

# Meeting Minutes: MNIT Meet & Confer

Date: 11/1/23

## Introductions & Housekeeping

* Two new team members for MAPE: Barbara Monaco & Carolyn Murphy

### Attendees:

**MNIT Management:** Jenna Bergmann, Rachel Dopson, Brian Fitch, Shawna Hennek, Ray Phipps, Chad Thuet, Shanna Vah, John Hoenigschmidt, Kerry Ringstad

**MAPE:** Jed Becher, Lyz Losie, Barbara Monaco, Andi Morris, Carolyn Murphy, Tyrone Plunkett, Patrick Pueringer

## MAPE Agenda Items

### Consolidation-related Concerns - Andi

Department of Revenue

* Employees working at Revenue have been experiencing some issues getting quick resolution to application-specific issues with applications such as GenTax which is a Revenue application.
* Revenue employees will provide specifics.
* Could possibly be remedied with a new ticket type that would route the ticket to someone with GenTax knowledge.
* Employees have experienced tickets taking a long time to get resolved – one ticket from January remains open (REQ000002285529).

Department of Corrections

* Employees at correctional facilities have faced similar situations.
* For instance, when cameras were down at Faribault, Service Desk staff asked the employee to take a picture of the screen with their cell phone and send it to them. (Staff can’t have cell phones inside the facilities.)

**Management response:**

* Application-specific tickets may not be possible due to the number of applications. Perhaps this is possible for the more prominent applications.
* Can’t resolve here, can talk to the CBTOs and someone from Jeff Nyberg’s team.
* There needs to be a point of contact at Revenue for these types of issues. There may be some frustration working through the phone tree, but eventually they will get to the right person.
* There may be some hand-off issues as consolidations are relatively new.
* Cory Stubbendick (Revenue CBTO) hasn’t heard of any concerns with Revenue tickets.
* Additional details, including names of folks who have had issues, would be helpful.

### Use of Preferred Names for Employees - Andi

Planview

* Planview is being rolled out by MNIT as a new project management tool. It is already in use at a couple agencies as a pilot and will soon be rolled out to Enterprise as well as additional partnering agencies.
* The tool is pulling employee data from SEMA4 which means legal names are being used (since SEMA4 does not allow for preferred names) and requires a request and manual intervention from the Planview team to correct to a preferred name.

Partnering Agency Active Directories

* Our MNIT employees who are partnering with agencies are subject to whether those agencies will allow preferred names.

All-staff List on Intranet

* The all-staff list on the MNIT Intranet uses legal names because this information comes from SMEA4.
* There needs to be a way to overwrite legal names with preferred names before publishing the list.

**Management response:**

* There is a workgroup to automate the preferred name, but it’s a manual process. There is a process of how to handle this for new employees
* 56 requests, 39 completed, 3 still in process, 14 unable to be completed (MNIT @ DOT) – emails have been changed
	+ DOT has it on a list, but they are not able to make a request for preferred name for their display name. HR director wants to support preferred names.
* All-staff list: Can add a column for preferred name and only display preferred name if there is one.
* SEMA4: HR can manually add a preferred first name, some configuration is needed to be able to pull the preferred name
* Once the capability became available in SEMA4, the work was taken to the M365 team but there is other work in process as well
* Not currently a timeline on the automated process
* MMB is well aware that this is important and is a priority

### Accessibility Concerns - Barbara

* Employees are being asked to incorporate accessibility into their work with little to no education/training.
* Specifically, an MPCA employee was asked by MNIT procurement to review and make requests regarding accessibility to a contractor rather than MNIT leading that conversation.
* There sems to be a lack of experts embedded in the business to perform accessibility review of documents and applications and providing education and outreach.
* New applications are being selected despite not meeting accessibility requirements.
* Some CBTO’s have MNIT staff in an accessibility role and some do not. Some agencies have an accessibility coordinator, some do not, there is a lack of consistency across the enterprise.
* Jay Wyant does have a state accessibility coordinator group but there tends to be a fair amount of turnover where a stronger program does not exist.
* Would be good for Jay’s office to have more resources to provide to agencies that don’t have a robust accessibility program. Also to provide some testing resources, especially for something more specific like mobile testing.

**Management response:**

* Overall, MNIT is not responsible for training all state employees with accessibility – each agency is responsible for training their staff.
* There is a process to vet accessibility before purchasing software.
* All of us are stewards of accessibility as state employees.
* Jenni Delisi is moving to a new position under Jill Paulsen in order to address the issue of assessing accessibility earlier in the procurement process through governance.
* The business is signing off that something isn’t as accessible as it should be and requiring processes to be developed to address the shortfall(s).

### Legislative Priorities - Axelina

* MAPE’s Delegate Assembly voted to support security as a legislative priority for MAPE.
* Are there any other legislative priorities that MNIT would like MAPE to support?

**Management response:**

* Management appreciates the support and does not have additional priorities to support at this time.

### Class Spec Updates Needed - Axelina

* Architect class particularly needs updating as it has not been updated since 1996.
* Given updates in IT, anything older than 10 years should be reviewed.

**Management response:**

* Management agrees that they are outdated and has created MNIT-specific matrixes. However, there are other owners of the class specs and changes need to be coordinated.
* [System Architect class matrix](https://intranet.mnit.mn.gov/assets/Systems%20Architect%20Matrix_tcm1102-544828.pdf)

## Management Agenda Items

### Desktop Service Alignment of Services Update – John Hoenigschmidt and Kerry Ringstad

* Change drivers:
	+ Migration of “Wave 3” agencies into the Enterprise Service Desk
	+ Agency moves to new locations, space reductions
	+ Formation of “specialty teams”: hardware refresh, Desktop Advanced Support (DAS), disposal, onboarding
	+ Creation of new state agencies, offices, and boards
	+ Staffing changes
* Supervisors and staff no longer assigned to specific agencies
	+ Supervisors are assigned by region, supporting state agencies, boards, offices, commissions in a specific area
	+ Desktop support staff are assigned to teams that support state agencies, boards, offices, commissions in a specific area
* Regional Model will transform Desktop Support from an agency-centric, siloed
* Metro area regions: Robert Street, Skyway, Minneapolis, Energy Park, Capitol Complex, Lafayette
* Non-metro area desktop support staff will belong to a Regional Support team as of 1/17/24
	+ 3 regions:
		- Greater MN North
		- Greater MN Central
		- Greater MN South
* MAPE: How are you working with staff for long drives in greater MN?
	+ One of the goals is to reduce driving time
	+ Will hire people who live in the area – about to hire someone in Detroit Lakes and making another office in Duluth
	+ Mailing equipment to employees with instructions
	+ Establishing hubs and depots to have staged equipment available
* MAPE: How are you handling staff who may not be able to travel or drive?
	+ Job requirement of being able to drive
	+ There are areas that don’t require travel, such as the service desk

### Vacation Service Credit

* Processed over 200 employee service credit requests for higher vacation accrual rates
* Understand MNIT is leading this effort amongst all agencies
* Took a deliberate approach to prioritize this work above other things like performance appraisal processing, telework processing and other work because it impacted our customers – our employees!

### Reallocations Update

* 86 reallocations as of last meeting/update
* 61 of those were completed
* 30 more received in the intervening months
* 55 currently on the wait list for fulfillment
* Working on continuous improvement efforts in this space to make the process more understanding, more effective, and more efficient