

Good afternoon, Mr. Chairman, and members of the committee. My name is Terra Miller Bowley, and I am the Deputy Director for Administration for the North Dakota Department of Transportation (DOT). I am here to provide testimony in support of House Bill 1021 and NDIT's request for two full-time Customer Success Manager positions and the Customer Success Manager Program.

The DOT joined IT Unification at the close of the 2017 – 2019 biennium, it was at this time that the DOT was assigned a customer success manager (CSM) by NDIT. NDIT's Customer Success Manager Program has provided many benefits to the DOT including:

- Enabling increased visibility into pending service requests which allows the DOT to gain a better understanding of the types of services and service levels being provided by NDIT. Our CSM has also been instrumental in triaging a significant backlog of pending service requests.
- Facilitating quick resolution of issues and concerns by bringing the right people with the proper knowledge and authority from NDIT and DOT together to identify and implement solutions, often within the same day or week.
- Assisting with the vetting of proposed projects and information technology solutions, both unique solutions and enterprise solutions, to ensure funding is used to the greatest benefit of both the agency and the citizens we serve.
- Providing a critical link between the DOT and NDIT by regularly being onsite at our facilities, communicating directly with our employees, and truly understanding what it takes to fulfill our mission to safely move people and goods.
- Supporting the DOT's procurement section as we navigate information technology purchases which often are complex and challenging.

Our CSM has been instrumental in fostering and improving the relationship which exists between NDIT and DOT. In addition, our CSM has also played an integral part in strengthening the relationships the DOT with other state agencies. The Customer Success Manager program is allowing the DOT to manage the day-to-day technology needs of the agency more efficiently. As a result, we have begun transitioning our efforts toward strategic and transformative information technology initiatives. The DOT looks forward to our continued partnership with NDIT and respectfully requests that the Senate support NDIT's requested related to the Customer Success Manager Program.

Thank you, that concludes my testimony.