goals while optimizing space usage. Flexible settings — such as collaboration spaces, focus rooms, ergonomic cubicles, and a quiet room — accommodate diverse work styles, supporting both teamwork and individual focus.

As MNIT embarks on this next chapter, the new workspace underscores our dedication to fostering innovation, collaboration, and supporting our most important resource — our employees.



## Innovative tech and flexible spaces empower MNIT's hybrid workforce

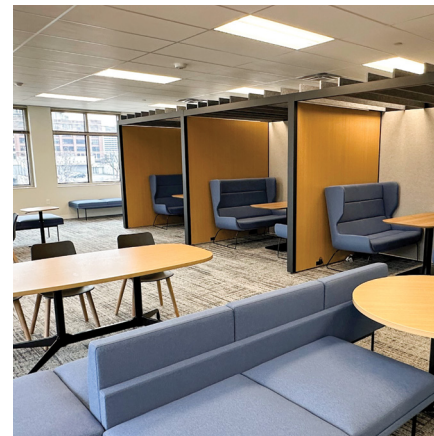
MNIT designed its high-tech workspace to meet the needs of a hybrid workforce. This state-of-the-art environment combines advanced technology with flexible spaces to support collaboration and boost productivity for in-person and remote teams.

The workspace features individual desks equipped with monitors and docking stations, enabling employees to easily transition between remote and in-office work. Meeting rooms are outfitted with practical technology, including large displays, in-ceiling microphones, and advanced audio systems, to ensure clear and effective communication during hybrid meetings.

Some conference rooms also include whiteboard cameras, enabling remote participants to engage in brainstorming sessions and visual collaboration. For larger gatherings, a 45-person meeting room is equipped with multiple displays, wireless microphones, and an infrared hearing assist system to ensure accessibility for all attendees.

Mobile displays with integrated microphones and video capabilities add further flexibility, allowing teams to create collaboration spaces on demand.

This new workspace highlights MNIT's commitment to operational excellence by providing employees with the tools and environments needed for peak performance. Through smart investments in technology and adaptable solutions, MNIT drives efficiency and fosters a high-performing, hybrid workplace.



## Harnessing the potential of AI in state government

As AI technologies evolve quickly, the State of Minnesota has taken a proactive approach to explore and develop the environment for responsible adoption.

In 2024, the Transparent Artificial Intelligence Governance Alliance (TAIGA) continued its work to lay the foundation for the responsible adoption of AI across state agencies. TAIGA, aligned with the MNIT 2023-2027 Strategic Plan and the governor's One Minnesota Plan, focuses on ensuring that AI technologies enhance efficiency, equity, and service delivery while being used ethically and securely. TAIGA established a comprehensive AI usage policy and governance framework to guide the responsible deployment of AI across state operations.

A key milestone in 2024 is the hiring of Minnesota's first AI director. This role provides essential leadership for AI initiatives across state government, ensuring that AI adoption is both responsible and aligned with the state's broader goals. Additionally, TAIGA established an AI Champions team to facilitate AI implementation at the agency level. TAIGA also works closely with the Technology Advisory Council AI subcommittee to align on strategies, opportunities, and governance.

With these efforts, TAIGA is creating the infrastructure necessary for the state to adopt AI technologies responsibly, prioritizing transparency, collaboration, and the protection of public trust.

### Showcasing AI's impact and opportunities

Throughout the year, MNIT highlighted the AI work currently underway, demonstrating its real-time impact on state operations.

- **February:** Commissioner Tarek Tomes testified to the Senate Taxes Committee during an information hearing on artificial intelligence.
- **February:** Over 1,000 state employees participated in AI training sessions, learning to use AI tools in a way that adheres to security standards and ethical guidelines.
- **April:** Commissioner Tomes attended the Minnesota Ground Water Association Conference to address industry professionals on the potential and risks associated with AI. The conference, which brings together experts and stakeholders in the groundwater and water resources sectors, provided a platform for discussing how AI can impact the industry while emphasizing the importance of managing its risks.
- **December:** MNIT presented a comprehensive overview of AI and its role in enhancing state government services to state agency leaders.



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# Supporting Minnesota's new Department of Children, Youth, and Families

In 2023, Governor Walz, Lieutenant Governor Flanagan, and legislative leaders passed legislation that began a journey from words in statute to the fully functioning Minnesota Department of Children, Youth, and Families agency (DCYF). DCYF launched July 1, 2024, bringing together programs and staff that provide critical supports for children, youth, and families from across four existing state agencies: the Departments of Education, Health, Human Services, and Public Safety.

## Why it matters

The work MNIT completed enabled the smooth transition of people and programs to DCYF.

Preventing service disruption was a priority. MNIT's goal was to ensure technology continuity during and after each of multiple transition dates. That meant successfully moving the data, applications, and IT equipment that the programs and staff used to the new DCYF infrastructure.

To succeed, a fresh people-centric focus on the needs of the new agency and their staff was imperative. This required coordination, collaboration, and trust.

## Key highlights

- MNIT's goal: To ensure continuity during and after the transition to position staff to work toward the mission, vision, and goals of DCYF.
- We saw the positive impact of the collaborative partnerships, clear goals, and communications between MNIT, DHS, MDE, MDH, DPS as they carved out parts of programs, data, and people.
- Our cross-functional teams and linkages across each partnering agency broke complexity down into small, manageable chunks, allowing a speedier and more agile process to take root.
- Executive sponsors, legislative actions, and the overarching steering team cleared paths to meet data sharing agreements, and state and federal compliance requirements, allowing multiple workstreams to forge ahead quickly applying agile and waterfall methodologies.

## A new MNIT agency-based team

A new agency also meant we needed to design a new agency-based office to provide IT support. Early on, we hosted monthly meetings for MNIT staff to provide transparency and tell the story of what we were doing. We focused on transparency, sharing what we did and didn't know.

## A focus on customer experience

MNIT's solid disciplines of clear communication, project management, end-user support, and great customer service led to a positive customer experience. Processes and tools were refined and improved, resulting in a more mature, efficient playbook we will be able to use as more agencies are created in the future.





## Clear, frequent communication

- We collaborated with each transferring agency staff, the DCYF Implementation Office, workstreams, and the MNIT project team to develop, test, and validate the information we would share with the transferring staff.
- Transferring staff received regular informational emails during the month before their transfer.
- We created the online Transfer Hub, a SharePoint site with all the detailed information that transferring staff needed, including frequently asked questions to set expectations.
- IT Welcome Guides were tailored to the needs of staff transferring from each agency's specific environment and provided in document and online content formats. The guides covered what to do before and after their transfer.
- MNIT's support, project, and communications teams hosted office hours where we shared the IT Welcome Guides and answered questions.

## Hypercare support

MNIT created a specialized Hypercare team. Transferring staff had access to a dedicated phone line and online form, with immediate access to experts who were ready to provide specific support for workstations, phones, email, usernames, remote access, mobile devices, applications, and other technical support. Our priority was to make their Day One and beyond seamless and issue-free.



# Statewide geospatial coordination

## Preserving survey markers in 34 counties

MNIT's Geospatial Information Office (MnGeo) awarded \$9.1 million in grants to 34 counties to restore and update survey monuments that form the foundation of Minnesota's Public Land Survey System (PLSS). With this funding, counties have hired licensed land surveyors to restore and certify monuments, preserving essential data that links Minnesota's land history to modern needs.

The PLSS divides land into townships and sections, using physical survey monuments to establish boundaries. Maintaining and collecting geographic coordinates on these monuments is critical for creating accurate geographic information system (GIS) datasets that guide land management decisions. Less than half of the 306,675 PLSS monuments in Minnesota are certified with published geographic positions and many monuments are damaged, buried, or missing.

Minnesota Statute, section 381.125 directs the chief geospatial information officer to work with licensed land surveyors to establish and operate the PLSS Monument Grant Program. This has been accomplished through the Geospatial Advisory Council's PLSS Preservation Committee. This committee, a multi-sector collaboration, earned recognition from the National States Geographic Information Council for its extraordinary effort in developing this program.

The PLSS Monument Grant Program highlights the importance of investing in tools and systems that support all Minnesotans. This \$9.1 million investment is an important first step towards statewide PLSS restoration. It is estimated to take 35 years and a total of \$350 million to complete PLSS restoration statewide.

## GIS Day

Minnesota celebrated GIS Day 2024 with an event titled, A Geospatial Approach to Equity & Inclusion, emphasizing the transformative power of geospatial technology in solving real-world problems.



The day included presentations from Minnesota's geospatial community, hands-on demonstrations, and networking. Minnesota's State Agency GIS Collaborative hosted the event, which showcased projects highlighting GIS applications in areas such as environmental management, public health, and urban planning. It also featured outreach efforts to K-12 educators and students, aiming to inspire future GIS professionals and emphasize the importance of geospatial tools in everyday decision-making.

## GIS/LIS Consortiums Annual Conference

GIS professionals from across Minnesota gathered in Duluth on Oct. 2-4, 2024, for the 34th annual Minnesota GIS/LIS Consortium Conference and Workshops. The event brought together emerging and experienced professionals to exchange knowledge, share best practices, and explore new trends in the field.

Participants connected with colleagues from diverse sectors, including academia, nonprofits, private industry, Tribal organizations, and local, regional, state, and federal government. The State of Minnesota, the Geospatial Advisory Council, and partners delivered presentations on topics such as:

- Keynote: State of the State of GIS across Minnesota
- Statewide parcel data aggregation
- Newly available geospatial datasets such as lidar and government-owned lands
- Water boundaries
- Next Generation 9-1-1
- Public Land Survey System

# Advancing accessibility for Minnesotans

Minnesotans deserve equal access to public information and state services, regardless of ability. MNIT ensures that websites, applications, and content work with adaptive technologies, helping individuals with mobility, visual, auditory, or cognitive impairments access what they need.

Minnesotans benefit from the State of Minnesota's Digital Accessibility Standard, which follows Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines (WCAG) 2.1. In 2024, a collaborative effort involving over 85 state agency employees created training and tools to ensure state resources meet these standards.

This work empowers Minnesotans to engage with state services confidently, knowing that web developers, content creators, and other professionals design resources with accessibility in mind. Visit MNIT's [Accessibility and Policies webpage](#) to learn more.



## Global Accessibility Awareness Day

MNIT's Office of Accessibility celebrated Global Accessibility Awareness Day (GAAD) on May 16, 2024, with State of Minnesota employees. The event featured a series of brief presentations highlighting the importance of accessibility and how accessibility improvements foster greater inclusion.





# Legislative update: Driving innovation for a stronger digital future

The 2024 legislative session brought exciting milestones for MNIT and its state agency partners, paving the way for a more secure and innovative digital government. Through thoughtful collaboration and determination, MNIT worked closely with legislative leaders to champion key priorities.

By testifying before multiple committees, MNIT highlighted the urgent need to modernize state technology, strengthen cybersecurity, and explore the transformative potential of AI. These efforts resulted in meaningful advancements, including updates to MNIT’s enabling statute, Chapter 16E, and a new requirement for public sector entities to report cybersecurity incidents. Both provisions, included in House File 5216, were passed on May 19, 2024.

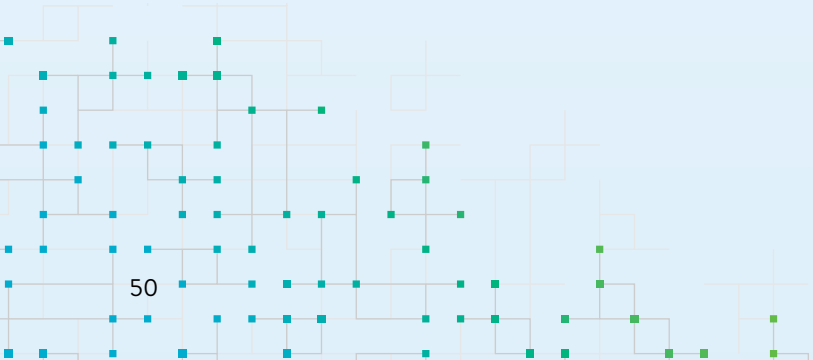
Strong partnerships and advocacy efforts also helped secure critical investments in digital services:

- The Education and Children and Families bill (Chapter 115) provided foundational investments that begin advancing the state on a modernization journey for child welfare and the Social Services Information System (SSIS), used by DHS, counties, and Tribal Nations that will ensure more efficient and effective service delivery for vulnerable Minnesotans.
- The same bill allocated \$2.7 million to the Public Educators Licensing Standards Board to enhance their Educators Online system and funded MNIT positions supporting DCYF.

As mentioned earlier in the report, MNIT began laying fundamental groundwork for the responsible adoption of AI to enhance government efficiency and improve services. Our efforts prioritize the responsible use of AI to streamline processes, support informed decision-making, and ensure equitable access to modern digital tools for all Minnesotans. In February, Commissioner Tomes testified before the Senate Tax Committee, outlining MNIT’s vision for the role of AI in state government, as well as the safeguards in place to ensure the potential of AI can be realized while anticipating and mitigating its risk.

In July, MNIT responded quickly and effectively during a global outage to restore access to state systems when they were impacted by a faulty CrowdStrike systems update. MNIT’s ability to rapidly assist teams across state agencies highlights one of the key benefits of IT consolidation. MNIT shared its response with the Legislative Committee on Cybersecurity, outlining the coordinated efforts across teams that helped minimize potential impacts. The consolidation of IT operations has enhanced Minnesota’s cybersecurity efforts, allowing for a more unified approach to managing impacts to significant services and ensuring efficient resource deployment. This collaborative effort underscores the importance of a centralized IT structure in safeguarding state systems and protecting Minnesotans’ data.

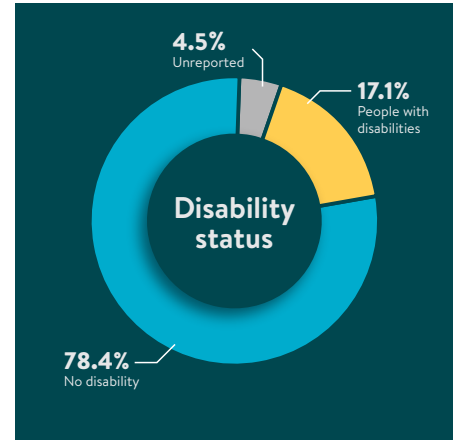
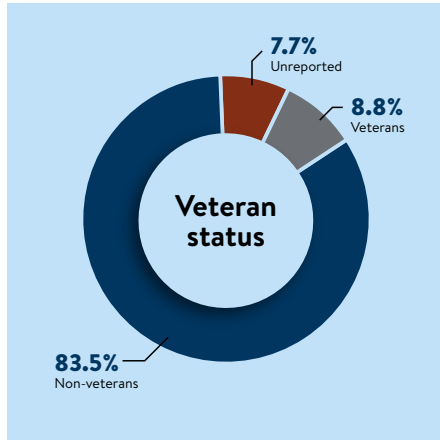
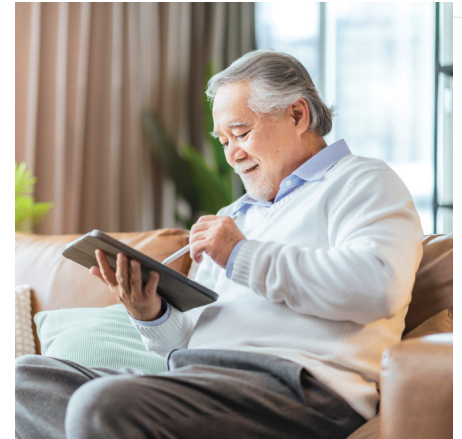
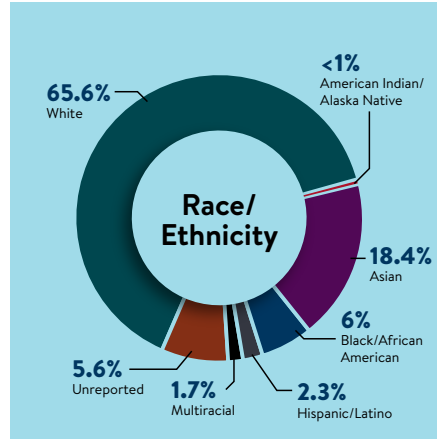
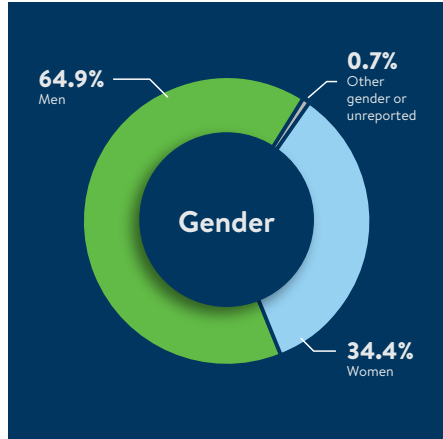
Looking ahead to the 2025 session, MNIT is committed to working with legislators to tackle critical government challenges through efficient and practical solutions. By prioritizing strategic technology investments and fostering strong partnerships, MNIT will focus on enhancing service delivery, fortifying cybersecurity, and modernizing outdated systems. This collaborative approach ensures we deliver the tools and systems needed to support a government that is efficient, responsive, and accountable to Minnesotans.



# Our employees

## Employee demographics

Workforce demographics as of Dec. 1, 2024.



## Employee recognition



### Cyber Security Visionary Leader

The Cyber Security Summit's Visionary Leadership Awards recognize individuals who demonstrate exceptional leadership in cybersecurity. MNIT Information Security Director Chris Luhman received the Visionary Application Security Leader Award at the Cyber Security Summit on Oct. 29, 2024. This accolade recognized his innovative contributions to the field of application security and his leadership in advancing cybersecurity practices at MNIT.

**Photo:**

Chris Luhman (center), MNIT Information Security Director, accepting the Visionary Application Security Leader Award at the Cyber Security Summit on Oct. 29, 2024.



### Golden GOVIT Individual Leader Award

Cory Stubbendick, Chief Business Technology Officer at MNIT partnering with MDOR, received the 2024 Golden GOVIT Individual Leader Award. This prestigious award recognizes his significant contributions to modernize Minnesota's digital infrastructure and enhance services for residents.

**Photo:**

Cory Stubbendick (right), CBTO, MNIT partnering with Revenue, accepting the Individual Leader Award at the Golden GOVIT Awards in Nov. 2024.

## Annual Awards

As part of MNIT Week, MNIT employees celebrated their efforts to deliver outstanding IT services to Minnesota and the executive branch during the Annual Awards ceremony. The agency's Employee Recognition Committee (ERC) recognized honorees and finalists for the Annual Awards.



### ■ ■ ■ 2024 Honorees



#### Employee of the Year

Kimario Daniel Fawkes

#### Team of the Year

Whole-of-State Cybersecurity Team



#### Manager of the Year

Kristi Grunewald

#### Project of the Year

Blood Lead Modernization



**Partner of the Year: Minnesota Management and Budget**

# Councils and collaborations

In 2024, MNIT fostered strong partnerships with advisory groups, legislative leaders, state and local organizations, and Tribal Nations to maximize the impact of technology and deliver meaningful benefits to Minnesotans.

## Technology Advisory Council

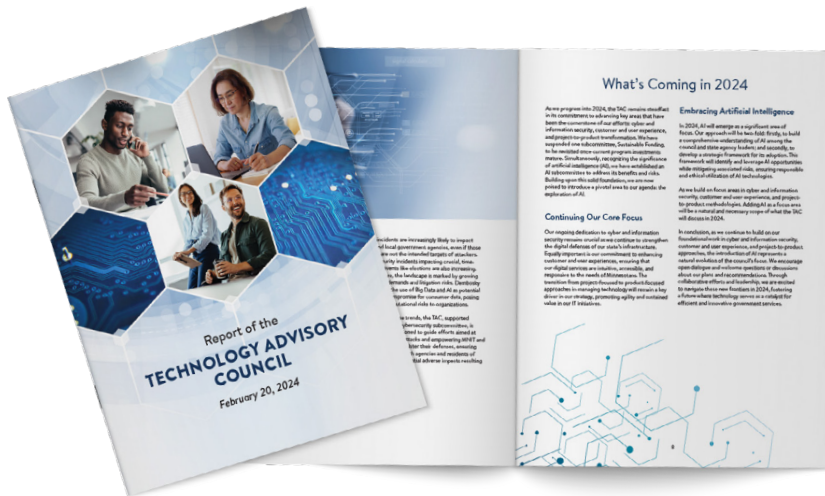
The Technology Advisory Council (TAC) played a key role in strengthening the state's strategic approach to IT initiatives. As a governor-appointed body, the TAC's subcommittees focused on critical priorities, including cybersecurity, project-to-product/agile practices, user experience/customer service, and AI, providing valuable recommendations. A newly formed workgroup will focus on opportunities related to data sharing in state government.

### Chair:

- **Rick King**, Former Executive, Thomson Reuters

### Vice Chair:

- **Vincent Cabansag**, Chief Operating Officer, Clockwork



### Members:

- **Tom Butterfield**, Formerly TCF Bank
- **Anjali Gandhi**, Chief Information Officer and Senior Vice President, Federal Reserve Bank of Minneapolis
- **Shireen Gandhi**, Deputy Commissioner, Minnesota Department of Human Services
- **Lee Ho**, Deputy Commissioner, Minnesota Department of Revenue
- **Jason Lenz**, Minnesota Association of Counties
- **Timothy Lynaugh**, Assistant Commissioner, Minnesota Department of Public Safety
- **Susan Ramlet**, Senior IT Manager, Medtronic
- **Melissa Reeder**, Chief Information Officer, formerly of the League of Minnesota Cities
- **Britta Reitan**, Deputy Commissioner, Minnesota Management & Budget
- **Evan Rowe**, Deputy Commissioner, Minnesota Department of Employment and Economic Development
- **Katie Smith**, Director, Ecological and Water Resources Division, Department of Natural Resources
- **Axelina Swenson**, Minnesota Association of Professional Employees
- **Theresa Wise**, Formerly Delta Air Lines

### Legislative Members (Ex-Officio, Non-Voting):

- Representative **Kristin Bahner**
- Senator **Mark Koran**
- Representative **Jim Nash**
- Senator **Melissa Wiklund**





**Photo:**

In December, the Cybersecurity Task Force welcomed new members including Alex Hepp, Brian Morgan, Tom Miller, and Lori Blair.

## Cybersecurity Task Force

The Minnesota Cybersecurity Task Force led advancements in strengthening cybersecurity protections statewide under the guidance of the Whole-of-State Cybersecurity Plan. Comprising 15 members from county, city, town, and Tribal governments, as well as private-sector IT experts, the task force focused on enhancing cybersecurity safeguards for Minnesotans. The task force also encouraged participation from interested legislators, fostering broad collaboration and inclusive discussions to ensure the effectiveness of the plan.

**Chair:**

- **Tarek Tomes**, Commissioner, Minnesota IT Services

**Co-Chair:**

- **John Israel**, Chief Information Security Officer, Minnesota IT Services

**Members:**

- **Diane Bartell**, MNJIS Deputy Director, Minnesota Department of Public Safety – Bureau of Criminal Apprehension
- **Brent Birkeland**, IT Director, Douglas County
- **Christine Cauwels**, IT Director, Southwest Health and Human Services
- **Jennifer Czaplewski**, Senior Director, Target Corporation
- **Lee Devault**, MIS Security Officer, Leech Lake Band of Ojibwe
- **Mike Gamache**, Commissioner, Anoka County
- **Randy Long**, IT Director, Bois Forte Band of Chippewa
- **Arnoldo Martinez**, Major, Minnesota National Guard
- **Eric Peterson**, Cybersecurity Manager, Allete Inc.
- **Nicole Pruden**, Network and Security Administrator, ECMECC
- **Mel Reeder**, Chief Information Officer, League of Minnesota Cities
- **Rohit Tandon**, Chief Information Security Officer, Essentia Health

## Geospatial Advisory Council

The Minnesota Geospatial Advisory Council (GAC) continued to lead efforts in coordinating the state's geospatial community and advising MnGeo. The council focused on key priorities, including the development of statewide foundational geospatial datasets, remonumentation of the Public Land Survey System, and improving access to critical infrastructure information. Working across a broad network of counties, cities, universities, businesses, nonprofits, federal and state agencies, Tribal governments, and surveyors, the GAC ensured collaborative progress on these priorities to strengthen Minnesota's geospatial infrastructure and support informed decision-making.

### Chair:

- **Heather Albrecht**, Hennepin County, At-large

### Vice Chair:

- **Britta Maddox**, Anoka County, At-large

### Members:

- **Jill Amundson**, West Central Initiative, Regional Government, Greater Minnesota
- **Mitch Bergeson**, U.S. Geological Survey, Federal Government
- **Jeffrey Bloomquist**, Risk Management Agency, U.S. Department of Agriculture, Federal Government
- **Ryan Bonney**, Shakopee Mdewakanton Sioux Community, Tribal Government
- **David Brandt**, Washington County and MetroGIS, Regional, MetroGIS
- **Christy Christensen**, McLeod County, County, Greater Minnesota
- **Shana Crosson**, U-Spatial | Research Computing, University of Minnesota Twin Cities, K-12 Education
- **Jessica Fendos**, LOGIS, Nonprofit
- **Kari Geurts**, MNIT Minnesota Department of Natural Resources, State Government
- **Len Kne**, U-Spatial | Research Computing, University of Minnesota Twin Cities, Higher Education
- **Leanne Knott**, City of Red Wing, MN GIS/LIS Consortium
- **Tanya Mayer**, Metropolitan Council, Regional Government, Twin Cities Metro
- **Victoria Reinhardt**, Ramsey County, County, Twin Cities Metro
- **Cory Richter**, Ramsey County, At-large
- **Kendis Scharenbroich**, Pro-West & Associates Inc., Business
- **Gerry Sjerven**, Minnesota Power, Business
- **Stacey Stark**, U-Spatial | Research Computing, University of Minnesota Duluth, Higher Education
- **Benjamin Timerson**, Minnesota Department of Transportation, State Government
- **Dennis Tumberg**, City of Chanhassen, City, Twin Cities Metro
- **Patrick Veraguth**, Douglas County, Surveyor





## Partnerships strengthen and broaden our service to Minnesotans

MNIT values our partnerships because they bring us together with different levels of government and the private sector to achieve common goals that benefit Minnesotans. MNIT’s partnerships are essential for maximizing the impact of public policies and services. When we combine resources, knowledge, and innovation from diverse groups, we create better opportunities and improve the quality, diversity, and speed of services that we provide Minnesotans. Together, MNIT and its partners address complex issues more effectively than we could on our own.

Some of MNIT’s cybersecurity-related partnerships include:

### County IT leaders

MNIT hosts a monthly connection meeting with county IT leaders, which is an important venue to identify ways we can collaborate, share cybersecurity news, address concerns, celebrate successes, build new opportunities in cybersecurity, and improve partnerships between the state and counties for improved service delivery for Minnesotans.

### Cyber Navigators

MNIT’s cyber navigators develop deep relationships with Minnesota’s local governments (including counties, cities, school districts, and Tribal Nations). Cyber navigators lead communication efforts with partner entities interested in or participating in Whole-of-State services. They also work with MNIT’s Security Operations Center, Minnesota Fusion Center, and other state and federal agencies to coordinate resources, threat intelligence, awareness, and responses to emerging cyber threats and active incidents wherever they occur. Cyber navigators also collaborate with local governments reporting cyber incidents through the new cybersecurity incident reporting law, helping align resources and share threat alerts to strengthen cyber resiliency statewide.

### Cybersecurity Task Force

The 2022-2024 Minnesota Cybersecurity Task Force contributed to the implementation of Minnesota’s Whole-of-State Cybersecurity Plan to advance cybersecurity protections for local government entities. MNIT partners with the task force to determine how to best use the \$23.5 million from the federal State and Local Cybersecurity Grant Program (SLCGP) and the Minnesota Legislature to boost local entities’ cybersecurity defenses. With guidance from the Minnesota Cybersecurity Task Force, MNIT developed and rolled out grant-subsidized services that Whole-of-State partners identified as top priorities so they could strengthen their cyber defenses. These services – managed detection and response, internal vulnerability management, and external vulnerability management – bolster entities’ cyber resiliency and help present a strong, united front against cyber threats to better protect their data and systems. The new 2024-2026 Task Force members were sworn in during a ceremony in mid-December, and we look forward to working with them on future projects.

### Minnesota National Guard

The National Guard supports MNIT’s plan to mitigate cyber risks statewide. Together, we partner to better support local governments when a cyber incident occurs. In peace time, we focus on planning and coordination, so when a crisis happens, we have experts who can assist. The Minnesota National Guard Cyber Coordination Cell (C3) organized the first Minnesota Military Cyber Symposium on Aug. 3, 2024, at Metro State University. More than 100 attendees heard from top experts, including MNIT’s Assistant Commissioner and Chief Information Security Officer John Israel, on building a stronger partnership. This year, the National Guard also provided guidance during MNIT’s Risk Assessment pilot with Metro State University and seven Whole-of-State entities, and it served as an adviser to general election security planning.

### Tribal Nations

MNIT continues its collaboration with Tribal Nations by participating in quarterly Minnesota Indian Affairs Council (MIAC) meetings and providing resources through the Statewide Security Monitoring Initiative (SSMI) and Whole-of-State Cybersecurity Plan.



## Agency awards



### NASCIO

Minnesota brought home the top award in the cybersecurity category from the annual National Association of State Chief Information Officers (NASCIO) Conference:



### Cyber Risk Quantification (CRQ)

Minnesota was recognized for its innovative “Turning Risk into Reward” project, which uses CRQ to assess and report cybersecurity risks in financial terms. This approach moves beyond traditional risk models, enabling MNIT to make cost-effective security investments that protect critical assets. The tool’s enterprise-wide application generates cost savings that benefit both state agencies and Minnesota residents.

## Sustainability Achievement Award

The MNIT Green Team received the Sustainability Achievement Award for its efforts in sustainable procurement. This recognition highlights our agency’s commitment to environmental stewardship and our innovative approach to reducing waste and improving recycling. Our waste-free shipping changes have yielded impressive results, including:

- A 1.5-minute reduction in staff time per computer replacement (no longer needing to break down boxes, sort recycling, and manage waste).
- An estimated savings of five hours per week, or 260 hours per year.

- The ability to replace 500 additional computers per year without increasing staff.
- Reducing non-recyclable material waste from two 55-gallon garbage bins per week to two bins per month.
- Cutting cardboard waste from a 200-gallon container three times a week to one every other week.

The award, presented by the Enterprise Sustainability Steering Team, recognizes MNIT’s comprehensive strategy to enhance sustainability through strategic procurement changes across state agencies.



## National States Geographic Information Council

Minnesota Geospatial Advisory Council’s Public Land Survey System (PLSS) Legislative Subcommittee and Preservation Committees received the Catalyst Award from the National States Geographic Information Council in recognition of their leadership in securing over \$9 million for Minnesota’s statewide PLSS Monument Grant Program. This funding supports the preservation and modernization of essential geospatial infrastructure, advancing data accuracy and decision-making statewide.



## One Minnesota Implementation Efforts

In 2024, state agencies advanced the vision of the historic 2023 One Minnesota Budget. At the governor’s One Minnesota Implementation Champion Awards on Sept. 17, MNIT was recognized for its contributions in cybersecurity and customer experience, and as a finalist in several categories. Notably, MNIT’s partnership with MnGeo and the Office of Cannabis Management on the Social Equity Applicant Map received special recognition. MNIT teams also played a key role in award-winning projects, including the launch of DCYF and the establishment of the Enterprise Translations Office.



## Tekne

MNIT received one award at the annual Tekne Awards, hosted by MnTech.



## Minnesota Whole-of-State Cybersecurity Plan

MNIT was recognized for advancing the state’s cybersecurity posture through the holistic plan which MNIT and the Minnesota Cybersecurity Task Force launched in 2023. The initiative, which allocated \$23.5 million in federal and state funding, strengthens cybersecurity across Minnesota by offering advanced tools, assessments, and collaboration with local governments.

# Closing letter

By Zarina Baber, Assistant Commissioner, Chief Transformation Officer



## MNIT leads customer experience transformation in the One Minnesota Plan

As we close out 2024, we are proud to reflect on the progress we've made in advancing customer experience (CX) across state government. As the [goal owner for the customer experience](#) focus area in the One Minnesota Plan, MNIT has embraced its responsibility to drive a customer-centric operating model that ensures the agencies we support deliver on the promise of simpler, faster, and inclusive services.

Our mission is clear: enhance the lives of Minnesota residents by placing them at the center of technology design. By engaging communities, reducing barriers, and streamlining services, we aim to increase customer satisfaction and strengthen trust in government. Improving customer experience will also boost efficiency and reduce costs, as streamlined services lead to fewer errors, faster processing, and less reliance on manual interventions. Furthermore, it fosters greater transparency and accountability, as Minnesotans feel heard and supported.

Minnesota is uniquely positioned to lead the nation in this journey, thanks to several key factors:

- A clear directive through the One Minnesota Plan.
- Strong support from the governor's office.
- Expertise from the Technology Advisory Committee and our public-private partnerships.

Our journey began with the 2023 Customer Experience Summit, where over 200 leaders across state government gathered to set the stage for this transformation. We partnered with the governor's office to introduce bold objectives, including the implementation of 40 new or improved digital services by 2027. In 2024, several of these initiatives went live and we focused on embedding CX priorities across executive branch agencies. This commitment ensures that technology solutions are designed around the needs of the people they serve, creating seamless access to state resources.

Looking ahead to 2025, we are excited to host a second CX summit. This summit will further prioritize opportunities for all Minnesotans, ensuring fairness and broad participation as we continue our transformation.

This journey requires shared ownership across state agencies, external partners, and communities. By working collaboratively, we will deliver services that improve the quality of life for every Minnesotan. The road ahead is ambitious, but the impact we achieve will be profound.

# About MNIT

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 2,800 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 5.7 million Minnesotans.

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## Learn more

For questions, comments, and feedback on MNIT's reports, please reach out to [MNIT\\_Comm@state.mn.us](mailto:MNIT_Comm@state.mn.us). This report is available in alternative formats to individuals with disabilities by emailing [ADA.MNIT@state.mn.us](mailto:ADA.MNIT@state.mn.us) or calling 651-556-0519 or 651-201-1118.

You can also find more stories about the agency across our social media accounts.

MNIT is an equal employment opportunity employer.





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