.99

esota Biennial Budget

Information Technology

Presented by Governor Arne H. Carlson to the 80th Legislature

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The new millennium calls for a new vision. In order to compete in the global economy of the 21st century, it is essential that Minnesota effectively integrate information and communications technologies into every facet of our society -- our homes, businesses, schools and communities. We must position ourselves to take advantage of the changes taking place by nurturing the evolving competitive market, by developing a technically literate society and by exploring new opportunities for public and private partnerships.

Technology is Fundamentally Changing Our Lives

The rapid evolution of new information and communications technologies is fundamentally changing the way business and society operate.

How we work. New technologies are leading to more flexible work schedules, including telecommuting. Networking of multiple business locations and online, paperless processing are revolutionizing daily work by freeing up employees to focus on higher value added activities. At the same time, the pace of technological change represents a significant training challenge for workers, employers and educators.

How we learn. Technologies are allowing greater access to educational opportunities in traditional and new settings, including classes that are delivered by satellite, cable and the Internet. Educational and cultural information from around the world is increasingly available to homes and businesses in text, audio and video formats.

How we play. New technologies are also changing options for leisure and recreational activities by blurring the lines between traditional television, radio, print and computer services and products. Mergers of telecommunications companies are creating new multimedia opportunities.

How we locate. As technologies increasingly link our lives, greater opportunities exist for people to live and work in the same community, or to remain in rural or remote areas. Economic opportunities are enhanced for Greater Minnesota if business access can be improved through communications technologies.

How we do business. Information linkages and interactive access are affecting the nature of retail, service and government services. Telemedicine networks can improve the delivery of health care services, especially for rural areas.

How we govern. Major federal regulatory changes and the development of entirely new businesses have rendered existing laws and regulations obsolete. At the same time, data privacy, security, copyright and free speech issues are increasingly complex.

Minnesota's Opportunity for Technology Leadership

The pace and the magnitude of change in technology and related public policy at the global and national levels provide Minnesota with a unique opportunity to capitalize on the emerging free market in information and communications technology for the benefit of our citizens and businesses. Specifically, we must work together to:

- Establish Minnesota as a national and global leader in, and a nexus for, electronic commerce, including trade, distance learning, telemedicine and government services; and

- Ensure that Minnesota's citizens and businesses universally benefit from the latest telecommunications services provided by an effectively competitive market, and enjoy the benefits of reasonable consumer protection and widespread technical literacy.

To achieve these objectives and capture the benefits of the emerging competitive market for our citizens and businesses we must:

- Better focus the responsibility and accountability for achieving Minnesota's common vision for information and communication technology;

- Move directly to a fully competitive telecommunications market that encourages both infrastructure development and better service at the lowest possible cost;

- Refocus the state's regulatory framework on consumer protection; specifically access, service quality and antitrust issues;

- Enact education and lifelong learning initiatives to ensure that all Minnesotans have the technical literacy and access to learning resources to prosper in the next millennium;

- Enact information access and network initiatives to connect Minnesota's citizens and communities to each other, to their government and to the world; and

- Enact electronic commerce initiatives to ensure that Minnesota's businesses and citizens can successfully compete in the global economy, and that government agencies can effectively serve their customers.

Governor Carlson's 1998-99 Information Technology Budget

The 1998-99 Information Technology (IT) Budget was designed to facilitate Minnesota's transition into the information age. Building on the platform established by the past and continuing efforts of many public and private groups, the budget includes four fundamental components to achieve Minnesota's common vision for information and communication technology:

- Education & Lifelong Learning
- Connecting Minnesota Communities
- Building and Maintaining Core Infrastructure
- Electronic Commerce & Services

The 1998-99 IT Budget totals $216 million for the 1998-99 biennium, with approximately half of the budget devoted to Education and Lifelong Learning. Most new funding is for one-time initiatives.

Governor's Information Technology Budget: $216 million

Connecting Minnesota Communities 19%

Electronic Commerce & Services 6%

Education & Lifelong Learning 47%

Core Infrastructure 28%

IT Budget Summary
($ millions)
All Funds

	New Initiatives	
	1998-99	2000-01
Education & Lifelong Learning		
Learning Site Technology Grants	50.0	
Library Site Technology Grants	4.7	
Minnesota Learning Academy	2.0	2.0
Minnesota Learning Network	16.8	2.0
School-to-Work/MnCEPS	*[4.0]	[2.0]
Virtual U Minnesota	3.0	2.0
MnSCU Electronic Academy	24.5	29.0
University of MN Investment in Excellence	*[57.7]	[55.6]
Dept. Of Children, Families, and Learning Information Technology Support	1.0	.5
High Definition Television	.8	
Subtotal Lifelong Learning	102.7	35.5
Connecting Minnesota Communities		
Minnesota Library Information Network (MnLINK)	12.0	
Criminal Justice System Enhancements	13.0	5.9
Workforce Centers	3.0	
Telecommunications Collaboration Project	1.7	2.3
IT Resource Centers	1.0	
800 MHz Radio System	9.9	1.4
Trade Point Minnesota	1.0	
Subtotal Connecting Minnesota	$41.6	$9.6
Building and Maintaining a Core Infrastructure		
Year 2000 Project	25.0	
Dept. Of Agriculture - Project Unity	3.0	3.0
DOER - Human Resources Management. Reform	.9	.3
Historical Society - Information and Program Delivery	4.0	4.0
Health Dept. - Information Resource Management	.5	.5
DHS - Information Technology Initiatives	7.0	4.0
Dept. Of Labor and Industry - Information Technology Investments	1.9	.4
DNR - Information Resource Management	1.6	1.7
PCA - Management Information System Support	1.5	1.4

MnSCU - Management Information Systems Development	6.8	1.2
DOT - Technology Investment	6.1	5.9
Other Agency Investments	.9	.3
Constitutional Officers	*[9,443]	
Subtotal Core Infrastructure	59.6	23.0

Electronic Commerce & Services

Public Access - North Star II	1.3	1.1
Business Customer Services	5.0	
MNCards	.5	.5
DHS - EBT Statewide Expansion	.8	1.3
DHS - Consumer Information System	.4	
Dept. Of Health - Vital Statistics Redesign	2.9	2.1
International Telecommunications Union Conference	.5	
DNR - Electronic Licensing System	.7	.6
Gambling Control Board - Lawful Gambling Licensing System	.3	.3
Subtotal Electronic Commerce	12.3	5.8

Total IT Budget	$216.1	$74.0

By Fund: ($ thousands)		
General	$190,330	$61,154
Misc Special Revenue	500	500
State Government Miscellaneous	2,861	2,113
Trunk Highway	19,214	8,510
Off-Highway Motorcycle	6	6
Off-Road Vehicle	6	6
Snowmobile	92	80
Water Recreation	146	140
Workers Comp Special Payment	1,800	376
All-Terrain Vehicle	20	20
Environmental	600	600
Game and Fish (Operations)	550	500
	$216,125	$74,005

Note: Numbers may not sum due to rounding.

* Funding Partially Technology-Related - Not Added to Total

Education & Lifelong Learning

Minnesota must lead in the creation of lifelong learning opportunities for its citizens through the effective and innovative use of information and communications technologies.

Lifelong learning needs of an information economy. In the emerging information and technology-based economy, the concept of "education" is no longer limited to traditional K-12 and university structures. Neither are students limited to those individuals who sit in formal classrooms. Like all sectors of society, education is being fundamentally transformed as a result of technological changes. Unfortunately, as Minnesota's educators struggle to meet the needs of an information economy, they are burdened with a structure that was developed to meet the needs of an industrial economy and with a system that still operates on the schedule of an agrarian economy.

The objective of the *Education and Lifelong Learning* initiatives is to fundamentally change the learning process through technology applications. Numerous studies over the past decade have credited technology for resulting in measurable differences in student achievement, attitudes, self-confidence and interaction with teachers and other students. Technology motivates students, aids instruction for special needs students, improves student attitudes toward learning and motivates teachers by freeing them from routine tasks and enabling them to better utilize their time.

The *Education and Lifelong Learning* initiatives insure that technology applications are determined at local learning sites by teachers, parents and students, rather than only by administrators or technical experts. Technology access will not be limited to computer labs, but will be moved into classrooms, homes and work sites. Initial and ongoing training will provide teachers with both general technology literacy and specific expertise. The initiatives are designed so that educational technology investments will benefit the entire local community, including citizens, businesses and public institutions. The initiatives also insure performance accountability, and that continuing investments will be made through funding reallocations.

Budget Initiatives

Learning Site Technology Grants will make available $150 million for local site groups of teachers, parents, students and community representatives to invest in technology and training to help change the learning process. State challenge grants totaling $50 million (matched with an additional $50 million each from local district reallocations and private resources) will be available for the state's 1500 public schools, magnet programs and charter schools. Depending on the level of participation, $150,000 to $300,000 is expected to be available for each learning site.

Grants can be used for equipment, local networks or training, but must be tied to specific, measurable learner outcomes. A portion of the funding will be available up front, with the remainder provided when the outcomes are achieved. The grants must benefit the entire community through a provision for public access and integration with community education.

Library Site Technology Grants. $4.65 million is appropriated to the Department of Children, Families and Learning for local library site grants to encourage multi-type library cooperation. These grants will require a local match. They are a compliment to the Learning Site Technology Grants, providing technical upgrades to local libraries in much the same way school sites will be improved.

Minnesota Learning Academy. Technology education does not mean training more experts -- it means ensuring a basic level of technical literacy in society. In order to survive in today's job market, much less prosper, workers must be comfortable with information and communications technologies. While it is not necessary that all students study computer science, it is essential that all students be familiar with technology applications, and be able to use these skills to advance their education and career goals. Minnesota does not need more computer classes, it needs more technology *users*.

Teachers are the key to technical literacy. To ensure that all Minnesota teachers are adequately prepared to effectively integrate technology with their curriculum, a *Minnesota Learning Academy* will be established through a four-way partnership of the state, local school districts, teachers and private vendors. The Learning Academy will offer a selection of vendor-neutral courses in technology applications for teams of teachers. School districts will pay a nominal fee to cover operating costs, and teachers will be expected to contribute their own time to attend classes. In a unique aspect of the training program, all teachers will be provided laptop computers to keep and use through a program jointly funded through major vendor discounts, state funded interest free loans and annual district lease payments.

Minnesota Learning Network. Continuing state and local infrastructure investments will complete and operate a high speed network for every school district in Minnesota. The IT Budget funds an additional $7.75 million to complete and operate the K-12 Learning Network. These funds are in addition to the existing $10.5 million base funding, and will be distributed by the Minnesota Educational Telecommunications Council (METC). In the subsequent 2000-01 biennium, all school districts, rather than only certain ones, will be expected to use local technology resources to support ongoing network operations. An additional $2.0 million is also provided for the post-secondary network to fund pilot projects integrating new technologies that combine voice, video and data into the existing interactive television (ITV) network. These resources will supplement $6.8 million in base funding.

A new *Learning Resources Network* will make available comprehensive K-12 curricula, with lessons specifically designed to help teachers and students meet Minnesota's new graduation standards. The network will also furnish access to the Internet, testing packages, student performance tracking systems, course/curriculum design programs, student and teacher on-line resource services and learning opportunities for both the classroom and at home. E-mail addresses will be provided for every teacher and student in Minnesota. The state will allocate $7.0 million to fund multiple network connections on high speed lines for every public school in the state, and will provide all initial training. Districts will be responsible for ongoing operating charges available at deep discounts from normal rates. As a first phase, the state is funding the installation and initial operation of the *Learning Resources Network* for selected secondary schools in Minnesota with existing F.Y. 1997 appropriations.

School to Work/MnCEPS. $2 million in funding for the Minnesota Career Education Planning Service (MnCEPS) is included both as part of a Children, Families and Learning recommendation and separate initiatives from the University of Minnesota and MnSCU. MnCEPS will be an Internet-based system of linked home pages that will provide students, job-seekers, education planners and others with up-to-date and user-friendly career and education planning information. Education, training, workforce preparation and career development data currently maintained by a wide range of state agencies and post-secondary institutions will be accessible through a single entry point, available to any Minnesotans with access to the Internet.

Users will be able to access MnCEPS from a variety of sites (e.g. from an educational institution or a Workforce Center), initially entering the system's "home page" featuring hot links to the web sites of collaborating agencies. The "home page" will also contain wage and benefit information by occupation; information on the education and aptitude requirements of various occupations; expected employment growth by occupation, and current job openings in the state.

Virtual U Minnesota is a public-private partnership involving the State of Minnesota, University of Minnesota, MnSCU and private colleges to offer virtual learning opportunities that are available anywhere and anytime for our state's citizens and businesses. Virtual U will also provide expanded market opportunities in the evolving global economy for Minnesota's higher education institutions. Through the Virtual U, individual courses, degree and certificate programs will be developed and offered throughout the world by this university without walls. Virtual U will provide a common, shared "front door" for students to select online courses, register, and plan their educational programs at any of Minnesota's colleges and universities.

University Center Rochester (UCR) will serve as Minnesota's test bed for the development and delivery of virtual programs and courses. Study programs will offer multimedia, online and interactive virtual learning opportunities both at UCR and for

students throughout Minnesota and the world. $2.0 million is recommended for the Minnesota Office of Technology to develop a global course catalog and central registration system, with an additional $1.0 million provided to the University of MN and MnSCU to develop courses and programs for on-line delivery. In addition, all distance learning activities of the state universities and colleges will be coordinated through Virtual U.

MnSCU Electronic Academy. $24.5 million is provided to MnSCU to continue development of a program initiated in 1996. The Electronic Academy includes the purchase of instructional equipment and software; faculty training in the use and development of multi-media technology; design and delivery of complete academic programs through distance learning technology; development of plans at each college to provide technology services; purchase of equipment and connectivity infrastructure; development of partnerships with the private sector to develop and test new technology applications; and faculty challenge grants for developing new technology applications.

U of M Investment in Excellence. The Governor's budget for the University of Minnesota provides a $58 million pool of funds for *Investments in Excellence*, which may be used for new investments outlined in the University's budget request, including technology. Provided as a block grant, no resources are specifically dedicated for technology initiatives. However, the U of M's budget plan includes a comprehensive program of technology improvements, including connectivity infrastructure, equipment and software, personal computers for students, faculty development and support, integration of technical competency into all academic disciplines, and technology integration into instructional design and delivery.

Children, Families and Learning Information Technology Support. Additional staff is funded ($1 million) to ensure adequate support for implementation of the proposed educational technology initiatives.

High Definition Television. Seed money of $750,000 is provided to public television to help fund the development of a statewide digital broadcast system. Access must be available to the state's higher education system, and state dollars must be matched with federal and private resources.

Connecting Minnesota Communities

There are two fundamental strategies to ensure that Minnesota communities can fully benefit from information and communications technologies. The state must:

■ Enable the transition to a competitive telecommunications market, while ensuring reasonable consumer protection.

■ Form strategic public-private collaborations to expand the use of information and communications technologies.

Transition to a competitive market. As technical changes dramatically redefine the way business and society operate, the telecommunications market is rapidly migrating toward an open, competitive, "network-of-networks" environment. The challenge of this dynamic environment is ensuring that consumers are informed and effective decision makers in a genuinely competitive market.

To achieve this goal, traditional regulators must fundamentally rethink their responsibilities as the environment shifts from an historic monopolistic market structure to one of free enterprise. Federal, state and local regulation must be redirected from cost accounting to the new missions of ensuring free trade, quality service and consumer protection. Because the telecommunications environment is so fluid, this is no longer an industry that lends itself to traditional planning and direction. Not only would such a regulatory plan be out-of-date by the time it is promulgated, it would be out-of-date before the first page was even written. Regulators must be *ruthlessly flexible* to allow the emerging competitive market to respond to this new age of technology convergence.

In order to thrive in the next millennium, Minnesota must facilitate the transition to the newly emerging competitive market. States that delay this inevitable market transition through reactionary restrictions, or insisting on force-fitting the new information and communications world into their existing regulatory processes through "re-regulation," will effectively destroy the emerging competitive environment and the associated service and economic benefits that follow.

Regulatory Reform. Although the IT Budget does not include any direct funding for this purpose, it is essential that all parties, including federal, state and local regulatory agencies, private sector providers and business and consumer representatives insure that an open, competitive telecommunications market evolves in Minnesota. As one fundamental question -- since the Public Utilities Commission (PUC) and Department of Public Service (DPS) have jurisdiction over *regulated* industries, what is their role as the telecommunications industry is deregulated?

Issues regarding local utility rights-of-way and wireless tower sitings must also be resolved by public and private regulatory agencies and the industries impacted by any new proposals. An appropriate balance must be reached between local land use regulatory responsibilities and statewide infrastructure development needs to allow mutual connectivity goals to be met.

Numerous governmental and private sector organizations exist to address information and communications technology issues. A functional audit of these many organizations would help determine whether Minnesota's overall effectiveness in dealing with telecommunications issues might be improved though better role definition, coordination and possible consolidation.

Formation of strategic public-private collaborations. The development and operation of Minnesota's telecommunications network infrastructure involves a three-way partnership of state and local governments and the private sector. Although state and local governments have legitimate interests in fostering the development of an effective and efficient statewide information and communications network, the actual construction and operation of such a network will continue to be a *private sector responsibility*.

The general principle being followed for infrastructure development is the formation of strategic partnerships that will aid the migration toward the emerging competitive market by *aggregating demand*, and capitalize on it. As a major user of network services, the State of Minnesota will continue to expand its role as an anchor tenant to facilitate the development and operation of both statewide and local community networks by leveraging its buying power, and by participating in community infrastructure purchasing collaboratives. This approach improves service for the State's own internal operations, as well as for local governments, private businesses and citizens. This strategy also obtains the lowest possible government service costs for taxpayers, and supports the development of a competitive market by *unveiling demand* for expanded telecommunications services in communities throughout the state.

Public responsibilities for infrastructure development will be shared by state and local governments, with the state primarily responsible for the statewide "WAN" infrastructure, and local governments responsible for community "LAN" connections. In recognition of this state-local responsibility framework, the IT Budget addresses the development of both *statewide* networks and *community* networks.

Budget Initiatives

Statewide networks. Strategies for development of the statewide network reinforce the role of state government in helping to facilitate an open and competitive market for the development and operation of a statewide infrastructure, while providing quality service for public agencies:

Minnesota Library Information Network. $12 million is provided to ensure that Minnesota's library learning communities are connected both with each other and the rest of the world. The state's Library Planning Task Force recently proposed a statewide network to link Minnesota's higher education and community libraries, and provide

students, citizens and businesses lifelong access to learning resources. During the next several years, it will be necessary for libraries to undergo a fundamental transformation from paper to digital services in order to meet the changing needs of their customers. The next generation of Carnegie libraries is dependent on the ability of the current institutions to adapt to the needs of a society that might no longer need physical access to their facilities. At the same time, tomorrow's libraries are expected to serve a useful role as the provider of community access points for many individuals and businesses.

MnLINK includes (1) an Integrated Library System (ILS) that will serve the libraries of the University of Minnesota, MnSCU and state government, as well as interested public, school and private college libraries, and (2) a common services gateway linking the ILS with compatible school, public and private library information systems around the state to create a "virtual" statewide library, accessible through the Internet..

In order to ensure that these new resources are effectively and efficiently deployed, release of these funds is contingent upon completion of a final request for proposal, with the review and approval of both the Information Policy Office and the Minnesota Office of Technology, and the establishment of a governing board to operate MnLINK and establish network policies and standards.

Criminal Justice Systems Enhancements. $13.0 million will enhance the criminal justice community's systems, with $8.7 million from the general fund, and the remainder from the trunk highway fund. The new network will dramatically improve telecommunications capabilities in public safety and build the systems necessary to support the criminal justice community into the next century.

Workforce Centers. Funding of $3 million is included for Workforce Centers, "one-stop" employment centers throughout the state. Part of this funding will build information infrastructure to support connectivity and data sharing among the various workforce centers. System development will be coordinated with the Minnesota Career Education Planning System (MNCEPS) and other state job bank activities.

Minnesota Learning Network. As detailed in the *Education and Lifelong Learning* initiatives, additional state grants are provided to complete and operate the high speed Minnesota Learning Network, which links every higher education campus and school district in Minnesota. In addition, the structure of the Minnesota Educational Telecommunications Council (METC) has been reconstituted to encourage local governance through regional clusters and the use of competitively selected private vendors. Regions will develop plans to guarantee appropriate representation of all public, private and nonprofit interests. A newly formed METC Technical Committee will assure that regional telecommunications activities and private vendor contracts maintain video and data interconnectivity

Community networks. Although statewide infrastructure networks will continue to be the responsibility of the state, the development and operation of information and communications system networks in Minnesota's many communities is expected to be shared among state, local and private interests. The state's role will be to develop, promote and participate in various initiatives to build local organizational and technical capacity.

Telecommunications Collaboration Project. The state's Collaboration Project aggregates the demand of state agencies for connections to county offices and negotiates discounted lease rates with private providers. State agencies will recognize significant budget savings in future years as multiple lines are replaced with shared networks. The pilot project that was successfully implemented in two counties will save over a million dollars annually, and will be expanded in F.Y. 1998-99 with an allocation of $1.66 million to provide single lines into every Minnesota county for the use of all state agencies.

This project will also be used as a basis for state participation in local demand aggregation efforts. The state will participate as a partner with other local public, private and nonprofit agencies to leverage joint buying power and improve local service. The formation of community and regional networks will be facilitated to ensure affordable voice, video and data service for public and private sector users through the aggregation of local demand. Current efforts will be coordinated and the strategy will be modeled after such successful initiatives as the SW Regional Area Network, Thief River Falls, Red River Valley Corridor and Luminet in Winona.

Information Technology Resource Centers. Information Technology (IT) Resource Centers will be established to help foster local demand aggregation efforts by sharing "best practices" ideas, and providing training and technical assistance to build community awareness of and expertise in technology applications. The IT Resource Centers are considered integral to the formation of effective community and regional partnerships for telecommunications development. $1.0 million is allocated for this purpose.

Operated as public-private partnerships, the Resource Centers will have a virtual presence on North Star, and a physical presence at existing community sites, such as the Business Information Center operated by Minnesota Project Innovation for the Small Business Administration (SBA), Minnesota Technology (MTI) regional offices and higher educational institutions, including MnSCU campuses and University of Minnesota Extension Service offices. The centers will also coordinate the work of student interns (Teleterns), who will assist local communities with the use of information technologies for community development purposes.

800 MHz Public Safety Radio System. The Governor recommends $9.9 million for the purchase of ancillary equipment for the 800 MHZ public safety radio system. This

system will improve communication coverage and performance for public safety and local government agencies in the 9 county metro area, including county and city subsystems. The 1996 legislature provided funding to design and implement a regional public safety radio system infrastructure. However, the original funding covered only part of the infrastructure development; this initiative will fund subscriber (end user) equipment. Subscriber equipment is required for state users to operate on the system. When installed, the equipment will enhance patrol officers' ability to protect life and property of Minnesotans, as well as the daily operations for highway maintenance and construction personnel.

Trade Point Minnesota. A public-private sector team is working to establish a United Nations sponsored Trade Point to enable Minnesota companies to electronically exchange information on products and services with buyers and sellers throughout the world. *Trade Point Minnesota* will use Internet technologies to jump start trading opportunities and climb over cumbersome customs and financial processes for small and medium-sized businesses. Connections are expected to be established in every county in Minnesota, so that *Trade Point Minnesota* will become the low-cost gateway to international electronic commerce and development activities for businesses and communities throughout our state and region. Although the Trade Point is expected to eventually be self-supported through membership fees, $1.0 million in start-up capital is provided.

In addition, the University of Minnesota has been selected by the United Nations to host the world's first Secure Electronic Authentication Link (SEAL) Laboratory to facilitate secure, authenticated electronic commerce between partners worldwide, particularly in developing countries where poor access to trading opportunities limits community and economic development. As an international hub for secure electronic commerce, Minnesota will be a world center for business, education and telemedicine. With the SEAL Lab and secure hub site at the University of Minnesota, the state will attract international researchers and private sector investment. Flexibility is provided in the U of M block grant to cover Minnesota's share of operating costs in 1998-99.

Building and Maintaining Core Infrastructure

Regular and periodic reinvestment in the core infrastructure of Minnesota government is essential to providing our citizens with quality services. In an era of restrained agency budgets, strategic use of information technology is perhaps the most important tool agencies can use to meet the public demand for more and better service.

Minnesota state agencies have made considerable strides in the difficult challenge of managing information technology as an asset. Like private business, state agencies have had to adopt new methods and procedures to insure information technology investments

maximize the productivity of their employees. With guidance from the Information Policy Office, the number of agencies with well-managed information resource management structures and information resource plans has expanded greatly in the last several years. The result is the development of systems and applications that closely support agencies' policy and operational objectives.

Budget Initiatives

Year 2000 Project. One of the greatest technical challenges facing both public and private organizations today is adapting computer systems to recognize the change to a new millennium. Most legacy systems were developed using a 2-digit year format; without modification, these systems will not recognize the change to the year 2000 and an estimated 90% of these business applications will fail.

Funding of $25 million is included in the IT budget to modify those systems that are beyond the current capability of agencies to modify themselves. A thorough inventory and assessment of state systems, directed by the Information Policy Office, has permitted the identification of these systems.

Department of Agriculture - Project Unity. Project Unity will modernize the department's information management systems to address its responsibilities in agricultural marketing, regulation and policy. The current internal business needs of the department as well as requests from outside clients have increased the demand for detailed and extensive information. Project Unity will meet these demands by improving internal and external response times, developing centralized geographic information systems (GIS) capabilities, providing faster, more precise response and analysis to information requests, improving response and consistency in compliance assistance and enforcement of regulations, and establishing and improving computer linkages among field staff and St. Paul offices.

Department of Employee Relations - Human Resources Management Reform. Funding is provided to continue the process of reforming the State's human resource management system. Additional reform efforts will permit online testing of job applicants at colleges, universities and the Department of Economic Security's Workforce Centers, automate the process of reclassifying outdated job classifications, provide software to assist employees and managers in the building of individual development plans, and automate much of the job candidate selection process for state managers.

Historical Society - Information and Program Delivery. Additional funding will build core IT capacity, installing up-to-date hardware and software and improving information management, improve and expand the level of service provided to visitors

to the Society's sites, and develop new ways of delivering the Society's programs electronically.

Health Department - Information Resource Management. Additional funding will enhance agency-wide information resource management capabilities. Investment is needed to establish a network security system, upgrade the current network operating system and other equipment to provide a seamless network across the agency, fund enterprise-wide data management planning activities, and train and assist staff with data modeling and planning.

Department of Human Services - Information Technology Initiatives. Human Service's core infrastructure proposals ($7 million for the biennium) support several of the policy initiatives and objectives of the organization.

Systems for Health Care will provide the funds necessary to make modifications to the department's MMIS and MAXIS systems required by several policy changes being proposed. *Systems for Welfare Reform* will make systems modifications necessary to support the department's welfare reform proposal and to comply with new federal requirements to track and report the benefit histories of qualifying individuals. The *Child Support Enforcement* initiative will make improvements, required by federal welfare reform, to child support enforcement systems. A request for operational funding of the *Social Services Information System* will help Minnesota families get the services they need, and provide policy makers with accurate, timely and relevant information for planning and evaluating child welfare programs. The *State Operated Services Billing System* will make system changes necessary to address the needs of the federal government, managed care plans and private insurers in the billing of services provided at the Regional Treatment Centers. Investment in a *Computer Assisted Collection System* will improve the debt collection activities of the department, while *Cash Receipts System Improvements* will improve processing efficiency and accuracy of MinnesotaCare premiums and other departmental receipts.

Department of Labor and Industry - Information Technology Investments. $1.9 million will help complete Labor and Industry's transition from a mainframe-based computing environment to a modern, client-server based system.

Department of Natural Resources - Information Resource Management. $1.6 million will improve the information management capabilities of DNR's local offices. The additional investment will expand the telecommunications network to all field offices, implement Geographic Information Systems (GIS) technology in regional centers to support field resource managers, expand the use of the Internet for sharing information with the public, partners, and other DNR resource managers, and improve the design and implemention of integrated information systems within the DNR.

Pollution Control Agency - Management Information Systems Support. This $1.5 million agency decision item will provide PCA with the resources needed to support the ongoing operations of Project DELTA, the department's effort to improve the collection of environmental compliance data and the agency's computer system and network.

MnSCU - Management Information Systems Development. $6.8 million will create and operate a common student information system that will be used by all MnSCU colleges and universities in the state. Upon completion, this system will replace all existing student information systems and interface with the existing MnSCU accounting system. The components of the student information system are Admission, Enrollment Management, Loan Counseling, Registration, Grades/Transcripts, Student Billing (AR), Degree Audit (DARS), Loan Management, Student Payroll and related subsystems. The system will also feed a data warehouse to facilitate enhanced and more timely analysis of information and state/federal reporting.

Department of Transportation - Technology Investment. The Department's plan includes an agency initiative for $6.1 million in additional technology investment out of the Trunk Highway Fund. Funding will be used to make progress in implementing the department's information resource plan, a planned program of information resource development projects that will develop shareable data bases, applications, and technology across Mn/DOT's entire enterprise, eventually replacing today's functional information systems.

Other Agency Investments. An additional $900,000 of initiatives will improve the core operating systems of the Capitol Area Architect, the Ethical Practices Board, the Ombudsman for Mental Health and Mental Retardation, the Tax Court, the Water and Soil Resources Board, and the Zoo.

Constitutional Officers. Technology funding requests were received from the Attorney General, Secretary of State, Public Defense Board and the Supreme Court. The Governor, recognizing the right of these offices to petition the Legislature directly for their funding needs, has not made specific recommendations on these requests, but has instead provided for additional funding equivalent to the growth in General Fund revenues. This funding totaled $9.4 million for these four constitutional officers.

Electronic Commerce & Services

Minnesota businesses must be able to successfully participate and compete in the global economy of the 21st century, and government agencies must be able to effectively and efficiently serve their customers though the appropriate application of information and communications technologies.

Laws and regulations governing business practices and consumer protection will be updated to reflect new market realities and to facilitate the formation of strategic public and private partnerships. Currently, several state agencies and private interests are making efforts to establish digital authentication and signatures, data practices, intellectual property and data privacy standards and purchasing practices for an electronic environment.

Budget Initiatives

Public Access - North Star II. Current funding for North Star, the state's comprehensive "single window" online access system for government information, expires June 30, 1997. The next generation of North Star will transition the service toward a more transactional and interactive database to increase its usefulness to citizens and businesses. North Star II will reflect the "1-800-Government" concept, providing Minnesotans with a single access point for all government services, regardless of the responsible federal, state or local agency. $1.3 million will provide the common infrastructure that will be used by all agencies as they transition towards this new transactional environment. One common gateway is considerably more efficient than multiple applications by each individual agency.

The project will provide a secure transaction gateway that will permit citizens to begin to conduct business with the state electronically. North Star II will provide a citizen-focused, service oriented, secure transaction gateway to services offered by multiple state and local government agencies. Future developments will ensure broad public access to digital information and services through the use of multiple technologies, including computers connected to the Internet, telephones, FAX machines, televisions with Internet boxes and other technologies to ensure access for the disabled.

Business Customer Services. $5.0 million is provided for the planning and development of a system to link the currently separate operations of the multiple state agencies that interact with Minnesota businesses. These agencies include Revenue, Commerce, Labor and Industry, Economic Security, Trade and Economic Development, and the Secretary of State.

Envisioned is a centralized registration point for businesses, with common business identifiers for all companies doing business with the state. Eventually, the new system could grow to encompass a comprehensive electronic catalog of business-related licenses and permits, with associated requirements, statutes, rules and other applicable information. Interactive electronic applications could obtain individual licenses and permits, with the capability of fee computation and electronic payment, electronic submission of applications, and issuance of receipts.

MNCards will provide an "electronic wallet" for Minnesota citizens. While many Minnesotans are familiar with the magnetic stripe technology currently used in ATM

cards, MNCard's "smart card technology" will allow a single card to integrate multiple information and communications applications. One card can serve multiple purposes for governments, merchants, financial institutions, libraries, schools, etc. Each account or service on the card is fully self-contained and more secure than current magnetic stripe technology. MNCard is expected to eventually replace multiple government cards for such uses as drivers licenses, fishing and hunting licenses, state park passes, auto registration, library cards, public assistance, unemployment compensation, voter registration, etc.

The initial $500,000 will fund a pilot project for state employees to utilize smart card technology for such applications as state ID's, building access cards, parking access, MNet calling cards, employee and dependent insurance ID's, charges for Capitol complex cafeterias, vending machines, credit union e-cash, etc. Use of the card will be initiated in several agencies in F.Y. 1998, with all employees using the card by F.Y. 1999. Expansion statewide is expected in F.Y. 2000 with the expiration of the current drivers license and welfare benefit card contracts.

Department of Human Services - Statewide Expansion of Electronic Benefit Systems. With the success of electronic benefit system (EBS) cards in Ramsey and Hennepin counties, the Department of Human Services plans to expand the use of EBS cards statewide. Expansion will offer all eligible Minnesotans the convenience, security, and safety now afforded metro residents. Expansion of EBS will also strengthen program management in benefit distribution, security and record keeping and provide detailed cash and food stamp benefit access information for use in identifying and addressing recipient fraud. The pricing economies of scale available with statewide EBS enables the state to issue benefits via EBS at the lowest possible cost per case.

Department of Human Services - Consumer Information System will help consumers of human services, their families or legal representatives access information to make good choices about where they seek a variety of services. The system will address a wider base of consumers and will include program information about all licensed child care, foster care, adult day care, group homes for children, treatment programs for children with serious emotional disturbance, and treatment programs for people with mental health needs and chemical dependency.

Health Department - Vital Statistics Redesign. The department is proposing a $2.9 million reengineering of the birth and death certificate system incorporating current computer network technology in order to support public health information requirements, to further support health reform efforts, and to provide better service to citizens.

International Telecommunications Union (ITU) Convention. In October 1998, Minnesota will host the International Telecommunications Union, a United Nations agency comprised of 184 countries, within which national governments and the private

sector coordinate the establishment and operation of telecommunications networks and services. The ITU is responsible for the standardization, coordination and development of international telecommunications infrastructures. This is the first time the plenipotentiary has convened in the United States in nearly 50 years.

The conference will draw international telecommunications policy officials and heads of state from throughout the world, and will attract the largest international telecommunications companies for the month-long gathering. The convention represents a major opportunity for Minnesota to both showcase the state's telecommunications activities, as well as learn from the wealth of information made available as part of the international gathering. While most of the multimillion dollar project budget will be raised privately and contributed by the federal government, the state will incur certain expenses relating to security and local program activities.

Department of Natural Resources - Electronic Licensing System. This project will improve public access to a wide variety of licenses issued by the DNR. The present manual system of license issuance, lottery application, and vehicle registration will be converted to an automated system. Connections will extend to multiple points of sale and allow electronic transfer of funds. The system will be operated by an outside vendor under a lease contract to the department.

Gambling Control Board - Lawful Gambling Licensing System. A new licensing system will permit the Gambling Control Board to improve its regulation of the gaming industry, allow licensees to file information electronically, and allow the electronic interchange of data concerning tax and license status between the Gambling Control Board and the Department of Revenue.

Culture and the Arts. Although no direct funding is included, the Minnesota Office of Technology is collaborating with the State Arts Board and other groups to support and nurture excellence in the arts through information and communications technology applications. As one example, a home page supported by private and nonprofit organizations could promote the work of Minnesota artists and provide online access to information on their backgrounds, and performance schedules.

Appendix - Information Technology Project Detail Forms

With the 1998-99 budget, agency information resource planning became a feature of budget development. In an effort to obtain better information about agency planning efforts and specific proposals, the 1998-99 budget instructions asked agencies to prepare unique submissions for technology-related budget initiatives. The request for additional information focused on two main elements:

- Agency Information Resource Planning
- Project-Specific Detail

To share this information with the Legislature and the public, we have included in this appendix the Project Detail forms submitted by agencies.

Several features of these forms are noteworthy:

- *6-Year Planning Horizon* - In an effort to better track the long-term financial implications of system investments, agencies were asked to supply estimates of project cost over a 6-year horizon. While long-term projections are particularly difficult to project for technology projects, we did want to incorporate agencies' best estimates into budgetary decision making.

- *Total Project Cost* - Also included in the calculation of total project cost is any prior year expenditures.

- *Cost by Life-Cycle Phase* - Most information systems have a life cycle. Systems are developed, operated, enhanced, and, finally, retired. Effective systems planning demands that the cost of each life-cycle phase be identified and incorporated into the overall cost of the project. The Information Policy Office's *Information System Life Cycle Methodology* provides agencies guidelines for this analysis.

- *Information Policy Office Analysis* - Included in each Project Detail form is any recommendation made by IPO.

Agency information technology proposals were diverse and encompassed a wide variety of technologies. In some cases, agency submissions did not fit the review requirements, and these proposals received exemptions from the submission requirements.

In most cases, these proposals were for grants, pass-through funding, funding for conferences, or were for technology projects that were not primarily information systems.

These include:

- Department of Children, Families and Learning and Education Aids:
  Learning Academy
  Library Site Grants
  Minnesota Learning Network
  Learning Site Technology Grants
  Technology Staffing

- Minnesota Office of Technology
  United Nations Trade Point
  Information Technology Community Resources Center
  International Telecommunications Union Conference

- Public Broadcasting
  High-Definition Television

- Transportation
  800 MhZ Radio System

- University of Minnesota
  Investments in Excellence

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Administration, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Business Customer Service

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $5,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $5,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

    This initiative is to improve service to business customers by simplifying the state's business registration, licensing and permitting procedures.

2. **PROJECT RATIONALE:**

    This initiative is to improve service to business customers by simplifying the state's business registration, licensing and permitting procedures. Currently, multiple agencies use multiple processes which can be confusing and costly. For example, 3 agencies currently register businesses; the Secretary of State to establish a business as a legal entity, and the Departments of Revenue and Economic Security if a business will collect or be liable for any kind of tax, or if it will have employees. Once a business has been registered, a license or permit may also be required from one or more state agencies to operate with or within the state.

    This project will build on the considerable groundwork completed by the Departments of Revenue, Trade and Economic Development, Economic Security, the Secretary of State and a host of other agencies. A Report to the Legislature on: Feasibility of a Uniform Business Identifier was prepared by the Department of Economic Security in 1995, which recommended one unique identifier for entities doing business with and within Minnesota. This project will provide a coordi-

nated state government approach to identify common data needs and processes and to design a streamlined procedures for business registration, licensing and permitting.

3. **PROJECT BENEFITS:**

    The project will determine the feasibility of a comprehensive state government system for businesses and identify the common data needs and process reengineering requirements, and begin appropriate system design and implementation for a streamlined business registration, licensing and permitting system.

4. **PREVIOUS PROJECT FUNDING:**

    None.

FUNCTIONAL CATEGORY:

____	Core Business Utility
X	Customer Service
____	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
X	Enables new programs/services
____	Required for expansion of existing programs/services
____	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
____	Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____5,000	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____5,000	$_____	$_____

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding Fund 100	$_____	$_____5,000	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____5,000

INFORMATION POLICY OFFICE ANALYSIS:

This project will provide a coordinated state government approach to identify common data needs and processes and to design a streamlined approach for business registration, licensing, and permitting. The project will build on the considerable groundwork completed by the Departments of Revenue, Trade and Economic Development, Economic Security, the Secretary of State, and a host of other agencies. A Report to the Legislature on: Feasibility of a Uniform Business Identifier was prepared by the Department of Economic Security in 1995, which recommended one unique identifier for entities doing business with and within Minnesota.

Risks: The agencies involved may not be in agreement about the scope and focus for this project.

Recommendation: Project should proceed only if a streamlined business registration, licensing, and permitting system is feasible and cost effective. Complete an independent risk assessment before proceeding with implementation.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $5 million for the biennium for simplification of the state's business registration, licensing, and permitting systems.

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Administration, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Disaster Recovery Planning for State Agencies

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $1,005

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $325
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $350
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $330

1. **PROJECT DESCRIPTION:**

   The purpose of this community proposal, sponsored by the Information Policy Council is to conduct coordinated disaster recovery planning in state agencies. In the event of a natural or man-made disaster, agencies would follow their plans to ensure:

   ■ Protection of personnel, public records, equipment, and supplies;
   ■ Prompt resumption of essential functions and services,
   ■ Return to normal operations with a minimum of time and effort.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   In August 1996, Governor Carlson signed Executive Order 96-16, which assigns specific emergency responsibilities to major state agencies. Although disasters in Minnesota communities are not unknown, disaster recovery planning for state agencies has not achieved legislative funding. Disaster recovery planning requires significant investments. Other agencies have requested assistance from Administration to develop plans for their business activities, but limited resources are available.

The risks, however, are compelling. Acts of violence against government facilities are occurring in great numbers. Technology enables government to process more business transactions with speed and accuracy and creates a greater dependency on availability of automated technology. State agencies need to prepare in advance for the possibility that one or more of the state's data centers would become inoperable due to a natural or man-made disaster. This initiative would fund additional staff and facilities to launch the planning process statewide.

3. **PROJECT BENEFITS:**

   This initiative is intended to serve all units of state government. At the conclusion of this effort, all agencies will have developed viable recovery plans for their offices, systems, and networks. These plans will ensure recovery from a natural or man-made disaster in a reasonable period of time, with minimal impact on Minnesota citizens and customers.

   Disaster recovery planning is not an easy task. Without the assistance of this initiative, many smaller state agencies would be hard pressed to finance a quality plan. By consolidating requirements and sharing resources, the state as a whole can accomplish disaster recovery planning for a considerably smaller investment. In addition, this initiative provides the leverage needed to share the staff resources already developed in the Department of Administration.

4. **PREVIOUS PROJECT FUNDING:**

   Disaster recovery planning has been underway on a limited scale for several years, particularly in the larger state agencies where planning has focused on the resumption of essential complex facilities and services. However, for a variety of reasons, the disaster recovery planning for state agencies has not received specific funding.

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Several years ago, the Department of Administration stepped up disaster recovery planning for the data center it operates on behalf of other state agencies. A vendor is under contract, an emergency facility has been leased, and several staff have been dedicated to the formation of a disaster recovery program. This initiative would fund additional staff and facilities to launch the planning process statewide.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Gregory J. Dzieweczynski
Technical Manager
(612) 296-6360

FUNCTIONAL CATEGORY:

X   Core Business Utility
___   Customer Service
___   Business Efficiency
___   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

X   Legal Liability
X   Required for new programs/services
X   Enables new programs/services
___   Required for expansion of existing programs/services
___   Enables expansion of existing programs/services
X   Promotes information sharing/information communities
___   Promotes public access to government information
___   Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (June 1997 - June 2003)	$_____	$_____295	$_____320	$_____300
OPERATIONS PHASE (June 1997 - June 2003)	$_____	$_____30	$_____30	$_____30
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____325	$_____350	$_____330

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding Fund 100	$_____	$_____325	$_____350	$_____330

TOTAL PROJECT COSTS (all costs, all years) $_____1,005

INFORMATION POLICY OFFICE ANALYSIS:

Several years ago, the Department of Administration stepped up disaster recovery planning for the data center it operates, on behalf of other state agencies. Other agencies have requested assistance from Administration to develp plans for their business activities, but limited resources are available. This initiative is intended to serve all executive branch state agencies. The Department of Administration will play a leadership role in the implementation of this initiative.

Risks: Risk is minimal due to existing disaster recovery planning knowledge and expertise of state personnel and due to the nature of the project which is to develop plans.

Recommendation: Proceed with the disaster recovery planning.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $325,000 for the biennium to fund Disaster Recovery Planning for state agencies.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Administration, Department of
INFORMATION TECHNOLOGY PROJECT TITLE: Network / Telecommunications Initiative
TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $20,841

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,660
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $2,260
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $2,734

1. **PROJECT DESCRIPTION:**

    This community project, sponsored and supported by the Information Policy Council, will provide financing to extend the MNet digital backbone statewide to all 87 county seats. Agencies, together with county government partners, have conclusively demonstrated that costs for state and local government users are decreased and available bandwidth is increased through sharing and collaboration. The model, which has been tested, saves $1,000,000 per year in projected costs.

    The Telecommunications Collaboration Project was formed in October 1995 by state agencies to demonstrate that agency sharing of network bandwidth and equipment would result in access to increased capacity at lower cost per unit of service. The InterTechnologies Group has provided staff support and project management. Two counties, Clay and Sibley, were chosen for the demonstration, which is now complete.

    Project participants (Supreme Court, Human Services, Transportation, Public Safety, Secretary of State, Health, Economic Security, and Revenue) have demonstrated that unit costs decrease and capacity increases when agencies collaborate by sharing telecommunications costs and technology. Agency costs for connectivity to counties decrease an average of 26% under this proposal. Projections assure that unit costs will not increase but could decrease if more partners join the collaboration.

Operating costs for Internet, data and video services for Sibley County (a demonstration site) decrease from $27,600 per year to $3,600 per year under the cost allocation formula and operational procedures which have been agreed to by participating agencies and counties. The formula cost of $300 per month provides each County with Internet access, 384kb router service for data and 384kb bandwidth for video for less cost than current rates for 56kb lines. A statewide implementation plan has been developed and agreed to by Project members. Information dissemination about costs and benefits is beginning in November 1997.

State agencies have very successfully worked together on the pilot phase and are officially committed to the same collaboration for the statewide implementation. Participation by pilot counties has been exceptional. Interest among other counties is high, and other local governments (cities and school districts) are beginning to express interest in similar connectivity.

2. **PROJECT RATIONALE:**

    Mnet - Many participants have a strong rationale for participation in the project. Continues the implementation of 1987 telecommunications policy in M.S.16B.465 - the provision of cost-effective telecommunications for government (local, state, K-12 and higher education, and private schools and colleges).

    Human Services - Manages costs for mission critical applications such as MMIS, MAXIS, and SSIS (Social Services Information System).

    Supreme Court - Reduces costs for existing applications, and positions District Courts to utilize video for selected judicial procedures.

    Public Safety - Expedites installation of high priority technology applications to support state and local law enforcement agencies (high speed, on demand, universal distribution of critical information such as criminal records and finger prints).

    Economic Security - Integral to the implementation of the statewide Minnesota Workforce Center System.

Health - Expedites implementation of the department's statewide Birth and Death certificates/records project.

Secretary of State - Facilitates timely and electronic transmission of election totals and Voter Registration records; leverages previous legislative appropriation for purchase and distribution of 2 PCs to each of the 87 County Court-houses/Government Centers.

Transportation - Facilitates electronic applications for the State Aid for Local Transportation Division (SALT) by furnishing County and City Highway Engineers with CSAH/MSAS data and documents (designs and plans), Bridge Inspection and Inventory findings, and TIS/UTS.

3. **PROJECT BENEFITS:**

    - Installation of a T1 circuit extends the statewide network backbone to all 87 County seats
    - Provides a statewide presence for state agencies and offices
    - Lowers ongoing future unit costs - saves $1 million per year in projected agency telecommunications expenditures
    - Significantly improves affordability and access to information technology for local governments and school districts
    - Facilitates local government development of LANs and local uses of electronic technology
    - As an "anchor tenant" for local telephone companies, MNet's network utilization and requirements increase local teleco revenues and ensure technology deployment, technology which is also available for private economic development.
    - Leverages the existing investment in proven and effective technology infrastructure.
    - Positions the state for future technology development and planned agency applications.

4. **PREVIOUS PROJECT FUNDING:**

    Agencies who have participated in the demonstration phase of the project have provided funds out of their base appropriations and have agreed to continue to do so.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

    Continuing current procedures and financing practices would prevent required network infrastructure development, and result in costs being at least 25% higher than projected by Collaboration partners (See sections 1-3 of this narrative).

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

    Jim Stoebner, ITG, Project Coordinator, 297-5577

FUNCTIONAL CATEGORY:

____	Core Business Utility
____	Customer Service
_X_	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
_X_	Enables new programs/services
_X_	Required for expansion of existing programs/services
_X_	Enables expansion of existing programs/services
_X_	Promotes information sharing/information communities
_X_	Promotes public access to government information
____	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____	$_____	$_____
OPERATIONS PHASE	$_____	$_____ 4,943	$_____ 7,193	$_____ 8,705
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 4,943	$_____ 7,193	$_____ 8,705

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Participating Agency Base Budgets	$_____	$_____ 3,313	$_____ 4,933	$_____ 5,971
Request For New Funding	$_____	$_____	$_____	$_____
Fund 100	$_____	$_____ 1,660	$_____ 2,260	$_____ 2,734

TOTAL PROJECT COSTS (all costs, all years) $_____ 20,841

INFORMATION POLICY OFFICE ANALYSIS:

A statewide implementation plan has been developed. State agencies and local units of government have worked together on the pilot phase and are committed to the same collaboration effort for the statewide implementation. Interest among other counties is high, and cities and school districts are beginning to express interest. Two pilot counties have successfully demonstrated that cost-sharing a connection with state agencies results in increased communications capacity at significantly lower costs than if they had paid for the network lines by themselves. The project is coordinated by the InterTechnologies Group, Department of Administration.

Risks: Risk is minimal due to this being an extension of the existing State network and experience with pilot counties.

Recommendation: Continue planning and involving local government users and proceed.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $1,660,000 for the biennium to fund the Network/Telecommunications Initiative.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Administration, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Minnesota Year 2000 Project

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $25,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $25,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

   This community project, supported and sponsored by the Information Policy Council, will provide funding to modify state computer systems to

2. **PROJECT RATIONALE:**

   Most computer hardware and software create, store, and use 2-digit dates (e.g., 1996 is represented as 96). Two-digit dates were introduced decades ago because of a lack of computer storage space and became a defacto standard in the industry. Unfortunately, with 2-digit dates, computers cannot distinguish between centuries. With 2-digit dates, a computer stores 00 regardless of whether the date is 1900 or 2000. Therefore, when the century must be identified, computer hardware and software make assumptions about the century (and commonly assume 00 is 1900); and computer functions that depend on dates may produce unpredictable results that range from equipment failures to ambiguous or incorrect data.

   The Year 2000 problem affects many agency computer applications and systems. If corrective action is not taken, critical state functions may stop because systems that support these functions fail when they encounter a Year 2000 date.

The Legislature provided $1 million last session for state agencies to assess the extent of the Year 2000 problem and develop a proposed strategy to fix the problem. State agencies working through the Information Policy Council (IPC) and the Year 2000 Steering Committee have completed this assessment, identified priority systems that need to be fixed, and proposed a strategy to complete the required fix. This initiative would provide funding for critical agency applications (such as Revenue, Public Safety, and Economic Security systems) to be fixed so that they can handle dates and calculations that include the Year 2000 and beyond.

3. **PROJECT BENEFITS:**

   Computer applications and databases for selected priority systems will be fixed to handle the Year 2000. State agency functions dependent on these systems will not fail due to the change to the new century.

4. **PREVIOUS PROJECT FUNDING:**

   The Legislature provided $1 million last session for state agencies to assess the extent of the Year 2000 problem and develop a proposed strategy to fix the problem.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

   None

FUNCTIONAL CATEGORY:

__X__   Core Business Utility
_____   Customer Service
_____   Business Efficiency
_____   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_____   Legal Liability
_____   Required for new programs/services
_____   Enables new programs/services
_____   Required for expansion of existing programs/services
_____   Enables expansion of existing programs/services
_____   Promotes information sharing/information communities
_____   Promotes public access to government information
__X__   Other (specify): Critical to maintenance of the state's information technology
       investments.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____25,000	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____	$_____	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Request for New Funding				
Fund 100	$_____	$_____25,000	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____25,000

Note: Additional costs will be incurred by agencies within their base budgets.

INFORMATION POLICY OFFICE ANALYSIS:

Fixing the Year 2000 problem is critical to allow the State to provide uninterrupted service to citizens and businesses. The extensive work completed to date has provided project leadership, project management, an inventory/assessment, project planning, and an independent risk assessment for the project. These are critical pieces in preparation for fixing the Year 2000 problem.

Risks: Risks as identified in the independent risk assessment recently conducted.

Recommendation: The project is ready to proceed to the next phase. The work completed over the past year has prepared the State and the project to move forward. Key issues for the State and project to address are: the leadership role and responsibilities of the Steering Committee, IPC, and Administration; resources for the project (both dollars and people); creation of a master plan for the remainder of the project; creation of policies, standards, and guidelines for the project and a fix methodology; direction and requirements of agencies who will do the fixes; and an ongoing risk assessment strategy for the project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $25,000,000 for the biennium to fund the Minnesota Year 2000 Project.

AGENCY: Agriculture, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Project Unity - Electronic
Information Management System

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $9,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $2,500
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $2,500
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $2,500

Special Revenue Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $500
STATE APPROPRIATION REQUEST FOR FY 00-01: $500
STATE APPROPRIATION REQUEST FOR FY 02-03: $500

1. **PROJECT DESCRIPTION:**

    This project will reengineer processes, model and build new databases and
    software applications, upgrade desktop, network and information exchange
    technology, provide access to field staff, clients and stakeholders, establish a
    geographic information capability, and establish a program to maintain necessary
    user and support skills and knowledge. The project will affect all functions of the
    department.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-
    RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY
    RESOURCE PLAN:**

    Project Unity will modernize the Minnesota Department of Agriculture's
    electronic information management system to address the department's responsi-
    bilities in the rapidly changing environment of agricultural marketing, regulation
    and policy. The department's mission of promotion and regulation is challenged

by the increasing need for precise information on a timely basis and the
need to develop linkage with complex external data systems. The
department serves a diverse group of clientele in greater Minnesota and
urban Minnesota. Additionally, the department needs to interface and
adapt to the fast changing business-client computer technology used by
external clients on statewide, national, and international basis. To fulfill
its mission and serve its diverse client base in the twenty-first century,
the department needs to gather, store, and maintain a vast amount of
information that is readily accessible to its employees and external
clients. Project Unity is the department's proposal to meet these needs.

Project Unity is the only project listed in the agency's Information
Resource Plan beyond F.Y. 1998 and comprises its entire information
strategy. The department is currently re-doing its strategic business plan
and expects it to be completed in April 1997. This will be valuable and
timely information for Project Unity which will begin its detailed
planning and modeling in July 1997. This timing will help ensure a
strong link between the Department of Agriculture's busines strategy and
its information strategy.

3. **PROJECT BENEFITS:**

    Project Unity will bring the following benefits to the Department of
    Agriculture:

    - more accessible information on licenses and permits
    - improve internal processes that enhance customer service
    - ability to geographically pinpoint issues, probelsm, activities
    - faster, accurate responses to information requests
    - improved consistency in applying and enforcing regulations
    - more effective policy making based on improved data
    - empowering staff with better information and customer service tools

    Project Unity results will improve department wide accessibility to data
    for cross program utilization, policy development, and evaluation. It will

reduce duplication of data entry from various divisions, and eliminate discrepancies in important data which would otherwise be kept in two or more unrelated databases. The information contained in the integrated system would provide for multi-division reports, compliance history, geographic information, and create public assess to MDA's information repository.

4. **PREVIOUS PROJECT FUNDING:**

   None

5. **OTHER CONSIDERATIONS (OPTIONAL):**

   None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

   Thomas Masso, Assistant Commissioner, (612)296-2629

PROJECT CHARACTERISTICS (check all that apply):

	Legal Liability
____	Legal Liability
____	Required for new programs/services
X	Enables new programs/services
X	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
____	Other (specify):

FUNCTIONAL CATEGORY:

____	Core Business Utility
X	Customer Service
X	Business Efficiency
____	Revenue Enhancement

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 1999)	$_____	$_____3,000	$_____	$_____
OPERATIONS PHASE (July 1999 - June 2003)	$_____	$_____	$_____3,000	$_____3,000
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____	$_____	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Request for New Funding				
Fund 100	$_____	$_____2,500	$_____2,500	$_____2,500
Fund 200	$_____	$_____500	$_____500	$_____500

TOTAL PROJECT COSTS (all costs, all years) $_____9,000

INFORMATION POLICY OFFICE ANALYSIS:

The agency only recently began the organization and planning work required for IRM.
Currently the agency information is non-sharable, redundant, and inaccessible. The
agency has recently developed an excellent information resource plan and is implement-
ing an IRM organizational structure. The proposed project is an excellent effort to unify
the agency's disorganized use of information technology; establish compatible and
supportable technology, and share agency data.

Risks: The project is an ambitious undertaking for the agency due to project complexity
and length of time.

Recommendation: Extend the project time line and reduce requested funding amount
to allow the agency to phase the project. Continue agency IRM implementation

GOVERNOR'S RECOMMENDATION:

The Governor recommends General Funds of $1,250,000 per year for Project Unity.
The agency may include a line item for Project Unity on their agency indirect cost
plan of up to $250,000 per year. This line item will be waived for any accounts where
this would result in a fee increase.

AGENCY: Attorney General, Office of (AGO)

INFORMATION TECHNOLOGY PROJECT TITLE: Information Resource
Budget Request

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,400
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,860
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $900

1. PROJECT DESCRIPTION:

The following are brief synopses in order of priority of our F.Y. 1998-99
Information Resource Request. Some of these are already in development; others
are in planning.

Completion of networking. Complete the LAN for our staff by January, 1998.
(Note: 65% of AGO is now networked.)

Case management system. Identify our needs, issue an RFP, select a vendor,
customize the product to our needs, integrate with state systems such as SEMA4
and MAPS, and develop management information reports for AGO and client
agencies.

Computerized research capacity. Purchase hardware and system software to
permit networked access to a CD-ROM-based system to be maintained by AGO
library. Facilitate staff access to other sources through Internet and NAAGNet
(national attorneys general research and data sharing). Use these systems to
greatly reduce our reliance on expensive private on-line legal research systems.

Automated litigation support. Acquire and install litigation technologies
comparable to those now used widely in the private practice of law. Expedite
preparation of trial materials and analytical capacities to improve both the
effectiveness and efficiency of case presentation.

Office wide imaging. Acquire and install hardware and software, or leverage
such facilities from other state agencies, to facilitate digitizing of documents such
as consumer and citizen mail, microfiche records, and other paper-heavy activity
areas. Improve response time, data analysis and validation, and AGO office
consistency in dealing with citizen concerns.

Automated document creation. Working with state agencies, develop a library
of standard form documents to be used throughout government. Digitize these
documents and make them available on-line to trained state agency staff so that
they can be adapted to particular situations with a minimum of AGO and client
staff preparation time.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-
RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY
RESOURCE PLAN:

The delivery of legal services by the Attorney General's Office must change to
reflect the state's fiscal realities and the expanding service needs of our client
agencies. AGO will be proposing to the 1997 Legislature a variety of budget and
program changes to control costs while meeting the expanding needs of our clients
for high quality and cost-efficient legal services. Without these reforms, we will
not be able to satisfy our clients' needs within the fiscal limitations which affect
both them and AGO.

A key part of this reform is the continued development of AGO's integrated
information systems. Systems implemented to date, particularly those related to
our local area network, have dramatically improved the quality of our work and
the productivity of our staff. Based upon these early positive experiences, AGO
staff and our clients eagerly support this continued development. Our clients see
advantages not only to us but to themselves in their improved ability to (1)
communicate with us and share data and research, (2) access standardized
documents which we are developing, and (3) receive more timely and accurate
detail on the nature and amount of legal services we are providing to them.

3. **PROJECT BENEFITS:**

The project's goal is to dramatically increase the quality, productivity and effectiveness of AGO. In addition, several elements of the proposal will improve the operations of our client agencies. The net result will be better value for the taxpayers' dollar.

4. **PREVIOUS PROJECT FUNDING:**

The 1995 legislature appropriated $3 million to AGO to initiate the systems development project and to finance staff salary adjustments. About $600,000 of that amount was used to begin the PC network portion of the project and to purchase miscellaneous hardware. AGO has also dedicated internal resources to this project, but the amounts have not exceeded $100,000 per year.

5. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Tom Triplett
Chief Operating Officer
Attorney General's Office
525 Park Street, Suite 200
St. Paul, MN 55103
(612) 282-5504

FUNCTIONAL CATEGORY:

____	Core Business Utility
X	Customer Service
____	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
X	Required for new programs/services
____	Enables new programs/services
X	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
____	Promotes public access to government information
____	Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - July 1999)	$_____	$_____ 300	$_____	$_____
OPERATIONS PHASE (July 1997 - June 1999)	$_____	$_____ 1,100	$_____ 930	$_____ 900
ENHANCEMENT PHASE (July 1999 - June 2000)	$_____	$_____	$_____ 930	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 1,400	$_____ 1,860	$_____ 900

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request For New Funding				
Fund 100	$_____	$_____ 1,400	$_____ 1,860	$_____ 900

TOTAL PROJECT COSTS (all costs, all years) $_____ 4,160

INFORMATION POLICY OFFICE ANALYSIS:

Agency has some technology, but needs to continue its transition from an obsolete mini-computer to LAN-based technology. Recent changes in information resource leadership and staffing require new personnel to become acclimated and trained in the new environment. This project is an agency-wide effort that is critical to improving staff productivity and accountability and providing AGO staff with comparable legal industry technology.

Risks: Risk is minimal at this stage of the project. Technology is commercially available and does not require agency development. Project scope is limited.

Recommendation: Agency should proceed on project as planned. New leadership and staff should develop IRM knowledge and implement IRM.

GOVERNOR'S RECOMMENDATION:

Respecting the right of constitutional officers to submit their budget proposals directly to the Legislature, the Governor makes no recommendation on this request. Instead, the Governor has set aside General Fund resources sufficient to permit growth in the Attorney General's budget equivalent to the growth in General Fund revenues.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Capitol Area Architectural and Planning Board (CAAPB)

INFORMATION TECHNOLOGY PROJECT TITLE: Technology Upgrade

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $25

<u>General Fund</u>

STATE APPROPRIATION REQUEST FOR FY 1998-99: $25
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

   This project, included in the agency plan as an agency decision item, will upgrade and improve the CAAPB's network capabilities.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The CAAPB is a small, 5-person agency that has extensive need for contact with the Minnesota state legislature in addition to other public and private bodies, from the city of Saint Paul to the state's Administration Department to private sector clients and their consultants. To be compatible with the technological systems the legislature is adopting and to improve our effectiveness in communications, we need to be in regular contact with these parties as well as with our comparable state agencies across the country who have similar responsibilities for architectural design and planning of their state capital areas. It is becoming more important each day to communicate using the latest available technologies and maintain current status with advancing telecommunications technology.

3. **PROJECT BENEFITS:**

   The CAAPB will be able to advertise its services and products; to research, view and import data, text, and images, audio and video. There are many resources on the Internet that could aide staff in their work. The Internet would provide the CAAPB with the ability for all employees to send e-mail and access or establish discussion and news groups that are relevant to the CAAPB's business.

4. **PREVIOUS PROJECT FUNDING:**

   None.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

FUNCTIONAL CATEGORY:

__X__	Core Business Utility
____	Customer Service
____	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
____	Enables new programs/services
____	Required for expansion of existing programs/services
____	Enables expansion of existing programs/services
__X__	Promotes information sharing/information communities
____	Promotes public access to government information
____	Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 25	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 25	$_____	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 25	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____ 25

INFORMATION POLICY OFFICE ANALYSIS:

N/A

GOVERNOR'S RECOMMENDATION:

The Governor recommends funding of the agency plan, which includes funding for the
technology upgrade.

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Economic Security, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Workforce Center System

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $3,500

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $3,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

This project includes the completion of the Minnesota Workforce Center network infrastructure (wiring, servers, PC's, printers and hardware and packaged software) and the design and construction of an agency and state wide database and information access system for Workforce Center Customers. Upon completion, this project will result in state-wide access to an integrated information and case tracking system supporting work-to-work, school-to-work, and welfare-to-work initiatives.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

This building of the Minnesota Workforce Center System is MDES' number one priority and the implementation of information system technology for customer information and case tracking and management is critical to its success The design of this system will ensure that MDES business and information system strategies and priorities are implemented. In addition, this project is key to accomplishing MDES Information Resource Plan objectives of shareable information resources, creating information systems that provide information wherever it is needed (not just in St. Paul) and ensuring that information resources remove barriers to access.

3. **PROJECT BENEFITS:**

Benefits resulting from this project include: reducing disparities of access to information critical for customers making career and employment decisions, connecting people with training and employment opportunities that will enable them to help themselves become self reliant, provide opportunities for employment and training activities to link to other community resources such as Community Action Programs, health, education and economic development, streamlining business processes for ease of customer access, and helping people to work and get back to work more quickly.

4. **PREVIOUS PROJECT FUNDING:**

During F.Y. 1997, $500,000 was appropriated for the acquisition of hardware and system software to begin implementing the Minnesota Workforce Center network.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

N/A

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Ken Niemi, CIO, 297-4680

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
___	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

X	Legal Liability
___	Required for new programs/services
X	Enables new programs/services
X	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
___	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (Time Period:July, 1996 - June, 1999)	$ 500	$ 3,000	$	$
OPERATIONS PHASE	$	$	$	$
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 500	$ 3,000	$	$

DISTRIBUTION OF FUNDING

Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding:				
Agendy's Base Budget Fund 100	$ 500	$	$	$
Request For New Funding Fund 100	$	$ 3,000	$	$

TOTAL PROJECT COSTS (all costs, all years) $ 3,500

INFORMATION POLICY OFFICE ANALYSIS:

The agency is evolving toward agency-wide sharing of data, applications, and technology. A good IRM foundation has been established, but additional agency-wide planning is required. Fifteen workforce centers have been implemented successfully. Project planning is good. Top management is active in the project.

Risks: Risk is minimal due to experience gained by initial workforce center implementation.

Recommendation: Continue with implementation. Continue agency IRM implementation, particularly agency-wide planning.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $3 million in F.Y. 1998-99 to supplement the federal "one-stop" initiative. This grant integrates local employment and training agencies into approximately 50 workforce centers. State support and commitment are integral components of the federal grant.

AGENCY: Employee Relations, Department of (DOER)
INFORMATION TECHNOLOGY PROJECT TITLE: Human Resources Information Systems Initiatives
TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $1,435

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $875
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $280
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $280

1. **PROJECT DESCRIPTION:**

   The Department of Employee Relations' Staffing Division has been recruiting, selecting and redeploying employees and defining their appropriate job classes and levels using very functional, labor intensive methods and processes. In addition, these processes and functions have been established in "silos" statewide among agency customers and DOER; creating, if you will, 156 different employers that have little to no connection to one another from a Human Resources (HR) strategic or working perspective.

   In order for the Staffing Division to effectively support the initiatives of the agencies in the most cost-effective manner, a holistic approach will be adopted to create the vision of the state as "one employer", and restructure the delivery of Human Resources services and support to increase the level of service in a more cost-effective manner. Reengineering activities have begun and will continue through F.Y. 1997 to address each output and redefine in its terms of the process - not function, reconstructed around the user and current HRIS technology available today. The long range vision creating and driving the need for this reprocessing and retooling is centered around these main criteria:

   - The vast majority of HR work will transact itself at the user level due to employee empowerment and the "driving down" of decision-making. Employees will be asked to develop broader skills and to self-manage their careers.

- All HR information, tools and systems will be available on-line, on demand for use by teams and supervisors so that decisions can be made more quickly and efficiently.

- HR will become a consultant for organizational change and effectiveness versus a processor of forms. We will take full advantage of the available technology to automate all transactional activities.

- Work will transact itself outside of the traditional work space requiring more distant access to information. In addition, work may be done by "just in time" staffing strategies that will require us to respond more rapidly and efficiently.

- The labor force will continue to shrink in critical skill areas and will increase our need to attract, deploy, redeploy, and retain our workforce.

In our next biennium, we have requested funds for several "foundation" HRIS software products to support our reengineering efforts statewide. These products provide both automation to our current labor intensive processes as well as direct user access to support more efficiency. The projects identified for this biennium include the following:

- On-line Applicant Services
- Classification System
- Employee Development System

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The mission of the Department of Employee Relations is "Leadership and Partnership in Human Resource Management." These biennium initiatives directly support "leadership" - continually striving for efficiency and effectiveness; "partnership" - involving all levels of stakeholders through our task teams; and "Human Resource Management" - providing world class tools and processes to effectively leverage and maximize our human capital across the state.

The Department of Employee Relations' Staffing Division has been recruiting, selecting and redeploying employees and defining their appropriate classes and levels using very functional, labor intensive methods and processes virtually the same way for the past 40 years. In addition, these processes and functions have been done independently among agencies with no integration or "broad view" of the outputs or economics of a statewide strategic perspective.

In the field of Human Resource Planning and Management, computerization has made it possible to compile, analyze and utilize information, thus getting HR out of the administration area and into strategic analysis and organizational effectiveness - more value with fewer people.

Based on these major strategic initiatives, the Staffing Division has identified key "foundation" software technology available that will provide us opportunities for major process improvement and statewide cost savings. These tools are considered as foundations; as they provide the tools for acquiring, maintaining and accessing the HRI data we require within the framework both HR and its customers require in basic functions such as job analysis, competency determination, testing and test data, selection and skills matching and career development planning/redeployment.

3. PROJECT BENEFITS:

On-line Applicant Services

Currently, over 20,000 applicants are scheduled for one or more of over 100 written exams across our state. This "paper and pencil" testing is given on Saturdays by hourly "monitors" stationed at various facilities across the State. Applicants must accommodate the schedule we prescribe for tests, tests must be shipped from "vaults" with high security, lost tests must be traced and recovered or reshipped or reformulated, tests must be scored and multiple correspondence must be formulated and sent to applicants regarding their status or results. In addition, as job specification needs change and new testing is required, the time requirements and expense can be significant. With this initiative request, we plan to re-engineer this entire process, utilizing technology to provide a more customer friendly system, reduce or eliminate applicant processing, monitors and test site

administration. We will incorporate CAT (Computer Assisted Testing) technology that will allow us to create testing on-line, store on a secure data base, administer via computer terminals located at Department of Economic Security (DES) Work Force Center locations, colleges or libraries, automatically score and report immediate results to the applicant. In addition, this system information will be then entered into our current Skill Search Project software - ResSearch, to qualify the applicant. This process will allow an applicant to be considered in a matter of days versus the current months or years, thus speeding up the number of qualified applicants for Supervisors to consider for their vacancies. In addition, we project annualized labor cost savings of $250-300,000 due to the elimination of applicant processing requirements.

Classification System

We currently are working with a classification system and process for class and level determination (job auditing) that has remained virtually unchanged over the past 40 years. Our current 2,400 job classes and 56,000 employees require about 20-25% of our human resource support time, and require an average of 4-5 months for manual job audit resolution.

We have identified a strategy to reduce the number of classifications through the Clerical Consolidation Project - a project done in conjunction with AFSCME representatives. This project, most notably, has allowed us to introduce Hay McBer's HRXpert software, which automates the entire job audit process from job analysis, position descriptions, to final evaluation and assignment. This software, once programmed with our job family algorithms for each series, will allow us to do thousands of "job audits" in terms of minutes versus the current months.

Our biennium strategic plan calls for us to aggressively expand the number of job families that we create algorithms for and automate with this system, and networking this software to the agencies for their direct use and access. In addition, HRXpert would be integrated through our reprocessing with ResSearch and the selected Employee Development System (EDS) (see below) so that job models or "profiles" would not have to be recreated for user use in either candidate selection or career development and/or assessment.

Employee Development System (EDS)

By the end of the biennium, we will be well underway with our efforts to realign the foundation human resources functional processes and services to better meet the needs of the State and its employees. As we have better defined our human resources/job requirements and streamlined our external recruitment and selection processes, technology can be incorporated that will provide virtually complete automation of our internal selection process and employee career development. This software allows us to manage the process of matching organizational work force planning needs with our training and employee development efforts. It would allow employees and their managers to build individual employee development plans, and directly link them with the statewide training resources for needs fulfillment, allow each agency to identify and access their organizational capabilities and gaps and serve as the data resource for Redeployment efforts across the State. Our plan calls for F.Y. 1999 pilot implementation, with agency networking in the next biennium.

These tools, along with our current PeopleSoft system (SEMA4) and our re-engineered processes, will allow us to provide a more efficient, integrated, HR system of job analysis, job fulfillment, employee development and employee redeployment functions on a statewide basis. The implications for cost savings on a state-wide basis are anticipated to be in the millions, and will be fully qualified with data from completion of the state-wide Human Resources Activity Survey scheduled for completion in November of 1996, and our re-engineering team efforts through June of 1997.

4. PREVIOUS PROJECT FUNDING:

None

5. OTHER CONSIDERATIONS (OPTIONAL):

None

6. PROJECT CONTACT PERSON, TITLE, AND PHONE:

Barbara Lawler, Staffing Division Manager, 296-3448

FUNCTIONAL CATEGORY:

____ Core Business Utility
____ Customer Service
_X_ Business Efficiency
____ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____ Legal Liability
_X_ Required for new programs/services
_X_ Enables new programs/services
_X_ Required for expansion of existing programs/services
____ Enables expansion of existing programs/services
_X_ Promotes information sharing/information communities
____ Promotes public access to government information
____ Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 875	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____ 280	$_____ 280
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 875	$_____ 280	$_____ 280

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 875	$_____ 280	$_____ 280

TOTAL PROJECT COSTS (all costs, all years) $_____ 1,435

INFORMATION POLICY OFFICE ANALYSIS:

The agency is trying to improve its information collection and dissemination process by acquiring packaged software to automate many of its 40-year-old manual practices. Project planning is good. By adding staff, the packaged software solution can be implemented.

Risks: Decades old agency culture may inhibit re-engineering. Potential data management and data practices issues.

Recommendation: Refine project plan to include business process change management and the identification and resolution of data management and data practices issues. Hire staff, purchase the applications, and proceed as planned. Plan long term to integrate agency standalone systems into a shared environment. Continue agency IRM implementation.

GOVERNOR'S RECOMMENDATION:

The Governor concurs with the agency's plan, and supports funding for the On-Line Applicant Services, Classification and Employee Development Information Technology projects.

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AGENCY: Ethical Practices Board

INFORMATION TECHNOLOGY PROJECT TITLE:
Client Services Technology

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $141

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $122
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

    The project, submitted in the budget as an agency decision item, consists of the design, development, distribution and implementation of a software application for the management of political committee and political fund campaign finance activities. The application will support testing for statutory violations and accounting errors at a time when they may still be corrected. The application will also support electronic generation and filing of reports and will include enhancements which will make political committees and political funds more inclined to implement the product as their accounting system of choice.

    This project is key to several of the Board's strategic objectives, the first of which is to facilitate easier and more universal compliance with the Ethics in Government Act; Minnesota's campaign finance statute. The project will, for the first time, give clients a software application tailored to Minnesota campaign finance law. Clients using the application will benefit from built-in warnings and tests to eliminate many inadvertent statutory or reporting violations and on-line help to assist in the correct reporting of various campaign finance transactions.

    The project will also help the Board meet another of its strategic objectives, that of helping citizens become better informed about public issues related to the Ethics in Government Act. The implementation of electronic filing will improve the accuracy of the Board's electronic data base and may make data more readily available to those interested in it. The human resource savings resulting from less demand for manual data entry will enable Board staff to devote more time to personally serving the needs of the public and the Board's other clients.

    The project also includes upgrades to the agency's network and communications infrastructure. These upgrades are necessary to support receiving filings electronically and to support on-line public access to Board data by members of the public visiting the Board offices.

    Finally, the project includes equipment, software, and training which will enable the agency to produce high quality, effective, training materials which will be needed to assure that both Board staff and political committee and political fund treasurers using the new software will be effectively trained in its use and operation. This training package will also be used in the agency's ongoing training efforts related to the various programs it administers under the Ethics in Government Act.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

    This project is the cornerstone of the agency's Information Resources Plan. The Information Resource Plan is designed to further the agency's mission and objectives, which focus on effective administration of the Ethics in Government Act in ways which will ensure public access to data filed with the Board.

    Electronic filing through a managed system of campaign finance accounting will greatly enhance the agency's ability to fulfill its mission while at the same time making compliance with the relevant statutes easier for its filing clients. The relationship of the project to the agency's strategic goals has been described in the preceding section.

The agency's Information Resource Plan identifies certain Information Resource Priorities which will be addressed by this project. They are as follows:

- To provide consistent, clear, and informative education programs through the incorporation of computer assisted presentations

- To use information technology to provide clients with the information they need to comply with various regulations or restrictions

- To provide information technology solutions, such as software, to assist clients in managing and reporting their regulated activities in conformance with the statutory requirements

- To re-engineer the reporting processes used by the Board to reduce or eliminate paper filing in appropriate areas

3. **PROJECT BENEFITS:**

Key project benefits are expected to include the following.

For clients required to file with the Board:
- On-line help, error checking, and statutory compliance testing to eliminate many inadvertent reporting errors and statutory violations
- Automatic generation of required reports
- Organized system for campaign finance accounting
- Enhancements for contributor and contact list management activities

For the public:
- A more accurate electronic data base of campaign finance information
- Easier on-line access to Board data
- Being better informed about campaign finance issues

For the Board:
- More accurate data due to elimination of much manual data entry
- Better use of human resources relieved from data entry tasks

- Fewer statutory or reporting violations due to controls built into software, resulting in fewer Board enforcement actions and better public perception of the election process and elected officials
- Ability to continue to perform key functions without increasing staff levels

4. **PREVIOUS PROJECT FUNDING:**

As of the preparation of this document, there has been no funding for this project. However, it is anticipated that about $10,000 of the agency's F.Y. 1997 operating budget will be dedicated to activities on the project. This funding will be for such items as development of data models and preliminary consulting to further define the software component of the project. This expenditure must be made in F.Y. 1997 in order for the project to proceed on schedule for completion in time for use in the 1998 election year.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

While this project is important to the Board as a means of improving its customer service to clients and to the public, it is driven even more by client demand. Public demand for quality data in electronic format continues to grow as people become accustomed to using technology such as the internet. Electronic filing will provide high quality data with a minimum of manual processing.

Even more importantly, political committees and political funds required to file with the Board continue to express concern and frustration with the fact that they must improvise systems to do their campaign finance accounting. No satisfactory commercial system is available and client-created systems generally provide only a minimal accounting function. These clients want a system which will generate their reports and will help them avoid inadvertent statutory and reporting violations by advising them of potential problems when there is still time to correct them. This project is designed to provide such a system.

Notes on funding phases:

This project consists primarily of the development of a software application. Once it is developed and implemented, the operations phase will begin. Shortly thereafter, it is expected that a process of ongoing enhancements will begin. Operations and enhancements will proceed at the same time over a number of years. Because this software will be designed so that modifications may be made by agency staff, it does not have a specified life expectancy. It may be that with ongoing modifications and enhancements it can be used for many years. For this reason, a retirement phase has not been planned at this time.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Gary Goldsmith
Assistant Executive Director
Ethical Practices Board
Telephone: 296-1720

FUNCTIONAL CATEGORY:

_____ Core Business Utility
__X__ Customer Service
_____ Business Efficiency
_____ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_____ Legal Liability
_____ Required for new programs/services
__X__ Enables new programs/services
_____ Required for expansion of existing programs/services
__X__ Enables expansion of existing programs/services
__X__ Promotes information sharing/information communities
__X__ Promotes public access to government information
_____ Other (specify): Facilitates compliance by clients with statutory requirements

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1996 - June 1999)	$_____15	$_____122	$_____	$_____
OPERATIONS PHASE (July 1999 - June 2003)	$_____	$_____	$_____2	$_____2
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____15	$_____122	$_____2	$_____2

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Agency's Base Budget				
Fund 100	$_____15	$_____	$_____2	$_____2
Request for New Funding				
Fund 100	$_____	$_____122	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____141

INFORMATION POLICY OFFICE ANALYSIS:

This agency is just beginning its IRM planning. Limited information resource staff are available. Project planning is good, but design issues and costs need to be revisited and confirmed.

Risks: Technical complexity of project underestimated.

Recommendation: IPO believes that project costs may be underestimated. Additional work will be needed for project planning, design, and cost analysis. Obtain external review of design, planning, and project costs before project proceeds. Continue agency IRM planning and implementation.

GOVERNOR'S RECOMMENDATION:

The Governor recommends full funding of the agency plan, which includes resources for this technology project.

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AGENCY: Gambling Control Board (GCB)

INFORMATION TECHNOLOGY PROJECT TITLE:
Integrated Gambling Data Community Systems Project

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $750

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $250
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $250
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $250

AGENCY PRIORITY (for projects in the 1997 session only):

1   of   1   requests

1. PROJECT DESCRIPTION:

Over the next 6 years this project will implement up-to-date technology and system applications through a 3 phase process that will:

▪ improve information sharing within the agency, across agency lines and with the public;

▪ combine all regulatory, educational, and informational activities of the Gambling Control Board (GCB);

▪ coordinate and support all current activities of the GCB;

▪ be engineered with the knowledge that the business needs and regulatory requirements of the GCB's clientele will change;

▪ make it easier for clientele to communicate with the GCB;

▪ improve the agency's regulation of the lawful gambling industry through the improved information sharing between the GCB and other agencies;

▪ provide for electronic submission of all GCB and associated Department of Revenue (DOR) forms; and

▪ provide data sharing between the 2 agencies to eliminate redundancies in information gathering and processing by the respective staffs.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

The impact on state revenues without funding of this initiative will result in a projected loss in gambling taxes collected of at least $4.6 million per biennium.

Failure of current information systems, without funding for this initiative, will increase the amount of time required to process applications to approximately 3 months, currently the process takes up to 3 weeks. With a longer process time, organizations will be unable to conduct lawful gambling at their new sites for a minimum of 3 months.

Because each site averages $31,750 per month in gross receipts, the extended processing time will result in a loss of $57.15 million in gross receipts collected by organizations per biennium. In addition, this will result in a loss of state revenues of approximately $4.6 million per biennium, calculated by the highest combined receipts tax of 6% and the 2% tax on pull-tabs and tipboard ($57,150,000 x .08).

Many licensees currently use computers to assist them with record keeping and have repeatedly requested technology that would allow them to file information and reports electronically to the GCB.

The GCB currently uses a FoxPro for DOS system for its major licensing program. This program will no longer be supported by the manufacturer, Microsoft, after 1997. In addition, the GCB LAN is currently using Microsoft Windows 3.1 for

its working environment with intentions to move towards Windows NT, in partnership with the Department of Revenue (DOR). A new operating system must be developed which is compatible with a Windows NT-based LAN.

The GCB relies on information provide by the DOR to determine compliance with tax laws for all licensees and individual applying for licenses and renewals. In addition, the DOR relies on the licensing information provided by the GCB to run its lawful gambling tax program which collects over $67 million in state tax revenue per year. Within 2 years, the GCB's licensing system will no longer be compatible with the DOR system. The 2 systems must remain compatible to provide efficient service to licensees and ensure all state tax revenues are collected efficiently.

The project will implement current technology and system applications to combine all regulatory, educational and informational activities of the GCB. The systems will be engineered with the knowledge that the business needs and regulatory requirements of the GCB's clientele will change.

By utilizing available resources through the DOR, the GCB will eliminate the redundant use of limited state resources, maximize information system development efforts and reduce the total cost of the initiative.

By leveraging current technology, it will be easier for clientele to communicate with the GCB. It will also improve the agency's regulation of the lawful gambling industry through the improved information sharing between the GCB and other agencies.

In addition, this project will connect the GCB with the DOR Lawful Gambling Special Tax Unit to provide for electronic submission of all GCB forms, and provide data sharing between the two agencies to eliminate redundancies in information gathering and processing by the respective staffs.

The GCB utilizes an Executive Steering Committee, chaired by the Executive Director of the GCB, made up of individuals from the GCB, DOR, Department of Public Safety (DPS), and Attorney General (AG), office to set information resource development priorities.

In 1994, the GCB and the DOR contracted with a systems analysis consulting firm to provide a review of current operations and provide a framework for current and future information systems to meet business needs. Their analysis included a review of the GCB operations and its interactions with other state agencies, documentation of the current business process, and recommendations for improved information systems.

3. **PROJECT BENEFITS:**

Incorporation of all GCB functions into an integrated database system will provide GCB staff with the ability to perform job functions more efficiently by reducing manual tracking tasks, providing automatic cross-checking abilities, and the need to bring in other staff to answer questions regarding compliance with statutes and rules. Some major benefits include:

- Staff will be able to assist an organization automatically in determining compliance with annual expense reporting, gambling manager continuing education requirements, and gambling manager examination. Currently, these functions must all be performed manually. This will speed the agency's ability to assist organizations with compliance questions, licensing processes and educational assistance.

- Licensing functions will be more automated and efficient, reducing turnaround time to process applications.

- Compliance reviews can be analyzed to determine education requirements by subject, region, or compliance rate.

- Employees of all lawful gambling organizations can be cross-checked to ensure compliance with statute and rule regarding employment.

- Board-approved lawful gambling product can be cross-checked with DOR inventory records and compared with organization records.

- Disciplinary actions can be tracked and maintained without manual effort.

■ Staff will be able to determine organizations gender equity lawful purpose spending compliance, as required by statute, and requests for public data without manually checking organizations files and reports.

■ Organization history can be maintained to determine when compliance reviews are due.

■ The GCB will be able to respond quicker to legislative changes and requests.

4. **PREVIOUS PROJECT FUNDING:**

None

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Harry Baltzer, Executive Director, 639-4000
Steve Pederson, Licensing, 639-4070

FUNCTIONAL CATEGORY:

X   Core Business Utility
X   Customer Service
X   Business Efficiency
____ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_X_   Legal Liability
_X_   Required for new programs/services
_X_   Enables new programs/services
_X_   Required for expansion of existing programs/services
_X_   Enables expansion of existing programs/services
_X_   Promotes information sharing/information communities
_X_   Promotes public access to government information
____ Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - August 1998)	$_____	$_____85	$_____85	$_____85
OPERATIONS PHASE (July 1997 - June 1003)	$_____	$_____150	$_____150	$_____150
ENHANCEMENT PHASE (July 1998 - June 2002)	$_____	$_____15	$_____15	$_____15
RETIREMENT PHASE (Beyond June 2003)	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____250	$_____250	$_____250

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____250	$_____250	$_____250

TOTAL PROJECT COSTS (all costs, all years) $_____750

INFORMATION POLICY OFFICE ANALYSIS:

Agency is capable of implementing these shared projects with the Department of Revenue (DOR). Project planning is good. Project management advice and technical support from DOR plus consultant help are planned. The project is ready to proceed.

Risks: Risk is minimal due to expertise provided by the Department of Revenue.

Recommendation: Project should proceed as planned with an increase in fees and/or General Fund appropriation to cover cost of development and operations.

GOVERNOR'S RECOMMENDATION:

The Governor recommends a biennial appropriaton of $250,000 for a new system that will enable Lawful Gambling to improve its regulation of the lawful gambling industry through electronic licensing, filing and the exchange of data between the board, its clients, and state and local government.

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Health, Department of (MDH)

INFORMATION TECHNOLOGY PROJECT TITLE: Information Resource Management (IRM) Infrastructure

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $1,500

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $500
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $500
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $500

1. PROJECT DESCRIPTION:

The Department of Health intends to implement a new approach to management of information resources. An IRM plan was recently developed as a vision and guide toward coordinated management of information resources. The plan identifies organizational, management and technical resources that are necessary to support the department in successfully meeting its mission. This project, the IRM Infrastructure Initiative, is for the additional resources identified as crucial for the implementation of the plan and achieving MDH's goals.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

The MDH has a responsibility for the measurement of health status of populations, but its past approach to information management made it difficult to meet these demands. Historically, public health has collected data to serve a particular program need. "Silos" of data have been created for specific programs such as communicable disease and health behaviors. Using the silo approach, applications are designed to collect, store and analyze data for a single purpose. While this approach has served specific public health programs and interventions well, silos are not conducive to questions about population health status. In the future, public health will be expected to carry out health status assessment functions with greater sophistication and in greater detail. As the health care system increasingly shifts toward a population-based focus, the interests of public health and the health care sector are beginning to converge. With the growth of managed-care plans responsible for defined populations of enrollees, and the emergence of health care plan "report cards", the health care system is becoming a more suitable vehicle for achieving certain public health objectives (such as the delivery of clinical preventive services). With payment based on capitation, health plans have an incentive to care about population health because they benefit financially to the extent that either they or the public health system keep their enrollees healthy. And with managed-care plans taking over the care of vulnerable populations, such as medicaid beneficiaries, public health agencies are becoming responsible for assuring that the enrollees of these plans receive appropriate services. As both the interests and population-of-interest in these 2 sectors converge, there is a real opportunity to integrate health promotion and disease prevention into health care delivery.

To move in this direction, health care organizations and the public health community will need to coordinate not only their roles and responsibilities, but also their information systems. The challenge and opportunity facing the MDH will be to more fully assess and assure the health status of the population and of sub-groups of the population. Since there is no single data-set or system that the department can utilize to address these needs, the department will create new collaborative coordinated ways to collect, analyze, determine appropriate indicators, share and distribute information about population health status from multiple information sources.

3. PROJECT BENEFITS:

This initiative will secure MDH resources for a coordinated information system approach that will provide leadership for the collection, analysis, dissemination and access of information in support of population health

goals. The MDH will establish an on-going process and organizational structure to align use of data and technology with the department's mission. This initiative will enable and support integration of data and effective infrastructure on an organization-wide basis, critical for the effective management of information resources and collaboration with the demands and needs of partners at federal, state, and local government levels, and the private sector. The extent to which public health achieves its mission depends, in large part, on the availability of accurate, comparable, timely, and complete information. The collection, analysis, use, and communication of health-related information is the quintessential public health service, undergirding all others. Meeting those information needs depends on the effective management of the department's resources.

This initiative specifically will achieve the following:

- Improve central IRM support with 2 new positions within a new central information resources management office: 1) An analyst that will lead the department in data administration, developing policies and rules for data naming and data specifications, and will assist the operating divisions in their information planning and data management practices; 2) An analyst to perform enterprise-wide modelling of department data, conduct data modelling sessions, and assist operating divisions in their modelling activities and ensure that system developments are consistent with department models.

- Funding for enterprise-wide IRM activities including installation of a network security "firewall" to protect against external attack, upgrading to the next network operating system so the agency sees itself as a seamless network throughout the agency, equipment for the IRM office, consultants for training and assistance on data modelling techniques, and consultants to facilitate internal enterprise-wide data management planning conferences.

4. **PREVIOUS PROJECT FUNDING:**

No funding has previously been appropriated for this specific project. This initiative is a new and comprehensive approach to managing information resources.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Kirsten Libby, Director, Office of Budget and Legislation, (612) 623- 5393

FUNCTIONAL CATEGORY:

X	Core Business Utility
___	Customer Service
___	Business Efficiency
___	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___	Legal Liability
___	Required for new programs/services
X	Enables new programs/services
___	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
___	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____	$_____	$_____
OPERATIONS PHASE (July 1997 - June 2003)	$_____	$____500	$____500	$____500
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$____500	$____500	$____500

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$____500	$____500	$____500

TOTAL PROJECT COSTS (all costs, all years) $____1,500

INFORMATION POLICY OFFICE ANALYSIS:

The agency is evolving towards agency-wide sharing of data, applications, and technology. An excellent Information Resource Management framework has been established, but continued agency-wide planning is required. Agency-wide effort to provide information resource management and information and network infrastructure to support the agency's mission.

Risks: Risk is minimal at this phase of the project.

Recommendation: Continue agency-wide IRM planning and implementation, confirm staffing requirements, and proceed as planned. Identify and resolve any redundancies that exist between this project and other technology initiatives.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $250,000 for F.Y. 1998 and $250,000 for F.Y. 1999 for Information Management Resources Infrastructure.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Health, Department of (MDH)

INFORMATION TECHNOLOGY PROJECT TITLE: Vital Statistics Redesign
Project

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $5,574

State Government Miscellaneous Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $2,861
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $2,113
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $600

1. PROJECT DESCRIPTION:

The department is proposing a reengineering of the birth and death certificate
system incorporating current technologies of computer networks in order to
support public health information requirements, to further support health reform
efforts, and to provide better service to citizens.

Based on the results of a 2 year planning process, the department requests funding
for developing and implementing a completely reengineered statewide birth and
death certificate system. This includes the completion of the Electronic Birth
Certificate (EBC), a system by which 75 hospitals (representing 85% of the state's
births) provide computerized birth certificates directly to the department, as well
as the development of the Electronic Death Certificate (EDC), a system by which
mortuaries provide computerized death certificates. In addition, a statewide
computer network with all of the County Registrars of Vital Statistics will be
developed to enable local on-line access of computerized birth and death
certificates for customer service. Finally, a comprehensive data entry process of
computerizing all birth and death certificates back to 1935 will be completed as
part of the reengineered system.

This proposal will be funded by a $3 surcharge on copies of birth and death
records, generating approximately $1,000,000 per year. The implementation of

the project will be over a 3-4 year period. As a result, statutory language
to allow the expenses to be incurred over multiple bienniums is crucial.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY
LONG-RANGE STRATEGIC GOALS AND INFORMATION
TECHNOLOGY RESOURCE PLAN:

One of the fundamental building blocks in public health status surveil-
lance and assessment is the state's vital statistics system, primarily
comprised of birth and death records. These records not only provide
citizens with necessary documentation to prove rights exist and to qualify
for services but, in combination with other available data, e.g., census
and selected morbidity studies, are the critical underpinning for assessing
communities' health status and measuring cumulative efficacy of efforts
to improve that status. Minnesota's vital statistics system uses a paper
and limited microfilm-based records system, neither of which has had
any major technology upgrade in the past 25 years. This initiative will
secure MDH resources for a coordinated information management
approach in vital statistics data that will provide leadership for the
collection, analysis, dissemination and access of information in support
of population health goals. The MDH will establish an on-going process
and organizational structure to align use of data and technology with the
department's mission. This initiative will enable and support integration
of data and effective infrastructure, critical for the effective management
of information resources and collaboration with the demands and needs
of partners at federal, state, and local government levels, and the private
sector.

3. PROJECT BENEFITS:

The extent to which public health achieves its mission depends, in large
part, on the availability of accurate, comparable, timely, and complete
information. The collection, analysis, use, and communication of vital
statistics data is a cor public health service.

This initiative specifically will achieve the following:

- The focus will be initially on birth and death certificates systems only, while a proposal for marriage and divorce status systems will be developed within the next 3 to 5 years.
- There will be a 5 year transition period for counties to more from their own systems to a statewide system.
- The proposal for automation will be for a computerized data system rather than optical disk imaging.
- The goal is to automate records back to 1935 for both birth and death certificates.
- The Secretary of State systems will be utilized for communications, linkages and personal computer hardware that are currently utilized by county recorders and auditor treasurers throughout the state.
- A proposal for revision of data practices associated with certified copies of birth and death records as well as out-of-wedlock births will be proposed to be complementary policy initiatives associated with the automation of birth and death records.
- Electronic birth certificate systems will be developed with all hospitals and electronic death certificate systems will be developed with all funeral homes so that efficient data entering the statewide system will be accomplished.
- To achieve the long term vision of a "paper less" system of birth and death certificates, the issue of physicians signatures and other signatures need to be worked out from a legal and technical standpoint.
- The data processes associated with commercial use of vital statistics needs to be carefully evaluated.
- The use of birth and death certificates by genealogists and other historical researchers will be enhanced by this automation project.
- There needs to be a significant partnership between the human resources management staff at the Minnesota Department of Health with county staff to assure the appropriate training and organizational development associated with this redesign project.

4. **PREVIOUS PROJECT FUNDING:**

In the 1995 session of the Legislature, an appropriation was made for planning funding and an initial implementation of the Electronic Birth Certificate system. The planning activities were pursued for the purpose of developing a comprehensive proposal for the reengineering of the Vital Statistics System for the 1997 session. This proposal is a result of the initial planning/implementation process.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

John Oswald, Director, Center for Health Statistics, (612) 623-5187

FUNCTIONAL CATEGORY:

- X Core Business Utility
- X Customer Service
- X Business Efficiency
- ___ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

- X Legal Liability
- ___ Required for new programs/services
- X Enables new programs/services
- ___ Required for expansion of existing programs/services
- X Enables expansion of existing programs/services
- X Promotes information sharing/information communities
- X Promotes public access to government information
- ___ Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 2001)	$_____	$_____2,861	$_____2,113	$_____
OPERATIONS PHASE (July 2001- June 2003)	$_____	$_____	$_____	$_____600
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____2,861	$_____2,113	$_____600

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____2,861	$_____2,113	$_____600

TOTAL PROJECT COSTS (all costs, all years) $_____5,574

INFORMATION POLICY OFFICE ANALYSIS:

The agency is evolving towards agency-wide sharing of data, applications, and technology. An excellent Information Resource Management framework has been established, but continued agency-wide planning is required. The agency has been planning this project for three years and has conducted pilot projects with stakeholders. Project planning is comprehensive and complete.

Risks: Large and complex project involving a multitude of stakeholders.

*Recommendation:*Continue agency-wide IRM planning and implementation. Continue stakeholder involvement and proceed according to plan. Coordinate with Health Department's Information Resource Management Infrastructure project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $1,523,000 in F.Y. 1998 and $1,338,000 in F.Y. 1999 to implement the vital statistics information system redesign.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Minnesota Higher Education Services Office (HESO)

INFORMATION TECHNOLOGY PROJECT TITLE: Learning Network of Minnesota - Higher Education

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $14,900

GENERAL

STATE APPROPRIATION REQUEST FOR FY 1998-99: * $2,000
* For information on additional technology initiatives requested for the higher education network by the METC, see the Higher Education Services Office budget.
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $2,000
STATE APPROPRIATION ESTIMATE FOR FY 2002-03:

1. **PROJECT DESCRIPTION:**

   - Models of Integrative Services. $1,000 for F.Y. 1998 and $1,000 for F.Y. 1999 are recommended for initial venture funds which are needed to integrate new technologies that combine data, voice, and video into the current system which uses interactive television (ITV) technology.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The Learning Network of Minnesota increases access to post-secondary programs and provides alternative delivery options to time-bound or place-bound students. Access to post-secondary education is a priority for the HESO as well as the Minnesota Education Telecommunications Council (METC).

3. **PROJECT BENEFITS:**

   The Learning Network of Minnesota links all campuses to allow use of instructional telecommunications across campuses in a statewide network. As a result

of 1995 legislation, a statewide school district and regional public library system telecommunications network also will become part of the Learning Network.

4. **PREVIOUS PROJECT FUNDING:**

   Development of the statewide telecommunications network resulted from 1993 legislation appropriating $4.8 million to create the METC and provide support to the 6 higher education telecommunications regions. The METC was instructed to: 1) provide grants to interconnect institutions around the state; 2) provide regional coordination and planning grants to support coordination and management within each of the 6 telecommunications regions; and 3) provide regional linkage grants intended to establish or complete telecommunications linkages (audio, video, and data) among campuses within and between regions.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

   Enhanced access to telecommunications technology at all levels of education and government will occur as a result of 1995 legislation to develop a statewide school district telecommunications network and continued support for the Learning Network of Minnesota. The legislation establishes a grant program to connect each public school district and regional public library system to the existing state telecommunications network. The Department of Children, Families, and Learning is the fiscal agent for the grants to the school districts and public libraries.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

   Phil Lewenstein, Director of Communications and Legislation, HESO, 400 Capitol Square Building, 550 Cedar Street, St. Paul, MN 55101. 612/296-9684.

FUNCTIONAL CATEGORY:

____	Core Business Utility
_X_	Customer Service
____	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
_X_	Required for new programs/services
_X_	Enables new programs/services
_X_	Required for expansion of existing programs/services
_X_	Enables expansion of existing programs/services
_X_	Promotes information sharing/information communities
_X_	Promotes public access to government information
____	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$ 10,900	$ 2,000	$ 2,000	$
OPERATIONS PHASE	$	$	$	$
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$	$	$	$

DISTRIBUTION OF FUNDING

Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding				
Agency's Base Budget				
Fund 100	$ 10,900	$	$	$
Request for New Funding				
Fund 100	$	$ 2,000	$ 2,000	$

TOTAL PROJECT COSTS (all costs, all years) $ 14,900

INFORMATION POLICY OFFICE ANALYSIS:

NA

GOVERNOR'S RECOMMENDATION:

The Governor recommends an appropriation of $1 million in each year of the biennium
to the Minnesota Education Telecommunications Council (METC) for grants to develop
models of integrative services. Before awarding grants, the METC shall prepare a plan
with criteria for evaluating grant applications from regional post-secondary telecommu-
nications networks. The plan shall be submitted to the Minnesota Office of Technol-
ogy for review and approval.

AGENCY: Minnesota Higher Education Services Office (HESO)

INFORMATION TECHNOLOGY PROJECT TITLE: Minnesota Library Information Network (MnLINK)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): See Section 4

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $12,000*
* the full budget request for this initiative is presented in the HESO budget
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: See Sect 5
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: See Sect 5

1. **PROJECT DESCRIPTION:**

   The 1996 Minnesota Legislature authorized the Minnesota Higher Education Services Office (HESO) to coordinate the process for developing a statewide, online information system for libraries. The Library Planning Task Force (LPTF) which is staffed by HESO and was created in 1994 by the legislature to make recommendations about library and information services in the state, was given the charge to plan and recommend a design and implementation process for the new system including a proposed implementation time line, technical standard, a draft request for proposal, a governance structure, and a budget.

   Given the scope of the activities and the number of libraries that will be connected, full implementation of the statewide system will be phased in over several biennium. The following components of MnLINK can be implemented during the 1998-99 biennium:

   ■ Creation of "System X", an Integrated Library System (ILS). The University of Minnesota libraries, MnSCU/PALS which includes libraries of all technical colleges, state universities and community colleges, state agencies, and some private colleges libraries including CLIC (Cooperating Libraries in Consortium)

are possible participants in the ILS "System X". It is expected to include at least one public library or school system. This will include both software and hardware needed to implement the new system. Estimated cost $8.0 million.

■ A common services gateway creating the links to the statewide system for other libraries using different systems for their local operations. This includes software and hardware. Estimated cost $4.0 million.

The installation and refinement of the system is likely to occur over a minimum of 3 to 5 years. However, once the new system is implemented and the start-up training and technical assistance is provided, the on-going costs of the system are expected to be supported by the participating libraries.

2. **PROJECT BENEFITS:**

   A number of major academic libraries including the University of Minnesota, MnSCU/PALS and CLIC and possibly some metro area libraries need to upgrade their current online systems (LUMINA, PALS, etc) within the next few years. If a common system is not adopted during this period, the libraries will be required either to significantly upgrade their current systems or to purchase new systems to meet their immediate needs and the move to a statewide system would thus be delayed until the next generational change in these online library systems. It is feasible for these systems to adopt a common automated system that could provide the foundation for the proposed statewide system.

   MnLINK will provide library patrons with increased access to information. It will also provide increased efficiency with regard to cataloging, interlibrary loan, collaborative collections development, etc.

3. PREVIOUS PROJECT FUNDING:

The development of the plan and budget for MnLINK system resulted from the 1995 legislative appropriation of $150,000 for F.Y. 1997.

4. OTHER CONSIDERATIONS (OPTIONAL):

This is a technically and organizationally complex project. The time required to negotiate a contract with a vendor cannot be predicted with a high level of certainty. Moreover, implementation at the local level requires a mix of state and local funding for infrastructure development. At the state level, how fast the full functionality of the system can be realized depends upon the capacity of the telecommunications infrastructure being developed through the Learning Network of Minnesota.

Because of these unknowns, this project requires the authority to carry funds appropriated for the 1998-99 biennium into the 2000-01 biennium to assure an orderly implementation of the statewide system.

No future appropriations are anticipated to operate "System X". The Library Planning Task Force has not addressed the issue of requests beyond the 1998-99 biennium. However, it is possible that there will be future requests: 1) to add any new functional applications possible on "System X" with technical upgrades; and 2) to add libraries that seek to participate in "System X" as their current systems become technically obsolete. Because the cost of such additions is highly dependent on the size and type of interested libraries and the cost of unforeseen functional enhancements, informed estimates of needed state appropriations for bienniums beyond 1999 are not possible.

FUNCTIONAL CATEGORY:

___	Core Business Utility
_X_	Customer Service
___	Business Efficiency
___	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___	Legal Liability
_X_	Required for new programs/services
_X_	Enables new programs/services
_X_	Required for expansion of existing programs/services
_X_	Enables expansion of existing programs/services
_X_	Promotes information sharing/information communities
_X_	Promotes public access to government information
___	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$ 150	$ 12,000	$	$
OPERATIONS PHASE	$	$	$	$
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$	$	$	$

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding				
Agency's Base Budget Fund 100	$ 150	$	$	$
Request for New Funding Fund 100	$ 150	$ 12,000	$	$

TOTAL PROJECT COSTS (all costs, all years) $ 12,150

INFORMATION POLICY OFFICE ANALYSIS:

NA

GOVERNOR'S RECOMMENDATION:

The Governor recommends an appropriation of $12 million in F.Y. 1998 for implementation of the Minnesota Library Information Network (MnLINK). This appropriation is contingent upon: completion of a final request for proposal, with the review and approval of both the Information Policy Office and the Minnesota Office of Technology, and the establishment of a governing board to operate MnLINK and establish network policies and standards.

AGENCY: Minnesota Historical Society

INFORMATION TECHNOLOGY PROJECT TITLE: Core Capacity/Program Delivery

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $12,868

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $4,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $4,000
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $3,200

1.   PROJECT DESCRIPTION:

The Core Capacity/Program Delivery Project is comprised of 6 components. When implemented, these components will enable the Society to create a base level infrastructure of human and technology resources to collect, store and manage information, to use that information in newly developed electronic formats, to achieve greater efficiency and effectiveness in some of it operations, to combine database services into one system available across the institution, and begin to improve the Society's responsiveness to its governmental constituents and the general public, especially students. The six components of the project are:

A.   Information Technology Management
This component of the Core Capacity/Program Delivery Project will provide the infrastructure and personnel that are essential for the development, implementation and support for the Society's first-ever institution-wide information technology system. Information Technology Management will provide the base, framework and support system on which all other technology-based project will be built. Through this component the Society will:

■ develop and implement information policies, standards and guidelines;
■ purchase and provide open systems hardware, software and documentation from a centralized computer room;
■ purchase, install and maintain both Local and Wide Area Networks;

■ provide network compatible desktops for 40% of Society staff who currently lack this capability;
■ support the newly created infrastructure and ongoing technology-related needs;
■ plan for a scaleable information system;
■ train staff as needed; and,
■ plan for risk assessment, security, disaster recovery and year 2000 transition.

Internally, this component will create and begin to streamline the Society's technology operations and communications. Externally, it will provide the base through which the Society's resources and services can be made accessible to its growing audiences throughout Minnesota.

B.   Collections Management System
This component of the Core Capacity/Program Delivery Project will provide for the development and implementation of an electronic collections management system. Proper management is fundamental to the Society's stewardship of Minnesota's vast historical collections; the collections "function" includes acquisition, documentation, processing, conservation, storage, and retrieval of the tens of millions of items entrusted to the Society's care. Collections management will be centralized in a standardized format and will document and track the millions of items held by the Society for the people of Minnesota. It will replace the current manual, paper-based operation with a unified, efficient, economical and user friendly system, readily accessible to Society staff, other governmental agencies and the general public.

C.   Collections Delivery System
This component will provide greater information detail and access vial the Society's Local and Wide Area Networks and the Internet to the growing amount of information on the Society's collections available in electronic format. The kinds of information that will be made available through this component include collections, library holdings, and educational programming.

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D. **Constituency Information System**

This component takes advantage of the new network infrastructure (from the Information Technology Management component) to provide for the coordinated exchange of constituent information among departments. All departments within the Society keep records of their respective constituents; Development tracks members and financial donors, Museum Collections tracks donors to the collections, the Library track research patrons and the resources they request, the State Historic Preservation Office tracks grant requests/recipients, etc. However, virtually none of this information can currently be shared or cross reference. The existing stand alone databases will be re-engineered to create a Society-wide database of constituents.

E. **Electronic Public Records**

This component will enable the Society to partner with other government agencies to conduct studies to develop a model for the preservation and use of electronic public records in the State Archives. Working through the Information Policy Office, the outcome of this component will be a set of published guidelines and standards for the long-term retention and accessibility of electronic public records.

F. **Interactive Curriculum Web Site**

This component will serve as a pilot project for electronic curriculum program development and delivery. It will serve the growing number of Minnesota students (projected at 20,000 in 1997) who participate in National History Day each year. The web site will make information about History Day activities and resources available on-line and establish Internet news groups for teachers and students to share ideas, knowledge and experience.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

The Society has not kept up with the implementation of contemporary technology tools. It has only the beginnings of an internal network and no wide area network to serve its historic sites, it has minimal capacity to serve an ever-growing public demand for information, and less than half of its staff is equipped to utilize forthcoming network requirements. In the early years of electronic information technology, systems were developed to meet the purposes and needs of a specific department or program. As a consequence, the Society has a variety of information technology systems in place, most of which are incompatible or not sufficiently powerful to run network or other group-systems software. The Core Capacity/Program Delivery Project will provide the Society with the basic information technology foundations for accomplishing its mission of telling the story of Minnesota's past. It will also provide focus to operating systems that will make them more efficient, economical and provide better service to the Society's constituents.

Several years ago the Society' management and governing board recognized that institution-wide planning, coordination and management of information resources were critical to the future of the institution. An Information Technology Manager was hired in 1995 to develop an information resources department, to establish a LAN and WAN and to begin long range technology planning.

In 1996, the Society's Board of Trustees and staff launched a major long-range planning process. A consulting firm was engaged to conduct a broad-based planning effort. The acquisition and implementation of information technology to further the Society's mission is one of the strategic goals that emerged from this planning process.

The 3 projects submitted to the Information Policy Office for consideration by the 1997 Legislature provided a comprehensive package totaling $7.8 million that would enable the Society to effectively manage and make available to government agencies and the public its vast array of information resources. The projects were carefully planned to move the Society toward achieving key objectives in its long range plan and building a solid foundation for future development. The governor's recommendation of $4 million for the 1998-99 biennium is a tremendous step in the right direction and will enable the Society to make substantial progress toward that end; it will not, however, provide the total funding needed to reach its desired level of effective customer service and internal efficiency.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

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3. PROJECT BENEFITS:

Information Technology Management - Benefits include:
- Development and implementation of policies, standards and guidelines
- Development and ongoing support of a (currently non-existent) information technology infrastructure,
- Develop the capacity to provide improved public access to the Society's information resources,
- Capacity for greater productivity and effectiveness.

Collections Management System - Benefits include:
- Faster and more complete information to the public about the collections,
- More timely and efficient management of the collections,
- Improved acquisition policies and planning.

Collections Delivery System - Benefits include:
- Serve as the basis for other, as yet unfunded, information delivery systems,
- Increase accessibility to Society's collections,

Constituency Information System - Benefits include:
- Easier access by constituents to Society programs and services,
- Society-wide access to constituent information,
- Improved ability to respond to constituent requests,
- Improved record keeping and database maintenance.

Electronic Public Records - Benefits include:
- Partnership opportunities with other governmental entities with similar information storage needs,
- Published guidelines and standards for the long-term retention and accessibility of electronic public records.

Interactive Curriculum Web Site - Benefits include:
- Connectivity of students and educators with common interests,
- Making History Day a more beneficial experience for those participating.

4. PREVIOUS PROJECT FUNDING:

Only 1 full-time technology staff member is paid from state funds and only $93,000 has been appropriated for F.Y. 1997. The base level technology requests for F.Y. 1998-99 will be $95,000 and $97,000. During F.Y. 1996-97 the Society's Board of Directors approved the expenditure of $284,000 and $648,000 respectively, from non-state resources as bridge/temporary funding to begin the Society's technology initiative. If the Society is to continue to serve the people of the Minnesota and its sister governmental entities, a great amount of funding will be required.

5. OTHER CONSIDERATIONS (OPTIONAL):

NA

6. PROJECT CONTACT PERSON, TITLE, AND PHONE:

Mel Boynton, Manager - Information Resources, 296-4735;
Email mel.boynton@state.mn.us

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
___	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___	Legal Liability
X	Required for new programs/services
X	Enables new programs/services
X	Required for expansion of existing programs/services
___	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
___	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1995 - June 1999)	$ 1,088	$ 2,292	$	$
OPERATIONS PHASE (July 1997 - June 2003)	$	$ 1,900	$ 3,394	$ 2,594
ENHANCEMENT PHASE (July 1999 - June 2003)	$	$	$ 800	$ 800
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 1,088	$ 4,192	$ 4,194	$ 3,394

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$ 932	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding				
Agency's Base Budget				
Fund 100	$ 156	$ 192	$ 194	$ 194
Request for New Funding				
Fund 100	$	$ 4,000	$ 4,000	$ 3,200

TOTAL PROJECT COSTS (all costs, all years) $ 12,868

INFORMATION POLICY OFFICE ANALYSIS:

The organization information resource management plan is comprehensive. Currently the Society has a vast amount of information that is available only by going to the History Center or historic sites. Public expectations for electronic access continue to grow. The project will create and begin to streamline the Society's technology operations and communications. Project planning is good.

Risks: Inability of the Society to manage multiple large projects simultaneously.

Recommendation: Extend project time line. Continue agency IRM implementation.

GOVERNOR'S RECOMMENDATION:

The Governor recommends a biennial increase of $4 million to build core capacity and to improve services and program delivery. This initiative will help make the Society's vast amount of information more readily available on a statewide basis.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Child Support Enforcement

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $4,200

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,600
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,300
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,300

1.   **PROJECT DESCRIPTION:**

This project funds the implementation of the child support provisions in the Federal Welfare Reform Law and automates system requirements of the child support program. This funding request is part of the Governor's Child Support Federal Mandate initiative.

2.   **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

The Federal Welfare Reform approach to family assistance is to provide grants and allow states the option to design and operate their public assistance programs. The same reform law; however, retains child support services as an entitlement and requires states to make many changes to their child support programs in return for continued funding. A number of provisions in the bill demand immediate action by states. Minnesota has already enacted many of those provisions including the suspension of drivers' and occupational licenses of obligers failing to pay child support, employer reporting of all new hires, a centralized payment receipting and disbursement unit, and the adoption of the uniform model for interstate support enforcement.

3.   **PROJECT BENEFITS:**

Federal Welfare Reform provides the child support program with the following new tools necessary to do the job.

■ Expedited and administrative procedures are expanded to include simplifying notice requirements and extending to child support workers the power to issue orders for genetic testing, administrative subpoenas and seizure of assets, redirection of payments, and income withholding.

■ More barriers to efficient paternity establishment are removed.

■ The drivers' and occupation license suspension laws are expanded to include recreational licenses.

The Federal Welfare Reform Law requires maximum user of automation.

■ Locate sources are expanded to add social security numbers on many licenses and access to federal law enforcement networks.

■ Financial institutions must provide information on a quarterly basis.

■ Improved ability to exchange data with financial institutions to identify and seize the assets of obligers in arrears.

Remove inter and intra-state barriers.

■ Statewide Court and Administrative authority over child support orders must be sought.
■ Child support liens will occur by operation of law.
■ Full faith and credit must be given liens arising in others states by operation of law.

Federal law requires all states to have centralized payment receipting and disbursing by 10-1-98. This budget includes a request for $150,000 in each year to fund the expected increase in caseload. Funds are also requested to study the overall Minnesota child support delivery system in order to meet the new performance requirements of the federal law.

Improved child support collections will reduce the need for family assistance. This proposal will improve collections, increase efficiencies, and fund a fully operations payment and disbursement center. Minnesota is among the top 3 states in the nation in child support collections.

Federal and state changes in family assistance programs underscore the need for children to be supported by their parents. In order to secure this right for children whose parents are divorced or never married, the state must operate a system that will get support payments to families. This vision for the child support program, which is held by the state Legislature and Congress, is carried forward in this proposal.

4. **PREVIOUS PROJECT FUNDING:**

None

5. **OTHER CONSIDERATIONS (OPTIONAL):**

NA

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Laura Kadwell, Director
Child Support Enforcement Division
Phone: 297-8232

FUNCTIONAL CATEGORY:

X   Core Business Utility
X   Customer Service
X   Business Efficiency
___   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___   Legal Liability
X   Required for new programs/services
X   Enables new programs/services
___   Required for expansion of existing programs/services
___   Enables expansion of existing programs/services
___   Promotes information sharing/information communities
___   Promotes public access to government information
___   Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 1999)	$_____	$____1,600	$_____	$_____
OPERATIONS PHASE (July 1999 - June 2003)	$_____	$_____	$____1,300	$____1,300
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$____1,600	$____1,300	$____1,300

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$____1,600	$____1,300	$____1,300

TOTAL PROJECT COSTS (all costs, all years) $____4,200

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. Minnesota is among the top three states in the nation in child support collection. The agency has developed a project data model and has completed a comprehensive item-by-item document which details the Welfare Reform changes as they apply to Child Support Enforcement. This item-by- item document will provide the basis for the overall system plan. The eventual plan and budget will be triggered by policy decisions made by the legislature dealing with program eligibility criteria, implementation dates of various policies, and funding levels. Further planning will be developed after these policy decisions are made and once their effective dates are set.

Risks: Risk is unclear due to the project being in such a preliminary phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project. Conduct ongoing risk assessment.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $1.6 million for the 1998-99 biennium, as requested in his Child Support Federal Mandates initiative.

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Computer Assisted
Collections System (CACS-II)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $675

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $555
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $60
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $60

1.   PROJECT DESCRIPTION:

This request is to improve the collection of delinquent debt owed to the
department. This would be accomplished by purchasing and installing standard-
ized collection software that could be used by various parts of the department and
linked with broader state debt collection efforts. This software is called the
Computer Assisted Collection system (CACS); DHS requests the latest version,
CACS-II. As a result of more effective collections, this proposal will generate
revenues of $200,000 in F.Y. 1998 and $400,000 in F.Y. 1999.

2.   PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-
RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY
RESOURCE PLAN:

A long-standing human services policy is to be the payer of last resort. As a
consequence, some services require clients to pay a portion of the cost of services
received and to provide access to other resources including insurance information
for use in recouping public costs.

Over time, individual department programs have established their own ways of
collecting these debts. Steps are underway to consolidate these decentralized
collection activities and convert up to twenty standalone accounts receivable

systems to the new MN-Assist statewide account system (MAPS) using
the Advanced Receivables Subsystem (ARS). This request supports
these consolidated collections by providing an additional component for
management reports, case workload management, client demographic
information management, document creation, tracking, calculation and
monitoring of payment plans and general communication among
different program collections.

This additional component is the Computer Assisted Collection System
(CACS-II), CACS-II is a product developed by American Management
Systems (AMS). AMS developed MAPS-ARS and CACS-II is compati-
ble with it. Currently, the Department of Revenue is successfully using
the original CACS program; they will be upgrading to CACS-II in
December 1996. DHS would request CACS-II, an even more complete
system that will work smoothly with MAPS-ARS and, therefore, with
broader state collections efforts.

No new staff are required to install this system.

3.   PROJECT BENEFITS:

While the Department of Finance is responsible for statewide financial
management, each state agency has the primary responsibility for
managing receivables and collecting debts owed to it. An agency is
expected to use all reasonable means to collect those debts, including
developing and maintaining systems that are adequate to implement the
collection practices, policies, and procedures that meet their unique
needs. While MAPS-ARS provides some basic collection tools, they are
not adequate for a department as large and complex as DHS. CACS-II
will be an extension of MAPS-ARS collection capabilities and allow
better management and support a more effective consolidation of efforts.

CACS-II will provide DHS with the department-wide capabilities to
complete the collection process for all its delinquent debts, including all
activities and events associated with locating and contacting debtors and

the enforcement of obligations. This proposal will allow DHS to manage its collections more effectively as an important resource for the State and its taxpayers.

4. **PREVIOUS PROJECT FUNDING:**

    No previous expenditures have been made on this project.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

    NA

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

    James Campbell, Director
    Reimbursements Division
    Phone: 296-3763

FUNCTIONAL CATEGORY:

X   Core Business Utility
___ Customer Service
X   Business Efficiency
X   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___ Legal Liability
X   Required for new programs/services
X   Enables new programs/services
___ Required for expansion of existing programs/services
___ Enables expansion of existing programs/services
___ Promotes information sharing/information communities
___ Promotes public access to government information
___ Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 1999)	$_____	$_____ 555	$_____	$_____
OPERATIONS PHASE (July 1999 - June 2003)	$_____	$_____	$_____ 60	$_____ 60
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 555	$_____ 60	$_____ 60

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 555	$_____ 60	$_____ 60

TOTAL PROJECT COSTS (all costs, all years) $_____ 675

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. Each state agency has the primary responsibility for managing receivables and collecting debts owed to it. CACS-II will be an extension of the statewide accounting system, MAPS, collection capabilities and will be compatible with companion systems in the Department of Revenue. The project is currently in its conceptual phase; detailed planning will commence upon receiving legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an increase in the budget base of $525,000 in F.Y. 1998 and $30,000 in F.Y. 1999 to improve the collection of delinquent debt owed to the department. This would be accomplished by purchasing and installing standardized collection software that could be used by various parts of the department and linked with broader state debt collection efforts. This software is called the Computer Assisted Collection System (CACS); DHS requests the latest version, CACS II. As a result of more effective collections, this proposal will generate revenues of $200,000 in F.Y. 1998 and $400,000 in F.Y. 1999.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Consumer Information
System for DHS Licensed Programs

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $350

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $350
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. PROJECT DESCRIPTION:

The project will help consumers of human services, their families or legal
representatives, access information to make good choices about where they seek
a variety of services through implementation of a consumer information computer
system.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-
RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY
RESOURCE PLAN:

A fundamental principle reasserting itself in government is that citizens should
make the decisions about their own lives. Information is critical to making good
choices. To make decisions about which services would be best, human services
clients need information about a service providers' track record, their expertise
and their commitment to excellence. To date, that information has not been
readily accessible. This proposal seeks to change that, and, as a by-product, will
likely create more competition to improve services as consumers make choices
based on performance and costs.

1996 Laws of Minnesota, Chapter 451, Article 5, Section 38, required the
commissioner of human services to provide recommended legislation addressing
"strategies to develop a consumer information system" as part of an effort to
consolidate licensing rules for providers of services to people with
developmental disabilities.

The system to be developed will address a wider base of consumers than
required under chapter 451, and will include licensed program informa-
tion about all licensed child care, foster care, adult day care, group
homes for children, treatment programs for children with serious
emotional disturbance, and treatment programs for people with mental
health needs and chemical dependency.

3. PROJECT BENEFITS:

This data system will include information that will assist consumers, case
managers and other providers about services and supports they need,
their access to those services and supports, and the effectiveness of these
services and supports. The system will be developed to maintain and
disseminate the information in a way that ensures ease of use by
consumers. Likely subject areas will be a resource directory, licensing
information, and quality enhancement activities:

■ The resource directory will provide descriptive information about,
and fees charged, by services that may be helpful to the consumer,
legal representative, and family, such as advocacy services,
technology and adaptive aids vendors.

■ The licensing information will include information about services
provided, and the performance of, the provider relative to licensing
standards, including any history of vulnerable adult or child
maltreatment complaints.

■ The quality enhancement activities information will include topics
such as survey results from accreditation agencies, consumer
satisfaction surveys, peer reviews and reviews by offices of
ombudsmen.

Consumers would tap inform this information in a number of ways:
through the Internet; through a PC an modem; or if someone does not

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have a PC at home, at the library school, work, a county social services agency, a commercial copy center or at DHS at a public terminal. Alternatively, it would be possible for human services staff to pull this information up easily, print it and mail it out.

The long-term importance of this project is that consumers and their families will make more informed decisions regarding their child care and human services choices, and their decisions will influence the development, monitoring, and improvement of services.

4. **PREVIOUS PROJECT FUNDING:**

No previous expenditures have been made on this project.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

NA

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Larry Burzinski, Supervisor
Division of Licensing
Phone: 296-4727

FUNCTIONAL CATEGORY:

   X   Core Business Utility
   X   Customer Service
   X   Business Efficiency
_____ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_____ Legal Liability
_____ Required for new programs/services
_____ Enables new programs/services
_____ Required for expansion of existing programs/services
_____ Enables expansion of existing programs/services
_____ Promotes information sharing/information communities
   X   Promotes public access to government information
   X   Other (specify): Necessary to upgrade an antiquated licensing database system that no longer meets the operations needs of the division.

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____350	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____350	$_____	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____350	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____350

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. 1996 legislation required the agency to provide legislation addressing "strategies to develop a consumer information system" for people with developmental disabilities. This project will address a wider base of consumers than required by statute. The project is currently in its conceptual phase; preliminary planning has begun and additional planning is pending legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an increase in the budget base of $350,000 in F.Y. 1998 to help consumers of human services, their families, or legal representatives access information to make good choices about where they seek a variety of services through implementation of a consumer information computer system.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Electronic Benefits System Statewide Expansion (EBS)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $3,425

<u>General Fund</u>

STATE APPROPRIATION REQUEST FOR FY 1998-99: $825
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,300
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,300

1. **PROJECT DESCRIPTION:**

    To expand the Electronic Benefit System statewide and improve the way welfare benefits are distributed in Minnesota.

    The total cost for EBS expansion in F.Y 1999 is $1,060,000 with offsetting savings of $410,000 in reduced cash warrant production and reduced mailing costs associated with warrant and food coupon distribution.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

    EBS is an electronic distribution method for public assistance benefits including the Minnesota Family Investment Plan (MFIP) field trial benefits, Aid to Families with Dependent Children benefits, Food Stamps, General Assistance, Refugee Cash Assistance and Minnesota Supplemental Aid. EBS replaces Food Stamp coupons and cash warrants with an EBS card. This card is similar to a bank card and allows recipients to access their benefits through Automated Teller Machines (ATMs) and Point of Sale (POS) equipment in grocery stores.

EBS benefits:
- Public assistance recipients, who receive assistance in a more convenient, safer, and less stigmatized manner.
- Government, which experiences a net savings with EBS, as well as strengthened program management in benefit distribution, security, and record keeping.
- Food stamp retailers, whose costs associated with handling, safeguarding, and redeeming food stamps are eliminated.
- Banks, whose public assistance check and food stamp processing is eliminated.

EBS provides an integrated benefit delivery system that benefits all stakeholders: government, recipients, food stamp merchants, and banks. The 1995 Legislature directed DHS to issue a Request for Proposals (RFP) for future EBS services including statewide expansion. This RFP was issued in 1-96.

3. **PROJECT BENEFITS:**

    Statewide EBS strengthens program management in benefit distribution, security and record keeping. EBS provides detailed cash and food stamp benefit access information for use in identifying and addressing recipient fraud.

    The pricing economies of scale available with statewide EBS enables the state to issue benefits via EBS at the lowest possible cost per case.

4. **PREVIOUS PROJECT FUNDING:**

    The 1993 Legislature authorized a state appropriation of $2,550,000 to fund the expansion of EBS from Ramsey County to Hennepin County. $2,550,000 represents the base level funding for EBS.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

    NA

6.   **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Mary Orr, EBS Supervisor
Electronic Benefits Section
Phone: 282-5310

FUNCTIONAL CATEGORY:

  X   Core Business Utility
  X   Customer Service
  X   Business Efficiency
 _____ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

 _____ Legal Liability
 _____ Required for new programs/services
 _____ Enables new programs/services
 _____ Required for expansion of existing programs/services
  X   Enables expansion of existing programs/services
 _____ Promotes information sharing/information communities
 _____ Promotes public access to government information
 _____ Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 825	$_____	$_____
Hennepin County expansion: July, 1994 - September, 1995				
Expansion statewide: July, 1997 - December, 1998				
OPERATIONS PHASE	$_____	$_____	$_____ 1,300	$_____ 1,300
Hennepin County expansion: October, 1995 - June, 2003				
Expansion statewide: January, 1999 - June, 2003				
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 825	$_____ 1,300	$_____ 1,300

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 825	$_____ 1,300	$_____ 1,300

TOTAL PROJECT COSTS (all costs, all years) $_____ 3,425

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. Partnerships for cooperation and collaboration, internally and externally, are a necessity for achieving agency business success. EBT is currently operational in Ramsey and Hennepin counties. The 1995 Legislature directed the agency to issue a Request for Proposals for future EBT services, including statewide expansion of EBT. A comprehensive contract is in place and the project is currently in design phase.

Risks: Contractor has identified retailers, third-party processors, card issuance, disaster recovery, backup, and contingency operations as potential areas of moderate risk.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; create and/or refine models; and monitor costs, benefits, and risks as ongoing parts of the project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an increase in the budget base of $175,000 in F.Y. 1998 and $650,000 in F.Y. 1999 to expand Electronic Benefit System (EBS) statewide and improve the way welfare benefits are distributed in Minnesota.

The total cost of EBS expansion in F.Y. 1999 is $1,060,000 with offsetting savings to the state of $410,000 in reduced cash warrant production and reduced mailing costs associated with warrant and food coupon distribution.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Social Services Information System

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $5,700

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,900
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,900
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,900

1. **PROJECT DESCRIPTION:**

   This request is to provide for training and implementation costs related to the Social Services Information System (SSIS). This statewide system will help families get the service they need, and provide state policy makers with accurate, timely and relevant information for planning and evaluating child welfare programs.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The SSIS is a joint venture with Minnesota's 87 county human service departments to develop and implement a county-based system to support delivery of child welfare services, and to collect the data needed to assess the level of services provided and the outcomes achieved through those services. The system will standardize data on children and families statewide and provide the ability to meet new federal reporting requirements for children in out-of-home placement. It will provide county staff with a comprehensive system for the administration and management of child welfare and family social services, streamlining both local operations and state reporting.

Original project funding approved by the 1995 Legislature was focused on expenses related to the system's development. The supplemental funding requested here will cover implementation expenses DHS incurs for plannning, consultation, and resource development. Although counties are funding the majority of the expenses for equipment and training, the funds requested here by DHS are to coordinate the statewide activity and to provide help counties need to ensure that the system is properly installed and the users are trained. Some early functions of the system went on-line in 10-96, and the remaining major functions to complete the system will be implemented in 2 more phases with an overall completion date of 12-31-98.

3. **PROJECT BENEFITS:**

   The system, when implemented in F.Y. 1999, will: 1) eliminate or simplify county reporting to the state and state reporting to federal agencies; 2) meet federal child welfare reporting and system requirements; 3) increase county and state staff productivity and accountability; 4) facilitate performance-based budgeting; and 5) enable program and client outcome evaluation for children and their families receiving child welfare services.

4. **PREVIOUS PROJECT FUNDING:**

   During the 1996 session, DHS requested an addition of $950,000 per year to the SSIS base to cover expenses related to necessary support of county implementation and training which has already begun its early phases, and will continue through 12-31-98. This amount is needed for each remaining year of the project (F.Y. 1997, F.Y. 1998, and F.Y. 1999). The Legislature appropriated $850,000 for the remaining year of the F.Y. 1996-1997 biennium, and included a rider requiring a budget request to the 1997 Legislature in order to have these funds added to the activity's base through project implementation in F.Y. 1999.

5.   **OTHER CONSIDERATIONS (OPTIONAL):**

The SSIS is one of the department's 5 core information systems. Funding this request is critical to the completion of the SSIS project implementation. Without this funding, the department and counties would face federal sanctions and penalties and the department's efforts to enhance service delivery and provide policy makers information for planning and evaluating child welfare programs would be jeopardized.

6.   **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Gwen Wildermuth, Director
SSIS Project/ Community Services Division Division
Phone: 772-3780

FUNCTIONAL CATEGORY:

X   Core Business Utility
X   Customer Service
X   Business Efficiency
___   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___   Legal Liability
X   Required for new programs/services
X   Enables new programs/services
___   Required for expansion of existing programs/services
X   Enables expansion of existing programs/services
X   Promotes information sharing/information communities
___   Promotes public access to government information
___   Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE July 1996-June 1999	$_____	$____1,900	$_____	$_____
OPERATIONS PHASE July 1999-June 2003	$_____	$_____	$____1,900	$____1,900
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____	$_____	$_____

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$____1,900	$____1,900	$____1,900

TOTAL PROJECT COSTS (all costs, all years) $____5,700

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INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. County/State partnerships have evolved from being county advisory to sharing ownership, cost, and responsibility for system operations and maintenance. The SSIS is a joint venture with Minnesota's 87 county human service departments to develop and implement a county-based system to support delivery of child welfare services, and to collect data needed to assess the level of services provided and the outcomes achieved through those services. A proof-of-concept for document processing functionality is being rolled out this winter. Hardware has already been purchased and installed by most counties.

Risks: A risk assessment was conducted as part of the original project plan.

Recommendation: Continue agency IRM planning and implementation. Continue to refine project plans; models; and cost, benefit, and risk analysis. Re-evaluate risks and proceed.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an increase in the budget base of $950,000 in F.Y. 1998 and $950,000 in F.Y. 1999 to provide for training and implementation costs related to the Social Services Information System (SSIS), which help families and children get the services they need, and provide state policy makers with accurate, timely and relevant information for planning and evaluating child welfare programs. The Governor further recommends that the Department of Children, Families, & Learning be regularly consulted on development of this system.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Improvements to State Operated Services Billing System

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $500

<u>General Fund</u>

STATE APPROPRIATION REQUEST FOR FY 1998-99: $500
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

   This project will modify the current state operated services billing and receipting system to accommodate cost per-service charging, moving Regional Treatment Centers (RTCs) from per day (per diem) billing to cost-per-service billings, a change they want and insurers require.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   RTCs provide services to people who are chemically dependent, mentally ill, or developmentally disabled. These clients get their care paid for by private insurance and sometimes through publicly funded programs. RTCs bill their services on a per-diem or per day total rate.

   Several developments over the past few years are forcing a cost per-service billing system for RTCs. From a federal perspective, RTC physician services must be billed to Medicare separately from the per diem rate. Prepaid managed health care plans will likely require discrete service units delivery and billing as a means to control the volume and cost of services. Private insurance carriers are less disposed to accept per diem billing and want itemized billing statements. To be a player in the marketplace, billing practices must change.

NOTE: This proposal only addresses RTC billing. State-operated group homes are funded the same way private sector Intermediate Care Facilities for the Mentally Retarded are or based on a negotiated rate between the home and the host county.

3. **PROJECT BENEFITS:**

   The business of state services for traditional RTC residents is changing dramatically as service options are being developed. The billing system for emerging services must also change to keep pace with payor requirements. At the same time, billing and collection functions are also changing for services continuing on RTC campuses. RTC services have undergone revolutionary changes and the billing system needs to keep pace with those changes.

   Over the long-term, for RTCs to participate in the marketplace, billing practices have to come in line with new standards. Discreet costing out of services and billing will be a major factor as to whether private health care plans will deal with RTCs.

4. **PREVIOUS PROJECT FUNDING:**

   No previous expenditures have been made on this project.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

   NA

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

   James Campbell, Director
   Reimbursements Division
   Phone: 296-3763

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
X	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
X	Enables new programs/services
X	Required for expansion of existing programs/services
____	Enables expansion of existing programs/services
____	Promotes information sharing/information communities
____	Promotes public access to government information
____	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 500	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 500	$_____	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 500	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____ 500

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. Project approach is to transfer a billing system from another state and modify it to meet Minnesota's needs. The project is currently in its conceptual phase; detailed planning will commence upon receiving legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an increase in the budget base of $500,000 in F.Y. 1998 to provide the funding necessary to modify the current state operated services billing and receipting system to accommodate cost-per-service charging. This request will move Regional Treatment Centers (RTCs) from per day (per diem) billing to cost-per-service billings, a change they want and that insurers require.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Cash Receipts System Technological Improvements

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $840

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $480
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $180
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $180

1. **PROJECT DESCRIPTION:**

   The request is to purchase equipment and software to efficiently and accurately process and bank MinnesotaCare premiums and other checks. This would bring the Department of Human Services into line with better accounting practices.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The Accounts Receivable Re-Engineering Project sponsored by the Department of Finance, reviewed DHS's case receipting processing system. This system processes checks for MinnesotaCare premiums and other checks related to agency services. The conclusions were twofold.

   First, that DHS could do a better job by investing in some basic technologies that would allow bar coding, automated MICR encoding, electronic funds transfer, and other functions very standard in the best accounting practices. These improvements would mean greater customer service as well as easier interfaces with banks. Approximately $17 million in premiums are handled by this function each year - a great deal of money which adds to the argument for alignment with best practices.

Second, that the current system, while somewhat automated, would benefit from greater automation because with current staffing, this area is reaching the limit of what they can process and meet performance standards. Therefore, in addition to bringing DHS into standard automated accounting receipting practice, the improvements would accommodate any future increases in the number of premiums or other receipts without creating a need for new staff.

Specifics about what a new receipts system would do:

- Allow DHS customers to pay with electronic transfer of funds (EFT).
- Stamp each check and attachment with a document number, MICR encode the check with the deposit amount, endorse the check, batch and tape the checks, image the check and attachments, and store the image for retrieval.
- Read bar coded invoice stubs and interface with DHS accounts receivable systems (MAPS advance receivable system, Surcharge, and MMIS).
- Store and link the remitter's bank number, bank routing number, and customer account number.
- Prepare deposit and register reports as needed.

3. **PROJECT BENEFITS:**

   DHS repeat customers or payers (i.e. MinnesotaCare clients, county agencies, surcharge medical providers) will be able to use EFT, which will allow for prompt payment, and avoid misdirected payments, unredeemable checks, and the need for payers to use express mail delivery to meet due dates.

   Other technological improvements will mean the ability to retrieve records quickly, and the elimination of duplicate entry - once for deposit and again for posting to the account receivable. With MICR encoding of the check deposit amount, the bank will not be able to dispute the receipted amount.

Long-term, this project will allow DHS to do a more efficient, standard practice job of processing checks, improve accuracy and efficiency, and offer better customer services to MinnesotaCare clients, providers of health care, insurance companies and other payers. DHS will be ready in the event of changes due to policy decisions affecting health care premium collections. Expansion of staff and space needs will be controllable.

4. **PREVIOUS PROJECT FUNDING:**

    No previous expenditures have been made on this project.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

    NA

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

    Jon Darling, Director
    Financial Management Division
    Phone: 296-5733

FUNCTIONAL CATEGORY:

_X_ Core Business Utility
_X_ Customer Service
_X_ Business Efficiency
_X_ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_X_ Legal Liability
_X_ Required for new programs/services
_X_ Enables new programs/services
_X_ Required for expansion of existing programs/services
_X_ Enables expansion of existing programs/services
_X_ Promotes information sharing/information communities
_X_ Promotes public access to government information
_X_ Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 1999)	$_____	$_____ 480	$_____ 80	$_____ 80
OPERATIONS PHASE (July 1999 - June 2003)	$_____	$_____	$_____ 100	$_____ 100
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 480	$_____ 180	$_____ 180

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding Fund 100	$_____	$_____ 480	$_____ 180	$_____ 180

TOTAL PROJECT COSTS (all costs, all years) $_____ 840

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an IRM environment and making good progress. The Department of Finance has recommended that the agency improve its cash receipts processing system. The volume of cash receipts has quadrupled to 40,000 per month in the last four years. There exists a potential of 274,000 additional cash receipts per month in the future. The project is currently in its conceptual phase; detailed planning will commence upon receiving legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an increase in the budget base of $390,000 in F.Y. 1998 and $90,000 in F.Y. 1999 in order to purchase equipment and software to efficiently and accurately process and deposit MinnesotaCare premiums and other checks. This would bring the Department of Human Services (DHS) into line with best accounting practices.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Systems for Health Care

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $1,175

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $975
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $100
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $100

1. PROJECT DESCRIPTION:

Systems for Health Care is a general category which includes a number of initiatives that impact the Medical Assistance, General Assistance Medical Care (GAMC) and MinnesotaCare programs. The system funding requested is to provide development of system modifications in MMIS or MAXIS to accomplish the implementation of the policy changes.

There are 3 primary proposals:

- "Demonstration Project for Persons with Disabilities," which will test the effectiveness of a managed care approach to control the growth of health care costs for this population while providing services that are more flexible and appropriate to client needs. $325,000

- Steps Towards Alignment of MA, GAMC and MinnesotaCare Policies for Non-Elderly/Non-Disabled," which will move toward a more unified, premium-based health care program for lower-income uninsured Minnesotans. $250,000

- "Transition of GAMC into MinnesotaCare," which includes the systems costs to incorporate GAMC into MinnesotaCare by July 1, 2000. $400,000

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

The "demonstration project for persons with disabilities" will address the complexity of providing care for persons with disabilities by testing a number of different, locally designed approaches. The projects will develop private/public partnerships that utilize the expertise and resources of the various systems now serving persons with disabilities. All of the projects will incorporate the following major policy changes: integration of demonstration projects for persons with disabilities, testing of alternative core management systems, testing of alternative guardianship services, and maximization of Medicare revenues.

The current system of 3 health care programs with separate and sometimes differing policies often leads to dramatic changes in eligibility in response to fairly minor changes in a family's circumstances because of different methods of determining family size and income. The following 2 initiatives are first steps toward providing a more consistent health care package for uninsured Minnesotans. With the "steps towards alignment of MA, GAMC and MinnesotaCare for non-elderly/non-disabled," the state's goal is to align the eligibility and other policies of these 3 programs for future initiatives for persons who are not elderly or disabled. Many need temporary assistance as they move toward being able to provide for their own health care needs.

With "transition of GAMC into MinnesotaCare," the state's goal is to provide affordable health care for as many low income families and individuals as possible who do not meet the federal eligibility requirements for MA. This initiative will help unify the health care programs administered by the state and counties, improving health care access to more Minnesotans and shift health care resources to meet their needs.

3. PROJECT BENEFITS:

The *Demonstration Project for Persons with Disabilities* will test the

effectiveness of various delivery models to serve the needs of persons with disabilities. The following changes in the system will be measured and evaluated: county delivery models with financial risk; new partnerships between counties and health care delivery networks; consumer self-determination models; risk-adjusted capitation payments; integration of acute and long term care services; integration of Medicare and Medicaid funding and services; new guardianship models; innovative care management systems; and innovative performance measures encompassing both clinical and quality of life indicators. The demonstration project will include a formal, comprehensive evaluation, focusing on costs, quality, access, societal impacts and consumer and family satisfaction.

The *Alignment of MA, GAMC and MinnesotaCare Policies* has several benefits. **Counties:** Counties may experience a slight reduction in MA and GAMC caseloads as some beneficiaries shift to MinnesotaCare eligibility. These numbers are likely to be fairly minimal since most families and children will continue to be eligible for MA and GAMC with no spenddown. **Beneficiaries:** Most families and adults without children will see little or no change in eligibility beginning with the application month. Those families with incomes below 275% FPG and adults without children with incomes under 135% FPG who lose MA or GAMC and are unable to provide for their own health insurance needs will be able to obtain MinnesotaCare coverage as a safety net. The largest impact will be on families and adults without children who incur bills before the month preceding the month of application. Because coverage will no longer be available for these costs, educational efforts during the phase-down period are essential. Long-term, this proposal will lead to a more seamless, premium-based system of providing subsidized health care to low income Minnesotans. It will simplify program administration and help to target limited resources to those most in need. It will promote greater personal responsibility for health care costs for those able to continue.

Transition of GAMC into MinnesotaCare has several outcomes. **Beneficiaries:** Most current GAMC recipients who lack access to other health coverage will able to obtain MinnesotaCare coverage at an affordable cost. People who will lose access to publicly funded health care will be those with access to other coverage,

including employer-subsidized coverage within the last 18 months, and those with higher incomes (above 135% of federal poverty guidelines for adults without children and 275% for parents) with large one-time expenses. Currently, these higher income groups could qualify for GAMC or MA with a large spenddown, which leaves the individual or gamily responsible for a large share of the cost even when GAMC pays the balance. Other affected groups include non-citizens who are unable to obtain a Social Security Number and/or who don't meet MinnesotaCare residency requirements, and people otherwise eligible for MinnesotaCare who incur expenses prior to becoming eligible. This group would no longer have access to retroactive coverage for these bills. **Counties:** With this initiative, county agencies will no longer be required to maintain GAMC cases when the transition is complete; however, these reductions will likely be offset by the addition of counties as MinnesotaCare delivery sites, as GAMC recipients will submit their initial MinnesotaCare applications to the county. Some beneficiaries and new applicants may choose to receive MinnesotaCare through their local county agencies on an on-going basis.

4. **PREVIOUS PROJECT FUNDING:**

No previous expenditures have been made on this project.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Ralph McQuarter, Budget Coordinator
Health and Continuing Care Strategies Administration
Phone: 296-0942

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
X	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
X	Required for new programs/services
X	Enables new programs/services
____	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
____	Promotes public access to government information
____	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997- June 1999)	$_____	$_____ 975	$_____	$_____
OPERATIONS PHASE (July 1999 - June 2003)	$_____	$_____	$_____ 100	$_____ 100
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 975	$_____ 100	$_____ 100

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding Fund 100	$_____	$_____ 975	$_____ 100	$_____ 100

TOTAL PROJECT COSTS (all costs, all years) $_____ 1,175

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. The agency has only completed preliminary project planning to date. The eventual plan and budget will be triggered by policy decisions made by the legislature dealing with program eligibility criteria, implementation dates of various policies, and funding levels. Further planning will be developed after these policy decisions are made and once their effective dates are set.

Risks: Risk is unclear due to the project being in such a preliminary phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $975,000 for the biennium, funding for which is included in 3 budget initiatives:

- *Demonstration Project for Persons with Disabilities*
- *Alignment of MA, GAMC, and MinnesotaCare Policies*
- *Transition of GAMC into MinnesotaCare*

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AGENCY: Human Services, Department of

INFORMATION TECHNOLOGY PROJECT TITLE: Systems for Welfare Reform

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $2,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $500
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $500

1.   **PROJECT DESCRIPTION:**

Systems development funding to support:

- compliance with federal requirement to replace the Assistance for Families with Dependent Children (AFDC) program with the Temporary Assistance for Needy Families (TANF) block grant
- implementation of the Minnesota Family Investment Program (MFIP) statewide
- incorporation of the Family General Assistance Program into the statewide MFIP program
- systems modifications necessary to support the reporting and tracking requirements required to be in compliance with Welfare Reform.

2.   **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

In August 1996, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 became law. This bill ends the Aid to Families with Dependent Children (AFDC) program and replaces it with the Temporary Assistance for Needy Families (TANF) program, funded by a block grant. This legislation also makes changes to the Food Stamp program, Supplemental Security Aid (SSI) benefits to some immigrants, and the Child Support Enforcement program. These changes require that the state redesign its family cash assistance program to comply with federal requirements and to use the opportunity federal reform provides to change the state's welfare system.

Minnesota is currently conducting field trials of the MFIP program. Early evaluation data shows encouraging results in reaching the goal of increasing work and lifting children and their families out of poverty through work. In response to the federal legislation, Minnesota proposes to expand MFIP, with modifications, statewide.

3.   **PROJECT BENEFITS:**

Statewide MFIP is a comprehensive reform of welfare for families that replaces AFDC, Food Stamps, Family General Assistance and Project STRIDE. The goal of this initiative is to move families into work, increase family income and reduce dependence on welfare.

- Recipients will work or prepare for work.
- A 60 month lifetime limit on assistance will be implemented.
- Overlap between public assistance programs will be eliminated.
- Simplification will occur, whenever possible, consistent with program principles to reduce administrative costs for the state and counties.

Long-term, dependency upon income assistance will decrease.

- Work will be expected.
- Many families will move out of poverty.
- There will be a social contract with families in which both the government and client have responsibilities.
- There will be a focus on employment, ongoing training and educational opportunities.

4.   **PREVIOUS PROJECT FUNDING:**

None

5. **OTHER CONSIDERATIONS (OPTIONAL):**

    None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

    Barbara Anderson
    Chief Information Officer
    Phone: 215-1363

FUNCTIONAL CATEGORY:

_X_	Core Business Utility
_X_	Customer Service
_X_	Business Efficiency
_X_	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_X_	Legal Liability
_X_	Required for new programs/services
_X_	Enables new programs/services
_X_	Required for expansion of existing programs/services
_X_	Enables expansion of existing programs/services
_X_	Promotes information sharing/information communities
___	Promotes public access to government information
___	Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 1999)	$_____	$_____1,000	$_____	$_____
OPERATIONS PHASE (July 1999 - June 2001)	$_____	$_____	$_____500	$_____500
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____1,000	$_____500	$_____500

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____1,000	$_____500	$_____500

TOTAL PROJECT COSTS (all costs, all years) $_____2,000

INFORMATION POLICY OFFICE ANALYSIS:

The agency is transitioning to an agency-wide IRM environment and making good progress. The agency has only completed preliminary project planning to date. The eventual plan and budget will be triggered by policy decisions made by the legislature dealing with program eligibility criteria, implementation dates of various policies, and funding levels. Further planning will be developed after these policy decisions are made and once their effective dates are set.

Risks: Risk is unclear due to the project being in such a preliminary phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project. Conduct ongoing risk assessment.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $1 million for the biennium for systems necessary to support his Welfare Reform initiative.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Labor and Industry, Department of (DLI)
INFORMATION TECHNOLOGY PROJECT TITLE: Information Technology Investments
TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $3,007

GENERAL FUND:

STATE APPROPRIATION REQUEST FOR FY 1998-99: $130
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

WORKER'S COMPENSATION SPECIAL:

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,800
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $376
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $376

1. **PROJECT DESCRIPTION:**

   Building on the success of the department's imaging project, this initiative continues the transformation of Labor and Industry's information technology. It ends the department's dependence on a 15-year old mainframe computer system, makes the department's systems year 2000 compliant, and assures the agency can respond to technological changes into the future. Among the specific elements of this initiative are:

   ■ additional permanent personnel (3) necessary to provide the department's programs essential services as technology changes and programs' information needs change - including the provision of technical training to current and new employees, maintenance of hardware and software investments, and modifying and writing management reports and computer applications to help programs achieve their goals and objectives;

   ■ the completion of the migration from MAPPER (mainframe computer) to Informix data base and a client server computer architecture which includes the one-time expenditure for software and development tools, additional hardware, training for staff, and consultant assistance and a methodology; and

■ temporary programmer analyst to complete projects within Code Administration and Inspection Services to improve data collection, create new databases, and develop programs to support management decision-making.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCYLONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY INFORMATION PLAN:**

   This initiative significantly improves the computer environment for the department's apprenticeship, code administration and inspection services, labor standards, and occupational safety and health administration activities. It will enable the department to fulfill their goals and objectives more effectively because the necessary information will available for decisions to be made. The project:

   ■ Integrates agency data to allow for efficient data management and better reporting.
   ■ Completes technology rebuilding by bringing the remainder of the agency to the technological place the DAEDALUS imaging project brought the workers' compensation division.
   ■ Positions technical staff to support and enhance internal systems without extensive consultant assistance.
   ■ Protects and enhances current technology investment.

3. **PROJECT BENEFITS:**

   ■ Dual system maintenance can cease.
   ■ Replacement of costly, proprietary non-integrated and obsolete technology.
   ■ Improved customer service due to re-engineered business processes and improved integration of imaging and non-imaging databases.
   ■ Reduced user wait time (2 to 5 minutes) to enter and exit systems to obtain information.
   ■ Avoidance of expenditures for more expensive vendor services to perform needed tasks.

4. **PREVIOUS PROJECT FUNDING:**

   $250,000 rolled forward from F.Y. 1996 funding and was used for purchase of database to support migration to client/server. $5,000 from F.Y. 1997 provided base funding for consultant assistance in preparing the project plan for the

migration project. Approximately $30,000 (to date) has been paid out of F.Y. 1997 general support budget for the technical training position.

5.   **OTHER CONSIDERATIONS (OPTIONAL):**

The Client/Server migration project will bring approximately 70% of the department's computer applications into compliance with Year 2000 requirements by migrating them to a new environment. If this initiative is not successful, the department will need $300,000-500,000 to bring the MAPPER system into compliance in order to assure that this needed functionality continues to work.

6.   **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Cynthia Valentine
Chief Information Officer
282-6439.

FUNCTIONAL CATEGORY:

   X   Core Business Utility
   X   Customer Service
   X   Business Efficiency
_____   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_____   Legal Liability
   X   Required for new programs/services
_____   Enables new programs/services
   X   Required for expansion of existing programs/services
_____   Enables expansion of existing programs/services
   X   Promotes information sharing/information communities
   X   Promotes public access to government information
   X   Other (specify): compliance with year 2000

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (September 1996 - July 1999)	$ 5	$ 1,343	$	$
OPERATIONS PHASE (September 1996 - July 1999)	$ 320	$ 557	$ 376	$ 376
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 325	$ 1,930	$ 376	$ 376

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding:				
Agendy's Base Budget				
Fund 320	$ 325	$	$	$
Request For New Funding				
Fund 320	$	$ 1,800	$ 376	$ 376
Fund 100	$	$ 130	$	$

TOTAL PROJECT COSTS (all costs, all years) $ 3,007

INFORMATION POLICY OFFICE ANALYSIS:

The agency is evolving toward agency-wide shared data, applications, and technology. A sound IRM foundation has been established, but continued organizational planning is needed. This project is appropriate to completing agency-wide re-engineering. Project planning is excellent and the project is ready to proceed. Most of the money is to come from a SPECIAL FUND.

Risks: Old applications may fail, affecting agency business.

Recommendation: Continue organizational IRM planning and implementation. Project should proceed according to plan.

GOVERNOR'S RECOMMENDATION:

The Governor recommends a biennial appropriation of $130,000 and 1.0 position from the General Fund and $1,800,000 and 3.0 positions from the Workers' Compensation Special Fund to complete the agency's migration from the mainframe computer to new client server technology and to comply with the year 2000 event.

AGENCY: Office of Technology

INFORMATION TECHNOLOGY PROJECT TITLE: MNCards

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $1,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $500
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $500
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $ 0

1. PROJECT DESCRIPTION:

The MNCard development project will pilot the use of smart card technology among state employees. If successful, the program could eventually be expanded to give all Minnesota citizens the convenience of smart card transaction technology.

While the use of magnetic-stripe cards, such as ATM cards, has now become widespread, new "smart card" technology holds the promise of significantly expanding the types of transactions which can be conducted electronically. With smart cards, a single card integrates multiple applications: government, merchants, financial institutions, libraries, schools. Each account or service on the card is fully self-contained and more secure than current magnetic technology.

Over the next two years, MNCard will be implemented within state government. MNCard will combine the state employee ID card and other cards, such as building access cards, parking access cards, MNet calling cards, employee and dependent insurance carrier ID cards, etc., and allow debit for Capitol complex cafeterias, vending machines, bank/credit union debit card. Eventually, MNCard might be piloted for use as a driver's license or park permit. If successful, MNCard could then be expanded to the general population, possibly serving as an access device for government benefits.The MNCard is an "electronic wallet" for the citizens of the state of Minnesota. Implementation of "SmartCard" technology

allows integration of information and communications technology - a single card integrates multiple applications: government, merchants, financial institutions, libraries, schools. Each account or service on the card is fully self-contained and more secure than current magnetic technology

Implementation Schedule: .

F.Y. 1998 Initial implementation/Proof of Concept: Implement on the Capitol complex, for one or more agencies.   Combine the State Employee ID card and other cards, such as building access cards, parking access cards, MNet calling cards, employee and dependent insurance carrier ID cards, etc., and allowing debit for Capitol complex cafeterias, vending machines, bank/credit union debit card.

F.Y. 1999: Implement for all employees statewide. Pilot use for Driver License, park permits, etc.

F.Y. 2000: Expand to general population. Use of the MNCard optional gradually phased in as "standard" card.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

Minnesota's vision for information and communications technology calls for Minnesota to be the acknowledged leader in the use of information and communications technologies for the benefit of its citizens. Smart Card technology and development are progressing rapidly, as evidenced by successful early ventures at the University of Minnesota and the University of Michigan. Several major card technology vendors are located in the state.

A successful transition to advanced technologies requires an infrastructure to support them - card readers must be installed in stores, libraries,

government agencies, kiosks, schools, homes and offices. Government and the private sector must collaborate in the development of this infrastructures, developing applications and uses, to provide an incentive for merchants, financial institutions and others to install the infrastructure.

3. **PROJECT BENEFITS:**

   ■ Consolidate multiple cards issued by government, education, and industry into a small number of cards.
   ■ Smart Cards are much more secure than standard magnetic stripe cards.
   ■ Smart Cards can enhance individual privacy.
   ■ Smart Cards will allow positive authentication of individuals - for benefits, identification, licensing.
   ■ Provide economic development incentive to high tech firms.

4. **PREVIOUS PROJECT FUNDING:**

   None

5. **OTHER CONSIDERATIONS (OPTIONAL):**

   None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

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Michael Norton, Deputy Director, Minnesota Office of Technology
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Sydney Jensen, CIO, Minnesota Office of Technology
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FUNCTIONAL CATEGORY:

   _X_ Core Business Utility
   _X_ Customer Service
   ___ Business Efficiency
   ___ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

   _X_ Legal Liability
   ___ Required for new programs/services
   _X_ Enables new programs/services
   ___ Required for expansion of existing programs/services
   ___ Enables expansion of existing programs/services
   _X_ Promotes information sharing/information communities
   ___ Promotes public access to government information
   ___ Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 250	$_____	$_____
OPERATIONS PHASE	$_____	$_____ 250	$_____ 500	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 500	$_____ 500	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 500	$_____ 500	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____ 1,000

INFORMATION POLICY OFFICE ANALYSIS:

The MNCard project will be a collaborative effort between state agencies, the Information Policy Council, and the University of Minnesota. The project will be managed by the Minnesota Office of Technology and the MNCard Project Steering Committee. Project plans will be developed by the Project Steering Committee with a risk assessment being contracted during the planning phase of the project. A final "home" for the MNCard project will need to be determined and funding dedicated for expansion.

Risks: Potential data privacy and data practices issues. Insufficient planning and identification of long-term cost, benefits, and risks.

Recommendation: Formalize participant roles and responsibilities. Develop project plan to include identification of long-term cost, benefits, and risks and identify an agency that will accept accountability and responsibility for the project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an appropriation of $500,000 to pilot the use of smart card technology.

AGENCY: Office of Technology

INFORMATION TECHNOLOGY PROJECT TITLE: Public Access - North Star II

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $2,350

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,270
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,080
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $900

1.   **PROJECT DESCRIPTION:**

The current version of North Star provides a directory to hundreds of government information resources on the Internet. The next generation of the North Star Project will provide the public with a user-friendly, "single-window" to Minnesota government services through the use of multiple information technologies.

Public Access - North Star II will provide a citizen-focused, service oriented, secure transaction gateway to services offered by multiple state and local government agencies.   A database driven application at the top-level access point (http://www.state.mn.us/) will ensure that users can quickly access information and conduct transactions with all levels of government. North Star II will provide information and transactional capability to citizens concerned about the environment, business, citizen services, democracy, tourism, K-12 education (see educational technology proposals), local government, higher education, government "intranet", rural agriculture, libraries, and other issues.

While initial development will focus on the access through the world-wide web, future developments will ensure broad public access to "digital" information and service through the use of other new technologies. These include computers on the Internet, telephones, FAX machines, televisions with set-top boxes connected to the Internet and other technologies that ensure access for the disabled.

2.   **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

The following rationales help establish the need for aggressive government development and operations in this area:

The public expects government to provide effective and efficient access to government services and information.

A full featured secure transaction gateway and dynamic, database driven search capability will help aggregate application development, allow for greater security, save resources, promote coordination and inter-operability, and allow for the potential of out-sourcing and competitive contract work.   As an example, the shared North Star WWW server "North Star Hotel" is currently used by around 30 state agencies and a number of inter-governmental efforts. This information infrastructure has allowed more agencies to "get online" in a cost effective manner which allows them to focus on content development.

Information tools now exist to provide access to government through multiple technologies to most of the population. The development of a database driven top-level service with integration of tools that allow easy access through telephones, FAX machines and eventually televisions is key to realization of benefits in this area.

3.   **PROJECT BENEFITS:**

Investment in Public Access - North Star II will result in the following benefits:

Provides public access to government information and services 24 hours a day, 7 days a week. Allows the public to serve themselves, which may reduce telephone inquiries, travel to government offices, and printing and postage costs.

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Improves government service delivery and supplies a mechanism for collaboration and coordinated developments.

Citizens have choice of technology in their interaction with government.

Meets public expectations of government service regardless of the source of that service (state, local, federal). Future options would allow geographic-based directories of government services through the use of database technology.

North Star becomes an information utility within government for use by staff in their information and referral needs. "Intranet" applications may be developed from the same platform.

Enables citizens to gain a better understanding of their government and to be more participatory.

Creates a fundamentally different foundation for audience or topic-based inter-governmental applications.

4. **PREVIOUS PROJECT FUNDING:**

Approximately $250,000 has been spent over the last 2 years for the North Star demonstration project. This does NOT include extensive agency by agency content and application development costs.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

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FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
	Business Efficiency
	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

	Legal Liability
	Required for new programs/services
X	Enables new programs/services
	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
X	Other (specify): Offers single access point for online transactions with government.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$____1,270	$____1,080	$_____
OPERATIONS PHASE	$_____	$_____	$_____	$____900
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$____1,270	$____1,080	$____900

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$____1,270	$____1,080	$____900

TOTAL PROJECT COSTS (all costs, all years) $____3,250

INFORMATION POLICY OFFICE ANALYSIS:

The current North Star Project is a collaborative government initiative. In the future, it is likely that all branches and levels of government will be affected by on-line activities. In North Star's current form, the capacity for formal involvement and coordination among government agencies is limited. The next phase is fundamentally about developing policies, standards, and guidelines for a dynamic, yet stable, development structure. The Executive Director of the Office of Technology will appoint the project manager. Detailed time lines for development of policy; guidelines; and standard processes, planning, demonstration, and phased implementation need to be established.

Risks: Insufficient planning and identification of ongoing cost, benefits, and risks.

Recommendation: Formalize participant roles and responsibilities. Complete planning to include identification of ongoing value and associated costs and risks of adding government on-line service transactions. Conduct ongoing independent risk assessment.

GOVERNOR'S RECOMMENDATION:

The Governor recommends an appropriation of $1,270,000 for the biennium to expand public access to government information and create a secured transaction gateway for electronic transactions with government.

AGENCY: Office of Technology

INFORMATION TECHNOLOGY PROJECT TITLE: Virtual U Minnesota

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $9,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $3,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $3,000
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $3,000

1. PROJECT DESCRIPTION:

    Virtual U Minnesota is a public-private partnership involving the State of
    Minnesota, IBM, University of Minnesota, MnSCU and private colleges to offer
    virtual learning opportunities that are available anywhere and anytime for our
    state's citizens and businesses. Virtual U will also provide expanded market
    opportunities in the evolving global economy for Minnesota's higher education
    institutions. Through the Virtual U collaboration, individual courses, degree and
    certificate programs will be developed and offered throughout the world by this
    university without walls.

    University Center Rochester (UCR) will serve as Minnesota's test bed for the
    development and delivery of virtual programs and courses. Study programs will
    offer multimedia, online and interactive virtual learning opportunities both at UCR
    and for students throughout Minnesota and the world. As a joint venture of
    MnSCU and the University of Minnesota, the UCR global course catalog is
    expected to initially emphasize teacher education, computer science and nursing
    programs of study for distribution on IBM's new worldwide Global Campuses
    network.

    This initiative will develop an Internet site through which Minnesotans can access
    the resources of all public and private higher education institutions in the state of
    Minnesota and beyond. The Virtual U will be a university without walls where

Minnesotans can create customized learning opportunities and colleges
and universities can market their courses to a global student market. The
Virtual U will also provide easy access to comprehensive career planning
and labor market information.

Alongside the development of the Virtual U Web site, this initiative
proposes $1 million in grants, $500 thousand each to the University and
MnSCU, to develop courses and degrees that can be delivered through
the Internet. The grants will be awarded on a competitive basis, with
review and approval by the Minnesota Office of Technology, to public
colleges and universities and will require a dollar-for-dollar match by the
institution or from private sources.

A steering committee appointed by the Minnesota Office of Technology
with representatives from the University of Minnesota, MnSCU, private
colleges, and private businesses will guide the development of the
Virtual U. The Office of Technology will coordinate and oversee all
steering committee activities and recommend to the Governor a
governance structure and financial plan for the on-going operation of the
Virtual U.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY
    LONG-RANGE STRATEGIC GOALS AND INFORMATION
    TECHNOLOGY RESOURCE PLAN:

    Virtual U will:

    ▪   Make available the course catalogs of any participating Minnesota
        college or University.
    ▪   Make available online course offerings from any participating
        Minnesota college or University.
    ▪   Make available online career counseling and guidance.

3.   PROJECT BENEFITS:

Imagine a manager at Marvin Windows in Warroad working on her MBA both from her home and the local high school. She registers for classes over the Internet or on her push-button telephone. Her degree, offered collaboratively by St. Cloud State and the University of Minnesota, includes lectures delivered by satellite and cable from Stanford and Tokyo National universities, and online teaching material that she can review as often as she likes. Her classmates join her from thirty different sites, and are accessible through the Internet. She uses the libraries at Carleton College, the University of Chicago and Mankato State, and she has mentors from the Ford Motor Company in Detroit and 3M in Austin, Texas, who communicate with her online. She learns about industrial production lines from experts at the California Polytechnic Institute and Alexandria Technical College. She submits term papers through the Internet, and sits for her oral exams at a video conferencing facility in Thief River Falls.

4.   PREVIOUS PROJECT FUNDING:

None

5.   OTHER CONSIDERATIONS (OPTIONAL):

None

6.   PROJECT CONTACT PERSON, TITLE, AND PHONE:

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Paul Wasko, Minnesota Office of Technology
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FUNCTIONAL CATEGORY:

____	Core Business Utility
X	Customer Service
X	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
X	Enables new programs/services
____	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
____	Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____3,000	$_____	$_____
OPERATIONS PHASE	$_____	$_____	$_____3,000	$_____3,000
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____3,000	$_____3,000	$_____3,000

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____3,000	$_____3,000	$_____3,000

TOTAL PROJECT COSTS (all costs, all years) $_____3,000

INFORMATION POLICY OFFICE ANALYSIS:

NA

GOVERNOR'S RECOMMENDATION:

The Governor recommends total appropriations of $3 million over the 1998-1999 biennium for the development and implementation of the Virtual University (Virtual U) by the Minnesota Office of Technology, the University of Minnesota, and the Minnesota State Colleges and Universities. This recommendation includes $500,000 for the U of M to develop courses and programs that can be delivered on-line through the Virtual University. The Governor requests the University develop a plan for on-line distance learning for review and approval by the Minnesota Office of Technology.

AGENCY: Natural Resources, Department of (DNR)

INFORMATION TECHNOLOGY PROJECT TITLE: Electronic Licensing System

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $6,295

ALL FUNDS: (See Total Project Cost Table for Detail)

STATE APPROPRIATION REQUEST FOR FY 1998-99: $728
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $600
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $600

1. **PROJECT DESCRIPTION:**

   This project will improve customer service, financial management, and database management in the Department of Natural Resources (DNR) by:

   ◼ Providing convenient statewide access to improve availability and simplify license issuance, lottery applications and vehicle registrations.

   ◼ Improving accountability and reducing administration burden while accelerating cash flow and increasing net revenue.

   ◼ Improving data capture methods and create a more complete data base of users available for DNR programs.

   This project will result in converting the present manual system of license issuance, lottery applications, and vehicle registration to an automated system using point of sale technology with electronic transfer of funds and a complete database of users. System will be operated by an outside vendor under a lease contract to the department.

   The revenue management project will allow expansion across the entire department. Geographically it will allow entry of revenue at outstate locations - parks, forest stations, regional and area offices. Functionally the scope of revenue management will broaden to encompass revenue forecasting and estimating,

accounts receivable, processing, electronic deposits, and management reports. Programmatically, the scope will span all units and integrate the numerous standalone systems into a unified DNR system.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The Electronic License system contributes to the governor's theme of improving customer service to the citizens of Minnesota. The initiative will improve customer service in several areas:

   - Convenience to the public (all game and fish licenses available at all locations)
   - Reduce paperwork (no more pre-printing individually numbered licenses)
   - Improve financial management (faster cash flow will improve interest accural)
   - Provide better information to the agency (database of license holders)

   The DNR funds its fisheries, wildlife and enforcement programs from a dedicated Game and Fish Fund. The fund's primary source of income is from the sale of fishing and hunting licenses. The DNR sells more than 2.3 million licenses annually. The total annual revenue collected is more than $38 million. Licenses are sold through 3,500 agents designated in each county by 87 County Auditors who administer the license sales program. The license agents are owners of a variety of sports-related businesses. Their annual license sales range from less than 100 to over 100,000. Forty different types of license are sold by the license agents. Agents may withhold $1 for each license sold as a commission for selling the licenses. This amounts to over $2 million a year. County Auditors withhold 4% of license sales in their county as a commission for administering the program. This amounts to over $1.4 million each year. Each county has a different system of handling the administration but all must comply with the laws and rules established for the program.

   Recreational vehicle registrations and titling (snowmobile, boats, ATV, and off-road vehicles) are handled by the DNR License Bureau and by 171 deputy registrars across the state. The fee for this transaction is $2 and commissions total about $880,000.

Although the present system has been rated satisfactorily by the users , the administration of the program is cumbersome, not very efficient, and does not maintain a data base of most users.

An automated system (ELS) would accelerate cash flow of up to $1 million and increase interest revenue to the Game and Fish Fund. Other benefits include simplifying the issuance of licenses, creating comprehensive data base of information not now available, streamline the administrative procedures and provide improved enforcement capabilities and user compliance. Point of Sale (POS) technology is in common use for credit card sales by most retailers. Several vendors have developed software to use POS technology for the issuance of licenses, permits and vehicle registrations.

Presently DNR has imported the Drivers License Number files from Public Safety to use as a personal identification number for the Hunter Safety program and the wildlife lottery system. DNR will maintain the same identification number for the Electronic License System. Terminals with card readers capable of reading the magnetic stripe on the Drivers License will be used.

To insure the success of the electronic license system, DNR revenue systems are in need of re-engineering. The current system does not accommodate the Minnesota Accounting and Procurement System (MAPS) advance receivables, electronic fund transfers, cash collections plans, and more. DNR needs to improve the capability to forecast future revenues, provide more timely collections, and better manage financial information. This initiative will interface with ELS as well as other financial systems and improve revenue management in DNR. ELS technology requires improved revenue systems thus it is combined into one initiative.

The interfacing of these systems with other financial systems and information databases in the DNR requires upgrading and standardization of the client server database environment. DNR has invested significant amounts of time, money and staff in developing information systems to manage natural resource, ecosystem, and business management information. This project is closely linked to the DNR infrastructure initiative for systems development which will result in more efficient and timely access to accurate data necessary for management decisions.

3. **PROJECT BENEFITS:**

■ The EIS system will control issuing of licenses to the customer, collect payment, and record the sales transaction through point of sale terminals in agent locations. Terminals will simplify the licensing process, prevent errors, and speedup collections and recording of license data. A resident's drivers license or Minnesota Identification Card issued by Public Safety will be the control number. No new cards or numbers will be required.

■ The system's hardware will print the licenses with no need to stock 40 different types pre-printed, numbered licenses, stamps and other forms. Only one form, the blank form printed by the point of sale terminal would be stocked.

■ All sales are recorded electronically when licenses are issued. All reports prepared manually by agents are eliminated, along with inventory of pre-printed forms. Agents and DNR will have all sales information readily available through the systems inquiry function. DNR collection of funds will be by Electronic Fund Transfer from the agents account.

■ The ELS system would not alter central accounting procedure, but would reduce time required to prepare and post accounting data. No manual effort will be required to summarize sales data for entry in central accounting records.

■ The EIS system will provide accurate and verifiable information to the federal government as required by the Pittman-Robertson and Dingle-Johnson Programs.

■ The ELS system will provide accurate information on anglers and hunters on demand for fish and wildlife survey's and law enforcement verification including type of licenses, date, time , location of purchase.

■ The system provides a means of purchasing a license directly by telephone. License holder data will be entered in the system at the time of the call and licenses will be automatically printed and distributed.

- Lottery drawings for special permits to hunt anterless deer, elk, moose, wild turkey and bear will be simplified for the 360,000 hunters that participate annually. Applications for special permits will be entered electronically by the agent at the point of sale. The licensee need not fill out form and mail, thus reducing DNR needs to handle and process applications. The lottery process is simplified and deadline dates for applications are reduced.

- Revenues management systems technology will be compatible with and interface with Electronic Licensing technology. DNR budgeting and revenue forecasting will be more accurate. Cash flows of monies to state treasury will accelerate. Collections of accounts receivable will be more timely. Management information will facilitate better decisions regarding marketing of DNR products and services.

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
X	Enables new programs/services
X	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
____	Promotes public access to goverment information
____	Other (specify):

4. **PREVIOUS PROJECT FUNDING:**

The project was appropriated $304.0 in the 1996-97 Biennium to pilot automated license issuance at the DNR Building and fund a postion to began planning and stakeholder involvment in a electronic license system.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Tom Keefe
Electronic License System Project Manager
612-297-8700

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
X	Revenue Enhancement

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1996 - June 1999)	$ 367	$ 728	$	$
OPERATIONS PHASE (July 1999 - June 2003)	$	$	$ 2,000	$ 3,200
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 367	$ 728	$ 2,000	$ 3,200

DISTRIBUTION OF FUNDING

Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding:				
Agency's Base Budget Fund: Multiple	$ 367	$	$ 1,400	$ 2,600
Request for New Funding Fund: Multiple				
100	$	$ 600	$ 600	$ 600
230	$	$ 100	$	$
181	$	$ 16	$	$
182	$	$ 12	$	$

TOTAL PROJECT COSTS (all costs, all years) $ 6,295

INFORMATION POLICY OFFICE ANALYSIS:

The agency is beginning to move toward shared data, applications, and technology. An IRM framework has been established, but needs continued top-management commitment and continued agency-wide planning. The revenue system project is agency-wide and in the future will improve cash flow for the State. The electronic licensing project is phased to include pilots and address the concerns of stakeholders. Project planning is good.

Risks: Electronic licensing stakeholder non-acceptance.

Recommendation: Continue agency-wide commitment, refine electronic licensing stakeholder impacts, and proceed as planned. Continue agency IRM planning and implementation. Complete an independent risk assessment.

GOVERNOR'S RECOMMENDATION:

The Governor recommends the DNR implement an automated licensing system to include an upgrade to the Revenue Management System.

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Natural Resources, Department of (DNR)

INFORMATION TECHNOLOGY PROJECT TITLE: Information Resource Management for Natural Resources

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $9,455

ALL FUNDS: (see Project Cost Table for Detail by Fund)

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,592
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,652
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,652

1. **PROJECT DESCRIPTION:**

   This is a request to improve information technology capabilities and add key support staff to support resource management at the field level. It addresses serious shortcomings in the department's technology infrastructure that must be corrected to support community involvement and improve natural resource management and decision making at the local or field level. This initiative will:

   - expand the departments telecommunications network to all field offices;
   - implement Geographic Information Systems (GIS) technology in regional centers to support field resource managers;
   - expand the use of the Internet for sharing information with the public, partners, and other DNR resource managers; and
   - acquire modern database management hardware and software; will structure DNR's data to better organize and integrate information about Minnesota's resources; and will efficiently make information available to DNR staff and the public.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The department has statewide responsibilities for many of the state's most treasured natural resources. Personnel to implement these resource management responsibilities are dispersed in over 200 locations across the state. However, the information resources of the department are much more centralized than the department as a whole. The department is now engaged in the implementation of Eco-system Based Management (EBM), so that it can more effectively integrate the actions of its employees and the needs of citizens, communities and environment. Sustainable management of natural resources requires enhanced communication between DNR resource managers, local government leaders and citizens. The overall goal of this initiative is to place more useful information in the hands of local resource managers so that sustainable resource management and EBM can be practiced.

   At the present time field staff do not have adequate access to information, other staff or analytical tools. Access to critical data bases, which by their nature must be centralized, is limited because the telecommunications network does not extend to the local offices where the needs exist. Analysis tools like Geographic Information Systems are for the most part centralized in the larger offices. Tools now exist to provide more GIS capability to local offices. However, it is difficult to move data around because of the incomplete telecommunications infrastructure. More importantly local resource managers are hampered in their local cooperation by their inability to access the information they need to be effective. The lack of connectivity isolates them from other resource professionals, cooperators and stakeholders.

   In addition, this initiative will provide infrastructure for 2 closely related systems development activities, electronic licensing and revenue management. Also. current systems must be migrated from the department's AS400 computer because of its age and obsolescence. To a large extent, the nature and size of the new data base hardware and software will be determined by the needs of new systems and applications. This initiative will provide the framework within which those new information systems will occur.

3. **PROJECT BENEFITS:**

1. Extension and improvement of the DNR telecommunication's network

   The network which currently exists has reduced or eliminated the barriers to communication within the Central Office and between the Central Office and the 6 Regional Offices. Movement of data files, notes, tasks and schedules have become commonplace to most employees with access to the network. However, most field offices have only limited capabilities and access. Increasing the accessibility of information will have many tangible benefits. First and foremost the local managers will have a much easier time assembling, organizing and presenting information to cooperators. Even if much of the preparatory work is done in the larger offices, easier communication will make the process move more swiftly. For example, a digital elevation map of a watershed with overlays for ditches, roads etc. might be prepared in an office in Hibbing, edited in St. Paul, and shipped to Bemidji for use the next day at an office in Roseau. Gathering data for analysis or permitting will be much easier at the local level. Much of this can be done now between the larger offices. This initiative will extend that capability much further. The tangible benefit will be accurate, timely and up-to-date information that can be put in the hands of those needing it in minutes or hours rather than days. Another tangible benefit will be reduced travel as work can easily move between locations rather than bringing people to the work. Cooperation over longer distances will become the norm rather than the exception. Citizens and local units of government will experience faster response to questions and finally the volume of information available will grow over time as needs are defined.

2. GIS Technology and Support

   Over the last 7 years GIS has moved from an experimental tool used only by those familiar with computer programming to one which has proven value to resource managers. During this period the hardware and software capabilities have increased by orders of magnitude, but more importantly the computer programs now exist to use this tool at the local level. However, up-to-date GIS capability is installed only in the Central Office, 2 regional offices and the Minerals Office in Hibbing. Other regional offices have much older equipment and suffer from a lack of technical personnel. The department has shown that the use of GIS tools leads to greater cooperation between parties with differing objectives. GIS allows visualization of the issues, so that all parties can gain an overall perspective. It has fostered increased cooperation between foresters and wildlife managers, persons interested in peat development and those interested in its preservation, between mineral managers and communities seeking space for economic development, and between parties interested in restoration of watersheds. It is one of the most powerful resource management tools the department has implemented in the last 2 decades. This initiative will be used to build and staff four more strong regional GIS centers which will be tied together by the telecommunications network. It will also be coupled to an extension of GIS visualization capabilities to local offices through investments made by individual disciplines. The tying together of local data, local visualization, regional technical competence and state-wide data will lead to more effective decision-making at the local level where resource management decisions are made. The tangible benefits derived from greater cooperation and less controversy will be extended from a few locations to many.

3. Client/Server Data Base Environment and Application Development

   In the past departmental information systems were constructed to meet individual and specific needs. For example, game violation had to be tracked, boat licenses had to be issued and hunting license lotteries had to be conducted. Different funding sources and needs led to piecemeal development of systems. It is now time to begin the coordination of systems and the construction of a DNR data architecture. Also, the technology now exists to begin construction of consolidated, multipurpose databases which are accessible across the organization. Currently several different systems development

platforms exist within the department. Administrative and licensing systems were designed for an IBM AS400, but the current machine is old, costly to maintain and more importantly obsolete and isolated. RISC workstations or personal computers have been used for GIS technology and systems built for individual disciplines, e.g. timber sales and fleet management. It is now time to build the data architecture which will meld these systems into a common structure. Implementation of newer client/server data base technology will allow migration of current systems into a more uniform environment over time. The need exists to find a replacement for the AS400, electronic licensing will become a reality, faster response time will be needed as local offices demand access to centralized data bases and distribution of data will become much more common. A client/server data base environment can be the platform to meet most of the needs. However, to gain the maximum benefit an understanding of the structure of DNR data is needed. This initiative will build the DNR's data architecture using tools and techniques recommended by the Information Policy Office. It will also provide the basis for system coordination as applications move from older separate environments to the newer more integrated environment. The most tangible benefit of this movement will be seen in the ease with which DNR data can be assembled and applied to new problems.

4. Internet Web Site Design and Development

The Internet is rapidly becoming the primary way in which organizations distribute data digitally. During the current biennium DNR and PCA are using funding from the LCMR to design agency "home pages" that have a common look and feel. The goal is to establish the framework for Internet access to DNR data for our partners and for improved internal communication in addition to setting priorities for the data to be made available. Individual units have decided on their own to publish segments of the available data. However, these efforts must be coordinated and prioritized to make the most effective use of the available funding. It has become apparent that mainte- nance of a presence on the Internet requires an ongoing commitment to provide timely, accurate and up-to-date information. Also, the Internet is

becoming more interactive, so competence in building Internet applications will be more important in the future. The department believes that a DNR Internet presence will require allocation of 2 full time positions to work for the department as a whole, and that this will be more effective that asking resource professionals to learn and maintain skills for Internet publication. The tangible benefit of this program will be a DNR area on the Internet that is consistently maintained and updated on a department-wide basis for the benefit of the citizens.

The long-term impacts of this initiative lie in several areas. The work on data management, organization and publication will lead to a general increase in the amount of resource information available to decision-makers and cooperators. The application of tools like GIS will lead to more effective decisions with a more even distribution in ownership of the outcomes, greater cooperation and less controversy. The use of networks will make the department more effective be increasing the speed with which information flows from its points of accumulation to its points of use. The most beneficial impact will be the incorporation of public and local points of view so that the actions taken can extend beyond public lands to affect whole watersheds and landscapes. The long-term trend is clear and DNR will move from focusing on the management of public lands to cooperation with others to develop and implement strategies that have both public and private acceptance. Previous work has established the vision and the framework for action. Some positive steps have already been taken, based on pilot studies and research. This initiative will build on that foundation by placing technological capability where it is needed.

4. **PREVIOUS PROJECT FUNDING:**

Previous funding has been received from the Legislature for several components of this initiative. In a one year appropriation, the Legislative

Commission on Minnesota Resources (LCMR) jointly appropriated DNR and PCA $360,000 to begin development of their Internet Websites. Approximately half of the funds went to DNR. This initiative seeks to make permanent the staff funded under the one year LCMR project.

DNR was funded $927,000 in F.Y. 1994-95 to install LAN's in DNR Region offices, hire 6 Regional LAN Administrators, install the existing Headquarters backbone network and prepare the DNR network for the SSP implementation. For F.Y. 1996-97 the level of funding was dropped to $463,000 for the biennium with these funds going towards the 6 Regional LAN Administrators and continuing line charges for DNR's partial T1 connection to the Regions.

DNR was provided a $400,000 increase to its base in F.Y. 1996-97 to fund the implementation of GIS technology in Region IV (New Ulm) and Region V (Rochester). These monies are covering the purchase of GIS hardware and software, as well as, for Regional GIS staff.

No previous funding requests have been made for the database integration portion of this initiative.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

This initiative is made up four key technology infrastructure components. This initiative is linked to a separate DNR applications development initiative that establishes Electronic Licensing and Revenue Management applications for the department.

The Licensing and Revenue Systems projects will incorporate Business Modeling practices developed in this technology initiative and they will also provide the requirements for the database hardware and software selection for this technology initiative.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Henry May
DNR Chief Information Officer
612-297-4945

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
___	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___	Legal Liability
X	Required for new programs/services
X	Enables new programs/services
___	Required for expansion of existing programs/services
___	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
___	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont'd.)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$ 810	$ 1,392	$ 1,052	$ 600
OPERATIONS PHASE	$ 1,160	$ 1,063	$ 1,463	$ 1,915
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 1,970	$ 2,455	$ 2,515	$ 2,515

DISTRIBUTION OF FUNDING
Local Government Funding
Total State Funding:

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Agency's Base Budget				
General Fund	$ 949	$ 594	$ 400	$ 400
Game and Fish Fund	$ 600	$ 188	$ 188	$ 188
Water Recreation Account	$ 155	$ 45	$ 45	$ 45
Snowmobile Trails Account	$ 43	$ 18	$ 18	$ 18
All Terrain Vehicle Account	$ 43	$ 18	$ 18	$ 18
LCMR Account	$ 180	$ -0-	$ -0-	$ -0-
Request For New Funding				
General Fund	$	$ 900	$ 900	$ 900
Game and Fish Fund	$	$ 450	$ 500	$ 500
Water Recreation Account	$	$ 130	$ 140	$ 140
Snowmobile Trails Account	$	$ 80	$ 80	$ 80
All Terrain Vehicle Account	$	$ 20	$ 20	$ 20
Off-Highway Motorcyle Account	$	$ 6	$ 6	$ 6
Off-Road Vehicle Account	$	$ 6	$ 6	$ 6

TOTAL PROJECT COSTS (all costs, all years) $ 9,455

INFORMATION POLICY OFFICE ANALYSIS:

The agency is beginning to move toward shared data, applications, and technology. An IRM framework has been established, but needs continued top-management commitment and continued agency-wide planning. This project is critical for agency-wide communications, GIS support, distribution of shared data, and citizen access to information.

Risks: Risk is minimal due to experience gained by initial agency implementations.

Recommendation: Continue agency-wide commitment and proceed as planned. Continue agency IRM planning and implementation. Coordinate with PCA on GIS.

GOVERNOR'S RECOMMENDATION:

The Governor recommends funding the DNR request for information technology and staff needed to support its natural resource management responsibilities at the local level.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

AGENCY: Ombudsman for Mental Health and Mental Retardation, Office of the

INFORMATION TECHNOLOGY PROJECT TITLE: Information Technology Upgrade/Conversion

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $175

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $80
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. **PROJECT DESCRIPTION:**

   This project will improve the efficiency and compatibility of the Ombudsman's Information Management Systems.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY INFORMATION PLAN:**

   Currently this office has a paper driven records system requiring duplication of effort in the entering, transferring and storing of information. Because of the delay in this process, access to timely information is difficult. A complete upgrade and conversion is necessary to better serve the citizens of Minnesota and best use the human resources currently in place.

   This office needs to implement a more efficient, effective and accurate data collection system that is consistent with other state programs and agencies.

   The field advocates, located around the state, do written reports on each case. When concluded, these reports are copied for their own files, with the originals then mailed to the central office in St. Paul for entry into the data base. When the case entries are complete, files are copied for the second time for appropriate placement, such as individual files and facility files.

The current system does not allow for easy or flexible data analysis due to the age of the system and the fact that over the years multiple vendors have been contracted with to provide upgrades and changes.

The office is currently on a Macintosh system, which is not supported by the state information systems help desk. When assistance is needed we have to pay an outside vendor, which is expensive. To gain state support, the system needs to be PC based.

The office has not had a technical person on staff until this fall. The person in this half time position has enabled the office to scrutinize the available systems with much more insight, understanding and knowledge. This person will also be able to keep the office up to date with upgrades and technical information, as well as keep the system running efficiently and effectively on an ongoing basis.

To capture the case information more quickly, allow analysis of the data in any number of ways, maintain the security of the information gathered, and assist in the management of the employee workloads, a Lotus Notes (Version 4.1) system has been chosen as the best system to meet our needs.

The Ombudsman for Corrections has a Lotus Notes platform in place, and looking into the future, the goal is to have a system where information sharing between the ombudsman offices can be achieved. The vendor that developed and installed the system for the Ombudsman for Corrections, has been chosen to accomplish the same task in this office. In this way, we will save some development costs, as some of the basic platform from the previous application can be used to begin this application.

FUNCTIONAL CATEGORY:

- _X_ Core Business Utility
- ___ Customer Service
- _X_ Business Efficiency
- ___ Revenue Enhancement

3. **PROJECT BENEFITS:**

The new system will allow quicker responses for client and customers.

The system will enable management to adjust work loads to allow more efficient and effective services to the clients and customers.

The system will streamline the data entry component of the office, and because data on this system will be stored on tape, will greatly reduce the amount of hard copy files retained.

Analysis of data can be done in many ways with the system, to assist in both short and long term planning for the agency.

The system will afford the Client Advocate Supervisor information to assure accountability for employees not located in the central office.

The system will save the state funds that would be needed to be expended for Year 2000 compliance problems. The new system is Year 2000 compliant.

The office will use the new technology to develop and maintain a web page on the Internet. The web page will be on the Minnesota Government North Star page per the Governor's Executive Order, July 1993.

PROJECT CHARACTERISTICS (check all that apply):

- ___ Legal Liability
- ___ Required for new programs/services
- ___ Enables new programs/services
- ___ Required for expansion of existing programs/services
- ___ Enables expansion of existing programs/services
- _X_ Promotes information sharing/information communities
- _X_ Promotes public access to goverment information
- ___ Other (specify):

4. **PREVIOUS PROJECT FUNDING:**

None.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 140	$_____	$_____
OPERATIONS PHASE	$_____	$_____ 7	$_____ 14	$_____ 14
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 147	$_____ 14	$_____ 14

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding:				
Agency's Base Budget Fund 100	$_____	$_____ 67	$_____ 14	$_____ 14
Request for New Funding Fund 100	$_____	$_____ 80	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____ 175

INFORMATION POLICY OFFICE ANALYSIS:

The agency is just beginning its IRM planning. The agency has limited technology and information resource staff. Consultants are used to implement applications and technology projects. Project planning is good. Top management is active in the project.

Risks: Risk is minimal due to use of consultants and industry standard technology.

Recommendation: Continue agency-wide IRM planning and proceed with implementation.

GOVERNOR'S RECOMMENDATION:

The Governor recommends a one-time appropriation of $80,000 in F.Y. 1998. This funding will enable the office to improve the efficiency and compatibility of their Information Management Systems.

AGENCY: MN Pollution Control Agency (MPCA)

INFORMATION TECHNOLOGY PROJECT TITLE: Information System Support

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $4,250

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $850
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $800
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $800

Environmental Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $600
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $600 ·
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $600

1.   PROJECT DESCRIPTION:

The funding request, included in PCA's budget as an agency decision item, is to continue support for the agency's on going information resource management (IRM) efforts. Over the past 4 years the MPCA has made great strides toward implementing the statewide policies and guidelines for effective information management. One major component of this funding request is the scheduled replacement of about 25% of the agency's desktop PCS and software each year of the biennium to provide for full replacement over a 4 year cycle. The MPCA is developing programs on an on-going basis to provide more accurate environmental information and analysis. These business requirements rely on applications that will use faster and more comprehensive computers. This means that there is a need to upgrade processors, memory, and operating systems as well as desktop computers. It is prudent to approach life cycle upgrades on an agency wide basis to save staff time and preserve a standard computing environment for all users through implementation of an agency wide standard configuration. The second major component of this funding request is for improved hardware and software to continue improving the network and support architecture that supports

MPCA critical business functions. This includes increased back-up hardware and software, funding for increased line access costs and enhanced network performance.

2.   PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

The primary goal of this project is to keep the agency's information technology at an industry standard. The information technology is frequently evolving to incorporate new applications and process as which improve information sharing and communication and provide better access for customer needs. This project does not dictate any specific equipment or technology, but enhances the agency's structure for providing our services to our customers. This meet the agency's IRM strategy for scheduled replacement of 25% hardware and software each year.

3.   PROJECT BENEFITS:

1. To avoid crisis situations involving limited or not access to the information stored on the information systems by keeping equipment up-to-date and maintained with current technologies.

2. Promote the best internal communications systems and most efficient support mechanisms by maintaining standardized software and equipment as opposed to allowing individual agency sections or small working groups to change their technology long before the remaining agency does.

3. Improve communications and cooperative efforts with partnering organizations and our industry clients by providing industry standard equipment and desktop applications to all agency staff.

4.   **PREVIOUS PROJECT FUNDING**:

None

5.   **OTHER CONSIDERATIONS (OPTIONAL)**:

None

6.   **PROJECT CONTACT PERSON, TITLE, AND PHONE**:

Janet Cain, Manager, Information Services Office

FUNCTIONAL CATEGORY:

_X_	Core Business Utility
____	Customer Service
_X_	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_X_	Legal Liability
____	Required for new programs/services
_X_	Enables new programs/services
____	Required for expansion of existing programs/services
____	Enables expansion of existing programs/services
_X_	Promotes information sharing/information communities
_X_	Promotes public access to government information
_X_	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 1,450	$_____ 1,400	$_____ 1,400
OPERATIONS PHASE	$_____	$_____	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 1,450	$_____ 1,400	$_____ 1,400

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 850	$_____ 800	$_____ 800
Fund 330	$_____	$_____ 600	$_____ 600	$_____ 600

TOTAL PROJECT COSTS (all costs, all years) $_____ 4,250

INFORMATION POLICY OFFICE ANALYSIS:

Agency-wide data sharing has evolved and an agency-wide data hub exists. The agency has an excellent IRM plan which is organization-wide, but which may need updating. Agency-wide project provides replacement technology required to meet business needs. Project planning is good.

Risks: Risk is minimal due to project's limited scope and proposed use of commercially available technology.

Recommendation: Update agency-wide IRM plan. Proceed with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends full funding of the agency plan, which includes funding for Information System Support.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

AGENCY: Minnesota Board of Public Defense

INFORMATION TECHNOLOGY PROJECT TITLE: Minnesota Board of Public Defense Information Resource Systems Plan and IPO Funding Request

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $4,741

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $1,411
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,150
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,150

1. PROJECT DESCRIPTION:

The Board's Information Resource Plan identifies resource needs and associated costs, including the need for information systems personnel to properly maintain and continue to develop the caseload, case time, etc., and budgetary information systems; and additional resources to upgrade and expand technology capability among Board office units statewide, e.g. for local area networks, network communications, hardware and software upgrades, etc.

The Board is proposing in its F.Y. 1998-1999 budget request, that the Legislature allow it to employ four additional positions, prioritized as follows: one Information Systems Director, one Information Systems Specialist 3 (LAN Administrator), one Programmer Analyst, and one Information Systems Specialist (Help Desk). These positions would be supplemented as needed for cost effective coverage with technical contract support. In addition, the Board is proposing to upgrade and expand technology capability among Board office units on a phased basis. These positions, and the proposed systems development represent resource needs from the Board's Information Resource Systems Plan.

Business Needs the Request will Meet or Address:

1-Information Systems Director: to oversee all Information Systems Department functions, for the continued development, coordination, maintenance and operation of the Board's caseload data and budgetary information systems, and to ensure coordination and compatibility with other systems in the state, and among Board office units.

1-Information Systems Specialist 3 (LAN Administrator): for hardware and software installations, hardware engineering, office automation engineering, and communications development.

1-Programmer Analyst: for systems application design development, implementation and maintenance.

1-Information Systems Specialist 1 (Help Desk): to provide network technical support and user training.

Contract Support: to provide cost effective supplemental technical coverage as needed statewide for all board office units.

Information Systems and Network Development: as identified in the Board's Information Resource Systems Plan to upgrade and expand technology capability among Board office units.

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

The Board of Public Defense is the largest user of Minnesota's court system, handling over 198,000 cases per year. Agency office units are located across the state, employing approximately 700 part time and full time employees.

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The Minnesota Board of Public Defense Information Resource Systems Plan & IPO Funding Request Project has been created because agency information system needs and use are gathering momentum across Minnesota. In 1993, the Board implemented a management information system relating to caseload data. In 1995, new agency budgetary (accounting, procurement, and personnel/payroll) systems have been implemented with the assistance of the Departments of Administration and Finance. The long-term goal for the development and implementation of these information systems (caseload and budgetary) has been based on the decentralization of administrative tasks to District Public Defender offices as outlined in the Board's Strategic Plan; and on the need to keep current with the state's advances and technology improvements, as outlined in the Information Office policies, standards, and guidelines.

3. **PROJECT BENEFITS:**

The following are the major system components recommended, and a brief description of the benefits.

1. Network Time & Case Management System
    The Network Time & Case Management System for Administrative Services office will be custom developed to provide the following functionality:

    - Storage for state required data
      - Types of closed cases by case category
      - Hours by case category
      - Number of cases
      - Case disposition results
      - Race code results
      - Language code results
      - Correlation of case categories and numbers

    - Minimum of 2 years on-line query capability to allow the end user to create ad hoc reports;
    - Receive data electronically from the various judicial districts; and
    - The ability for multiple users to access data at the same time, with the ability to cut & paste information into alternate applications.

2. Remote Communication
    The Remote Communication upgrade and expansion, will provide the Administrative Services office, State Public Defender office, District Administrative offices and associated Satellite and Part Time Public Defender offices the capability for authorized access to (a) State wide area networks and applications, (b) E-mail, (d) Internet, and (e) share and send data between offices.

3. Agency wide Information Systems (I.S.) Support Structure
    An Agency wide I.S. Support Structure will provide on-going hardware, software for the agency. The I.S. Support Structure and responsibilities are as follows:

    - 1-I.S. Director: To oversee all Information Systems Department functions, for the continued development, coordination, maintenance and operation of the Board's caseload data and budgetary information systems, and to ensure coordination and compatibility with other systems in the state, and among the Board office units.
    - Information Systems Specialist 3 (LAN Administrator): Perform hardware and software installations, hardware engineering, office automation engineering, and communications development.
    - 1-Programmer Analyst: To provide 1st level support for the Board's Network Time & Case Management System; and to perform analysis, design, development and implementation of continuous improvement enhancements.
    - Information Systems Specialist 1 (Help Desk): To assist in resolving and routing problem calls to the appropriate level of support; and to develop and facilitate on-going training programs to meeting educational requirements.
    - Contract Support: Provide supplemental cost effective technical coverage as needed state wide for Board office units.

4. **PREVIOUS PROJECT FUNDING:**

    None.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

    NA

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

    Elizabeth Shevi, Principal Planner 349-2565
    Kevin Kajer, Fiscal Director 349-2565

FUNCTIONAL CATEGORY:

 X   Core Business Utility
___   Customer Service
___   Business Efficiency
___   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

 X   Legal Liability
___   Required for new programs/services
___   Enables new programs/services
___   Required for expansion of existing programs/services
___   Enables expansion of existing programs/services
 X   Promotes information sharing/information communities
 X   Promotes public access to government information
 X   Other (specify): Promotes efficiency by streamlining data transfers and
      communications.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (December 1996 - June 1998)	$ 200	$ 101	$	$
OPERATIONS PHASE (July 1998 - June 2000)	$ 35	$ 1,599	$ 1,388	$ 1,388
ENHANCEMENT PHASE (July 2000 - June 2002)	$	$	$ 40	$ 40
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 235	$ 1,650	$ 1,428	$ 1,428

DISTRIBUTION OF FUNDING

Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding				
Agency's Base Budget Fund 100	$ 235	$ 240	$ 278	$ 278
Request for New Funding Fund 100	$ -0-	$ 1,411	$ 1,150	$ 1,150

TOTAL PROJECT COSTS (all costs, all years) $ 4,741

INFORMATION POLICY OFFICE ANALYSIS:

This is a relatively new agency beginning to automate its statewide reporting requirements. It is starting to introduce technology to the ten judicial districts in order to more effectively accomplish its mission. Agency-wide project is appropriate for this agency. Project planning is satisfactory. However, additional planning and hiring of staff are required.

Risks: Improper identification of: data, technology architecture, and necessary skills.

Recommendation: The agency should hire a consultant to help with planning and modeling. The agency needs to identify staff skills required and complete a risk assessment of the project. Continue agency IRM planning and implementation.

GOVERNOR'S RECOMMENDATION:

Respecting the right of constitutional officers to submit their budget proposals directly to the Legislature, the Governor makes no recommendation on this request. Instead, the Governor has set aside General Fund resources sufficient to permit growth in the Board of Public Defenses' budget equivalent to the growth in General Fund revenues.

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AGENCY: Public Safety, Department of (DPS)

INFORMATION TECHNOLOGY PROJECT TITLE: Enhanced Public Safety and Criminal Justice Computer Systems

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $24,880

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $9,783
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $4,794
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $4,794

Trunk Highway Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $3,249
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,150
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,150

1. PROJECT DESCRIPTION:

Many of the automated systems of the Department of Public Safety are nearing or past their life expectancy and must be enhanced to perform efficiently and effectively over the coming years. The department has prepared a strategic plan and is undertaking a consolidated effort to enhance, modify and implement the computer systems and infrastructure that must support public safety and criminal justice community efforts into the next century. This request is a compilation of several initiatives and will permit substantial progress in the implementation of the plan:

- *Criminal Justice System Consolidation* - Consolidate, coordinate and integrate all criminal justice systems into a unified computer platform architecture; re-engineer the overall systems environment of the State Criminal Justice Information System (CJIS) for the purpose of increasing efficiency, effectiveness, functionality, security, and cost reduction; prepare the overall criminal justice processing environment for the 21st century.

- *Case Management System* - Develop and implement a state-of-the-art crime laboratory Case Management System that will re-engineer the processes required to maintain the chain of evidence and interface with external organizations.

- *Drug Fire System* - DRUGFIRE is national firearms tracking system. This initiative would establish a DRUGFIRE consortium in Minnesota whose initial participants would be the Bureau of Criminal Apprehension Forensic Science Laboratory, the Minneapolis Police Department Crime Laboratory Unit and the Hennepin County Sheriff's Crime Laboratory. In the future, other crime laboratories from Minnesota as well as North and South Dakota could be connected to the Minnesota DRUGFIRE consortium to expand our regional database.

- *Capitol Security Command and Control* - Develop and implement an integrated and automated command and control Communications security system for the Capitol Complex.

- *State Patrol Computer- Aided Dispatching* - To expand the Metro Communications Computer Aided Dispatch (CAD) System by installing terminals in each State Patrol Communications Dispatch Center. This statewide deployment of access to the CAD system will provide for more efficient services to troopers and other users. The system will provide for advanced capabilities in automated record management compared to the existing manual records, as well as providing for on-line access to incidents happening anywhere in the state.

- *State Patrol Records Management* - Install and deploy support systems for a consolidated data system for the State Patrol. This group of systems will link with the Computer Aided Dispatch (CAD) and other State Patrol information systems with a newly developed Records Management System (RMS). Access to these systems will be provided to statewide offices, providing a comprehensive information infra-structure to serve the State Patrol and its clientele.

- *State Patrol Standard Computer Configuration* - This project will evaluate and upgrade computer equipment in the State Patrol to contemporary models

capable of managing the workload of the staff users. The project will put into place a recommended replacement schedule to insure the continued ability to provide an Information Systems infra-structure capable of meeting the organizations needs.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

The strategic direction for the use of information technology within the Department of Public Safety (DPS) has been defined as: coordination, consolidation and integration of the automated systems that support the public safety activities of the Department. This project will support this strategy by creating and enhancing infrastructure that will allow for integration of the state's criminal justice information systems.

3. **PROJECT BENEFITS:**

■ *Criminal Justice System Consolidation* - Upon consolidation of the criminal justice systems onto one platform, MN/DPS and the state of Minnesota will realize the following benefits: Integrated data management that will enable the mission critical information of CJIS to be linked to other criminal justice oriented data bases. A safer, more efficient and effective criminal justice computer processing environment. A less expensive, and more cost effective computer processing environment. More efficient, cost effective and productive technical staff. The ability for DPS to create technical domains of influence wherein technical personnel will be able to focus on a specific technology, thereby obtaining knowledge and experience that will maximize efficiency and effectiveness. A decrease in the difficulty and cost of developing a Criminal Justice/Public Safety Systems Disaster Recovery Plan.

■ *Case Management System* - The primary benefit of this project is that it lays the groundwork for the creation of the integrated BCA Laboratory systems of the future. New laboratory systems should also result in cost savings over the long term, as fewer laboratory personnel will be required.

■ *Drug Fire System* - By implementing a Minnesota DRUGFIRE consortium, law enforcement agencies in Minnesota (and other locations) will solve more firearms-related crimes. Minnesota has been a participant in several other database consortiums involving fingerprints, Midwest Automated Fingerprint Identification Network (MAFIN) and Deoxyribonucleic Acid (DNA) Combined DNA Index System (CODIS). As a result of DPS participation in these databases, crimes have been solved which could not have been solved through other investigative channels

■ *Capitol Security Command and Control* - The use of automation as the basis of a command and control system will create the impression of omnipresence for the Capitol Security workforce. The command and control system will have a major impact on the efficiency and effectiveness of the Capitol Security work force. Increased efficiency and effectiveness will reduce the need for additional personnel. Savings will be also realized because integrating the Capitol Security workforce into the overall command and control facilities of the department will also reduce the need for additional security personnel.

■ *State Patrol Computer-Aided Dispatching* - This project will improve the speed and accuracy of call-taking services being provided to the public and other clientele. Lower lag time from call origination to dispatch will result. Repeated handling of data and the risk of erroneous information becoming part of the incident record will be minimized. Productivity will be increased and work will be of higher quality. The State Patrol will have a greater ability to manage resources and incidents. Officer safety will be enhanced with additional information on an incident. Citizen safety will be improved through the ability to rapidly move information to other emergency services agencies. Accessing incident information, including historical incident summaries and reference information, will be more efficient. Up-to-the-minute incident information will be more easily provided to the public, media, and other users. Finally, the State Patrol will be provided with a system which will grow and develop with the needs of the organization.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont'd.)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

■ *State Patrol Records Management* - The benefits from the implementation of this plan will come from a variety of sources. There will be direct financial savings from moving systems off the mainframe and a reduction of contract services from a diverse set of legacy systems. There will be savings in time, decreases in training needs, and increases in efficiency from the use of common interfaces and rapid retrieval tools in accessing data. Many types of analysis and reporting are not possible within the current systems.

■ *State Patrol Standard Computer Configuration* - The benefits to the State Patrol as a result of this project include increasing the efficiency of the networked infra-structure and of the staff accessing the data systems. By providing adequate hardware, staff will be able to decrease the manual search times for information in Patrol files with rapid, automated database searches. The current efforts at upgrading to and deploying Windows-based software will require these upgraded workstations. Together, these initiatives will ensure State Patrol staff will have accessible information systems that will respond to their needs in a timely manner.

FUNCTIONAL CATEGORY:

- _X_ Core Business Utility
- ___ Customer Service
- ___ Business Efficiency
- ___ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

- ___ Legal Liability
- _X_ Required for new programs/services
- _X_ Enables new programs/services
- _X_ Required for expansion of existing programs/services
- _X_ Enables expansion of existing programs/services
- _X_ Promotes information sharing/information communities
- _X_ Promotes public access to government information
- ___ Other (specify):

4. **PREVIOUS PROJECT FUNDING:**

For the specific outcomes of these projects, no prior funding.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Jack Livingston, Chief Information Officer, 296-9643

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
	$_____	$____13.032	$____5.924	$____5.924
TOTAL PROJECT COST				

DISTRIBUTION OF FUNDING

	$_____	$_____	$_____	$_____
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding				
Total State Funding:	$_____	$_____	$_____	$_____
Agency's Base Budget				
Request for New Funding Fund 100	$_____	$____9,783	$____4,794	$____4,794
Request for New Funding Fund 100	$_____	$____3,249	$____1,130	$____1,130

TOTAL PROJECT COSTS (all costs, all years) $____24,880

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

INFORMATION POLICY OFFICE ANALYSIS:

The agency is evolving toward shared data, applications, and technology. A sound
Information Resource Management foundation has been established, but additional
agency-wide planning is required. This project is appropriate to move the Patrol from
old, slow, paper- based processes to a much needed automated, integrated system.
Project planning is good, but needs to continue. Money is to come from a SPECIAL
FUND.

Risks: Large and technically complex project which needs continued planning. Skilled
resources not available to complete project.

Recommendation: Continue agency-wide IRM and project planning. Complete an
independent risk assessment for the project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends biennial funding of $9,783,000 in General Fund monies and
$3,249,000 in Trunk Highway Fund monies for the development and enhancement of
mission critical automated computer systems and 24 positions for the Department of Public
Safety.

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AGENCY: Minnesota State Colleges and Universities

INFORMATION TECHNOLOGY PROJECT TITLE: Management Information Systems Development

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $9,200

<u>General Fund</u>

STATE APPROPRIATION REQUEST FOR FY 1998-99: $6,800
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $1,200
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $1,200

1. **PROJECT DESCRIPTION:**

    MnSCU is requesting sufficient computer resources to support the accounting, procurement, SCUPPS, enrollment management, accounts receivable and the student information system (all modules) when it is implemented. Purchase of computer hardware and software required to connect servers, upgrade the existing data warehouse computer, establish a MnSCU training center, acquire the necessary software for each campus and upgrade campus equipment will cost $5,600,000. The increased and ongoing network costs are $600,000 a year.

    MnSCU plans to install three DEC Alpha Servers, clustered together, at each of the 4 Regional Computer Centers. The existing VAX 4000 computers would be included in the cluster and used as development machines. The information systems being developed use client/server technology, therefore, MnSCU also plans to install additional microcomputer/local area networks on each college campus.

    The estimated cost of each DEC AlphaServer computer configuration for the 4 gions combined is $3,250,000. The estimated cost of the microcomputer and local area network hardware for the MnSCU colleges and universities is $1,200,000 for a combined total of $4,450,000.

MnSCU has installed a small Alpha Server in the System Office to be used as the Data Warehouse. This configuration will need to be expanded when all features of the Data Warehouse are implemented this spring. At that time, additional disk space, memory and processor capacity will need to be added. The total cost of this upgrade will be $150,000.

With the implementation of the new information systems, MnSCU will need to establish a training center to facilitate training of staff on the new administrative systems. For training to be scheduled for all of MnSCU employees a facility has to be dedicated to this task for 12-18 months. College computer labs cannot be used for this purpose because they are dedicated to academic and customized training offered by each respective college. To create a facility requires the allocation of space, the purchase of 24 microcomputers, printers, networking hardware and software, and the allocation of staff to monitor the facility. The estimated cost to create a training facility for this time period is $100,000.

With the implementation of a new management information system, MnSCU must convert all existing student records (registration, course, financial aid and grades) to the new system file format. The estimated costs of this conversion is $820,000.

Each college will need microcomputer software tools, such as Microsoft Access; Anadyne GQL, etc., to access the MnSCU Data Warehouse and application information data bases for inquiry and reporting. The average cost of these tools is approximately $199 per license. MnSCU implementation plans require that each college be provided 10 copies. The total cost of this software is $80,000.

With the implementation of the MnSCU data warehouse, the sharing of data between MnSCU institutions, the use of the Internet, the creation of WEB access to the student system and academic access to the WAN, MnSCU will need to expand the capacity of the wide area network. MnSCU will need to purchase additional communication hardware such

as routes, gateways etc. It is estimated that our current usage on MNet could increase from $900,000 to $1,500,000 a year.

SEMA4 and MAPS Operational Costs
MnSCU has incurred added costs beginning in F.Y. 1997 of $1.6 million as its share to operate the new state accounting system (MAPS) and the payroll system (SEMA4). These annual operating charges are expected to continue each year into the future. The charges have increased the cost of doing business, while at the same time, expenditures available for direct education have been reduced. Annual cost is $1,600,000. Additionally, the payment made to the state in F.Y. 1997 will be included in the request.

SEMA4 Staffing Costs
SEMA4 requires additional staffing for bi-weekly payroll processing and labor distribution. A survey to document the actual added costs is currently being compiled by the campuses. MnSCU seeks to recover these added costs beginning in F.Y. 1998. At this time, the increased staffing costs are estimated to be $1,700,000 a year.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND RESOURCE TECHNOLOGY RESOURCE PLAN:**

The vision of the Minnesota State Colleges and Universities is to be widely recognized as the primary education pathway by which people of Minnesota achieve an enhanced quality of life and improved economic competitiveness. The system will also be known for focusing creativity and energy on meeting the educational needs of those it serves.

The themes of this vision are:
- Academic accountability
- Skill based transfer
- Career education
- Program and service alignment
- Electronic education
- MnSCU/K12 partnership

The means to accomplish this vision are:

- Maintaining a comprehensive information system for efficient MnSCU management and keeping of constituencies informed
- Aligning budget and finance policy to meet MnSCU Goals
- Renewing, conserving, and energizing all MnSCU staff
- Shifting to performance based funding
- Preserving MnSCU assets

The objective of the merger of higher education in 1995 was to make higher education more responsive to the needs of Minnesota residents. It was also to make it more cost effective. With the merger, MnSCU implemented a new set of financial systems that have started to address the financial issues and make MnSCU more cost effective. This document addresses the remaining changes proposed by MnSCU to make the system more responsive to our students.

With the merger of higher education, MnSCU inherited 13 different student information systems and 3 different accounting systems. Each system reflected the culture and business practices of that college or system. This has made data gathering and reporting very difficult and in some cases almost impossible. To resolve this problem, MnSCU has already implemented common accounting, procurement and payroll systems. It is the desire of MnSCU to have a common student information system ready by Fall term 1998. The components of the new student information system include: admissions, counseling, registration (onsite, telephone, web/INTERNET, mail), grades/transcripts, student billing, loan management, financial aid, degree audit and transfer, and enrollment management.

This date is important for several reasons. First, MnSCU is a new system and currently going through numerous changes and growth. Information about our students is needed to assist top management with decisions related to our future and development as a higher education system that meets the needs of Minnesota residence and businesses. It is also needed by other state agencies and the legislature to assist MnSCU as we evolve.

Second, by state guidelines, all Minnesota higher education institutions are required to move to a semester system starting in Fall term 1998. The implementation of a new student information system will facilitate this change. Lastly, with the year 2000 fast approaching, it is imperative that MnSCU upgrade all information systems to facilitate the year 2000 calculations. The new financial systems (accounting, payroll, and procurement) and human resources system implemented last year were designed to accommodate the year 2000 calculations, and the new student information system will also be designed to address and resolve the year 2000 issues. MnSCU did not ask for funds in the Year 2000 project because we had planned to address it within this student information system project.

Concurrently with the development of these new systems, MnSCU has designed and plans to implement at Data Warehouse. The Data Warehouse will contain data from all MnSCU information systems. Once the Data Warehouse is ready, data analysis, research and reporting of system-wide data will be standard practice. MnSCU is also interested in using the INTERNET to allow student access to their own records and schedule.

3. **PROJECT BENEFITS:**

a) MnSCU presently is supporting over 10 different student information systems. These student information systems were written several year ago. As a result, they do not take advantage of new technology, such as the INTERNET. By redesigning and implementing a new student information system, MnSCU can incorporate this technology. The number of different systems has also made data gathering and reporting very difficult, in some cases impossible. It has limited the amount of information that can be gathered to assist MnSCU administration to make decisions about the direction and future of MnSCU and higher education within the State of Minnesota. Having one common management information system that uses state of the art technology will allow MnSCU to address student related issues in a more timely and efficient manner.

b) Improved Data Gathering and Reporting (internal and external)

Student data presently is stored in data bases, using different technology, housed at campuses located in different parts of the state. This has made data gather and reporting very difficult and time consuming. The creation of a MnSCU data warehouse will allow data to be gathered electronically and stored in a single data base structure. Once this has been accomplished, data will be available for decision making and reporting by MnSCU administration, the State Legislature and other State agencies. It will also be available to students so they can review, with proper security, their own records.

c) Provide Better Technology at a Reduced Cost.

Much of MnSCU's computer hardware and software is outdated and needs to be replaced. The cost to maintain this technology has become cost prohibitive. By replacing this technology (hardware and software) MnSCU can lower the cost, while enhancing the efficiency of computer operations.

d) Provides Common Business Practices:

A common management information system will facilitate the standardization of business practices and operations between MnSCU institutions. By replacing these systems with one common system, a more user friendly system can be developed. Once accomplished, students changing colleges or transferring from college to university can be assured that administration operation will be similar. Staff changing institutions will not be required to learn complete different procedures that delay their productivity.

e) Empowerment of Staff to Assist Students.

The main mission of any MnSCU institution is to serve the student body of that institution. With better technology and an enhanced student information system, MnSCU staff can be empowered to better serve our student population. Unfortunately, this cannot be accomplished with obsolete technology and multiple information systems that cannot be integrated.

4.   **PREVIOUS PROJECT FUNDING:**

None.

5.   **OTHER CONSIDERATIONS (OPTIONAL):**

NA

6.   **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Laura King, MnSCU Vice Chancellor Budget, (612)297-5579

FUNCTIONAL CATEGORY:

X   Core Business Utility
X   Customer Service
X   Business Efficiency
X   Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

X   Legal Liability
____   Required for new programs/services
X   Enables new programs/services
X   Required for expansion of existing programs/services
X   Enables expansion of existing programs/services
X   Promotes information sharing/information communities
X   Promotes public access to government information
____   Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE (July 1997 - June 1999)	$_____-0-	$_____5,600	$_____-0-	$_____-0-
OPERATIONS PHASE (July 1998 - June 2003)	$_____	$_____1,200	$_____1,200	$_____1,200
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____6,800	$_____1,200	$_____1,200

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget				
Request for New Funding				
Fund 100	$_____	$_____6,800	$_____1,200	$_____1,200

TOTAL PROJECT COSTS (all costs, all years) $_____9,200

INFORMATION POLICY OFFICE ANALYSIS:

NA

GOVERNOR'S RECOMMENDATION:

The Governor recommends an appropriation of $6.2 million in F.Y. 1998 and $600
thousand in F.Y. 1999 to the Board of Trustees for this initiative. This appropriation
includes one-time funds of $5.6 million to create a common student information
system that will be used by all state colleges and universities. The Governor intends
that the student information system developed be compatible with the proposed Virtual
University. This recommendation includes recurring appropriations of $600 thousand
per year for the support of ongoing systemwide network operating expenses.

AGENCY: Minnesota State Colleges and Universities

INFORMATION TECHNOLOGY PROJECT TITLE: Electronic Academy

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $87,025

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $24,500
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $29,000
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $29,000

1. PROJECT DESCRIPTION:

    MnSCU will combine **technology and global capacity with the interaction
    students have with faculty, other students, community, other educational
    institutions, and employers.** The MnSCU Electronic Academy will assure that
    Minnesotans have access to high-quality programs that balance high tech--the best
    of electronic education--with high touch--the best of personalized service.

    MnSCU's 53 campuses will become centers for electronically-delivered programs
    and services as well as local centers of instruction, community development and
    culture. MnSCU will provide the electronic infrastructure for students across
    Minnesota to access programs in or near their hometowns. MnSCU will become
    a source of electronic courses and services deliverable to other colleges and
    universities, high schools, and even directly into businesses and industrial sites.
    In collaboration with the University of Minnesota and others, the MnSCU
    Electronic Academy will open the educational door for Minnesotans who seek
    skills and knowledge, but who have been shut out for geographic, rather than
    intellectual, reasons.

    Technology in the Classroom

    Instructional technology is a tool which can enhance the quality of instruction and
    improve efficiency of instruction. A variety of technology tools can be used to

accomplish those purposes, but the most appropriate tools in this time
period are multimedia instruction, usually CD Rom, and the Internet,
usually e-mail and the worldwide web. Multimedia instruction is a more
common format for the presentation of substantial information. With the
advent of greater network capacity, higher education should be able to
transmit many multimedia presentations over the web in the near future.
Thus, it is essential that MnSCU concentrate its resources on the
development or integration of quality multimedia instruction into the
curricula of its institutions.

With the support requested, MnSCU expects to have more than 10% (or
approximately 900) of its faculty who will have integrated multimedia
presentations into their courses. We also expect that an equal number of
faculty will have developed e-mail services for their students and will use
the web both to transmit course information to their students and to
research subject materials.

Telecommunications Learning

Distance Learning programs using instructional technology are fre-
quently thought of as the most obvious use of instructional technology.
In addition to enhancing quality and improving efficiency, using
instructional technology for distance learning increases access.

Although many distance learners are interested in specific just-in-time
knowledge and skills to satisfy particular needs, an increasingly large
number of students desire and need whole programs, frequently delivered
asynchronously, for which a certificate or degree is awarded. With that
in mind, MnSCU proposes to provide Minnesotans with asynchronous
distance learning programs on this schedule.

Electronic Services and Infrastructure

Without networking and hardware infrastructure, the use of instructional
technology is not possible. Some MnSCU colleges and universities have
been able to move ahead with their infrastructure development and others

less so. In addition, those who have partially succeeded in developing their infrastructure find that the expectations of faculty, students, and potential graduate employers continues to rise.

During the first year of this project, MnSCU will ask each institution to establish the current state of their technology capabilities and develop a three-year plan for the advancement of their infrastructure and networking plans. A panel of experts including system personnel, campus personnel and external experts will review these plans and recommend adjustments or changes. After each institution's plans have been agreed upon, funds will be allocated to the institutions based on the preceding year's FYE. Expenditures for the succeeding 2 years of the project will follow the 3-year plan for each institution, unless the institution requests an adjustment in their plan.

New Ventures

With the rapid changes in telecommunications and technology, experts in the field recognize that no person, business, or institution can creatively use even a small portion of the technology's expanding capability. This is certainly true in higher education. Thus, higher education institutions and faculty must be supported and encouraged to use the expertise of private enterprises, both large and small, to both develop and deliver courseware using instructional technology. However these partnerships frequently require that higher education institutions furnish at least some of the development funds for these ventures. Thus, one institution may work with a teaching hospital in developing courseware for a nursing program; a publisher may work with another institution in developing a multimedia history course; or a telecommunications vendor may assist in the development of a program for distance delivery and provide reduced rate delivery of the program.

These new ventures will be allocated to the institutions using the same grant process described below.

Technology Grants

The F.Y. 1997 instructional technology grants have generated intense interest among faculty and other MnSCU personnel in the use of instructional technology. Innovative and creative uses of technology have emerged from that process and therefore the process should be continued into the next biennium.

Many of the proposals developed in F.Y. 1997 for innovative uses of technology required that institutions apply for hardware infrastructure and networking capabilities as well since the necessary hardware did not exist on the campuses. Funding the above requests will change this situation, allowing grants to focus more directly on the development of courseware and instructional programs.

Using the experience of F.Y. 1997, this grant program will persist for the next 3 years, allocating grants of $250,000 or less for proposals which directly affect student learning through the use of instructional technology. Although innovation will be a consideration, more value will be placed on proposals which increase student access, enhance the quality of instruction, and improve efficiency.

Applications will be received each fall of the 3 years of the project and awards will be made by January 1. All funds allocated will be awarded to the best proposals each year of the project.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

The vision of the Minnesota State Colleges and Universities is to be widely recognized as the primary education pathway by which people of Minnesota achieve an enhanced quality of life and improved economic competitiveness. The system will also be known for focusing creativity and energy on meeting the educational needs of those it serves.

The themes of this vision are:
- academic accountability
- Skill based transfer
- career education
- program and service alignment
- electronic education
- MnSCU/K12 partnership

The MnSCU Electronic Academy, launched with $4.5 million from the 1996 Legislature, envisions complete academic programs delivered statewide via interactive television, multi-media instructional technology across the curriculum, automated student services available on-line and through the Internet, expanded staff development opportunities, and challenge grants for innovative technology applications.

Technology is changing how students learn and faculty members teach by breaking down barriers and increasing access to information. It is providing educational opportunity to students who are time-bound, place-bound, work-bound or family-bound, unable to travel great distances or meet at regular times to continue their studies. Technology brings higher education programs to students at any time, in any place, and at any pace. Secondly, technology enhances the presentation styles of faculty to fit the different learning needs of students, making higher education available to larger numbers of students. And thirdly, technology increases efficiency by allowing larger numbers of students to simultaneously enroll in courses using technology-based materials.

The legislature and the governor have already built the Minnesota Learning Network, funded Minnesota Satellite, supported funding for several major educational technology initiatives, and provided seed capital for the MnSCU Electronic Academy. Individual colleges and universities have developed courses, home pages and services available electronically to their students. The governor has also created a technology office to explore new administrative and educational initiatives.

3. **PROJECT BENEFITS:**

For the 1998-99 biennial budget MnSCU proposes to build upon the governor's technology initiatives by expanding the use of electronic technology both within the classroom and for delivering educational programs. The new Electronic Academy initiative will:

- Continue the grant program for MnSCU institutions, with emphasis on enhancing student success.

- Allow for the acquisition of materials, equipment, and technical personnel required to complete and enhance MnSCU's technology infrastructure.

- Enhance courseware and commercial curricula for integration into courses and programs in joint partnership arrangements with private vendors.

- Expand the number and type of public/private partnerships in strategic alliances with K-12, higher education, and business and industry.

- Develop degree programs and make appropriate credentialing available to students both within and outside of Minnesota using electronic telecommunications.

- Establish a network of instructional design experts and technicians familiar with instructional technology who will team with content experts (faculty) in the design and implementation of courses and programs.

MnSCU may explore matching this $34 million request with $17 million of system and campus investment in technology, making for a total technology investment of $51 million during the 1997-99 biennium. The MnSCU Electronic Academy will assure that Minnesotans have access to high quality programs that balance high tech--the best of electronic education--with high touch--the best of personalized service.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont'd)
Dollars in Thousands ($137,500 = $138)

4. **PREVIOUS PROJECT FUNDING:**

MnSCU has received funding for Instructional Technology for FY 97. These one-time funds totaling $4,525,000 are being distributed to colleges and universities as seed money for innovative uses of technology. Although helpful, these funds cannot serve the instructional technology needs of all 53 campuses, over 9,000 faculty, and 150,000 students in the system.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

The 5 initiatives described in #1 will receive Electronic Academy funds as described below:

	FY 1998	FY 1999
Instructional Technology	$ 2,500,000	$ 2,500,000
Distance Learning	3,000,000	3,000,000
Electronic Services/Infrastructure	8,500,000*	8,500,000
New Ventures	1,000,000	1,000,000
Technology Grants	2,000,000	2,000,000
TOTAL	$17,000,000	$17,000,000

* Includes $2,000,000 per year in one-time upgrades

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Gerrit Groen, Program Manager for Distance Learning, 282-5514.

FUNCTIONAL CATEGORY:

- _X_ Core Business Utility
- _X_ Customer Service
- _X_ Business Efficiency
- _X_ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

- ____ Legal Liability
- _X_ Required for new programs/services
- _X_ Enables new programs/services
- ____ Required for expansion of existing programs/services
- _X_ Enables expansion of existing programs/services
- _X_ Promotes information sharing/information communities
- ____ Promotes public access to government information
- _X_ Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$ 4,525	$ 24,500	$	$
OPERATIONS PHASE	$	$	$ 29,000	$ 29,000
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$ 4,525	$ 24,500	$ 29,000	$ 29,000

DISTRIBUTION OF FUNDING

Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding				
Agency's Base Budget	$	$	$	$
Request for New Funding				
Fund 100	$ 4,525	$ 24,500	$ 29,000	$ 29,000

TOTAL PROJECT COSTS (all costs, all years) $ 87,025

INFORMATION POLICY OFFICE ANALYSIS:

NA

GOVERNOR'S RECOMMENDATION:

The Governor recommends appropriations of $10 million in F.Y. 1998 and $14.5
million in F.Y. 1999 to the Board of Trustees to support this initiative. The Governor
intends that MnSCU develop a plan for delivering all on-line academic programs and
courses developed through the Electronic Academy initiative. The Minnesota Office
of Technology shall review and approve MnSCU's plan to ensure coordination with
the development of the Virtual University.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

AGENCY: Tax Court

INFORMATION TECHNOLOGY PROJECT TITLE: Information Systems Enhancement

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $350

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $350
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1.   PROJECT DESCRIPTION:

This initiative will build a capable and reliable core information infrastructure that will position the Court to adapt to changes in their information processing needs and provide taxpayers with accurate and efficient disposition of their cases.

2.   PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

The Tax Court's core information systems are old and incapable of managing current demands for case management and data and word processing. Most of the Court's software is no longer being supported or developed by the vendors, including SCO Unix System 5, Release 3.2v4.2, SCO Foxbase+ database language, ZyIndex legal research tool, and Lotus 123. The Court's central operating system, SCO Unix System 5, will not run the latest generation desktop software. As a result, the Court is not able to contract for outside support and maintenance.

Additionally, the Court's systems are not Year 2000 compliant. Failure to replace or fix systems by the year 2000 could result in the failure of our mission- critical Case Management System. There are also documented Year 2000 problems with our SCO Unix Operating System. Funding of this initiative will address these potential failures.

Finally, the changing needs of our customers, the taxpayers, dictates that we maintain and improve our Case Management System capabilities.

3.   PROJECT BENEFITS:

Funding of this initiative will result in:

- A Year 2000 compliant system.
- Current technology that will support future enhancements and improvements.
- The ability to select and contract with qualified outside support and maintenance of the whole system.
- Electronic capabilities to communicate and share data with the 87 Minnesota district courts and other stakeholders.
- Accessible court data for taxpayers and customers and for judges at remote locations.

4.   PREVIOUS PROJECT FUNDING:

None

5.   OTHER CONSIDERATIONS (OPTIONAL):

None

6.   PROJECT CONTACT PERSON, TITLE, AND PHONE:

Sue Wozniak, 296-1271

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

FUNCTIONAL CATEGORY:

__X__ Core Business Utility
__X__ Customer Service
_____ Business Efficiency
_____ Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

_____ Legal Liability
_____ Required for new programs/services
_____ Enables new programs/services
_____ Required for expansion of existing programs/services
_____ Enables expansion of existing programs/services
_____ Promotes information sharing/information communities
_____ Promotes public access to government information
__X__ Other (specify): Critical to conducting business and responding to Year 2000
issues.

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$	$ 350	$	$
OPERATIONS PHASE	$	$	$	$
ENHANCEMENT PHASE	$	$	$	$
RETIREMENT PHASE	$	$	$	$
TOTAL PROJECT COST	$	$ 350	$	$

DISTRIBUTION OF FUNDING

	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding:				
Agency's Base Budget	$	$	$	$
Request for New Funding				
Fund 100	$	$ 350	$	$

TOTAL PROJECT COSTS (all costs, all years) $ 350

INFORMATION POLICY OFFICE ANALYSIS:

The agency has an excellent organization-wide plan. Limited information resource staff are available. Replacement of obsolescing technology makes sense. The project plan is excellent.

Risks: Risk is minimal due to project's limited scope and the engagement of a risk manager.

Recommendation: The project should proceed according to plan

GOVERNOR'S RECOMMENDATION:

The Governor recommends an appropriation of $350,000 for enhancements to the Court's information systems.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Transportation, Department of (Mn/DOT)

INFORMATION TECHNOLOGY PROJECT TITLE: Implementation of Agency Shared Information Resources Plan

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):

Trunk Highway Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $4,455
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $4,000
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $4,000

1. **PROJECT DESCRIPTION:**

   Mn/DOT's request, included as an agency decision item in their budget submission, is for a single project, on-going implementation of its Information Resource Plan. Mn/DOT submitted its first request to support development of projects outlined in the Implementation Plan for Shared Information Resources for F.Y. 1996-97. This F.Y. 1998-99 request is to continue progress in implementing the Plan. Mn/DOT's future information technology requests will continue to be for on-going implementation of the Plan.

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

   The Plan is a long-term program of information resource development projects that will develop shareable data bases, applications, and technology across Mn/DOT's entire enterprise, eventually replacing today's functional information systems. Continuous implementation of Plan projects is essential in order to replace critical information systems reaching obsolescence and to do so in a planned approach that eliminates the redundancy and complex interfaces characteristic of today's legacy environment. Projects selected for implementation each biennium are prioritized by Mn/DOT's executive

management to ensure alignment of information resource investments with Mn/DOT's current priorities.

3. **PROJECT BENEFITS:**

   Priorities planned for F.Y. 1998-99 implementation include those that will: 1) improve access to and eventually replace the Transportation Information System; 2) improve access to administrative data; 3) develop shareable data on state projects and replace Mn/DOT's project scheduling and tracking applications; 4) improve the automation of project development; 5) continue replacement of the agency office automation system; and 6) improve network connectivity and capacity.

   Benefits of implementing these priorities include:

   - improved inter-jurisdictional transportation investment decision-making
   - progress in meeting ISTEA mandates
   - improved project scheduling and tracking
   - improved access to administrative data to support management of financial and human resources
   - improved external connectivity and communication, including compatibility with the state E-mail hub
   - improved access to Mn/DOT public information for external partners and the public
   - increased efficiency in design automation
   - reduced risk that obsolete legacy systems will fail and will interrupt operations
   - reduced redundancy of development efforts and elimination of duplicate data and applications

4. **PREVIOUS PROJECT FUNDING:**

   Mn/DOT's F.Y. 1996-97 development request supported implementation of projects in the Plan. Estimates of total project costs therefore begin with the F.Y. 1996-97 biennium.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

Total Project Costs:

Because this project supports ongoing implementation of the agency-wide Plan, total project costs include biennial requests for new funding (zero-based development and change levels) to implement priority projects in the Plan as well as significant existing resources. Base budget contributions to this project include the operating budgets of Mn/DOT's information systems organizations that directly support the life cycle (i.e. development, operations, enhancement, and retirement) of the agency's shared information resources.

Mn/DOT anticipates that requests for new funding will peak in F.Y. 1998-99. While significant investments are being made to develop the shared data, applications and technology to support Mn/DOT's activities, investments continue to be required for the enhancement of existing systems. By F.Y. 2000-2001 Mn/DOT will have made sufficient progress in implementing its Plan to retire some existing systems or portions of them.

Functional Category and Project Characteristics:

All categories and characteristics are checked because the projects in the Implementation Plan for Shared Information Resources, as implemented over time, will address them all.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Mary Welfling, 297-5206
Director, Office of Information Resource Management

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
X	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

X	Legal Liability
X	Required for new programs/services
X	Enables new programs/services
X	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
TOTAL COST: PLAN IMPLEMENTATION	$ 16,000	$ 16,455	$ 16,600	$ 16,600

DISTRIBUTION OF FUNDING

Private Funding	$	$	$	$
Federal Funding	$	$	$	$
Local Government Funding	$	$	$	$
Total State Funding:				
Agency's Base Budget				
Fund 270	$ 16,000	$ 12,000	$ 12,600	$ 12,600
Request for New Funding				
Fund 270	$	$ 4,455	$ 4,000	$ 4,000

INFORMATION POLICY OFFICE ANALYSIS:

The agency's 8-year implementation plan is thorough and complete. An enterprise data model guides the implementation plan. Projects selected for implementation each biennium are prioritized by agency executive management to reflect current agency priorities. Project planning framework is excellent.

Risks: Risk is minimal due to thorough planning.

Recommendation: The agency should proceed as planned.

GOVERNOR'S RECOMMENDATION:

The Governor recommends funding of the Department of Transportation's agency plan, which provides for funding of this technology initiative.

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Water and Soil Resources, Department of (BWSR)

INFORMATION TECHNOLOGY PROJECT TITLE:
Communication and Information Management

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $900

<u>General Fund</u>

STATE APPROPRIATION REQUEST FOR FY 1998-99: $300
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $300
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $300

1. **PROJECT DESCRIPTION:**

   This information technology initiative will provide funding for 3 staff and necessary hardware, software and communication links to improve BWSR's current capability in electronic communications, information management, and database management. Currently information and communication management is performed by 1 staff person. This project will enhance the capability of the agency as it relates to information technology and communication systems, bringing it to current industry standards. Further, the initiative will enable the agency to respond to future technology changes.

   The Communication and Information Management Initiative will affect all of BWSR and its primary clientele, which include the state's 91 soil and water conservation districts, 42 watershed districts, and 87 county water planners. The initiative will affect all functional and programmatic areas of the agency including grants administration, real estate programs, telecommunications, administrative functions, and monitoring of the effectiveness of various best management practices.

   <u>Goals</u>:
   - Redesign existing and build new database(s) that integrate agency data and allow data sharing with BWSR, other environmental agencies, and local government clientele.

   - Expand current efforts in effectiveness monitoring to include electronic reporting for all BWSR programmatic areas.
   - Make use of the world wide web through the development of a BWSR web site and homepage.
   - Acquire the necessary technology to operate and use the new data and software technology enabling BWSR to be more efficient and effective by providing remote computing, connectivity, data exchange, and higher capacity for wide area networks.

   <u>Outcomes</u>:
   - Integrated program reporting and data base functions within BWSR that allow for the determination and reporting of measurable outcomes for local water resource management and protection programs supported by the state through BWSR. This information will allow BWSR to target existing financial resources and to identify and promote the practices that have the highest cost-benefit ratio in a given geographic area, thus improving the management and effectiveness of BWSR programs.
   - Electronic repository and distribution of forms, grant application materials, agency rules and handbooks.
   - On-line communications with 91 soil and water conservation districts, 42 watershed districts, and 87 water plan coordinators.
   - Additional staff support to BWSR's 50+ employees, allowing for rapid adoption and implementation of technological changes at a pace equivalent to BWSR's local government clientele, private industry and other state agencies.

   <u>Tasks</u>:
   - Hiring of 2 computer specialists and 1 data base manager.
   - Upgrade communication links in BWSR offices in St. Paul, New Ulm, and Brainerd.
   - Purchase and install new server and associated software

2. **PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:**

The communication and information management initiative directly supports BWSR's ability to carry out its mission: providing information and leadership that enables local governments to manage soil and water resources and help citizens be stewards of our natural resources.

Expanding BWSR's capability in electronic communications, information managements and data base management will result in the delivery of soil and water resource programs and grants to local governments in the most efficient manner possible. Investing now in technology will reduce long term expenditures in the areas of communications management and reporting by the state's 91 soil and water conservation districts, 42 watershed districts, and 87 county water planners. Improvements in BWSR's data base management and information management systems will allow for reporting of resource protection efforts by local government in measurable and quantifiable terms consistent with Minnesota Milestones. Targeting of limited state resources to priority soil and water resource protection needs will also be enhanced by this initiative. If this initiative is not funded it is likely that the gap between BWSR's information management and communication capabilities and those of other public and private organizations will grow, resulting in greater future expenditures than those currently being requested.

This initiative allows BWSR to improve its information management and communication systems to a level equivalent with or just slightly behind current industry standards. Through the reporting of measurable outcomes by local government recipients of grant funds, BWSR will be able to ensure that limited state resources are targeted and used in the most cost-efficient manner possible and result in the most environmental protection for the resources spent.

Expenditures made at this time have the potential to reduce or eliminate greater future costs of BWSR acquiring and implementing the technologies described in this initiative.

Funding for this initiative will enable BWSR to develop agency policies, standards, and guidelines for information management. One function of the new staff will be to investigate the need to develop specific policies, standards, and guidelines for BWSR. Until that time the agency endorses and adopts, through the submittal of this document, the policies, standards, and guidelines for information management contained in the MN Department of Administration, Information Policy Office, handbook titled Creating and Managing Information Resources for Minnesota State Government Organizations. Record of the adoption of the policies, standards, and guidelines contained in the handbook will be in writing and contained in the BWSR Policy handbook which is an official agency record. Adherence to policies, standards and guidelines will be monitored by the BWSR Data Management Specialist. If corrective measures are identified the Data Management Specialist will refer them to the CIO who will work with the Management Team to correct or achieve adherence.

3. **PROJECT BENEFITS:**

- Ability to meet growing demand of BWSR clientele to have forms, rules, handbooks, etc. available electronically.
- Minimize current expenditures being made to duplicate and mail large volumes of printed material to over 300 local governmental units.
- Communicate electronically with local government clientele and state and federal agencies by all employees within BWSR increasing agency responsiveness to requests for technical and/or administrative assistance.
- Greater access by citizens of the State of Minnesota to programs and information managed by BWSR.

4. **PREVIOUS PROJECT FUNDING:**

None.

5. **OTHER CONSIDERATIONS (OPTIONAL):**

None.

6. **PROJECT CONTACT PERSON, TITLE, AND PHONE:**

Doug Thomas
BWSR Chief Information Officer
297-5617

FUNCTIONAL CATEGORY:

X	Core Business Utility
X	Customer Service
X	Business Efficiency
___	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

___	Legal Liability
___	Required for new programs/services
X	Enables new programs/services
___	Required for expansion of existing programs/services
X	Enables expansion of existing programs/services
X	Promotes information sharing/information communities
X	Promotes public access to government information
___	Other (specify):

AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail (Cont.'d)
Fiscal Years 1998-2003
Dollars in Thousands ($137,500 = $138)

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____	$_____	$_____
OPERATIONS PHASE	$_____	$____300	$____300	$____300
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$____300	$____300	$____300

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget	$_____	$_____	$_____	$_____
Request for New Funding				
Fund 100	$_____	$____300	$____300	$____300

TOTAL PROJECT COSTS (all costs, all years) $____900

INFORMATION POLICY OFFICE ANALYSIS:

This is a small board and is just beginning its IRM planning. The board is evolving toward sharing data, applications, and technology. Limited information resource staff is available. Agency-wide project is appropriate for this board. Project planning is satisfactory. This is an agency-wide effort to hire information resource staff to design and implement more sophisticated applications.

Risks: Risk is minimal due to project's limited scope.

Recommendation: Continue agency-wide IRM planning and detailed implementation planning; proceed.

GOVERNOR'S RECOMMENDATION:

The Governor recommends funding at $300,000 for the biennium for this agency information technology initiative.

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AGENCY INFORMATION TECHNOLOGY BUDGET REQUEST
Project Detail
Dollars in Thousands ($137,500 = $138)

AGENCY: Minnesota Zoological Garden (MZG)

INFORMATION TECHNOLOGY PROJECT TITLE: Increase Technology Capabilities

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES): $226,000

General Fund

STATE APPROPRIATION REQUEST FOR FY 1998-99: $175,000
STATE APPROPRIATION ESTIMATE FOR FY 2000-01: $-0-
STATE APPROPRIATION ESTIMATE FOR FY 2002-03: $-0-

1. PROJECT DESCRIPTION:

This initiative will purchase and install a ticketing, admissions, scheduling, reservations and member tracking system.

This project will support several Information Resource strategies to re-engineer mission critical systems and offer valuable services to the visitors and staff.

Costs for scheduling, ticketing and admissions system:

▪ Reservation and Scheduling Software	$ 14,000
▪ Hardware	141,000
▪ Supplies	48,000
▪ Design & Support Service	22,000
Total	$ 226,000

2. PROJECT RATIONALE AND RELATIONSHIP TO AGENCY LONG-RANGE STRATEGIC GOALS AND INFORMATION TECHNOLOGY RESOURCE PLAN:

This project supports several of our IR plan strategies to re-engineer mission critical systems and offer valuable services to the staff.

This system will provide program/resource scheduling to every department improving scheduling for educational programs, enterprise programs and operational users. It moves ticketing, admissions and reservations to a modern flexible system that will provide faster and better guest service.

The system will be 100% compatible with the current network, using a database technology that allows zoo staff access with standard software giving staff the resource of decision making based on more detailed customer data.

The system's ease of access will allow the zoo to integrate ticketing and admissions functions with IMAX and Ticketmaster.

3. PROJECT BENEFITS:

The system will provides program/resource scheduling to every department. It moves our ticketing, admissions and reservations to a modern flexible system that is better now and in the future.

4. PREVIOUS PROJECT FUNDING:

None.

5. OTHER CONSIDERATIONS (OPTIONAL):

None

6. PROJECT CONTACT PERSON, TITLE, AND PHONE:

Sean Beaton, Information Resource Manager
431-9448

FUNCTIONAL CATEGORY:

_X_	Core Business Utility
____	Customer Service
____	Business Efficiency
____	Revenue Enhancement

PROJECT CHARACTERISTICS (check all that apply):

____	Legal Liability
____	Required for new programs/services
_X_	Enables new programs/services
_X_	Required for expansion of existing programs/services
____	Enables expansion of existing programs/services
____	Promotes information sharing/information communities
____	Promotes public access to government information
____	Other (specify):

TOTAL PROJECT COSTS (ALL YEARS/ALL FUNDING SOURCES):	Project Costs (all prior years)	Project Costs (F.Y. 1998-99)	Project Costs (F.Y. 2000-01)	Project Costs (F.Y. 2002-03)
DEVELOPMENT PHASE	$_____	$_____ 200	$_____	$_____
OPERATIONS PHASE	$_____	$_____ 26	$_____	$_____
ENHANCEMENT PHASE	$_____	$_____	$_____	$_____
RETIREMENT PHASE	$_____	$_____	$_____	$_____
TOTAL PROJECT COST	$_____	$_____ 226	$_____	$_____

DISTRIBUTION OF FUNDING

Private Funding	$_____	$_____	$_____	$_____
Federal Funding	$_____	$_____	$_____	$_____
Local Government Funding	$_____	$_____	$_____	$_____
Total State Funding				
Agency's Base Budget				
Fund 100	$_____	$_____ 51	$_____	$_____
Request for New Funding				
Fund 100	$_____	$_____ 175	$_____	$_____

TOTAL PROJECT COSTS (all costs, all years) $_____ 226

INFORMATION POLICY OFFICE ANALYSIS:

The agency has begun its agency-wide Information Resource Management planning. Due to limited information resource staff, progress has been slow. This is an appropriate agency-wide project. Agency needs to increase information resource staff and expand applications and technology. Project planning is satisfactory and needs to continue.

Risks: Risk is minimal due to project's limited scope and limited technical complexity.

Recommendation: Continue agency-wide IRM and project planning and proceed with project.

GOVERNOR'S RECOMMENDATION:

The Governor recommends $175,000 to continue implementation of MZG's technology plan for systems to improve guest services. The zoo is encouraged to raise additional funds from dedicated or private revenue sources to complete the plan.

Appendix I - Information Policy Office 1998-99 Information Resource Funding Recommendations

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1998-1999 Information Resource Funding Recommendations

A Service of: Information Policy Office

January 1997

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Introduction

Minnesota's Technology Investment
Minnesota state government invests well over $200 million each year in information resources including technology, data, software, and networks. Since information resources permeate every function of government, effective management of this investment is critical to successful delivery of government services.

The Information Policy Office (IPO) is required by Minnesota Statute 16B.41 to review and approve agency technology budget requests before they are included in the Governor's budget. The IPO review has been completed for FY1998-99 requests. The results of this review and IPO recommendations are included in this report.

Investment Management Challenges
The state of Minnesota faces several critical challenges in effectively managing information resource investments. How these challenges are addressed will affect the success of both agencies and the state in managing information resources to best deliver services to citizens.

1. **Infrastructure Funding.** State government's information resource infrastructure requires an ongoing source of funding. As technology changes and government laws and services change, systems, including networks, need to be upgraded and migrated to new technology. New systems need to be maintained and supported on an ongoing basis. The current approach, using limited resources from agency-based budgets and legislative requests for new money, is not providing adequate support for the state's information resource infrastructure. Funding mechanisms need to be developed that allow for infrastructure upgrades and advances.

2. **Technical Skills.** Finding and keeping people who have the necessary technical skills to manage and support information resources continues to be a critical problem for state organizations. Skilled people are scarce and can expect top dollar from private sector firms. The state cannot compete effectively for these people. The state does train existing staff, but once trained these people move to the private sector where they can expect much higher salaries. Funding needs to be available, planning needs to be dynamic, and staffing options need to be flexible to attract and keep employees with essential technical skills.

3. **Community Projects.** Many information resource needs/projects cross organizational lines. These multi-organization projects require funding mechanisms and management approaches that are very different from traditional approaches to funding single-agency project requests. The departmentalized organization of government and the legislative

committee structure for funding these projects create barriers for community projects. Structures and mechanisms must be created to manage cross-functional projects.

Finding strong, continuous executive leadership, funding, and staff to plan, develop, and implement these projects is critical to their success.

4. **Year 2000.** Gartner Group, a well-known technology research firm, estimates that 90 percent of business applications will fail in the year 2000 if they cannot recognize the new millennium. The problem will affect every aspect of our lives from credit cards to retirement benefits.

Minnesota is ahead of most states in addressing the problems surrounding the century data change. In 1996, the legislature appropriated $1 million to assess the Year 2000 problem in Minnesota state government. A project office was established within the Information Policy Office to work closely with agencies. Agencies have been active partners in completing major phases of this project, including an inventory of agency information resources such as hardware, software, interfaces, databases, data, devices, and archives.

As a result of the assessment effort, a statewide Year 2000 Funding Initiative has been developed for FY1998-99. Agencies have identified mission-critical information systems and have reviewed planned replacement and enhancement strategies. Only those systems that could not be fixed through these strategies are included as part of the Year 2000 budget initiative. A separate report is available on the Year 2000 Project.

5. **Electronic Commerce.** The state is an important player in the global community and the global economy. To continue to be an effective player, the state must become a sophisticated electronic commerce partner. Minnesota government must rise to the challenge and change existing legislation and practices to expand the use of electronic processes that support government and business activities in the new electronic world.

Agencies are facing growing demands for access to public government information. Expectations do not neatly fit within agency boundaries and there is a need for "virtual agencies"; that is, information organized as customers need it, coming from several agencies in a seamless manner, transparent to the customer. To provide this common and user-friendly face to government, Minnesota must "invest in the future" through investments in technology.

IPO Funding Review & Information Resource Management Requirements

The Information Policy Office (IPO) has adopted Information Resource Management (IRM) as Minnesota's strategic direction for managing information resources. IRM provides the framework and requirements for agencies to manage their complex data, applications, and technology needs.

IRM also provides a philosophy and a strategic approach to managing information by:
*   recognizing that information resources are organizational assets that have value, add value, and need to be protected and managed like other valuable resources;

*   addressing business information needs before applying technology solutions;

*   focusing on sharable information resources (data, applications, and technology) instead of information systems, and emphasizing shared databases and repositories for managing data resources across traditional boundaries; and

*   developing the environment and capabilities that allow an organization to successfully manage its information resources.

IRM also provides short-term benefits. Organizations begin on their IRM paths by applying six Critical Success Factors that serve two purposes: 1) providing short-term benefits that can help improve project success rates, and 2) laying the ground work for longer-term strategic gains. The Critical Success Factors require that organizations meet the following prerequisites to information resource management success:

1. **Leadership** must be in place at a high enough level to be effective.
2. **Policies, standards**, and **guidelines** must be established.
3. **Planning** must occur at all levels of the organization, including project planning.
4. Information resource **models** must be created to describe processes, data, and events of interest to the organization.
5. An **organizational structure** that supports the organization's directions and plans must be in place.
6. A **skilled staff** must be in place to support the organization's directions, technology, and plans.

Funding Review Requirements

Information resource funding requests are developed by agencies, reviewed and approved by IPO, and reviewed by Finance before being included in the Governor's budget request to the legislature. The picture below graphically illustrates this process.

Information Resource Funding Process

IPO Funding Recommendations are provided to the Department of Finance and Govenor's Office

Governor's Budget

Agency submits project funding request

INFORMATION POLICY OFFICE

IPO reviews request against established criteria

IPO's 1998-1999 Information Resource Funding Recommendations

Legislative Review

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Agency Appropriation
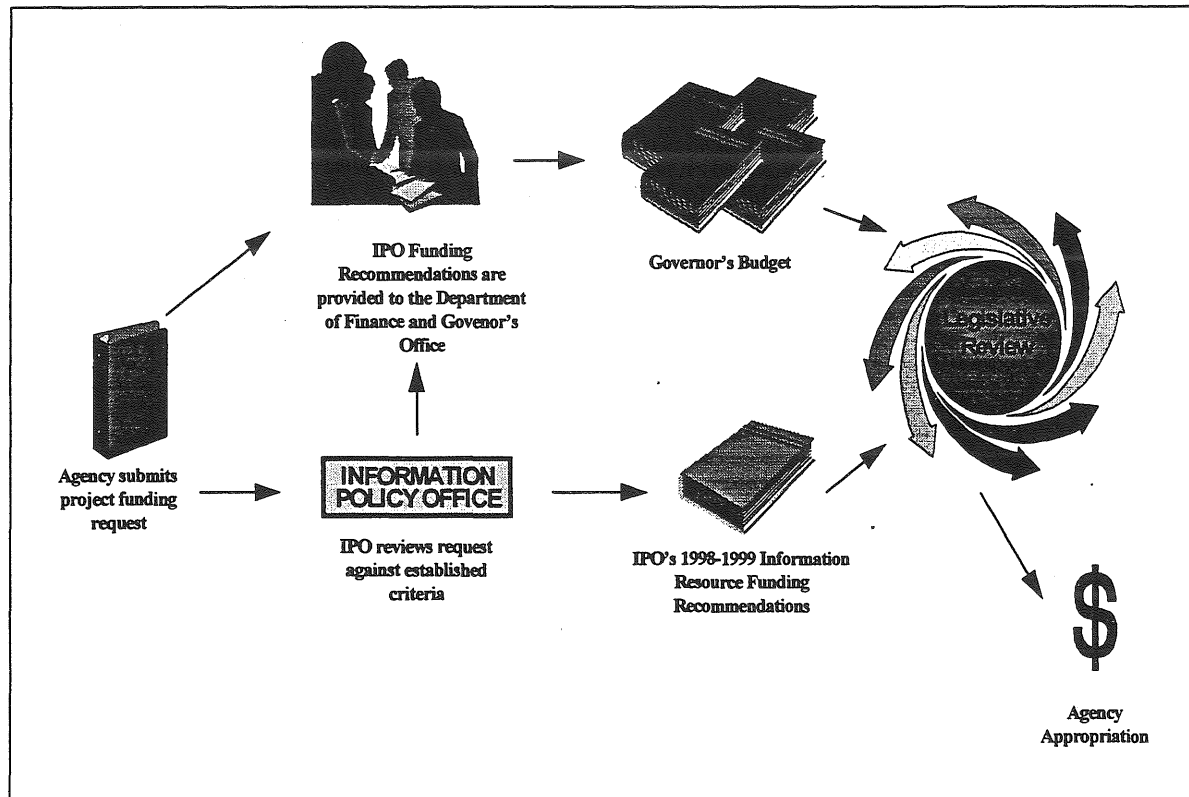
Funding requests and the IPO review focus on the IRM framework of six Critical Success Factors. Each Critical Success Factor has one or more standards against which agency funding requests are measured. Some standards measure agency-wide commitment to information management; others focus on project-level management. Both are used to ensure that the request is the "right project" from the agency's business perspective and that the agency is "doing the project right" based on IRM best practices.

Agency requests must also incorporate public information policy requirements mandated by Minnesota Statutes Chapter 13 (Minnesota Government Data Practices Act); Chapter 15.17 (Official Records Act); Chapter 138.17 (Government Records Act); and all other State federal statutory requirements relating to data practices and records management.

The FY1998-99 project funding requests review by IPO are described in the following pages. IPO recommendations and requirements for each request follow the brief descriptions.

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Agency Projects at a Glance

Agency Projects At A Glance

Agency	Dollars Requested	Dollars Recommended	Page Number of Report	Overall Rating
Agriculture				
Project Unity	$6,177,000	$4,000,000	14	Excellent
TOTAL	$6,177,000	$4,000,000		
Attorney General				
Attorney General Automation	$1,400,000	$1,400,000	15	Satisfactory
TOTAL	$1,400,000	$1,400,000		
Children, Families and Learning				
Staffing Increase	$1,000,000	$1,000,000	16	Satisfactory
TOTAL	$1,000,000	$1,000,000		
Economic Security				
Workforce Centers	$2,455,000	$2,455,000	17	Good
TOTAL	$2,455,000	$2,455,000		
Employee Relations				
Human Resources Information Systems	$1,050,000	$1,050,000	18	Good
TOTAL	$1,050,000	$1,050,000		
Ethical Practices Board				
Campaign Finance Management System	$122,000	$122,000	19	Good
TOTAL	$122,000	$122,000		
Finance				
Statewide Administrative Systems Operating Funds	$14,170,000	$14,170,000	20	Satisfactory
TOTAL	$14,170,000	$14,170,000		
Gambling Control Board				
Integrated Gambling Data Community Systems Project	$505,000	$505,000	21	Good
TOTAL	$505,000	$505,000		
Health				
Information Resource Management Infrastructure	$4,526,000	$4,526,000	22	Excellent
Vital Statistics Redesign	$3,361,000	$3,361,000	23	Excellent
TOTAL	$7,887,000	$7,887,000		

Agency Projects At A Glance

Agency	Dollars Requested	Dollars Recommended	Page Number of Report	Overall Rating
Historical Society				
Information and Program Delivery	$7,799,000	$6,530,000	24	Good
TOTAL	$7,799,000	$6,530,000		
Human Services				
Cash Receipts System Technology Improvements	$480,000	$480,000	25	Good
Computer Assisted Collections System (CACS-II)	$555,000	$555,000	26	Good
State Operated Services Billing System	$500,000	$500,000	27	Good
Electronic Benefits Transfer (EBT)	$825,000	$825,000	28	Good
System Costs for Health Care	$975,000	$975,000	29	Good
Systems for Welfare Reform	$1,000,000	$1,000,000	30	Good
Child Support Enforcement	$1,600,000	$1,600,000	31	Good
Social Services Information System (SSIS)	$1,900,000	$1,900,000	32	Good
Consumer Information System for DHS Licensed Programs	$350,000	$350,000	33	Good
TOTAL	$8,185,000	$8,185,000		
Labor and Industry				
Client/Server	$1,930,000	$1,930,000	34	Good
TOTAL	$1,930,000	$1,930,000		
Minnesota State Colleges and Universities (MnSCU)				
Student Information System	$6,800,000	$6,800,000	35	Good
TOTAL	$6,800,000	$6,800,000		
Natural Resources				
Information Resource Management	$1,592,000	$1,592,000	36	Good
Electronic Licensing System and Revenue System	$728,000	$728,000	37	Good
TOTAL	$2,320,000	$2,320,000		
Ombudsman for Mental Health and Mental Retardation				
Case Mangement System and Technology Upgrades	$80,000	$80,000	38	Satisfactory
TOTAL	$80,000	$80,000		
Pollution Control Agency				

Agency Projects At A Glance

Agency	Dollars Requested	Dollars Recommended	Page Number of Report	Overall Rating
Management Information System Support	$1,450,000	$1,450,000	39	Good
Geographically Based Environmental Analysis	$1,332,000	$1,332,000	40	Good
TOTAL	$2,782,000	$2,782,000		
Public Defense				
Information Systems	$1,650,000	$1,650,000	41	Satisfactory
TOTAL	$1,650,000	$1,650,000		
Public Safety				
State Patrol Automation Project	$3,249,000	$3,249,000	42	Satisfactory
Criminal Justice Computer System Projects	$9,668,000	$9,668,000	43	Satisfactory
Capitol Security Integrated Command and Control	$115,000	$115,000	44	Satisfactory
TOTAL	$13,032,000	$13,032,000		
Revenue				
Legacy Assets Migration	$3,000,000	$3,000,000	45	Good
Petroleum System Redevelopment	$250,000	$250,000	46	Good
TOTAL	$3,250,000	$3,250,000		
Tax Court				
Case Management System	$344,000	$344,000	47	Good
TOTAL	$344,000	$344,000		
Transportation				
Implementation of Agency Shared Information Resources Plan	$4,455,000	$4,455,000	48	Excellent
TOTAL	$4,455,000	$4,455,000		
Water and Soil Resources Board				
Communication and Information Management	$300,000	$300,000	49	Satisfactory
TOTAL	$300,000	$300,000		
Zoological Garden				
Increased Technology Support	$525,000	$525,000	50	Good
TOTAL	$525,000	$525,000		

Community Projects at a Glance

Community Projects At A Glance

Agency	Dollars Requested	Dollars Recommended	Page Number of Report
Administration			
Business Customer Service	$5,000,000	$5,000,000	52
Disaster Recovery Planning for State Agencies	$355,000	$355,000	53
MNCard	$500,000	$500,000	54
Network/Telecommunications Collaborative Project	$1,660,000	$1,660,000	55
North Star (Phase 2)	$1,270,000	$1,270,000	56
Minnesota Year 2000 Project	$25,000,000	$25,000,000	57
TOTAL	$33,785,000	$33,785,000	
Higher Education Services Office (HESO)			
Minnesota Library Information Network (MnLINK)	$12,760,000	$12,760,000	58
TOTAL	$12,760,000	$12,760,000	

IPO Recommendations
Agency Projects

IPO Recommendations
Agency Projects

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How To Read IPO Recommendations

IPO evaluations and recommendations for agency and community information resource funding requests are provided in this section of the book. Agency recommendations are included first, in alphabetical order by agency name. Community requests follow the agency requests in alphabetical order by sponsoring agency. This page explains the content and format of the IPO recommendations for each agency funding request(s). The community funding requests follow that same general format, however, they were not rated because many of them are in the conceptual phase and creation of material for evaluation is pending project funding.

Name of Agency - *Name of Project*
A Total for all the Agency's requests: dollars and number of projects

Project Description:
A short description of the project.

Benefits Identified by Agency:
- *A list of benefits identified by the agency.*

Impact If Not Funded:
- *Effect on agency or customers if project is not funded.*

Project Summary Information:
Type of Initiative:
Length of Project:
Dollars Requested:

IPO Recommendation: Funding: *Yes or No*   Dollars: $ if funds are available

IPO's assessment of the agency and the project.

Risks:
Potential barriers, omissions, or losses which might endanger the project.

Recommendation:
A summary of specific actions to be taken by the agency when implementing the project.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating *
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
High-Level Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Satisfactory
Overall Rating	*Good*

* Each funding request is given a rating for each of the six Critical Success Factors listed in this chart and an overall rating. The ratings given can be excellent, good, satisfactory, fair, and/or poor depending on how well the agency meets the IPO requirements.

Department of Agriculture - *Project Unity*
Total Agency request: $6,177,000 for 1 project

Project Description:
Re-engineer processes agency-wide, build shared databases, upgrade incompatible and disparate desktop and network technology, and establish geographical information capabilities and user/support skills.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$6,177,000

Benefits Identified By Agency:
- More accessible information on licenses and permits.
- Improved internal processes that enhance customer service.
- Ability to geographically pinpoint issues, problems, and activities.
- Faster, more accurate responses to information requests.
- Empowered staff using better information and customer service tools.
- Improved consistency in applying and enforcing regulations.
- More effective policy making based on improved data.

Agency Impact If Not Funded:
- Inability to achieve business mission.

IPO Recommendation:	Fund: YES - $4,000,000 if funds are available

The agency only recently began the organization and planning work required for IRM. Currently the agency information is non-sharable, redundant, and inaccessible. The agency has recently developed an excellent information resource plan and is implementing an IRM organizational structure. The proposed project is an excellent effort to unify the agency's disorganized use of information technology; establish compatible and supportable technology, and share agency data.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Excellent
Organizational Structure	Excellent
Effective Skill Base	Good
Overall Rating	*Excellent*

Risks: The project is an ambitious undertaking for the agency due to project complexity and length of time.

Recommendation: Extend the project time line and reduce requested funding amount to allow the agency to phase the project. Continue agency IRM implementation.

The Department must comply with specific IPO requirements provided directly to the agency.

Attorney General - *Attorney General Automation*

Total Agency request: $1,400,000 for 1 project

Project Description:
Continue previous funding efforts to provide office automation to all divisions plus add document management, case management, and CD/ROM research library.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,400,000

Benefits Identified By Agency:
- Faster and more thorough litigation advice and case preparation.
- Reduced chance of being surprised by previously undiscovered documents during litigation.
- Decreased processing time and improved accuracy and consistency through automated document creation.
- Improved quality and reduced costs and training time resulting from use of standard network and application systems.
- Decreased manual and automated processing time for docketing, timekeeping, and billing.
- Improved information for agency clients resulting in greater agency accountability.
- Decreased research time and training costs due to integrated research capability.

Agency Impact If Not Funded:
- Inability to have comparable legal industry technology; may need to hire additional legal staff.

IPO Recommendation:	Fund: YES - $1,400,000 if funds are available

Agency has some technology, but needs to continue its transition from an obsolete mini-computer to LAN-based technology. Recent changes in information resource leadership and staffing require new personnel to become acclimated and trained in the new environment. This project is an agency-wide effort that is critical to improving staff productivity and accountability and providing AGO staff with comparable legal industry technology.

Risks: Risk is minimal at this stage of the project. Technology is commercially available and does not require agency development. Project scope is limited.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Good
Overall Rating	*Satisfactory*

Recommendation: Agency should proceed on project as planned. New leadership and staff should develop IRM knowledge and implement IRM.

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Children, Families and Learning -
Staffing Increase
Total Agency request: $1,000,000 for 1 project

Project Description:
Increase staff level to support processing of tax levies, school aid payments, and administrative monitoring of school districts. This represents approximately $4 billion dollars processed annually. Shortages of staff, training, strategic and tactical planning, quality programs, and equipment threaten the internal information resource division's ability to support the department's mission.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,000,000

Benefits Identified By Agency:
- Reduced risk of system failure.
- Established active quality improvement process.
- Reorganized staff into functional groups based on roles.
- Documented data, entities, and their usage to support consistent and accurate reporting.
- Enhanced and tested department-wide disaster recovery plan.

Agency Impact If Not Funded:
- Continued risk of major state system failure due to inadequate resources.

IPO Recommendation:	Fund: YES - $1,000,000 if funds are available

The agency is beginning its IRM planning efforts and has a satisfactory start. The Chief Information Officer recently left the department. An independent outside study of the department indicated that there is a "chronic shortage of staff". This request is to increase staff levels to protect existing systems and begin planning for the future.

Risks: Risks are minimal at this time due to the fact that not hiring additional staff generates increased risk in this situation.

Recommendation: Continue IRM planning. Hire additional staff, create an information resource plan, and implement quality and training programs.

Project Evaluation	Rating
Executive Leadership and Involvement	Satisfactory
Policies, Standards, and Guidelines	Satisfactory
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Not Applicable
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Economic Security -
Workforce Centers
Total Agency request: $2,455,000 for 1 project

Project Description:
This project is a continuation of a previously funded project to establish "one-stop-shopping" for job seekers and employers. It will continue the 15 workforce center implementation by adding 40 or more centers around the State.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$2,455,000

Benefits Identified By Agency:
- Availability of comprehensive jobs and training information within the local communities throughout the state.
- Increased opportunities for self-service access to information.
- Single access point for job seekers and employers; upwards of 30 agencies may be co-located.
- Availability of Internet access to all statewide networked locations.
- More effective use of human resources within the Workforce Center.

Agency Impact If Not Funded:
- Job seekers and employers will have to go to multiple locations to get services.

IPO Recommendation:	Fund: YES - $2,455,000 if funds are available

The agency is evolving toward agency-wide sharing of data, applications, and technology. A good IRM foundation has been established, but additional agency-wide planning is required. Fifteen workforce centers have been implemented successfully. Project planning is good. Top management is active in the project.

Risks: Risk is minimal due to experience gained by initial workforce center implementation.

Recommendation: Continue with implementation. Continue agency IRM implementation, particularly agency-wide planning.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Satisfactory
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Employee Relations -
Human Resources Information Systems
Total Agency request: $1,050,000 for 1 project

Project Description:
Re-engineer and automate recruiting, testing, and hiring practices that are 40 years old, and allow other state agencies to have electronic access to human resource data.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,050,000

Benefits Identified By Agency:
- Reduced or eliminated applicant processing costs for testing and monitoring job applicants by re-engineering processes and using technology.
- Reduced time for referring qualified job candidates to hiring managers from several weeks to five days.
- Reduced time required to perform job audits from months to minutes.
- Complete automation of internal selection and employee career development processes.

Agency Impact If Not Funded:
- Agency will continue 40-year-old manual methods of managing State human resource information.

IPO Recommendation: **Fund: YES - $1,050,000 if funds are available**

The agency is trying to improve its information collection and dissemination process by acquiring packaged software to automate many of its 40-year-old manual practices. Project planning is good. By adding staff, the packaged software solution can be implemented.

Risks: Decades old agency culture may inhibit re-engineering. Potential data management and data practices issues.

Recommendation: Refine project plan to include business process change management and the identification and resolution of data management and data practices issues. Hire staff, purchase the applications, and proceed as planned. Plan long term to integrate agency standalone systems into a shared environment. Continue agency IRM implementation.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Good*

Ethical Practices Board -
Campaign Finance Management System
Total Agency request: $122,000 for 1 project

Project Description:
Develop software to assist political committee treasurers in reporting finance activities and meeting statutory requirements.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	7 Months
Dollars Requested:	$122,000

Benefits Identified By Agency:
* Enhanced ability of political committees to comply with statutory provisions.
* Reduced need for client time to maintain records and prepare reports.
* Reduced need for Board staff time to manually enter data.
* More accurate and complete data in electronic format.
* Less Board and staff resources devoted to compliance and enforcement procedures.
* Reduced costs for printing, mailing, and storage.
* Enhanced training capability.

Agency Impact If Not Funded:
* Incomplete or inaccurate campaign reporting and inability of political committees to meet statutory requirements.

IPO Recommendation:	Fund: YES - $122,000 if funds are available

This agency is just beginning its IRM planning. Limited information resource staff are available. Project planning is good, but design issues and costs need to be revisited and confirmed.

Risks: Technical complexity of project underestimated.

Recommendation: IPO believes that project costs may be underestimated. Additional work will be needed for project planning, design, and cost analysis. Obtain external review of design, planning, and project costs before project proceeds. Continue agency IRM planning and implementation.

The Board must comply with specific IPO requirements provided directly to the organization.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Excellent
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Excellent
Effective Skill Base	Good
Overall Rating	*Good* •

Department of Finance -
Statewide Administrative Systems Operating Funds

Total Agency request: $14,170,000

Project Description:
Provide operating funds to establish the base budget for Statewide Administrative Systems.

Benefits Identified By Agency:
- Ability to continue operating state government business applications.

Agency Impact If Not Funded:
- Statewide, mission-critical systems will not be available to conduct the State's business.
- Federal fund availability will not be maximized.

Project Summary Information:

Type of Initiative:	Operations
Length of Project:	Ongoing
Dollars Requested:	$14,170,000

IPO Recommendation: **Fund: YES - $14,170,000 if funds are available**

The Statewide Administrative Systems (accounting, procurement, payroll, and human resources) were implemented in July 1995 and are administrated by the Departments of Finance, Administration, and Employee Relations. After the implementation, higher operating costs were being realized than projected and in 1996, Finance requested a supplemental appropriation necessary to meet the costs. The 1996 Legislature appropriated one-time monies necessary to pay for the higher costs. The one-time appropriation designation left the establishment of the base budget to this request. This request is for ongoing operations which have been in place for 18 months; this is not a development or new project request.

Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

Risks: Risks are minimal due to ongoing risk assessments completed during earlier phases of the development effort and no new development or technology is involved.

Recommendation: The appropriation is needed to fund Statewide Administrative Systems. Continue to investigate alternatives for more efficiency and reduced operating costs. Proceed with statewide operations support.

The Department must comply with specific IPO requirements provided directly to the agency.

Gambling Control Board -
Integrated Gambling Data Community Systems Project
Total Agency request: $505,000 for 1 project

Project Description:
Develop an integrated licensing system, electronic filing and licensing, and an integrated special taxes database.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$505,000

Benefits Identified By Agency:
- Improved, automated assistance to gambling organizations in determining compliance.
- Verification of employees for all lawful gambling organizations to ensure compliance regarding employment.
- Tracking of disciplinary actions without manual intervention.
- Reduced paperwork flow between gambling organizations and the Board.
- Reduced time required to process new and renewal license applications.
- Reduced duplication of information capture and management since data will be entered once and maintained in one database instead of two separate databases.

Agency Impact If Not Funded:
- Incomplete or inaccurate reporting of lawful gambling organizations' activities.
- Obsolescing technology and loss of software manufacturer support are making enhancements and repairs difficult, expensive, and possibly not achievable.

IPO Recommendation:	Fund: YES - $505,000 if funds are available

Agency is capable of implementing these shared projects with the Department of Revenue (DOR). Project planning is good. Project management advice and technical support from DOR plus consultant help are planned. The project is ready to proceed.

Risks: Risk is minimal due to expertise provided by the Department of Revenue.

Recommendation: Project should proceed as planned with an increase in fees and/or General Fund appropriation to cover cost of development and operations.

The Board must comply with specific IPO requirements provided directly to the organization.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

Department of Health -
Information Resource Management Infrastructure
Total Agency request: $7,887,000 for 2 projects

Project Description:
Establish department information resource management office, centralize functions, upgrade and standardize network technology, improve access to information, and hire staff.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	4 Years
Dollars Requested:	$4,526,000

Benefits Identified By Agency:
- Improved access to data and information by general public.
- Identification of populations not being served and identifying their health needs.
- Improved data security.
- Improved reporting on how health programs are meeting the needs of citizens.
- Establishment of electronic communication between district offices and local public health agencies.
- Establishment of an Information Resource Management office to centralize data and technology resources that are common to multiple divisions.

Agency Impact If Not Funded:
- Inability to effectively network and manage information across all offices within the department.

IPO Recommendation: **Fund: YES - $4,526,000 if funds are available**

The agency is evolving towards agency-wide sharing of data, applications, and technology. An excellent Information Resource Management framework has been established, but continued agency-wide planning is required. Agency-wide effort to provide information resource management and information and network infrastructure to support the agency's mission.

Risks: Risk is minimal at this phase of the project.

Recommendation: Continue agency-wide IRM planning and implementation, confirm staffing requirements, and proceed as planned. Identify and resolve any redundancies that exist between this project and other technology initiatives.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Good
Organizational Structure	Excellent
Effective Skill Base	Excellent
Overall Rating	*Excellent*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Health - *Vital Statistics Redesign*

Total Agency request: $7,887,000 for 2 projects

Project Description:
Re-engineer business processes and develop a comprehensive automated State system for birth and death records.

Benefits Identified By Agency:
- Increased protection against fraud.
- Increased level of customer service.
- Improved turn-around time from a birth or death occurrence to creation of an automated record from weeks to the statutory requirement of five days.
- Increased reporting efficiency and turn-around time for birth and death information.
- Eliminated storage space for paper records at the county offices.

Agency Impact If Not Funded:
- Continuing lengthy birth and death record cycle time, limited citizen access, and potential for significant fraud.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	5 Years
Dollars Requested:	$3,361,000

IPO Recommendation: **Fund: YES - $3,361,000 if funds are available**

The agency is evolving towards agency-wide sharing of data, applications, and technology. An excellent Information Resource Management framework has been established, but continued agency-wide planning is required. The agency has been planning this project for three years and has conducted pilot projects with stakeholders. Project planning is comprehensive and complete.

Risks: Large and complex project involving a multitude of stakeholders.

Recommendation: Continue agency-wide IRM planning and implementation. Continue stakeholder involvement and proceed according to plan.
Coordinate with Health Department's Information Resource Management Infrastructure project.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Good
Organizational Structure	Excellent
Effective Skill Base	Excellent
Overall Rating	*Excellent*

Minnesota Historical Society -
Information and Program Delivery
Total Agency request: $7,799,000 for 1 project

Project Description:
The Society has three focus areas: core capacity, improved service, and program delivery. Provide technology infrastructure and information resource staff to build a framework on which all other technology-based projects will be built. Improve the Society's responsiveness to its constituents and combine information and database services into one system to be available across the institution. Allow programs and services to be more available and attractive to the public, including: collections delivery system, historic preservation technical assistance, digital tours, interactive curriculum, and electronic publishing.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$7,799,000

Benefits Identified By Agency:
- Improved public access to the Society's programs and services.
- More complete and timely information available to the public on the Society's collections.
- Availability of an on-line reservation system allowing visitors to access information about and reserve or schedule the Society's resources.
- Increased number of paying visitors due to availability of on-line information reservation system.
- New level of accessibility to participating historic sites to meet guidelines of the Americans with Disabilities Act by offering "digital tours" of those sites.

Agency Impact If Not Funded:
- Delay in meeting public demand.

IPO Recommendation: **Fund: YES - $6,530,000 if funds are available**

The organization information resource management plan is comprehensive. Currently the Society has a vast amount of information that is available only by going to the History Center or historic sites. Public expectations for electronic access continue to grow. The project will create and begin to streamline the Society's technology operations and communications. Project planning is good.

Risks: Inability of the Society to manage multiple large projects simultaneously.

Recommendation: Extend project time line. Continue agency IRM implementation.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

The Society must comply with specific IPO requirements provided directly to the organization.

Department of Human Services -
Cash Receipts System Technology Improvements
Total Agency request: $8,185,000 for 9 projects

Project Description:
Complete planning and design and purchase technology and software to efficiently and accurately process and deposit MinnesotaCare premiums and other checks.

Benefits Identified By Agency:
- Prompt premium payments.
- Elimination of duplicate data entry.
- Elimination of banks disputing the receipted amount.
- More efficient standard practice of processing checks.
- Improved accuracy.

Agency Impact If Not Funded:
- Best accounting practices would be difficult, if not impossible to achieve.
- Duplicate entry of receipt data would continue to occur.
- Prompt deposit of receipts would not occur.
- Customer service would progressively deteriorate; crediting clients' accounts would be delayed.
- Fifty-four additional staff, instead of a staff of eight.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	6 Years
Dollars Requested:	$480,000

IPO Recommendation:	Fund: YES - $480,000 if funds are available

The agency is transitioning to an IRM environment and making good progress. The Department of Finance has recommended that the agency improve its cash receipts processing system. The volume of cash receipts has quadrupled to 40,000 per month in the last four years. There exists a potential of 274,000 additional cash receipts per month in the future. The project is currently in its conceptual phase; detailed planning will commence upon receiving legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Not Applicable
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good*

Department of Human Services -
Computer Assisted Collections System (CACS-II)
Total Agency request: $8,185,000 for 9 projects

Project Description:
Convert up to twenty standalone accounts receivable systems to the statewide accounting system, MAPS. Purchase and install standardized collection software.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$555,000

Benefits Identified By Agency:
* Consolidation of multiple standalone accounts receivable systems and decentralized collection activities into one system.
* Better coordination of collection efforts within the agency and with other agencies.
* More effective collection and greater revenue.

Agency Impact If Not Funded:
* Individual agency programs continue to establish their own ways of managing their accounts receivables and collecting debts which may include not collecting receivables at all.

IPO Recommendation: **Fund: YES - $555,000 if funds are available**

The agency is transitioning to an agency-wide IRM environment and making good progress. Each state agency has the primary responsibility for managing receivables and collecting debts owed to it. CACS-II will be an extension of the statewide accounting system, MAPS, collection capabilities and will be compatible with companion systems in the Department of Revenue. The project is currently in its conceptual phase; detailed planning will commence upon receiving legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Not Applicable
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good*

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
State Operated Services Billing System

Total Agency request: $8,185,000 for 9 projects

Project Description:
Replace existing all-inclusive "per diem" billing system
with an "itemized" fee-for-service billing system.

Benefits Identified By Agency:
* Aligned billing practices with the health care industry
  to keep pace with health care plan requirements.

Agency Impact If Not Funded:
* Private health care plans and Medicare will no longer accept per diem billings for all-inclusive
  services from Regional Treatment Centers (RTCs).

Project Summary Information:	
Type of Initiative:	Replacement
Length of Project:	2 Years
Dollars Requested:	$500,000

IPO Recommendation:	Fund: YES - $500,000 if funds are available

The agency is transitioning to an agency-wide IRM
environment and making good progress. Project
approach is to transfer a billing system from another
state and modify it to meet Minnesota's needs. The
project is currently in its conceptual phase; detailed
planning will commence upon receiving legislative
approval.

Risks: Risk is unclear due to the project being in its
conceptual phase.

Recommendation: Continue agency IRM planning and
implementation. Develop detailed project plans;
models; and cost, benefit, and risk analysis before
proceeding with project.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Not Applicable
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
Electronic Benefits Transfer (EBT)
Total Agency request: $8,185,000 for 9 projects

Project Description:
Expand EBT statewide; beyond the current EBT operations in Hennepin and Ramsey Counties.

Benefits Identified By Agency:
* Strengthened program management in benefit distribution, security, and record keeping.
* Increased ability to identify recipient fraud.
* Increased economies of scale; lowest possible cost per case in issuing public assistance benefits, including reduced cash warrant production and reduced mailing costs associated with warrant and food coupon distribution.
* Recipients receive public assistance benefits in a safe and dignified manner.

Agency Impact If Not Funded:
* Non-metropolitan area public assistance recipients continue to receive AFDC checks and food stamps in the mail; benefits of EBT will only be realized in Ramsey and Hennepin counties.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	4 Years
Dollars Requested:	$825,000

IPO Recommendation: **Fund: YES - $825,000 if funds are available**

The agency is transitioning to an agency-wide IRM environment and making good progress. Partnerships for cooperation and collaboration, internally and externally, are a necessity for achieving agency business success. EBT is currently operational in Ramsey and Hennepin counties. The 1995 Legislature directed the agency to issue a Request for Proposals for future EBT services, including statewide expansion of EBT. A comprehensive contract is in place and the project is currently in design phase.

Risks: Contractor has identified retailers, third-party processors, card issuance, disaster recovery, backup, and contingency operations as potential areas of moderate risk.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Excellent
Overall Rating	*Good*

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; create and/or refine models; and monitor costs, benefits, and risks as ongoing parts of the project.

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
System Costs for Health Care

Total Agency request: $8,185,000 for 9 projects

Project Description:
Test a managed-care approach for persons with disabilities; align eligibility policy for Health Care Programs; and develop a unified, premium-based health care program for low income, uninsured Minnesotans.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$975,000

Benefits Identified By Agency:
- More seamless, premium-based system of providing subsidized health care to low income Minnesotans.
- More flexible and appropriate services to client needs.
- More consistent health care package for uninsured Minnesotans.
- Promote greater personal responsibility for health care costs for those able to continue.
- Simplified administration by merging two of the health care programs into a single program with multiple access points.

Agency Impact If Not Funded:
- Inconsistent health care packages for uninsured Minnesotans.

IPO Recommendation:	Fund: YES - $975,000 if funds are available

The agency is transitioning to an agency-wide IRM environment and making good progress. The agency has only completed preliminary project planning to date. The eventual plan and budget will be triggered by policy decisions made by the legislature dealing with program eligibility criteria, implementation dates of various policies, and funding levels. Further planning will be developed after these policy decisions are made and once their effective dates are set.

Risks: Risk is unclear due to the project being in such a preliminary phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Not Applicable
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
Systems for Welfare Reform
Total Agency request: $8,185,000 for 9 projects

Project Description:
Comply with federal requirement to replace the Assistance for Families with Dependent Children (AFDC) entitlement program with the Temporary Assistance for Needy Families (TANF) block grant, implement the Minnesota Family Investment Program (MFIP) statewide, incorporate the Family General Assistance Program with the MFIP program, and modify existing systems to support the reporting and tracking required to be in compliance with Welfare Reform.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,000,000

Benefits Identified By Agency:
* Recipients will work or prepare for work; fewer families will be dependent upon income assistance.
* Work will be more profitable than welfare; families will lift themselves out of poverty.
* A five-year lifetime cap on assistance will be implemented.
* Overlap between public assistance programs will be eliminated.

Agency Impact If Not Funded:
* The agency will not be in compliance with federal requirements.

IPO Recommendation:	Fund: YES - $1,000,000 if funds are available

The agency is transitioning to an agency-wide IRM environment and making good progress. The agency has only completed preliminary project planning to date. The eventual plan and budget will be triggered by policy decisions made by the legislature dealing with program eligibility criteria, implementation dates of various policies, and funding levels. Further planning will be developed after these policy decisions are made and once their effective dates are set.

Risks: Risk is unclear due to the project being in such a preliminary phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans;

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Not Applicable
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good* •

models; and cost, benefit, and risk analysis before proceeding with project. Conduct ongoing risk assessment.

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
Child Support Enforcement
Total Agency request: $8,185,000 for 9 projects

Project Description:
Implement the child support provisions in the Federal Welfare Reform Law and automate system requirements of the child support program.

Benefits Identified By Agency:
- Reduced need for family assistance.
- Improved collections.
- Increased efficiencies.
- Fully operational payment and disbursement center.

Agency Impact If Not Funded:
- Federal funding ceases if agency does not comply with the requirements of the Federal Welfare Reform Law.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,600,000

IPO Recommendation:	Fund: YES - $1,600,000 if funds are available

The agency is transitioning to an agency-wide IRM environment and making good progress. Minnesota is among the top three states in the nation in child support collection. The agency has developed a project data model and has completed a comprehensive item-by-item document which details the Welfare Reform changes as they apply to Child Support Enforcement. This item-by- item document will provide the basis for the overall system plan. The eventual plan and budget will be triggered by policy decisions made by the legislature dealing with program eligibility criteria, implementation dates of various policies, and funding levels. Further planning will be developed after these policy decisions are made and once their effective dates are set.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good*

Risks: Risk is unclear due to the project being in such a preliminary phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project. Conduct ongoing risk assessment.

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
Social Services Information System (SSIS)

Total Agency request: $8,185,000 for 9 projects

Project Description:
Coordinate statewide SSIS implementation activity; provide the assistance counties need to ensure that the system is properly installed and the users are trained.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	4 Years
Dollars Requested:	$1,900,000

Benefits Identified By Agency:
* Standardized data.
* Ability to meet new federal reporting requirements.
* Streamlined administration and management of child welfare and family social services, both local operations and state reporting.
* Enable program and client outcome evaluation for children and their families receiving child welfare services.

Agency Impact If Not Funded:
* The agency and Minnesota counties would face federal sanctions and penalties.

IPO Recommendation:	Fund: YES - $1,900,000 if funds are available

The agency is transitioning to an agency-wide IRM environment and making good progress. County/State partnerships have evolved from being county advisory to sharing ownership, cost, and responsibility for system operations and maintenance. The SSIS is a joint venture with Minnesota's eighty-seven county human service departments to develop and implement a county-based system to support delivery of child welfare services, and to collect data needed to assess the level of services provided and the outcomes achieved through those services. A proof-of-concept for document processing functionality is being rolled out this winter. Hardware has already been purchased and installed by most counties.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Excellent
Information Resource Models	Good
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

Risks: A risk assessment was conducted as part of the original project plan.

Recommendation: Continue agency IRM planning and implementation. Continue to refine project plans; models; and cost, benefit, and risk analysis. Re-evaluate risks and proceed.

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Human Services -
Consumer Information System for DHS Licensed Programs

Total Agency request: $8,185,000 for 9 projects

Project Description:
Replace a computer database system that no longer meets the operational needs of the Division of Licensing. Help consumers of human services access information about service providers' track records, their expertise, and their commitment to excellence.

Project Summary Information:	
Type of Initiative:	Replacement
Length of Project:	1 Year
Dollars Requested:	$350,000

Benefits Identified By Agency:
* Consolidated licensed program information about all licensed child care, foster care, adult day care, group homes for children, treatment programs for children with serious emotional disturbance, treatment programs for people with mental health needs, and chemical dependency.
* Consumers and their families will make more informed decisions regarding their child care and human services choices.

Agency Impact If Not Funded:
* Information would be maintained independently and on antiquated, incompatible systems; agency fails to implement legislative direction.

IPO Recommendation: **Fund: YES - $350,000 if funds are available**

The agency is transitioning to an agency-wide IRM environment and making good progress. 1996 legislation required the agency to provide legislation addressing "strategies to develop a consumer information system" for people with developmental disabilities. This project will address a wider base of consumers than required by statute. The project is currently in its conceptual phase; preliminary planning has begun and additional planning is pending legislative approval.

Risks: Risk is unclear due to the project being in its conceptual phase.

Recommendation: Continue agency IRM planning and implementation. Develop detailed project plans; models; and cost, benefit, and risk analysis before proceeding with project.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Not Applicable
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Not Applicable
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Labor & Industry - *Client/Server*

Total Agency request: $1,930,000 for 1 project

Project Description:
An agency-wide project that will re-engineer business processes, hire staff, and migrate all existing applications from obsolete, proprietary technology to a client/server environment.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	26 Months
Dollars Requested:	$1,930,000

Benefits Identified By Agency:
- Improved customer service due to re-engineered business processes and improved integration of imaging and non-imaging databases which will provide current data within minutes.
- Reduced user wait time to enter and exit systems to obtain information.
- Replacement of costly, proprietary, non-integrated, and obsolete technology.
- Avoidance of expenditures for more expensive vendor services to perform needed tasks.

Agency Impact If Not Funded:
- Business deterioration due to technology obsolescence.

IPO Recommendation: **Fund: YES - $1,930,000 if funds are available**

The agency is evolving toward agency-wide shared data, applications, and technology. A sound IRM foundation has been established, but continued organizational planning is needed. This project is appropriate to completing agency-wide re-engineering. Project planning is excellent and the project is ready to proceed. Most of the money is to come from a SPECIAL FUND.

Risks: Old applications may fail, affecting agency business.

Recommendation: Continue organizational IRM planning and implementation. Project should proceed according to plan.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Good
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Minnesota State Colleges & Universities (MnSCU) -
Student Information System
Total Agency request: $6,800,000 for 1 project

Project Description:
Consolidate ten student information systems into one. New system includes functions such as curriculum, registration, accounts receivable, recruitment/admissions, financial aid, student loan collection, and student payroll.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	1.5 Years
Dollars Requested:	$6,800,000

Benefits Identified By Agency:
* Ability to meet State statute requiring conversion to a semester system by Fall 1998.
* More timely and efficient student and business reporting.
* Elimination of ten duplicate student information systems.
* Improved data gathering and reporting by centralizing data related to students.
* Reduced cost of supporting technology and increased efficiency of computer operations.

Agency Impact If Not Funded:
* Inability to comply with State statute requiring semester system.

IPO Recommendation:	Fund: YES – $6,800,000 if funds are available

Organizational leaders and staff are acclimating to a new consolidated environment. IRM principles have been endorsed. Organization-wide planning is satisfactory, but needs to continue. MnSCU has a strong track record in technical and application development efforts. The proposed system is large and complex with a short time frame to provide newly mandated semester system by Fall 1998. Staff have technical experience and skills to succeed.

Risks: Very large and complex project with very short time line because of statutory deadline.

Recommendation: Continue organization-wide planning and IRM implementation. Establish

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Good
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Satisfactory
Overall Rating	*Good*

implementation priorities, conduct independent risk assessment, and complete business models. Proceed with caution and address all risks identified. IPO recommends that $3 million be released to MnSCU on July 1, 1997, and the remainder be released upon completion of a detailed project plan, models, and initial risk assessment results and approval by the Department of Finance and the Information Policy Office (IPO).

The organization must comply with specific IPO requirements provided directly to them.

Department of Natural Resources -
Information Resource Management

Total Agency request: $2,320,000 for 2 projects

Project Description: Project continues efforts to provide telecommunications network expansion, geographic information systems support for field staff, database integration, and World Wide Web management.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,592,000

Benefits Identified By Agency:
* Availability of integrated information resources needed for ecosystem-based natural resource management.
* Establishment of consistent database management software to be used as a foundation for a true DNR natural resource database.
* Elimination of redundant, inconsistent copies of the same information.
* Availability of existing print information (including text, tables, maps, forms, satellite images, and graphic images) on the World Wide Web.
* Agency-wide sharing of data, computer peripherals, and software licenses.
* Enabling field managers of wildlife, forests, water, and other natural resources to better manage resources in an ecosystem framework.

Agency Impact If Not Funded:
* Unable to achieve agency-wide ecosystem vision.

IPO Recommendation: **Fund: YES - $1,592,000 if funds are available**

The agency is beginning to move toward shared data, applications, and technology. An IRM framework has been established, but needs continued top-management commitment and continued agency-wide planning. This project is critical for agency-wide communications, GIS support, distribution of shared data, and citizen access to information.

Risks: Risk is minimal due to experience gained by initial agency implementations.

Recommendation: Continue agency-wide commitment and proceed as planned. Continue agency IRM planning and implementation. Coordinate with PCA on GIS.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Good
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Natural Resources -
Electronic Licensing System and Revenue System
Total Agency request: $2,320,000 for 2 projects

Project Description:
Implement electronic point-of-sale recreational licensing system for licenses, such as hunting, trapping, and fishing and a revenue management system to help collect and manage all agency revenues.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$728,000

Benefits Identified By Agency:
- Improved convenience to the public by having all game and fish licenses available at all locations.
- Reduced costs for paper due to elimination of use of 40 different types of pre-printed license forms.
- Improved financial management since the project will result in a faster cash flow and improved interest accrual.
- Availability of a database of license holders, providing more electronic information to the agency.

Agency Impact If Not Funded:
- Continue to experience poor cash flow management.
- Inability to provide permitting and licensing information to other State agencies.

IPO Recommendation:	Fund: YES - $728,000 if funds are available

The agency is beginning to move toward shared data, applications, and technology. An IRM framework has been established, but needs continued top-management commitment and continued agency-wide planning. The revenue system project is agency-wide and in the future will improve cash flow for the State. The electronic licensing project is phased to include pilots and address the concerns of stakeholders. Project planning is good.

Risks: Electronic licensing stakeholder non-acceptance.

Recommendation: Continue agency-wide commitment, refine electronic licensing stakeholder impacts, and proceed as planned. Continue agency IRM planning and implementation. Complete an independent risk assessment.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Good
Overall Rating	*Good*

The Department must comply with specific IPO requirements provided directly to the agency.

Ombudsman for Mental Health and Mental Retardation -

Case Management System and Technology Upgrades

Total Agency request: $80,000 for 1 project

Project Description:
Implement an agency-wide case management system, upgrade network and application hardware and software, develop a single database, and provide remote access to that database.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$80,000

Benefits Identified By Agency:
- Availability of all case information in a single location which can be quickly and easily accessed by all advocates and office staff throughout the State.
- Availability of more time to review client information and focus on client issues.
- Reduced duplicate data entry and paperwork.

Agency Impact If Not Funded:
- Continue to maintain duplicate databases and multiple forms and processes for case management across multiple State locations.

IPO Recommendation:	Fund: YES - $80,000 if funds are available

The agency is just beginning its IRM planning. The agency has limited technology and information resource staff. Consultants are used to implement applications and technology projects. Project planning is good. Top management is active in the project.

Risks: Risk is minimal due to use of consultants and industry standard technology.

Recommendation: Continue agency-wide IRM planning and proceed with implementation.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

Pollution Control Agency -
Management Information System Support
Total Agency request: $2,782,000 for 2 projects

Project Description:
Replace desktop PCs, enhance network performance, and provide new and enhanced hardware and software.

Benefits Identified By Agency:
- Sustained alliances with industries, clients, and partners through use of industry standard information technology.
- Increased efficiency of business processes by use of improved computing and electronic communications capacity.
- Avoidance of future business interruptions caused by information demands which exceed current equipment capacity.

Agency Impact If Not Funded:
- Potential loss of performance, functionality, and productivity due to aging technology.

Project Summary Information:	
Type of Initiative:	Replacement
Length of Project:	2 Years
Dollars Requested:	$1,450,000

IPO Recommendation:	Fund: YES - $1,450,000 if funds are available

Agency-wide data sharing has evolved and an agency-wide data hub exists. The agency has an excellent IRM plan which is organization-wide, but which may need updating. Agency-wide project provides replacement technology required to meet business needs. Project planning is good.

Risks: Risk is minimal due to project's limited scope and proposed use of commercially available technology.

Recommendation: Update agency-wide IRM plan. Proceed with project.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Not Applicable
Effective Skill Base	Not Applicable
Overall Rating	*Good*

Pollution Control Agency -
Geographically Based Environmental Analysis
Total Agency request: $2,782,000 for 2 projects

Project Description:
Establish capability to perform and support a geographically-based approach to environmental management. Investigate, integrate, and analyze multiple sources of geographic information.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	27 Months
Dollars Requested:	$1,332,000

Benefits Identified By Agency:
- Supports strategic goal of moving to geographic-based environmental analysis; allows simultaneous consideration of cumulative and interactive effects of pollutants on all media (air, land, surface water, and ground water) for a geographic area.
- Improved quality and analysis of data resulting in improved decision making.
- Improved collaboration and sharing with partners who use geographic information technology.

Agency Impact If Not Funded:
- Unable to achieve agency-wide environmental management vision.

IPO Recommendation:	Fund: YES - $1,332,000 if funds are available

Agency-wide data sharing has evolved and an agency-wide data hub exists. The agency has an excellent IRM plan which is organization-wide, but which may need updating. This project will support agency's new strategic direction for environmental management. Project planning is good.

Risks: Risk is minimal. Technology is commercially available and does not require agency development.

Recommendation: Update agency-wide IRM plan. Project should proceed according to plan and should be coordinated with DNR geographic information efforts.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Not Applicable
Effective Skill Base	Good
Overall Rating	*Good*

Board of Public Defense - *Information Systems*

Total Agency request: $1,650,000 for 1 project

Project Description:
Hire information technology specialists, expand network to remote locations, and install case management and research applications, including e-mail and Internet/Intranet.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,650,000

Benefits Identified By Agency:
- Increased efficiency of business processes through use of improved computing and increased electronic communications capacity.
- Improved collaboration and sharing with partners by networking the systems.
- Decreased research time and training costs due to integrated research capability.
- Improved quality and reduced costs and training time resulting from use of standard network and application systems.
- Decreased processing time and improved accuracy and consistency through automated document creation.
- Automatic generation of required reports.

Agency Impact If Not Funded:
- Ineffective use of defenders time, inconclusive data, and incomplete and inaccurate records.

IPO Recommendation:	Fund: YES - $1,650,000 if funds are available

This is a relatively new agency beginning to automate its statewide reporting requirements. It is starting to introduce technology to the ten judicial districts in order to more effectively accomplish its mission. Agency-wide project is appropriate for this agency. Project planning is satisfactory. However, additional planning and hiring of staff are required.

Risks: Improper identification of: data, technology architecture, and necessary skills.

Recommendation: The agency should hire a consultant to help with planning and modeling. The agency needs to identify staff skills required and complete a risk assessment of the project. Continue agency IRM planning and implementation.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

The Board must comply with specific IPO requirements provided directly to the organization.

Department of Public Safety -
State Patrol Automation Project
Total Agency request: $13,032,000 for 3 projects

Project Description:
Implement statewide Computer Aided Dispatching, Activity, and Records Management System; workstation automation of patrol station offices; and technology replacement.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$3,249,000

Benefits Identified By Agency:
- Enhanced safety to the public through ability to rapidly move information.
- Statewide on-line access by troopers and other users to essential law enforcement data.
- Improved call-taking services with less errors and repeated handling of data.
- Enhanced officer safety due to the ability to provide more information on an incident.
- Availability of an on-line, comprehensive statewide information database which will provide assistance to Troopers in bringing services to the public and promoting safer travel along Minnesota's roadways.
- Replacement of current manual practices related to activities, ticketing, incidents, personnel, and fleet management.
- Significant cost savings in labor by eliminating or reducing redundant data entry and multiple handling steps.
- Institution of an upgrade and replacement plan for computer equipment to provide staff with continuing ability to obtain and manage critical information.

Agency Impact If Not Funded:
- Inability to handle increasing workload with resulting decline in service.

IPO Recommendation: **Fund: YES - $3,249,000 if funds are available**

The agency is evolving toward shared data, applications, and technology. A sound Information Resource Management foundation has been established, but additional agency-wide planning is required. This project is appropriate to move the Patrol from old, slow, paper-based processes to a much needed automated, integrated system. Project planning is good, but needs to continue. Money is to come from a SPECIAL FUND.

Risks: Large and technically complex project which needs continued planning. Skilled resources not available to complete project.

Recommendation: Continue agency-wide IRM and project planning. Complete an independent risk assessment for the project.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Public Safety -
Criminal Justice Computer System Projects
Total Agency request: $13,032,000 for 3 projects

Project Description:
Implement a statewide Criminal Justice Computer System (including fingerprint submission and identification), a crime laboratory case management system prototype, and a metropolitan DRUGFIRE Consortium.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$9,668,000

Benefits Identified By Agency:
* Integrated mission-critical criminal justice data available to many law enforcement organizations.
* Automated processing of fingerprint cards from remote law enforcement agencies, through the BCA, and sent to the FBI.
* More efficient, effective, and lower-cost computer processing environment.
* Increased number of firearms-related crimes solved by many law enforcement agencies.
* Availability of a prototype-integrated, case evidence tracking and management application that will maintain a connected chain of evidence which can be accessed by external organizations.

Agency Impact If Not Funded:
* Continued cost increases; continued operational inefficiencies.

IPO Recommendation: **Fund: YES - $9,668,000 if funds are available**

The agency is evolving toward sharing of data, applications, and technology. A sound Information Resource Management foundation has been established, but additional agency-wide planning is required. Project planning is good, but needs to continue.

Risks: Planning for this very large and complex project needs to be completed. Effective project management and additional technical skills will be critical.

Recommendation: Continue agency-wide IRM and project planning. Complete an independent risk assessment.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Public Safety -
Capitol Security Integrated Command and Control
Total Agency request: $13,032,000 for 3 projects

Project Description:
Install workstations in all Capitol Security offices and connect offices together into a single network. Develop a command and control system.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	1 Year
Dollars Requested:	$115,000

Benefits Identified By Agency:
- Availability of on-line information about potentially dangerous incidents and persons which supports a proactive approach to crime at 37 buildings and 33 parking facilities.
- Availability of a single communications network between the Headquarters, eleven off-site officers, and security offices which will transmit information, such as photos of suspects, thus allowing officers to identify suspects prior to problems occurring.

Agency Impact If Not Funded:
- Continued risk of security failure.

IPO Recommendation: **Fund: YES - $115,000 if funds are available**

The agency is evolving toward sharing of data, applications, and technology. A sound IRM foundation has been established, but additional agency-wide planning is required. It is appropriate to connect security personnel so that information can be quickly shared to coordinate protection of the capitol complex. This system is a minimum requirement to protect staff and property. Project planning is good, but needs to continue.

Risks: Risk is minimal due to project's limited scope.

Recommendation: Continue agency-wide IRM and project planning.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Good
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Satisfactory
Overall Rating	*Satisfactory*

The Department must comply with specific IPO requirements provided directly to the agency.

Department of Revenue - *Legacy Assets Migration*

Total Agency request: $3,250,000 for 2 projects

Project Description:

The department engaged a consulting firm to assess its applications and found that 75 percent of all applications are below average for technical condition and require migration to newer technology in order to reduce support costs and major outages when software is no longer supported.

Project Summary Information:	
Type of Initiative:	Replacement
Length of Project:	7 Years
Dollars Requested:	$3,000,000

Benefits Identified By Agency:

- Reduce specialized systems support costs by 5 - 10 percent.
- Application development will be higher quality, shorter time frame to delivery, and lower cost.
- Improved integration of data among currently dissimilar architectures.

Agency Impact If Not Funded:

- Support costs continue to increase and software is no longer supported resulting in business system outages.

IPO Recommendation:	Fund: YES - $3,000,000 if funds are available

An agency-wide comprehensive information resource plan has been completed. The information resource organization is highly competent and experienced in state-of-the-art technology. The applications portfolio assessment is the most comprehensive that any agency has performed. Project planning is excellent, but needs to continue.

Risks: Risk is minimal due to high competence and experience of agency staff.

Recommendation: Continue planning and proceed with project. Continue IRM implementation.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

Department of Revenue -
Petroleum System Redevelopment
Total Agency request: $3,250,000 for 2 projects

Project Description:
Redesign the statewide petroleum tax collection system which will no longer be supported by the software vendor.

Benefits Identified By Agency:
* Avoid business interruption due to obsolescing technology.
* Improved reliability; reduced system failures through use of standard taxpayer identification and fewer system interfaces.

Agency Impact If Not Funded:
* Risk of tax collection system failure.

Project Summary Information:	
Type of Initiative:	Replacement
Length of Project:	2 Years
Dollars Requested:	$250,000

IPO Recommendation:	Fund: YES - $250,000 if funds are available

An agency-wide comprehensive information resource plan has been completed. The information resource organization is highly competent and experienced in state-of-the-art technology. Replacement of obsolescing technology makes sense. Project planning is excellent. Money is to come from a SPECIAL FUND.

Risks: Risk is minimal due to high competence and experience of agency staff and limited scope of project.

Recommendation: Continue planning and proceed with project.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

Minnesota Tax Court - *Case Management System*

Total Agency request: $344,000 for 1 project

Project Description:
Enhance existing case management functionality and avoid impending obsolescence problems.

Benefits Identified By Agency:
- Improved management of court information and resources.
- Increased accessibility to case information by staff and stakeholders.
- Ability to electronically collect data from stakeholders.
- Improved communication internally and externally with stakeholders.

Agency Impact If Not Funded:
- Existing case management system will likely fail due to obsolescence.

Project Summary Information:	
Type of Initiative:	Replacement
Length of Project:	1.5 Years
Dollars Requested:	$344,000

IPO Recommendation:	Fund: YES - $344,000 if funds are available

The agency has an excellent organization-wide plan. Limited information resource staff are available. Replacement of obsolescing technology makes sense. The project plan is excellent.

Risks: Risk is minimal due to project's limited scope and the engagement of a risk manager.

Recommendation: The project should proceed according to plan.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Good
Planning	Excellent
Information Resource Models	Not Applicable
Organizational Structure	Good
Effective Skill Base	Good
Overall Rating	*Good*

Department of Transportation -
Implementation of Agency Shared Information Resources Plan

Total Agency request: $4,455,000 for 1 project

Project Description:
The agency will continue to implement its agency-wide information resources plan. The plan is a long-term program of information resource development projects that will develop shareable databases, applications, and technology across the agency's entire enterprise.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	8 Years
Dollars Requested:	$4,455,000

Benefits Identified By Agency:
- Improved inter-jurisdictional transportation investment decision-making.
- Progress in meeting federal mandates.
- Improved project scheduling and tracking and increased efficiency in design automation.
- Improved access to administrative data to support management of financial and human resources.
- Improved access to the agency's public information for external partners and the public.
- Reduced redundancy of development efforts and elimination of duplicate data and applications.

Agency Impact If Not Funded:
- Inability to implement long-range strategy; increased risk that obsolete legacy systems will fail and will interrupt operations.

IPO Recommendation: **Fund: YES - $4,455,000 if funds are available**

The agency's eight-year implementation plan is thorough and complete. An enterprise data model guides the implementation plan. Projects selected for implementation each biennium are prioritized by agency executive management to reflect current agency priorities. Project planning framework is excellent.

Risks: Risk is minimal due to thorough planning.

Recommendation: The agency should proceed as planned.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Excellent
Policies, Standards, and Guidelines	Excellent
Planning	Excellent
Information Resource Models	Excellent
Organizational Structure	Excellent
Effective Skill Base	Excellent
Overall Rating	*Excellent*

Water and Soil Resources Board -
Communication and Information Management
Total Agency request: $300,000 for 1 project

Project Description:
Add a base level of technology to maintain information and communication systems at a level equivalent to industry standards. Hire information technology specialists, install hardware, expand a communications network to regional offices, assess and develop an integrated agency-wide database, and develop a World Wide Web presence.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$300,000

Benefits Identified By Agency:
- Ability to meet growing demand of clients to have forms, rules, and handbooks available electronically.
- Minimized expenditures for duplicating and mailing volumes of printed material to over 300 local governmental units.
- Ability to communicate electronically with local government clients, state and federal agencies and staff within the agency, 91 soil and water conservation districts, 42 watershed districts, and 87 water plan coordinators.
- Greater access by citizens to programs and information managed by the agency.

Agency Impact If Not Funded:
- Remain unable to communicate efficiently with internal staff, regional offices and customers.

IPO Recommendation:	Fund: YES - $300,000 if funds are available

This is a small board and is just beginning its IRM planning. The board is evolving toward sharing data, applications, and technology. Limited information resource staff is available. Agency-wide project is appropriate for this board. Project planning is satisfactory. This is an agency-wide effort to hire information resource staff to design and implement more sophisticated applications.

Risks: Risk is minimal due to project's limited scope.

Recommendation: Continue agency-wide IRM planning and detailed implementation planning; proceed.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Satisfactory
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Good
Overall Rating	*Satisfactory*

The Department must comply with specific IPO requirements provided directly to the agency.

Zoological Garden - *Increased Technology Support*

Total Agency request: $525,000 for 1 project

Project Description:
Hire information resource staff; create small training facility; implement ticketing, admissions, and bar code applications; and expand technology infrastructure.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$525,000

Benefits Identified By Agency:
* Improved guest service through faster ticket printing and admitting.
* Integration of ticketing and admissions function.
* Availability of accurate customer ticketing and admissions data.
* Improved staff productivity and customer service through increased use of centralized computer technology.
* Increased productivity of personnel through use of bar code technology.
* Efficient program and resource scheduling; reduced resource conflicts.

Agency Impact If Not Funded:
* Operational inefficiencies will remain.

IPO Recommendation:	Fund: YES - $525,000 if funds are available

The agency has begun its agency-wide Information Resource Management planning. Due to limited information resource staff, progress has been slow. This is an appropriate agency-wide project. Agency needs to increase information resource staff and expand applications and technology. Project planning is satisfactory and needs to continue.

Risks: Risk is minimal due to project's limited scope and limited technical complexity.

Recommendation: Continue agency-wide IRM and project planning and proceed with project.

The Department must comply with specific IPO requirements provided directly to the agency.

Project Evaluation	Rating
Executive Leadership and Involvement	Good
Policies, Standards, and Guidelines	Good
Planning	Satisfactory
Information Resource Models	Not Applicable
Organizational Structure	Satisfactory
Effective Skill Base	Good
Overall Rating	*Good*

IPO Recommendations
Community Projects

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Community Project - *Business Customer Service*
Sponsoring Agency - *Administration*
Requested Funds: $5,000,000

Project Description:
Determine the feasibility and begin appropriate system design and implementation of a streamlined business registration, licensing, and permitting system. Identify the common data needs and process re-engineering requirements.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$5,000,000

Benefits Identified By Community:
- Creation of one-stop registration, licensing, and permitting system for businesses.
- Reduced paperwork burden on businesses.
- Improved ability for state agencies to share information about a business.
- More favorable public perception of State government.

Community Impact If Not Funded:
- Multiple agencies continue to use multiple processes which are confusing and costly.

IPO Recommendation: **Fund: YES - $5,000,000 if funds are available**

This project will provide a coordinated state government approach to identify common data needs and processes and to design a streamlined approach for business registration, licensing, and permitting. The project will build on the considerable groundwork completed by the Departments of Revenue, Trade and Economic Development, Economic Security, the Secretary of State, and a host of other agencies. *A Report to the Legislature on: Feasibility of a Uniform Business Identifier* was prepared by the Department of Economic Security in 1995, which recommended one unique identifier for entities doing business with and within Minnesota.

Risks: The agencies involved may not be in agreement about the scope and focus for this project.

Recommendation: Project should proceed only if a streamlined business registration, licensing, and permitting system is feasible and cost effective. Complete an independent risk assessment before proceeding with implementation.

The Department must comply with specific IPO requirements provided directly to the agency.

Community Project -
Disaster Recovery Planning For State Agencies
Sponsoring Agency - *Administration*
Requested Funds: $355,000

Project Description:
Develop viable disaster recovery plans for all agency offices, systems, and networks.

Benefits Identified By Community:
* Ensure recovery from a natural or man-made disaster in a reasonable period of time, with minimal impact on Minnesota citizens and customers.
* By consolidating requirements and sharing resources, the state as a whole can accomplish disaster recovery planning for a considerably smaller investment.

Community Impact If Not Funded:
* Individually most agencies will not have a quality disaster recovery plan.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$355,000

IPO Recommendation:	Fund: YES - $355,000 if funds are available

Several years ago, the Department of Administration stepped up disaster recovery planning for the data center it operates, on behalf of other state agencies. Other agencies have requested assistance from Administration to develp plans for their business activities, but limited resources are available. This initiative is intended to serve all executive branch state agencies. The Department of Administration will play a leadership role in the implementation of this initiative.

Risks: Risk is minimal due to existing disaster recovery planning knowledge and expertise of state personnel and due to the nature of the project which is to develop plans.

Recommendation: Proceed with the disaster recovery planning.

The Department must comply with specific IPO requirements provided directly to the agency.

Community Project - *MNCard*
Sponsoring Agency - *Administration*
Requested Funds: $500,000

Project Description:

The MNCard project is a proof-of-concept implementation of "smart card" technology for a selected group of state employees. The pilot project would combine, on a single card, the state employee identification and authorization that is currently provided by multiple cards; such as, employee ID card, building access card, parking access card, MNet calling card, insurance carrier ID card, and credit union debit card.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	6 Years
Dollars Requested:	$500,000

Benefits Identified By Community:

- Future consolidation of multiple cards issued by government, education, and industry into a small number of cards.
- Enhanced individual privacy and security.
- Positive identification of individuals.
- Potential cost savings due to process re-engineering.

Community Impact If Not Funded:

State government will not experience the use of "smart card" technology which is gaining increased acceptance and deployment in industry around the world.

IPO Recommendation: **Fund: YES - $500,000 if funds are available**

The MNCard project will be a collaborative effort between state agencies, the Information Policy Council, and the University of Minnesota. The project will be managed by the Minnesota Office of Technology and the MNCard Project Steering Committee. Project plans will be developed by the Project Steering Committee with a risk assessment being contracted during the planning phase of the project. A final "home" for the MNCard project will need to be determined and funding dedicated for expansion.

Risks: Potential data privacy and data practices issues. Insufficient planning and identification of long-term cost, benefits, and risks.

Recommendation: Formalize participant roles and responsibilities. Develop project plan to include identification of long-term cost, benefits, and risks and identify an agency that will accept accountability and responsibility for the project.

The Department must comply with specific IPO requirements provided directly to the agency.

Community Project -
Network/Telecommunications Collaborative Project
Sponsoring Agency - *Administration*
Requested Funds: $1,660,000

Project Description:
Minnesota's Network/Telecommunications Initiative is an effort to link state and local agencies to high-speed communications lines to provide affordable telecommunications access to all 87 county seats.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	2 Years
Dollars Requested:	$1,660,000

Benefits Identified By Community:
* Lower ongoing future telecommunications cost.
* Improved affordability and access to information technology for local governments and school districts.
* More timely access to information.
* Save on travel expenses.
* Cut down on long distance phone calls.
* Reduced use of paper and postage.

Community Impact If Not Funded:
* Increased telecommunications costs to state and local government.

IPO Recommendation:	Fund: YES - $1,660,000 if funds are available

A statewide implementation plan has been developed. State agencies and local units of government have worked together on the pilot phase and are committed to the same collaboration effort for the statewide implementation. Interest among other counties is high, and cities and school districts are beginning to express interest. Two pilot counties have successfully demonstrated that cost-sharing a connection with state agencies results in increased communications capacity at significantly lower costs than if they had paid for the network lines by themselves. The project is coordinated by the InterTechnologies Group, Department of Administration.

Risks: Risk is minimal due to this being an extension of the existing State network and experience with pilot counties.

Recommendation: Continue planning and involving local government users and proceed.

The Department must comply with specific IPO requirements provided directly to the agency.

Community Project - *North Star (Phase 2)*
Sponsoring Agency - *Administration*
Requested Funds: $1,270,000

Project Description:
This second phase of the North Star project will provide the public with a user-friendly, "single window" to Minnesota government on-line advanced directory information and <u>service transactions</u> through the use of the Internet and such technologies as telephones, FAX machines, televisions with set-top boxes, and other technologies that ensure access for the disabled. Currently North Star (Phase 1) provides the public a basic directory to government <u>information</u> resources only.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	6 Years
Dollars Requested:	$1,270,000

Benefits Identified By Community:
* Public access to govenment information and services 24-hours-a-day, seven-days-a-week.
* Reduced telephone inquiries.
* Reduced printing and postage.
* Avoidance of duplicate investments in service delivery infrastructure.

Community Impact If Not Funded:
* Citizens would not be able to conduct business with government at their convenience.

IPO Recommendation: **Fund: YES - $1,270,000 if funds are available**

The current North Star Project is a collaborative government initiative. In the future, it is likely that all branches and levels of government will be affected by on-line activities. In North Star's current form, the capacity for formal involvement and coordination among government agencies is limited. The next phase is fundamentally about developing policies, standards, and guidelines for a dynamic, yet stable, development structure. The Executive Director of the Office of Technology will appoint the project manager. Detailed time lines for development of policy; guidelines; and standard processes, planning, demonstration, and phased implementation need to be established.

Risks: Insufficient planning and identification of ongoing cost, benefits, and risks.

Recommendation: Formalize participant roles and responsibilities. Complete planning to include identification of ongoing value and associated costs and risks of adding government on-line service transactions. Conduct ongoing independent risk assessment.

The Department must comply with specific IPO requirements provided directly to the agency.

Community Project - *Minnesota Year 2000 Project*
Sponsoring Agency - *Administration*
Requested Funds: $25,000,000

Project Description:
Develop and implement a statewide strategy and approach to resolving issues surrounding the century date change.

Benefits Identified By Community:
- Insure the State, as a whole, can continue to perform vital functions.
- Gain leverage for smaller agencies that lack resources.
- Avoid redundant work.
- Ensure solutions and management of the implementations are uniformly and consistently selected and applied.

Community Impact If Not Funded:
- Computer functions that depend on dates may produce unpredictable results that range from equipment failures to ambiguous or incorrect data.
- The State could lose revenue, fail to serve citizens, be unable to administer programs, be unable to pay vendors or employees, or fail to license organizations and individuals to do business in Minnesota.
- This project may impact the State's trading partners (providers of products and services) and those with whom the State exchanges data (other governments, private sector, citizens, etc.); all information flows, and all activities that depend on information flow, may be affected by this project.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	3 Years
Dollars Requested:	$25,000,000

IPO Recommendation:	Fund: YES - $25,000,000 if funds are available

Fixing the Year 2000 problem is critical to allow the State to provide uninterrupted service to citizens and businesses. The extensive work completed to date has provided project leadership, project management, an inventory/assessment, project planning, and an independent risk assessment for the project. These are critical pieces in preparation for fixing the Year 2000 problem.

Risks: Risks as identified in the independent risk assessment recently conducted.

Recommendation:
The project is ready to proceed to the next phase. The work completed over the past year has prepared the State and the project to move forward. Key issues for the State and project to address are: the leadership role and responsibilities of the Steering Committee, IPC, and Administration; resources for the project (both dollars and people); creation of a master plan for the remainder of the project; creation of policies, standards, and guidelines for the project and a fix methodology; direction and requirements of agencies who will do the fixes; and an ongoing risk assessment strategy for the project.

The Department must comply with specific IPO requirements provided directly to the agency.

Community Project -
Minnesota Library Information Network (MnLINK)
Sponsoring Agency - *Higher Education Services Office (HESO)*
Requested Funds: $12,760,000

Project Description:
Develop a state-of-the-art integrated library information system environment that will support and provide statewide access to all library services, collection management, and technical service functions related to both locally-owned and externally-accessed resources.

Project Summary Information:	
Type of Initiative:	New
Length of Project:	5 Years
Dollars Requested:	$12,760,000

Benefits Identified By Community:
- Minnesota consumers have seamless access to high-quality library services whenever, wherever, and however.

Community Impact If Not Funded:
- Failure to comply with legislative direction.

IPO Recommendation:	Fund: YES - $12,760,000 if funds are available

In 1996 the Minnesota Legislature charged the state's libraries, under the sponsorship of HESO, to develop a statewide, on-line information system. A Library Planning Task Force exists and has adopted a proposed governance structure for MnLINK. The Minnesota State Colleges and Universities and the University of Minnesota have signed a joint statement on participating in MnLINK. An RFP subcommittee has drafted an integrated library management system request for proposal.

Risks: Large, multi-year, complex, statewide project with a multitude of stakeholders. Infrastructure and ongoing costs. Scope creep. Governance structure for network under discussion but not finalized or implemented.

Recommendation: Conduct ongoing, external risk assessment and proceed as planned. Phase project with release of funds contingent on reaching agreed upon milestones.

The organization must comply with specific IPO requirements provided directly to the organization.