MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
FEBRUARY 18, 2020

COMMITTEE MEMBERS PRESENT:	
MS Department of Information Technology Services	Craig Orgeron, Chairman
MS Department of Revenue	Mickey Yates, Vice-Chairman
MS Department of Finance and Administration	Jim Hurst
MS Department of Public Safety	Clay Johnston
MS Office of the State Auditor	Samantha Atkinson
MS Secretary of State's Office	Michael Pantin

OTHERS PRESENT:	
MS Department of Information Technology Services	John McManus
MS Department of Information Technology Services	Renee Murray
MS Department of Finance and Administration	Brandi King
Mississippi Interactive	Dana Wilson
Mississippi Interactive	David Campbell
Mississippi Interactive	Drew Levanway
Mississippi Interactive	Spencer Jones
NIC	Winn McInnis
Office of the State Treasurer of Mississippi	Kurt Turner
The Clay Firm	Karen Newman

Dr. Craig Orgeron called the meeting to order.

Dr. Craig Orgeron called for a motion to approve the minutes of the November 7, 2019 meeting if no changes were needed. Ms. Samantha Atkinson made the motion to accept the minutes, it was seconded by Mr. Clay Johnston. The motion passed with none opposed.

Ms. Renée Murray presented an overview of the history of e-Government in Mississippi, the EOC and EOC related legislation. Ms. Wilson completed the overview with a walk-through of the MSI queue, the scoring methodology for prioritizing projects and the EOC website.

Mr. Winn McGinnis presented an overview of NIC and the role MSI's parent company plays in the Mississippi program.

Ms. Dana Wilson presented the Portal Highlights and Current Projects portion of the EOC reports:

- In October the Mississippi Department of Marine Resources (MDMR) utilized MSI to provide payment processing services for their Wetlands Permitting Application. MDMR can now offer Mississippi citizens the ability to apply and pay for Wetland Permits via a completely paperless process. Averaging close to 1,000 permits each year and previously being a fully paper-based process, MDMR now has the ability to manage their licensing process online creating much-desired efficiencies for the agency while also allowing increased financial transparency.
- The Secretary of State's Y'all Vote Website saw a large increase over the previous year with 30,879 unique new users visiting the site to seek information to secure their vote in the 2019 election. Also, the embedded "Update Voter Registration" and "Am I Registered"

functionality saw heavy activity in the months leading up to the election assisting over 1,550 registered voters with updating their voter registration information.

- MSI and Mississippi Department of Transportation (MDOT) launched the long-awaited payment processing partnership with ProMiles in November. The web-based Trucking and Routing Permit and Payment Processing Solution provides real-time dynamic routing and electronic payments for oversize/overweight permits for Mississippi truckers. This system also provides the ability to purchase permits at roadside stations across the State of Mississippi using MSI's Common Checkout Page (CCP). Since launch, the application has processed over 8,000 transactions and is on pace to sell at least 45,000 permits in the first year.
- MSI launched the Jump Start Scheduler application for the Mississippi Department of Public Safety (DPS). The online reservation system allows students ages 15 and older to register for Saturday permit and road tests at participating driver license locations. The new system offers automation for the agency, replacing the previously call-in based service. Since launch, 84 appointments have been made using the new dynamic scheduler, with 40% of those appointments being made via mobile devices. The straightforward service allows users to reserve their permit and road test quickly with an average submission time of two minutes.
- In the month of September, MSI launched the DPS eCrash Reporting Application for the Mississippi Department of Public Safety. Within the first three months of launch, there have been 28 state law enforcement agencies onboarded to the new system and over 70 that have reached out with interest in moving forward. MSI is continuing to see strong interest in agencies and has delivered 3,400 crash reports to users to date.
- In December, Mississippi launched the Office of the State Treasurer's new Secure Treasury Self-Service Portal allowing authenticated users to view and upload documents to be sent directly to the treasury. Additionally, Treasury provides online forms that are completed and submitted by designated users and then processed through a workflow by the treasury, significantly increasing process efficiencies.
- MSI partnered with the Mississippi Board of Cosmetology (MSBC) to launch their Exam Registration application. This is the second online service launched for MSBC in the last year. The new online application will allow cosmetology students to register for online Practical Exams throughout the State and removes the need for students to mail-in checks for exams. MSBC anticipates 5,000-6,000 yearly transactions with exams which began in January 2020.
- AccessMississippi, the joint service released for the Mississippi Division of Medicaid and the Mississippi Department of Human Services received a national award recently as did Mississippi.gov and the Mississippi Department of Wildlife Fisheries and Parks Mobile application. In total, 7 national awards were received since the last EOC meeting which brought the total to 25 for 2019 and 113 since the contract with MSI began.
- In the first 5 months since the initial launch of the Mississippi Department of Revenue (DOR) QuickPay Tax Application, the application has processed over 10,600 tax payments and $4,896,530 in tax revenue for DOR. In addition to online payments, the QuickPay Tax app also processes payments over the counter at DOR headquarters. The service allows taxpayers spend using the QuickPay service to complete their tax payment in an average of 2 minutes and 48 seconds per transaction.

Projects presented for Prioritization Approval:

- Mississippi Department of Public Safety – Human Trafficking Website
- Mississippi State Board for Community & Junior Colleges – Itawamba Community College Online Course Payment Processing

- Mississippi State Board for Community & Junior Colleges – Pearl River Community College Online Course Payment Processing
- Mississippi State Board of Nursing – Office of Nursing Workforce Website
- Mississippi State Board of Nursing – MVP Template Website
- Mississippi Board of Dental Examiners – Payment Processing
- Mississippi Board of Dental Examiners – Template Website
- Mississippi Department of Archives and History – Eudora Welty Home Custom Website
- Mississippi Department of Education – Elevate Teacher Conference Application
- Mississippi Veteran's Home Purchase Board – Loan Fee Application Payment Processing

Ms. Wilson presented the financial reports covering activities since the last meeting.

Dr. Orgeron asked for a motion to approve the project queue. Mr. Clay Johnston moved approval of the queue. The motion was seconded by Mr. Mickey Yates, and the motion carried with none opposed.

Next, Ms. Wilson presented the Transaction Metrics and Program Overview Report for Fiscal Year 2020 to date.

Spencer Jones presented an update of the infrastructure and security of the portal. All maintenance patches are up to date. MSI is switching to three regularly scheduled maintenance windows each month to allow for 36 maintenance windows each year. MSI is also current with its Security Compliance plan that is now overseen by Trustwave. Uptime for the infrastructure for the past three months has been 99.89 and 99.98 since the beginning of the year.

The next meeting is scheduled for April 21, 2020.

The meeting was adjourned.

Craig P. Orgeron, Ph.D., Chairman

Mickey Yates

Mickey Yates, Vice-Chairman