

Project Startup Report

Submitted to Project Oversight on 03/31/2025

GENERAL INFORMATION

Project Name: Criminal Background Check Unit (CBCU) Automation

Agency Name: Health and Human Services (HHS)

Project Sponsor: Robert Hobbelman

Project Manager: Sarah Lee

PROJECT DESCRIPTION

Health and Human Services (HHS) will purchase and implement a Criminal Background Check system for use by members of the public to request and check status on background checks for Adoption, Adult Foster Care Providers, Agency Foster Homes for Adults Licensing and Employment, Certified Shelter Care Employment, Child Care, Children's Advocacy Center Employment, Foster Care Related, Guardianship, Licensed Child Placement Agency Employment, Residential Facility Employment, and HHS Employment; and for HHS staff to process and manage these background checks in a more automated fashion. Servos has been contracted to configure and customize ServiceNow on North Dakota's (ND) Gateway platform to build the new system.

BUSINESS NEEDS AND PROBLEMS

1. Applicants face inconsistent turnaround time and difficulty scheduling timely fingerprinting appointments
2. Current process is manual and often requires rework
3. Customers currently have to wait a long time for decisions without insight into the status

PROJECT BASELINES

Project Start Date	Baseline End Date	Baseline Budget	Funding Source
10/17/2023	12/23/2025	\$1,170,689	State: General

Notes:

Go live date is scheduled for 9/29/2025.

OBJECTIVES

Business Objective	Measurement Description
Increase number of successful submissions of required information, authorization, and fingerprints process on first attempt to 100%	During the project, HHS will baseline number of submissions of required forms, authorization, and fingerprints that are processed on the first attempt. Each month after go live, HHS will identify the number of submissions via the portal that are processed on the first attempt to verify the increase with the goal of reaching 100% six months after go live.
Decrease turnaround time from the date of fingerprinting to the preliminary and/or final results	During the project, HHS will baseline the average time from the date the request is received to the date of submission to BCI. Each month after go live, HHS will identify the average time from the date the request is received to the date of submission to BCI to verify the decrease.

KEY CONSTRAINTS AND/OR RISKS

Key Constraints:

- System will be built on the ServiceNow Public Sector Digital Services (PSDS) platform in the ND Gateway instance, therefore scope will be determined by the requirements and capabilities of the platform and the approval of customizations by NDIT's Low Code No Code Committee
- System is dependent on the infrastructure built for the ND Gateway program and NDLogin identity management, therefore the project schedule is dependent on decisions of the ND Gateway program and implementation of the necessary features within the platform

Key Risks:

- ServiceNow PSDS Yokohama update is delayed
- Addition of SFN00467 impacts cost and/or schedule
- Business identity functionality needed in the ND Gateway is not complete prior to development