

# Agenda: MNIT Meet & Confer

Date: 2/1/2023

## Introductions & Housekeeping

New members: KB Brietzke and Patrick Pueringer

Attendees: Andi Morris, Greg Naumann, KB Brietzke, Jed Becher, Tyrone Plunkett, Patrick Pueringer, Jon Bjorkstrand, Lyz Martin, Chad Thuet, Ray Phipps, Rachel Dopson, Brian Fitch, Yia Her, Shawna Hennek

## Agenda Items

### DNR Service Desk Transition Concerns - Jed

* Workload concerns for remaining DNR service desk staff
* Staff don’t all have the level of access needed to complete their duties
* Priority has been placed on closing tickets rather than performing quality work/providing good customer service
* Challenges with the transition have not been acknowledged
* Hope to help make the transition for other Wave 3 agencies smooth
* DNR is 6 months in and some Enterprise folks still don’t have DNR admin access and some formerly DNR folks don’t have Enterprise admin access
* Staff were told that Enterprise should be able to handle 80% of the tickets
* There are 4 people remaining at DNR and are struggling to keep up with ticket volume; a temporary person from DOR has been helpful, but staff feels that they need 6 people to move forward effectively
* Software center environment should be migrated to Enterprise before migrating to the agency (due to unique agency software needs)
* Training was done 3 months before migration (for those staff moved to Enterprise)
* Being that this is the 3rd wave of consolidation, it seems odd that this has not been more organized
* Rachel noted that management would like awareness sooner in the future – clarified that MAPE wasn’t aware of how big the issue was until recently
* Asked that admin issues be addressed right away as staff are unable to complete tasks – recognized that admin access is not taken lightly so perhaps some people who don’t have certain access shouldn’t have it for some reason
* Rachel will schedule a meeting with Jed and Jon to discuss issues further (to include Yia in case of crossover to MNIT DNR)

### Discuss Supplemental Negotiations Schedule - Andi

* Discuss cadence for meetings
* Would ideally like 1.5-2 hour blocks of time
* Would like Commissioner Tomes and Deputy Commissioner Eichten present
* Rachel Dopson will be the lead for management
* Preference to meet in person with option for team members to join virtually
* Rachel and Andi will connect separately to discuss logistics, schedule meetings, etc
* Jon with discuss with Commissioner Tomes

### MNIT @ MDH Retention Bonus MOU - KB

* MDH recently had a retention bonus approved for their staff and MNIT would like to develop a similar MOU for MNIT @ MDH staff
* Would like to discuss whether MNIT management is open to this type of MOU
* Largely depends on what MAPE is thinking of in terms of a retention bonus
* MNIT management didn’t learn of the MOU until it was in place
  + MAPE clarified that MDH employees did try to get MNIT @ MDH employees included but MDH management indicated they were not able to do that
* MDH had about 500 openings at one point – MNIT turnover has been significantly lower than MDH
* Chad mentioned that as One MNIT it is difficult to section out a select group of MNIT employees
  + MAPE clarified that MNIT @ MDH were disproportionately affected and working alongside MDH counterparts, including some people who worked 7 days a week for up to 2 years with no time off
* MNIT doesn’t have an appropriation – funds for employees are collected via rates
* Management would like to know more specifics about who the bonus would include
* Would need to determine where to draw the line between MNIT @ MDH and MNIT Enterprise staff, as well as reassignments

### New Employee Orientation Representation - Andi

* Per the contract (Article 7, Section 6D), MAPE is allowed representation at orientation – is there currently anyone?
* There is a meeting after one of the sessions with a MAPE representative but unsure who it is – Chad will try to find out who it is, as will Andi

### Engagement & Inclusion Survey

* Responses due Feb 22nd
* The survey was sent my MMB not MNIT (via GovDelivery) – need the personal link sent via email
* Management asked MAPE to remind members to complete the survey as MNIT takes the input seriously

### Annual Required Training

* Request for support
* Wrapping up annual required training campaign – sitting at 98%
* Training sets the tone for all MNIT employees and is important
* Management asked MAPE to remind members to complete trainings
* Working with training and development team to ensure direct messaging regarding the trainings

### HR Newsletter

* First issue sent Jan 13th
* Was the newsletter received? Any feedback?
* Plan to send this quarterly moving forward
* MAPE did not have specific feedback but felt that the content was good overall
* Would like thoughts on what to include in future editions
* MAPE threw out recognition to management for having HR contacts readily available (and up to date) on the Intranet

### Performance Appraisal

* Changes coming
* A group of MNIT employees from all levels of the agency have been meeting to review the Performance Appraisal process and all subcomponents
* Taking a look at the materials with an equity lens
* Looked at the separate competencies and reworded them with inclusion and equity in mind
* Added a Goal Setting aspect to the appraisal process to include a template and a guidance document – hope to launch in the next review cycle
* Will be making recommendations to the Equity Change Plan Team

### Updates from Deputy Commissioner Eichten

* Looking at some tweaks to the MNIT Strategic Plan to align with the Governor’s Plan
  + Will be working to improve the agency’s work around improving customer experience (to include our own staff)
* Looking to emphasize a sense of mutual accountability between business and IT
* Conversations at the legislature have an improved tone around state IT
  + There are still conversations about work location, how management knows employees are productive, etc
  + Management is not looking to make changes, but would like to have a strong response to questions around employee productivity (Chad noted that Goal Setting aspect of the Appraisal process can help address this in showing goals set and goals met)
* Continuing to explore how to reduce the MNIT Enterprise footprint
  + Including identifying feasible amenities, ways to share space, etc
  + Make the space what we need it to be for when we do come together for collaboration, celebration, team building, etc
* Selecting early adopters for Project to Product approach
  + Drafting an HR playbook identifying how roles may change