Project Startup Report

Submitted to Project Oversight on 02/21/2025

GENERAL INFORMATION

Project Name: Cash Management Replacement

Agency Name: Bank of North Dakota

Project Sponsor: Marsha Kauk

Project Manager: Jenna Buksch

PROJECT DESCRIPTION

Bank of North Dakota (BND) upgraded their cash management system in October of 2023. This upgrade was required due to the legacy system being at end of life and the vendor no longer offered or supported the system. Since go-live, the system has struggled with support issues, system stability, downtime, functionality issues, and provided an overall inefficient experience for BND's customers. The work to remediate these issues has not provided enough sustained improvement to continue with the current system long-term.

Due to the current system's inability to meet the needs of both BND and its customers, BND has decided to replace it with a system that is better able to provide system stability, necessary functionality, and a positive banking experience to customers.

BUSINESS NEEDS AND PROBLEMS

1. Replace the current Cash Management system with a new solution
2. Customers are dissatisfied with the current system due to slowness, functionality gaps, and stability issues
3. BND staff devotes an increased amount of time in system support of issues along with day-to-day tasks such as setting up customers and daily processing

PROJECT BASELINES

Project Start Date	Baseline End Date	Baseline Budget	Funding Source
03/26/2024	03/25/2026	$1,796,695.00	BND General Funds

Notes:

N/A

OBJECTIVES

Business Objective	Measurement Description
Improve customer satisfaction with the system.	Survey 5 customers during project planning on their current satisfaction with the system. Within 3 months after system go-live, survey the same 5 customers on their satisfaction with the new system and compare the feedback to the baseline survey.

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Business Objective	Measurement Description
Reduce amount of BND staff time supporting system issues by 25%	Baseline the amount of staff support time being spent on the current system at the initiation of the project. Within 3 months of system go-live, survey staff leads on the amount of time being spent on supporting system issues with the new system and compare to the baseline.

KEY CONSTRAINTS AND/OR RISKS

1. The project schedule is driven by the timings of data extracts from the legacy system vendor. Any delays in receiving these files impacts the project schedule.