



TESTIMONY TO HOUSE APPROPRIATIONS – GOVERNMENT OPERATIONS DIVISION
HB 1094 – STATE AUDITOR’S OFFICE APPROPRIATIONS
1/18/2021

Good morning, Chairman Vigesaa, members of the committee, my name is Joshua Gallion, and I serve as North Dakota’s State Auditor. I’m here today to discuss some of the updates and clarifications necessary to make N.D.C.C. 54-10 more effective.

As you are aware, the State Auditor is a constitutional state official elected by North Dakota citizens. My job is to lead the way in providing truthful, objective, and independent information to you and the citizens of North Dakota. Our mission is to produce informative audits to improve government through our team who is committed to generating greater value for taxpayers.

I believe in a government that is responsible and accountable to the citizens of North Dakota. During the 2019-2021 biennium, the State Auditor’s Office has been paying \$18,625 per month or nearly half a million dollars (\$447,000) per biennium to the Information Technology Department (ITD) for services we are not receiving. We are having to rely on our own information systems auditors to provide desktop support to our staff of 58. We are essentially paying for these services twice because we are not receiving the support we need through ITD.

In Appendix A, you will find a list of services that our in-house information technology (IT) auditors have provided that ITD was unable to complete for us in a timely manner. Some of those include:

1. When we open tickets on software issues, ITD responds to the request with a notification to install specific software. When the users go to install the software, it prompts for admin credentials, which only our in-house IT staff have. This delays the user from being able to complete their work, and they also must get in contact with one of our own IT staff to assist with the installation.
2. We ordered laptops for our Mineral Royalty team in September 2020 as they were due for an upgrade. As of January 11th, 2021, we still do not have new laptops. One of our team members was having issues with her computer and the ITD help desk technician that was assisting her said that her laptop was over three years old and she should have a new one. She explained they have been on order since last year.
3. We have had multiple team members in our office that are getting the “blue screen sad face errors” and it shuts down their computer. Many of these issues are related to driver-specific errors. If ITD were updating computer drivers on a six to 12-month cycle, these drivers would be up to date. Instead, our team must manually go out and search for any driver updates. This can range anywhere from one to 20 driver updates depending on the age of their system and the last update of the laptop. This process can take anywhere from minutes to multiple hours depending on the number of updates.

We are requesting the State Auditor's Office be removed from N.D.C.C. which requires us to use ITD for centralized desktop services. ITD's services and equipment are not meeting the expectations of the State Auditor's Office, costing more time and they are creating inefficiencies. The state can save up to 10% (Appendix B on Page 5) by purchasing and servicing our own equipment in-house.

If our office was able to provide our own desktop support services, the first step would be to purchase our own equipment and support it, resulting in an estimated savings of at least \$60,000 per biennium.

The current monthly charge for a regular laptop is \$130, or \$150 for a more advanced laptop. Over the three-year period of using that laptop, the total amount paid is \$4,680 and \$5,400 respectively. Additional cost savings would be found in bulk purchasing of computers and other equipment compared to retail pricing.

This concludes my testimony. I'd be happy to answer any questions you may have.

APPENDIX A: Examples of information technology support provided by our in-house staff and paid for through our monthly ITD bill.

1. Office 365 - Any issues with Microsoft Office 365 where the software does not load or is constantly crashing, we must go in and run the Office Repair to try and resolved the issue. Other times we must complete an uninstall or reinstall. Our team uses the software program Excel daily and if the program is not working, our auditors cannot be productive. Waiting several days days for a resolution is not acceptable.
2. Computer Issues - We have had multiple issues with docking stations, monitors, and laptops that are not working or they do not recognize the docking station or monitors. We must go in manually to make sure that all the drivers are up to date on the computer and docking stations. Additionally, our own IT team replaces cables on monitors and adapters.
3. Printer Issues – If users are not able to printer to our printer, our IT team must verify users are connected to the correct printer and if the correct drivers are installed for that specific printer.
4. Windows Profile Issues – Computer specific error messages that happen on our teams computer require solutions that are rebuilding user profiles from scratch. All files need to be backed up and saved, the profile must be deleted, and we start from scratch to create the new profile and configure settings.
5. RedSky Download – These cloud-based E911 software programs and updates are not always pushed to every computer. Our IT team must manually configure downloads for many of our computer systems.
6. Global Protect Download/Upgrade – These software programs and updates are not always pushed to every user’s computer. Our IT team must go and manually configure the downloads.
7. Avaya Software/One X Communicator – These software programs and updates are not always pushed to every user’s computer. We must manually configure the download in many instances.
8. Phone Issues – If users need to manually configure their Avaya phone password, ITD is not able to reset team members passwords. This is a challenge because presently our IT staff does not have the ability to retrieve those passwords and no one is able to help our staff to retrieve their phone messages.
9. MFA Setup – Support for the multifactor authentication is severely lacking from ITD. Our IT team has had to help our team members with this critical set-up as we can’t wait for several days for ITD to get back to us to simply access our computer.
10. Mobile Phone Support – Support for any type of mobile phone service is practically nonexistent. This leaves our IT staff to support mobile phone inquiries.

11. Intune Company Portal - We have not had adequate support for this system. It has always been up to our IT staff to assist with getting users set up and understand what these programs do and how they work.
12. Outlook Mobile App – The assistance for this is severely lacking. Our IT team has had to support staff with understanding of the program functions.
13. Adobe Pro – While the license is through the state contract, users still require assistance with installation on their computer.
14. Conference Room Video Equipment – User can experience issues with not be able to share their computer screen on the TV, or they cannot hear each other in conferences. Depending on the software used for the meeting, the user can run into issues with being able to log-in to meeting or not having the correct software to connect.
15. Password Unlocks – With users being at home and passwords expiring, we had to work with user to get their password changed without being connected to the VPN.

APPENDIX B: Computer Equipment Analysis

Computer Equipment Analysis							
Current ITD			Internal Support				
Billing Description	Units	Rate	Amount	Equipment	Units	Rate	
035 - Records Management	1	195.00	195.00		48	1,729.00	
131 - Mainframe Disk Storage	12	0.00	0.00		18	2,124.00	
570 - WAN Access State Fiber Circuit	2	425.00	850.00		48	8,400.00	
570 - Technology Fee	56	66.25	3,710.00		18	175.00	
582 - Desktop Support Service Laptop	39	130.00	5,070.00		235.00	4,230.00	
582 - Desktop Support Service Laptop - Federal	5	67.00	335.00			133,854.00	
583 - Desktop Support Service Tablet	12	115.00	1,380.00			89,236.00	
584 - Desktop Support Service High End Laptop	4	150.00	600.00		72	315.00	
585 - Remote Desktop Access Tool	1	80.00	80.00		24	60.00	
780 - Multifactor Authentication	11	4.30	47.30			1,440.00	
861 - Websphere Application Hosting (Teammate)	1	3,207.10	3,207.10				
862 - SQL Application Hosting (Intranet)	1	125.00	125.00				
862 - SQL Application Hosting (Intranet)	1	20.00	20.00				
866 - Dedicated Intel App Server Hosting (Intranet)	1	410.00	410.00				
868 - Cloud Application Hosting (Microsoft Dynamics)	1	503.74	503.74				
875 - State Website Platform	1	35.00	35.00				
879 - ConnectND Hosting	1	479.00	479.00				
879 - ConnectND Hosting	1	64.00	64.00				
879 - ConnectND Hosting	1	103.00	103.00				
879 - ConnectND Hosting	1	51.00	51.00				
879 - ConnectND Hosting	1	77.00	77.00				
881 - Disk Storage - Premium OD	1705.11	0.22	375.12				
883 - Disk Storage - File Share OD	320.48	0.10	32.05				
888 - TSM Disk Storage (Teammate)	15237.01	0.04	609.48				
950 - Misc.	0	-	-				
		Monthly Est. Total	18,358.80				
		Min. Biennium Cost	440,611.20				
Notes: Computers are upgraded on a 3-year rotation. Biennium Laptop Cost - \$3,120 (\$4,680 over 3 years). Biennium High End Laptop Cost - \$3,600 (\$5,400 over 3 years). Biennium Federal Support Cost - \$1,608							
				ITD Monthly Service Fee (Estimated - would need to confirm with ITD)		1	675.00
				ITD Provided Services			
				035 - Records Management		1	195.00
				131 - Mainframe Disk Storage		12	0.00
				520 - WAN Access State Fiber Circuit		2	425.00
				570 - Technology Fee (Licenses)		58	66.25
				585 - Remote Desktop Access Tool		1	80.00
				780 - Multifactor Authentication		11	4.30
				861 - Websphere Application Hosting (Current Teammate)		1	3,207.10
				862 - SQL Application Hosting (Intranet)		1	125.00
				862 - SQL Application Hosting (Intranet)		1	20.00
				866 - Dedicated Intel App Server Hosting (Intranet)		1	410.00
				868 - Cloud Application Hosting (Microsoft Dynamics)		1	503.74
				875 - State Website Platform		1	35.00
				879 - ConnectND Hosting		1	479.00
				879 - ConnectND Hosting		1	35.00
				879 - ConnectND Hosting		1	479.00
				879 - ConnectND Hosting		1	64.00
				879 - ConnectND Hosting		1	103.00
				879 - ConnectND Hosting		1	51.00
				879 - ConnectND Hosting		1	77.00
				881 - Disk Storage - Premium OD		1705.11	375.12
				883 - Disk Storage - File Share OD		320.48	32.05
				888 - TSM Disk Storage (Teammate)		15237.01	609.48
				ITD Monthly Service Fee (Estimated - would need to confirm with ITD)		1	675.00
				Monthly Est. Total			11,781.30
				Min. Biennium Cost			396,107.20
				Estimated Savings			44,504.00
							10%