

**Agency Purpose**

The mission of the Office of Enterprise Technology (OET) is to support the transformation of public services by effective information management and efficient delivery of services to government and its customers. This mission is carried out by developing statewide enterprise strategies and standards, overseeing technology investments, and creating a secure and efficient information management environment. OET has broad statutory authority to set state information technology (IT) direction and policy, to provide services, and to manage and direct state IT resources. This mission is further reinforced by M.S. 16E that directs the development of:

- ◆ an information technology governance structure at a statewide enterprise level;
- ◆ an enterprise information technology management organization (OET) capable of leading a statewide transformation to increased shared services; and
- ◆ resource allocation processes and standards.

**At A Glance**

To carry out its mission, OET:

- ◆ Provides technology and telecommunications services to state agencies and political subdivisions
- ◆ Provides statewide enterprise governance structure, planning process, and service level agreement processes for new consolidated, shared, and utility services including shared data centers
- ◆ Sets state standards and manages IT hardware, software, and professional/technical service contracts
- ◆ Develops enterprise security program and governance.

**Core Functions**

OET's 2006 Strategic Plan outlines several strategies to further the mission of the organization:

- ◆ transform OET / organization and workforce development
- ◆ define the scope and offerings of services
- ◆ transform decision-making processes
- ◆ implement enterprise security and identify management programs
- ◆ leverage IT contracting and procurement processes for best value
- ◆ develop comprehensive funding mechanisms for enterprise IT
- ◆ embrace a strong portfolio management program
- ◆ lead the development of an enterprise architecture
- ◆ provide the foundation for seamless integration of eGovernment.

These strategies are pursued through several core functions within the following five program areas:

**Enterprise Planning and Management** – managing a strong state architecture including business, information, application, and technology components; managing strategic planning processes incorporating statewide information management strategies, business needs, and administration priorities and ensuring that IT plans and review processes are properly integrated with enterprise technology and architecture standards, state budget processes, and legislative packages; managing a statewide portfolio of technology projects, applications, staff and operations as enterprise assets to leverage technology and data for maximum efficiency and impact; and managing OET's funds and financial processes and collaboratively working with agency partners to find funding models and mechanisms for enterprise-wide investments and system modernizations, utility services, OET and agency-centered shared services, and emerging services.

**Enterprise Technology Services (ETS)** – delivering utility and shared information and telecommunications technology systems and services through OET's internal service fund to enable faster, better, more efficient services to Minnesota's public sector. Includes aggregation of demand, integration of multi-platform systems to minimize redundancy of procurement and staffing requirements for economies of scale, and scalability of shared and utility resources (storage, processing, and network capacity) to meet the varying peak demands for resources. New in FY 2007 is a two-tiered encryption program for all state agencies: government-to-government encryption and government-to-citizens-and-businesses.

**Enterprise Application Development (EAD)** – phasing out the current North Star web portal and engaging agency partners in seeking a cost-effective, standard enterprise infrastructure and Minnesota.gov web portal interface. Includes management of user access, authentication, and authorization and user detection to government IT applications assuring citizens of data, process, and transactional integrity. The goal is to deliver seamless, unified, and secure EAD services that will support electronic access to government information and services by citizens and business partners that is independent of time, geography, and government organization and allows for information and technology sharing between agencies for reduced costs.

**Enterprise Security** – managing a more robust, comprehensive, and consistent enterprise-wide security environment and structure. Includes security architecture, enterprise security planning, vulnerability assessment, administration, security monitoring, interception, incident response, remediation, compliance, and business continuation of the state's critical, time-sensitive IT infrastructure, systems, and services with minimal interruption or essential change in the event of a disaster. The high-priority need by OET and agencies for these heightened security services has been buttressed by the recent risk assessment done by the Office of the Legislative Auditor.

**IT Standards and Resource Management (ISRM)** – managing the IT acquisition process for hardware, software, and professional/technical services that builds on the architecture and state standard and leverages the buying power that goes with aggregation and focused procurement. Includes economies of scale and improvements in support through standardization of investments.

## Operations

Current OET customers include citizens of Minnesota, state agencies and constitutional offices, courts, public school systems and higher education institutions, and local political subdivisions of the state. OET works with other agencies by charging internal service rates, developing interagency agreements for collaborative partnerships or shared utility / common functions, sharing loaned agency staff, and leveraging resources for enterprise IT savings.

In the transformation of the OET organization, the department has refocused to place a stronger emphasis on cost and task matrices and value-adding services to better align services with ongoing customer needs and to become more citizen-centric. OET is also in the process of developing service metrics and service level agreements. OET has redefined or resized processes and organizations and has retired services that are not competitive or for which no real market has emerged. A number of factors were considered in the retirement process including customer impact, availability of alternative solutions, and the historical financial performance of the services.

## Budget

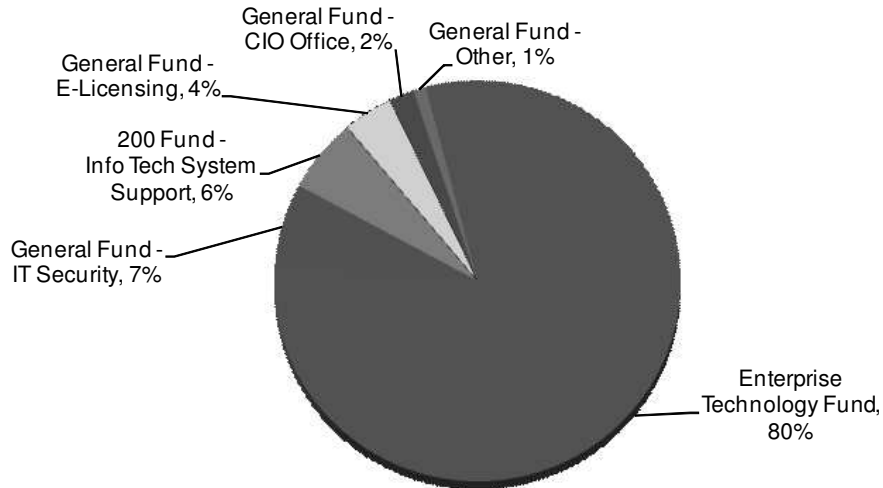
OET's services are funded primarily by the enterprise technology fund through cost-recovery/charge back rates. OET also receives a general fund appropriation, which was increased in the 2006 legislative session for management of a comprehensive and consistent statewide security structure. Also in 2006, the information/telecommunication technology systems and services account was established to capture savings for reinvestment on behalf of the enterprise. Through an interagency agreement, OET receives a portion of vendor administrative fees charged by the Department of Administration for IT purchases. Additionally, federal funds have been received during the past several years through interagency agreements with the Department of Public Safety (DPS), Emergency Management and Preparedness Division, for homeland security leasehold improvements and IT cyber-security assessments and initiatives.

The cost recovery rate structure for the enterprise technology fund has been realigned to be more transparent and equitable to agencies, reflecting actual costs of services provided. Agencies are impacted differently based on their needs and usage.

OET continues to explore additional funding mechanisms for the programs and functions identified above that are legislatively mandated or critical to fully realizing the transformation of OET. This includes long-term savings that are realized through aggregation and consolidation of services and economies of scale.

The following pie chart represents the FY 2009 revenue budget:

### FY2009 OET Revenue Budget



OET's employs 386.3 FTE. Of this total, 88% is funded by the enterprise technology fund and 22% is funded by the general fund. As a result of data center and other IT service consolidations, FTE count and funding for OET may increase, typically with a corresponding decrease in the other agencies.

#### Contact

Julie Freeman, Financial Management Director  
Phone: (651) 201-1191  
Email: [julie.freeman@state.mn.us](mailto:julie.freeman@state.mn.us)  
[www.oet.state.mn.us](http://www.oet.state.mn.us)

Larry Freund, Chief Financial Officer  
Phone: (651) 556-8028  
Email: [larry.freund@state.mn.us](mailto:larry.freund@state.mn.us)  
[www.oet.state.mn.us](http://www.oet.state.mn.us)

Dollars in Thousands

	Current		Forecast Base		Biennium
	FY2008	FY2009	FY2010	FY2011	2010-11
<b><u>Direct Appropriations by Fund</u></b>					
<b>General</b>					
Current Appropriation	16,445	7,516	7,516	7,516	15,032
<b>Forecast Base</b>	<b>16,445</b>	<b>7,516</b>	<b>6,061</b>	<b>6,061</b>	<b>12,122</b>
Change		0	(1,455)	(1,455)	(2,910)
% Biennial Change from 2008-09					-49.4%
 <b><u>Expenditures by Fund</u></b>					
<b>Carry Forward</b>					
Miscellaneous Special Revenue	158	243	0	0	0
<b>Direct Appropriations</b>					
General	8,405	15,508	6,061	6,061	12,122
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	3,031	5,784	0	0	0
Enterprise Technology Fund	78,357	90,813	91,541	92,791	184,332
<b>Total</b>	<b>89,951</b>	<b>112,348</b>	<b>97,602</b>	<b>98,852</b>	<b>196,454</b>
 <b><u>Expenditures by Category</u></b>					
Total Compensation	30,693	37,510	38,461	39,740	78,201
Other Operating Expenses	56,865	74,658	59,141	59,112	118,253
Local Assistance	0	180	0	0	0
Other Financial Transactions	2,393	0	0	0	0
<b>Total</b>	<b>89,951</b>	<b>112,348</b>	<b>97,602</b>	<b>98,852</b>	<b>196,454</b>
 <b><u>Expenditures by Program</u></b>					
Enterprise Technology Services	64,059	71,828	69,826	70,841	140,667
Enterprise Planning & Mgmt	15,627	23,238	19,271	19,397	38,668
Enterprise Application Devel	3,688	6,241	1,156	1,193	2,349
Enterprise I T Security	6,010	10,319	6,432	6,478	12,910
Info Stds & Resource Mgmt	567	722	917	943	1,860
<b>Total</b>	<b>89,951</b>	<b>112,348</b>	<b>97,602</b>	<b>98,852</b>	<b>196,454</b>
 <b>Full-Time Equivalentents (FTE)</b>	 <b>320.7</b>	 <b>378.0</b>	 <b>376.4</b>	 <b>376.4</b>	

**Program Description**

The mission of Enterprise Technology Services (ETS) is to provide information technology and telecommunications systems and services to state agencies and other public sector entities. The mission is to ensure that state technology investments are aligned with an overall enterprise management approach and to streamline service delivery through business process change and enabling technology. ETS serves Minnesota's public sector by delivering cost-effective, value-added information technology and telecommunication services through a service-oriented architectural approach to utility and shared infrastructure and best practice deployment. ETS actively promotes an enterprise approach that builds on the state's potential capability for shared IT management and the leveraging of opportunities for partnerships and vendor relationships for efficient, cost effective service delivery. Underlying strategies for ETS are aggregation of demand and integration of distributed and centralized systems to minimize redundancy and provide scalability of shared and utility resources, efficiencies and economies of scale.

**Budget Activities Included:**

- ⇒ Computing Services
- ⇒ Telecommunication Services

Further detail on each of these Budget Activities is included in subsequent pages of this budget document.

# ENTERPRISE TECHNOLOGY OFFICE

Program: ENTERPRISE TECHNOLOGY SERVICES

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2010-11
	FY2008	FY2009	FY2010	FY2011	
<b><u>Expenditures by Fund</u></b>					
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	1,910	2,779	0	0	0
Enterprise Technology Fund	62,149	69,049	69,826	70,841	140,667
<b>Total</b>	<b>64,059</b>	<b>71,828</b>	<b>69,826</b>	<b>70,841</b>	<b>140,667</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	23,277	28,150	28,763	29,711	58,474
Other Operating Expenses	40,782	43,678	41,063	41,130	82,193
<b>Total</b>	<b>64,059</b>	<b>71,828</b>	<b>69,826</b>	<b>70,841</b>	<b>140,667</b>
<b><u>Expenditures by Activity</u></b>					
Oet Computing Services	28,874	35,613	33,382	33,990	67,372
Oet Telecomm Services	35,185	36,215	36,444	36,851	73,295
<b>Total</b>	<b>64,059</b>	<b>71,828</b>	<b>69,826</b>	<b>70,841</b>	<b>140,667</b>
<b>Full-Time Equivalentents (FTE)</b>	<b>245.9</b>	<b>282.7</b>	<b>278.8</b>	<b>278.8</b>	

**Activity Description**

The mission of Computing Services is to enable faster, better, and more efficient services to Minnesota's public sector through shared computing infrastructure and services. Underlying strategies for Computing Services are aggregation of demand and integration of systems to minimize redundancy of procurement, hardware, software, maintenance agreements, professional/technical services, and staffing requirements to provide efficiencies and economies of scale. The scalability of shared and utility resources (storage, processing and network capacity) meets the varying peak demands for computing resources. This activity is described in M.S. 16E.19, subd. 1: "integrate and operate the state's centralized computer facilities to serve the needs of state government."

OET's Computing Services provide central and distributed data processing and storage such as:

- ◆ 1,800 Servers managed per year
- ◆ 20,000 Incidents managed per year
- ◆ 4.8 million Batch job processed per year
- ◆ 10 million Spam emails filtered in a year
- ◆ 120 million web pages served per year
- ◆ 280 million Emails delivered in a year
- ◆ 1.7 billion online transactions processed per year
- ◆ 120 terabytes data backed up per year
- ◆ 150 terabytes storage managed per year

**Population Served**

In accordance with M.S. 16E.18, subd. 2, any public sector entity within Minnesota may participate in Computing Services. Current customers represent state agencies, the legislature, courts, institutions of higher education, cities, and counties. In FY 2008, Office of Enterprise Technology's (OET's) largest Computing Services customers and their applications were:

- ◆ *Department of Human Services (DHS)*: PRISM (the Child Support System), MAXIS (the eligibility determination system for TANF / MFIP (Temporary Assistance for Needy Families / Minnesota Family Investment Program), food stamps, Medicaid, and other social service programs), Medicaid Management Information System (MMIS) (Medicaid and other medical insurance programs' claims processing), MN-ITS (the billing system for Minnesota Health Care Programs' claims and other transactions), and Shared Master Index (SMI).
- ◆ *Department of Finance and Employee Relations (FER)*: Statewide procurement/accounting system (MAPS), Information Access (IA) Warehouse and human resources/payroll system (SEMA4).
- ◆ *Department of Employment and Economic Development (DEED)*: Unemployment insurance data.
- ◆ *Department of Public Safety (DPS)*: Criminal Justice Information System (CJIS), which is used by state, local government, municipal police departments and sheriffs, correctional institutions, Department of Natural Resources (DNR), and others, with ties to the Federal Bureau of Investigation and other national law enforcement systems.
- ◆ *Department of Revenue (DOR)*: Income tax returns and refund checks, state sales tax, and property tax records and processing.
- ◆ *Department of Commerce (DOC)*: License renewal and lookup, and electronic document filing and lookup.

**Services Provided**

**Application Hosting Services** include batch processing, data transfer, and web transaction processing services with the full range of support for 24 X 7 X 365 operations, production control, networking, security, databases and technical support. Also included are virtual and other distributed servers. Application Hosting provides the server platform, operating system, middleware, monitoring, security, and other shared and utility support needed to host an agency's business application.

**Storage Management Services** include controlled storage and 24 X 7 X 365 monitoring of disk, tape and virtual tape media, and tape or disk back up and restoration of computerized data from a distributed environment. This service includes a Storage Area Network (SAN) infrastructure.

**e-Reporting Services** provide for PC-based, web viewing or retention of stored e-reports.

**Print Services** is planned for closure in FY2009 due to historical budget shortfalls.

## ENTERPRISE TECHNOLOGY OFFICE

**Program:** ENTERPRISE TECHNOLOGY OFFICE

**Activity:** OET COMPUTING SERVICES

Narrative

**Equipment Hosting Services** provide state-of-the-art data center space, environmentals, utilities, security, and monitoring for agencies' distributed servers or other equipment. Equipment Hosting often includes several other services such as server/Operating System (OS) support, database administration, network, storage, and other utility services.

**Electronic Document Management System (EDMS) Services** provide an enterprise infrastructure for organizing, storing, retrieving, distributing, and archiving electronic documents. Core functions include library services (check-in/check-out, version control, document-level security), cross-repository searching, and system administration.

**Recovery Strategies** (formerly *Continuity Services*) include warm site file service recovery, hot site system recovery, and equipment hosting of disaster recovery or failover equipment at State Recovery Center (SRC).

**Data Entry Services** translate hard copy public, sensitive and nonpublic data into an electronic format that can be delivered to partners using a variety of media including diskette, compact disk and tape, as well as file transfer protocol (FTP).

**Enterprise Messaging Services** manage the state's messaging infrastructure, commonly referred to as the Mail Hub. Email passing through the Mail Hub is scanned by a robust anti-virus and Spam filtering application prior to entering the state's critical communication infrastructure. Secure, e-mail Tier 1 encryption capabilities have also been added to this service to address rising concerns related to secure e-mail transmittal of sensitive, confidential, health, personal, criminal justice, business, and tax-related information and federal and state requirements related to it such as HIPAA (Health Insurance Portability and Accountability Act).

**Database Support Services** offer highly trained, skilled database administration support and expertise 24 X 7 X 365 for mainframe and distributed databases.

**Enterprise Server/Desktop Support Services** provide assistance with hardware procurement and configuration, as well as day-to-day support of servers, desktops and Microsoft Windows, z-Linux, Linux-based virtual and other "distributed" server operating systems. This service includes Enterprise Project Management (EPM)/SharePoint web collaboration tool/service that is being initiated as a full service in FY2009.

**Enterprise Email Services** provide a centralized, enterprise e-mail and calendaring environment including directory synchronization, global address book, and multiple interface. Full implementation for all executive branch agencies is expected to be completed by the end of FY2010.

**Admin Executive Liaison Services** provide executive liaison and CIO-level administrative support to the Department of Administration through an interagency relationship.

### Key Goals

Computing Services supports OET's mission for transformation of public services through effective and efficient delivery of services to government and their customers. The provision of web-enabled government services and the use of consolidation, virtualization and standardization to achieve higher utilization and lower costs are consistent with Minnesota Milestones.

### Key Measures

High availability of Computing Services is assured through 24 X 7 X 365 operational support in a secure data center that protects assets and data, utilizing continuous equipment power and environmental controls. In FY 2008, OETs' computing availability was 99.9%. OET's Computing Services is in the process of developing service metrics and service level agreements.



# ENTERPRISE TECHNOLOGY OFFICE

**Program:** ENTERPRISE TECHNOLOGY OFFICE

**Activity:** OET COMPUTING SERVICES

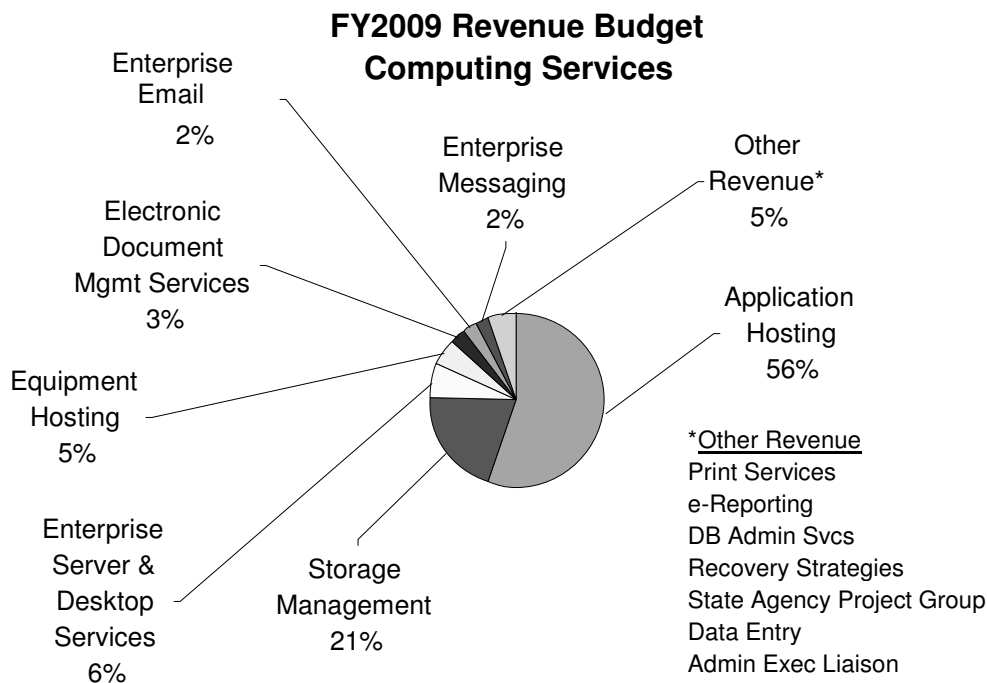
Narrative

Accomplishments for Computing Services include:

- ◆ E-Licensing. Installed software required to implement a web-enabled business and professional licensing system, which is projected to go live in September 2008.
- ◆ Minnesota Electronic Child Care. Prepared the infrastructure to implement a Department of Human Services system which provides financial subsidies to help low-income families pay for child care so that their parents may pursue employment or education leading to employment, while ensuring their children are well cared for and prepared to enter school and be ready to learn.
- ◆ Enterprise Email System. Prepared storage and database infrastructure for implementation of a single, highly available and centrally managed email and calendaring system by December 2008 for the first five pilot executive branch agencies.
- ◆ Real Property Management. Created the infrastructure for implementation of a web-enabled, shared technology tool that will be used by Department of Administration to meet information reporting needs, as well as assist enterprise-wide real property portfolio management.
- ◆ Enterprise Vulnerability Management System (EVMS). Provided storage infrastructure for implementation of a comprehensive security program to identify, classify, track, and remediate security vulnerabilities at the first of six pilot executive branch agencies.

## Activity Funding

Computing Services is 100% funded by the enterprise technology fund through chargeback / cost recovery rates. Below is a pie chart showing FY 2009 estimated revenue for the major products/services within Computing Services.



In FY 2009, OET's Computing Services has approximately 212.6 FTEs, including FTEs for overtime expenses, which are 100% funded through the enterprise technology fund. As FTE and funding migrate from other agencies as a result of data center and other utility service consolidations, FTE count may increase, typically with corresponding decreases in other agencies.

# ENTERPRISE TECHNOLOGY OFFICE

**Program:** ENTERPRISE TECHNOLOGY OFFICE

**Activity:** OET COMPUTING SERVICES

Narrative

**General Fund Loans:** Computing Services does not have a loan from the general fund nor does it anticipate a need for a general fund loan during the next biennium.

**Proposed Investments in Technology or Equipment of \$100,000 or more:** OET's Computing Services purchases capital equipment to support customer applications. The depreciated portion of the total cost is incorporated into cost recovery rates and varies depending upon life cycle of equipment being purchased. Computing Services' equipment such as mainframe and disk equipment is depreciated over three years, with tape and other equipment depreciated over four years. Generally, master lease funding is utilized for the capitalized asset purchases. In order to continue to meet its customer needs and requirements, central processing or distributed replacements or upgrades are planned, as well as uninterrupted power service (UPS) battery replacement systems. In FY 2009, below are the planned investments in equipment of \$100,000 or more. It is anticipated that there will be similar purchases during the FY 2010-11 biennium.

◆ Z8000,Z900 Processor (1)	\$2,000,000
◆ Uninterruptible Power Supply Replacements at COB Data Center (4)	\$ 500,000
◆ Redundant Generator at COB Data Center (1)	\$ 800,000
◆ Tape Storage Management (TSM) Upgrade (1)	\$ 175,000
◆ V960 Tape and Direct Access Storage Device (DASD) upgrade (1)	\$ 175,000
◆ Switched Virtual Circuit (SVC) Storage Area Network (SAN) (1)	\$ 125,000
◆ Axion Back-up and Restore	<u>\$ 100,000</u>
TOTAL	\$3,875,000

**Operating Losses/Increases in Retained Earnings:** OET's Computing Services manages retained earnings according to federal requirements, which state that the retained earnings balance cannot exceed two months of operating expenses. The federal government does not recognize depreciation as an operating expense in this calculation. In FY 2009, Computing Services' depreciation expense is projected to be \$3.0 million. OET's Computing Services budget goal is to break even by the end of each fiscal year, however, if customer usage is higher or lower than forecasted, increases or decreases in retained earnings occur. Historically, Computing Services' product usage has exceeded budget forecasts, causing increases in retained earnings. The earnings above federal guidelines have been rebated to OET's Computing Services customers.

### History of Computing Services' Rate Changes:

Fiscal Year Change	2002	2003	2004	2005	2006	2007	2008	2009
	(18%)	(11%)	(16%)	(7%)	(1%)	0%	0%	0.32%

### Impact of Rate Changes:

Historically, Computing Services rates overall have continued to decrease primarily due to increases in customer usage, efficiencies in equipment, and decreases in costs. Although the rates have continued to decrease, most customers have not realized overall reduced costs due to their increased usage of the services. Customers whose usage has decreased have received the most benefit from the lower rates.

### Contact

Julie Freeman, Financial Management Director  
Phone: (651) 201-1191  
Email: julie.freeman@state.mn.us  
www.oet.state.mn.us

PG Narayanan, Assistant Commissioner  
Phone: (651) 201-1054  
Email: pg@state.mn.us  
www.oet.state.mn.us

**ENTERPRISE TECHNOLOGY OFFICE**  
**Program: ENTERPRISE TECHNOLOGY SERVICES**  
 Activity: OET COMPUTING SERVICES

Budget Activity Summary

<i>Dollars in Thousands</i>					
	Current		Forecast Base		Biennium
	FY2008	FY2009	FY2010	FY2011	2010-11
<b><u>Expenditures by Fund</u></b>					
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	910	2,623	0	0	0
Enterprise Technology Fund	27,964	32,990	33,382	33,990	67,372
<b>Total</b>	<b>28,874</b>	<b>35,613</b>	<b>33,382</b>	<b>33,990</b>	<b>67,372</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	13,654	16,734	16,937	17,478	34,415
Other Operating Expenses	15,220	18,879	16,445	16,512	32,957
<b>Total</b>	<b>28,874</b>	<b>35,613</b>	<b>33,382</b>	<b>33,990</b>	<b>67,372</b>
<b>Full-Time Equivalents (FTE)</b>	<b>143.4</b>	<b>166.3</b>	<b>162.5</b>	<b>162.5</b>	

**Activity Description**

The mission of Telecommunication Services is to enable faster, better and more efficient services to Minnesota's public sector through shared communications infrastructure and services. This activity is governed by M.S. 16E.17: "The chief information officer shall supervise and control all state telecommunication facilities and services."

**Population Served**

In FY 2008, the largest users of Telecommunication Services were: Minnesota State Colleges and Universities (MnSCU), the University of Minnesota (U of M), the departments of: Public Safety, Human Services, Transportation, Employment and Economic Development, Natural Resources, Revenue, Health, and Corrections, counties, cities, and hundreds of Minnesota school districts and public libraries.

**Services Provided**

**Wide Area Network Services**, *Minnesota's Network for Enterprise Telecommunications (MNET)* is a public-private partnership delivering secure, reliable and seamless intra- and inter-organizational networking of data, video and voice shared utility services for education, local government and state agencies. MNET's public sector partners include all state agencies and boards, the legislature, courts and constitutional offices, all MnSCU and U of M campuses, all 87 counties, and many municipalities, tribal governments, public television, schools and libraries. Office of Enterprise Technology (OET) provides 24x7x365 operations to allow effective state information infrastructure network management, responsiveness, and fault protection through a single point of contact for service orders, problem management and repair.

**IP Services** use MNET to deliver IP telephony and IP videoconference services. IP Telephony capabilities are replacing classic voice—local, long distance and call center services. Included in this suite of services are hosted IP Telephony, Contact Center Minnesota (CCM), and voice mail and E-fax. Hosted IP Telephony is regular telephone service provided via an IP infrastructure and transported over MNET and customers' local area networks (LANs). Contact Center Minnesota is a multimedia environment using the same infrastructure to manage many types of customer service interactions, including telephone calls, emails, faxes, web site chats, and correspondence—queues, skills-based routing, screen pops from a database, call recording, interactive voice response, and support for remote and telecommuting agents. E-fax services deliver faxes to e-mail accounts reducing cost and paper consumption. IP Video Conferencing Services, provided over MNET, are in use in throughout state agencies, higher education institutions, K-12 schools, and counties throughout Minnesota. Over 800 videoconference rooms are in use at nearly 300 MNET locations. Video Conference services are available via subscription, and as one-time events. One-way streaming media services are also available to stream out live or archived content over MNET and made available to the citizens via the Internet.

**Classic Voice Services** are local voice and long distance telephone services contracted and provided by common carriers, e.g., Centrex, business lines, and voice trunk facilities for premise-based telephone systems, direct dial long distance, calling cards, toll-free (8XX) and pay-per-call numbers. Foreign language interpretation services and audio conferencing services are also offered. Consolidated, web-enabled ordering and billing are provided to customer agencies for over 100 telecommunications carriers providing services to government locations throughout the state. This service is declining as state agencies migrate to an IP Services solution.

**Activity at a Glance**

In carrying out its mission, Office of Enterprise Technology's Telecommunication Services:

- ◆ Partners with over 100 private sector telecommunication service and equipment providers to deliver secure and reliable converged IP network services via MNET in more than 1,000 locations in 300 Minnesota communities.
- ◆ Contracts with over 50 telephone companies to provide 40,000 telephone lines and millions of minutes of long distance service to hundreds of locations statewide.
- ◆ Delivers mission-critical, secure and reliable wide area network connections for Minnesota's public safety, criminal justice, learning, and governmental operations.
- ◆ Achieves large-scale cost efficiencies through network aggregation of state's enterprise-wide customers and productivity transformations through IP Telephony and Call Center Minnesota.

# ENTERPRISE TECHNOLOGY OFFICE

**Program:** ENTERPRISE TECHNOLOGY OFFICE

**Activity:** OET TELECOMMUNICATION SERVICES

Narrative

## Key Goals

Telecommunications services support OET's mission for transformation of public services through effective and efficient delivery of services to government and education and their customers.

Telecommunications Services are shared utility services which provide foundational technology infrastructure support to Minnesota's public safety, learning and government operations. This infrastructure provides network-wide security and confidentiality as appropriate for promoting public safety, health, and welfare. Telecommunications services integrate private sector services to support secure, reliable and seamless intra- and inter-organizational voice, data and video communications among Minnesota's branches and levels of government. Services are procured in a manner that helps to promote investment and growth of the private sector information infrastructure throughout the state.

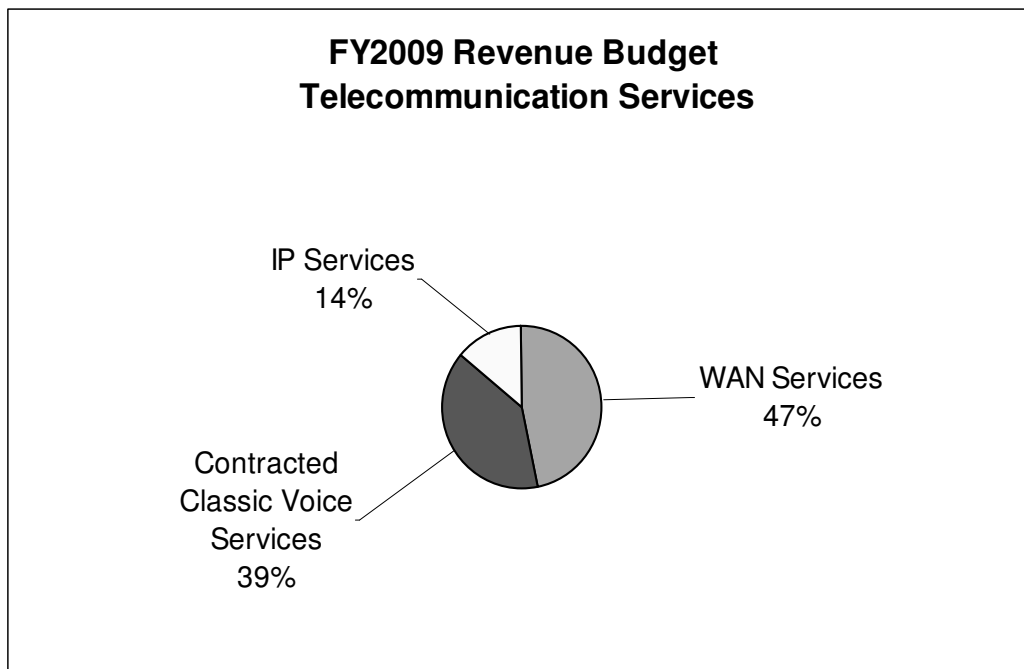
E-government and e-learning applications are enabled by these services and can be delivered to every county government, every state agency, every higher education campus and many cities, schools and public libraries. Provisioning of shared high-capacity, reliable and secure access to the worldwide Internet, national networks (Internet@ and National LambdaRail) and provide provider networks enable public access to electronic government and educational services. These services enable government and education to meet many of state wide goals of Minnesota Milestones.

## Key Measures

High availability of Telecommunications Services is assured through 24 X 7 X 365 operational support in a secure operations center that protects assets, data, and operational staff, with continuous equipment power and environmental controls. In FY 2008, OETs' network availability was 99.9%. OET's Telecommunication Services is in the process of developing service metrics and service level agreements.

## Activity Funding

Telecommunication Services is 100% funded by the enterprise technology revolving fund through chargeback / cost recovery rates. Below is a pie chart showing FY 2009 estimated revenue for the major products/services within Telecommunication Services.



# ENTERPRISE TECHNOLOGY OFFICE

**Program:** ENTERPRISE TECHNOLOGY OFFICE

**Activity:** OET TELECOMMUNICATION SERVICES

Narrative

In FY 2009, Telecommunication Services has approximately 104 FTEs, including an FTE for overtime expenses, which are 100% funded through the enterprise technology fund. As funding and FTE migrate from other agencies as a result of data center and other utility service consolidations, the FTE count may increase, typically with corresponding decreases in other agencies.

**General Fund Loans:** Telecommunication Services does not have a loan from the general fund nor does it anticipate a need for a general fund loan during the next biennium.

**Proposed Investments in Technology or Equipment of \$100,000 or more:** OET purchases some wide area network equipment to support customer applications and then depreciates the equipment over four years with the depreciation expense incorporated into the cost recovery rates. OET anticipates continued growth in the WAN Services and is planning capital purchases in this area to respond to business needs and the deployment of converged IP voice traffic on MNET, which will require an increase in the bandwidth capacity and network hubs. In FY2009, all of the network equipment to be purchased has a unit cost of less than \$100,000 and will include routers, switches, bridges, telephony conferencing and data sharing equipment, and IP Telephony Contact Center Minnesota (CCM) replacement equipment. It is anticipated that there will be similar purchases for WAN Services and IP Services under \$100,000 during the FY 2010-11biennium. Telecommunication Services does not plan any capital purchases for Contracted Classic Voice Services over \$100,000 during the biennium the FY 2010-11 biennium. Also, in FY2008, one-time OET assisted small agencies in removing the barrier of migration to IP Telephony business solution by purchasing IP telephones on their behalf.

**Operating Losses/Increases in Retained Earnings:** OET's Telecommunication Services manages retained earnings according to federal requirements, which state that the retained earnings balance cannot exceed two months of operating expenses. The federal government does not recognize depreciation as an operating expense in this calculation. In FY 2009, Telecommunication Services' depreciation expense is projected to be approximately \$1.8 million. Generally, Telecommunication Services overall has not contributed positively to OET's overall retained earnings balance due to changes in customer usage and new emerging shared services.

### History of Telecommunication Services' Rate Changes:

Fiscal Year	2002	2003	2004	2005	2006	2007	2008	2009
Change	0%	(5%)	(4%)	(3%)	6%	3%	(6.63%)	(0.93%)

**Impact of Rate Changes:** Cost recovery rates for some classic voice services are increasing due to a decreasing participant base as customers migrate to other products or solutions. These increases should be offset by decreases in the WAN services cost recovery rates for those customers using both Contracted Classic Voice Services and WAN Services, whose usage remains stable between FY 2008 and FY 2009.

### Contact

Julie Freeman, Financial Management Director  
Phone: (651) 201-1191  
Email: julie.freeman@state.mn.us  
Website: www.oet.state.mn.us

PG Narayanan, Assistant Commissioner  
Phone: (651) 201-1054  
Email: pg.narayanan@state.mn.us  
Website: www.oet.state.mn.us

**ENTERPRISE TECHNOLOGY OFFICE**  
**Program: ENTERPRISE TECHNOLOGY SERVICES**  
 Activity: OET TELECOMM SERVICES

Budget Activity Summary

<i>Dollars in Thousands</i>					
	<b>Current</b>		<b>Forecast Base</b>		<b>Biennium</b>
	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>	<b>FY2011</b>	<b>2010-11</b>
<b><u>Expenditures by Fund</u></b>					
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	1,000	156	0	0	0
Enterprise Technology Fund	34,185	36,059	36,444	36,851	73,295
<b>Total</b>	<b>35,185</b>	<b>36,215</b>	<b>36,444</b>	<b>36,851</b>	<b>73,295</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	9,623	11,416	11,826	12,233	24,059
Other Operating Expenses	25,562	24,799	24,618	24,618	49,236
<b>Total</b>	<b>35,185</b>	<b>36,215</b>	<b>36,444</b>	<b>36,851</b>	<b>73,295</b>
<b>Full-Time Equivalents (FTE)</b>	<b>102.5</b>	<b>116.4</b>	<b>116.3</b>	<b>116.3</b>	

**Program Description**

The mission of Enterprise Planning and Management is to provide leadership and oversight to agencies and other levels of government in the area of statewide information policies, technology investments, and strategies; to provide analytical, planning, and support to the governor and state legislature on matters of technology; and to provide general management and direction to the programs and activities that make up the Office of Enterprise Technology (OET).

**Population Served**

Primary customers are the state Chief Information Officer (CIO), Information Technology (IT) governance structure, agency CIOs and program leads, and legislative staff and committees.

**Services Provided**

Activities include statewide strategic IT Master Plan development; OET strategic and business planning; management of the enterprise project, systems, and asset portfolios; oversight of IT projects and IT components of building projects; development and oversight of enterprise information policies; analysis of budget proposals involving technology; communications programs involving state technology; administration of the state's technology architecture and standards; and support for risk management, project management, and business process improvement best practices. Internal OET leadership and direction includes oversight of the day-to-day agency operations and of the management of agency resources.

**Historical Perspective**

Prior to the creation of OET by the legislature in 2005, information and technology management was highly decentralized, and policymaking was distributed across several entities. This resulted in inefficiencies, duplication of activity, lack of true central oversight and lack of planning across agencies and program areas. Similarly, planning was an accumulation of agency directions instead of a true strategic vision for state government. Executive Order 05-04 and legislative changes to M.S. 16E.01 established a cabinet-level CIO and clarified the authority and responsibilities of that position and the Office of Enterprise Technology.

**Key Program Goals**

Ensure effective management of state technology investments and stewardship of state resources.

Three trends require the state to become more vigilant in the management of IT resources:

- ◆ The availability of good technology solutions to improve service is growing exponentially.
- ◆ The burden of technology infrastructure, applications and security is increasing, consuming larger proportions of agency budgets. Individual agencies can no longer afford to "go it alone."
- ◆ The competition for limited resources in state government continues to build.

With the enterprise IT portfolio, OET tracks major state IT projects and evaluates agency IT budgets. In 2007, as part of the biennial budget development process, OET released the enterprise IT portfolio, the first comprehensive view of the scope and breath of the state's IT resources. The next report will be released in FY 2009.

**Key Program Measures**

- ◆ Completed Enterprise Master Plan for Information Management with broad participation, on schedule.
- ◆ Designed and implemented the first stages of comprehensive portfolio management for applications, resources and assets as planned.
- ◆ Implemented a new application Enterprise Project Management (EPM) to monitor the progress of IT projects statewide and for agencies to use for internal project management and project inventory purposes.

**Program at a Glance**

In carrying out its mission, OET's Enterprise Planning and Management:

- ◆ Led 11 strategy teams (involving more than 100 state agencies, higher education and local leaders in both IT and business) to create the first enterprise-wide Master Plan for Information Management.
- ◆ Provided support for the first cabinet-level CIO function in state history and for the new federated IT governance process by which state strategy, investment and priority decisions will be made.

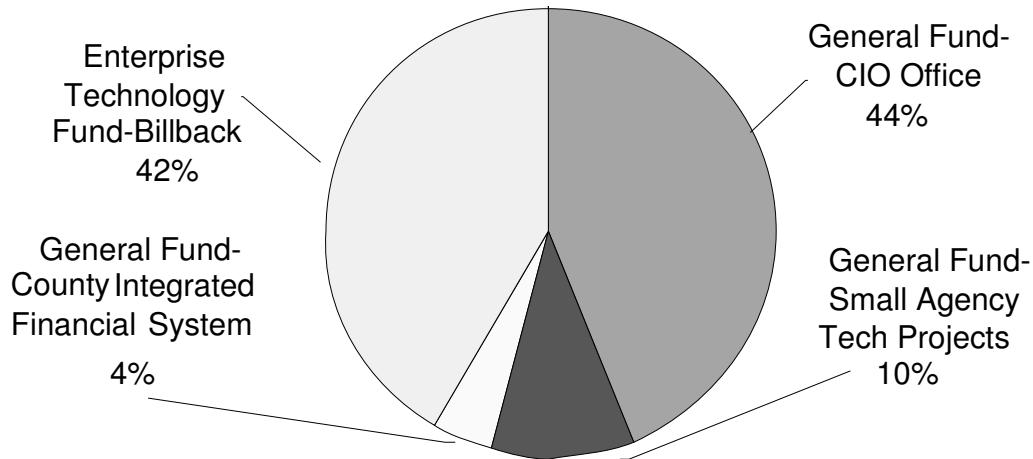


- ◆ Completed design and implementation of the State CIO's Governance structure. This includes the Commissioner's Technology Advisory Board and three councils: Technology Business Advisory Council, Agency CIO Advisory Council, and Agency Program Advisory Council.
- ◆ Launched a wide array of cross-agency process improvement projects applying the principles of the Drive To Excellence.

**Program Funding**

Support, oversight, and governance functions for the entire executive branch are funded by the general fund. OET's internal operations are funded by the enterprise technology fund through charge back / cost recovery rates.

**FY 2009 Enterprise Planning and Management Revenue Budget**



In FY 2009, Enterprise Planning and Management has approximately 36.48 FTEs, of which 38% are funded by the general fund and 62% are funded through the enterprise technology fund through chargeback/cost recovery. As FTE and funding migrate from other agencies as a result of data center and other utility service consolidations, the FTE count may increase, typically with corresponding decreases in other agencies.

**Contact**

Julie Freeman, Financial Management Director  
Phone: (651) 201-1191  
Email: julie.freeman@state.mn.us  
Website www.oet.state.mn.us

John Lally, Planning & Program Management Director  
Phone: (651) 556-8001  
Email: john.lally@state.mn.us  
Website www.oet.state.mn.us

# ENTERPRISE TECHNOLOGY OFFICE

Program: ENTERPRISE PLANNING & MGMT

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium
	FY2008	FY2009	FY2010	FY2011	2010-11
<b><u>Expenditures by Fund</u></b>					
<b>Carry Forward</b>					
Miscellaneous Special Revenue	158	243	0	0	0
<b>Direct Appropriations</b>					
General	1,992	2,818	1,798	1,798	3,596
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	656	2,462	0	0	0
Enterprise Technology Fund	12,821	17,715	17,473	17,599	35,072
<b>Total</b>	<b>15,627</b>	<b>23,238</b>	<b>19,271</b>	<b>19,397</b>	<b>38,668</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	2,810	3,403	3,448	3,569	7,017
Other Operating Expenses	10,424	19,655	15,823	15,828	31,651
Local Assistance	0	180	0	0	0
Other Financial Transactions	2,393	0	0	0	0
<b>Total</b>	<b>15,627</b>	<b>23,238</b>	<b>19,271</b>	<b>19,397</b>	<b>38,668</b>
<b><u>Expenditures by Activity</u></b>					
Enterprise Planning & Mgmt	15,627	23,238	19,271	19,397	38,668
<b>Total</b>	<b>15,627</b>	<b>23,238</b>	<b>19,271</b>	<b>19,397</b>	<b>38,668</b>
<b>Full-Time Equivalents (FTE)</b>	<b>32.2</b>	<b>42.1</b>	<b>42.1</b>	<b>42.1</b>	

**Program Description**

The mission of the Enterprise Application Development Program is to establish an integrated and secure framework that enables citizen and business access to “borderless” government services. The program capitalizes on information, communication, and e-commerce technologies to optimize the delivery of government products and services on-demand, independent of time, place, and agency organization. eGovernment is a strategy that fundamentally transforms the ways in which government interacts and collaborates with citizens, business, employees, and government entities.

**Program at a Glance**

In carrying out its mission, OET’s Enterprise Application Development program provides:

- ◆ Business Process Redesign;
- ◆ Ten million page views per month on the state portal;
- ◆ 1.5 million state government documents indexed and discoverable on the web; and
- ◆ Hosting of 73 agency websites.

This program implements Office of Enterprise Technology’s (OET’s) statutory requirements to: “coordinate statewide efforts by units of state and local government to plan for and develop a system for providing access to government services; make recommendations to facilitate coordination and assistance of demonstration projects; explore ways and means to improve citizen and business access to public services, including implementation of technological improvements” (M.S. 16E.05); “establish ‘North Star’ as the ... state’s governmental framework for coordinating and collaborating in providing online government information and services” (M.S.16E.07 subd.2); and to “establish ... methods for developing information and communications systems appropriate to the specific needs of individual state agencies” (M.S. 16E.03 subd.6).

**Population Served**

Services are provided to state departments, agencies, commissions, councils, boards, task forces, and committees; constitutional offices; court entities; Minnesota State Colleges and Universities; counties, statutory and home rule charter cities and towns; school districts; special districts; and any other board, commission, district, or authority created under law, local ordinance, or charter provision.

**Services Provided**

**North Star Portal** manages the infrastructure and information architecture for the state’s citizen-centric portal that enables integrated access to government services and information quickly and easily. North Star is an entry point to over 250 state entities accessed by over 1.0 million visitors per month. OET is working collaboratively with other agencies to migrate from the North Star portal to the state’s new website - Minnesota.gov.

**Website Hosting** uses the North Star infrastructure for static web page hosting or dynamic, portal-driven hosting. Static hosting gives agencies a professional, secure, reliable web presence, using the **www.agency.state.mn.us** domain name. Portal hosting offers the full portal tool suite, including content management, consistent look-and-feel templates and policies, decentralized content creation and posting, agency personalization, customized search interface and web authentication.

**Website Design** creates templates for web page layout, navigation, and graphics. Designs created by a professional design team, in consultation with agency customers, are reflective of the agency’s unique identity, and compliant with state standards and federal usability requirements.

**Website Indexing and Search** uses the Ultraseek search engine to provide intelligent, adaptive spidering all of state agency web content into a common index that makes it possible to search all agency websites with a single query. Information architects assist agencies in developing high quality metadata to improve search results and relevancy.

**Business Transformation Services** identifies current and potential future software applications, that will transform government delivery and to make government more accessible and more responsive to individual citizens, business and government partners, in areas and functions which by their nature:

- ◆ Are generic in application so as to provide value to users throughout the enterprise. For example, e-Licensing, email, virus/spam protection, payroll, budgeting, accounting, scheduling, compliance with Data Practices Act, and project reporting.
- ◆ Are fundamental to multiple operations and therefore able to provide the foundation upon which specialized extensions can be developed. For example, e-Licensing, permitting, certification and registration, grants management, electronic payment, content management.
- ◆ Involve technical capabilities such as an employee Intranet portal, electronic data exchange portals, and other general facilities with distributed components.

**Web Content Services**

This activity includes the web portal, web content and web design services and is managed as an enterprise strategic initiative funded through the enterprise technology fund. It is not expected to fully recover the cost of operations in FY 2009. OET is actively engaging agency partners in developing a business plan for a sustainable enterprise web content management service that addresses common needs, resources, readiness, and funding model. The delivery of Web Content Services has been an unfunded mandate and has been historically operating as a loss in the enterprise technology fund.

**Electronic Licensing**

This activity includes building the e-Licensing infrastructure and framework, including implementation of two agencies onto the platform.

**Key Goals**

The One-Stop Licensing Initiative creates a streamlined one-stop-shop for business and professional licenses and is one of six Drive to Excellence initiatives launched by Governor Tim Pawlenty in April 2005. This initiative, along with the other activities in this program, are designed to:

- ◆ Optimize the delivery of e-government products and services on-demand, independent of time, place, and agency organization;
- ◆ Transform the ways in which government interacts and collaborates with citizens, businesses, employees, and government entities;
- ◆ Increase the security and effective electronic delivery of government services; and
- ◆ Create more "one-stop-shop" opportunities for easier government services.

Two agencies are scheduled to migrate to the E-Licensing system in FY 2009.

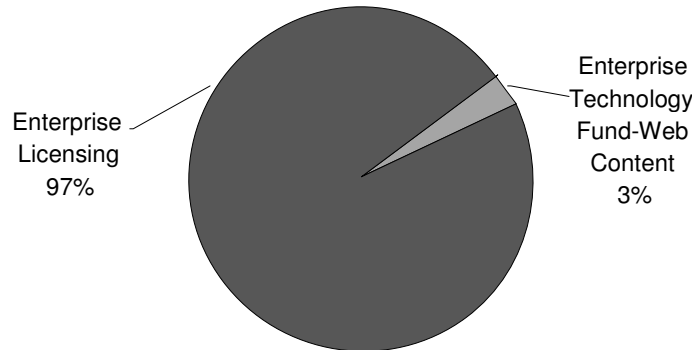
**Key Measures**

- ◆ A common eGovernment framework, including a unified web hosting infrastructure; information presentation and navigation standards; content management and secure identity management for transacting business and communicating online results in more efficient and cost-effective public service delivery.
- ◆ Online applications adhering to standards for user interface design, coding, and security, resulting in reusable solutions, and increased coordination and collaboration among government agencies.
- ◆ Reengineered business processes, resulting in streamlined "back office" functions in multiple agencies.
- ◆ Citizen and business identities and privacy protected and data accessible to authorized persons.

**Program Funding**

Currently, Enterprise Application Development's Web Content Services (previously North Star) is funded through the enterprise technology fund by cost recovery / chargeback rates. Historically, expenses have exceeded revenue. In FY 2008-09, OET received a general fund appropriation of \$7.5 million dollars to fund the first phase of an electronic licensing system.

**FY2009 Enterprise Application Development Revenue Budget**



In FY 2009, Enterprise Application Development has approximately 46.45 FTEs, of which 65% are funded through the enterprise technology fund and 25% funded through the general fund appropriation. As FTE and funding migrate from other agencies as a result of data center and other utility service consolidations, the FTE count may increase, typically with corresponding decreases in other agencies.

**General Fund Loans:** Enterprise Application Development does not have a loan from the general fund nor does it anticipate a need for a general fund loan during the FY 2010-2011 biennium.

**Proposed Investments in Technology or Equipment of \$100,000 or more:** There are no proposed investments in technology or equipment of \$100,000 or more.

**Operating Losses/Increases in Retained Earnings:** OET's Enterprise Application Development funded through the enterprise technology fund manages retained earnings according to federal requirements, which state that the retained earnings balance cannot exceed two months of operating expenses. The federal government does not recognize depreciation as an operating expense in this calculation. In FY 2009, Enterprise Application Development Web Content Services' depreciation expense is projected to be \$106 thousand. OET's Enterprise Application Development chargeback/budget goal is to break even by the end of each fiscal year. However, if customer usage is higher or lower than forecasted, increases or decreases in retained earnings occur. Historically, Enterprise Application Development expenses in the enterprise technology fund have exceeded revenue, causing decreases in retained earnings.

**History of EAD Services' Rates Changes:**

Fiscal Year Change	2002	2003	2004	2005	2006	2007	2008	2009
	n/a	0%	0%	0%	0%	0%	2.30%	2.93%

**Impact of Rate Changes:**

The rate changes reflect changes in hourly billing rates for web design services based on bargaining unit agreements.

**Contact**

Julie Freeman, Financial Management Director  
 Phone: (651) 201-1191  
 Email: julie.freeman@state.mn.us  
 Website: www.oet.state.mn.us

Larry Freund, Chief Financial Officer  
 Phone: (651) 556-8028  
 Email: larry.freund@state.mn.us  
 Website: www.oet.state.mn.us

**ENTERPRISE TECHNOLOGY OFFICE**

Program: ENTERPRISE APPLICATION DEVEL

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2010-11
	FY2008	FY2009	FY2010	FY2011	
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	2,881	4,619	0	0	0
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	0	415	0	0	0
Enterprise Technology Fund	807	1,207	1,156	1,193	2,349
<b>Total</b>	<b>3,688</b>	<b>6,241</b>	<b>1,156</b>	<b>1,193</b>	<b>2,349</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	898	1,120	1,063	1,100	2,163
Other Operating Expenses	2,790	5,121	93	93	186
<b>Total</b>	<b>3,688</b>	<b>6,241</b>	<b>1,156</b>	<b>1,193</b>	<b>2,349</b>
<b><u>Expenditures by Activity</u></b>					
Ead System Delivery	3,688	6,241	1,156	1,193	2,349
<b>Total</b>	<b>3,688</b>	<b>6,241</b>	<b>1,156</b>	<b>1,193</b>	<b>2,349</b>
<b>Full-Time Equivalent (FTE)</b>	<b>8.2</b>	<b>11.1</b>	<b>11.4</b>	<b>11.4</b>	

**Program Description**

The mission of Enterprise Information Technology (IT) Security Services is to coordinate the security planning efforts for the state as a whole. It also provides core utility services so that state agencies can detect, investigate, and promptly respond to security threats. This program supports all security services within the Office of Enterprise Technology (OET). Finally, it includes professional staff to provide direct assistance to agencies that do not have the capacity to manage their own security program.

**Population Served**

This program provides a wide array of security services to state agencies and local units of government.

**Services Provided**

Most services provided to state government in this activity are those that require a great deal of specialized knowledge or tools that cannot be purchased cost effectively by individual entities. This activity also coordinates the security efforts for the entire executive branch of government, including setting baseline policies, procedures, standards, and guidelines. Finally, Enterprise IT Security Services provides direct assistance to many small entities that do not have the capacity to manage their own information security programs.

Key services include:

**Enterprise Security Governance** helps entities understand and manage information security risks through a consistent and formal risk assessment methodology. This service area also compiles and publishes information security metrics and is responsible for defining the baseline information security policies, procedures, and standards for the state as a whole.

**Detective and Corrective Security Controls** helps entities prevent, promptly detect and respond to attacks. This service area oversees the statewide vulnerability and threat management program and the security incident management program.

**Compliance** assesses whether agencies have appropriate security controls that comply with the state's baseline policies, procedures, and standards. It also helps ensure that appropriate information security controls are embedded in new government computer systems.

**Access Control Services** designs and manages robust and highly secure access control solutions for state agencies.

**Agency Services** provides security consulting and training for all state agencies and the Office of Enterprise Technology. This area also manages the state's continuity of operations program, providing strategies and tools to plan for and mitigate a wide array of disasters that could interrupt agency operations.

**Key Goals**

**Improved Situational Awareness**

- ◆ Continuous monitoring of all state computer systems for adverse information security events
- ◆ Continuous assessment of Information security controls for effectiveness
- ◆ Use of key performance indicators to measure the information security program's effectiveness
- ◆ Consolidated and reportable information security risk profile for the state

**Proactive Risk Management**

- ◆ Government leaders at the highest levels understanding and supporting the information security program
- ◆ All state employees receive ongoing security training appropriate to their job duties

**Program at a Glance**

In carrying out its mission, OET's Enterprise IT Security Services:

- ◆ Coordinates all state government information technology security services
- ◆ Provides security services that cannot be performed cost effectively by individual units of government
- ◆ Provides security consulting services to entities that do not have expertise in-house

- ◆ Clear articulation of information security program requirements in a framework of policies, procedures, and standards
- ◆ Established relationships between state, local, and federal government entities permitting shared security solutions that span traditional parochial boundaries
- ◆ Stakeholders' participation in the design and implementation of information security solutions
- ◆ The state attracts, develops, and retains professionals with the appropriate security skills
- ◆ Prompt identification and remediation of exploitable technical vulnerabilities in state computer systems
- ◆ Information security controls adapting rapidly to changing risk conditions
- ◆ People and entities conducting business with state government, with appropriate and timely access to the necessary computer resources and data
- ◆ State computer resources and data protected from being used or accessed inappropriately
- ◆ Government entities compliance with the information security program and other externally mandated compliance requirements
- ◆ Support of government entities, regardless of size, by security professionals and engaged in the information security program
- ◆ The Office of Enterprise Technology demonstrated leadership by setting high standards for excellence in information security

**Robust Crisis and Security Incident Management**

- ◆ Prompt containment, remediation and management of information security incidents by government entities, when this occurs.
- ◆ Continuation of mission-critical services in the event of a crisis.

**Key Measures**

Enterprise IT Security began in July 2006 and is in the process of building out its service areas. During this biennium, OET will be developing metrics for all service areas.

**Accomplishments to date include:**

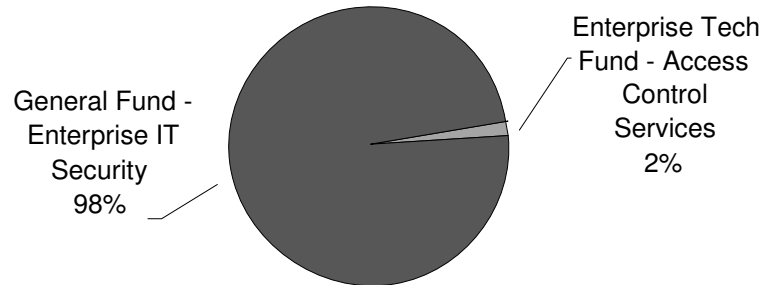
- ◆ Installed a framework for the program, based on the National Institute of Standards and Technology;
- ◆ Published numerous baseline security policies and standards for the state as a whole;
- ◆ Provided business continuity and disaster recovery services to numerous state and local units of government;
- ◆ Performed ongoing scans of thousands of state computers to find and mitigate vulnerabilities before they can be exploited by hackers;
- ◆ Managed numerous security incidents each month and performed forensic investigations, when necessary;
- ◆ Participated in major government computer system projects to ensure that appropriate controls are embedded in those systems;
- ◆ Provided security consulting services to many state agencies;
- ◆ Hosted a wide array of information security training classes, adding many new Certified Information Systems Security Professionals (CISSPs) to state government;
- ◆ Hosted an annual Enterprise Security Briefing for government executives; and
- ◆ Published the State of Minnesota's first Enterprise Security Strategic Plan.

**Program Funding**

Enterprise IT Security Services is primarily funded by a direct appropriation from the general fund. Security services for the Office of Enterprise Technology services are funded by the enterprise technology fund through chargeback/cost recovery rates. Below is a pie chart showing FY 2009 estimated revenue.



**FY2009 Enterprise IT Security Revenue Budget**



In FY 2009, Enterprise IT Security Services has approximately 28.85 FTEs, of which 90% are funded through the general fund and 10% are funded through the enterprise technology fund. As FTE and funding migrate from other agencies as a result of data center and other utility service consolidations, the FTE count may increase, typically with corresponding decreases in other agencies.

**General Fund Loans:** Enterprise IT Security Services does not have a loan from the general fund nor does it anticipate a need for a general fund loan during the FY 2010-2011 biennium.

**Proposed Investments in Technology or Equipment of \$100,000 or more:** In FY 2010 and FY 2011 Enterprise IT Security Services will purchase technology and equipment that may exceed \$100,000. OET is in the process of collaboratively assessing the enterprise IT security service needs with agencies.

**Operating Losses/Increases in Retained Earnings:** Enterprise IT Security Services manages retained earnings for the enterprise technology fund according to federal requirements, which state that the retained earnings balance cannot exceed two months of operating expenses. The federal government does not recognize depreciation as an operating expense in this calculation. In FY 2009, Enterprise IT Security Services depreciation expense is projected to be approximately \$26 thousand. Enterprise IT Security Services has not contributed positively to OET's overall retained earnings balance due to the startup of the new emerging shared services.

**History of Enterprise IT Security Services Rate Changes in ETF:**

Fiscal Year	2002	2003	2004	2005	2006	2007	2008	2009
Change	n/a	0%	1%	20%	0%	95%	0.67%	0.18%

**Impact of Rate Changes:**

OET made a significant investment in an enterprise solution for directory services and web authentication beginning in FY 2002. At the time, growth in the number of users was projected to reach 1.0 million by FY 2006 based on agency projections. In the end, only the Department of Human Services (DHS) and two smaller agencies elected to participate which caused a historical budget shortfall. In FY 2007, OET instituted a breakeven rate for Access Control Services (formerly Web Authentication Services), charging current customers the total cost of providing this service. In FY 2003, DHS invested \$1.0 million in a different product, and migrated all DHS user authentication to that platform in FY 2008. OET is actively engaging agency partners in seeking a cost-effective, standard enterprise solution for access management and identity management services for web based applications including managing directory services, user provisioning, user self-service, password and account management and simplified sign-on services for customers.

Customers whose usage remains stable between FY 2008 and FY 2009 will be paying the same in FY 2009.

**Contact**

Julie Freeman, Financial Management Director  
Phone: (651) 201-1191  
Email: [julie.freeman@state.mn.us](mailto:julie.freeman@state.mn.us)  
Website: [www.oet.state.mn.us](http://www.oet.state.mn.us)

Chris Buse, Chief Security Officer  
Phone: (651) 201-1200  
Email: [chris.buse@state.mn.us](mailto:chris.buse@state.mn.us)  
Website: [www.oet.state.mn.us](http://www.oet.state.mn.us)

# ENTERPRISE TECHNOLOGY OFFICE

Program: ENTERPRISE I T SECURITY

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2010-11
	FY2008	FY2009	FY2010	FY2011	
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	3,532	8,071	4,263	4,263	8,526
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	22	128	0	0	0
Enterprise Technology Fund	2,456	2,120	2,169	2,215	4,384
<b>Total</b>	<b>6,010</b>	<b>10,319</b>	<b>6,432</b>	<b>6,478</b>	<b>12,910</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	3,213	4,237	4,399	4,549	8,948
Other Operating Expenses	2,797	6,082	2,033	1,929	3,962
<b>Total</b>	<b>6,010</b>	<b>10,319</b>	<b>6,432</b>	<b>6,478</b>	<b>12,910</b>
<b><u>Expenditures by Activity</u></b>					
Enterprise It Security	6,010	10,319	6,432	6,478	12,910
<b>Total</b>	<b>6,010</b>	<b>10,319</b>	<b>6,432</b>	<b>6,478</b>	<b>12,910</b>
<b>Full-Time Equivalent (FTE)</b>	<b>29.1</b>	<b>36.0</b>	<b>36.0</b>	<b>36.0</b>	

**Program Description**

The mission of IT Standards and Resource Management (ISRM) is to establish information technology (IT) standards and leverage the vast purchasing power of Minnesota government entities through a collaborative process. Entities at all levels are invited to jointly develop IT standards and redesign the processes to more easily obtain IT information and order IT products and services.

**Population Served**

Entities served by this program are: state agencies, counties, cities, school districts, Minnesota State Colleges and Universities (MnSCU), University of Minnesota, and other government entities.

**Services Provided**

- ◆ Establish **enterprise IT standards** for hardware such as desktops, laptops, monitors, servers, storage, and cell phones.
- ◆ Establish **enterprise agreements** with several major software vendors.
- ◆ Identify commonly needed **professional services**.
- ◆ Create and maintain a **web presence** for all Minnesota government entities related to IT contract vendors as the definitive site for information.
- ◆ Provide comparisons and **reports of sales and savings** for the enterprise.
- ◆ Provide the **value added information** that individual government entities would not have access to through their normal vendor relationship.
- ◆ Ensure premium **quality service at low cost**.
- ◆ Improve **technology management** with implementation of standards.

**Program at a Glance**

In carrying out its mission, OET's IT Standards and Resource Management:

- ◆ Establishes Minnesota government enterprise aggregation for IT related hardware, software and professional services
- ◆ Provides services for 100+ state agencies, 87 counties, 850 cities, 430 school districts, 36 MnSCU campuses, four University of Minnesota campuses
- ◆ Generates \$35 million in investment capital to reinvest in organizational business needs
- ◆ Reduces the cost to obtain IT related products and services and increases the purchasing entity productivity through aggregated purchasing.

**Historical Perspective**

Historically, IT purchases have been managed on a decentralized basis with little opportunity to aggregate across government entities due to lack of standards. Aggregation offers the opportunity to leverage the full purchasing power of the state and benefits smaller entities with limited budgets and staffing. IT products and services have been obtained on a project-by-project basis with little coordination and no standards. Disconnected, independent decision-making and lack of standards has resulted in many disjointed projects and the creation of business and technology silos.

**Key Goals**

Strategic Sourcing of IT was a key recommendation of the Drive to Excellence. ISRM has implemented standards for desktop, notebooks, monitors, servers and storage. The acceptance of these standards at all levels of Minnesota government has been accomplished by collaborative efforts and participation on various IT standards teams.

**Key Measures**

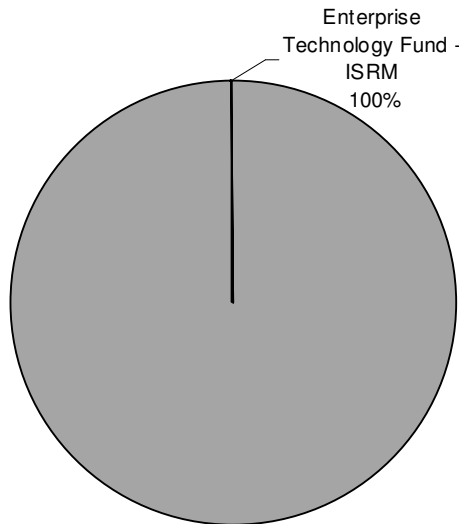
- ◆ Establish enterprise hardware standards to reduce cost by:
  - ⇒ Benchmarking contract price against Western State Contracting Alliance (WSCA), a 40 state buying consortium
  - ⇒ Securing a 10 - 44% savings on negotiated contracts for established hardware standard products
  - ⇒ Reducing the number of agency exception requests as compared to the number of agency hardware purchases using established standards and contracts

- ◆ Establish enterprise software license agreements to reduce cost by:
  - ⇒ Leveraging major software manufacturers licensing fees through aggregation of state and local government demand
  - ⇒ Reducing the number of agency exception requests as compared to the number of agency software license purchases using established standards and contracts
- ◆ Establish enterprise IT professional services to reduce cost by:
  - ⇒ Leveraging the commonly used professional services fees through aggregation of state and local government demand
  - ⇒ Providing a clearinghouse to organize and quickly obtain professional IT services for state and local government

**Program Funding**

ISRM is funded by the enterprise technology fund through an interagency contract with Department of Administration (Admin) for a portion of vendor administrative fees collected on IT purchases.

**ISRM FY 2009 Revenue Budget**



In FY2009, ISRM has approximately six FTEs.

**Contact**

Julie Freeman, Financial Management Director  
Phone: (651) 201-1191  
Email: julie.freeman@state.mn.us  
Website: www.oet.state.mn.us

Ed Valencia, Chief Technology Officer  
Phone: (651) 556-8029  
Email: ed.valencia@state.mn.us  
Website: oet.isrm@state.mn.us  
www.oet.state.mn.us

# ENTERPRISE TECHNOLOGY OFFICE

Program: INFO STDS & RESOURCE MGMT

Program Summary

<i>Dollars in Thousands</i>					
	Current		Forecast Base		Biennium 2010-11
	FY2008	FY2009	FY2010	FY2011	
<b><u>Expenditures by Fund</u></b>					
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	443	0	0	0	0
Enterprise Technology Fund	124	722	917	943	1,860
<b>Total</b>	<b>567</b>	<b>722</b>	<b>917</b>	<b>943</b>	<b>1,860</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	495	600	788	811	1,599
Other Operating Expenses	72	122	129	132	261
<b>Total</b>	<b>567</b>	<b>722</b>	<b>917</b>	<b>943</b>	<b>1,860</b>
<b><u>Expenditures by Activity</u></b>					
Isrm	567	722	917	943	1,860
<b>Total</b>	<b>567</b>	<b>722</b>	<b>917</b>	<b>943</b>	<b>1,860</b>
<b>Full-Time Equivalents (FTE)</b>	<b>5.3</b>	<b>6.1</b>	<b>8.1</b>	<b>8.1</b>	

**ENTERPRISE TECHNOLOGY OFFICE**

Agency Revenue Summary

*Dollars in Thousands*

	<b>Actual FY2008</b>	<b>Budgeted FY2009</b>	<b>Current Law</b>		<b>Biennium 2010-11</b>
			<b>FY2010</b>	<b>FY2011</b>	
<b><i>Non Dedicated Revenue:</i></b>					
<b>Total Non-Dedicated Receipts</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><i>Dedicated Receipts:</i></b>					
<b>Departmental Earnings (Inter-Agency):</b>					
Miscellaneous Special Revenue	1,620	124	0	0	0
Enterprise Technology Fund	82,129	86,550	88,399	89,878	178,277
<b>Other Revenues:</b>					
Enterprise Technology Fund	281	270	270	270	540
<b>Total Dedicated Receipts</b>	<b>84,030</b>	<b>86,944</b>	<b>88,669</b>	<b>90,148</b>	<b>178,817</b>
<b>Agency Total Revenue</b>	<b>84,030</b>	<b>86,944</b>	<b>88,669</b>	<b>90,148</b>	<b>178,817</b>