

MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
JUNE 18, 2024

COMMITTEE MEMBERS PRESENT:

MS Department of Information Technology Services
MS Department of Public Safety
MS Department of Finance and Administration
MS Department of Revenue
MS Office of the Secretary of State
MS Office of the State Auditor

David Johnson, Chair
Clay Johnston, Vice-Chair
Gilda Raiz
Mickey Yates
Daniel Jordan
Tom Chain

OTHERS PRESENT:

MS Department of Finance and Administration
MS Department of Information Technology Services
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MS Department of Information Technology Services
MS Department of Information Technology Services
MS Department of Information Technology Services
MS Office of the State Treasurer
Tyler MS
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Mississippi Department of Wildlife, Fisheries and Parks
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Mississippi Department of Wildlife, Fisheries and Parks
Mississippi Department of Wildlife, Fisheries and Parks
Mississippi Department of Wildlife, Fisheries and Parks
House of Representatives Chairman

Joanna Ragin
Stephanie Hedgepeth
Kevin Gray
LaTonya Kirkland
Renee Murray
Leslie Swilley
Michelle Walker
Kurt Turner
Thomas Allen
David Campbell
Raghul Manoharan
Laura Walker
Tina Wells
Curtis Thornhill
Jason Thompson
Michael McRae
Brian Ferguson
Drew Malone
Rep. Scott Bounds

Mr. David Johnson called the meeting to order.

Mr. David Johnson called for a motion to approve the minutes of the April 16, 2024, meeting if no changes were needed. Mr. Mickey Yates made the motion to accept the minutes as presented. The motion was seconded by Mr. Tom Chain and passed with none opposed.

The Mississippi Department of Wildlife, Fisheries and Parks presented information in support of a request to use an alternate payment processor and to be relieved from the requirement of paying the associated fees in support of the state's electronic government program. After discussion, Mr. David Johnson proposed that the Waiver Request be tabled for the next regular EOC meeting unless a special meeting is called. Using unanimous consent with none opposed, this item was tabled.

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

- The Mississippi Department of Public Safety (DPS) and Tyler MS met to explore solutions for improving hiring and onboarding procedures.
 - The proposed solution aims to enable job applicants to securely submit applications and forms electronically resulting in faster submission processing by agency personnel.
- In April, Tyler MS engaged with the Mississippi Institutions of Higher Learning (IHL) to revisit options for redesigning the agency's website. The redesign aims to enhance user experience, modernize the interface, and improve functionality.
- Tyler MS recently met with the Mississippi Department of Banking & Consumer Finance (DBCFC) to discuss a three-project initiative aimed at modernizing paper-based payment and manual invoicing processes.
- Tyler MS and the North Mississippi State Hospital (NMSH) launched a redesigned website aimed at providing easier access to care and support for NMSH patients. The website resulted in cost savings of over \$15,000 for the agency.
- Tyler MS recently met with the Mississippi Appraisal Board to discuss a new template website to better serve Mississippi Appraisers and citizens.
- Tyler MS recently met with the Mississippi Secretary of State's Office to explore the potential redesign of their website.
 - The proposed project aims to transform the website into a comprehensive service and information hub.
- Tyler MS and the Mississippi Department of Mental Health (MDMH) jointly launched the Mental Health Mississippi Mobile App.
 - Mental Health Mississippi offers features, including an interactive map for locating services, crisis resources, a mental health services glossary, and inspiring stories of recovery, all aimed at providing comprehensive support to Mississippians.

Several of Mississippi's eGovernment services were recently recognized with national awards:

- Hermes Gold Award – Pearl River Valley Water Supply District Website
- Hermes Gold Award - MAMA Website
- Communicator Award of Excellence - Department of Corrections Website
- Communicator Award of Distinction - MAMA Website
- Communicator Award of Distinction – MEMA Mobile App
- Webby Award Honoree - MEMA Mobile App

Ms. Wells presented the fiscal reports covering activities since the last meeting and fiscal year-to-date transactional metrics.

Ms. Wells discussed the status of projects in development and presented the following projects for Prioritization Approval:

PROJECT	AGENCY	TYPE OF SERVICE	FUNDING MODEL	SCORE
Board of Physical Therapy Template Website	Physical Therapy, Mississippi State Board of	Website	No Cost	6
EMSH Medical Records Request	East Mississippi State Hospital	Application	Self-Funded	10
DBCF Assessment Payments	Banking and Consumer Finance, Department of	Application	Hybrid	13
MGC Custom Website	Gaming Commission, Mississippi	Website	T&M	11
MSDH Mobile Application	Health, Department of	Mobile	T&M	9
DBCF Consumer Reimbursement Payments	Banking and Consumer Finance, Department of	Application	Hybrid	12
DBCF Banking Division Application and Payment	Banking and Consumer Finance, Department of	Application	Hybrid	8
NMRC Internal Procurement Application	North Mississippi Regional Center	Custom	T&M	7

Mr. David Johnson entertained a motion to approve the project queue. Mr. Mickey Yates made a motion that the projects presented for prioritization and approval be approved. The motion was seconded by Mr. Clay Johnston. The motion passed with none opposed.

Ms. Tina Wells discussed the Overview of Government Experience Award Submission.

- Nominations for the Overall Experience Awards in state government encompass the entirety of the government experience and the provision of digital services across multiple channels, including web, mobile, and emerging technologies. States receiving an Overall Experience Award demonstrate a dedicated focus on optimizing the constituent/customer experience across diverse channels, ensuring seamless interactions and services.

2024 Overall Experience Award for Mississippi:

- Questions matched the Digital States Survey recently completed by ITS
- Focused on customer experience channels, engagement strategies, and significant citizen accomplishments

Mr. David Campbell presented the Overview of Portal Security and Infrastructure.

Uptime for calendar year 2024 was 99.98%. The next disaster recovery exercise is slated for July 2024. Mr. Campbell reported that all security patches are up to date.

Ms. Renee Murray presented the PCI Compliance update. Agencies will be required to complete scans for any services connected to the payment engine. For the first year, Tyler will assist in facilitating the scans at no cost. The agencies will be responsible for their own scans after the first year. Upcoming meetings are scheduled to discuss the process of getting started with the scans.

Mr. David Johnson presented the FY25 Tentative Meeting Schedule for informational purposes only to the committee.

The next meeting is scheduled for August 20, 2024, at 1:30 pm at ITS in person.

Mr. David Johnson announces his retirement effective June 30, 2024. Mr. Clay Johnston will conduct the next meeting, and a vote will be held to affirm the appointed ITS Executive Director as the new EOC Chairman.

Mr. David Johnson adjourned the meeting.

Clay Johnston

Clay Johnston, Chair

Digitally signed by Clay
Johnston
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Daniel Jordan

Daniel Jordan, Vice-Chair