



There is a growing trend in Government, to create a service delivery system on one platform to manage and connect requests and provide information. The ND Gateway is North Dakota's portal solution to provide a single, common portal to obtain the services of North Dakota's agencies.

ND
GATEWAY

Technology

The ND Gateway is built on ServiceNow's **Public Sector Digital Services platform (PSDS)**. PSDS is a market leader platform designed specifically to help governments modernize their services by unifying services, operations, and infrastructure in a single low code platform with the capability to integrate with software tools and third-party applications.

NDIT in partnership with Deloitte, configured and developed the state's PSDS instance into a modernized digital portal using human centered design principles to provide a digital experience that is intuitive and easy to use.

By developing the ND Gateway on the PSDS low-code platform, NDIT was able to realize the benefit of acceleration of digital transformation.

Benefits of PSDS

The state's adoption of the PSDS platform will provide the following benefits:



- **Improved customer experience**
Provide faster, more convenient services, and support customers outside of government hours
- **Increased public trust**
Deliver services faster, provide transparency, and safeguard sensitive data
- **Streamlined operations**
Create workflows that help government employees work together and deliver services efficiently
- **Reduced citizen effort**
Provide an easy, personalized experience that improves citizen satisfaction
- **Proactive issue detection**
Use advanced analytics and event management to plan for and avoid disruptions
- **Faster service delivery**
Connect frontline personnel to the teams that can take action

Business Gateway Proof of Concept

The 1st digital experience implemented on the ND Gateway is a Proof of Concept (POC) for new business owners to engage with State Government. This was envisioned 17 years ago, due to an overarching need of a streamlined process for business owners and aspiring entrepreneurs to access information required to start a business in North Dakota. As a result, the Gateway reduced what previously took hours of research, phone calls and speculation, into a one stop shop to get detailed guidance, step by step of what is required to explore, start and grow their business in North Dakota.

A single online experience for exploring, starting and growing a business in North Dakota

Key Features of the Business Gateway POC

- **Business Interest Form:** Created a means for constituents to advise the state of their business idea!
- **Business Checklist:** Coordinated and aggregated disparate information from 5 primary agencies on what is required to start a business within the state of North Dakota, to result in an easy to personalize cohesive experience via the Business Checklist!
- **Starting a Business Form:** Digitized and optimized the Department of Commerce's "Starting a Business" web form by adding workflow to immediately connect constituents to resources at the Small Business Development Center and North Dakota of Commerce Community Development and Economic Development & Finance teams.

Benefits of the Business Gateway POC

Pro Business

Helping North Dakota businesses succeed.

Grow ND's Economy

Providing businesses easier access to funding and resource opportunities.

Increase Efficiency

Simplifying the way to conduct business with the state of North Dakota.

Features Survey

In 2022, over 250 North Dakota Businesses participated in a survey and reported their desires to make researching the starting of a business more feasible.

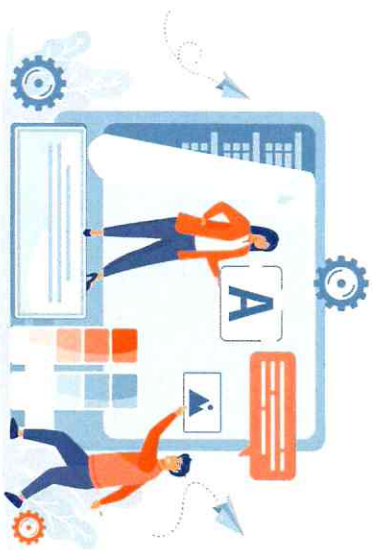
"Being sent reminders of things I should be aware of as a new or small business would save me time and lessen my stress."

"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."

"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."

NORTH DAKOTA BUSINESS FEATURE REQUESTS





Low-Code Application Development

What are Low-Code Application Platforms?

Low-code application platforms are development environments that allow the creation of software applications with minimal coding. These platforms provide a visual interface with drag-and-drop components, pre-built templates, and other “technology artifacts” to help streamline and speed up the development process.

While these platforms reduce the need for traditional coding, they do still allow for customizations through access to the underlying code.

Benefits of Low-Code:

Low-code platforms empower the acceleration of digital transformation while also keeping costs and complexity in check. They offer a range of benefits to transform how organizations build and deploy applications. Key advantages include:

- **Accelerated Development**
Drag-and-drop interfaces allow for reduced in coding effort
- **Cost Efficiency**
Minimized traditional coding efforts allows for a reduction in development and maintenance costs
- **Empowerment of Agency User Development**
Business users are enabled to build solutions, reducing dependency on IT.
- **Enhanced Agility & Scalability**
Help businesses quickly adapt to changing needs and scale solutions to accommodate growth and new business requirements
- **Reduced Technical Debt**
The visual nature of development encourages better design practices, resulting in more maintainable applications over time.
- **Security & Compliance**
Built-in security frameworks and governance features help ensure that applications adhere to compliance standards throughout their lifecycle

Low-Code at the State:

NDIT has standardized on two Low-code platforms, ServiceNow and Microsoft Power Platform. These platforms have become the technical platforms of choice for incoming application build projects within the State and therefore have been utilized for several builds over the past 4-5 years.

Most recently NDIT and/or partner vendors have collaborated with State agencies on the implementation of the following applications, which utilize one or both of the standardized platforms.

- ND Gateway
- HHS Best in Class
- DFI Banking Universe
- HHS Criminal Background Check
- HHS Recovery Housing Assistance Program

Low-code platforms aim to simplify development, reduce complexity and improve agility in responding to business needs

