



Minnesota Counties Computer Cooperative (MnCCC)

Information Services Support Group (ISSG)

Rules and Regulations

Adoptions and Revisions

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Introduction

Membership in the Minnesota Counties Computer Cooperative (MnCCC) is defined as a Minnesota county or other Minnesota governmental subdivision that is eligible to enter into a joint powers agreement under Minnesota Statute 471.59, and that has ratified and executed the Joint Powers Agreement and has paid the membership dues and other charges established by MnCCC.

The MnCCC Board may adopt Rules and Regulations to govern the business and operation of User Groups. Such Rules and Regulations shall be considered supplementary and cannot conflict with or be inconsistent with MnCCC Bylaws and may at any time be modified, replaced or repealed. The Board shall also adopt, maintain, and from time to time update a set of core contract principles and minimum standards that must be included within any software or service agreements. Any deviation from such core principals or minimum standards will require the Board's prior written consent.

In accordance with Article V., Section I. of the Minnesota Counties Computer Cooperative (MnCCC) Bylaws, the following supplementary Rules and Regulations governing the business of the Information Services Support Group (ISSG) are promulgated.

Article I. Purpose

Section 1. Vision

The vision of ISSG is to help ensure quality information systems and provide technical advice and direction to MnCCC user groups, share resources, and provide training.

Section 2. Mission

The mission of ISSG is to support software systems that support business needs of member agencies. To provide support and share resources with other member counties and agencies. To provide technical assistance and share information through the liaison roles to the other MnCCC User Groups and various state agencies.

Section 3. Purpose and Responsibilities

The purposes of the Information Services Support Group (ISSG) are to:

- Help ensure quality information systems
- Provide technical advice and direction to MnCCC staff and user groups, such as:
 - Concerning RFPs
 - Concerning Contracts
 - Concerning Vendor Claims
 - Other technology related issues that would benefit from such input
- Recommend and potentially fund information systems training

- Evaluate software, hardware, documentation, and education as requested by MnCCC user groups or staff

The Information Services Support Group (ISSG) is responsible for:

- Liaisons providing technical advice and direction to MnCCC staff and user groups
 - Concerning RFPs
 - Concerning Contracts
 - Concerning Vendor Claims
 - Other technology related issues that would benefit from such input
- Directing the MnCCC Board regarding vendor selection and contracts
- Determining and planning training for members
- Determining location and topics for meetings
- Identifying any need for, and requirements of, new software applications
- Ensuring Member compliance with the User Group's rules and regulations
- Administering the User Group's operation and sustainability

Article II: Organization and Structure

Section 1. Officers

ISSG shall elect the following officer positions from its members:

- A Recording Officer shall be elected annually
- A Vice-Chair shall be elected biennially in odd years to serve a two-year term
- A Chair shall be elected biennially in even years to serve a two-year term
- The Chair shall move to Past-Chair to serve in an advisory role
- An MnCCC Board Technical Representative shall be recommended biennially in even years for a vote of all members at the MnCCC membership meeting

Section 2. Terms of Office

- The Recording Officer will serve a one-year term commencing after elections at the MnCCC Annual Meeting
- The Recording Officer will be elected annually from the Information Services Support Group membership
- The Vice-Chair and Chair will:
 - Serve a two-year term commencing after corresponding election at the MnCCC Annual Meeting
 - Take at least a one-term break from that office, after serving two consecutive terms in the same office
 - Begin their terms in alternating years, elected biennially in odd numbered years

- The Chair will be elected biennially in even numbered years
- The Chair will move into the Past Chair office and will serve a two-year term commencing after the election of a new Chair
- If for any reason the Chair cannot finish their term, the Vice-Chair will move into the Chair office for the remainder of the Chair term
- If for any reason the Vice-Chair or Recording Officer cannot finish their term, the Chair shall appoint a replacement for the remainder of the term
- The MnCCC Board Technical Representative will serve a two-year term on the MnCCC Board. If for any reason the Technical Representative cannot fulfill the appointment for their term and less than six months remain in the current term, the MnCCC Board Chair shall appoint a replacement for the remainder of the term. The ISSG Chair is encouraged to recommend a replacement to the MnCCC Board Chair. If for any reason the Technical Representative cannot fulfill the appointment for their term and more than six months remain in the current term, ISSG shall recommend a replacement at their next meeting and MnCCC shall hold a special election of the membership to fill the vacancy

Section 3. Duties of Elected Officers

Responsibilities of the Chair include:

- Assist in setting the agenda
- Work with other officers and MnCCC to determine presenters and guest speakers
- Ensure items needed for complete agenda are delivered to MnCCC support staff at least twelve (12) business days prior to the scheduled meeting date so that appropriate notice of the meeting can be distributed to the user group
- Preside at all Information Services Support Group meetings
- Chair the Training Committee
- Chair the Rules and Regulations Review Committee
- Preside over the election of officers at the Annual Meeting

Responsibilities of the Vice-Chair include:

- Fill the role of Chair in their absence
- Fill in the role of Recording Officer in their absence
- Present the financial report at each meeting

Responsibilities of the Recording Officer include:

- Take minutes at all Information Services Support Group meetings

- Confirm availability of Vice-Chair as a replacement in their absence. If Vice-Chair is not available, notify the Chair and the MnCCC Executive Director of the need for a replacement

Responsibilities of the Past Chair include:

- Serve in an advisory role
- Fill the role of Chair in the absence of the Chair and Vice-Chair

Responsibilities of the MnCCC Board Technical Representative include:

- Regularly attend monthly MnCCC Board Meetings
- Be a voting member of the Board
- Advise the Board on Technology issues and/or solutions
- Be a member of the Contract Advisory Panel (CAP) to oversee technical verbiage in application contracts
- Advise MnCCC staff on technology for office use

Section 4. Officer Elections

The Support Group shall elect annually from among its participants Liaisons to each of the other User Groups for a term of one year commencing after the MnCCC Annual Meeting.

The ISSG Liaisons are as follows:

- Aumentum Tax User Group
- Neumo Tax User Group
- Neumo CAMA User Group
- Community Health Services (CHS) User Group
- Corrections (CSTS) User Group
- County Attorney User Group (CAUG)
- Finance & General Government (F&GG) User Group
- HR & Payroll User Group
- Human Services User Group
- Integrated Financial Systems (IFS) User Group
- Law Enforcement User Group
- Property Information User Group (PIUG)
- Tax Court User Group
- Tyler User Group
- Any new user groups created under MnCCC
- Any state agency or groups as approved by ISSG

Liaison responsibilities include:

- Attend meetings and participate in their assigned UG activities
- Ensure that if they will be absent for either the UG meeting or ISSG meeting, an alternate liaison is there to ensure continuity of communication. If an alternate is not available, the Liaison will notify the Chair and/or the MnCCC Executive Director so that an alternate can be found
- Report to UG the concerns of ISSG members
- Report to ISSG the happenings of interest/importance from their assigned UG to ISSG members at the next ISSG meeting

Liaisons costs for MnCCC Annual Conference will be reimbursed by ISSG. Hotel & meals and conference registration costs shall be submitted to MnCCC and reimbursed by ISSG. Mileage to/from conference or, if not staying at hotel, to/from daily not to exceed cost of hotel room is allowed for reimbursement.

Section 5. Voting Rights

Each participant in the Information Services Support Group shall be entitled to one vote, except in matters of contracts, where a quorum must first be established, and wherein each County shall be entitled to one vote. A simple majority of participants present at a duly called meeting is required to pass an issue and for elections, again except in matters of contracts, where a quorum must first be established prior to the vote. For purposes of voting on matters of contracts, a quorum is defined as more than half the number of member counties affected by the contract under consideration that are present at that duly called meeting.

From time to time, urgent matters may come before this group requiring expedient action not allowing for a meeting to occur. With the agreement of the Officers and MnCCC Executive Director, an email ballot may be used provided detailed and auditable records of such vote are kept in both the contract and ISSG records.

Section 6. Meetings

Meetings shall be held, at a minimum, quarterly or at the call of the Chair. Notice of Support Group meetings must be provided to each participant ten (10) days prior to the meeting. The meeting site shall be selected by the Chair.

Section 7. Participation

Members of MnCCC are entitled to participate in the Support Group. Participation shall be restricted to MnCCC members' staff who are directly responsible for operation or management of information systems within their county or entity. Participation in ISSG is optional. Participation shall be established by payment of the annual MnCCC ISSG Member fees. Participation shall be defined as voting on issues and contracts.

Section 8. Training Committee

The Training Committee shall consist of the ISSG Chair and at least 2 or more volunteer ISSG members. Responsibilities shall include:

- Survey the group for training suggestions
- Provide training suggestions to group for training based on survey results and availability of funds
- Provide input to sessions at the MnCCC Annual Conference and ISSG sponsored events

Section 9. Cybersecurity Committee

The Cybersecurity Committee shall consist of at least 2 or more volunteer ISSG members.

Committee Responsibilities include:

- Working with MnCCC Staff to plan the ISSG annual security workshop in October, the annual special topic showcase in February, and any other security-related events throughout the year
- Assist in providing input for sessions at the MnCCC Annual Conference
- Committee Chair to report committee happenings of interest/importance at the next ISSG meeting

Section 10. M365 Committee

The M365 Committee was established in 2019 to provide an opportunity for counties using M365 to work together to share ideas and training, to collaboratively work on development projects, and to obtain services and software cooperatively to reduce the cost per county.

Committee Responsibilities include:

- Meeting at least six times per year, typically virtually with in-person meetings as needed
- Share information and ideas on current projects
- Identify and recommend M365 and other related software training opportunities to the ISSG Training Committee
- Provide an opportunity for collaborative projects for committee members. These may include global projects available to all participating members or participatory projects for a smaller number of participants interested in specific projects

Subsection 1. Voting

M365 Committee meetings are open to all, however, voting is limited to participating members. On general votes, such as elections; voting is limited to members of ISSG

and will be one vote per county/agency. Special votes would be for special projects or contracts -- participating members would be the voting members on participatory projects or contracts.

Subsection 2. Shared Meeting Expenses

Shared meeting expenses are meeting expenses, such as room charges, equipment, conference calls, webinars, meals, and any other meeting expenses. Shared meeting Expenses are divided evenly among members and then billed quarterly under “shared meeting expenses”.

Subsection 3. Officers and Terms

Chair or Co-chairs will serve one-year terms with committee elections being held annually at their annual business meeting. Chair/Co-Chair responsibilities include:

- Creating the annual meetings schedule
- Running meetings
- Approving agendas
- Report committee happenings of interest/importance at the next ISSG meeting
- Working with MnCCC staff to coordinate training
- Working with MnCCC on contracts
- Act as Recording Officer, if absent and no replacement is found

Recording Officer: Recording Officer will serve one-year term with committee elections being held annually at their annual business meeting. Recording Officer responsibilities include:

- Taking minutes at meetings
- Emailing minutes to MnCCC staff for posting
- Notifying Chair/Co-Chairs if they are unable to attend a meeting and assisting in finding a replacement Recording Officer for such meeting

Section 11. Rules & Regulations Review Committee

The ISSG Rules & Regulations Review Committee shall consist of the ISSG Chair and at least 2 or more volunteer ISSG members. Committee shall be responsible for meeting at least once a year to review Information Services Support Group Rules & Regulations. Committee will recommend and present any ISSG Rules & Regulations changes for adjustment or ratification to the Information Services Support Group.

Section 12: Ad Hoc (Working) Committees

Ad hoc, or working, committees may be formed from among ISSG's participants on a volunteer basis to perform tasks identified by the Support Group and shall meet as requirements dictate. The Chair shall be empowered to appoint, upon approval by

quorum vote at a duly held meeting, committees which are authorized to expend reimbursable funds.

Section 13. Meeting Administration

Support for meeting coordination and billing shall be provided by MnCCC staff. Research and arrangements for vendor presentations shall be the responsibility of the Support Group's officers.

Article III: Support Group Fees

Section 1. Annual Dues

Participants in the Support Group agree to pay the annual dues established by the MnCCC Board as provided for in the MnCCC Bylaws.

Section 2. Expenses

Expenses incurred by approved committees in the transaction of contractual matters, software or hardware evaluation, or other specific activity at the direction of the Chair, shall be reimbursed to the participating county or entity for travel, meals, and lodging expenses.

Section 3. Participation Fees

Participation fees, also referred to as the Enhancement Fund fees, are set each year during the annual business meeting by ISSG approval. Fees are invoiced and due in January each year. The participation fees shall be non-refundable. Participation fees will be revisited annually.

Section 4. Excess Expenses

Expenses that exceed the fees collected shall be shared equally by all ISSG participants.

Section 5. Training Costs

Training and materials costs approved by quorum vote at a duly held meeting shall be shared equally by ISSG participants attending the training and/or using the materials.

Article IV: Training Policy

Section 1. Training Discount

ISSG member counties/entities are entitled to a 10% discount on training not to exceed \$1000 per any member county/entity per calendar year on training that is coordinated by MnCCC and posted to the RSVP calendar. Discount is paid out of the ISSG Enhancement Fund. ISSG members can request training that they would like added to the RSVP calendar to qualify for the discount by working with the MnCCC Staff.

Article V: Amendment of Rules

Section 1. Amendment

These rules may be amended by majority vote of the ISSG, subject to approval by the MnCCC Board.