

# COMMISSION ON SERVICE INNOVATION

## Meeting Minutes

**Governance Team:** Commission on Service Innovation  
**Date of Meeting:** July 19, 2010      **Location:** Centennial Building, Blazing Star Room  
**Minutes Prepared By:** Taylor Joseph/Sally Olson      **Time:** 9:30 a.m. – 3:00 p.m.

### Attendance

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Member:	Representing:
Steve Dahl	Minnesota Chamber of Commerce
Mike Kirst	Minnesota Business Partnerships
Alok Gupta	McKnight Foundation (does not speak for McKnight)
Collen Mlecoch	Wilder Foundation
Jeannie Fox	Minnesota Council of Nonprofits
Sean Kershaw	Citizens League
Kent Sulem	Minnesota Association of Townships
Dave Benrud	League of Minnesota Cities
Charles Kyte	MN Association of School Administrators
Al Lehrke	AFSCME Council 5
Steve Giorgi	AFSCME Council 65
Chet Jorgenson	MAPE
Matt Toburen (Carol Nieters designee)	SEIU
Bob Azman	Minnesota High Tech Association
Gopal Khanna	State Chief Information Officer
Scott Simmons (Randy Maluchnik designee)	Association of Minnesota Counties
Bernard Gulachek (Steve Cawley designee)	University of Minnesota
Rep. Keith Downey	State Representative, District 41A
Sen. Terri Bonoff	State Senator, District 43

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#### Other Attendees/Staff:

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Sara Schlauderaff	Office of Enterprise Technology
Dr. Jerry Mechling	Harvard University
Mike Mulenburg	Office of Enterprise Technology
Taylor Joseph	Office of Enterprise Technology
Greg Hubinger	Legislative Coordinating Commission
Sally Olson	Legislative Coordinating Commission

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### Decisions Made

#### Decision

1. The Commission will meet monthly through January 2011. Next meeting is August 19.
2. Gopal Khanna was elected lead co-chair, and Mike Kirst will serve as vice-co-chair.
3. The Citizens League (Sean Kershaw) will serve as fiscal agent pending approval by the Citizens League Executive Committee.

### Action Items

Action	Assigned to	Due date
Research similar efforts in other states	Commission Staff	August 19, 2010

### Agenda

Topic	Presenter	Time	Decision Item
Welcome	Gopal Khanna	9:30	No
Introduction of Members; Hopes for the Commission	All	9:45	No
Visioning/Strategy – Why are we meeting? What do we want to achieve?	Dr. Jerry Mechling/All	10:15	No
A. Legislative Intent	Sen. Terri Bonoff/ Rep. Keith Downey		No
B. Group Suggestions	Dr. Jerry Mechling/ All		
Lunch Break		12:15	
Overall Thoughts – What is needed? What is Actionable? What should be the role of the group and members?	Dr. Jerry Mechling/All	1:00	No
Future Meetings and Roadmap/Deadlines	Gopal Khanna/ All	1:45	No
Process Issues – Open Meetings, Monthly Reports, Website	OET and LCC Staff	2:00	No
Staff Support; Private Contributions – Ideas? Volunteers?	Gopal Khanna/ All	2:15	No
Selecting Co-Chairs	All	2:30	Yes
Determine Next Meeting		2:55	Yes
Adjourn		3:00	

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### Next Meeting

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Date: August 19, 2010

Time: 9:30 a.m. – 3:00 p.m.

Location: **Association of Minnesota Counties**, 125 Charles Avenue, Saint Paul  
The building is two blocks north of the Capitol on the east side of Rice Street. Free parking is in the rear of the building. The meeting will be in the Board Room.

Agenda items: Submit proposed agenda items to Mike Mulenburg

### Minutes

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Gopal Khanna, the State Chief Information Officer, convened the meeting of the Commission on Service Innovation at 9:38 am. A quorum was present.

#### **Introduction of Members; Hopes for the Commission:**

Mr. Khanna welcomed all members and reviewed items included in the members' packet. He explained that all meetings of the Commission are open to the public, and this one was being recorded. Commission members introduced themselves and shared their vision for the Commission on Service Innovation.

#### **Visioning/Strategy Led by Dr. Jerry Mechling:**

Mr. Khanna introduced and welcomed Dr. Jerry Mechling. He explained that Dr. Mechling was invited to the Commission meeting to moderate the group discussion.

Dr. Mechling: The economy is very different...requiring many institutions to change the way they do things. Over the next 6 to 10 months, states will focus on priorities for government and society. This is a key window of opportunity for growth. We are producing and using government services to fundamentally help society. Council is a group of users and producers of government services.

#### Legislative Intent:

Senator Terri Bonoff gave an overview of the vision and history of the adopted legislation that created the Commission on Service Innovation. Sen. Bonoff stood for questions. Discussion ensued.

Representative Keith Downey gave the House perspective of the intent of the adopted legislation. He talked about the "need to reposition the government to be a positive catalyst for economic growth," and asked, "If we started from scratch, how would we rebuild government?" Rep. Downey stood for questions. Discussion ensued.

#### Group Suggestions:

Dr. Melching explained the group needed to understand where Minnesota is now producing value, where it could be producing value and the steps to take to get there. He stated the group must self-identify and discuss what is possible for the commission to address from both the producer and consumer perspective.

Mr. Khanna discussed the need to shift from a "9 to 5 in line" to a "24/7 online" service model of government. He said citizens want access to data and transparency, and they do not care what level of government is providing the service—federal, state, local. All government is government. He said the commission must develop a roadmap to adapt to the 24/7 consumer.

Below is a list of member comments from both a producer/government perspective and a consumer/non-government perspective:

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### Producer Perspective:

- Technology is the starting point for innovation
- What works for large counties does not always work for small ones
- Rural and small areas: worry about transparencies, but might not have high-speed internet
- Outputs/quality key: if scale is important let's not lose true quality
- Need for "new" boundaries to align authority and responsibility
- Need for flexibility and employee/organizational jurisdictional
- Sharing resources – human resources, shared records management
- Innovation needs both local autonomy and standard infrastructure to share/enhance
- Core needs versus commodity
- Innovation needs to include and engage employees
- Improve efficiency at local level, share resources better but without losing local connections, responsiveness.

### Consumer/Non-Government Perspective:

- People/process/technology are ALL key components
- Understand consumer/citizen priorities
- Explore public-private partnerships
- Re-examine what local government should be – structure needs revisions
- Look from the outside in – What do other governments see? What do consumers see?
- Be sure to get "low hanging" fruit
- Incremental long-term innovation--path forward
- Must develop the infrastructure to make innovation possible
- Success at General Mills through adopting a common language, identifying loss/waste and total employee involvement
- Look at the entire business model – where is the value?
- We're all producers
- Feasibility requires incentives

Dr. Mechling then gave an overview of the 21<sup>st</sup> Century Model, which was developed by a group similar to the Commission. The 21<sup>st</sup> century model centered around three items. They are:

- 1) Service delivery (integrated, broadband and wireless, and self-service);
- 2) Open government—not only opening up but also encouraging engagement; and
- 3) Business model.

### **Overall Thoughts:**

Commission members then reviewed the charge of legislation and statutory perimeters. The legislation lays out the nine items listed below:

- 1) How to enhance the public involvement and input as the public uses state and local government services and public schools;
- 2) How technology can be leveraged to reduce costs and enhance quality;
- 3) How service innovation will conserve substantial financial resources;
- 4) A transition plan and governance structure that will facilitate high-quality innovation and change in the future;
- 5) How to improve public sector employee productivity;
- 6) The security of individual data and government programs;
- 7) Data transparency and accountability;
- 8) Centralized and shared services; and
- 9) Data interoperability across jurisdictions.

Ms. Schlauderaff reviewed the items members identified in the group discussion and explained how those items aligned within the nine laid out in the legislation. She pointed out the groups comments

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aligned predominately with three of the items in the legislation. They are: 1) how to enhance public involvement and input as the public uses state and local government service and public schools; 4) transition plan and governance structure that will facilitate high-quality innovation and change in the future; and 8) centralized and shared services. Member discussion ensued.

### **Future Meetings and Roadmap/Deadlines:**

Mr. Khanna suggested the Commission meet once a month through January 2011. He indicated that as specific items arise, smaller working groups may be established to complete fact gathering, gap analysis and develop recommendations. Members agreed that meetings would be scheduled for a full day.

Members then discussed possible meeting locations. Mr. Kirst offered to host subsequent meetings at General Mills Campus if meeting space is available.

Members discussed the need to:

- 1) Identify the problem at hand, layout why it needs to be addressed and the results of inaction
- 2) Develop a charter
- 3) Outline an implementation process
- 4) Put forward a list of recommendations

### **Process Issues:**

Mr. Muilenburg reviewed the open meeting requirements and data practices act. He reminded members that all Commission meetings are recorded and will be made available to the public. He also explained that the Commission is subject to the Minnesota Government Data Practices Act.

Greg Hubinger, Director of the Legislative Coordinating Commission (LCC), explained the LCC was charged with developing and maintaining the Commission's website. He noted the site has been developed and will include meeting notices, recordings of the meetings and materials distributed at meetings.

### **Selection of Chair:**

Mr. Dahl nominated Gopal Khanna to serve as chair. The motion was seconded, prevailed unanimously and Mr. Khanna was elected Chair.

Mr. Gupta nominated Mike Kirst to serve as vice chair. The motion was seconded, prevailed unanimously and Mr. Kirst was elected Vice Chair.

### **Selection of Fiscal Agent:**

Mr. Muilenburg explained the legislation stated the commission must designate fiscal agent to manage private contributions to the Commission. Mr. Kyte moved that the Citizen League will serve as fiscal agent, pending approval of the Citizens League Executive Committee. The motion was seconded and prevailed unanimously.

### **Next Meeting:**

The next meeting of the Commission was scheduled for Thursday, August 19, 2010 at a TBD location. Mr. Khanna requested members think about having a moderator on an ongoing basis as well as a program manager to package the work of the Commission.

Mr. Dahl recommended a standing agenda item: to come up with questions the Commission wants to pose to the public and to think of ways to solicit public input.

There being no further business the meeting adjourned at 2:55 pm.