

## Agency Purpose

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

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

## Core Functions

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

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

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

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

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

## At A Glance

To carry out its mission, OET:

- ◆ Provides technology and telecommunications services to state agencies and political subdivisions
- ◆ Develops new statewide enterprise governance structure, planning process, and service level agreement processes for new consolidated, shared, and utility services including shared data centers
- ◆ Develops organizational structure for new OET agency including strategic plan, workforce development, and realignment of staffing and resources to better scale to transformational model and customer needs
- ◆ Sets state standards and manages IT hardware, software, and professional/technical service contracts
- ◆ Develops enterprise security program and governance.

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

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

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

## Operations

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

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

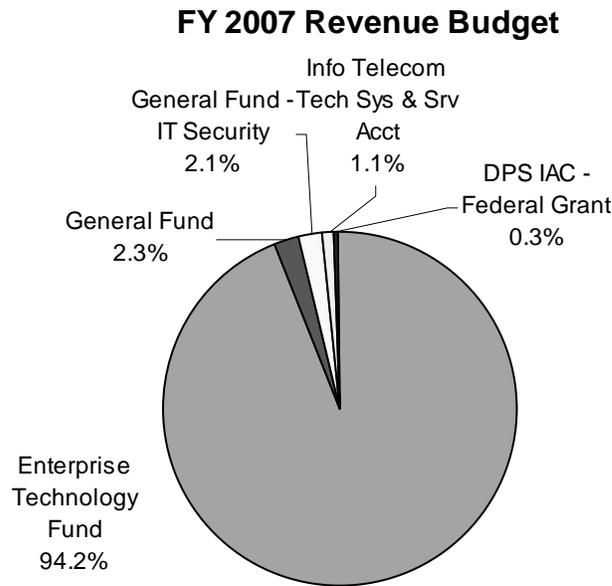
## Budget

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

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

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

The following pie chart represents the FY 2007 revenue budget:



OET’s employs 347.6 FTE. Of this total, 93.5% is funded by the enterprise technology fund, 5.5% is funded by the general fund, and 1.0% is funded by the information and telecommunication technology systems and services account. As a result of data center and other IT service consolidations, FTE count and funding for OET may increase, typically with a corresponding decrease in the other agencies.

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