

MINUTES OF THE  
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE  
FEBRUARY 20, 2024

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COMMITTEE MEMBERS PRESENT:

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

David Johnson, Chair  
Clay Johnston, Vice-Chair  
Brandi King  
Daniel Jordan  
Kurt Turner

OTHERS PRESENT:

MS Department of Information Technology Services  
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MS Department of Information Technology Services  
MS Department of Wildlife, Fisheries and Parks  
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Tyler  
Tyler  
Tyler  
The Clay Firm

Rebecca Henley  
Kevin Gray  
LaTonya Kirkland  
Renee Murray  
Steve Patterson  
Holly Savorgnan  
Jason Thompson  
Michael McRae  
Keith Harkins  
Thomas Allen  
David Campbell  
Tina Wells  
Karen Newman

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Mr. David Johnson called the meeting to order.

Mr. David Johnson called for a motion to approve the minutes of the December 12, 2023, meeting with one adjustment to show that Kurt Turner representing the MS Office of the State Treasurer was present at the December meeting. Mr. Daniel Jordan made the motion to accept the minutes as amended. The motion was seconded by Mr. Clay Johnston and passed with none opposed.

Mrs. Renee Murray notified the committee that the temporary waiver granted to the Mississippi Department of Wildlife, Fisheries and Parks for the parks and reservation system had expired at the end of January and suggested that based on the update to be presented, the Committee might consider a new or extended waiver.

Mr. Jason Thompson, Mr. Michael McRae, and Mr. Keith Harkins from the Mississippi Department of Wildlife, Fisheries, and Parks presented an update regarding transition to the standard payment process.

Mr. Clay Johnston made the following motion: Retroactive to the expiration of the previous waver and conditional to the approvals required in the DFA Administrative Rule for Electronic Payments, to extend the temporary waiver for an alternative payment processor to the Department of Wildlife Fisheries and Parks for the new parks and reservation system. The extended waiver will expire at the earlier of November 30, 2024, or upon full implementation of the standard payment process. The Department is asked to provide the Committee with an update as to the progress being made

to transition to the standard payment process at the June 2024 meeting of this Committee. The motion was seconded by Mr. Daniel Jordan with none opposed.

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

### **MDHS introduced its second Tyler MS QuickPay Invoicing service in December 2023**

Key Features: Enables individual or batch distribution of invoices for SNAP and TANF funds.

- Offers convenient online payment options for recipients.
- **Success Metrics:**
  - Over 350 SNAP invoices distributed since March 2023
  - Generated nearly \$30,000 in online revenue for MDHS.
- **Benefits:**
  - Provides enhanced transparency and visibility through robust reporting and detailed invoice tracking.
  - Facilitates informed decision-making for collection efforts.
- **Tyler MS, in collaboration with MSPB, launched two new services for the Employee Appeals Board (EAB)**
  - **Magnolia Template Implementation:**
    - Tyler MS provided MSPB with a no-cost solution resulting in a \$15,000+ cost savings for the agency.
  - **Key Launches:**
    - **New Website:** Launched in under two months, prioritizes easy access to appellant resources.
    - **Notice of Appeal Application:** Simultaneously launched, enabling online submission and payment for the previously paper-based process.
- **Tyler MS and MDES met in December to discuss solutions for electronic payments.**
  - **Objective:** Enable MDES to accept payments from employers and claimants electronically.
  - **Purpose:** Streamline processes, minimize paper checks, and improve payment tracking.
  - **Benefits:**
    - Improved efficiency through electronic payments
    - Enhanced reporting capabilities
- **Tyler MS and the Attorney General's Office (AGO) jointly launched the Mississippi Access to Maternal Assistance (MAMA) Mobile App**
  - **Features:** Instant connection to vital resources such as infant essentials, food, financial aid, clothing, shelter, job opportunities, and childcare
- **Mississippi Access to Maternal Assistance (MAMA) Website**
  - **Positive Reception:** 7,900+ site visitors sought support
  - **Rapid Growth:** AGO added 100+ new service providers in 3 months
- **MDWFP's Non-Resident Turkey Draw opened in January**
  - **Growth Trend:**
    - Implemented in 2022, the service has seen consistent year-over-year growth.

- Projected to attract over 2,000 non-resident sportsmen for 1,100 early hunting spots, marking a remarkable 225% increase from its inaugural year.
- **Dual Purpose:**
  - Provides access for non-residents to enjoy Mississippi's resources.
  - Protects the State's public lands, ensuring adequate access for residents during popular hunting seasons.
- **MSDH Division of Radiological Health and Tyler MS met in January to streamline the X-Ray Machine Inspection Process**
  - Inspection Efficiency: With approximately 3,000 inspections annually, transitioning to an online process promises streamlined workflows and reduced manual tasks.
- **Recent Collaborations with Mississippi DPS: Improving Conference Registration and Course Scheduling**
  - In December, the DPS Criminal Information Center (CIC) partnered with Tyler MS to develop a new website and registration application for the upcoming Mississippi Sex Offender Registry Conference in August
    - Scheduled for implementation by February 2024, saving the agency \$15,000.
  - Tyler MS also engaged with the Commercial Driver's License (CDL) Division of DPS to discuss a web-based scheduling solution.
- **Tyler MS met with the Mississippi Museum of Natural Science (MMNS) to discuss Online Event Registration**
  - Objective: MMNS aims to streamline registration and payment processes for their monthly Science, Tech, Engineering, Arts, and Math Program (STEAM) events.
  - Benefits:
    - Increased visibility and tracking of program participants and payments.
    - Enhanced convenience for residents to register and pay online.
  - Development Approach:
    - Utilize Tyler's custom application platform for intuitive event creation and monitoring.
    - Customizable registration details tailored to each event's specific needs.
- **Tyler MS and the Emergency Medical Services (EMS) Division of the Mississippi State Health Department (MSDH) partnered to explore a dedicated website**
  - Objective: Empower EMS to enhance their online presence for better public service and information distribution.
  - Partnership Progress:
    - Defining project requirements in collaboration with EMS.
    - Anticipating further collaboration on next steps.
- **Tyler MS met with the Department of Agriculture and Commerce (MDAC) to discuss online ticketing for the Mississippi State Fair**
  - Objective: Implement a new solution to offer residents online ticketing, streamlining operations and enhancing security.
  - Benefits:
    - Streamlined operations for fair staff.
    - Improved tracking and security for transactions during the event.

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

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FISCAL YTD
Tyler Total Revenue	\$830,509.00	\$895,881.00	\$927,489.00	\$972,178.00	\$981,538.00	\$930,953.00	\$913,520.00	\$6,452,068.00
Less: Processing Fees	(\$155,670.00)	(\$161,212.00)	(\$175,134.00)	(\$213,910.00)	(\$233,194.00)	(\$234,058.00)	(\$184,298.00)	(\$1,357,476.00)
Tyler Net Revenue	\$674,839.00	\$734,669.00	\$752,355.00	\$758,268.00	\$748,344.00	\$696,895.00	\$729,222.00	\$5,094,592.00
Mississippi Revenue Share	\$20,245.17	\$22,040.07	\$22,570.66	\$22,748.04	\$22,450.32	\$20,906.85	\$21,876.66	\$152,837.77
Total EOC Dollars Transferred	\$1,133.00	\$1,120.00	\$1,526.00	\$1,116.00	\$940.00	\$1,434.00	\$1,651.00	\$8,920.00

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

PROJECT	AGENCY	DEVELOPMENT STATUS	TYPE OF SERVICE	FUNDING MODEL	SCORE
EMS Custom Website	Health, Department of	Requirements Gathering	Website	T&M	9
MSPB Template Website	Personnel Board, Mississippi State	UAT	Website	No Cost	13
CDL Online Class Registration Application	Public Safety, Department of	Requirements Gathering	Application	T&M	10
MMNS STEAM/Scout Registration	Natural Science, Museum of	Requirements Gathering	Application	Hybrid	13
MSBO Primary Eyecare Procedure (PEP) Certification Application	Optometry, Mississippi State Board of	Requirements Gathering	Application	Self-Funded	11
MSBO Laser Procedures Outcomes Data Reporting Application	Optometry, Mississippi State Board of	Requirements Gathering	Application	No Cost	11
Mississippi State Hospital Template Website	State Hospital, Mississippi	Requirements Gathering	Website	No Cost	10
North Mississippi State Hospital Template Website	State Hospital, Mississippi	Requirements Gathering	Website	No Cost	11
MDES Unemployment Payment Processing for Employers and Claimants	Employment Security, Mississippi Department of	Requirements Gathering	Payment Only	Self-Funded	13
MDAC State Fair Ticketing	Agriculture and Commerce, Department of	Requirements Gathering	Application	Self-Funded	13
DPS and Driver Service Bureau Website Redesign	Public Safety, Department of	Requirements Gathering	Website	T&M	15

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

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

- **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.
- **Disaster Recovery**
  - Testing granular control of failover capabilities
    - SharePoint tested successfully.
    - Drupal tested successfully.
    - Net services tested successfully.
  - Next DR Exercise tentatively scheduled for Q3

Ms. Wells presented the Fiscal Year to Date Financials.

Ms. Renee Murray and Ms. Brandi King presented an update for the PCI Compliance Program.

- **Current Status:**
  - 37 agencies have started or completed their PCI attestation.
  - 60 agencies in 2023 have active payment processing services.
  - OneTrust PCI Compliance Program – Tyler partner-wide online PCI attestation tool provided to the state at no cost. Tool will track attestations, send reminder emails, provide annual reporting.
- **Next Steps and Timeline:**
  - Demo for ITS and DFA in March
  - Coordinate with ITS and DFA on agency communications.
  - Provide update for EOC in April
  - Target May for go-live

Ms. Tina Wells reviewed the Queue Scoring Methodology.


The next meeting is scheduled for April 16, 2024, at 1:30 pm.

Mr. David Johnson adjourned the meeting.

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David Johnson, Chair

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Clay Johnston, Vice-Chair