MICROFILM DIVIDER

ROLL NUMBER

DESCRIPTION

2026
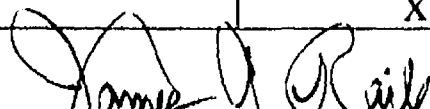
2001 SENATE GOVERNMENT AND VETERANS AFFAIRS

SB 2026

2001 SENATE STANDING COMMITTEE MINUTES

BILL/RESOLUTION NO. SB 2026

Senate Government and Veterans Affairs Committee

☐ Conference Committee

Hearing Date January 12, 2001

Tape Number	Side A	Side B	Meter #
1	X		0.0-19.2
1		X	29.9-37.2
January 26, Tape 1		X	15.5-26.8
Committee Clerk Signature			

Minutes: Chairman Krebsbach called the committee to order. The clerk called the roll. All members were present. At this time Chairman Krebsbach opened the hearing on SB 2026. Appearing before the committee to introduce the proposed legislation was Senator Aaron Krauter, District 35. This is an interim bill that came out of the interim committee on government services. He indicated his testimony is based upon the legislative council report that came out. The interim committee was assigned a couple of different topics but this is a bill that came out of a topic that was relating to state agency office space needs. That was a study resolution that was from last session where we studied the issues across the state of ND, basically Bismarck, Fargo, and rural communities of office spaces, the costs and how state government fits into them. The report showed us some real interesting things and as we went through that we really came to the ideas about technology and how that has advanced in the state. Number one how we as a state, in state government need to take the lead in a role and set by example, and set by good example of how we can potentially telecommute. In that example we learn that there are

some existing things happening in state government today. Two examples are on page 81 of the interim report. Number 1, the state is currently doing some things in the Department of Human Services where we have an individual who lives in Bottineau, working out of a county courthouse there and is basically the manager for the EBT System in North Dakota. A second example is in the city of Watford City with cross consulting there and the ITD Department that has some programmers that work in that area and work as programmers for the department but they are doing that in Watford City and they are telecommuting. Out of that discussion we came to the bill draft that you have in front of you. During the interim based on our discussions we came up with another addition that we want to see added to that technology plan. That is the wording that you have in front of you in the bill today. Senator C. Nelson if there was in anything in statute now that prohibits agencies from using telecommunicating? Senator Krauter indicated that there was not to his knowledge. He thinks it's kind of exciting that agencies will look at this potentially and tweak them. The only thing that is relatively close to this in that currently under statute the budget section can ask agencies when they prepare their budgets in OMB to do certain things. In June of this previous year the budget section made a motion requesting agencies to provide a form, a telecommuting form, if there is a new FTE, a new program or a new building. That has been done in this current biennium, excuse me in this current budget cycle. That binder is available in the appropriations hearing room. There were no further questions for Senator Krauter. Appearing before the committee was Allen Knudson with the Legislative Council Staff. He indicated he was the staff person for the committee during the interim. He indicated that the bill amends the section related to what is required to be a part of the information technology plans to include information on telecommuting. There were no questions from the committee. Wade Williams representing the North Dakota Association of

Counties appeared before the committee. A copy of his prepared testimony is attached. No

questions were offered by members of the committee at this time. Appearing before the

committee in opposition to the bill was Nancy Walz, Associate Director for the Information

Technology Planning at ITD. A copy of her written testimony is attached. She indicated that she

is not opposed to telecommuting or the idea behind this amendment, however, she wished to

cover three points. First of all a lot of information is already collected in the IT plan. As you can

see from the guidelines, everything that an agency does with regard to technology is covered

there. Agencies have to tell us if they are adding telecommunication lines or if they are adding

equipment for employees and things like that. The second point is that with telecommuting a lot

of the decision making process is not a technology decision. It is broader than that. It has to do

with employment practices, finding people to do the job the agency has and relates a lot more to

personnel decisions. The technology piece of that is really a small part of that. To include that

in your IT plan, well it really doesn't fit very well. Her third point was that if we do need to

include information about telecommuting positions in the IT plan the place to do that would be in

the plan guidelines. That information can be added through the process of creating guidelines.

Senator Mathern, Ms. Walz, in these kinds of movements of moving work to where people are at,

is there anything in the guidelines that keep the jobs in North Dakota? Say for example a state

employee does EBT really well and this personnel situation was such that this person was moved

to Mankato, Minnesota. Is there any difference between that person working for the state of ND

in Mankato or Bottineau in terms of being to transfer the information and do the job? Ms. Walz

indicated that she was not aware of anything there. There might be costs involved and that

would have to go into the cost benefit analysis of hiring that employee. Certainly we have

connections at a number of locations in the state and so having people employed at those

locations is probably less expensive than adding the additional costs of telecommunication outside the state. Further questions were offered to Ms. Walz from Senators T. Mathern, Dever, C. Nelson, and Wardner (Meter #'s 11.1 to 17.0) Ms. Walz offered responses to each inquiry. There were no further questions. Chairman Krebsbach asked if there was further testimony in opposition to SB 2026. Corey Fong representing the Secretary of State's Office presented testimony in opposition to SB 2026. A copy of his written testimony is attached. There were no questions offered from the committee. No further testimony in opposition to this bill was offered. Chairman Krebsbach closed the hearing on SB 2026.

Tape 1, Side B, January 12, 2001 (Meter #'s 29.9 to 37.2) --Committee Discussion was held on SB 2026. Senator T. Mathern Madam Chairman, I had the feeling that there were two conversations going on; one is the legislative council is really trying to make a point for state agencies to start pushing the public policy of getting people into the work of telecommuting and then the other issue was kind of the administrative issue of the plans and should they include this or not if this is the appropriate place. I guess I can see the difficulty of including that in these plans. I also think it's important that we as a legislature set some sort of direction and I think that they'll set the direction of state agencies starting to look at employing people that are not sitting in an office some place in a state building. In some case I hear the objections but I'm thinking we ought to be supportive of this. But, figure out a way to deal with the objections. Senator Wardner indicated he concurred with Senator Mathern. He'd like to take a look at HB 1035 and see what they are doing there and then if it does what they are saying that it might do maybe we can act on it at that time. Maybe we should wait and see what happens to HB 1035 in the house before we do anything. I'd like to see us hold this bill. Senator Kilzer indicated that he was impressed with Nancy Walz's testimony about an inflexible mandate and he indicated

that he doesn't like the addition of that must address the feasibility because there are various

agencies who fit very well for going with this type of thing and workers comp is one of them, but

there are other agencies where physical presence is necessary in one location for the people

working there and he would hate to mandate that agency to have to come with and explanation of

their position every two years. I just don't like it. Senator C. Nelson , indicated she does thi··k

OMB was told that on all the positions they had to include the possibility of that particular

position being a telecommuting position and if we've done it with probably the largest

employment agency, you know maybe we can learn from that. Maybe there is another way to

word this that doesn't sound so dictatorial yet says in that activity plan that you shall include

telecommuting positions if applicable or something like that. I think there is a better way to

write this. She indicated she thinks she knows what they are getting at, she knows what they are

trying to do and she kind of likes what they are trying to do but there must be a better way to

write it. A few more comments were made about holding this bill until the committee sees what

is being done with HB 1035. Further discussion will take place at a later date. On January 26,

2001 Chairman Krebsbach reopened the discussion on SB 2026. The committee indicated that

there was some relation to HB 1035 which relates to state employee telecommuting incentive

programs. An agency head may submit a proposal to the suggestion incentive committee

established under sections of code to locate a state employee away from central office settings of

the agency. In so doing there would be an incentive on that. The chairman indicated what she

thought Senator Krauter is aiming for is putting something in code. However, from the feelings

of the people dealing with this they want this to keep this area free from that type of

administrative restraint. What they want this for is to be just a technology plan and any

management of that they would prefer that it be in other places. That was her interpretation.

Senator Mathern indicated he believed that was the correct interpretation. Basically this is a

policy question. Do we want to get our folks out of our big cities and work in the smaller

communities or not? Certainly the managers of the IT system see that as an infringement on

their prerogative. If we were just basing it on that it would make sense that we not pass the bill.

But if we are saying even though that's a problem for our IT people it is good that people work

outside of Bismarck and Fargo for the state then we have to pass this bill. Discussion ended and

Senator T. Mathern moved a Do Pass on SB 2026, seconded by Senator C. Nelson. Comments

were made by Senators Dever and Mathern. Roll Call Vote indicated 3 Yeas, 3 Nays, 0 Absent

or Not Voting. The motion fails to pass. A motion for Do Not Pass was made by Senator

Wardner, seconded by Senator Kilzer. Roll Call Vote indicates 3 Yeas, 3 Nays, and 0 Absent or

Not Voting. Again the motion fails. Senator T. Mathern moved to send the bill to the floor

without a committee recommendation, seconded by Senator C. Nelson. Roll Call Vote indicated

6 Yeas, 0 Nays, 0 Absent or Not Voting. Senator Wardner will be the carrier of the bill.

2001 SENATE STANDING COMMITTEE ROLL CALL VOTES
BILL/RESOLUTION NO.   SB 2026

Senate   GOVERNMENT AND VETERAN'S AFFAIRS   Committee

☐ Subcommittee on _____
  or
☐ Conference Committee

Legislative Council Amendment Number   _____

Action Taken   Do Pass

Motion Made By   Sen T. Mathern   Seconded By   Sen C Nelson

Senators	Yes	No	Senators	Yes	No
Senator Karen Krebsbach, Chr.		✓	Senator Carolyn Nelson	✓	
Senator Dick Dever, Vice-Chr.	✓		Senator Tim Mathern	✓	
Senator Ralph Kilzer		✓			
Senator Rich Wardner		✓			

Total   (Yes)   3   No   3

Absent   0

Floor Assignment   _____

If the vote is on an amendment, briefly indicate intent:

2001 SENATE STANDING COMMITTEE ROLL CALL VOTES
BILL/RESOLUTION NO. SB 2024

Senate	GOVERNMENT AND VETERAN'S AFFAIRS		Committee

☐ Subcommittee on _____
  or
☐ Conference Committee

Legislative Council Amendment Number _____

Action Taken   Do Not Pass

Motion Made By	Sen. Wardner	Seconded By	Sen. Kilzer

Senators	Yes	No	Senators	Yes	No
Senator Karen Krebsbach, Chr.	✓		Senator Carolyn Nelson		✓
Senator Dick Dever, Vice-Chr.		✓	Senator Tim Mathern		✓
Senator Ralph Kilzer	✓				
Senator Rich Wardner	✓				

Total   (Yes)   3   No   3

Absent   0

Floor Assignment _____

If the vote is on an amendment, briefly indicate intent:

2001 SENATE STANDING COMMITTEE ROLL CALL VOTES
BILL/RESOLUTION NO. SB 2026

Senate   GOVERNMENT AND VETERAN'S AFFAIRS   Committee

☐ Subcommittee on _____
or
☐ Conference Committee

Legislative Council Amendment Number _____

Action Taken   No   Recommendation

Motion Made By   Sen. Mathern   Seconded By   Sen. C Nelson

Senators	Yes	No	Senators	Yes	No
Senator Karen Krebsbach, Chr.	✓		Senator Carolyn Nelson	✓	
Senator Dick Dever, Vice-Chr.	✓		Senator Tim Mathern	✓	
Senator Ralph Kilzer	✓				
Senator Rich Wardner	✓				

Total   (Yes)   6   No   0

Absent   0

Floor Assignment   Sen. Wardner

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE
SB 2026: Government and Veterans Affairs Committee (Sen. Krebsbach, Chairman) recommends **BE PLACED ON THE CALENDAR WITHOUT RECOMMENDATION** (6 YEAS, 0 NAYS, 0 ABSENT AND NOT VOTING). SB 2026 was placed on the Eleventh order on the calendar.

2001 HOUSE GOVERNMENT AND VETERANS AFFAIRS

SB 2026

2001 HOUSE STANDING COMMITTEE MINUTES

BILL/RESOLUTION NO. SB 2026

House Government and Veterans Affairs Committee

☐ Conference Committee

Hearing Date 3/08/01

Tape Number	Side A	Side B	Meter #
1	X		4411-END
1		X	0-307
3/09/01 (1)	X		4388-5273
Committee Clerk Signature	*Robin L. Small*		

Minutes:

REP. M. KLEIN called the hearing to order, with all members present.

Oppose:

AL JAEGER, SECRETARY OF STATE

Please see testimony.

REP. KASPER asks what does this bill do that you do not like. JAEGER replies that it forces to

enact procedures.

In favor:

SEN. KRAUTER, DISTRICT 45

KRAUTER states that this came out of the interim committee. Studied the issue of office space.

REP. M. KLEIN was on this committee. Concepts of tele-commuting, adding language. Every

agency is evaluated.

RETAKE

DATRUE

2705 Twin City Dr
Mandan, ND 58554
701-663-8930

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2001 HOUSE STANDING COMMITTEE MINUTES

BILL/RESOLUTION NO. 3B 2026

House Government and Veterans Affairs Committee

☐ Conference Committee

Hearing Date 3/08/01

Tape Number	Side A	Side B	Meter #
1	X		4411-END
1		X	0-307
3/09/01 (1)	X		4388-5273
Committee Clerk Signature	*Robin L. Snall*		

Minutes:

REP. M. KLEIN called the hearing to order, with all members present.

Oppose:

AL JAEGER, SECRETARY OF STATE

Please see testimony.

REP. KASPER asks what does this bill do that you do not like. JAEGER replies that it forces to

enact procedures.

In favor:

SEN. KRAUTER, DISTRICT 45

KRAUTER states that this came out of the interim committee. Studied the issue of office space.

REP. M. KLEIN was on this committee. Concepts of tele-commuting, adding language. Every

agency is evaluated.

REP. KROEBER asks is this specifically for the secretary of states office? KRAUTER replies no

it is not.

Oppose:

ROB GALL, for NANCY WALZ, ASSOCIATE DIRECTOR FOR INFORMATION

TECHNOLOGY PLANNING AT ITD

Please see attached testimony.

GALL states that the bill may discourage tele-commuting.

Being there was no further testimony in favor or in opposition the hearing was then closed.

Action was taken on March 9th, 2001. REP. BRUSEGAARD motioned for DO NOT PASS,

seconded by REP. HAAS. The roll call was taken with 14 YES, 1 NO and 0 ABSENT AND

NOT VOTING. The motion carries. The CARRIER of the bill is REP. BRUSEGAARD.

SB 2026: DO NOT PASS 14-1

CARRIER: REP. BRUSEGAARD

Date: 3/9/01

Roll Call Vote #: 1

2001 HOUSE STANDING COMMITTEE ROLL CALL VOTES
BILL/RESOLUTION NO. SB 2026

House GOVERNMENT AND VETERANS AFFAIRS Committee

☐ Subcommittee on _____

or

☐ Conference Committee

Legislative Council Amendment Number _____

Action Taken Do Not Pass

Motion Made By Brusegaard   Seconded By Haas

Representatives	Yes	No	Representatives	Yes	No
CHAIRMAN KLEIN	✔		REP KROEBER		✔
VICE CHAIR GRANDE	✔				
REP BELLEW	✔				
REP BRUSEGAARD	✔				
REP CLARK	✔				
REP DEVLIN	✔				
REP HAAS	✔				
REP KASPER	✔				
REP KLEMIN	✔				
REP MEIER	✔				
REP WIKENHEISER	✔				
REP CLEARY	✔				
REP HUNSKOR	✔				
REP METCALF	✔				

Total (Yes) 14   No 1

Absent 0

Floor Assignment Rep. Brusegaard

If the vote is on an amendment, briefly indicate intent:

REPORT OF STANDING COMMITTEE (410)
March 9, 2001 10:52 a.m.

Module No: HR-41-5191
Carrier: Brusegaard
Insert LC: . Title: .

REPORT OF STANDING COMMITTEE

SB 2026: Government and Veterans Affairs Committee (Rep. M. Klein, Chairman) recommends **DO NOT PASS** (14 YEAS, 1 NAY, 0 ABSENT AND NOT VOTING). SB 2026 was placed on the Fourteenth order on the calendar.

2001 TESTIMONY

SB 2026

TESTIMONY TO THE
SENATE GOVERNMENT AND VETERAN AFFAIRS

Prepared January 12, 2001, by the
North Dakota Association of Counties
Wade Williams NDACo Government Affairs

Concerning Senate Bill 2026

Chairperson Krebsbach and members of the committee, I am before you today to express the support of counties and county officials for SB 2026.

We as counties look very eagerly at the telecommuting of employees. Many counties have the office space in their courthouses to house several outsourced employees. In many cases they may have staff that could handle the duties. Many of the counties would welcome the possibility of housing such employees if not in the courthouse then in other parts of the county.

I would like to point out an example where telecommuting is already working in North Dakota. The first is the employee in charge of the Food Stamp program in the Department of Human Services. She has been housed in the Bottineau County courthouse for some time now. It was reported to the committee that the situation has worked well both for the employee and DHS. OMB gave testimony to the Budget Committee on Government Services that outsourcing of employees is working well in other states as well.

Our Association is on record of supporting the idea that this piece of legislation is attempting to implement. It has worked in other states and is working here in North Dakota.

Thank you Madame Chair and committee members for the opportunity to express our support for Senate Bill 2026.

SB 2026 TESTIMONY
GOVERNMENT AND VETERANS AFFAIRS COMMITTEE
BY: NANCY WALZ, ASSOCIATE DIRECTOR
INFORMATION TECHNOLOGY DEPARTMENT (ITD)
JANUARY 12, 2001

Madame Chairman and members of the committee, my name is Nancy Walz. I am the Associate Director for Information Technology Planning at ITD. I am here to testify in opposition to SB 2026.

Along with a written copy of my testimony, I am handing out a copy of the IT Planning Guidelines. We developed these guidelines from feedback from legislators during the last session and extensive input from agency staff involved in the technology planning process. It gives you an idea of the information currently collected. I would also refer you to the Agency Plan Summaries report that was distributed to each legislator and includes a summary of the agency IT plans. Our web site, http://www.state.nd.us/itd/planning/planhome.html, contains additional information about the planning process if you are interested.

We would like to see the IT plan become a tool that agencies use on an ongoing basis to make strategic decisions about the use of technology in their agencies. Our goal is to reduce the reporting requirements and the burden on agencies as much as possible while still providing the information needed to support the budget process.

Depending on the intent of this bill, the information identified in SB 2026 may already be collected in the agency technology plans. In the current technology plans, the agencies must identify their telecommunications requirements. This includes changes required for telecommuting positions. Agencies also include all costs related to technology and tie those numbers to their budget. While agencies are not required to specifically identify telecommuting expenses, they are included in their overall plan. To require additional detail would further complicate the planning process.

It seems to me that decisions to determine if a position should telecommute or not, involve a whole host of issues beyond the technology involved. Other considerations might be the requirements of the position for interaction with others, availability of skill sets in remote locations, training issues, etc. Because technology cost is just one small piece of the puzzle, I don't believe the IT plan is the place to justify personnel location decisions. OMB collects a certain amount of this information on a form as part of the budget process and we would not want to duplicate the information. Also, the IT plan is usually produced by the lead technology person in the agency who would normally not be prepared to provide additional information beyond what is currently required.

If it is deemed that additional information is required in the IT plan, I believe it would be better to incorporate the requirement into the guidelines developed by ITD rather than include it in statute. This would provide more flexibility and allow us to tailor the reporting requirement to meet the specific need.

That concludes my remarks. I would be happy to entertain any questions.

\\SDSRVNT\ITPLANS\LEGISLAT\TEST2026Jan12-2001.DOC

State of North Dakota

Information Technology Preliminary Planning Guidelines

September 1999
Draft 11/05/99

ITD

Information Technology Preliminary Planning Guidelines

For further Information, contact:

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State of North Dakota

Information Technology Department

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Bismarck, North Dakota 58501-0100

TABLE OF CONTENTS

Background and Planning Process

Background

The Fifty-fifth Legislative Assembly passed HB 1034 requiring state agencies to create Information Technology (IT) Plans. The Fifty-sixth Legislative Assembly passed SB 2043, codified as NDCC Chapter 54-59, creating an Information Technology Department (ITD) and continuing the requirement for agency information technology (IT) plans.

ITD is responsible for developing the guideline for agencies to follow in preparing their technology plan, reviewing the plans for compliance with statewide policies or standards, resolving conflicting directions among plans, and assembling the agency plans into a statewide plan to be submitted to the members of the Legislative Assembly. ITD is also responsible for reviewing and approving technology acquisitions for conformance with the agency's IT plan and compliance with statewide policies and standards.

> **Definition:**
>
> According to NDCC 54.59.01 Information Technology means the use of hardware, software, services, and supporting infrastructure to manage and deliver information using voice, data, and video.

The agency plans must emphasize the long-term strategic information technology goals, objectives, and activities for the current and next two biennia and include a list of information technology assets owned, leased, or employed. Each state entity is responsible for preparing its budget request based on its information technology plan and must describe in detail how the information technology plan relates to the budget request. Similarly, the Executive budget recommendation must include detail information about the relationship to the agency's information technology plan.

The legislation implies a close link between the agency IT plans, the budget process, the statewide technology plan, technology acquisitions and compliance with standards. The agency IT plans are intended to communicate technology requirements to a variety of stakeholders including agency management, legislators, ITD, OMB budget analysts and other agencies. To this end, four goals were established with regard to the IT plans.

1. *The plan should provide a useful planning tool for agencies.*
   The information should be easily obtainable or should be information normally available to the agency to manage technology. The information should help agencies communicate, internally and externally, technology issues which affect them. While a single format will be used for all agencies, the guidelines should provide enough flexibility so the quantity and degree of detail in the information can vary. The IT plan should communicate the general IT direction , but will not provide the operational plans needed to manage IT on a day -to-day basis.
2. *The plan should provide critical information for the budgeting process.*
   The plan should provide relevant information to state policy makers for planning technology investments based on strategic direction. Information necessary to support the agency budget request should be provided. The plan should also provide enough detail so budget analysts and legislators can make fair and informed budget decisions. Estimates and approximations in the plan's supporting documentation are provided as a basis for the budget with an understanding that the focus will be on meeting the goals and objectives. As the plan is implemented, detail information and actual costs may differ from the original plan as more current information becomes available.
3. *The plan should provide enterprise planning information.*
   The information should be valuable for defining and prioritizing statewide technology issues, direction and spending initiatives. The information may be requested in order to benchmark North Dakota technology spending and implementation against other states or national results.

4. *The plan should provide standards compliance information.*
    The information should provide an indication of compliance with state standards and policies. Combining compliance information with the planning process should simplify the standards exception process and eliminate redundant reporting requirements.

The IT Plan consists of six parts and supporting documentation:
♦ Contact information.
♦ Agency overview.
♦ Alignment with the Statewide IT Plan.
♦ Agency goals, objectives, and accomplishments.
♦ Major activities planned.
♦ IT Budget Supplemental Schedule - *Due with agency budget request*

The supporting documentation consists of three parts:
♦ IT architecture - hardware, software, telecommunications.
♦ IT staffing / training plan.
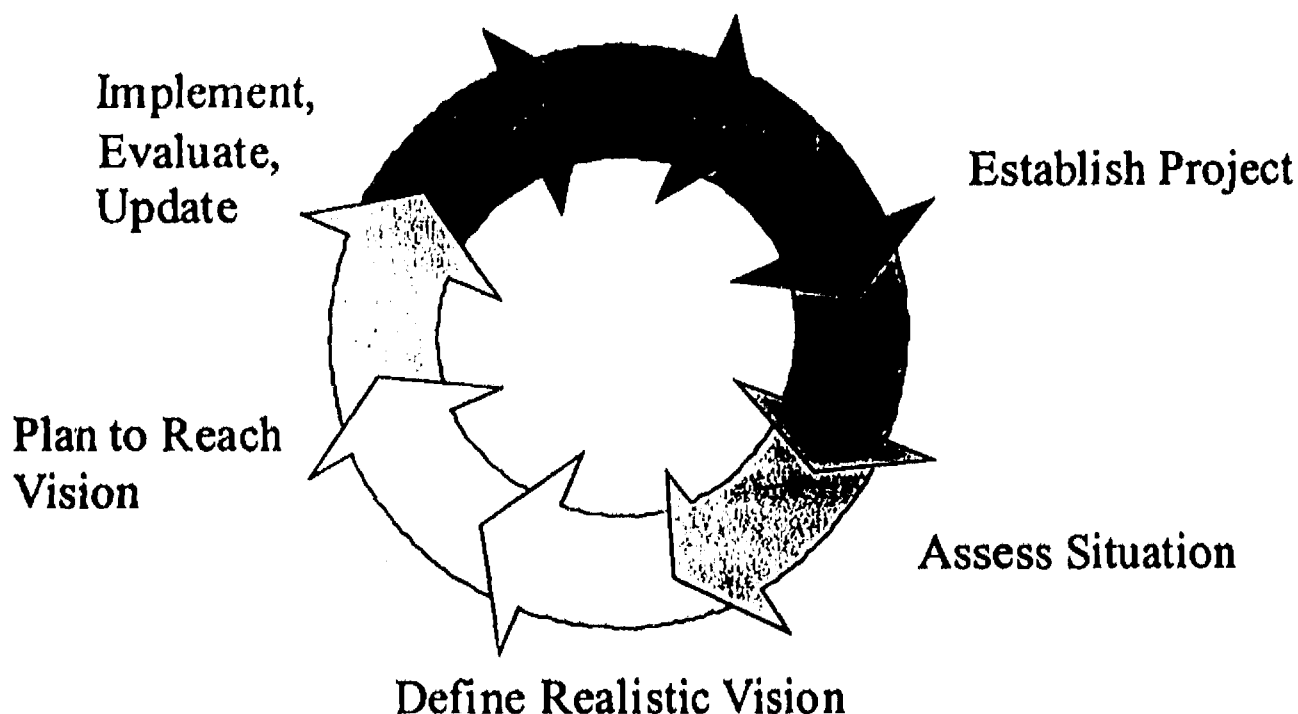♦ Compliance with standards.

Plan Timelines

Agencies are required to submit their IT plans by January 15, 2000. The plan includes budget information which should reconcile to agency budget request for the 2001-2003 biennium. Budget information should be submitted by July 15, 2000. By November, 2000, ITD will develop the Statewide Information Technology Plan from the agency IT plans.

The process of planning is as important as the document resulting from that process. The information technology planning process is outlined in five easy steps as shown in the IT Planning Cycle:

IT Planning Cycle

Implement, Evaluate, Update

Establish Project

Plan to Reach Vision

Assess Situation

Define Realistic Vision

Step 1 - Establish the Planning Project

During this step the agency initiates the planning process and decides on the scope of the project and the outcomes expected. This step should include tasks such as:

- Read the Information Technology Plan Guidelines and attend training sessions.

- Decide who will be involved in the planning process. Assign a project manager. *This information is used to complete Part A.*

- Establish a schedule and budget for development of the plan.

Step 2 - Assess the Situation

During this step the planning team assesses the internal and external environment related to technology. The assessment information related to the "current" environment and 99-01 spending can be completed at this time. This step should include tasks such as:

- Review the agency business plan or strategic plan. *This information will be used to complete Part B.*

- Review the previous Agency IT plan and Statewide Technology Plan. *This information will be used to begin completing Parts B and C.*

- Evaluate the current situation. Determine the current IT architecture and staffing. *This information can be used to begin completing the information in Parts G through J.*

- Review the agency IT budget. Identify where current technology dollars are being spent. Identify discretionary dollars that may be used for new initiatives. *This information can be used to begin completing the information in Part E.*

- Review the state standards for compliance. *This information will be used to complete Part K.*

- What's going well? What needs improvement? The agency may wish to complete a SWOT analysis with its staff or customers to determine the strengths, weaknesses, opportunities and threats related to the business or technology.

- Identify social, technological, economic and political trends which effect your agency. This will help you identify the areas of greatest change and the pace of the change so that a vision for the future can be developed.

- Evaluate the agency IT processes. Determine the potential for eliminating duplication, handoffs or low priority tasks.

- Identify previous accomplishments. This will indicate the potential the agency has for accomplishing its objectives and identify objectives that are yet to be completed. *This information will be used to complete Part D.*

Step 3 - Define Realistic Vision

During this step the planning team uses the information gathered in the previous step to develop a clear vision of future. Based on the needs of the organization, improvement areas and strategic changes should be identified and prioritized. This step should include tasks such as:

- Brainstorm ideas for improvement and strategic change. Establish a list of potential initiatives. List existing projects and services which may need to be continued and identify those that can be reduced or eliminated.

- Group the related improvement ideas and strategies for change into several areas of emphasis that are important to the agency's technology direction. Write goal statements for each of these areas to indicate the agency's vision and direction for technology. *This information will be used to complete Part D.*

- Evaluate and prioritize the potential initiatives and existing services. For each initiative or service, identify the resource requirements. Prioritize the initiatives and services by evaluating the value and resource requirements.

Step 4 - Plan to Reach the Vision

This step involves developing specific measurable objectives and operational plans designed to meet the goals and objectives. This step should include tasks such as:

- Establish the direction by choosing the initiatives to be completed and services to be provided in the short, medium and long term. Develop objectives describing what will be accomplished and how the accomplishment will be measured. *This information will be used to complete Part D.*

- Identify specific projects and services necessary to meet the objectives. Match resources to the projects and services at a manageable level in order to complete the IT budget. *This information will be used to develop the activities for Part E.*

- Create operational plans from the goals and objectives which include resource requirements and timeframes for specific new initiatives. Establish performance criteria for existing and new services as outlined in the related objectives. Develop plans to eliminate low-priority services.

- Identify changes required in the IT architecture and staffing plan necessary to meet the goals and objectives. *This information will be used to complete Parts G though K..*

- Obtain management approval of the plan and communicate the IT plan to all interested stakeholders.

Step 5 - Implement, Evaluate, Update

This step involves executing the operational plans in order to meet the goals and objectives. The agency should establish review points for evaluating the progress toward the goals. This step should include tasks such as:

- Obtain the resources necessary to meet the objectives. This includes submitting the IT budget and obtaining the dollars and appropriation needed, applying for grant funding, and obtaining other special funding needed, as well as providing the human resources necessary to carry out the activities in the plan. *Part F will be completed as part of the budget process.*

- Implement the operational plans. Establish responsibility within the organization for completion of the tasks within the operational plans.

- Evaluate performance measures as needed. Review the goals and objectives on a regular basis.

- Update operational plans as information becomes available. **Update the IT plan as needed to communicate the IT direction and resource needs of the agency. The IT plan must be updated if the goals and objectives change, if a major project is added or deleted, or at the request of ITD.**

General Information about Preparing the Plan

General Instructions for Plan Preparation

To ensure that all required information is provided, agencies should use the following outline as a template. These guidelines are *preliminary* and will be followed by instructions for *online* submittal of the plan.

IT Plan and Budget Information

The IT plan and corresponding budget information is provided by completing the information requested in Parts A through F as follows:

Part A - Agency Contact Information

Part B - Agency Description

Part C - Alignment with Statewide IT Plan

Part D - IT Goals, Objectives and Accomplishments

Part E - Major Activities Planned

Part F - IT Budget Supplemental Schedule (due at budget submission)

Supporting Documentation

In accordance with NDCC 54-59-11, requiring that the plan include a list of information technology assets owned, leased, or employed by an agency, the plan requires additional supporting information. This information also provides additional detail to the ITD planning section to aid them in approving technology acquisitions, determining agency compliance with standards and reviewing IT budgets.

The supporting information can also be used by agencies as an assessment tool during the planning process. The supporting information is provided by completing the information requested in Parts G through K as follows:

Part G - IT Architecture - Hardware

Part H - IT Architecture - Telecommunications

Part I - IT Architecture - Software / Applications Development

Part J - IT Staffing / Training Plan

Part K - Compliance with Standards

ND Information Technology Planning Guidelines

Agency Contact Information

A1- Agency Contact Information Section Purpose

The purpose of this section is to:

- notify ITD of the person to contact in case of questions about the agency's IT plan, and

- allow ITD to distribute planning information to the correct person in each agency.

A2- Agency Contact Information

Directions: Provide the following agency contact information:

a) Agency number. This will usually be the agency number used in the OMB SIBR budgeting system. If the agency number identified for IT planning purposes is not exactly the same as the agency number used for SIBR budget reporting, indicate the relationship between the IT plan agency and the SIBR budget agency number. This information is needed to tie the IT plan budget to the agency level budget in the SIBR system.

b) Agency name.

c) Planning contact name. This is the name of the person in the agency who is most knowledgeable about the IT plan.

d) Planning contact title. This is the job title or position of the IT planning contact.

e) Planning contact phone number.

f) Planning contact e-mail address.

g) Date the plan was submitted.

Agency Description and Technology Overview

B1- Agency Description and Technology Overview Purpose

The purpose of this section is to:

- provide a background for the use of technology by the agency, and

- demonstrate how technology aligns with the mission and business requirements of the agency.

B2- Agency Description and Technology Overview

Provide background information about the agency and its use of technology.

Directions:

a)   Provide the agency's mission statement.

b)   Briefly describe the programs and services provided by the agency. Generally one or two sentences about each program or service is sufficient.

c)   Indicate the size of the agency in terms of number of employees, the number and location of offices or other indicators which directly relate to the information technology resources required.

d)   Describe the current use and impact of technology on the delivery of programs and services by summarizing the primary uses of technology within the agency.

e)   Describe the future use and impact of technology on the delivery of programs and services by summarizing the technology changes that are planned and indicating their effect on agency operations.
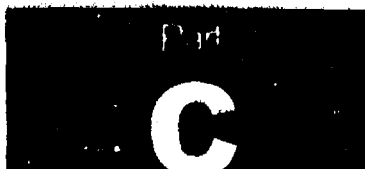
Alignment with Statewide IT Plan

C1- Alignment with Statewide IT Plan Section Purpose

The purpose of this section is to:

- assess the progress toward the statewide vision, and

- identify barriers at the enterprise level that make it difficult to realize the statewide vision.

C2- Agency Alignment with the Statewide Vision

Directions: Review the Statewide Information Technology Plan, especially the sections on Vision, Technology Architecture and Issues and Recommendations. Under each of the four statewide vision components listed below, assess the agency's strengths with regard to the use of technology and also indicate areas where improvement is planned.

a) *State government should be customer focused.*
Address how the agency is using or plans to use technology to improve customer service. For example, by providing convenience through Internet services, combining multiple systems for one-stop service, or electronic filing or bill paying systems.

b) *State government should be efficient.*
Address how the agency is using or plans to use technology to improve the efficiency of the agency. For example, eliminating duplicate or redundant systems, streamlining business processes, automating manual processes, or implementing decision support systems to find and eliminate waste or fraud.

c) *State government should be well managed.*
Address how the agency is currently managing or plans to manage technology and address how the agency is using or plans to use technology to manage the resources of the agency. For example, the implementation of standards to reduce support costs, efforts to recruit and retain qualified technical staff, managed equipment replacement cycles, or technology training programs for employees.

d) *State government should provide the leadership for developing a shared infrastructure.*
Address how the agency provides leadership for developing the technical infrastructure of North Dakota. The shared infrastructure includes resources which extend the benefits of technology throughout North Dakota to provide opportunities in education, economic development and health care. For example, the state wide area network, state wide training programs, or grant programs encouraging the adoption of technology.

C3- Enterprise Level Barriers

Directions: Identify barriers at the enterprise level that make it difficult to realize the statewide vision. Offer constructive solutions if possible. This response is optional. These issues will be discussed with agencies again during the development of the Statewide IT Plan.

ND Information Technology Planning Guidelines

IT Goals, Objectives, and Accomplishments

D1- IT Goals, Objectives, and Accomplishments Section Purpose

The purpose of this section is to:

- communicate the agency's direction with respect to technology,

- indicate how technology will support the mission and goals of the agency,

- report objectives reached or activities completed during the previous planning period, and

- provide a basis for the agency's budget request.

D2- Major IT Accomplishments List

List the major IT accomplishments since the January 1998 plan was submitted.

Directions: The agency should describe, in one or two sentences, each objective reached or major activity completed during the previous planning period. If possible, indicate the measure of success. For example, did a new service offering result in additional customers, was duplication eliminated, was processing time reduced by a number of minutes or days, were costs reduced or avoided, etc.?

This section is optional. You may also report accomplishments and current status in section D3. Because IT plans change over time, the description of the objectives here may not be identical to those in the plan submitted in January 1998

Agency IT Goal Number: 1				
Agency IT Goal:				
Agency IT Objective Number	Agency IT Objective		Completion Timeframe	99-00 Accomplishments/Current Status
1			97-99 99-01 01-03 03-05 Ongoing	
2				

Directions: Fill in the table with the following information. This section is the "focal point" of the IT plan and should provide vision and direction for the agency as it deploys technology.

Agency IT Goal Number

Enter a sequential number to identify the goal.

Agency IT Goal:

Enter one or two statements to identify the goal. The goal should indicate the business outcome to be met through the implementation of information technology resources. The goals should be broad, general statements which provide a framework for establishing or grouping objectives. Small agencies will generally have one to three goals. Large agencies will generally have three to eight goals.

Agency IT Objective Number:

Each objective will be sequentially numbered.

Agency IT Objective:

Enter a brief statement or short paragraph to identify the objective. The objectives should be a specific, measurable result which will allow you to meet your goal.

Completion Timeframe:

Indicate the biennium in which the objective will be completed. Indicate "ongoing" if this objective is related to ongoing operations or maintenance activities.

97-00 Accomplishments / Current Status:

If objectives are being reported for the 97-99 biennium, indicate, in one or two sentences, the milestones completed during the previous planning period. If possible indicate the measure of success. For objectives being reported for the current biennium, optionally report any major milestones reached to date or the current status. For ongoing activities, optionally report whether performance measures met in the previous biennium.

Major Activities Planned

E1 - Major Activities Planned Section Purpose

The purpose of this section is to:

- indicate the IT functions, projects and systems necessary to support the agency and meet the goals and objective described in the IT plan.

- give an indication of the resources required to sustain the IT plan.

E2 - Major Activities Planned Table

Activity Number			
Activity Name			
Activity Description			
Related Objectives			
Activity Type:	☐Maintenance/ Base Operations ☐New Initiative ☐Enhancement / Upgrade		
Benefit/Justification if new initiative or enhancement:			
Related SIBR Reporting Levels/ Comments			
Priority:			
Start date	MM/YY or "ongoing"		
End date	MM/YY "ongoing"		
	99-01	01-03	03-05
Total estimated activity costs			
Total activity costs in agency budget request (6/2000)			
Total appropriated activity costs (6/2001)			
Funding Source (completed at budget submission):			
General			
Federal			
Special/local/other			
Impact on other activities:			
Major Project?	Yes/No		

Directions: List the major IT activities of the organization. An activity should represent a manageable work effort needed to achieve the goals and objectives. Smaller tasks, strategies, or tactics may be grouped for the purpose of assigning a budget. The total cost of all activities should be equal to the IT budget of the agency.

Activities may be defined as:

- IT functions or services within the organization such as PC support or training.
- System development, networking or computer installation projects.
- Strategies for improving the deployment of technology.
- Ongoing or repetitive functions such as system maintenance or PC replacement.

Activity Number	Enter a sequential number to identify the activity.
Activity Name	Enter a short title to identify the activity.
Activity Description	Briefly describe the activity. Activities should be related to the goals and objectives. If this is a maintenance activity describe the system being maintained. Identify the results that will be achieved by the activity.
Related objective	Enter the numbers of the objectives that will be advanced by this activity.
Activity Type	Check the activity type that is most appropriate. "Maintenance / base operations" should be checked for activities that are repetitive or require a fixed level of effort. Check "New Initiative" if this is a project to create a new system, function or service. Check "Enhancement / Upgrade" if this is a project to significantly upgrade or enhance an existing system, function or service.
Benefit / Justification	If this is a New Initiative or an Enhancement / Upgrade, identify the tangible and intangible benefits which will result upon project completion. If costs for maintenance or base operations are changing substantially from the previous biennium, indicate the reason for the change.
Related SIBR Reporting Levels / Comments	Indicate the SIBR Reporting Levels under which the costs for this project will be budgeted. This information is optional. It is intended as a note to the agency itself to document in January the areas of the budget that will be effected. It can be used for other comments as well.
Priority	Enter a sequential number to indicate the priority the agency assigns to this activity.
Start date	Enter the planned or actual start date for the activity. Indicate ongoing if the activity is currently a maintenance activity or part ongoing operations.
End date	Enter the planned completion date for the activity. Indicate ongoing if this is a maintenance activity or operations function of a recurring nature that will continue indefinitely into the future.
Total estimated activity costs	Indicate the total estimated activity costs under the biennium in which they will be budgeted. It will be the sum of the amounts entered under funding source. The current biennium should indicate the current appropriated dollars. Comments may be used to clarify the information.
Total activity costs in the agency budget request	This amount will be automatically calculated by summing all costs in the SIBR supplemental IT schedule, budget version, related to this activity. Comments may be used to clarify the information.
Total appropriated activity costs	Indicate the amount allocated to this activity after the agency budget has been appropriated for the 01-03 biennium. This field will be entered in June 2001 if necessary. Comments may be used to clarify the information.
Funding Source	The following three lines should be completed at the time the budget is submitted.
General	Estimate the portion of the budgeted activity cost funded by general fund dollars for each biennium.
Federal	Estimate the portion of the budgeted activity cost funded by federal fund dollars for each biennium.
Special / local / other	Estimate the portion of the budgeted activity cost funded by special, local or other fund dollars for each biennium.
Impact on other activities:	If necessary, use this field to describe in one or two sentences the relationship between this activity and another activity. Indicate if this activity will have a significant impact on other activities in the plan. For example, if staff normally associated with another activity will be reassigned to this activity until completion, or if costs in a maintenance activity will be reduced once a new system is implemented. Specifically identify the activities effected.
Major Project?	The system will flag this activity as a Major Project if the Activity Type is "New Initiative" or "Enhancement / Upgrade" and the budget for the 01-03 biennium is greater than $250,000 or the Total Estimated Activity Costs for three biennia is greater than $500,000.

F

ND Information Technology Planning Guidelines

IT Budget Supplemental Schedule

F1 - IT Budget Supplemental Schedule Purpose

The purpose of this section is to:

- tie the IT plan activities to the agency budget submitted to OMB and

- provide information about the impact of budget decisions on the IT activities of an agency.

F2 - IT Budget Supplemental Schedule Table

Version	Activity Number	SIBR Reporting Level	Line	Intermediate Object Code	Base or optional pkg #	99-01 IT Plan Appropriation	01-03 IT Plan Dollars	Comments

Directions: Allocate the costs for the activities in the IT plan to the agency budget codes. Enter one row of information for each unique combination of activity code and budget coding information. The person completing this information should have an understanding of the State of North Dakota budget process and the SIBR system. This information must be submitted with the agency budget in July 2000.

Version
Indicate the version of the budget being updated. This version corresponds to the version in the SIBR system. Versions available include a working copy for the agency, a copy submitted with the agency budget request, and a copy submitted by OMB/ITD with the exective recommendation.

Activity Number
Enter a activity number to tie the budget to the activity.

SIBR Reporting Level
Select a valid SIBR reporting level code. The IT plan activity budgets must be completed at the control level as the SIBR budget, i.e. accounting cost center or budget level.

Line
Select a valid SIBR line item. Valid entries are Salaries and Wages, Operating Expenses, Equipment, Grants or special line items identified for the agency.

Intermediate Object Code
Select a valid SIBR intermediate object code. All budgeted costs in the special IT object codes, 3002 IT Data Processing, 3003 IT Telephone, 3005 IT Software/Supplies, 3008 IT Contractual Services, and 4003 IT Equipment must be included on the supplemental schedule. Costs related to IT in other object codes should also be included. A list of valid expenditure object codes can be obtained from the Office of Management and Budget (OMB). Budgeted costs for salaries and benefits should be estimated based on the number of internal FTEs allocated to the activity. There will not be a direct tie between salaries and benefits and the pay plan in the SIBR system.

Base or Optional Package Number
Identify whether the cost is included in the base budget or an optional package. Indicate the SIBR optional package number if appropriate.

99-01 IT Plan Appropriation
Enter the amount of the 99-01 appropriation allocated to this reporting level, line and object code for the IT plan activity.

01-03 IT Plan Dollars
Enter the amount budgeted in this reporting level, line and object code for the IT plan activity for the 01-03 biennium.

Comments
Enter any additional comments or notes to further explain the information.

G

ND Information Technology Planning Guidelines

IT Architecture - Hardware

G1 - IT Architecture - Hardware Section Purpose

The purpose of this section is to:

- communicate the extent and complexity of the agency's hardware requirements,

- aid in statewide planning for the procurement and support of computing platforms and operating systems by providing agency planning information,

- support the agency budget request, and

- indicate compliance with state standards for operating systems and platforms.

G2 - Hardware Architecture Description

Directions: Briefly describe the overall IT hardware architecture, current and planned. The agency should address the topics and issues that are critical to the agency. The following topics and questions are suggested as an outline. Include any other information necessary to describe the hardware architecture and any surrounding issues.

> **Definitions:**
>
> Hardware is the technology equipment and physical components needed for operation.
>
> Each computer hardware platform, or CPU family, has a unique machine language. All software presented to the computer for execution must be in the binary coded machine language of that CPU.
>
> An operating system is the master control program that runs the computer. It is the first program loaded when the computer is turned on, and its main part, called the kernel, resides in memory at all times.
>
> A server is a computer in a network that exists primarily to be shared by multiple users.
>
> A workstation refers to any terminal or personal computer not used as a server.

a) Briefly describe the agency's current implementation of computer hardware and plans for change.

b) Briefly identify technology equipment other than computers and printers that are critical to the agency and constitute more than $10,000 or 5% of the technology budget.

c) Indicate the specific functions or purpose of mainframe, mid-range computers or computers used as servers such as file/print server, web server, application server, etc.

d) Indicate any plans to migrate to a new platform or operating system.

e) Identify security measures the agency is taking to protect the computers from unauthorized access.

f) Identify the needs for computer availability and indicate the agency's ability to meet those needs.

g) Identify changes that will impact the hardware and operating system requirements and plans for expanding or altering the hardware architecture.

Category	Age	Operating Systems Supported	Current Quantity 99-01	Expected Increase / decrease		Replacement cycle		Own or lease	Comments/ Descriptive Info.
				99-01	01-03	% replaced	Every # of yrs		

Directions: Indicate the date the information was completed. Fill in the table with the following information. One row will be completed for each uniquely identified group of equipment used by the agency. Include only equipment which is directly owned or leased by the agency. The agency is required to report all computers used as servers or workstations and printers with a replacement cost of more than $750. You may optionally report other equipment here if replacement of the equipment is important to the IT planning process. Detail reporting of computers used as routers, bridges, process control functions, etc. is optional. You may enter more than one line for each equipment category. For example, if you wish to break out PCs from dumb terminals, they may be entered with different replacement cycles.

Category	Choose the asset category/type which best describes the equipment. You may choose a category from the list (IBM mainframe, IBM AS/400, Unisys mainframe, Other Server, Workstation, Printer, etc.).
Age	Optionally indicate the age of the equipment by choosing the range which best identifies the age at the time of the inventory. Valid ranges are N/A, <=3, >3. If an age is entered, the total current quantity of the corresponding entry should fall within that range.
Operating system	Indicate all operating systems that are supported for the equipment identified. Operating system choices are Unix, MS Windows NT, MS Windows, OS/400, MVS, OS/390, Novell, Mac OS, N/A (dumb terminal or printer), etc.
Current quantity 99-01	Enter the approximate number of items owned or leased by the agency at the time the information is completed. Do not duplicate counts in more than one category.
Expected increase / decrease 99-01	Enter the approximate total number of items that the agency expects to purchase, lease or dispose of in the remainder of the biennium. If the total is an increase, enter the quantity as a positive number. If the total is a decrease, enter the quantity as a negative number. If no increase or decrease in the total quantity is planned, enter 0. Replacements which will not change the total quantity should not be included.
Expected increase / decrease 01-03	Enter the approximate total number of items that the agency expects to purchase, lease or dispose of in the 01-03 biennium. If the total is an increase, enter the quantity as a positive number. If the total is a decrease, enter the quantity as a negative number. If no increase or decrease in the total quantity is planned, enter 0. Replacements which will not change the total quantity should not be included.

Replacement cycle	Under "% replaced", enter the percent of the total quantity the agency plans to replace. Under "Every # of years", enter the number of years between replacement. The default will be one year. For example, if an agency replaces 25% of their computers every year, they would enter 25 under "% replaced" and 1 under "Every # of years". If an agency replaces 100% of their computers every other biennium, they would enter 100 under "% replaced" and 4 under "Every # of years".
Own or lease	Choose "own" if the agency has purchased the asset, either as a cash purchase or through a financing arrangement. Enter "lease" if the agency is renting or leasing the asset and will not retain ownership at the termination of the lease agreement.
Comments / descriptive Information	Enter comments or other information to describe the asset or further explain the other information. This field is required if the category is "other". Otherwise it is optional.

G4 - Hardware Assets and Replacement Schedule Example

The information below is intended only as an example. The actual data for a specific agency will vary. In this example, the agency has a total of 3 servers, 60 workstations, 2 printers and 2 scanners.

Completion date: 09/01/99

Category	Age	Operating Systems Supported	Current Quantity 99-01	Expected increase / decrease		Replacement cycle		Own or lease	Comments/ Descriptive Info.
				99-01	01-03	% replaced	Every # of yrs		
Server		MS Windows NT, Novell	3	0	0	33	1	Own	Network servers
Workstation		MS Windows	50	0	5	50	2	Own	
Workstation		Mac OS	5	0	0	100	4	Own	Used for desktop publishing
Workstation	>3	N/A	5	0	-5	0	0	Own	Will be replaced with PCs next biennium.
Printer		N/A	2	0	0	20	1	Own	Shared laser printers
Other			2	0	0	100	5	Own	High-end scanners for imaging system

IT Architecture - Telecommunications

H1 - IT Architecture - Telecommunications Section Purpose

The purpose of this section is to:

- communicate the complexity of the agencies telecommunications requirements,

- aid in statewide telecommunications planning by providing agency planning information,

- support the agency budget request, and

- indicate compliance with state standards.

> **Definition:**
>
> Telecommunications is the electronic transfer of digital or analog information, including data, text, pictures, voice and video from one location to another.

H2 - Telecommunications Architecture Description

Directions: Briefly describe the overall IT telecommunications architecture current and planned. The agency should address the topics and issues that are critical to the agency. The following topics and questions are suggested as an outline. Include any other information necessary to describe the telecommunications architecture and any surrounding issues.

a) Briefly describe the agency's implementation of networking technologies and plans for change.

b) Indicate any specific functions being used or provided via the network such as video conferencing, internet access, and virtual private network access.

c) Identify security measures the agency is taking to protect the network from unauthorized access.

d) Identify changes that will impact the network requirements and plans for expanding or altering the network architecture.

e) If the agency uses or supports a special purpose telecommunications network such as the state radio network or a building energy management system, describe it here.

f) If the agency is using dumb terminals or other proprietary technology explain the extent of the usage and plans for change.

a) Are all the agency's telephone services supplied by ITD? Yes or No?
   If "No" explain.

Definition:

Telephone services refers to the technology, services and supporting infrastructure used to deliver information via the public switched telephone network. Equipment to deliver integrated voice response applications is included here. However, the actual development of integrated voice response applications is covered under software and applications development.

Directions: If all the agency's telephone services, excluding cellular or other handset devices, are billed through ITD, check to indicate "Yes." If the agency owns its own telephone equipment or obtains services from a vendor other than ITD then explain by answering the following questions:

1) What is the location, i.e. city?

2) What is the type of service or equipment being obtained, i.e long distance, PBX, Centrex?

3) Who provides the service?

4) Indicate the number of telephone lines in service or another measure of the extent of the service.

b) Will the telephone service requirements for your agency change substantially over the next 4 years? Yes or No?   If "Yes" explain.

Directions: If the number of telephones will not change by more than 10% and no locations or services will added or eliminated, indicate "No". If different requirements have been identified, check to indicate "Yes" and explain. For example, indicate if additional trunk lines, or 800 lines may be needed. If new locations are being added or existing locations will be eliminated indicate the location and the approximate date of the change. If an integrated voice response system is being implemented or enhanced and will impact the telephone network, explain here.

c) Are any of the telephone services for resale? Yes or No?
   If "Yes" briefly explain.

Directions: If the agency sells telephone services to private citizens or entities outside of state government check to indicate "Yes" and explain by answering the following questions:

1) Who are the customers receiving the services and what is their relationship with the agency?

2) Indicate the number of telephone lines being sold or another measure of the extent of the service being provided.

a) Are all the agency's wide area network and Internet connections supplied by ITD? Yes or No? If "No" explain.

Directions: If ITD supplies all the WAN connections for your agency and acts as the Internet Service Provider, check to indicate "Yes". If not, explain by answering the following questions:

1) Indicate the type of service being provided, i.e. Internet access, leased circuits, or frame relay connections.

2) If you use an ISP other than ITD, indicate the name of the provider.

3) If you are obtaining leased lines or additional circuits indicate the vendor.

4) What is the location (city) where the service is being provided?

5) Indicate the number of lines and the bandwidth or some other measure of the extent of the service being provided.

> **Definitions:**
>
> **Wide Area Network (WAN)** refers to a communications network that covers a wide geographic area, such as state or country. For purposes of the IT plan it specifically refers to connections between cities, connections to entities outside of state government and connections between state agencies.
>
> **Internet:** refers to a large public network made up of a number of smaller networks which are accessible by virtue of the use of standard protocols.
>
> Physical connections to the Internet are obtained by linking to an **Internet Service Provider (ISP)**. ITD acts as the ISP for state government.

b) Will the requirements for wide area network or Internet connectivity for your agency change substantially over the next 4 years? Yes or No?
If "Yes" explain.

Directions: If the amount of bandwidth required will not change by more than 10% per year and no locations or services will added or eliminated, indicate "No". If different requirements have been identified, check to indicate "Yes" and explain. For example, indicate specifically if the agency plans to upgrade existing connections from 56K to T1 or if lines may be needed. If new locations are being added or existing locations will be eliminated indicate the location and the approximate date of the change. If specific requirements have not been identified, indicate general requirements such as a percent increase in the use of the Internet or the implementation of web-based applications which will increase bandwidth requirements.

c) Does the agency provide connectivity to other entities outside of state government? Yes or No?
If "Yes" explain.

Directions: If the agency supplies physical connections to the state network or the Internet to other organizations or private citizens outside of state government or provides financial support to other organizations to obtain WAN or Internet connections, check to indicate "Yes" . Other wise indicate "No". Do not include access provided in state government buildings. Explain a "Yes" answer by answering the following questions:

1) Indicate the name the other organizations, i.e. county governments, federal agencies, libraries.

2) Indicate the nature of the relationship with the outside entity and the type of service provided.

Identifier	# of connections		# of computer connections that also have modem connections		Comments
	Current	Planned by July 2003	Current	Planned by July 2003	

Definitions:

Local Area Network is a communications network that serves users within a confined geographical area. It is made up of servers, workstations, network operating system(s) and communications links.

Directions: Fill in the table with the following information:

Identifier: Enter "Total agency" if only one row is entered. If you wish to split out the total # of connections for your agency by location or LAN, you may do so by entering multiple lines and entering a unique identifier in this field.

# of network connections: Network connections refer to the nodes on a network that allow devices to be connected for the purpose of communication and resource sharing.

Current: Report the approximate total number of "live" connections for your agency. Typically, this is the number of outlets where a computer or printer could be connected and immediately be attached to a network.

Planned by July 2003:   Report the approximate total number of connections that your agency plans to provide by July 2003.

# of modem connections available to computers connected to a LAN: A modem is a device that adapts a terminal or computer to a telephone line. In this section the agency should report telephone jacks that are used for computer modem connections where there is also the potential for simultaneous connection to a LAN. (The telephone number for the modem connection must also be reported to ITD security.)

Current: Report the total number of "live" modem connections for your agency. This is the number of wall jacks currently designated for connection to a computer modem where the computer is also attached to a LAN.

Planned by July 2003:   Report the approximate total number of modem connections that your agency plans to provide by July 2003 where the computer is also attached to a LAN.

Comments: The field may be used for general comments to further explain the data.

IT Architecture - Software / Application Development

I1 - Software / Application Development Section Purpose

The purpose of this section is to:

- communicate the extent and complexity of the agency's software and application development requirements,

- maintain a list of application development languages and tools for review by other agencies that are in the process of selecting tools (i.e. Sections F3 and F4 will be made available to other agencies),

- support the agency budget request, and

- indicate compliance with state standards for application development, office automation software and database management systems.

I2 - Software / Application Dev. Description

Directions: Briefly describe the overall IT software and applications development architecture current and planned. The agency should address the topics and issues that are critical to the agency. The following topics and questions are suggested as an outline. Include any other information necessary to describe the software and applications development architecture and any surrounding issues. Save detailed information for sections F3, F4 and F5.

a) Indicate the types of software and the applications supported by the agency and whether the agency upgrades licensed software on a regular basis.

b) Indicate the extent to which the agency establishes agency standards for software and application development languages and tools.

> **Definitions:**
>
> Software is a collection of instructions that tell the computer what to do. A computer program is called software; hence, program, software and instructions are synonymous. The two major categories of software are system software and application software.
>
> System software is made up of control programs such as the operating system and database management system (DBMS).
>
> Application software is any program that processes data for the user (inventory, payroll, spreadsheet, word processor, etc.).
>
> Application development refers to the process of producing software products.
>
> DataBase Management System Software controls the organization, storage, retrieval, security and integrity of data in a database. It accepts requests from the application and instructs the operating system to transfer the appropriate data. DBMSs may work with traditional programming languages (COBOL, C, etc.) or they may include their own programming language for application development.

c) Describe any issues related to the current architecture and changes that are planned to improve the architecture related to software and application development.

d) Indicate if the agency follows a standard application development methodology.

13 - Significant Software / Application Development Tools Table

Completion date 00/00/00

Category	Product / language / tool	Significant use by the agency?	Current agency standard?	Status		Comments
				Migrating from?	Evaluating or migrating to?	
Application Development Languages	C					
	Cobol					
	Fortran					
	Java					
	HTML					
	Visual Basic					
	RPG					
	Rexx					
	SQL					
	Natural					
	Other: specify					
Application Development Tools	Lotus Notes					
	Lotus Script					
	PowerBuilder					
	S-designer					
	SAS					
	Crystal Reports					
	Dv1280					
	Query 400					
	Progress					
	FrontPage					
	Other: specify					
Database Management Systems	DB2					
	Oracle					
	MS SQL Server					
	MS Access					
	MS Visual FoxPro					
	Visual dBase					
	Adabase					
	Other: specify					
Network management or communications	MS SMS					
	MS SNA Server					
System administration, server applications or system utilities	Silver Stream					
	MS Internet Information Server					
	MS Exchange					
	Lotus Notes					
	CC:mail					
	ADSM					
	Norton Anti-virus					
	Norton Utilities					
	Other: specify					
Other	Specify					

Directions: Indicate the date the information was completed. Fill in the table with the following information about the software and tools used by the staff who provide technology support. One row will be completed for each product, language or tool adopted by the agency. If a product is not listed, add the product to the list. List only those database management systems, software products, programming languages and application development tools that are broadly used or are of significant importance to the agency. Significance may be determined by the number of users, the materiality of the cost of supporting the product, or the importance of the product in providing agency products and services.

Product / language / tools

Application development languages Application development languages are sets of coded instructions used to generate the screens, reports, and logic for the input, processing and output of information. The program code must be converted into the computer's machine language by software called assemb'ers, compilers and interpreters. Include those programming languages that are supported by the agency, by ITD, by HECN or by a vendor where the agency controls the use of the language either by the selection of tools for internal staff or by the selection of a contractor. Do not include languages or tools used by vendors to develop turn-key applications where the use of the language or tool is transparent or has no impact on agency resources.

Application Development Tools Application development tools include software products used to develop applications more rapidly, including, computer aided software engineering (CASE) tools, report writers, code generators and query tools. Include those tools that are supported by the agency, by ITD, by HECN or by a vendor where the agency controls the use of the tool either by the selection of tool for use by internal staff or by the selection of a contractor. Do not include languages or tools used by vendors to develop turn-key applications where the use of the language or tool is transparent or has no impact on agency resources.

DBMS Within each category, choose the products used by the agency. If a title is not listed, choose "other" and indicate the title.

Include those DBMS that are 1) licensed by the agency or 2) the agency has developed (or contracted for the development of) programs or reports that use the DBMS or 3) a vendor software product requires use of the DBMS.

Network management or communications This category includes software, owned or licensed by the agency, that controls and manages local and wide area communications networks, network administration utilities, terminal emulation products, web browser software, and file transfer utilities that are owned or licensed by the agency. Do not include network operating systems.

System administration, server applications or system utilities This category includes software, owned or licensed by the agency, that controls and/or manages computer system resources or provides a specific server application such as web server, e-mail server, or application server. Utilities include tools that help in backup and recovery, virus detection, maintenance, tuning, etc. Do not include base operating system software.

Other Other: This category is used if none of the other categories can be used to describe the product, language or tool.

Significant use by the agency? Indicate "Yes" if the product is considered an agency standard, if it is used in a mission critical application, if the agency IT staff are required to possess skills in the use of the product or if the product cost is material to the agency's software budget. Otherwise, leave blank.

Current agency standard? Indicate "Yes" if the agency has adopted this product, language or tool as a standard for the agency. If the agency has not pre-determined the appropriateness of a product for specific use, leave blank.

Status Indicate "Migrating from" if the product is in current use by the agency, but the agency is in the process of adopting a replacement.

Indicate "Migrating to or evaluating" if the product is in limited use by the agency but the agency is evaluating it for adoption as a standard or for a specific use in the near future. Otherwise, Indicate N/A.

Comments: Add any additional comments that will clarify the agency's use of the software. For example, if the agency is "migrating from" a particular product but has not selected a

Completion date 00/00/00

Category	Product / language / tool	Significant use by the agency?	Current agency standard?	Status		Comments
				Migrating from?	Evaluating or migrating to?	
End user productivity	MS Project					
	MS Publisher					
	Pagemaker					
	Other: specify					
Office Automation	MS Office					
	Corel Office					
	MS Outlook					
	POP mail clients					
	Lotus Notes Client					
	Other: specify					

Directions: Indicate the date the information was completed. Fill in the table with the following information about software used by end-users within the agency. One row will be completed for each product, language or tool used by the agency. List only those software products that are broadly used or are of significant importance to the agency. Significance may be determined by the number of users, the materiality of the cost of supporting the product, or the importance of the software in providing agency products and services.

Product / language / tools	Choose the products used by the agency. If a title is not listed, choose "other" and indicate the title.
Office Automation:	Office automation products are those used for common tasks such as word processing, sending and receiving mail, appointment calendars, creating spreadsheets, etc.
End user productivity	This type includes project management tools, forms development software, publishing tools, and other software used to automate specific tasks.
Other	Other: This category is used if none of the other categories can be used to describe the software.
Significant use by the agency?	Indicate "Yes" if the product is considered an agency standard, if it is used in a mission critical application, if the agency IT staff are required possess skills in the use of the product or if the product cost is material to the agency's software budget. Otherwise, leave blank.
Current agency standard?	Indicate "Yes" if the agency has adopted this product as a standard for the agency. If the agency has not pre-determined the appropriateness of a product for specific use, leave blank.
Status	Indicate "Migrating from" if the product is in current use by the agency, but the agency is in the process of adopting a replacement.
	Indicate "Migrating to or evaluating" if the product is in limited use by the agency but the agency will be adopting it as a standard in the near future. Otherwise, indicate N/A.
Comments:	Add any additional comments that will clarify the agency's use of the software. For example, if the agency is "migrating from" a particular product but has not selected a replacement, the possible alternatives could be listed here.

Completion date 00/00/00

App. Name	Descrip. or purpose	Status	Size	DBMS	Language	Platform /OS	Shared with other agencies or publicly available? (List)	Vendor pakage?	Develop			Maintain			Comments
									ITD/HBCN	Vendor	In-house	ITD/HBCN	Vendor	In-house	

Directions: Indicate the date the information was completed. Fill in the table with the following information about applications which support the major business functions of the agency. One row will be completed for each application used to support the agency programs, services or functions. Include purchased applications such as financial software, CADD, GIS or other software intended for a specific business purpose as well as custom developed applications. List only those applications that are of significant importance to the agency. Significance may be determined by the number of users, the materiality of the cost of supporting the application, or the importance of the application in providing agency products and services. You should not normally report systems like the IT Planning System or SIBR where the system is maintained and supported by another entity and the agency does not pay for use of the system.

Application Name:	Application name or identifier used to reference a system.
Description:	Describe the application in a few sentences. Indicate the purpose of the application, the type of information processed, and the user groups who access the application.
Status:	Indicate "Develop" if the agency is in the process of selecting software, designing or developing the application. Indicate "Maintain/enhance" if the application is in production use.
Size:	Indicate "Large" if the application consists of several sub-systems, involves complex logic, supports several processes *and* is used by multiple organizations or units within an organization. "Large" applications typically require over a year to develop or implement. Indicate "Medium" if the application meets at least one but not all the criteria of a "large" application. Medium applications typically require 3 to 12 person-months to develop or implement. Indicate "Small" if the application supports a single process, is used by a single individual or work group, and does not involve complex logic. "Small" applications typically require less than 3 person-months to develop or implement.
DBMS:	Indicate the primary database management system the application uses. You may choose from DB2, Oracle, Access, MS SQL Server, or enter another product name. Choose all that apply.
Language:	Indicate the principal languages used to develop the application, if applicable. You may choose from C, Cobol, Fortran, Java, HTML, Visual Basic, Lotus Notes, Natural, RPG, Rexx, or enter another language name. Choose all that apply.
Platform:	Indicate the platforms and operating systems the application is running on. You may choose from IBM enterprise server, AS/400, Unix server, NT server, or enter another platform / operating system. Choose all that apply.

Shared with other agencies or publicly available?   If the application is shared with other agencies or organizations, indicate their names and describe the sharing relationship in a sentence or two. If the application or data is publicly available by electronic means, indicate the access method, i.e. web site, FTP download, 3270 logon session, voice response, etc.

Vendor package: Indicate the name of the vendor package if applicable.

Developed by?   Check all that apply. Check "ITD/HECN" if ITD or HECN developed the application. Check "Vendor" if the agency contracts with an outside vendor for development or purchased a license for the software. Check "In-house" if internal staff developed the application.

Maintained by?   Check all that apply. Check "ITD/HECN" if ITD or HECN updates and maintains the programs in the application. Check "Vendor" if the agency contracts with an outside vendor or has a maintenance agreement for application maintenance and enhancements. Check "In-house" if the agency has programming staff who maintain and enhance the application. If the application is currently in development, indicate your future plans for maintenance and support.

Comments   Add comments as necessary to further describe the application or explain the other information provided.

ND Information Technology Planning Guidelines

IT Staffing / Training Plan

J1 - IT Staffing / Training Plan Section Purpose

The purpose of this section is to:

- communicate the nature of the agency's human resource requirements and indicate how the agency will furnish the human resources necessary to provide the technology indicated in other areas of the plan,

- provide for state level assessment of staffing requirements and trends, and

- support the agency budget request.

J2 - IT Staffing Plan Description

Directions: Briefly describe the IT staffing plan. The agency should address the following topics as necessary and include any other information needed to describe the staffing plan and any related issues.

a) Include an organization chart or a description of the IT organization and its relationship to the rest of the organization. Describe any plans for changes to the organization structure.

b) Describe any changes in the services offered by the IT staff and identify any activities which will have a significant impact on the agency staffing plan.

c) Indicate whether the agency provides technical support to other entities, i.e. other agencies or political subdivisions.

d) Address the adequacy of the IT staff and outside resources in meeting the needs of the agency.

Function	% of Total Effort Provided By						# of Internal FTE		Comments
	ITD, HECN or Other Agency		Vendor or Contractor		Internal Staff				
	99-01	01-03	99-01	01-03	99-01	01-03	99-01	01-03	
Operations & network administration									
PC & end-user support									
Technology Training									
Application development									
IT management									
General IT coordination									
Telephone analysts									
Video conferencing specialists									
Wiring / electricians									
Other: Specify									

Directions: Indicate the degree to which the agency uses internal staff, ITD and other vendors to provide IT services or functions, current and planned. Fill in the following information for each function. Include all IT staff and also non-IT staff who perform IT functions on a part-time basis. You may enter more than one line for each function if you wish to break it out further. For example, if you wish to break out the staffing plan for each division in the organization, you could enter one line for each division and put the division name in the comment field.

Function definitions

Operations & network administration: This includes time devoted to maintaining and supporting server hardware and software, network operating systems, system security, backup and recovery and other related technical support.

PC & end-user support: This includes time devoted to upgrade and support end-user workstation hardware and software, help desk functions, responding to problems or questions from end-users about software and hardware use or providing informal training.

Technology training: This includes time devoted to developing and providing formal training to end-users about the operation of software or hardware.

Application development: This includes time devoted by technical staff to plan, select, design, program, test, implement and maintain applications or programs.

IT management: This includes time devoted to planning, directing and controlling technology staff or resources, i.e. budget.

General IT coordination: This includes time devoted to obtaining technology resources from ITD or other vendors. In some organizations it would include the time of individuals who handle some or all of the other functions without distinguishing between them. Use a comment to explain if necessary.

Other: Specify: Specify an additional category only if the effort involves more than 1 FTE or equivalent dollars and the effort cannot be included in another category.

Function definitions	Telephone analysts: This includes time devoted to providing telephone services, troubleshooting and reporting problems.
	Video conferencing specialists: This includes time devoted to operating, installing, maintaining and scheduling video conferencing equipment.
	Wiring / electricians: This includes time devoted to physically laying and connecting wire for voice, video or data networks.
	Other: Specify: Specify an additional category only if the effort involves more than 1 FTE or equivalent dollars and the effort cannot be included in another category.
% of Total Effort Provided By	These fields will be used to show whether the agency plans to staff IT functions internally or outsource them to ITD or another entity. In each field choose from the following ranges: • 0% • 1-25% • 26-50% • 51-75% • 76-99% • 100% The total for each row should equal approximately 100% of the agency's effort.
ITD, HECN or Other Agency	99-01: Of the total time devoted to the function, indicate the approximate % of the effort in the 99-01 biennium whereby the agency requests ITD, HECN or another agency to provide the service.
	01-03: Of the total time devoted to the function, indicate the approximate % of the effort planned for the 01-03 biennium whereby the agency will request ITD, HECN or another agency to provide the service.
Vendor or Contractor	99-01: Of the total time devoted to the function, indicate the approximate % of the effort in the 99-01 biennium whereby the agency contracts with a vendor or another organization to provide the service.
	01-03: Of the total time devoted to the function, indicate the approximate % of the effort planned for the 01-03 biennium whereby the agency will contract with a vendor or another organization to provide the service.
Internal Staff	99-01: Of the total time devoted to the function, indicate the approximate % of the effort in the 99-01 biennium whereby the agency uses internal staff to provide the service.
	01-03: Of the total time devoted to the function, indicate the approximate % of the effort planned for the 01-03 biennium whereby the agency will use internal staff to provide the service.
# of Internal FTE	99-01: Indicate the approximate number of full time equivalent (FTE) employees (to one decimal place) devoted to the function in the 99-01 biennium.
	01-03: Indicate the approximate number of full time equivalent (FTE) employees (to one decimal place) the agency plans to devote to the function in the 01-03 biennium.
Comments	Include comments as necessary to clarify the information, for example, to explain the purpose of an additional FTE or a shift from Internal Staff to Vendor / Contractor. This field must be entered to explain the breakout if you use multiple lines for one function.

J4 - IT Training Plan Description

Directions: The agency should address the following topics as necessary and include any other information needed to describe the IT training plan and related issues.

a) Indicate the importance of technology training in maintaining agency products and services.

b) Indicate if training decisions are made at the level of the individual, the technology staff, the end-user department or agency management.

c) Indicate if the agency budgets a specific amount for technology training for users or IT staff.

d) Identify the level of proficiency of the majority of the agency's employees.

e) Indicate if the agency relies on "on-the-job" training, classroom instruction, computer or web based instruction or a combination of formats.

f) Indicate the frequency of training and retraining.

g) Identify any technology "orientation" programs for new employees.

h) Describe any plans to change technology training efforts in the future.

Compliance with Standards

K1 - Compliance with Standards Section Purpose

The purpose of this section is to:

- assess overall compliance with state IT standards and policies and

- tie the waiver process to the planning process to better identify the need for the waiver and eliminate some redundancy in the process.

K2 - Compliance with Standards Question

Is the agency compliant with all statewide standards and policies?

Directions: Indicate Yes or No.

If no, indicate the area of non-compliance by either attaching a waiver request or indicating the waiver number from a previous request. Briefly describe any plans to bring the agency into compliance.

SECRETARY OF STATE
STATE OF NORTH DAKOTA
600 EAST BOULEVARD AVENUE DEPT 108
BISMARCK ND 58505-0500

January 12, 2001

TO: Senator Krebsbach and Members – Senate Government and Veterans Affairs Committee

FR: Al Jaeger, Secretary of State (presented of his behalf by Cory Fong)

RE: SB 2026 – Information Technology Plans and Telecommuting

In 1994, the Secretary of State's office worked with an outside consultant to develop the agency's first technology plan. In 1996, the agency again worked with an outside consultant to develop a reengineering plan, which involved a study of the technology used by the agency.

Just prior to the 1997 legislative session, the agency was one of three state agencies selected by ITD as a test model agency for IT planning. The results of this study formed the basis from which the first IT planning bill was developed and introduced during the 1997 Legislative Assembly. During the 1997-1999 interim, ITD worked with the Secretary of State's office and used the agency's IT plan as the model for the other state agencies to follow when completing their IT plans as was directed by the 1997 Legislative Assembly.

In other words, the Secretary of State's office has been involved since the infancy of IT planning on the part of ITD and the legislature. And, it is from that background and experience that I encourage a Do Not Pass recommendation for Senate Bill 2026.

While I fully support the intent and concept proposed in SB 2026, I do not believe that it should become a part of the IT planning process outlined in section 54-59-11of the North Dakota Century Code. Furthermore, in addition to the subject bill, the Budget Committee on Government Services has introduced another bill, HB 1035, which is specifically designed to provide agencies with an incentive program for developing telecommuting locations. It is this type of encouragement and the availability of qualified employees in various sections of the state that will equip agency managers with the tools to pursue telecommuting options.

Finally, in a few moments your committee will be hearing testimony pertaining to SB 2043, which includes minor changes to the present IT planning process. That bill was introduced by the Interim Technology Committee, which met many times during the biennium and reviewed the IT planning process. Because they saw the need to only make minor changes to the IT planning process, I believe it is important not to change the process that the Technology Committee has determined is best for IT planning. It is a planning process that is intended to hold agencies accountable while at the same time providing agencies with the necessary flexibility they need within the IT planning guidelines.

SB 2026 adds an element to the IT planning process that is best addressed by not establishing it in state law and making it part of the IT planning process in section 54-59-11.

ALVIN A. JAEGER
SECRETARY OF STATE

PAGE http://www.state.nd.us/sec
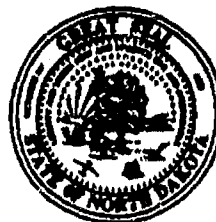
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SECRETARY OF STATE
STATE OF NORTH DAKOTA
600 EAST BOULEVARD AVENUE DEPT 108
BISMARCK ND 58505-0500
March 8, 2001

TO: Rep. Matt Klein and Members – House Government and Veterans Affairs Committee

FR: Al Jaeger, Secretary of State

RE: SB 2026 – Information Technology Plans and Telecommuting

I am here today to encourage the committee to give this bill a <u>do not pass</u> recommendation and to explain why the Secretary of State's office is opposed to the bill.

To do that, I need to provide the committee with a little history. In 1994, the Secretary of State's office worked with a consultant to develop the agency's first technology plan. In 1996, the agency again used a consultant to develop an agency reengineering plan, which involved a study of the technology used by the agency.

Then, prior to the 1997 legislative session, the Secretary of State's office was one of three state agencies selected by ITD as a "case study" agency for IT planning. The results of this study formed the basis from which the first IT planning bill was developed and introduced in the 1997 Legislative Assembly. During the 1997-1999 interim, ITD worked with the Secretary of State's office and developed an IT plan, which was then used as a "model" plan for other state agencies to follow when completing their respective IT plans. These were the agency IT plans that were required by legislation adopted by 1997 Legislative Assembly.

In other words, the Secretary of State's office has been involved in the development of IT planning since its infancy over six years ago.

Although I fully support the intent and concept proposed in SB 2026, I do not think it should become a part of the agency IT planning process outlined in section 54-59-11 of the North Dakota Century Code. More appropriately, the incentive for this type of planning is already provided for in HB 1035 that was also sponsored by the Budget Committee on Government Services. House Bill 1035 is specifically designed to provide agencies with an incentive program for developing telecommuting opportunities. It passed the House on a vote of 95 to 3 and with a minor amendment, it passed the Senate on a vote of 47 to 0. The bill has been returned to the House for consideration of the Senate change. It is the type of encouragement in HB 1035, along with the availability of qualified employees throughout the state, which will equip agency managers with the tools to pursue telecommuting options.

In addition, it is my understanding that the IB&L committee will be considering SB 2043 next week. This is a bill that includes technical changes to the present IT planning process. That bill was introduced by the Interim Technology Committee, which met many times during the biennium and reviewed the IT planning process. Because they saw the need to only make minor changes to the IT planning process, I believe it is important not to change the process that the Technology Committee has determined is best for IT planning. It is a planning process that is intended to hold agencies accountable while at the same time providing agencies with the flexibility needed to function within the perimeters of the IT planning guidelines.

For all of these reasons, I encourage a do not pass recommendation for SB 2026.

SB 2026 TESTIMONY
GOVERNMENT AND VETERANS AFFAIRS COMMITTEE
BY: NANCY WALZ, ASSOCIATE DIRECTOR
INFORMATION TECHNOLOGY DEPARTMENT (ITD)
MARCH 8, 2001

Mr. Chairman and members of the committee, my name is Nancy Walz. I am the Associate Director for Information Technology Planning at ITD. I am offering this testimony in opposition to SB 2026.

First of all, I would like to point out that ITD supports and promotes telecommuting as an alternative for state employees. With the state network roll-out, access to telecommunications services will be easier than ever before. ITD is prepared to assist agencies who wish to consider telecommuting options in whatever way we can. This includes providing estimates for network connections and recommending existing, networked facilities in remote locations.

ITD sees telecommuting as a good option for attracting and retaining skilled employees who for whatever reason cannot locate in Bismarck. In fact, ITD currently has employees who telecommute from Minot and Carson. The decision to allow telecommuting was made, not because of incentives or requirements, but because it made good business sense.

I believe the intent of Senate Bill 2026 is to encourage telecommuting and ITD supports that intent. In actuality though, the bill may discourage telecommuting. Agencies feel the current IT planning process is somewhat bureaucratic already. The benefit of adding this reporting requirement is unclear. It will do nothing to advance telecommuting but rather will increase the reporting requirements and create barriers for agencies who wish to implement telecommuting. On the other hand, we feel that House Bill 1035, another bill from the same interim committee, does a better job of encouraging telecommuting, without undo burden, by offering incentives.

It seems to me that decisions to determine if a position should telecommute or not, involve a whole host of issues beyond the technology involved. Other considerations might be the requirements of the position for interaction with others, availability of skill sets in remote locations, training issues, etc. Because technology cost is just one small piece of the puzzle, I don't believe the IT plan is the place to justify personnel location decisions. OMB collects a certain amount of this information on a form as part of the budget process and we would not want to duplicate the information. Also, the IT plan is usually produced by the lead technology person in the agency who would normally not be involved in personnel issues.

Along with a written copy of my testimony, I am providing a copy of the IT Planning Guidelines. We developed these guidelines from feedback from legislators during the last session and extensive input from agency staff involved in the technology planning process. It gives you an idea of the information currently collected. I would also refer you to the Agency Plan Summaries report that was distributed to each legislator and includes a summary of the agency

IT plans. Our web site, http://www.state.nd.us/itd/planning/planhome.html, contains additional information about the planning process if you are interested.

We would like to see the IT plan become a tool that agencies use on an ongoing basis to make strategic decisions about the use of technology in their agencies. Our goal is to reduce the reporting requirements and the burden on agencies as much as possible while still providing the information needed to support the budget process. Senate Bill 2026 mandates additional paperwork but adds little value. Therefore I encourage you to recommend a "Do not pass" for this bill.