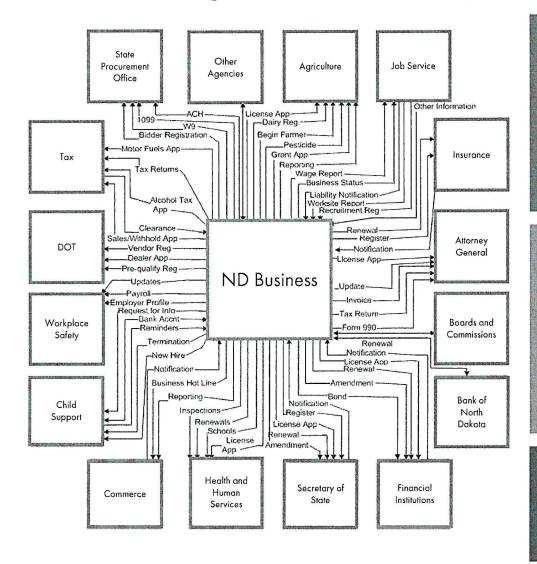
#### **CURRENT STATE**

# Business engagement with state agencies is confusing and difficult.



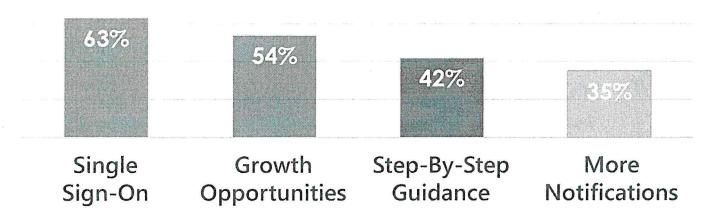
"As a business owner starting a business, there are many things to worry about.

I would appreciate having an overall startup guide or links to necessary resources."

"It would be great if instead of having to log into different places, there was a spot or a link to all of them in one place. If everything was under the same umbrella and it told you there was an action item, that would be all you would really need."

"Being sent reminders of things I should be aware of as a new or small business would save me time and lessen my stress."

## **TOP BUSINESS REQUESTS**



# North Dakota Business Gateway

# **FUTURE STATE**

A single online experience for establishing, maintaining, and growing business in North Dakota.

#### **ANTICIPATED COST SAVINGS & BENEFITS**

for more than **40,000** businesses, resulting in annual savings of at least **\$5 million**.

\*Calculated using 42,000 active businesses multiplied by a wage of \$30.00/hour equals \$5,040,000. This does not include anticipated ND State savings.



**Pro Business** 



**Grow ND's Economy** 



**Increase Efficiency** 

## TIMELINE

PHASE 4 – Integrated Workflow
User has no idea they are working
with different agencies.

#### **PHASE 3 – Business Alignment**

Workflows integrated for the user. User still interacts with different agency operational systems.

#### PHASE 2 – Identity & Single Sign-On

Align remaining identities with North Dakota single sign-on.

#### PHASE 1 - Links & Workflows

Bring workflows together in a single location.

2023

2024

2025

2026

Mobile & desktop friendly

Simple acces

Data sharing across agencies

Business sees single stream of work

Business compliance is frictionless

USER EXPERIENCE

### **AGENCY COLLABORATION**

Department of Commerce Job Service NDIT

Secretary of State Tax Department Workforce Safety & Insurance