



LITC 09.10.2024

NORTH
Dakota
Be Legendary.

Information Technology

About This Presentation

NDCC § 54-35-15.2.(13) states that the Legislative IT Committee shall “Receive a report from the chief information officer before October first of each even-numbered year regarding proposed major information technology projects and other information technology issues for the next biennium.”

This slide deck is an excerpt from the Sept. 10, 2024, meeting that fulfills the requirement to report on other information technology issues for the next biennium.

NDIT Business Plan

Business Plan Highlights

- For the 2023-2025 biennium, NDIT is focusing improvements across four macro areas, or strategic themes:
 - Closing Workforce Gaps
 - Enabling Decision Making
 - Managing Risk
 - Citizen and Business Engagement

NDIT Business Plan 2023-2025



Annual Report

Annual Report 2022-2023



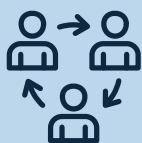
Frictionless Experience

- Recognize the need to eliminate barriers for our partners.



Provide Business Insights

- IT initiatives align precisely with the expectations and strategic objectives of the organizations we serve.



Strengthen Operational Rhythm

- Ensures our operations are proactive contributions to positive change.



Optimize Financial and Process Discipline

- Continuously optimize operations without compromising quality.



People First Culture

- Foster collaborative relationships.

2023-2025 Biennium approved projects

Major NDIT 2023-2025 Funded Projects

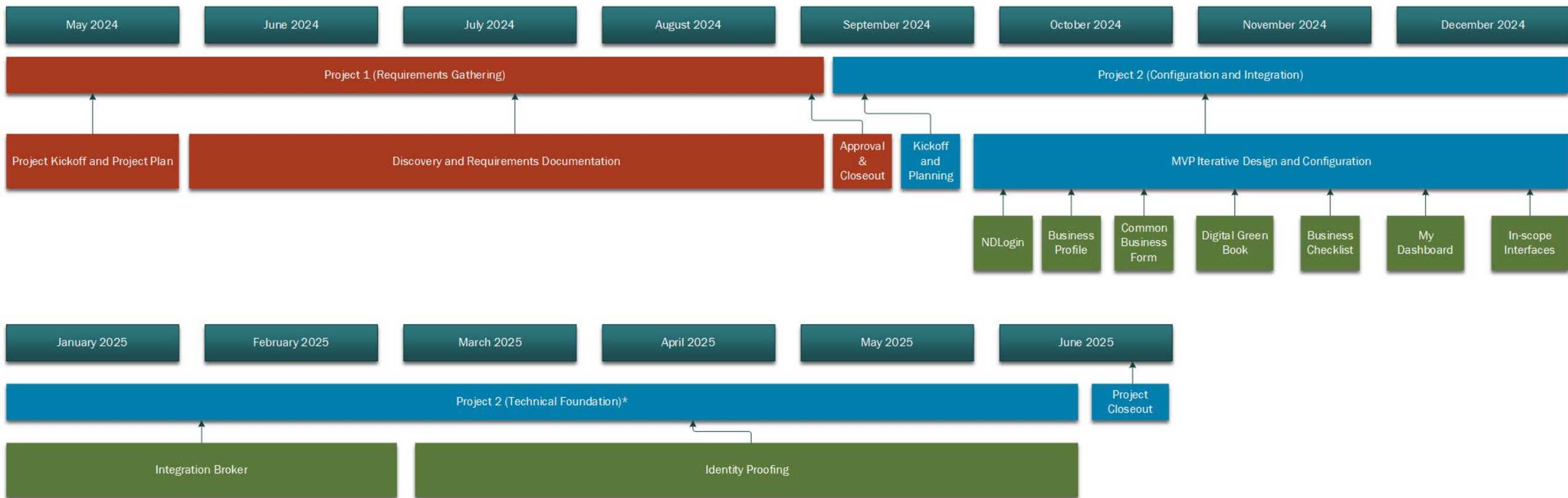
- Business Gateway
- CRM
- Vulnerability Management
- Enterprise Digitization
- Statewide Data Strategy
- Call Center Replacement
- Capitol Security

Business and Citizen Gateway

- Project 1 Status – Yellow
 - Schedule: 3 Weeks Behind

Budget: \$5M

Current Spend: \$272,565.16



Opportunities

The most valued features requested of a Business Gateway

- ☒ Checklist for starting a business
- ☒ Reminders / Notifications for upcoming compliance
- ☒ Single Login (Phase 2 foundation)
- ☒ Information for economic development / business growth
- ☐ Centralized / One-stop-shop

The survey validated many of these common feature needs

Business Interest Form

Starting a BusinessRunning a BusinessState Agencies

My Dashboard

Home > Universal Business Interest Form

Universal Business Interest Form

Getting StartedGeneralBusiness OperationsEmployeesIndustryReview & Submit

Complete this form for XYZ purpose...

This form will ask you a series of questions about the business you wish to start with a focus on providing you access to further assistance and support.

Can I save my progress?
YES - simply create an account (it's free!) and you can save your progress on this form at any step in the process.
You can return to the draft to complete it later.

What you'll get:

- Information to start a business

THIS TAKES ABOUT
+10 minutes

Go BackGet Started

Copyright 2025 [State] Department of XYZ
123 Main St N. Capital, ST 12343-0250
Phone: 1-555-432-5555
TTY users may use relay [State] at 711 or 1-555-432-5555
[Contact Us](#)

Home

Create a New Business Checklist

Resources on Starting a Business

Resources on Running a Business

Secretary of State

Office of State Tax Commissioner

Job Service

Workforce & Safety

Department of Commerce

Starting a BusinessRunning a BusinessState Agencies

My Dashboard

Home > Universal Business Interest Form

Universal Business Interest Form

Getting StartedGeneralBusiness OperationsEmployeesIndustryReview & Submit

Review & Submit

Your Name
Name
Katelyn Thomas

Your Contact Information
Phone Number
1 (555) 555-1234
Email
Kate.Thomas@email.com

Business Operations Information
What is your anticipated business name?
Acme Car Sales
Are you selling a product or a service?
Product
Do you anticipate the majority of your sales being generated online or at a physical location?
Brick and Mortar
What is your anticipated business entity structure?
LLC
What is your estimated volume of sales on an annual basis?
\$250,000-\$500,000
Which counties do you anticipate your business will operate?
Burleigh, Morton

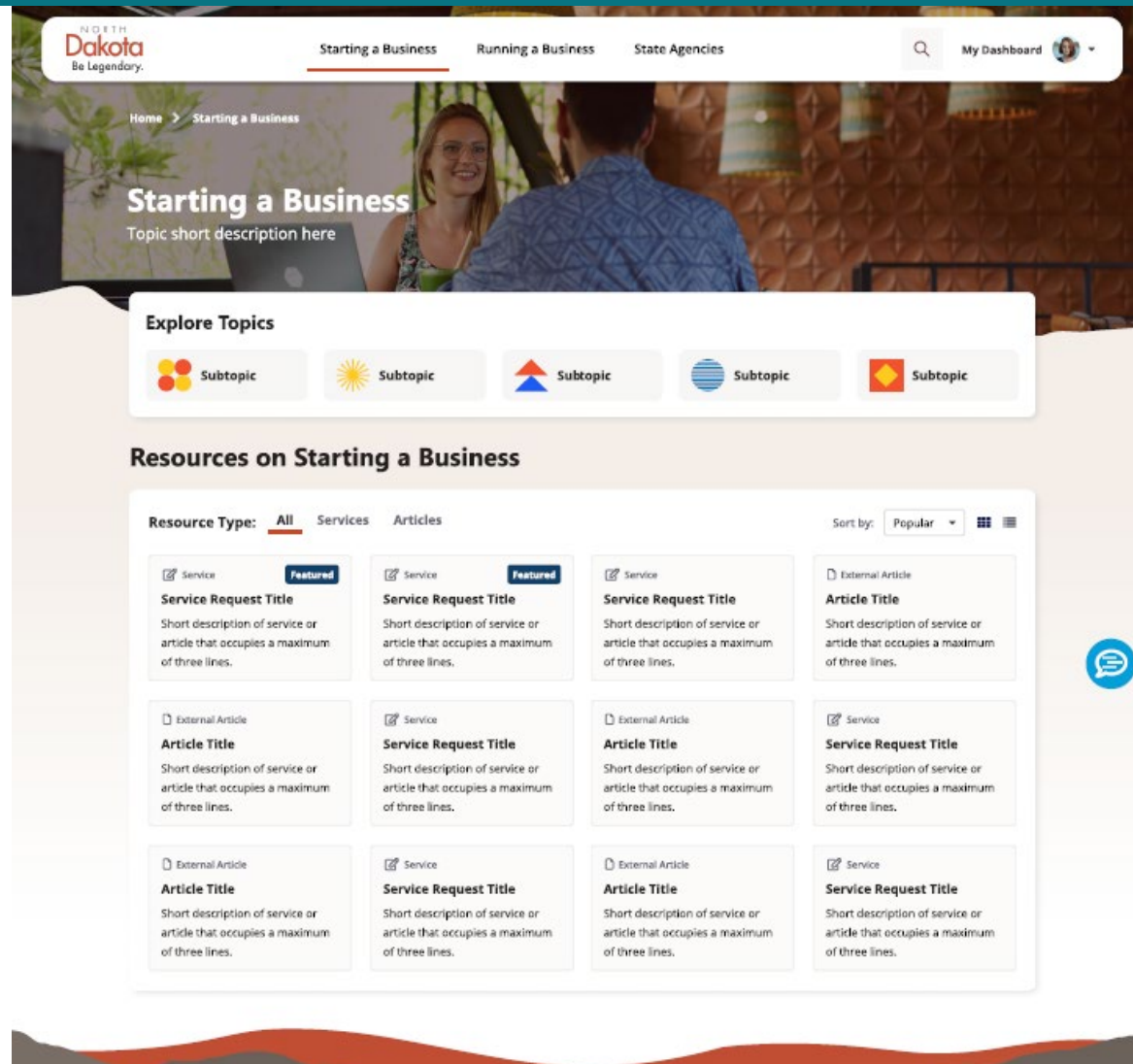
Employee Information
Do you plan to hire employees?
Yes
If yes, do you intend to have your employees be based predominantly in the State of North Dakota?
Yes
If yes, how many employees do you anticipate to hire within the 1st year?
1-10

Industry Information
What will be your business industry classification?
441120
Are you interested in learning about State of ND Business Startup Assistance?
Yes

Save & ExitGo BackSubmit

The screenshot displays the North Dakota Gateway website. At the top, the logo "NORTH Dakota Be Legendary." is on the left, and navigation links "Starting a Business", "Running a Business", and "State Agencies" are in the center. On the right, there is a search icon, "Log In", and a red "Sign Up" button. The main header features the text "Unleash the power of North Dakota" over a background image of a construction worker. Below this is a search bar with the placeholder "Search for help with business" and a magnifying glass icon. Under the search bar, "Trending Topics:" are listed as "Mentorship", "Funding", "Taxes", and "Licenses". A chatbot window on the right is titled "Harold, your friendly neighbor" and shows a conversation: "Hi I'm Harold, Gateway's assistant. How can I help you today?" followed by a user input "I need help with starting a new business". Harold responds: "Okay! Here are some options, do any of these help?". Below the chat are buttons: "Start a New Business Checklist", "Register your Business with ND", "Create an ND Gateway Account", and "No, none of these apply...". At the bottom of the chat is a text input field "Please type your request" and a send arrow. In the bottom left, a "Your Business Checklist" widget shows "3/5 steps completed" with a progress bar. To the right of this, the text "Thinking about starting your own business?" is followed by "Our powerful customized checklist tool will guide you on your journey as a business in North Dakota" and a button "GET YOUR CUSTOM CHECKLIST NOW" with a right arrow. A blue close button with an 'X' is in the bottom right corner of the chat area.

“Understanding who does what among agencies is confusing”



“Be able to see all areas at one glance and then drill down into the specific areas”

Get help with starting a business


[View Related Resources](#)

 Service

Register a Business

Short description of service or article that occupies a maximum of three lines.

Featured

 External Article

Pros and Cons of Business Entities

Short description of service or article that occupies a maximum of three lines.



Get help with managing a business

[View Related Resources](#)

 Service


Change Service Address

Short description of service or article that occupies a maximum of three lines.

 External Article

Article Title

Short description of service or article that occupies a maximum of three lines.

 Service

Service Request Title

Short description of service or article that occupies a maximum of three lines.


 External Article

Article Title

Short description of service or article that occupies a maximum of three lines.

Important dates to keep in mind

[View All Deadlines](#)

 May 6, 2024

XYZ Filing Deadline

[Add to calendar](#)

 May 6, 2024


XYZ Report Deadline

[Add to calendar](#)

 May 6, 2024

XYZ Deadline

[Add to calendar](#)

 May 6, 2024

XYZ Deadline

[Add to calendar](#)

Get Started with Business Gateway

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

[Sign Up](#)

“Like a one-stop-shop, just like normal shopping is”

Home > My Profile



Katelyn Thomas

ABC 123 Lane, Arlington VA, 22203

Personal Information

Name
Katelyn Thomas
Label
Value

Address
ABC 123 Lane, Arlington
VA, 22203
Label
Value

+ Add pronunciation

+ Add a bio

Businesses

Business A

 **Main Street Hardware**
ABC 123 Lane, Bismarck ND, 58501

Business B

 **123 Lane Sandwich Shop**
ABC 123 Lane, Bismarck ND, 58501

Contact Details

Mobile phone
(empty)

Personal Email
kate.thom@email.com

Employment Information

Employer
Deloitte Consulting
Title
Manager

Work phone
(empty)

Email
kate.thom@email.com

Emergency Contacts

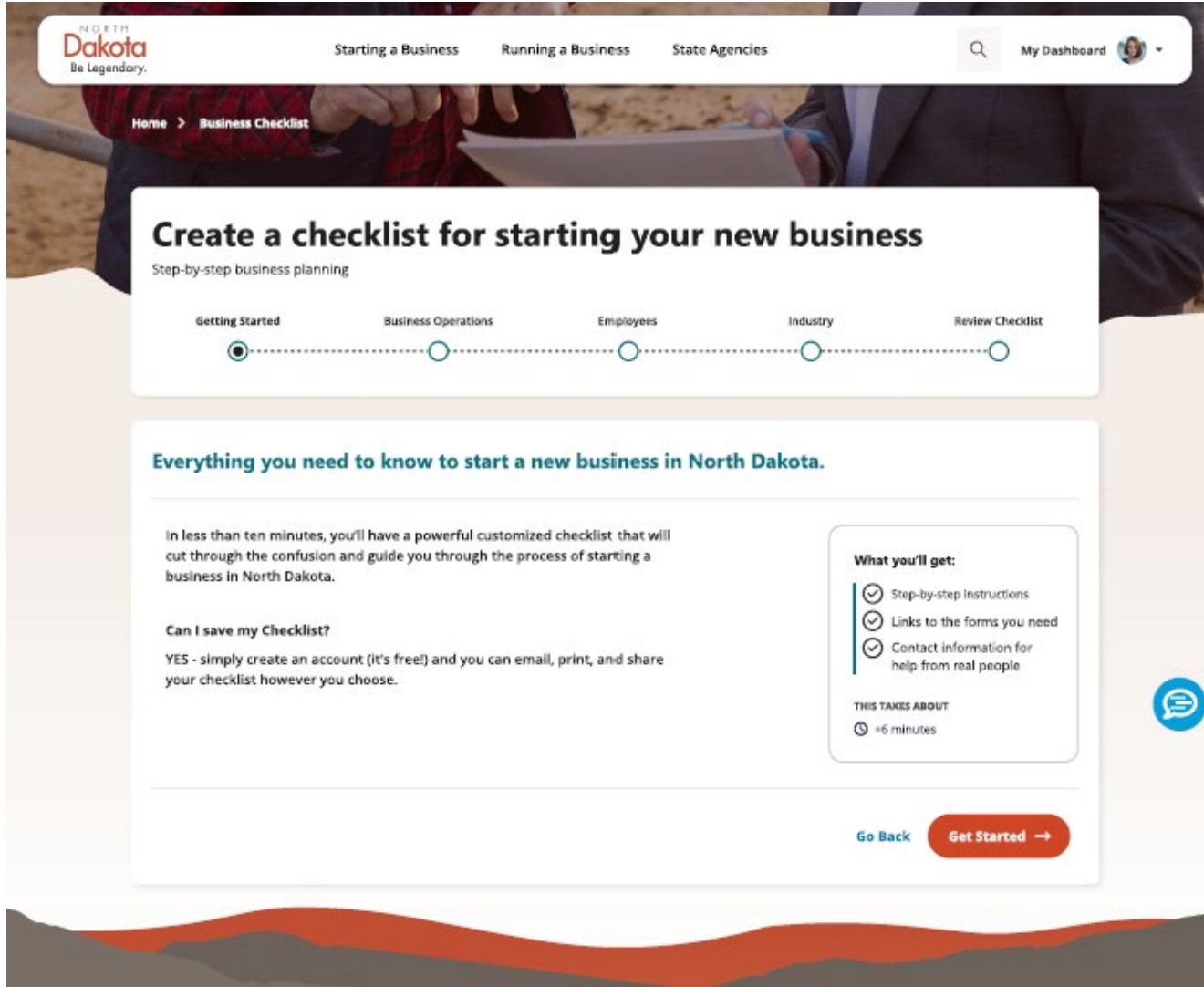
JD Dwain Holsten
Cousin
1 (555) 555-0123

JD Gertie Monaghan
Sister
1 (555) 555-0123

JD Terri Hays
Child
1 (555) 555-0123

Step By Step Set-up

“You feel lost when starting, scared you didn’t fill something out right”

The screenshot shows the 'Business Checklist' page on the North Dakota government website. The header includes the 'NORTH Dakota Be Legendary.' logo, navigation links for 'Starting a Business', 'Running a Business', and 'State Agencies', a search icon, and a 'My Dashboard' link with a user profile icon. The main heading is 'Create a checklist for starting your new business' with the subtitle 'Step-by-step business planning'. Below this is a progress bar with five steps: 'Getting Started' (active), 'Business Operations', 'Employees', 'Industry', and 'Review Checklist'. The main content area is titled 'Everything you need to know to start a new business in North Dakota.' and contains a paragraph explaining the checklist's purpose, a section on saving the checklist, and a list of benefits. A 'THIS TAKES ABOUT' section indicates it takes about 6 minutes. At the bottom are 'Go Back' and 'Get Started →' buttons. A chat icon is visible on the right side of the page.

NORTH Dakota
Be Legendary.

Starting a Business Running a Business State Agencies

Home > Business Checklist

Create a checklist for starting your new business

Step-by-step business planning

Getting Started Business Operations Employees Industry Review Checklist

Everything you need to know to start a new business in North Dakota.

In less than ten minutes, you'll have a powerful customized checklist that will cut through the confusion and guide you through the process of starting a business in North Dakota.

Can I save my Checklist?
YES - simply create an account (it's free!) and you can email, print, and share your checklist however you choose.


What you'll get:

- ✓ Step-by-step instructions
- ✓ Links to the forms you need
- ✓ Contact information for help from real people

THIS TAKES ABOUT
⌚ +6 minutes

Go Back Get Started →

“I want to comply – I just hope I’m doing everything in the correct way”



Starting a BusinessRunning a BusinessState Agencies

My Dashboard

Home > Business Checklist

Congrats! Your personalized business checklist is complete.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Your next-steps:


- 1 [File Articles of Incorporation here](#)
- 2 [Register with the IRS to get an EIN here](#)
- 3 [Browse local Credit Unions for Banking needs here](#)


Some contacts to help you along your journey:

- 1 [ND SBDC - Small Business Development Centers](#)
- 2 [North Dakota Secretary of State](#)
- 3 [Another external link](#)

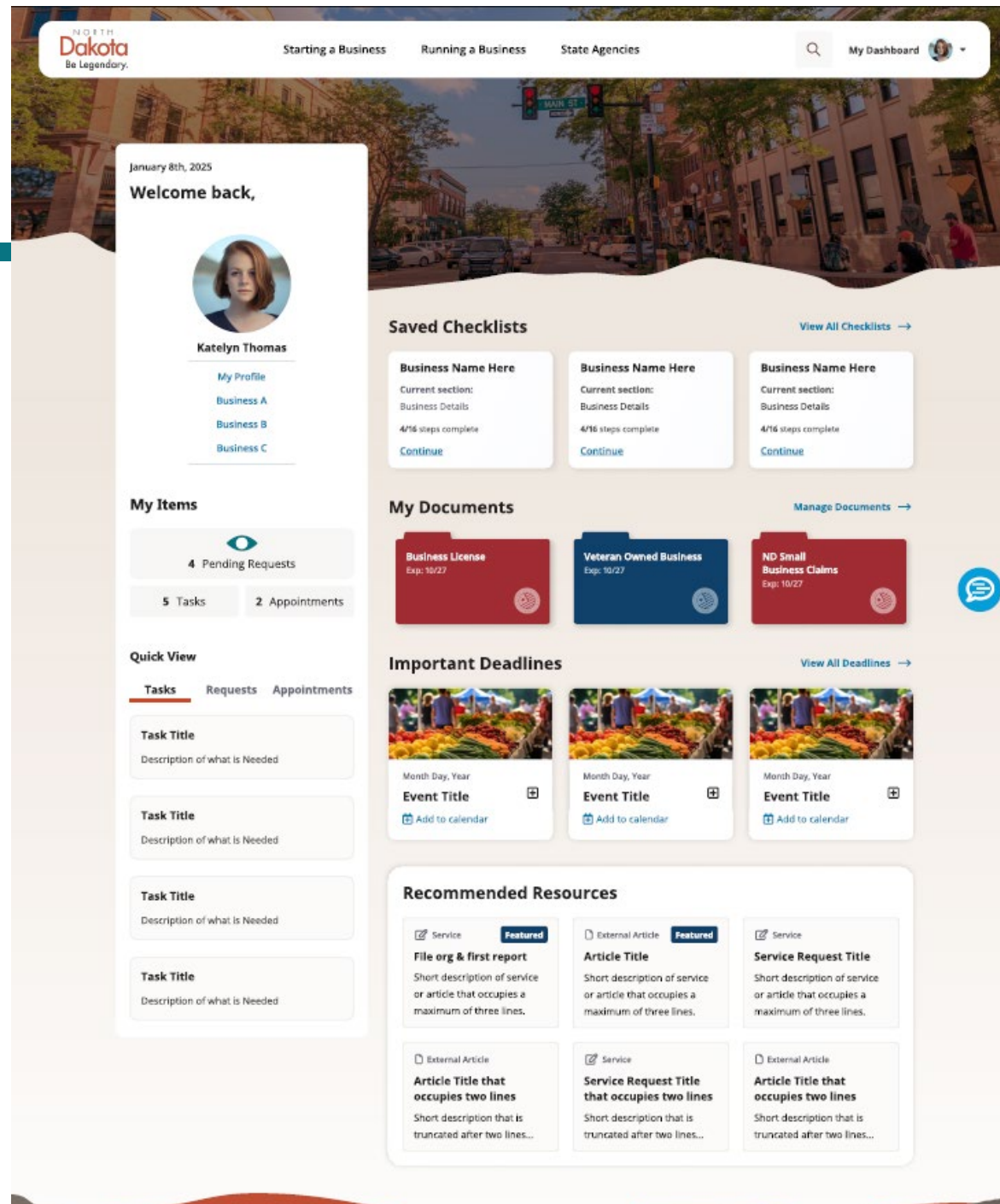
You can download your checklist now, or access it later - we've saved it to your dashboard!

[Download Checklist](#)[Go to My Dashboard](#)





“Step by step for setting up a business”



“Reminders of things you should be doing as a new or small business”

Home > Important Deadlines

Important Deadlines



Month Day, Year

Deadline Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt labore et dolore magna.

[Add to calendar](#)

Featured



Month Day, Year

Deadline Title

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[Add to calendar](#)

Featured



Month Day, Year

Deadline Title

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[Add to calendar](#)

Featured

Search for events or dates

Sort by: Upcoming ▼



Month Day, Year

Deadline Title

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[Add to calendar](#)



Month Day, Year

Deadline Title

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[Add to calendar](#)



Month Day, Year

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Month Day, Year

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[Add to calendar](#)



Month Day, Year

Deadline Title

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[Add to calendar](#)



Customer Relationship Management (CRM)

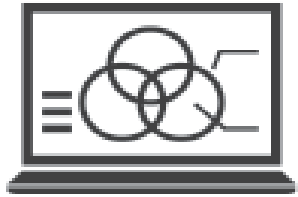
- Expected to start conversations about a CRM tool in mid January
- The discussions will focus on what each agency needs from a CRM and what is the citizen data source of truth
- Targeting to work as a parallel path with the Business Gateway with one agency as MVP (minimal viable product) for this biennium.
- Add more agencies as funding becomes available.

Targeting to have discussion with Governor's Office, DHHS, DOT and possibly Game and Fish.



• **Budget: \$1M**

Application Vulnerability Remediation



81

Vulnerabilities
remediated and
deployed to production

Plan to remediate
another 279 before the
end of the year.



163

Vulnerabilities
remediated and
deployed to test (going
through user acceptance
testing before deploying
to prod)



5

Vulnerabilities potentially
remediated and waiting
for re-scan

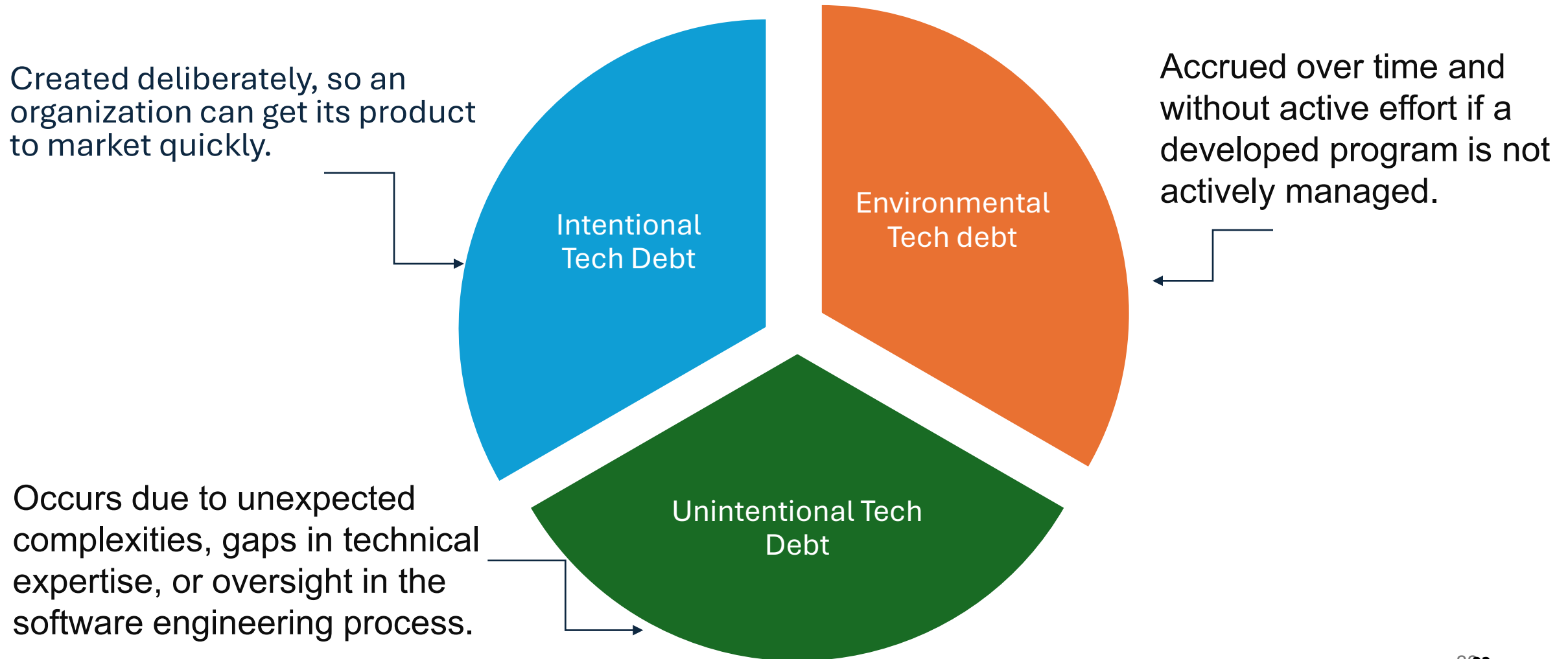


111

Vulnerabilities still open
that are scheduled to
be remediated by end
of year

Patching compliance has increased from 40% to more than 85%.

Enterprise Digitization- Technical debt



A journey, not a destination



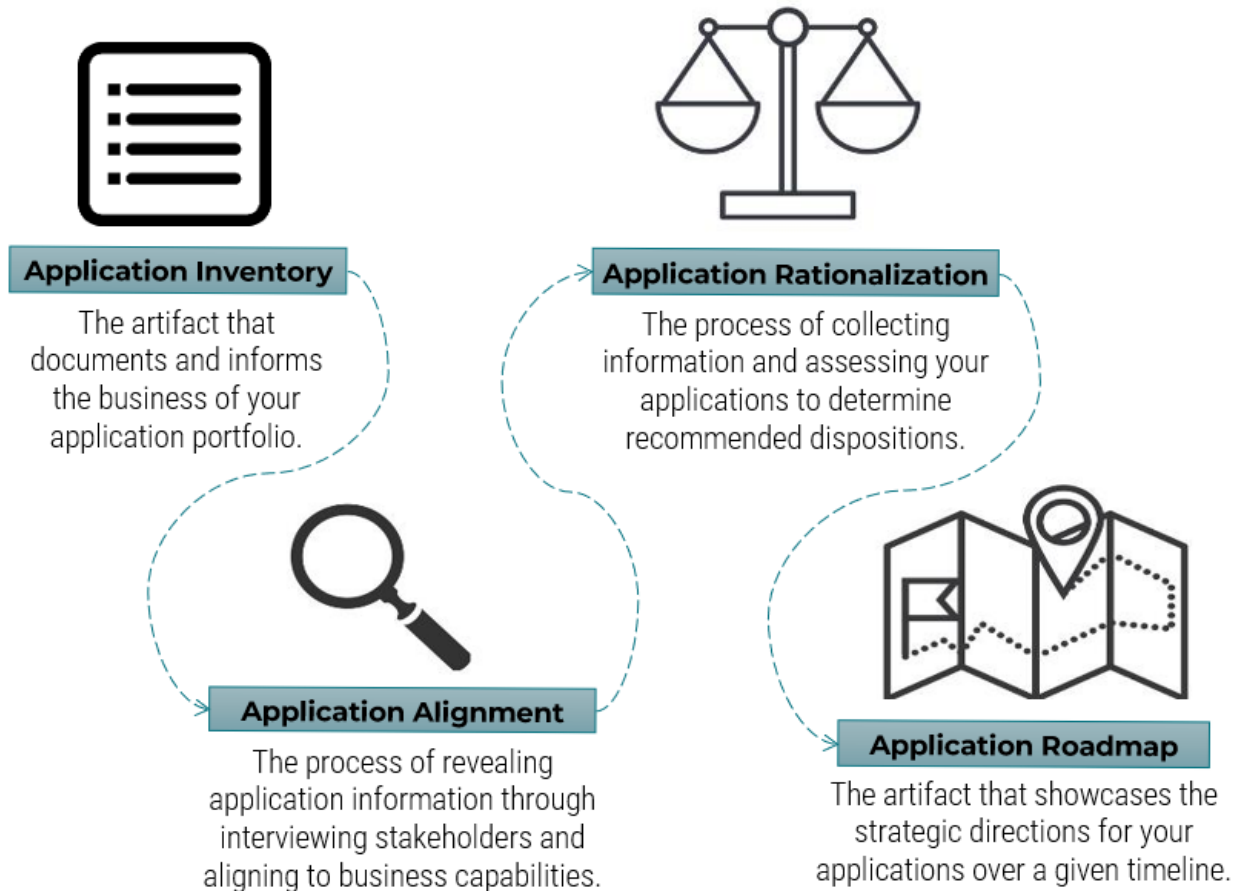
- **Continuous Maintenance:**

- Invest regularly to avoid costly repairs
- Balance planned projects (upgrading email system/bathroom remodel) with urgent fixes (critical vulnerability/roof leak)

- **IT Reality**

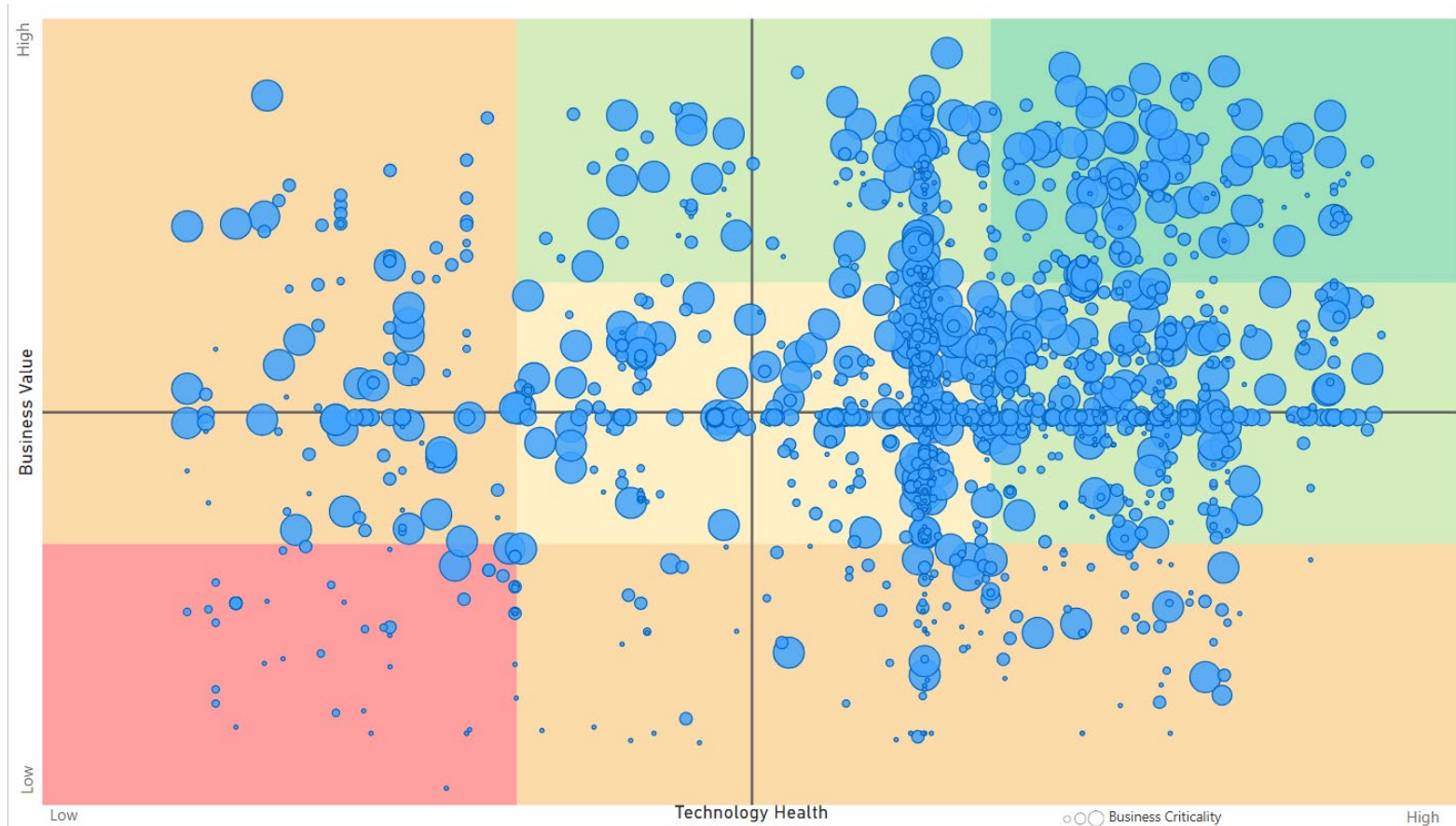
- IT changes rapidly
- Continuous investment is key to prevent costly tech debt

Inventory Methodology



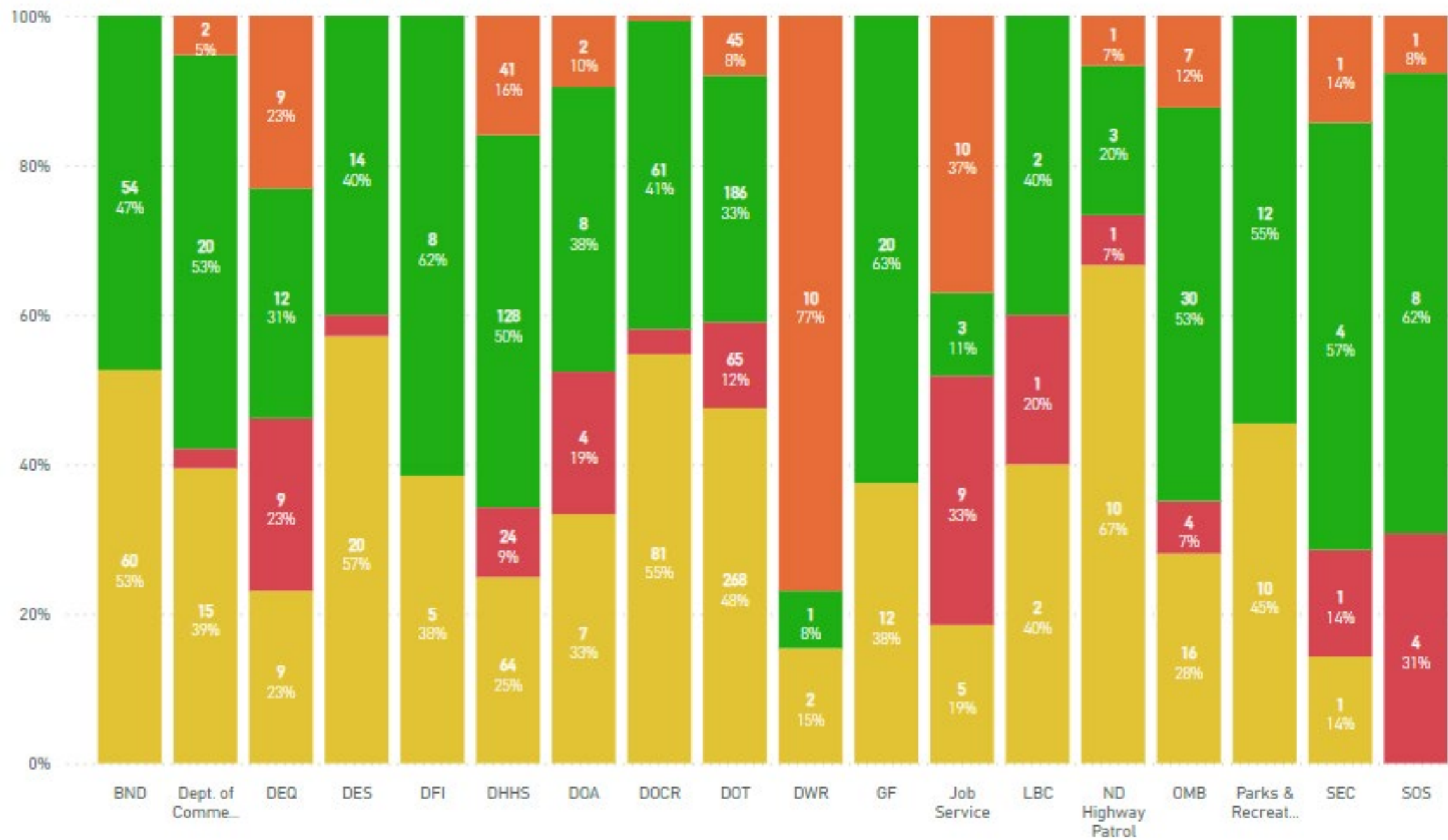
Whole State Inventory

- Application Breakdown
 - 1537 Applications
 - 167 in Retire (11%)
 - 132 in Refresh (9%)
 - 699 in Review (45%) - Low business value
- Insights
 - A large percentage in Review Status
 - Re-platforming efforts needed



Rationalization Disposition

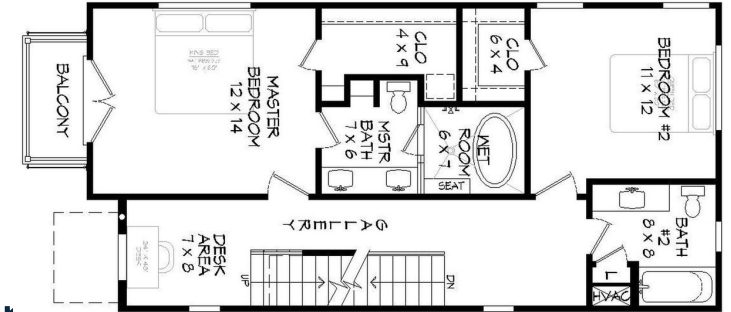
● Review ● Retire ● Retain ● Refresh



Building a sustainable IT foundation

- **Simplifying IT Infrastructure**

- Standardized, sustainable platforms
 - Low Code/No Code (Citizen/Business Gateway)
- Transition from custom-built applications to common platforms (e.g., ServiceNow, Dynamics) for efficiency and ease of management.



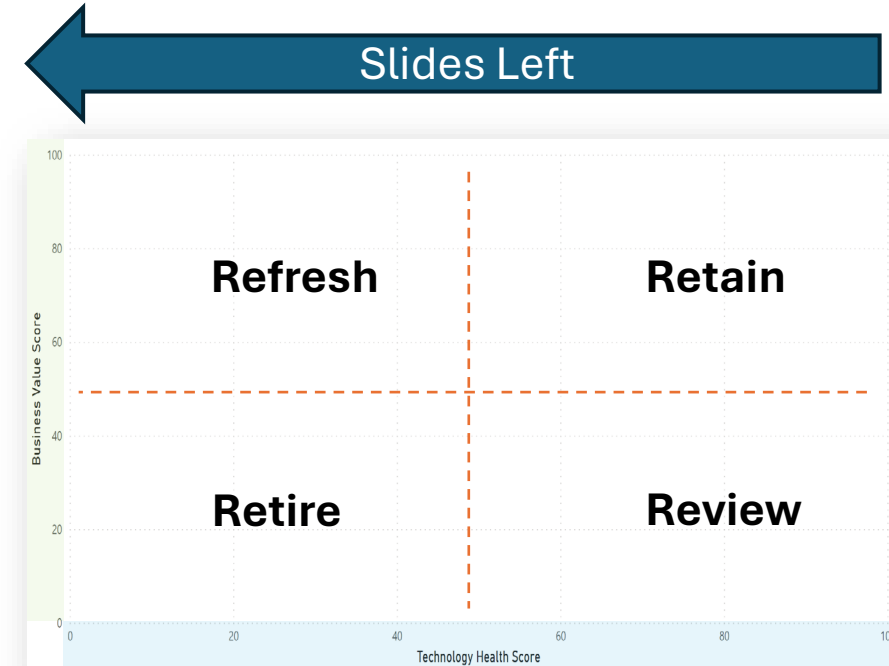
Why It Matters:

- Reduces the complexity and cost of managing numerous, outdated applications.
- Ensures long-term supportability and scalability with vendor and legislative backing.

System deprecation and accountability are now part of our project management approach.

Continuous Improvement

- Slowly Sliding Left for Tech Debt
- Adapting to new technology
- Modernization and innovation
- Strategic planning- Application Inventory



Call Center



- **Budget:** \$3M
- **Accomplishment to Date:**
 - RFP Awarded and Replacement Project Underway.
 - Industry Leading Solution/No Major Outages
- **Upcoming Activities:**
 - On Track to be completed by November 2024. Approximately 50% complete and will deprecate the old platform entirely.
- **Risk/Issues:**
 - Resource availability

Capitol Security/Wiring

- **Budget:** \$2.5M
- **Accomplishments to Date:**
 - Capitol Security Project:
 - Working with vendor to detail full timeline for the Capitol Complex.
 - Updated cost projections with vendor.
 - Capitol Wiring:
 - Conduits installed in the Capitol Complex.
- **Upcoming Activities:**
 - Capitol Security Project:
 - Execute on SOW with the vendor
 - Capitol Wiring:
 - Run the fiber through conduit and upgrade hardware.
- **Risk/Issues:**
 - Vendor resource availability



Statewide Interoperable Radio Network (SIRN)



- **Budget:** \$120M
- **Accomplishment to Date:**
 - Encryption Rollout
 - Final Team Member Training Completed
 - Radio Management Testing and Rollout
- **Upcoming Activities:**
 - Finish Buildout of tower sites in the '25-27 Biennium
 - Finalize cost projections
- **Risk/Issues:**
 - Ongoing Operational Funding (10-12M per year)
 - Technical Challenges
 - Construction Delays

North Dakota Statewide Data Strategy (implemented through the Lighthouse Program)

Vision: Harness the value of data to help ND thrive

Lighthouse Program Initiative Overview

In the fall of 2022, the Lighthouse Program was established as a NDIT-led multi-year effort across multiple projects and initiatives, with the intention of expanding the data and analytic capabilities of the state.

As part of Phase 1 of this initiative, NDIT developed a **comprehensive data strategy** to direct and coordinate the strategic management and use of data across the State's Executive Branch agencies.

Phase 2: Building Foundations and Strengthening Collaboration Strategy Implementation

This phase is focused on the implementation of priority year-1 projects outlined in the North Dakota Data Strategy implementation roadmap, building foundational data capabilities and promoting coordination and collaboration for data initiatives across the State.

State Data Center, Census Data Hub POC

Creation of a Census Data Hub dashboard in PowerBI that deliver insights based on frequently requested Census data, such as demographics, workforce statistics, and housing trends.

North Dakota Statewide Data Strategy (Lighthouse Program)


- **Budget:** \$4.89M
- **Risk/Issues:** Data projects with earlier timeline may require delay and/or rework to align with statewide data strategy

PHASE 2 IS UNDERWAY, CONCENTRATING ON BUILDING FOUNDATIONAL CAPABILITIES AND COLLABORATION ACROSS AGENCIES

Data Strategy Roadmap Implementation

26+

Projects envisioned as part of this roadmap

|  <i>Us today.</i> | | |
|--|--|--|
| Y1 | Y2 | Y3 |
| Year 1 April 2024 – March 2025 | Year 2 (April 2025 – March 2026) | Year 3 April 2026 – March 2027 |
| Focus Establish foundations and strengthen statewide collaboration | Focus Facilitate agency-level adoption and expand into more transformational initiatives | Focus Continue transformation efforts, maintain momentum, and sustain adoption |

Phase 2 progress and key accomplishments

| <i>Initiative</i> | <i>Key Accomplishments</i> |
|--|--|
| Strategy Rollout and Agency Collaboration | <ul style="list-style-type: none">• Conducted 8 strategy roadshows with agencies throughout the State• Developed a communications and OCM plan to socialize and rollout the strategy to State agencies• Conducted data strategy workshops with Transportation and Commerce |
| Statewide Data Governance Program | <ul style="list-style-type: none">• Defined statewide data governance operating model and Concept of Operations (i.e., structure, roles/responsibilities)• Kicked off the Statewide Data Governance Council |
| Data Culture and Literacy | <ul style="list-style-type: none">• Refined the NDIT Data Division organizational structure to more closely align and support the data needs of the State |

| <i>Initiative</i> | <i>Key Accomplishments</i> |
|----------------------------------|---|
| Data Catalog | <ul style="list-style-type: none">• Evaluated Microsoft Purview POC results and key lessons learned• Defined requirements package for a statewide data catalog (i.e., business, functional, technical, and vendor services requirements) |
| Modern Data Platform | <ul style="list-style-type: none">• Reviewed the current data lake implementation and determined proposal for architectural enhancements |
| Analytic Proof of Concept | <ul style="list-style-type: none">• Conducted use case scoping and discovery efforts with the Department of Commerce• Developed MVP version of the Census Data Hub POC dashboard |

Fall 2024: Key initiatives underway



Initiate tactical data governance working groups to address key agency data challenges and emerging needs across the state



Rollout guidance and resources to support agencies in fostering data governance efforts within their localized environment



Enhance the Modern Data Platform and begin onboarding to create a data lake solution that is valuable to all agencies



Share available data training and resources that can be leveraged by agencies at little to no cost to support data literacy

Benefits and Value by end of 2024

FOUNDATIONAL CAPABILITIES THAT PAVE THE WAY FOR TRANSFORMATIONAL INITIATIVES



North Dakota Census Data Hub

Data rich insights through a PowerBI dashboard for the Census Data Hub.

Agency Partners: Commerce

Users: Legislators, State agencies, the general public, and other stakeholders



Statewide Data Governance Council and Program

More structure and accountability for data, reducing risk, improving quality, and assuring appropriate use.

Participants: 21 agencies serving as voting and non-voting members

Scope: Program applies to all executive agencies (and open to all others)



Modern Azure Data Platform

Enhanced technical services enabling greater inter-agency data sharing, analytics, and usage.

Agency Partners: HHS and pilot agencies

Users: Will be available to all State agencies