MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
OCTOBER 21, 2025

COMMITTEE MEMBERS PRESENT:
MS Department of Information Technology Services	Stephanie Hedgepeth, Chair
MS Department of Archives and History	Tommy Goodwin
MS Department of Finance and Administration	Gilda Reyes
MS Department of Public Safety	Tim Watson
MS Office of the State Treasurer	Kurt Turner
MS Department of Wildlife, Fisheries and Parks	Brian Ferguson

OTHERS PRESENT:
MS Department of Information Technology Services	Michele Blocker
MS Department of Information Technology Services	Amber Dupree
MS Department of Information Technology Services	Janis Iskra-Coates
MS Department of Information Technology Services	LaTonya Kirkland
MS Department of Information Technology Services	Renee Murray
MS Department of Information Technology Services	Debbie Parker
MS Department of Information Technology Services	Holly Savorgnan
MS Office of the Attorney General	William Collins
Tyler	David Campbell
Tyler	Amanda Green
Tyler	Raghul Manoharan
Tyler	Tina Wells
MS Department of Wildlife, Fisheries and Parks	Krystle Love
MS Department of Wildlife, Fisheries and Parks	Jason Thompson

Ms. Stephanie Hedgepeth called the meeting to order.

Ms. Stephanie Hedgepeth called for a motion to approve the minutes of the August 19, 2025, meeting if no changes were needed. Ms. Gilda Reyes made the motion to accept the minutes as presented. The motion was seconded by Mr. Tommy Goodwin and passed with none opposed.

Mr. Brian Ferguson gave an update on the transition to the standard payment process for Parks/Reservations. He stated the Mississippi Department of Wildlife, Fisheries and Parks would like to meet with ITS to discuss the contractual obligations. The attorneys for MDWFP will contact ITS to set up a meeting.

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

- Stone County School District Website was launched. A no-cost user-friendly site that gives students, staff and parents quick access to everything that will need to make the scholars productive in the classroom.
- Mississippi Department of Rehabilitation Services Website Updates

- o Consolidation removes duplicate hosting, lowering ongoing costs for MDRS
  - o Self-service editing lets agency staff publish updates in minutes, improving responsiveness
  - o Seamless redirect from betheirvoicenow.com maintains campaign visibility and reach
- DPS Payment Processing Device Upgrade
  - o Enhanced Security & Regulatory Compliance
  - o Faster Services
  - o Modern Convenience
- Mississippi State Board of Medical Licensure
  - o Conversations have started to modernize some of their projects and digital services. During these conversations, Tyler introduced them to the Resident AI Chatbot Platform. Next steps are to show a demo of the Resident Assistant that can be customized to support their needs.
- Mississippi Department of Agriculture & Commerce
  - o Genuine MS® Cashiering Solution – Tyler has started initial conversations with MDAC to discuss updating their OTC POS solutions. This is a web-based solution that would streamline their retail operations.
- Mississippi Department of Revenue Website
  - o At the end of September, the DOR website was relaunched. This new website is driven by a new modernized citizen's digital experience.
- Mississippi Department of Child Protection Services
  - o Tyler met with CPS' Communications Department to demo the Resident Assistant AI ChatBot which delivers round-the-clock access to questions/answers and inquiries when a Customer Service Representative is unavailable.
- Mississippi Department of Agriculture and Commerce
  - o Program Highlights:
    - 17 Self-funded or no cost services
    - 224,000 transactions
    - $39 million in revenue

Awards and Acknowledgements:

2025 dotCOMM Awards

- MEMA Mobile App
- MS.GOV

2025 WebAwards Outstanding Website

- MEMA Custom Website
- MS.GOV

2025 Government Experience Awards

- MS.GOV

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
DBCF Custom Website	Banking and Consumer Finance, Department of	Website	T&M	8
DMH Place Payment Processing	Mental Health, Department of	Payment Only	Self-Funded	10
DOM Public Records Request Invoicing	Medicaid, Mississippi Division of	Application	Self-Funded	10
DOR Resident Assistant	Revenue, Department of	Application	T&M	12
MDAC Sweet Potato Tag Payment Processing	Agriculture and Commerce, Department of	Payment Only	Self-Funded	9
MDEQ Custom Website	Environmental Quality, Department of	Website	T&M	5
MDOC Media Witness Application	Corrections, Department	Application	No Cost	13
Mississippi Public Health Laboratory Invoicing	Health, Department of	Application	Self-Funded	5
MSARNG Regional Counterdrug Training Academy Enrollment Application	Mississippi National Guard	Application	T&M	19
MSBN Payment Processing for Names and Addresses Mailing List Purchase	Nursing, Mississippi State Board of	Payment Only	Self-Funded	13
MSBN Resident Assistant AI Chatbot	Nursing, Mississippi State Board of	Application	T&M	18
MSBRPG Invoicing	Geologists, Mississippi Board of Registered Professional	Application	Self-Funded	5
MSDH Boil Water Notifications	Health, Department of	Application	T&M	5
State Water Revolving Loan Fund Invoicing	Health, Department of	Application	Self-Funded	5

Ms. Stephanie Hedgepeth entertained a motion to approve the project queue. Ms. Gilda Reyes moved that the projects presented for prioritization and approval be approved. The motion was seconded by Mr. Brian Ferguson. The motion passed with none opposed.

Mr. David Campbell conducted an overview of the Portal Security and Infrastructure.

- Uptime Report
  - Last 3 Months: 99.96%
  - Since 01/04/2025: 99.89%
  - FYTD 26: 99.96%
- Infrastructure Cloud Migration
  - First application has been migrated to AWS Sandbox
  - Working with ITS on connection with State Network from AWS
  - Working with Tyler CMS Centers of Excellence team to determine best fit and options for Drupal Hosting
  - Migrating Authentication to Tyler Identity Gateway

- Scheduled Maintenance
  - Production
    - Enterprise application updates first maintenance window each month.
    - Infrastructure Upgrades and Maintenance second maintenance window of the month.
    - Security patching for Windows and Linux third maintenance window of the month.
  - Lower Environments
    - Development, Test, and User Acceptance Testing
    - Security patching for Windows and Linux are completed one to two weeks prior to Production Security patching.
- Security
  - Up to date with Windows and Linux Patching.
  - Annual Holistic Pentest Scheduled for Q3
  - Tyler's Security and Compliance Assessment Program is reviewed by TrustWave.
  - The Assessment period is April 1st through March 31st annually.

Mr. Campbell presented an update on the PCI Compliance Program.

The next meeting is scheduled for December 16, 2025.

Ms. Hedgepeth mentioned the Department of Justice's Title II ADA: Accessibility Compliance project that goes into effect April 26, 2026. Tyler will be hosting a Lunch and Learn event at ITS on Wednesday, November 12, 2025, to ger pertinent details and information about this endeavor. More information will be coming soon.

Ms. Gilda Reyes made a motion that the meeting be adjourned. Mr. Tommy Goodwin seconded, and the motion was approved with no one opposed. The meeting was adjourned.

Stephanie Hedgepeth
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Stephanie Hedgepeth, Chair

Daniel Jordan
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Daniel Jordan, Vice-Chair