# MINUTES OF THE
## MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
### FEBRUARY 16, 2021

COMMITTEE MEMBERS PRESENT:

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| MS Department of Information Technology Services | David Johnson, Chair |
| MS Department of Revenue | Mickey Yates, Vice-Chair |
| MS Department of Public Safety | Clay Johnston |
| MS Office of the State Auditor | Mark Johnson |
| MS Secretary of State's Office | Michael Pantin |
| MS State Treasurer | David McRae |

OTHERS PRESENT:

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| MS Department of Information Technology Services | Michele Blocker |
| MS Department of Information Technology Services | Renee Murray |
| MS Department of Information Technology Services | Steve Patterson |
| NIC Mississippi | Dana Wilson |
| NIC Mississippi | Drew Levanway |
| NIC Mississippi | Spencer Jones |
| NIC Mississippi | Tina Wells |
| The Clay Firm | Karen Newman |

Mr. David Johnson called the meeting to order.

Mr. Johnson called for a motion to approve the minutes of the December 15, 2020 meeting if no changes were needed. Mr. Mickey Yates made the motion to accept the minutes as presented. The motion was seconded by Mr. David McRae and passed with none opposed.

Ms. Wilson discussed the announcement that NIC, Inc. and Tyler Technologies, Inc. have entered to an agreement whereby Tyler will acquire all outstanding shares of NIC. She expects business as usual under the new arrangement which is expected to be finalized in a few months.

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

- In December NIC Mississippi and Mississippi State Department of Health (MSDH) launched a comprehensive Mobile Childcare Facility Inspection portal utilizing NIC's On-the-Go platform. The mobile inspection service replaces a paper-based, handwritten inspection process for the agency that handles close to 5,000 inspections annually. The On-the-Go platform includes many useful features to help inspectors seamlessly and electronically inspect Childcare Facilities including photo uploads, commenting capabilities, seamless integration into ITS' LARS licensing system and digital signatures.
- In December, NIC Mississippi completed the conversion of 26 SharePoint template websites to the upgraded Drupal Magnolia Content Management System as the first phase of a two phased conversion project. To facilitate training and provide an online knowledge base, a new Drupal training website was created. This training resource contains on-demand Drupal editing and content management videos to allow agency users to efficiently complete changes on their new sites. With each website valued at an estimated $15,000, the no-cost website services have provided a cost avoidance of nearly $400,000 to the State.

- The online services provided through the NIC and Mississippi Department of Public Safety partnership have seen tremendous adoption increases over the last year. Some highlights include:
    - 79,000+ "Skip the Line" appointments made since the launch of the program in September.
    - A 27% increase in online ID renewal and duplicate sales.
    - Over 64% mobile visitors (2.2 million unique page views) to the award-winning DPS website (www.dps.ms.gov).
    - A 90% increase in Mobile Driver's Test downloads.
- In 2019 NIC MS developed a Shatter the Silence "Suicide Prevention," mobile application for the Mississippi Department of Mental Health. Through the pandemic NIC MS and MDMH have been working together to promote the service to help those in need. Available on iOs and Android platforms, the mobile application has had over 630 mobile downloads. Some notable features of the app include:
    - Education about warning signs people who are contemplating suicide may display
    - Risk factors that can contribute to thoughts of suicide
    - Educational facts about suicide
    - How to help when yourself or someone else is thinking about suicide
- In January Mississippi Department of Public Safety and NIC MS launched the Mississippi Most Wanted List. This new high-profile service provides a comprehensive location for the public to find detailed information about Mississippi's ten most wanted fugitives as reported by the Mississippi Bureau of Investigation and law enforcement agencies throughout the state. In less than a week after launch the Mississippi Most Wanted List received almost 17,000-page hits and five of the ten most wanted have been captured.

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

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

- Mississippi Department of Health – Medical Marijuana Licensing and Traceability
- North Mississippi Regional Center – Template Website
- Mississippi Department of Health – BCS Environmental Payment Processing

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

Ms. Wilson presented an update on the infrastructure and security posture of the portal. Uptime for the 2020 calendar year was 99.95%. Uptime since 1/1/2021 was 99.99%. All Windows and Linux patches are up to date. The security and compliance assessment program is reviewed by TrustWave.

Ms. Wilson presented an overview of the Solar Winds Hack on NIC operations:
- A late 2020 hack exploited business software firm SolarWinds' Orion product.
- NIC was running a version of SolarWinds identified in the Cybersecurity and Infrastructure Security Agency (CISA) notifications.
- Following their advice we disconnected all servers running the software, blocked a list of known malicious IPs per CISA's recommendation, and did a 90 day look back on IP activity.
- NIC worked with Verizon's Investigative Response Team to conduct a comprehensive forensic investigation to determine if we were impacted at the corporate level.

- The forensic investigation confirmed that NIC was not using an impacted version of the SolarWinds software and therefore, was unaffected by the SolarWinds security breach.

Finally, Ms. Wilson presented an overview of how projects are scored and evaluation for queue consideration.

The next meeting is scheduled for April 20, 2021.

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

David Johnson, Chair

Mickey Yates, Vice-Chair