MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
JUNE 15, 2021

COMMITTEE MEMBERS PRESENT:

MS Department of Information Technology Services	David Johnson, Chair
MS Department of Public Safety	Clay Johnston, Vice-Chair
MS Department of Finance and Administration	Brandi King
MS Department of Revenue	Mickey Yates
MS State Treasurer	David McRae

OTHERS PRESENT:

MS Department of Information Technology Services	Michele Blocker
MS Department of Information Technology Services	Debra Brown
MS Department of Information Technology Services	Kevin Gray
MS Department of Information Technology Services	Renee Murray
MS Department of Information Technology Services	Steve Patterson
MS Department of Information Technology Services	Katie White
NIC Mississippi	David Campbell
NIC Mississippi	Spencer Jones
NIC Mississippi	Drew Levanway
NIC Mississippi	Tina Wells
NIC Mississippi	Dana Wilson

Mr. David Johnson called the meeting to order.

Mr. Johnson called for a motion to approve the minutes of the April 20, 2021 meeting if no changes were needed. Mr. Clay Johnston made the motion to accept the minutes as presented. The motion was seconded by Mr. Mickey Yates and passed with none opposed.

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

- In April, NIC MS launched an Online Mortgage Payment application for the Mississippi Veteran's Home Purchasing Board. Based on the OTC platform, this new application will significantly decrease paper checks and manual ACH submissions.
- NIC MS partnered with the Mississippi Autism Board to launch a new website which leverages the Drupal CMS and was completed at no cost to the agency.
- NIC MS is working with the Mississippi Museum of Natural Science (MMNS) and the Mississippi Department of Wildlife, Fisheries and Parks (MDWFP) to create an enhanced user experience for the museum's 108,000+ annual visitors. NIC's Park Pass service, YourPassNow (YPN) will provide the museum with online and in-person admission sales and passes for general visitors, handle ticketing for larger capacity events, and allow MMNS to capture relevant user information for customer outreach. MMNS will recognize a significant cost savings through YPN as the service will be provided through the self-funded model, allowing MMNS to discontinue their current process of absorbing the merchant fees and supporting multiple subscription platforms.

- In May, NIC launched two new services for the Mississippi State Board of Architecture. The Architect Initial Registration by Exam application and the Landscape Architect Initial Registration by Exam application were the only two remaining paper-based processes for the agency. Now with a total of 16 online services available, MSBOA has a 100% digital presence creating tremendous efficiencies for the agency.
- NIC partnered with the Office of Workforce Development at MDES to build a new informational website for the newly formed division. The site was built using the no-cost Magnolia template and from discovery to launch was stood up in less than a month. Utilizing the Drupal CMS service saved the MDES office approximately $15,000.
- In May, several of Mississippi's eGovernment services were recognized with 7 national awards. They included:
    - Ms.gov
        - Hermes Gold Award for Overall Government Website
        - Communicator Award of Excellence, Websites – General
        - Communicator Award of Distinction, Websites - Features, User Experience
        - Communicator Award of Distinction, Websites - Government
    - coronavirus.ms.gov
        - Communicator Award of Excellence, Websites - Government
    - dps.ms.gov
        - Communicator Award of Distinction, Websites - Government
    - AccessMS
        - Communicator Award of Excellence, Websites – Government
- In May, NIC demoed NIC's Electronic Licensing Platform (ELP) to the MS Board of Cosmetology (MSBC). ELP offers a robust and customizable licensing platform that includes a backend database service. NIC anticipates being able to launch ELP for MSBC by Q4 2021, including building out applications, personnel training, and content migration.

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

Ms. Wilson also presented the following projects for Prioritization Approval:

- Mississippi State Board of Cosmetology – EPL Practitioner and Salon Licensing
- Mississippi Department of Education – Virtual Tech Conference Registration
- Veteran's Home Purchase Board – ACH Form
- Mississippi Department of Employment Security – Office of Workforce Development Template Website
- Mississippi Board of Pharmacy – Custom Website Redesign
- Mississippi Department of Agriculture and Commerce – Genuine Mississippi Online Shopping Cart
- Mississippi Department of Rehabilitation Services – Custom Website Redesign

Mr. Johnson entertained a motion to approve the project queue and prioritization as presented. Mr. Yates moved approval. The motion was seconded by Mr. David McRae. The motion passed with none opposed.

Ms. Wilson presented an overview of the 2021 Government Experience Award Submission. As the overall winner for the 2020 award, MS.gov was not eligible for submission in 2021 at the
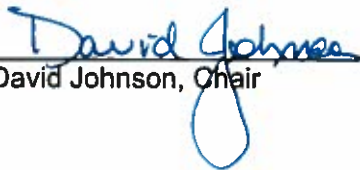
overall level. The DPS Skip the Line Program was submitted for consideration at the Project Experience level. The submission highlighted several key statistics, including:

- Pilot was implemented in under 90 days
- Program has driven adoption of online services by over 69%
- More than 230,000 appointments across 35 locations and 16 unique appointment types
- 76% of people are using a mobile device to schedule appointments and 70% opting for text notifications
- Over 26,000 individual visitors have viewed live cams, 50% of those users have viewed the location feeds on-the-go from a mobile device
- Over 72,000 addresses have been changed online

Spencer Jones presented an update on the infrastructure and security posture of the portal. Uptime since 1/1/2021 was 99.96%. Uptime for the past three months was 99.93%. NIC MS has completed migration of template sites to Drupal and is currently migrating larger custom sites. The migration should be complete in the 4th quarter of 2022. A Disaster Recovery exercise of .net and CMS services was performed May 22, failing over all NIC MS services from Mississippi State Data Center to alternate datacenter in Allen, TX. A follow-up exercise is targeted for mid-July. All Windows and Linux patches are up to date. NIC's 2020-2021 security and compliance assessment program is reviewed by TrustWave.

The next meeting is scheduled for August 17, 2021.

Mr. Clay Johnston made a motion that the meeting be adjourned. Mr. Yates seconded, and the motion was approved with none opposed. The meeting was adjourned.

Digitally signed by Clay Johnston
'Date: 2021.11.19 13:09:51 -06'00

David Johnson, Chair

Clay Johnston, Vice-Chair