Amendment No. 2
Minnesota Department of Natural Resources

**Amended** FY14-15 Shared Services
Service Level Agreement
between the
Operations Services Division and the
Commissioner of Natural Resources

**Services Include:** Communications and Outreach; Facilities; Fleet; Human Resources; Management and Budget Services; Materials Management; Planning; and Safety

**Services Provided to:** Department of Natural Resources

**Executed By:**
Tom Landwehr /s/ 8/5/13
Laurie Martinson /s/ 7/31/13

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Tom Landwehr
Commissioner of Natural Resources

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Laurie Martinson
Operations Services Division Director

**As Amended By:**
Tom Landwehr /s/ 11/20/14
Laurie Martinson /s/ 11/19/14

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Tom Landwehr
Commissioner of Natural Resources

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Laurie Martinson
Operations Services Division Director

**As Amended By:**
Tom Landwehr /s/ 1/30/15
Laurie Martinson /s/ 1/26/15

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Tom Landwehr
Commissioner of Natural Resources

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Laurie Martinson
Operations Services Division Director

*Fully executed copies of this agreement are kept on file with the Operation Services Division*
# Amended Revised Exhibit D– Approved Initiatives

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Page(s)</th>
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<tbody>
<tr>
<td>FY13 Shared Services One-Time Initiatives –Extended to June 30, 2014</td>
<td>1</td>
</tr>
<tr>
<td>Continuous Improvement and Innovation/Project Management Training</td>
<td>2</td>
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<tr>
<td>Facility Maintenance and Feasibility Studies/Technical Rate</td>
<td>3</td>
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<tr>
<td>Federal Grants Initiative</td>
<td>4</td>
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<tr>
<td>Fleet Rates</td>
<td>5</td>
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<tr>
<td>One Stop Shop</td>
<td>6</td>
</tr>
<tr>
<td>Electronic Information Accessibility</td>
<td>7-8</td>
</tr>
<tr>
<td>IT Services Support Augmentation</td>
<td>7-8</td>
</tr>
<tr>
<td>WIRES Upgrade</td>
<td>7-8</td>
</tr>
<tr>
<td>Culture of Respect</td>
<td>7-8</td>
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<tr>
<td>Facilities Data Integration/Reporting</td>
<td>7-8</td>
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<tr>
<td>Beyond the Yellow Ribbon Training</td>
<td>9-10</td>
</tr>
<tr>
<td>Active Directory</td>
<td>9-11</td>
</tr>
<tr>
<td>Plain Language Training Initiative</td>
<td>12-14</td>
</tr>
</tbody>
</table>
Date: January 27, 2015

To: Tom Landwehr, Commissioner

From: Dave Schad, Deputy Commissioner

CC: Laurie Martinson, OSD Director

Re: Shared Services Governance Board Recommendations – FY15 Active Directory Project

The Shared Services Governance Board met on January 23, 2015 and received a request from OSD and MN.IT @ DNR Services to expand the scope of the Active Directory project to include all of DNR, which the Board supports.

The original scope of work was limited to Active Directory clean-up for the divisions of PAT, OSD and EWR. However, upon further investigation, MN.IT Services@ DNR has identified several efficiencies and opportunities which will allow them to include all divisions, including CMO and Regional Ops, within the same budget. Examples of Active Directory Project deliverables include updating billing information, enterprise active directory clean-up, update of attributes, cleaning up and creating new distribution lists, and making improvements to web/apps and databases for improved access.

The Board recommends that the Commissioner approve this request for an expanded change in project scope. Thank you for your consideration.
Office Memorandum

Date: January 27, 2015

To: Tom Landwehr, Commissioner

From: Dave Schad, Deputy Commissioner

CC: Laurie Martinson, OSD Director

Re: FY14-15 Shared Services Service Level Agreement (SLA) - Amendment No. 2 - Plain Language Training Initiative

The Shared Services Governance Board recommends that the Commissioner approve Amendment No. 2 to the FY14-15 Shared Services SLA (amended November 20, 2014) in an amount up to $35,000 for Plain Language training for DNR staff.

Governor’s Executive Order 14-07 directs all executive branch agencies to communicate with Minnesotans using plain language. DNR has been working diligently to implement a robust plain language program within the agency. Now in Phase II of the project, the DNR needs to train approximately 150 employees in plain language by the end of the year. This hand-on training can easily be accomplished through contracted services but requires additional funding to complete by June 30, 2015. This is a one-time funding request.

The Board recommends that the FY15 shared services corpus fund this work so that the Divisions will not see an increase in their FY15 shared services billings.

**ESTIMATE OF COSTS**

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Target Date</th>
<th>Funding Sources</th>
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<tbody>
<tr>
<td>Plain Language Training Initiative</td>
<td>up to $35,000</td>
<td>June 30, 2015</td>
<td>FY15 Shared Services corpus</td>
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<td></td>
<td>(one-time funding)</td>
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<tr>
<td>Total Increase to the FY14-15 SLA:</td>
<td>up to $35,000</td>
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</table>

Thank you for considering the Board’s recommendation on this amendment request.

Attached:
- FY15 Plain Language Training Initiative - Change Item
- FY14-15 Shared Services SLA Amendment No. 2 between the Commissioner of Natural Resources and the Operation Services Division
Date: January 27, 2015

To: Tom Landwehr, Commissioner

From: Dave Schad, Deputy Commissioner

CC: Laurie Martinson, Operations Services Division Director

Re: Amendment No. 2 - FY14-15 Shared Services Service Level Agreement

The Shared Services Governance Board ("Board") recommends that the Commissioner of Natural Resources ("Commissioner") approve an amendment to the FY14-15 Shared Services Service Level Agreement (SLA) to include one-time funding from the FY15 shared services corpus in an amount up to $35,000 to fund Plain Language Training for DNR staff and to provide for an expanded scope of work on the FY15 Active Directory project within the budgeted amount approved by the Commissioner on November 20, 2015. OSD staff has attached two (2) original copies for the Commissioner’s consideration and signature.

Thank you for your consideration of this matter.
Agency: Department of Natural Resources
Division: OSD – Outreach & Communications
Change Item: Plain Language Training

Preliminary Budget Option

<table>
<thead>
<tr>
<th>Fiscal Impact ($000s)</th>
<th>FY 2014</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
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<tr>
<td>General Fund</td>
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<td>Expenditures</td>
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<td>Revenues</td>
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<tr>
<td>Other Fund</td>
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<tr>
<td>Expenditures</td>
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<tr>
<td>Revenues</td>
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<tr>
<td>Net Fiscal Impact</td>
<td>0</td>
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<td>0</td>
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</tbody>
</table>

Recommendation
Staff recommends that Board requests Commissioner approval for a one-time investment of up to $35,000 from the FY15 shared services corpus so that the Operations Services Division (OSD) can provide hands-on plain language training to 150 DNR employees (tier one group) by the end of FY15. Governor’s Executive Order 14-07 directs all executive branch agencies to communicate with Minnesotans using plain language. This initiative is recommended as a 5-month pilot program.

Background
The department made strides in 2014 in providing plain language PowerPoint training to more than 200 staff, posting a plain language intranet site, and developing plain language implementation plans for all divisions and MN.IT. Staff worked on several high-profile plain language projects, including development of the FishMN mobile application.

This initiative is part of Phase II of the plain language project. Other efforts include defining the role of champions, implementing an assessment and awareness campaign and establishing a Plain Language SharePoint site. Divisions will work with their plain language champions to submit one high-visibility plain language project to the site once every four months, to ensure that the DNR complies with Governor’s Office future reporting requirements.

This initiative will create value for the divisions by ensuring that key staff, including division champions, has the proper training and resources to make plain language part of the culture of the DNR as a whole. The goal is for DNR staff to learn to “write it right” the first time. Plain language saves staff and citizens time and money. Plain language helps all Minnesotans find the information they need; understand the information they read; and use what they read to take action as partners in achieving the DNR’s conservation mission.

This one-time initiative provides a contractor and project implementation budget to offer a series of statewide hands-on plain language training sessions taught by experts in the field and coordinated by Outreach and Communications (OCO) and other OSD staff.

Relationship to Base Budget
This initiative is a one-time request and it would result in a temporary increase to the OCO section base budget for FY15 in an amount not to exceed $35,000.

Key Goals and Measures

Goal: Implement intense, half-day, hands-on plain language training for 150 DNR staff.
Measure: Measure staff familiarity and expertise with plain language before and after these sessions using a variety of methods, including Survey Monkey. Evaluate for next steps.

Conservation Agenda Goal 4, Strategy 3: Ensure easy and open access to DNR’s public information, providing effective opportunities for citizens to understand and participate in DNR’s work.

Alternatives Considered
The OSD’s section budget for OCO does not include sufficient staffing or training dollars to provide the tier one training to staff as described in the plain language plan by the end of the fiscal year. OSD will continue to make modest improvements toward the training goals, time and cost permitting, if additional funding is not secured.

Statutory Change:
Not applicable.