

Good morning, Mr. Chairman, and members of the committee. My name is Jen Blumhagen, and I am a Customer Success Manager for the Information Technology Department (ITD). I am here to provide information on House Bill 1021.

Customer Success Managers (CSMs) oversee a portfolio of agencies, assisting them in leveraging technology to transform state government. We serve as a main point of contact between our portfolio of agencies and ITD to ensure technology solutions meet the needs of our agencies and the citizens we serve.

We accomplish this through developing an understanding of the business our agencies conduct, identifying efficiencies and opportunities within and between agencies, and increasing transparency in the process, demand, needs, and delivery.

As you know through the agency budget testimony you have heard this session, each agency in state government has a unique mission and a unique set of duties and tasks they must accomplish to meet that mission. Currently, my portfolio consists of the Department of Transportation (DOT), Highway Patrol, and the Department of Emergency Services (DES). Three very different agencies with different missions yet related in their focus on public safety. As the CSM for these agencies, I work with agency leaders to understand their current short term business needs, vision for the future, and industry trends that will impact them. Together we prioritize needs and work towards proactive solutions.

While their work and missions are different, there have been many opportunities identified and employed to have a positive impact with a minimal or decreased financial impact. These efficiencies have allowed the agency to redirect their resources to accomplish other high priorities. Some examples of interagency collaboration include:

- DOT and HHS – communicated an existing web application HHS could use to verify information rather than sending requests to DOT to manually verify
- DOT and Highway Patrol – crash data automation and automated roadside commercial driver credential validation
- DOT and DES – upcoming automation for State Radio and DOT on crash reports
- DOT and ITD – ND Travel Map support
- DOT and Parks and Recreation – grant management system
- DOT, ITD, DES, and Game and Fish – GIS mapping expertise

The CSM assists agencies make data driven technology decisions to meet their business needs. The knowledge of existing ITD enterprise solutions, partner agency impacts and opportunities, and other technology solutions allow CSMs to advise agencies on cost and time effective solutions.

The demand for increased automation and efficiency through technology is no longer a trend, it has become the way business is done. As such, the role of a CSM resource becomes increasingly central to aligning agency needs with fiscally responsible technology solutions.