

MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
SEPTEMBER 26, 2024

COMMITTEE MEMBERS PRESENT:

MS Department of Public Safety
MS Department of Finance and Administration
MS Department of Revenue
MS Office of the Secretary of State

Clay Johnston, Vice-Chair
Gilda Reyes
Mickey Yates
Daniel Jordan

OTHERS PRESENT:

MS Department of Finance and Administration
MS Department of Information Technology Services
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
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MS Department of Wildlife, Fisheries and Parks
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House of Representatives Chairman
N/A

Joanna Ragin
Tabatha Baum
Stephanie Hedgepeth
LaTonya Kirkland
Renee Murray
Brian Norwood
Debbie Parker
Michelle Walker
Kurt Turner
Thomas Allen
David Campbell
Jamey Elkin
Amanda Green
Raghul Manoharan
Tina Wells
Curtis Thornhill
Jason Thompson
Michael McRae
Brian Ferguson
Drew Malone
Rep. Scott Bounds
Skylar DeVescovo

Mr. Clay Johnston called the meeting to order.

Mr. Clay Johnston called for a motion to approve the minutes of the June 18, 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. Daniel Jordan and passed with none opposed.

Ms. Renee Murray presented the Overview of the Process to Request an Alternate Payment Process and/or Waiver of Associated Fees.

The Mississippi Department of Wildlife, Fisheries and Parks presented additional 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, Ms. Stephanie Hedgepeth proposed a motion that the Waiver Request

be tabled for the next regular EOC meeting unless a special meeting is called. Mr. Daniel Jordan seconded. 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 Office of the Attorney General and Tyler MS met to explore a mobile app aimed to help Mississippians tackle personal and community challenges.
- Mississippi State Department of Health (MSDH) Mobile App Project Kick-Off. Key features include:
 - Streamlined access to county health department maps
 - Integrated appointment scheduling
 - Data intake and workflow capabilities
 - Agency services directory
 - Push notifications
 - Event calendar
 - Direct access to the MSDH website

Tyler MS sponsored and attended the 93rd Annual Mississippi Municipal Conference in June. This event allowed for direct engagement with municipal government officials and opportunities to expand the eGovernment program.

Water Quality Analysis Invoicing Service

Launch Year:

- 2016

Revenue Achievement:

- Over \$700,000 processed for the Bureau of Public Water Supply through electronic invoicing

Enhancement Discussions:

- Improving reporting capabilities
- Streamline tracking and collection of outstanding balances

Next Steps:

- Collaborating with the Bureau of Public Water Supply to implement updates before this year's invoice distribution

Magnolia Template Websites

Launches:

- Mississippi State Hospital Website
- The Standing Joint Legislative Committee on Reapportionment & Redistricting Website
- Office of State Public Defender Website
- Mississippi Department of Mental Health's Specialized Treatment Facility Website
- Mississippi Home Office of State Public Defender Website
- Mississippi Home Inspection Division Website
- Mississippi Appraisal Board Website
- Mississippi Board of Physical Therapy

Cost Savings: Total savings of \$105,000 for the state

Mississippi Community College Board Website Redesign

Main Goals:

- Develop a user-friendly and visually appealing website
- Enhance overall user experience

Key Objectives:

- Improve navigation for easy access to information and resources
- Organize content intuitively for better usability
- Ensure compliance with Web Content Accessibility Guidelines (WCAG)

Collaboration Focus:

- Create a website that promotes excellence and inclusivity for students, faculty, and the community

Onboarding Tate County Sheriff's Office to eCrash Reports

System Overview:

- Tyler MS provides access to crash report data through the eCrash Reports system

Accessibility:

- Used by the Department of Public Safety and local agencies across Mississippi

Citizen Convenience:

- Enables online purchase of crash reports

Recent Onboarding:

- Tate County Sheriff's Office joined in July, increasing access to 58 agencies statewide

System Impact Since 2019:

- Over 215,000 crash reports purchased
- Generated more than \$3.3 million in revenue for state and local law enforcement

Four of Mississippi's eGovernment services recently recognized with dotCOMM Awards:

- Platinum Award – Mississippi Access to Maternal Assistance (MAMA) Website
- Platinum Award – Mississippi Emergency Management Agency (MEMA) Mobile App
- Gold Award – Pearl River Valley Water Supply District Website
- Honorable Mention – Mississippi Department of Corrections (MDOC) Website

Online Payment Portal for MDAH

Overview:

- Tyler MS is in discussions with the Mississippi Department of Archives and History (MDAH) to create an online payment portal

Current Process:

- Uses a downloadable order form requiring advance payment by check
- Provides access to over 250,000 historical photographs, postcards, maps, and archival materials

Benefits of Online Portal:

- Improves user experience with easy online ordering and payment options
- Enhances administrative efficiency in order processing and fulfillment
- Provides financial reporting for online transactions

Medical Cannabis Program Enhancement Overview

Enhanced Licensing Application:

Patient Allotment Checker:

- Provides real-time data on patient allotments, boosting transparency

Automated Invoicing Module:

- Streamlines invoice generation for businesses, minimizing errors

Mobile Application Initiative:

- Develop a stand-alone mobile app for Medical Cannabis. Key features include:
 - GPS-enabled dispensary locator
 - License verification and business search
 - Agency notifications
 - Quick links to the licensing portal and MMCP website

Launch of new custom website for the Mississippi Office of the State Auditor

AI Chatbot Collaboration with the Mississippi Emergency Management Agency (MEMA) for Emergency Response

Chatbot Capabilities:

- Provides quick responses to citizen inquiries across the MEMA website and mobile app
- Facilitates instant access to information during emergencies

Impact on Communities:

- Enhances communication and response efforts in critical situations
- Offers real-time assistance and guidance on safety protocols
- Distributes crucial updates to keep citizens informed and prepared

Online Certification Application for Mississippi Department of Mental Health (MDMH)

Current Application Volume:

- Agency processes nearly 200 applications annually for various providers

Proposed Solution:

- Engagement Builder: Modernizes the user experience through a comprehensive digital solution

Key Features:

- Intuitive administrative dashboard for agency users
- Advanced search options for managing applications by name and date
- Accessible user interface for citizens
- Integrated online payment options to replace mail-in payments

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

FYE 2024													
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FISCAL YE
Tyler Total Revenue	\$830,509.00	\$895,881.00	\$927,489.00	\$972,178.00	\$981,538.00	\$930,953.00	\$913,520.00	\$851,364.00	\$996,895.00	\$962,264.00	\$864,814.00	\$566,330.80	\$10,693,735.80
Less: Processing Fees	(\$155,670.00)	(\$161,212.00)	(\$175,134.00)	(\$213,910.00)	(\$233,194.00)	(\$234,058.00)	(\$184,298.00)	(\$160,368.00)	(\$190,134.00)	(\$223,829.00)	(\$187,606.00)	(\$180,266.00)	(\$2,299,679.00)
Tyler Net Revenue	\$674,839.00	\$734,669.00	\$752,355.00	\$758,268.00	\$748,344.00	\$696,895.00	\$729,222.00	\$690,996.00	\$806,761.00	\$738,435.00	\$677,208.00	\$386,064.80	\$8,394,056.80
Mississippi Revenue Share	\$20,245.17	\$22,040.07	\$22,570.66	\$22,748.04	\$22,450.32	\$20,906.85	\$21,876.66	\$20,729.88	\$24,202.83	\$22,153.05	\$20,316.25	\$11,581.94	\$251,821.72
Total EOC Dollars Transferred	\$1,133.00	\$1,120.00	\$1,526.00	\$1,116.00	\$940.00	\$1,434.00	\$1,651.00	\$1,222.00	\$1,963.00	\$2,086.00	\$1,412.00	\$1,528.00	\$17,131.00

FYTD 2025			
	JUL	AUG	FISCAL YTD
Tyler Total Revenue	\$845,521.00	\$893,893.00	\$1,739,414.00
Less: Processing Fees	(\$165,526.00)	(\$173,891.00)	(\$339,417.00)
Tyler Net Revenue	\$679,995.00	\$720,002.00	\$1,399,997.00
Mississippi Revenue Share	\$20,399.85	\$21,600.07	\$41,999.92
Total EOC Dollars Transferred	\$1,425.00	\$1,570.00	\$2,995.00

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
AGO in Action Mobile Application	Attorney General, State of Mississippi	Mobile	Hybrid	8
Custom Website Redesign	Secretary of State	Website	T&M	8
DMH Certification Portal	Mental Health, Department of	Application	Hybrid	13
Human Resources Online Background Application and Orientation System	Public Safety, Department of	Application	T&M	11
MDAC Seed Registration Payment Processing	Agriculture and Commerce, Department of	Payment Only	Self-Funded	10
MDAH Online Reference Requests Payment Portal	Archives and History, Mississippi Department of	Application	Hybrid	13
MSBDE Licensing Payment Processing	Dental Examiners, Mississippi Board of	Payment Only	Self-Funded	11
MSDH - Healthcare Facility Invoicing	Health, Department of	Application	Self-Funded	6

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

Ms. Wells presented the program overview and the FY 2025 plans.

The next meeting is scheduled for October 15, 2024, at 1:30 pm on Zoom.

Nomination of Chair for the Electronic Government Oversight Committee: A motion was made by Mr. Mickey Yates to nominate Mr. Clay Johnston as the Chair for the Electronic Government Oversight Committee. Mr. Daniel Jordan seconded the motion. Under unanimous consent with none opposed.

Nomination of Vice-Chair for the Electronic Government Oversight Committee: A motion was made by Mr. Mickey Yates to nominate Mr. Daniel Jordan as the Vice-Chair for the Electronic Government Oversight Committee. Mr. Daniel Jordan seconded the motion. Under unanimous consent with none opposed.

Mr. Mikey Yates made a motion that the meeting be adjourned. Mr. Daniel Jordan seconded and the motion was passed with none opposed. The meeting was adjourned.

Clay Johnston, Chair

Daniel Jordan, Vice-Chair