

Iterative Project Report for Programs & Multi-Year Phased Projects

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GENERAL INFORMATION

Program/Project Name: Business and Citizen Gateway

Agency Name: North Dakota Information Technology

Project Sponsor: Evonne Amundson

Project Manager: Jacob Chaput

PROJECT DESCRIPTION

North Dakota Information Technology (NDIT) and partner agencies seek to implement a Business and Citizen Gateway to save businesses and the State time, money, reduce confusion, improve reputation, and help grow North Dakota's economy.

BUSINESS NEEDS

- State entities lack a single, consistent, source of information and services for citizens and businesses.
- Many state entities have unique systems, requiring citizens to create multiple logins that can create a poor experience and require State resources to support.

PROGRAM/PROJECT FORMAT

Program/Project Start Date: August 1st, 2023

Budget Allocation at Time of Initial Start Date: \$5,000,000

How Many Phases Expected at Time of Initial Start Date: 2

Phase Approach Description: The program/solution will be accomplished in four phases. The first phase will focus on exploring technology solutions that will collect data and share between participating agencies. The second phase will combine the chosen solution with existing State architecture to create a single identity authentication method that can be used across all agencies for a citizen to log-in and get access to all services that have been connected to the Business and Citizen Gateway.

Phases three and four will be a separate project and is dependent on future additional funding. Phase three will be an effort to normalize the citizen experience with the state government of North Dakota and moving away from different agencies having different looks and feel. Phase four will invite all agencies to join their services to the Business and Citizen Gateway.

Estimated End Date for All Phases Known at Time of Initial Start Date: June 30th, 2026.

PROGRAM/PROJECT ROAD MAP

The program road map shows the high-level plan or vision for the program/projects/phases. It is intended to offer a picture of the lifespan of all the effort that is expected to be required to achieve the business objectives.

Project/ Phase	Title	Scope Statement	Estimated Months Duration	Estimated Budget
Phase 1	Requirements Gathering	The phase will produce comprehensive requirements for a minimum viable product Business and Citizen Gateway to be completed in a subsequent project.	3	\$759,829.00
Phase 2	Implementation	This phase will implement approved scope from Phase 1 as a Minimum Viable Product.	7	\$1,883,089

Project/ Phase	Title	Scope Statement	Estimated Months Duration	Estimated Budget
Phase 3	Experience Normalization	Functional and technical effort to normalize the experience for citizens interacting with different agencies.	TBD	TBD
Phase 4	New Agency Onboarding	Expansion of the Business and Citizen Gateway to additional agencies who wish to join their services.	TBD	TBD

Notes:

Additional Projects may be added after Phase 2 dependent on additional funding.

PROJECT BASELINES

The baselines below are entered for only those projects or phases that have been planned. At the completion of a project or phase a new planning effort will occur to baseline the next project/phase and any known actual finish dates and costs for completed projects/phases will be recorded. The iterative report will be submitted again with the new information.

Project/ Phase	Project/ Phase Start Date	Baseline End Date	Baseline Budget	Funding Source	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Phase 1	08/1/2023	08/23/2024	\$759,829	State	12/19/2024	23% Over	\$759,829	0%
Phase 2	09/15/2024	03/14/2025	\$1,883,089	State				

Notes:

Phase 1 required further definition of requirements that were not dependent on Phase 2 beginning but were necessary for future projects key to the infrastructure of the Business and Citizen Gateway.

OBJECTIVES

Project/ Phase	Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
Phase 1	Develop comprehensive requirements for a minimum viable product.	Requirements successfully integrated into the implementation of a subsequent project.	Met	A statement of work was created and approved using requirements from Phase 1.
Phase 2	Reduce the number of duplicate identities needed by citizens and businesses to access participating agency services.	Achieve a reduction to a single identity by comparing the total number of unique identities before and after Go-Live of Phase 2.		
Phase 2	Reduce the online locations citizens and businesses need to visit to access participating agency services.	Achieve the reduction to a single location by comparing the total number of unique locations information and services before and after Go-Live of Phase 2.		
Phase 2	Decrease the amount of manual data entry of citizens, businesses, and State.	Compare in-scope agency service baseline total time spent on manual data entry before and one month after implementation of Phase 2.		

KEY LESSONS LEARNED AND SUCCESS STORIES

A lessons learned effort is performed after each project or phase is completed. This process uses surveys and meetings to determine what happened in the project/phase and identifies actions for improvement going forward. Typical findings include, "What did we do well?" and "What didn't go well and how can we fix it the next time?"

Project/ Phase	Key Lessons Learned and Success Stories
Project 1	<ul style="list-style-type: none"> Getting buy-in from agency stakeholders, including having NDIT CIO meetings to help them understand the goals and benefits is critical for future phases. Recording all meetings between State and vendor project teams for referencing. Define roles when new technology is involved may make implementation easier to have the right people involved for decision making. An iterative approach implementing new technologies will help ensure business needs are being met while proving the technology.

KEY CONSTRAINTS AND/OR RISKS

- Stakeholder endorsement relies on the scope and quality of the proposed solution.
- Project team members must be available for project activities.
- Product requirements cannot conflict with each other.
- Input and feedback from state and third-party stakeholders must be consistent for implementation.
- Provisioning of products for implementation must be completed in a timely fashion.