



MyTN 3.0 Transformation

Tennessee Division of Strategic Technology Solutions

NASCIO Award Category: Digital Experience: Enterprise
Solutions **Project Title:** MyTN 3.0 Transformation

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Executive Summary

The State of Tennessee's MyTN 3.0 initiative represents a transformative shift in how government digital services are designed, developed, and delivered. While MyTN was created as a centralized "front door" for citizens to access state services, the state identified a critical limitation: the inability to efficiently integrate services across agencies at scale.

To address this, Tennessee reimagined MyTN not as a single application, but as a statewide platform for digital service delivery. By introducing a reusable cross-platform template, modular architecture, and a standardized development framework, the state enabled agencies to build secure, ADA-compliant, and scalable cross-platform applications for mobile, web, and tablet that are inherently compatible with MyTN.

This transformation has reduced development costs by an estimated 30%–60%, accelerated delivery timelines by 50%–80%, and eliminated the need for repetitive vendor-led development. Applications can now be initialized in under one hour, and agencies can onboard in 3–5 days, dramatically improving speed to delivery.

More importantly, MyTN 3.0 establishes a repeatable, enterprise-wide model that enables Tennessee to scale digital services efficiently, reduce long-term costs, and deliver a consistent, accessible experience to all citizens.

Idea

The State of Tennessee has made significant investments in digitizing government services across its agencies. However, as these services expanded, they developed independently, resulting in a fragmented digital landscape that made it difficult for citizens to discover, access, and navigate available services. Each agency maintained its own systems, interfaces, and processes, leading to inconsistencies and confusion for users.

To address this, the state launched MyTN, a mobile application designed to serve as the single "front door" for all Tennessee government services. While this initiative successfully centralized access, it revealed a deeper systemic issue: integrating services into MyTN was complex, resource-intensive, and not scalable.

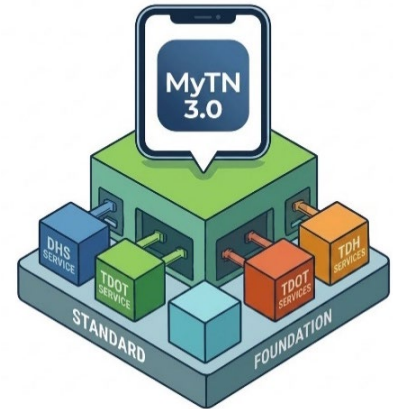
Each integration required custom development from both the Strategic Technology Solutions (STS) team and the individual agency. This resulted in long development timelines, duplicated effort, and increased reliance on external vendors. Additionally, the original architecture of MyTN was not designed for modular scalability, meaning each new service required a unique integration approach.

This led to a critical realization: Tennessee did not just need a centralized application—it needed a fundamentally new model for building, integrating, and delivering digital services across the enterprise.

The state redefined its vision. Instead of continuing with siloed development and one-off integrations, Tennessee set out to build a standardized, reusable, and scalable solution that would enable agencies to develop services inherently compatible with MyTN from the start.

This vision introduced a transformative shift:

- From application-centric development to platform-based delivery
- From custom integrations to plug-and-play modular services deployable across web and mobile
- From vendor-dependent builds to state-enabled development



What Makes This Different and Universal

This challenge is not unique to Tennessee. States across the country face fragmented digital services, inconsistent user experiences, and high costs associated with siloed application development. National priorities such as digital identity, accessibility, and improving citizen experience continue to highlight the need for unified, scalable solutions.

The MyTN 3.0 initiative addresses this universal challenge by introducing a repeatable, enterprise-wide model that can be adopted across agencies and replicated by other states. By focusing on standardization, accessibility, and scalability, Tennessee aligns with the State CIO's top priorities and establishes a blueprint for modern government digital service delivery.

Implementation

To realize this vision, the State of Tennessee undertook a comprehensive transformation of both its technology stack and development approach.

Platform Evaluation and Strategic Partnership

The state evaluated modern development solutions capable of supporting rapid, scalable, and collaborative application development. After extensive research, Tennessee selected a low-code framework built on Google's Flutter framework, enabling a single codebase to be deployed across mobile, web, and tablet platforms.

In January 2024, STS initiated proof-of-concept efforts to evaluate the system's ability to support enterprise-scale requirements. Initial testing revealed limitations; however, the state partnered directly with the platform provider (FlutterFlow) to address these gaps. This collaboration resulted in major enhancements that enabled the solution to meet Tennessee's scalability and performance requirements.

Building the Enterprise Foundation

The cornerstone of this transformation was the development of a standardized cross-platform application template.

This template includes:

- Secure user registration and authentication
- Multi-factor authentication (MFA)
- Biometric login capabilities
- Pre-built navigation systems
- Standardized layouts and page structures

In parallel, the state developed a comprehensive ADA-compliant design system that ensures accessibility for all users by default.

Reusable components and pre-built pages were created to accelerate development and ensure consistency across applications.

Modular Architecture and Service Transformation

To enable scalability, the state adopted a modular architecture, transforming each service into an independent library.

A fully functional application can now be initialized in under one hour, with foundational features available out of the box. Services are integrated as plug-and-play modules.

Rebuilding MyTN 3.0

From January 2025 through October 2025, the state:

- Built the template and reusable component library
- Established the ADA-compliant design system
- Rebuilt MyTN using this new modular architecture
- Migrated 87 services into independent modules

Stakeholder Engagement and Adoption

This initiative was led by the Strategic Technology Solutions (STS) organization in collaboration with FlutterFlow.

To ensure successful adoption, the state implemented a structured onboarding and engagement model that included:

- Developing a centralized developer portal with documentation, standards, and onboarding guidance
- Planning training sessions, workshops, and knowledge-sharing initiatives as part of the formal onboarding process

To sustain this transformation and ensure continued cost savings, scalability, and alignment across the state's digital ecosystem, the state is also developing a governance policy that will require:

- All new mobile applications to be built using the MyTN template
- Existing standalone applications to be evaluated for migration

This structured approach positions agencies to transition from vendor-dependent development to a self-service, state-enabled model as onboarding efforts continue to expand.

Resources and Delivery Approach

The project was delivered over 10 months, utilizing a cross-functional team of 10 STS resources, including developers, architects, and designers, with support from the FlutterFlow team as needed.

Impact

The MyTN 3.0 transformation represents a fundamental shift in how the State of Tennessee delivers digital services. The impact extends far beyond a single application, establishing a scalable, cost-efficient, and sustainable model for the entire enterprise.

MODULAR ARCHITECTURE IMPACT	
VENDOR TO INTERNAL TRANSFORMATION: KEY GAINS	SYSTEM PERFORMANCE & REUSE: KEY ACHIEVEMENTS
 Reduced per application costs	 Significant and predictable reduced operating costs
 Weeks-to-delivery replacing Months-long development	 Internal development and faster feature iteration
 Unified State of Tennessee Mobile Platform for all	 Efficient drag-and-drop onto a development canvas
 Accelerated resources and pre-built components	 Reduced dependency on external vendor platforms
 Reusable templates and pre-built components	 Cross-platform deployments

Transformational Cost Savings

Agencies relied on external vendors to develop standalone mobile and web applications, requiring separate development efforts for each platform and costing between \$80,000 and \$400,000 per application.

By introducing a reusable template and modular architecture, Tennessee has reduced development costs by an estimated 30% to 60% per application.

At scale, this approach represents millions of dollars in avoided development costs and long-term maintenance and operational expenses.

Reduced Reliance on External Vendors

Agencies can now build applications internally using a state-managed platform, eliminating the need for repetitive vendor engagements and reducing procurement cycles.

Accelerated Delivery of Services

Development timelines have been reduced from 6–12 months to 2–8 weeks, with applications initialized in under one hour.

Elimination of Siloed Systems

Applications built using the standardized cross-platform template are inherently compatible with MyTN, eliminating integration challenges and ensuring a unified digital ecosystem.

Reduction in Maintenance and Upgrade Effort

Platform-level updates are managed externally, eliminating months of upgrade-related development and allowing teams to focus on innovation and service delivery.

Real-World Usage and Adoption

Since the launch of MyTN 3.0, the platform has been established and validated as a scalable enterprise solution, with early adoption efforts underway.

- 87 services to date have been modularized and integrated with MyTN
- 24 agencies are currently in the onboarding pipeline

A key example is the modernization of TNTrack, which is being transformed from a web-based system into a multi-platform application built on the MyTN framework.

Improved Citizen Experience

Citizens benefit from:

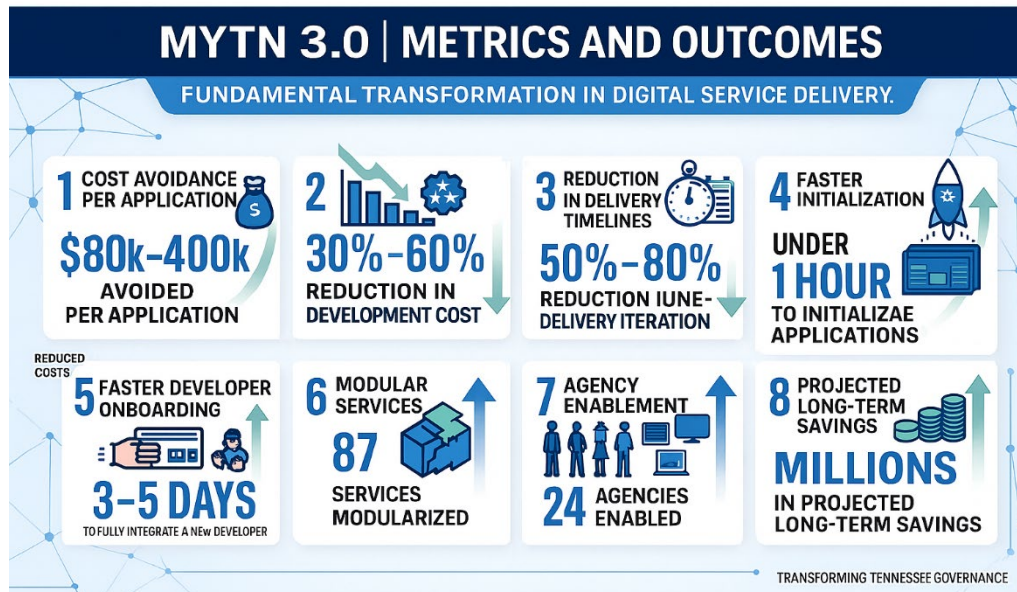
- A single, unified platform for accessing services
- Consistent user experience across agencies
- ADA-compliant design ensuring accessibility for all users

“This initiative has fundamentally changed how we deliver digital services across the state. What once required months of development and coordination can now be delivered in weeks, enabling us to better serve Tennesseans with faster, more reliable access to government services.”— **Jerry Jones, Chief Technology Officer, State of Tennessee, Department of Finance and Administration, STS**

Metrics and Outcomes

- Estimated \$80K–\$400K in potential agency cost avoidance per application, based on comparable enterprise application development benchmarks
- 30%–60% reduction in development effort through reusable architecture
- 50%–80% faster delivery timelines
- Under 1 hour to initialize new applications

- 87 reusable shared services and modules implemented
- 24 state agencies enabled through a centralized enterprise framework
- Millions in projected long-term operational savings through a cross-platform architecture that enables agencies to develop and deploy across mobile and web environments, significantly reducing duplicate development and maintenance effort



Conclusion

The MyTN 3.0 initiative is not simply an application upgrade; it is a fundamental transformation in how the State of Tennessee delivers digital services.

By shifting from siloed development to a standardized cross-platform enterprise delivery model, Tennessee has created a scalable ecosystem that reduces costs, accelerates delivery, and improves the citizen experience.

More importantly, this initiative establishes a repeatable blueprint for enterprise digital transformation, positioning Tennessee as a national leader in modern government innovation.

