



HOUSE APPROPRIATIONS COMMITTEE

MARCH 5TH, 2025
ROUGH RIDER ROOM

NORTH
Dakota

Be Legendary.

Information Technology

Introductions



Corey Mock

Chief Information Officer



Greg Hoffman

Deputy Chief Information Officer



Evonne Amundson

Chief Business Applications Officer



Kim Weis

Chief Data Officer



Craig Felchle

Chief Technology Officer



Shelly Miller

Chief of Staff



Chris Gergen

Interim Chief Information Security Officer



NDIT Vision and Mission

NDIT enables partners to provide the 'Best Government Experience' and strives to be a trusted business partner through frictionless technology and proactive services

North Dakota Information Technology

Defends
252,000+
People every day from
cyber attacks

Prevents
4.5 Billion+
Threats on STAGEnet
per year

Provides
ND Citizen Skills for
All Training
a pathway to a career
in technology

Supports
ND companies to provide
internet to unserved
/underserved citizens
by awarding **\$37M**
grant funds

WHAT WE DO



End to End Technology Services

Handling all technology, from supporting the tried and true, to finding innovative technology solutions for the future.



Whole-of-State Cybersecurity

Defending the data and services of all branches of government and the citizens they serve.



STAGEnet

Network backbone for governmental entities in the state.



PK20W

All North Dakota, Future Ready, Today. Every student. Every school. Cyber educated.



Education

Improve student and teacher outcomes in every North Dakota K12 school using SLDS and Learning Information Systems.



Program & Portfolios

Managing hundreds of millions of dollars of IT projects across government.

WHAT WE'RE PROUD OF

Strengthen Operational Rhythm – HB1398 (2023)

ND is the First State to require Cybersecurity and Computer Science credits for high school graduation.

Optimize Financial and Process Discipline - HHS MMIS Upgrade

Decreasing operational support costs, addressing security risk, and building more modern platforms that will support the MMIS system for the future.

Frictionless Experience - NDIT and ND Game and Fish win National Award

The Electronic posting project is a tool for landowners and hunters to identify posted lands digitally.



NDIT Teams

- **Applications Team-** The Applications Team at NDIT creates, supports, and improves the digital tools and programs—like health applications, websites, and document-sharing platforms—that help state employees get their work done. This team ensures these tools are reliable, user-friendly, and meet the needs of everyone who uses them.
- **Data Team-** The Data Team at NDIT helps make data useful and accessible for better decision-making across the state. They support tools like maps and geospatial data (GIS), analyze data for trends and insights, and use artificial intelligence to automate tasks and improve processes.
- **Technology Team-** The Technology Team at NDIT ensures the state's technology is innovative, secure, and efficient. They support public safety with tools like 911 system support and emergency communication, expand broadband access to connect communities, and manage the overall technology (hosting, computers, networks, collaboration products) that keep systems running smoothly. The Technology Team also leads the Enterprise Architecture practice, the solutioning and road-mapping team that strives to align business objectives with technology solutions.
- **Security Team-** The Security Team protects the state's data, systems, and critical services from cyber threats. They work closely with agencies to create security policies, identify risks, fix vulnerabilities, and monitor and respond to threats to ensure everything remains safe and secure.
- **Fiscal and Vendor Management Team-** The Fiscal and Vendor Management teams handle all the back-office support for procurement, budgeting, service fee creation and financial management of NDIT
- **Administrative Team-** The Administrative Team at NDIT is responsible for internal and external communications, human resource functions, training, education and outreach for technology solutions. They lead efforts on employee culture, engagement and succession planning.





Budget Breakdown

Internal Service Fund (ISF)

- **Definition:** ISFs are self-sustaining financial models used by government entities to deliver services to other agencies, with costs recovered through chargeback.

Pros

Creates a clear funding stream for maintaining and upgrading IT infrastructure.

Encourages efficiency in service delivery and resource allocation.

Promotes accountability by requiring agencies to pay for the services they use.

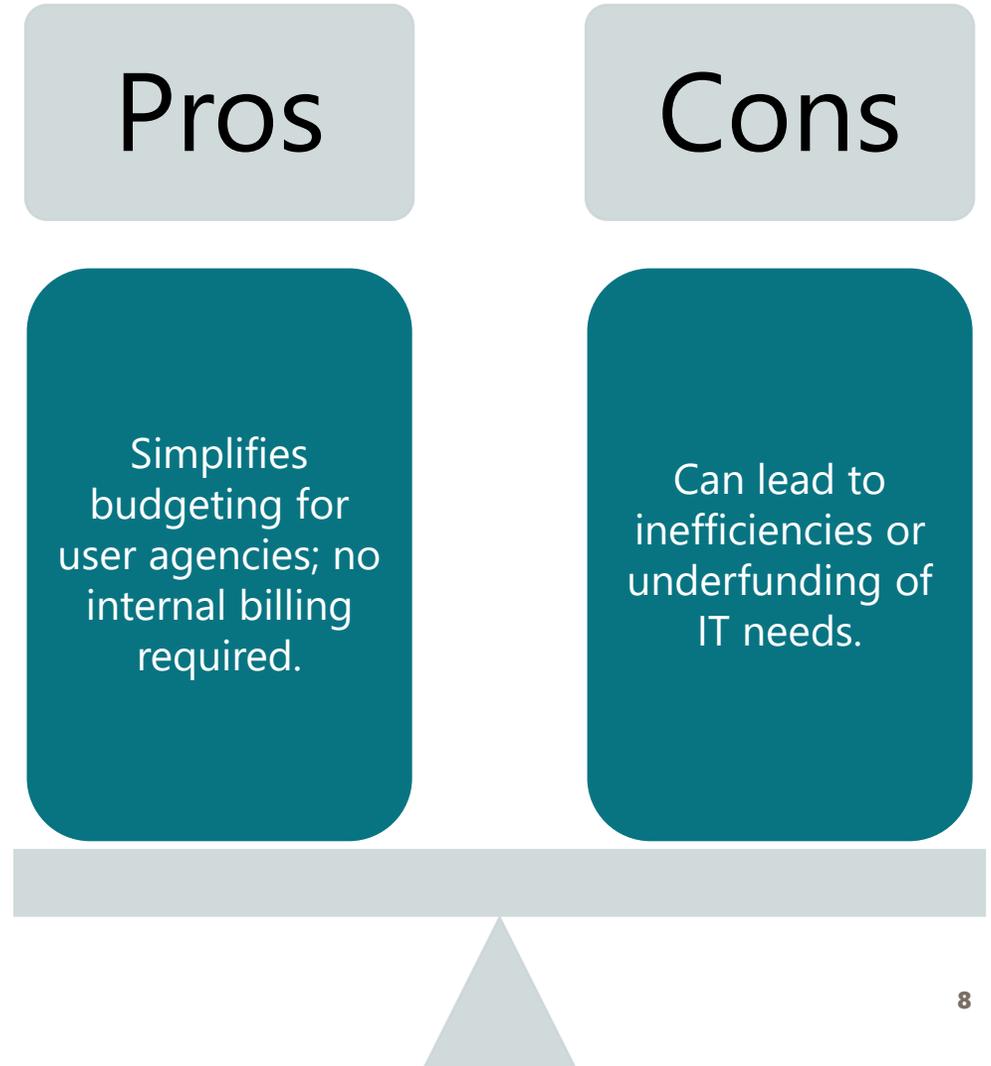
Cons

Requires robust billing and cost-tracking mechanisms.

Agencies may hesitate to use IT services if costs appear high compared to external options.

Alternative Models

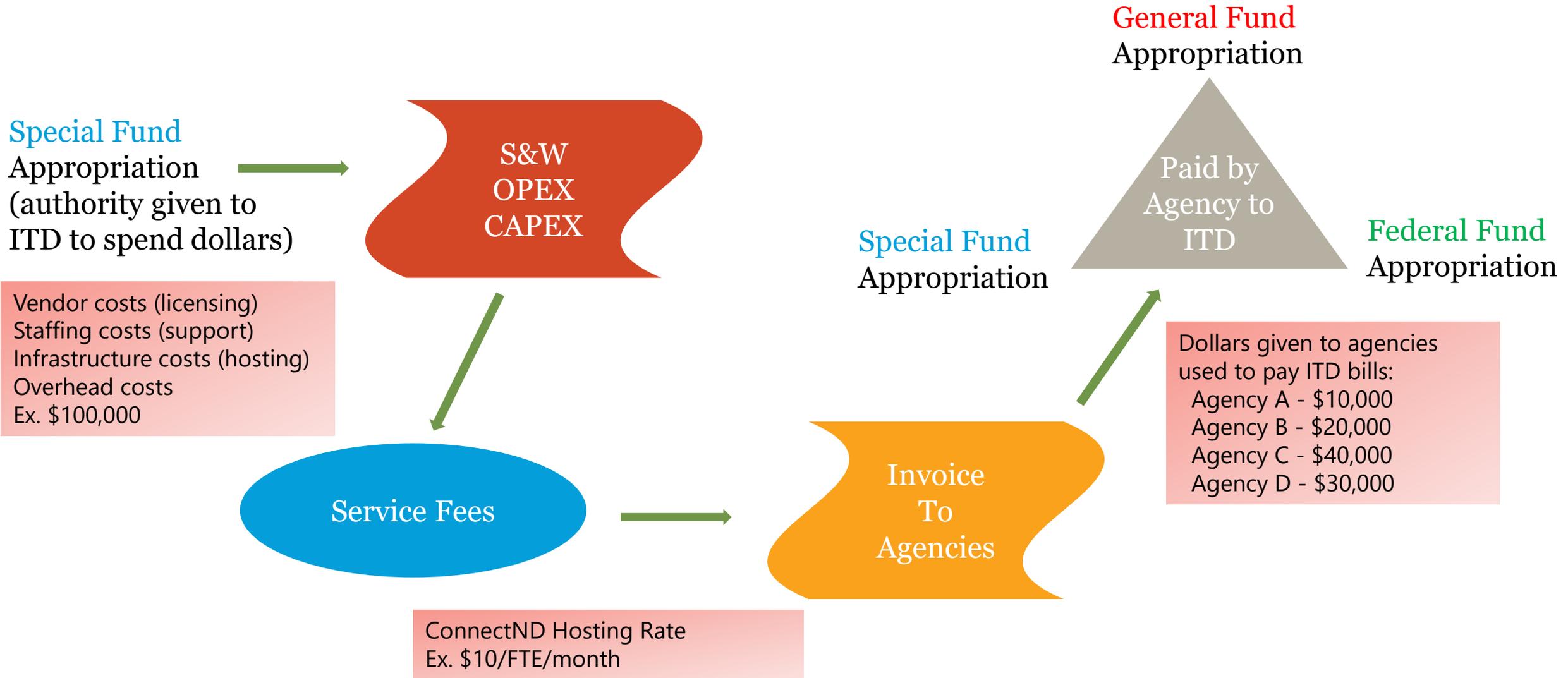
- **General Fund Allocation:** IT services are funded through appropriations from the state's general fund, often making them appear "free" to the receiving agency.
- **Hybrid Models:** Some states use a combination of ISFs and direct appropriations, where certain core services are funded through the general fund and other services operate as ISFs.



Service Fee Timeline



Appropriation & Chargeback Example



Service Fee Example – Legislative IT Committee

What would a service fee for this committee look like?



What happens if you are directed to have 10 meetings?

What if it were an hourly rate per member?

Where does the cost of creating your Legislative Management report go?

Assumptions:

- 6 meetings during an interim
- 11 committee members
- 1 citizen member
- 2 support staff

Staffing:

- Portion of salaries/benefits for nine committee members
- Travel costs for nine committee members
- Any direct training needed to serve on the committee

Operational:

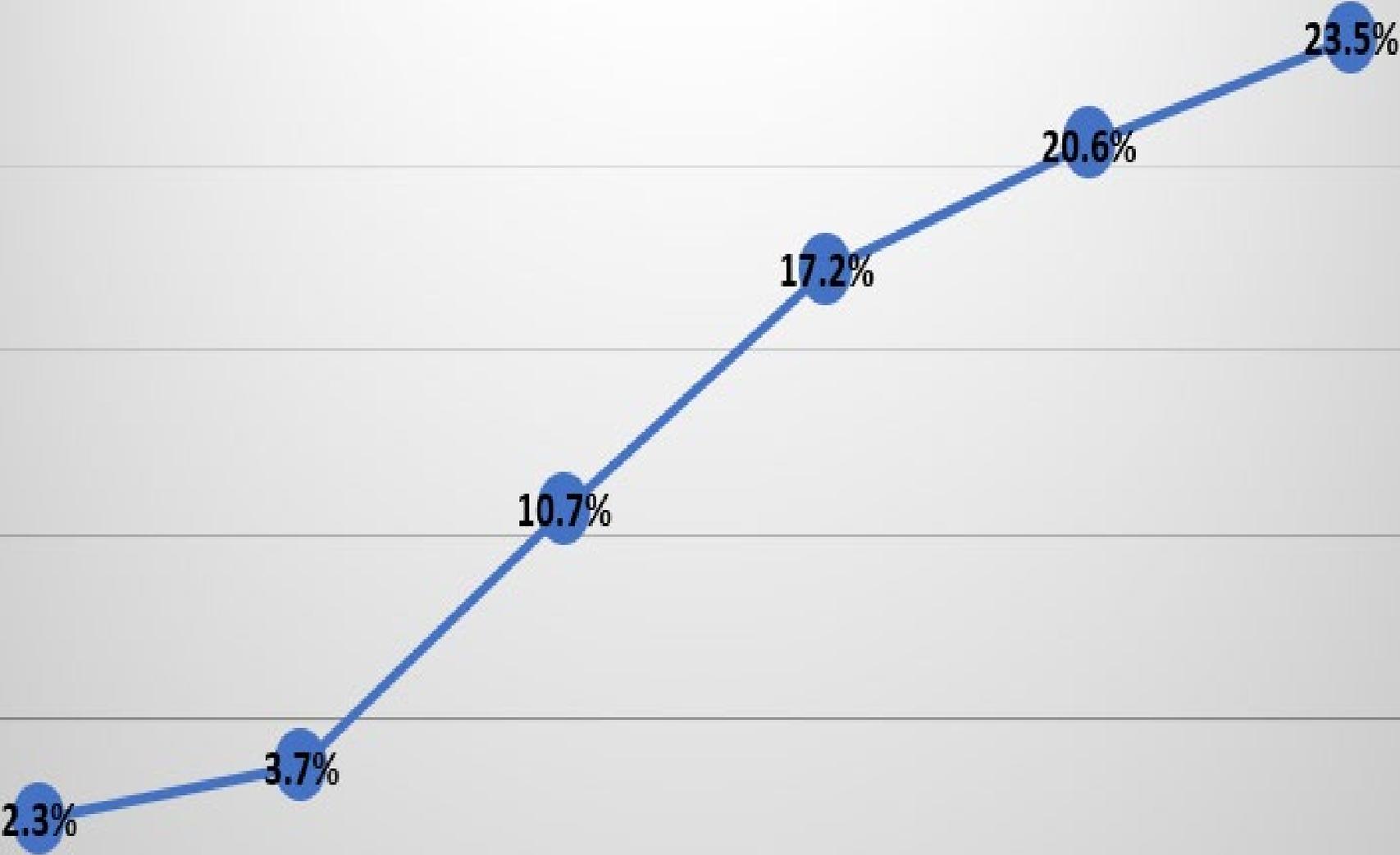
- Portion of contractor cost (CIO Mock)
- Portion of end user license costs (M365, Adobe, LC applications)
- Portion of end user equipment
- Cost of Harvest Room (includes technology within room)

Overhead:

- Portion of salaries/benefits for chairman/vice chairman (leadership)
- Portion of salaries/benefits for support staff

Billing metric could be a flat rate per meeting.

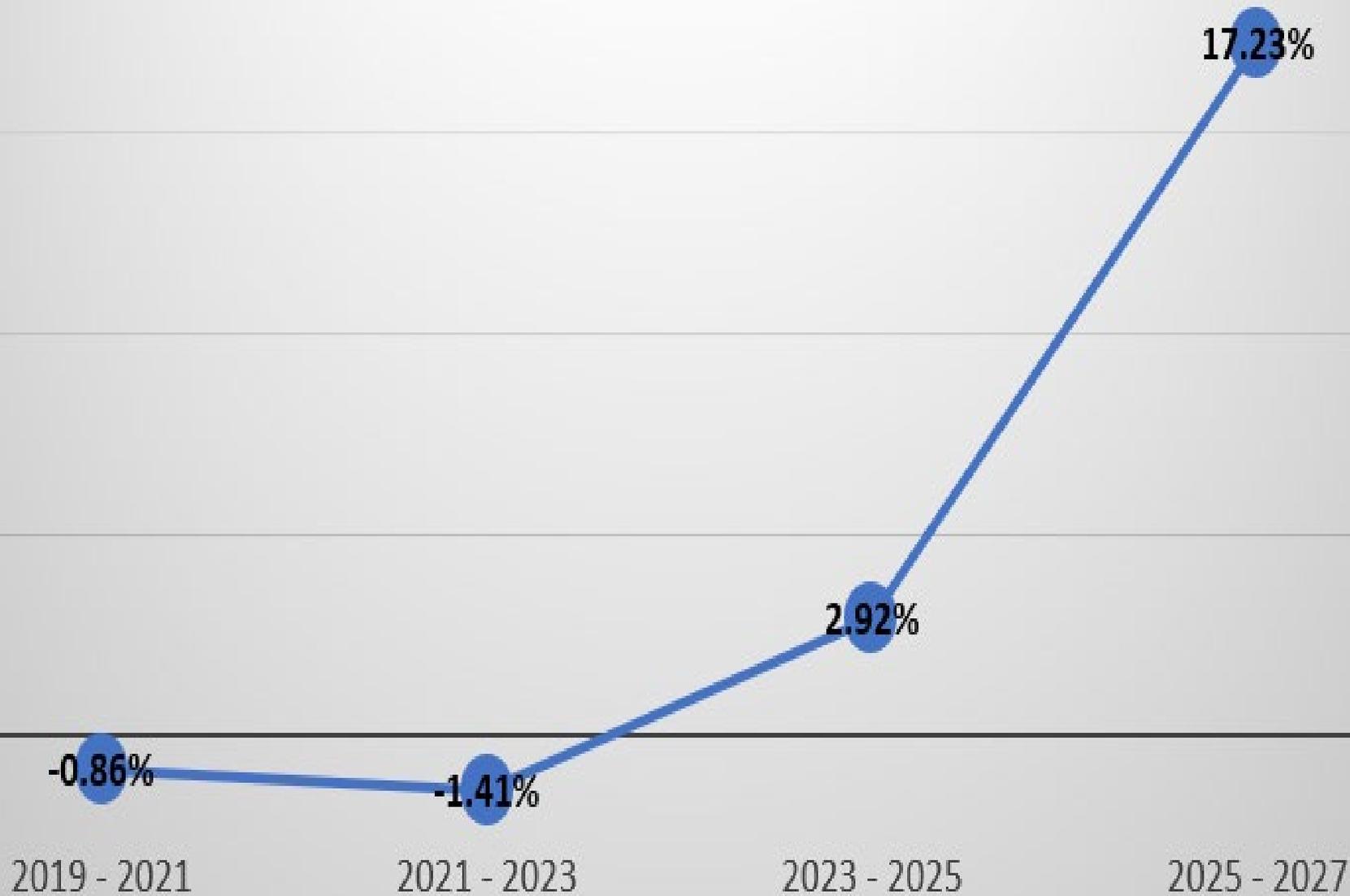
Accumulative Change in CPI (year over year)



Source:
[Consumer Price Index Data from 1913 to 2025](#)

JANUARY-20 JANUARY-21 JANUARY-22 JANUARY-23 JANUARY-24 JANUARY-25

Accumulative Change in NDIT rates



Rates set in April of 2018, 2020, 2022 and 2024 for next biennium services

Costs Absent From 2023-2025 Rates

- Current biennium rates do not include:
 - Equity Package
 - \$5.2M, including the 6/4% legislative increase
 - Would increase current rates by 10.2%
 - Legislative Increase of 6/4%
 - Rates only included a 3/3% increase
 - Approx. \$1M difference for the biennium
- Efforts to remediate critical security vulnerabilities
 - Unmanaged desktop apps
 - Apps unable to migrate to new hardware
- New technology proof of concepts
 - Artificial Intelligence
 - Robotic Process Automation
 - Low code/No Code platforms



Cost Reduction Considerations

- Request for Information (RFI) for Managed Voice Services:
 - Issued March 2024, only 2 qualifying responses one of which submitted a cost proposal
 - \$1.85M/yr. for just managed services (staffing)
 - NDIT staffing is \$675,000/year
- Multi-year contract to lock in pricing
- Transition costs to change vendors
 - Network Endpoint Hardware – 1,336 switches
 - Over 7,000 firewall rules would need to be redone
 - Desktop Hardware – 7,350 devices
- Changes to support agreements



Desktop Support Examples

- South Dakota

- January 2025 User Fee
- \$125.00 User/Month

User Fee: The user fee is assessed based on each domain account or user name used to sign on to a computer. This fee covers services provided by BIT including statewide technical support for hardware and software on workstations and networks, installation of hardware and software, operating system research and development, cloning or developing a standard workstation set-up, Parts Center services (including warranty repair), application deployment, hardware and software inventory, printer support, and file restores.

- ND Legislative Council (estimate)

- 3 Information Tech Specialists
- \$5,275 monthly salary (assumes mid-range)
- 141 Devices – Legislative Assembly
- 48 Devices – Legislative Council
- \$83.73 per device for support
 - $(3 * \$5275) / (141 + 48)$
 - Does not include benefits, operational costs, management costs
- NDIT support per device - \$62.00

Budget breakdown

NDIT 2023-2025 Total Budget Appropriation (July 2023)

Program	FTE	General Funds	Special Funds	Federal Funds	Total
NDIT Operations	468.0	\$ 23,312,324	214,962,865	4,011,967	\$ 242,287,156
Statewide Longitudinal Data System	3.0	5,082,678	-	500,000	5,582,678
EduTech	26.0	2,905,260	6,759,048	500,000	10,164,308
K-12 Network	4.0	6,272,610	90,000	-	6,362,610
Geographic Information System	1.0	1,142,213	-	65,679	1,207,892
Health Information Technology	4.0	2,000,000	6,742,111	-	8,742,111
Public Safety - (E911/SIRN)	1.0	1,858,240	16,543,229	-	18,401,469
Public Safety - (HB 1242)	0.0	-	20,000,000	80,000,000	100,000,000
Online Tax Portal Grant - (HB 1225)	0.0	300,000	-	-	300,000
IIJA Federal Funds	0.0	487,520	-	147,762,480	148,250,000
One-Time SIIF Funds	0.0	-	15,000,000	-	15,000,000
Total	507.0	\$ 43,360,845	\$ 280,097,253	\$ 232,840,126	\$ 556,298,224

Budget breakdown

NDIT 2023-2025 Budget Adjustments					
Program	FTE	General Funds	Special Funds	Federal Funds	Total
NDIT Operations	468.0	\$ (2,950,000)	(24,831,876)	(3,499,467)	\$ (31,281,343)
Statewide Longitudinal Data System	3.0	(1,075,000)	-	-	(1,075,000)
EduTech	26.0	-	-	-	-
K-12 Network	4.0	-	-	-	-
Geographic Information System	1.0	-	-	-	-
Health Information Technology	4.0	-	(3,000,000)	-	(3,000,000)
Public Safety - (E911/SIRN)	1.0	-	(20,000,000)	(80,000,000)	(100,000,000)
Public Safety - (HB 1242)	0.0	-	-	-	-
Online Tax Portal Grant - (HB 1225)	0.0	(300,000)	-	-	(300,000)
American Rescue Plan Act	0.0	-	-	-	-
IIJA Federal Funds	0.0	(487,520)	-	(147,762,480)	(148,250,000)
One-Time SIIF Funds	0.0	-	-	-	-
Equity & Retirement Additions		2,869,980	5,802,948	-	8,672,928
Total	507.0	\$ (1,942,540)	\$ (42,028,928)	\$ (231,261,947)	\$(275,233,415)

Budget breakdown

NDIT 2025-2027 Legislative Base Budget

Program	FTE	General Funds	Special Funds	Federal Funds	Total
NDIT Operations	468.0	\$ 23,825,903	210,453,888	512,500	\$ 234,792,291
Statewide Longitudinal Data System	3.0	4,125,661	-	500,000	4,625,661
EduTech	26.0	2,738,726	7,110,100	500,000	10,348,826
K-12 Network	4.0	5,825,668	90,000	-	5,915,668
Geographic Information System	1.0	1,044,107	-	65,679	1,109,786
Health Information Technology	4.0	2,000,000	3,822,725	-	5,822,725
Public Safety - (E911/SIRN)	1.0	1,858,240	16,591,612	-	18,449,852
Total	507.0	\$ 41,418,305	\$ 238,068,325	\$ 1,578,179	\$ 281,064,809

Budget breakdown

NDIT Decision Packages - 2025-2027 Biennium

Package	FTE	General Funds	Special Funds	Federal Funds	Total
#4 - Vulnerability Remediation	0.0	\$ -	\$ 3,042,960	\$ -	\$ 3,042,960
#5 - Public Safety	6.0	\$ 209,520	\$ 1,968,491	\$ -	\$ 2,178,011
#6 - Vendor Toolset Increases	0.0	\$ 5,133,174	\$ 265,447	\$ -	\$ 5,398,621
#8 - Continuing Appropriations	0.0	\$ -	\$ (99,168,477)	\$ -	\$ (99,168,477)
#11 - Inflationary Increases	0.0	\$ 2,841,715	\$ (1)	\$ -	\$ 2,841,714
#12 - Health Information Program	0.0	\$ -	\$ 8,182,968	\$ -	\$ 8,182,968
#14 - EduTech Program Funding	0.0	\$ -	\$ 411,793	\$ -	\$ 411,793
#15 - Data Center Infrastructure	0.0	\$ -	\$ 1,719,061	\$ -	\$ 1,719,061
Total Budget Changes	6.0	\$ 8,184,409	\$ (83,577,758)	\$ -	\$ (75,393,349)

Contains One Time SIIF Funds

Budget breakdown

NDIT 2025-2027 Senate Changes to Legislative Base					
Program	FTE	General Funds	Special Funds	Federal Funds	Total
NDIT Operations	468.0	\$ 10,500,508	(85,138,855)	(512,500)	\$ (75,150,847)
Statewide Longitudinal Data System	3.0	(4,904)	-	(500,000)	(504,904)
EduTech	26.0	(8,174)	203,515	(500,000)	(304,659)
K-12 Network	4.0	1,002,665	(90,000)	-	912,665
Geographic Information System	1.0	113,836	-	(65,679)	48,157
Health Information Technology	4.0	(1,356,779)	6,285,296	-	4,928,517
Public Safety - (E911/SIRN)	3.0	209,520	(2,445,835)	-	(2,236,315)
Total	509.0	\$ 10,456,672	\$ (81,185,879)	\$ (1,578,179)	\$ (72,307,386)

NDIT 2025-2027 Senate Budget					
Program	FTE	General Funds	Special Funds	Federal Funds	Total
NDIT Operations	468.0	\$ 34,326,411	125,315,033	-	\$ 159,641,444
Statewide Longitudinal Data System	3.0	4,120,757	-	-	4,120,757
EduTech	26.0	2,730,552	7,313,615	-	10,044,167
K-12 Network	4.0	6,828,333	-	-	6,828,333
Geographic Information System	1.0	1,157,943	-	-	1,157,943
Health Information Technology	4.0	643,221	10,108,021	-	10,751,242
Public Safety - (E911/SIRN)	3.0	2,067,760	14,145,777	-	16,213,537
Total	509.0	\$ 51,874,977	\$ 156,882,446	\$ -	\$ 208,757,423



Appendix

Acronyms and Definitions

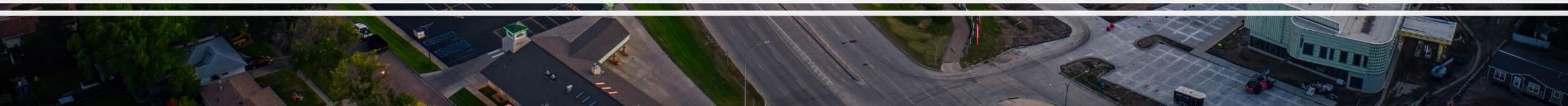
- **BAND** - Broadband Association of ND
- **Data governance** is the process of ensuring that data is accurate, secure, and used responsibly. It involves setting rules and responsibilities so everyone knows how to handle data properly and how to protect it.
- **EA** - Enterprise Architecture- the process by which organizations standardize, organize and develop roadmaps for IT infrastructure and applications to align with and facilitate the achievement of business goals and objectives.
- **Low Code**- is a software development approach that requires minimal hard-coding, allowing users to create applications and workflows through visual interfaces, drag-and-drop components, and pre-built templates. It is designed to simplify and speed up the development process, making it accessible to both professional developers and non-technical users (often referred to as "citizen developers").
- **SIRN** - Statewide Interoperable Radio Network
- **SLDS** - Statewide Longitudinal Data System
- **TBP** - Technology Business Partner knows the customer, their business, their technology, where they want to go and what is coming over the horizon.
- **Tech Debt**-happens when quick fixes or older systems are used instead of long-term, efficient solutions. While these choices might save time or money upfront, they eventually lead to more maintenance, slower systems, and higher costs to fix or replace.

Geospatial Acronyms and Definitions

- **Geospatial** - catch-all term for range of tools used for mapping and analysis
- **GIS** - Geographic Information Systems (e.g., the GIS Hub)
- **SGC** - State Geospatial Committee
- **Next Generation 911** - internet-based 911 system that requires GIS layers such as address points and emergency service boundaries
- **NDIT** - ND Information Technology
- **NDGF** - ND Game and Fish
- **NDDDES** - ND Department of Emergency Services
- **Web services** - internet-based delivery of data
- **Parcel** - property boundary with associated information such as landowner



Major IT Focus Areas Overview



Major IT Focus Areas

- Digital Experience (Gateway work)- Evonne Amundson, CBAO
- Statewide Data Strategy (Lighthouse work)- Kim Weis, CDO
- SLDS- Tracy Korsmo, SLDS Program Manager
- GIS- Bob Nutsch, Geospatial Program Manager
- HIN- Shila Blend, NDHIN Coordinator
- EduTech- John Gieser, K12 IT Strategist
- Vulnerability work- Chris Gergen, Director of Cybersecurity
- Enterprise Digitization and Modernization- Craig Felchle, CTO
- SIRN- Craig Felchle, CTO
- BEAD- Craig Felchle, CTO

A photograph of a call center or customer service center. Several employees are seated at desks, each with a computer monitor and wearing a headset. They appear to be focused on their work. The background shows a modern office setting with large windows and a brick wall. The text "Digital Experience (Formerly known as Gateway)" is overlaid in white on a dark horizontal band across the middle of the image.

Digital Experience (Formerly known as Gateway)

Program Objectives | *Goals*



Clear Directions

Provide business users with clear direction on the actions they need to take when starting a business, maintaining a business, remaining in compliance with state regulations, and closing a business



Digitize Data

Digitize the collection of business-related data that can be used by the Gateway and across participating agencies to further enable digital services, growth, compliance, and fraud prevention



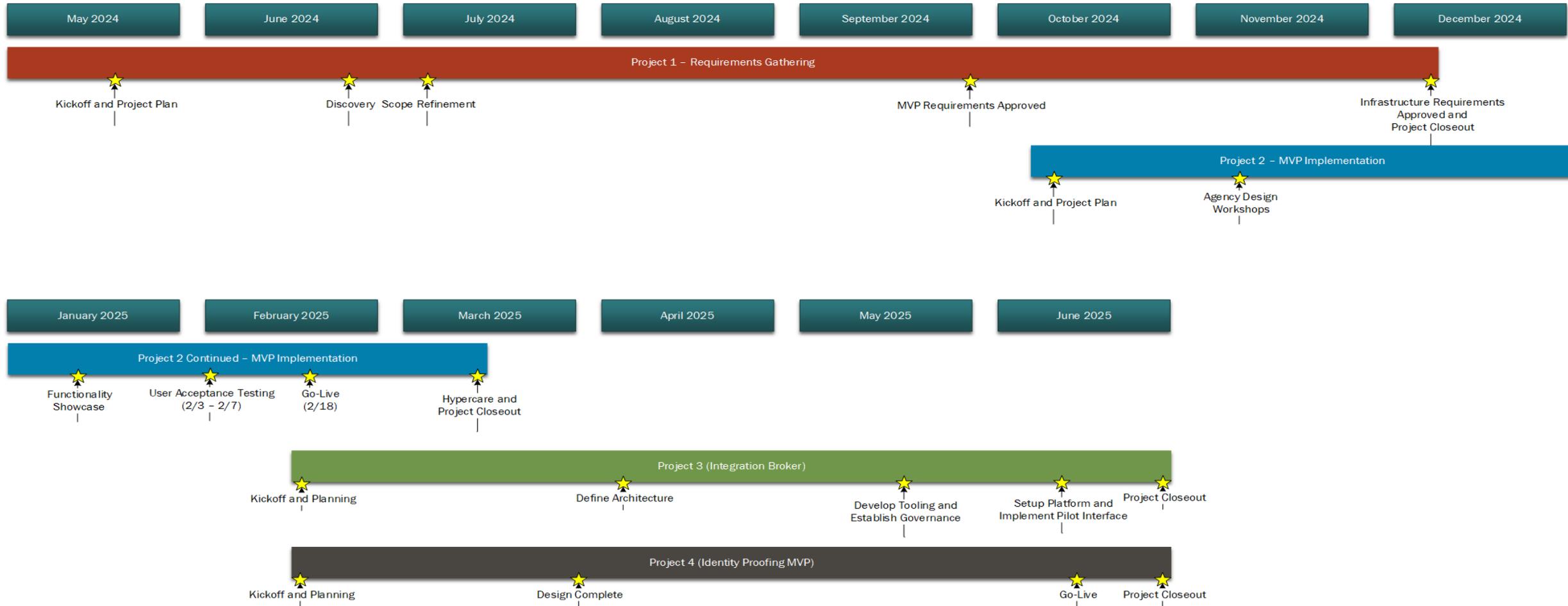
Provide Guidance

Guide users and encourage them to take advantage of available services, help businesses remain compliant with registration, reporting requirements, drive accuracy, auditability and begin to reduce the number of access points businesses rely on today and wrap it in a modern, friendly user interface.

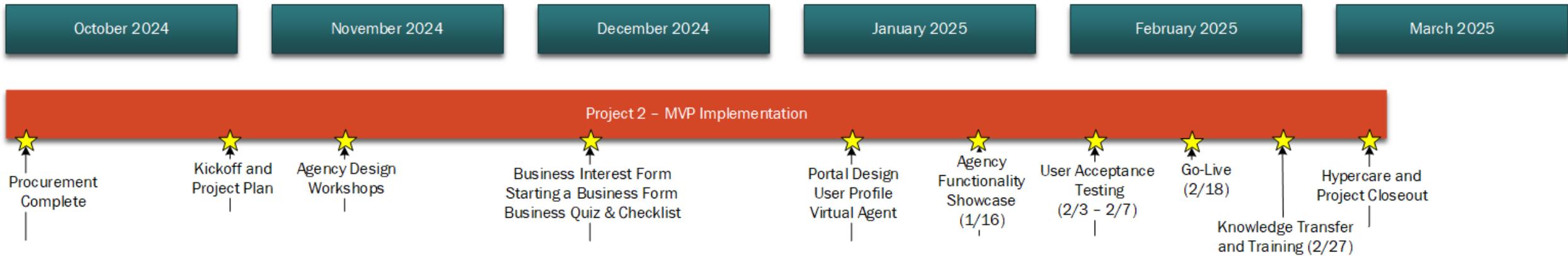


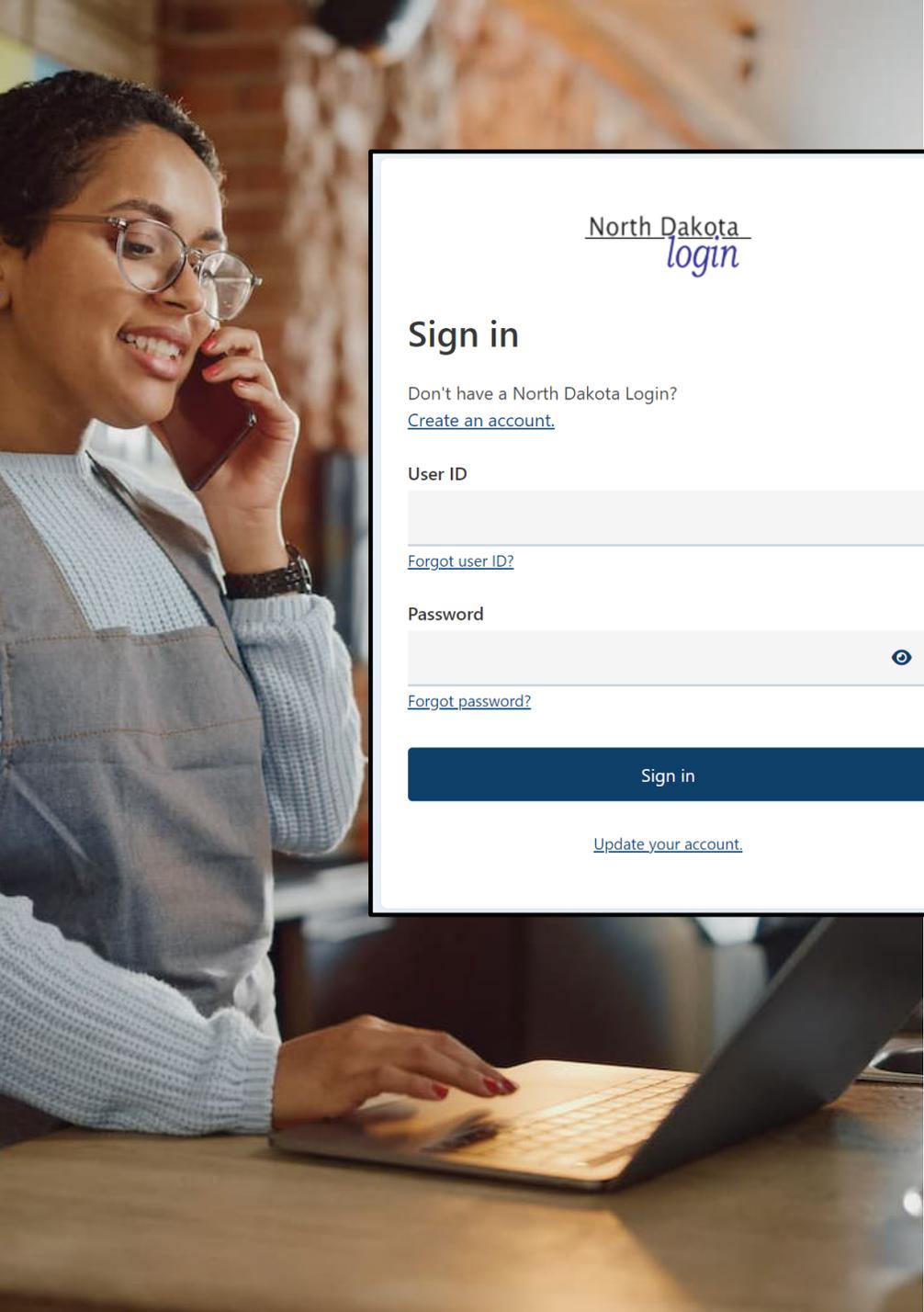
North Dakota Digital Experience

Digital Experience – Timeline



Project 2 Timeline





North Dakota
login

Sign in

Don't have a North Dakota Login?
[Create an account.](#)

User ID

[Forgot user ID?](#)

Password

[Forgot password?](#)

Sign in

[Update your account.](#)

Single Sign On (SSO)

SSO to be completed in Phase 2, but subsequent phases will need to incorporate it.

ND Login

The Gateway will integrate with the existing North Dakota Login functionality, eliminating the need for users to create new registration credentials and helps to achieve the program goal of reducing the need for duplicative identities across State systems. This will improve ease of access and best position the Gateway to continue onboarding additional partner agencies and services.

Single Sign On (SSO)

Users benefit from not having to remember multiple passwords for different services. With a single set of credentials, they can access a variety of governmental and associated services.

Compliance Ease

Integrating with North Dakota's login system ensures that the application is in compliance with the State's regulations regarding data security and privacy, having already been designed to meet these standards.

Enhanced Trust and Credibility

Using a state's login system can increase the perceived reliability and credibility of the service, as users often trust governmental systems for security and data protection.

Increased User Adoption

The trust factor can lead to higher adoption rates among users, as they feel more confident in the security and integrity of the service.



Need guidance?

Our powerful customized checklist tool will guide you on your journey as a business in North Dakota

[GET MY CUSTOM CHECKLIST NOW >](#)

Your business checklist

3/5 STEPS COMPLETED

Get a personalized business checklist

[START NOW >](#)

Time to Complete: 9-10 minutes

Everything you need to be a confident business owner!

In less than ten minutes, you'll have a powerful customized checklist that will cut through the confusion and guide you through being a business owner in North Dakota

What you'll get

- Step-by-step instructions
- Links to the forms you need
- Contact information for help from real people

Can I save my checklist?

YES - simply create an account (it's free) and you can email, print, and share your checklist however you choose.

[Create an account / log in](#)

[START NOW >](#)



Establishing a North Dakota Business

The **web tool will initially act as a digital Green Book** and continue to expand as the Gateway program matures. Clear structured guidance empowers new entrepreneurs and large businesses to take confident steps towards establishing new businesses, operating those businesses, and remaining compliant over time.

Personalized Guidance *The tool provides customized guidance based on specific responses of the user, keeping information relevant to their unique business and needs*

Streamlined Process *By guiding users through a series of conditional questions, the tool streamlines the process of understanding state and department-specific requirements*

Centralized Resource *Acts as a one-stop resource for the information needed to establish a new business, consolidating data that might otherwise be scattered across various websites*

Enhanced User Experience *A well-designed web tool offers an intuitive and user-friendly interface, making information accessible to include those individuals with limited technical skills or business acumen*

Scalable *The tool can accommodate a wide range of business types and sizes, from sole proprietorships to large enterprises*

Adaptable *Once implemented the tool can be continuously updated with new information and features, it can grow with the evolving needs of businesses and regulatory changes*

Business Profile *The information entered in the tool serves as the foundation for the user's Business Profile*



My Dashboard **Design is currently being finalized*

This feature enhances departmental engagement by linking Gateway users to resources and services previously unknown to them, thereby boosting adoption and participation in services and programs.

Serving as the hub for logged in Gateway users, the My Dashboard section provides the following benefits:

Task and Activity Overview A list or summary of pending tasks, To-Do items, and recent activities to help users manage their business' efficiently

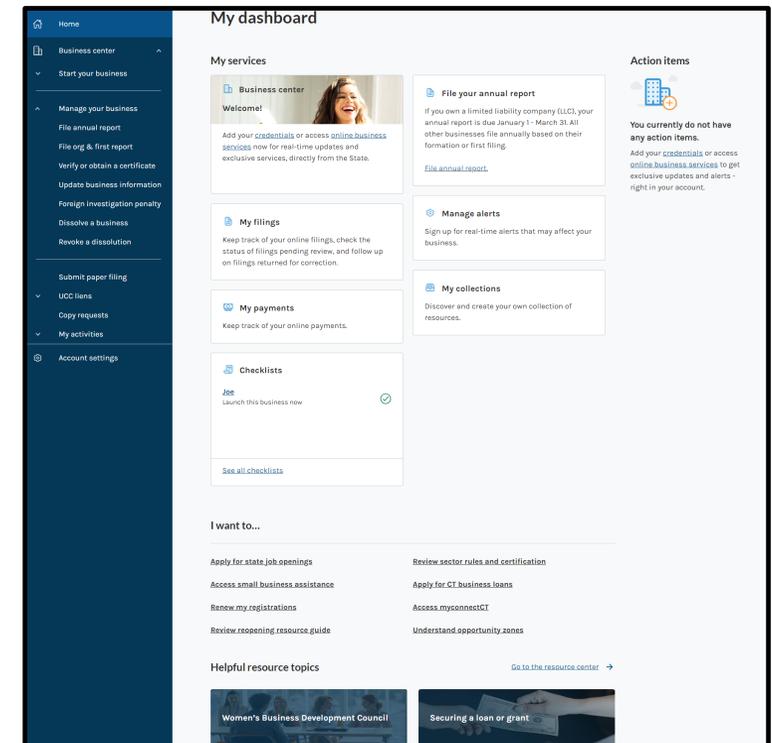
Calendar An integrated calendar displaying upcoming events, deadlines, and important dates to help users remain current and compliant

My Services Information regarding department-specific services currently being used by the logged in user's business

Frequently Used Tools Shortcuts to the most used applications, documents, and resources

Helpful Articles List of most popular knowledge articles

Document Repository A centralized location for storing and accessing documents



Other Applications Using Digital Platform

■ In Production

- QSP (Qualified Service Provider) Enrollment
 - Reduced time to enroll, currently 11 days
- ND Rent Help
 - Helped over 30,000 renters, 14,666 of those households have children 18 or younger
- ND Homeowner's Assistance Fund
 - Assisted nearly 6,000 ND Homeowners
- ND Housing Stability Fund
 - Individualized Case Management for ND households and housing providers
- Best In Class
 - Implemented in 6 weeks

■ Future Projects

- DFI Enhancements
- HHS Background Checks
- Best In Class Enhancements



Statewide Data Strategy

The image features a person's hands typing on a laptop keyboard. The scene is overlaid with several semi-transparent icons representing data and technology, including a document with a checkmark, a bar chart, a person icon, a document with a key, and a document with a checkmark. The background is a blurred office setting with bookshelves.

Why does data matter?

- Investing in data allows us to
 - Deliver better, more effective services for our citizens
 - Save taxpayer dollars through cost savings and efficiencies
 - Drive accountability and transparency
 - Shift from reactive government to proactive, better preparing for future challenges

What are we hearing from state agencies?

*Key data challenges
and pain points...*



- Staffing/resource constraints
- Data siloes
- Aging technologies (i.e., tech debt)
- No central data catalog/inventory
- Reliance on institutional knowledge
- Manual processes
- Massive amounts of data
- Data is undocumented
- Lack of trust, leading to redundant efforts
- Challenges in sharing/accessing available data

North Dakota Statewide Data Strategy (implemented through the Lighthouse Program)

**Harness the value of data to help
North Dakota *thrive*.**



**Better
government
data & insights**



**Better
government
decisions & actions**



**Better
citizen & community
outcomes**

Key Outcomes by Year

- Year 1** Establish foundations and strengthen statewide collaboration
- Year 2** Facilitate agency-level adoption and expand into more transformational projects and initiatives.
- Year 3** Continue transformation efforts, maintain momentum, and sustain stakeholder and agency adoption.

North Dakota Statewide Data Strategy

- Budget of \$4.89M
 - Phase 1 completed in April 2024: Development of statewide data strategy and implementation roadmap
 - Phase 2 kicked off in April 2024 and currently underway: Implementation of data strategy through June 2025

Data Strategy Roadmap Implementation



Key Accomplishments in 2023-2024

Strategy Rollout and Agency Collaboration

Building agency awareness and plans for adoption

- Conducted roadshows with various state agencies to promote the statewide data strategy
- Developed a comprehensive strategy report to help agencies create their own plans and tailored initiatives
- Refined the NDIT Data Division's organizational structure to better align with and support the state's data needs

Statewide Data Governance Program

Establishing the overarching program that directs data management and use practices

- Defined a statewide data governance operating model and Concept of Operations, outlining the structure, roles, and responsibilities
- Established the Statewide Data Governance Council to advise the State on formalizing a data governance program
- Initiated the Tactical Data Governance and Stewardship working group to address agency-specific governance needs
- Developed the initial release of the Tactical Data Governance Toolkit, providing resources such as accelerators and guides to help agencies implement key data governance actions

Data Catalog

Determining requirements and approach for implementation

- Defined requirements for a statewide data catalog, including business, functional, technical, and vendor services specifications

Data Literacy

Providing a statewide data skills and literacy curriculum

- Defined data literacy learning paths for three data personas and an AI learning path to build skills/knowledge in AI

Modern Data Platform

Reimagining the current COVID data lake, creating a solution that is valuable to all agencies

- Reviewed the current data lake implementation and proposed architectural enhancements.
- Conducted testing for the Data Exploration Zone
- Created an onboarding framework for agencies to start using the data lake solution

Analytic Proof of Concept

Exploring ways to join data from different agency sources, creating opportunities for greater diagnostic and predictive insights

- Conducted use case scoping and discovery with the Department of Commerce
- Developed the MVP version of the State Data Hub POC dashboards

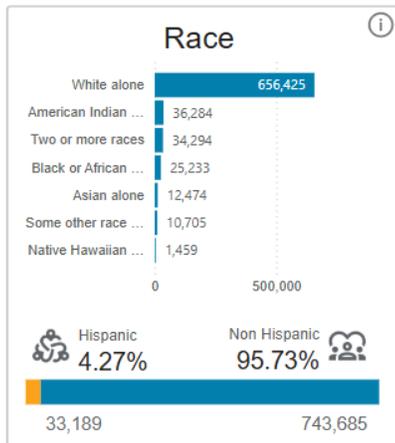
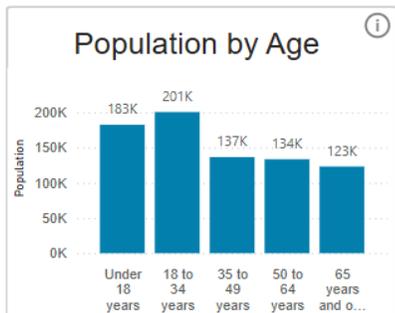
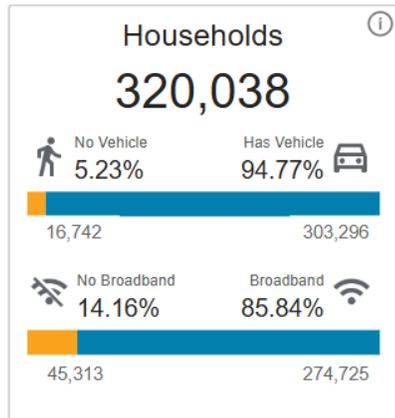
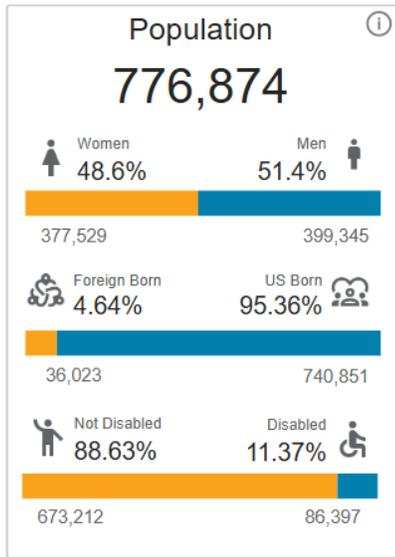
State Data Hub

Demographics

Housing

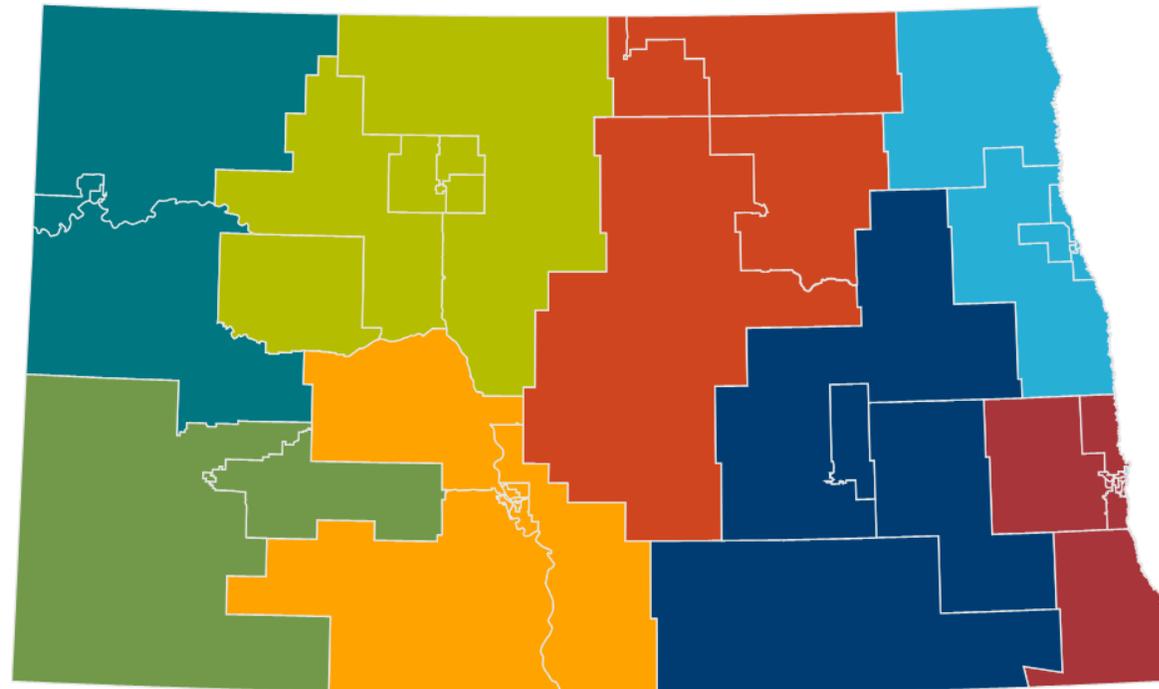
Workforce

Economics



Select District to View

All ▼



What is happening with AI in North Dakota?

NDIT wants to support the vision of AI-enabled Agencies throughout ND but is also committed to doing it in a controlled and considerate fashion that appropriately considers **data privacy, risk management, ROI realization,** and **organizational and workforce readiness.**

AI is not new to the State and has been in use in government in a variety of ways, but in the last two years, the explosion of GenAI and new technologies and capabilities has provided new focus, opportunities, and oversight/governance considerations.

Consideration	Action	Status	Overview
Policy and Oversight	Statewide AI Policy and Guidance Release	Released <i>Early 2024</i>	A first step was establishing an overarching policy The policy's initial focus and supporting guidance is on directing responsible use of commercial tools (e.g., ChatGPT)
Productivity and Efficiency Tools	Microsoft Copilot Release	In Progress <i>Release – Q1 2025*</i>	Publicly available tools (i.e., ChatGPT) currently in use by many Team ND members to enhance productivity M365 Copilot technical configuration and technical pilot underway in January 2025, with Agency pilot to follow in Q1
Workforce Engagement	Data and AI Literacy and Training Supports	In Progress <i>Early Q1 2025</i>	We are curating AI and data literacy learning paths and also developing custom guidance and materials to support building awareness and workforce skills in engaging with AI Consideration for both end-users and technical personas are in the planning
Operationalize AI	Custom AI Products and Targeted Solutions	Started	Underway/Complete <ul style="list-style-type: none"> An initial Chatbot pilot has been developed with Commerce Preliminary use cases were collected this summer Upcoming <ul style="list-style-type: none"> Prioritization and risk evaluation framework Broader agency use case collection and analysis Selection and development of additional pilots Exploration of commercial AI solutions to address particular organizational needs

What is to come in 2025 and beyond?



Building North Dakota's 'Data Muscle'

Completion of Year 1 activities & Year 2 planning/ implementation



Agency Empowerment

Empowering Agency data literacy, maturity and capabilities



Data in Action

Onboarding and supporting new analytic use cases



SLDS

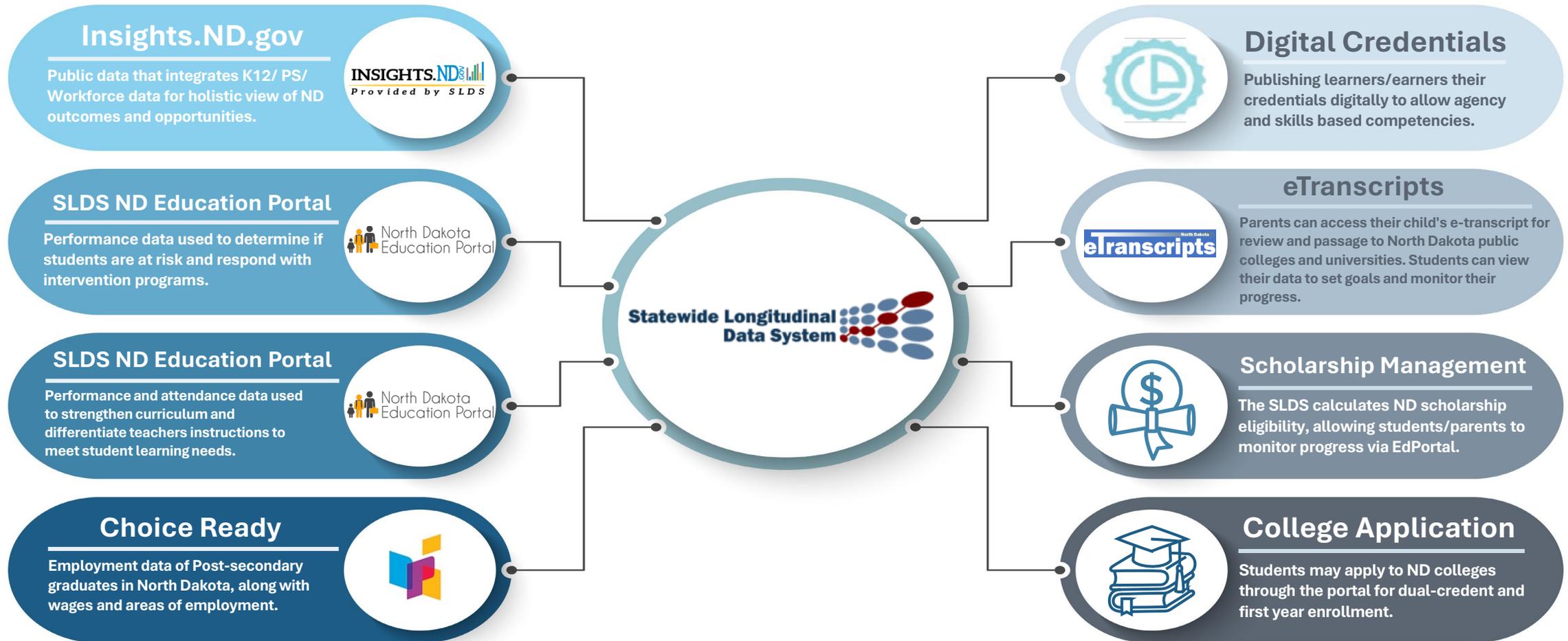


What is the Statewide Longitudinal Data System

- The Statewide Longitudinal Data System (SLDS) leverages stakeholders and partners of education, training, and employment programs to create a system which provides data and services to support the research and evaluation of programs to improve the outcomes of individuals provided service.
- The SLDS is a series of secured data warehouses comprised of historical **education** and **workforce training data**. The objective of the SLDS is to provide data on the outcomes of ND education and workforce training programs.
- <https://www.slds.nd.gov/>



What is the Statewide Longitudinal Data System



Geospatial

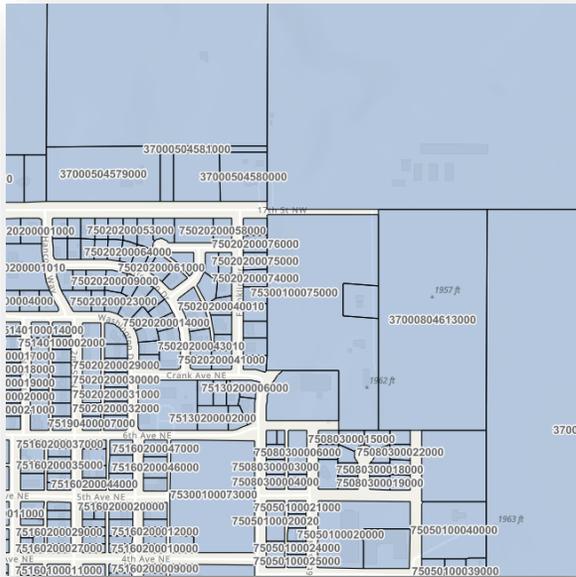


Geospatial Program

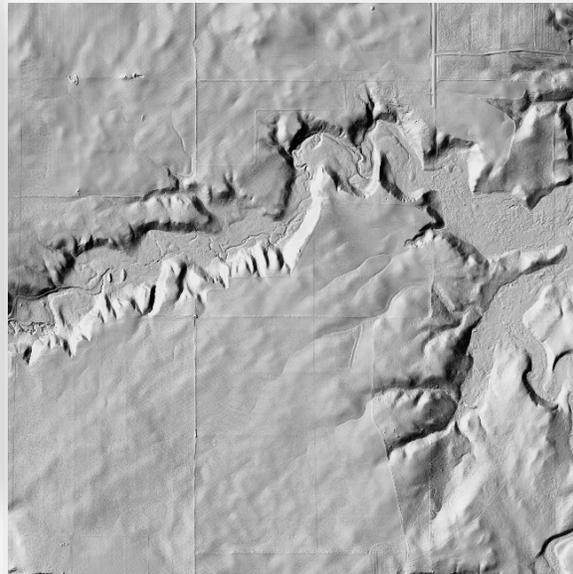
- The North Dakota Geospatial Program **reduces barriers** to the utilization of geospatial technology and geospatial data. This in turn, provides state agencies the opportunity for greater collaboration with other agencies, for more efficient **data-driven decisions**, and for improved **delivery of services** to other levels of government and to the citizens of North Dakota.
- The core of the State Geospatial Program is the GIS Hub which leverages the State's existing data and infrastructure to support state agency business processes including systems such as the **North Dakota Parcel Program**, the **Game and Fish Electronic Posting**, and **Next Generation 9-1-1**.

Geospatial Data Examples

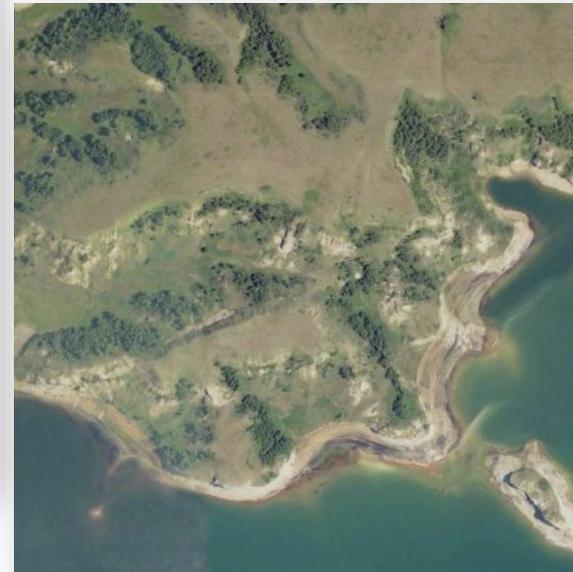
Parcel Boundaries
(Counties & NDIT)



Elevation
(DWR & Partners)



Imagery
(USDA)



Landslides & Geology
(Geological Survey)

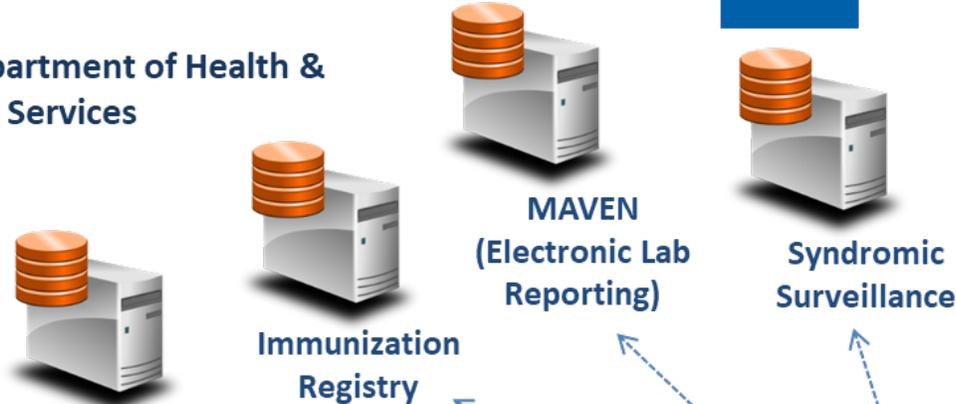


North Dakota Health Information Network (NDHIN)



How NDHIN Works

ND Department of Health & Human Services



Advanced Healthcare Directives Registry

Community Health Centers



47 CAH & Tertiary Hospitals



200+ Ambulatory Points of Care



Local PH Units



86 Pharmacies

Direct Secure Messaging
≈100K Messages Per Month



5,560 Active Clinical Portal User Accounts



VA/SSA/DoD

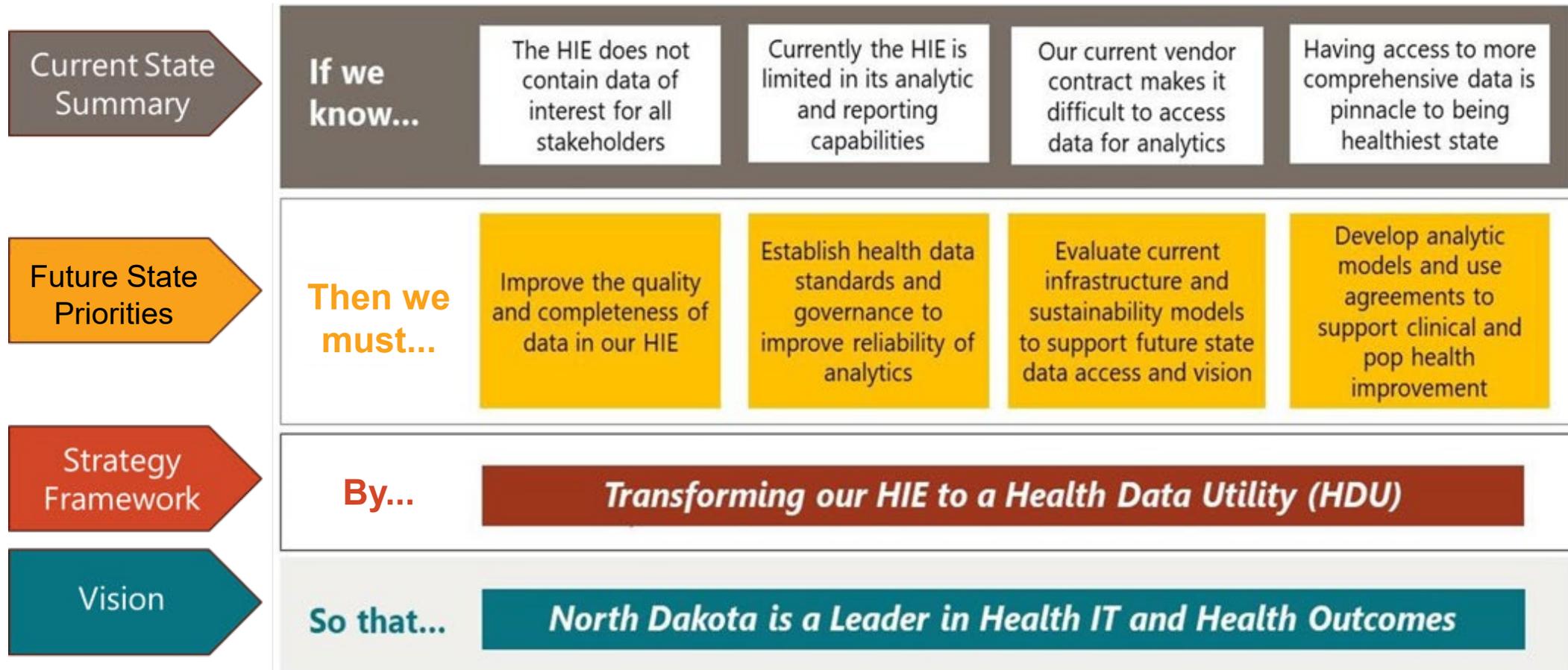
North Dakota PDMP

Medicines Viewer

Payers Medicaid

Data Submission

Future Target State

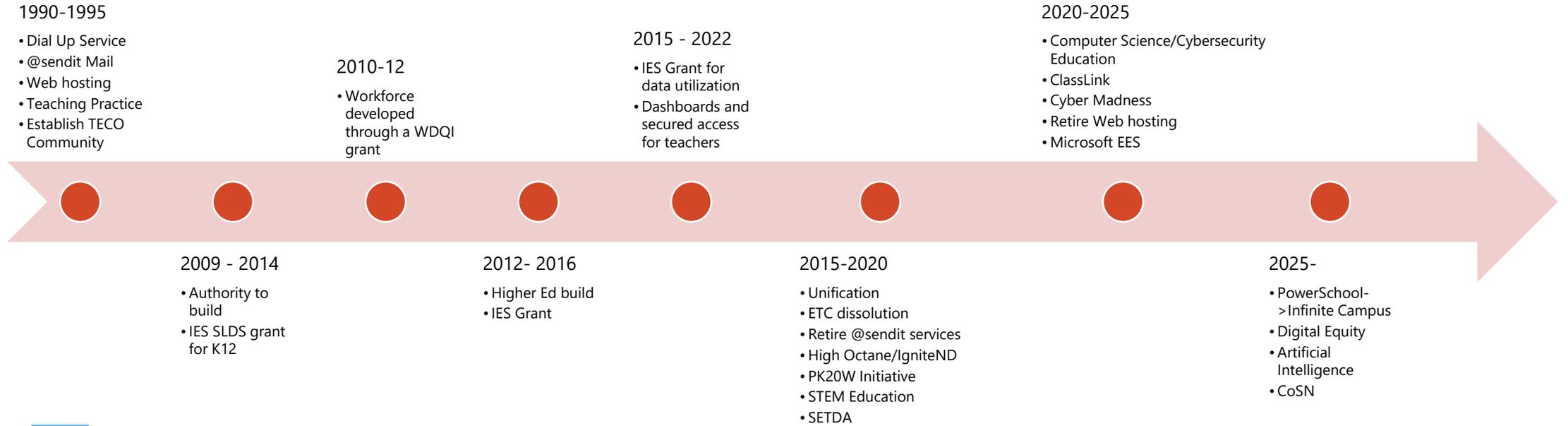




EduTech



Overview of EduTech



*Improve Capacity and Equity
Reduce Technology Effort Required of K12 IT
Leaders, Staff, Educators, and Students*

Snapshot of Now and The Future

Professional Outreach

- 199 Topics
- 731 Engagements
- 11,700 attendees
- E-rate
 - State Application/STAGEnet
 - \$6.7M to schools
- Skills for All
- Student Data User Group
- IgniteND Conference
- Cyber Madness
- Technology Showcase



Technical Services

- Identity Management
- Microsoft 365
- Microsoft EES Agreements
- ClassLink
 - 87 Districts
 - These cover 73% of students

Into the Future

- Artificial Intelligence
- Infinite Campus
- Training Management Application

Community and Leadership

- Technology Coordinator Forum
- Statewide K12 Technology Town Hall
- SETDA
- CoSN
- PK20W



Vulnerability Remediation



Funding



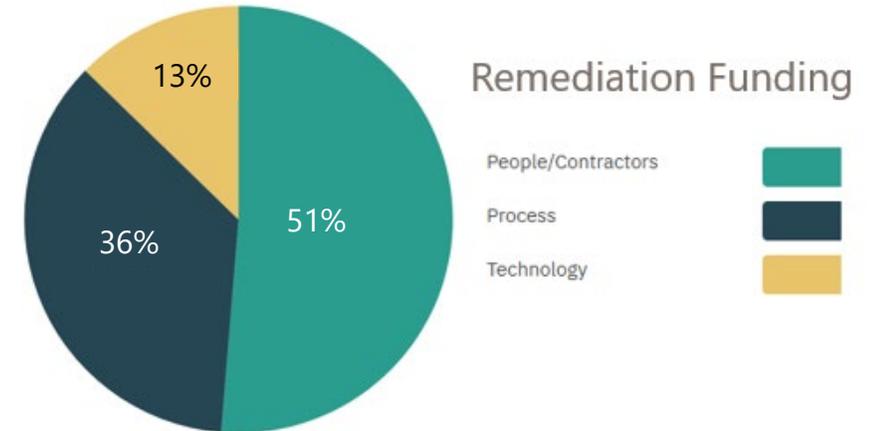
Vulnerability Remediation

Last Biennium NDIT was appropriated \$1 million dollars to reduce vulnerabilities. There were three areas where this funding was used. People, Process, and Technology

People – Engaged contractor resources to patch vulnerabilities in applications developed or maintained by NDIT for our agency customers.

Process – Partnered with Guidehouse to continue enhancing the state’s vulnerability management program.

Technology – Identified and procured technologies designed to accelerate the remediation of vulnerabilities.



Progress and Challenges



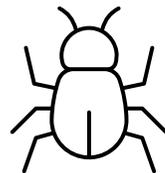
Vulnerabilities

A vulnerability is a weakness, flaw, or shortcoming in a system, infrastructure, database, software, process, or set of controls that can be exploited by a threat actor.



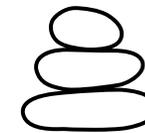
Progress

596k system vulnerabilities patched in 2024



326 application vulnerabilities remediated

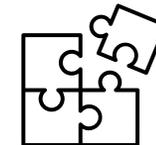
Challenges



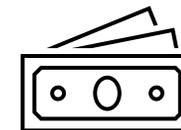
40,000 new and unique vulnerabilities published in 2024



Legacy technology (tech debt) complicates remediation efforts



Third-party software we don't control



Some agencies lack funding for updating applications or hardware

Vulnerability Program/Process Maturity

We are here

Phase 1 Current State



- Manual process to determine remediation prioritization
- Funding for fixing critical vulnerabilities not defined
- Risk acceptance & exceptions not formalized from agencies

Phase 2 Design Program



- Establish Cyber Risk Board to determine remediation path for critical vulnerabilities
- Risk-based prioritization of vulnerabilities
- Build formal exception process

Phase 3 Implement to State Agencies



- Information Security Officers to educate and align with agencies
- Robust reporting & follow-up on exceptions
- SAST: determine feasibility for future implementation

Proactively address vulnerabilities in reducing cyber risk to systems and citizen data

Static Application Security Testing (SAST)

What it does

- Static Application Security Testing (SAST) scans an application's source code during development to identify vulnerabilities
- Validates code as it is built, ensuring security issues are addressed before deployment

Why it matters

- **Reduces cost:** fixing vulnerabilities during development is significantly more cost-effective than after production
- **Lowers risk:** Identifying vulnerabilities before deployment reduces the likelihood of security incidents in production, protecting sensitive data and services.

Why we should fund it

- Decreases long-term costs by catching vulnerabilities earlier.
- Strengthens application security, reducing risk to critical systems.
- Provides the tools necessary to build secure, reliable applications, that citizens and agencies depend on.

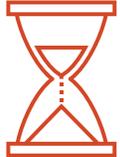
Reactive Incident Response



Reactive Incident Response

Reactive incident response focuses on addressing and mitigating incidents after they have occurred, with the goal of restoring normal operations and minimizing damage

Cyber Operations works an average of **50,000** incidents per year.



Screen Connect	325 Hours	9+ FTEs
VPN Brute Force	480 Hours	18+ FTEs
Denial of Service	450 Hours	14+ FTEs
Log4J	1098 Hours	20+ FTEs
PowerSchool	350+ Hours	15+ FTEs



In-depth Analysis

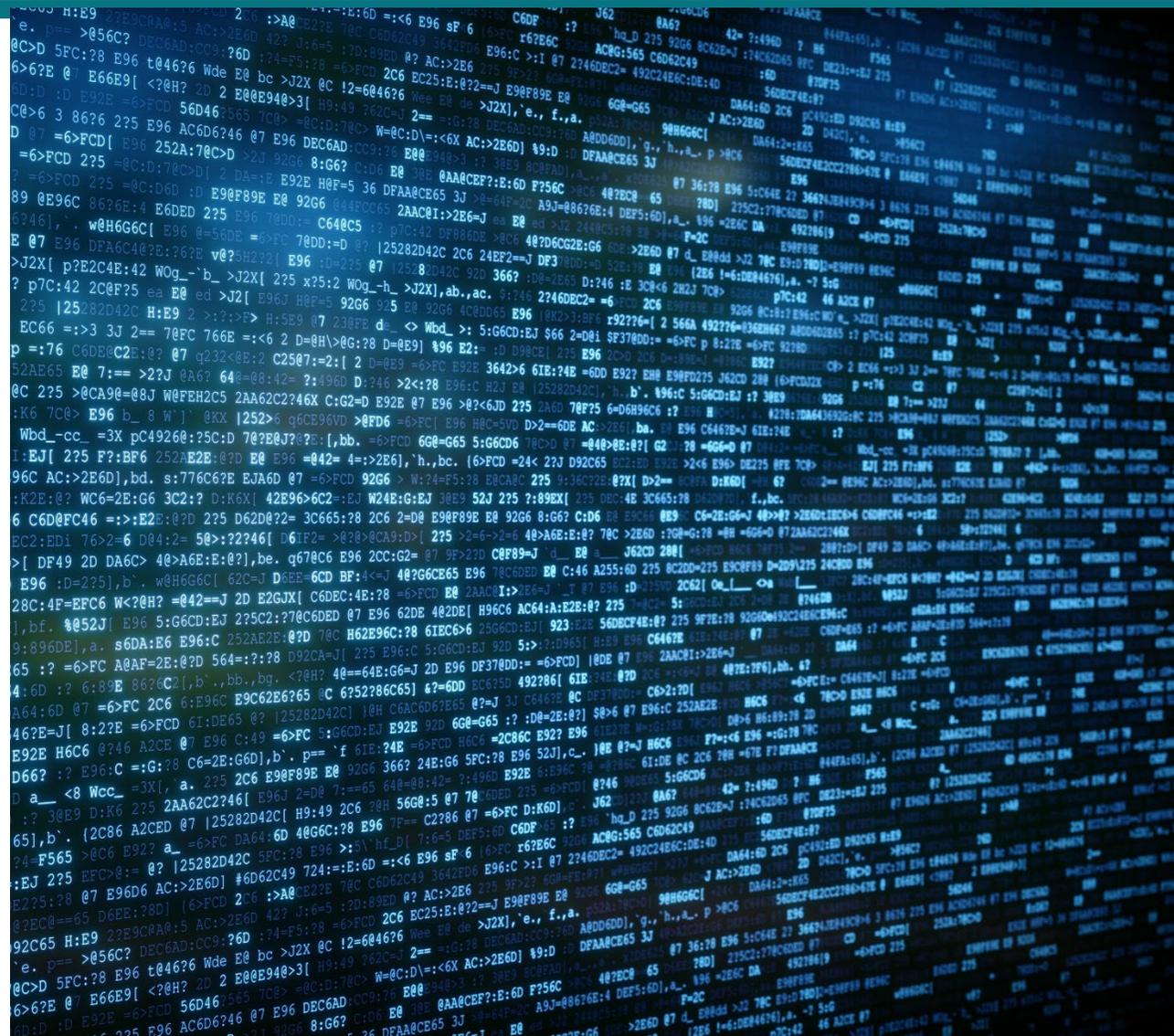
In just one incident, Log4j, the NDIT team spent 27 weeks of work on remediation. During this time other critical work for agencies had to be slowed or delayed to prevent a reportable breach

Enterprise Digitization and Modernization



Digital Maturity

- Digital Maturity Efforts
 - Call Center
 - Capitol Security/Wiring
 - Enterprise Architecture – Technical Debt
 - AI Support



Call Center



- **Budget:** \$3M
- **Accomplishment to Date:**
 - All Migrations Completed
 - Fully Deprecated the Old Solution
 - Industry Leading Solution/No Major Outages
- **Upcoming Activities:**
 - On Track to be wrapped up this biennium
- **Risk/Issues:**
 - Completed

Capitol Security/Wiring

- **Budget:** \$2.5M
- **Accomplishments to Date:**
 - Capitol Security Project
 - Implementation Underway
 - Capitol Wiring:
 - Conduits installed in the Capitol Complex.
 - Expected to be completed this biennium.
- **Upcoming Activities:**
 - Capitol Security Project:
 - Execute on SOW with the vendor
 - Capitol Wiring:
 - Run the fiber and install hardware
- **Risk/Issues:**
 - Vendor resource availability



Enterprise Architecture – Digital Maturity

- Enterprise Architecture
 - Where are we?
 - Assessments with 19 Agencies
 - Where are we going and how do we get there?
 - 20 Total Recommendations



20 Total Recommendations



7 People Recommendations
 4 Immediate
 2 Mid-Term
 1 Long-Term



5 Process Recommendations
 3 Mid-Term
 2 Long-Term

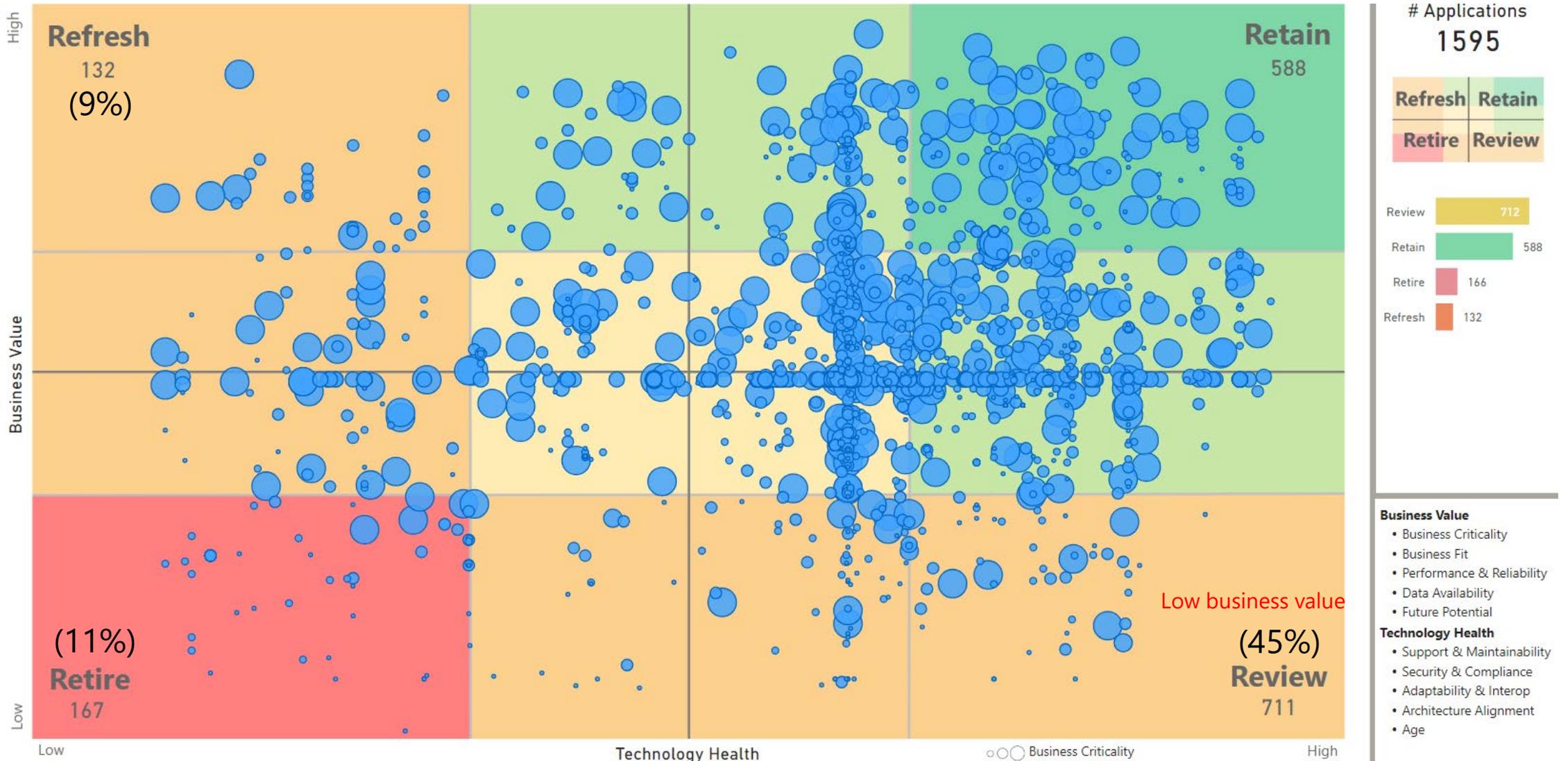


5 Tools & Artifacts Recommendations
 3 Near-Term
 2 Mid-Term



3 Governance Recommendations
 1 Immediate
 1 Near-Term
 1 Mid-Term

The Output



Legacy Systems Analysis Project

- **Down to 2 Major Agencies on the Mainframe**
 - High-Level Analysis Project
 - Looking at all options
 - Two Bienniums away from completion
- **Scope**
 - Mainframe – AS400 – Legacy AIX Platforms
- **Use of Applications**
- **Integrations**
- **Application Lifecycle**
- **Feedback Loop with Agencies**

Keys to AI Success In North Dakota

Key 1 **AI is not a magic bullet.**

Instead, it is a tool for speeding up data-driven decision making. A more appropriate description of current AI technology is data-enabled, automated, adaptive decision support. Use when appropriate.

Key 2 **Garbage in, garbage out still applies to AI – and is even more relevant!**

AI technology has its foundations in data. Lots and lots of it. Rich, relevant, accurate, and timely data from interconnected systems is essential to effective use of AI. How good is the data?

Key 3 **Learn from early adopters.**

AI is a rapidly evolving field, and there are many published use cases with documented business value. Using a use case-based approach, we can learn from the successes and failures of others, including other states, to more rapidly narrow down how AI can deliver value for the state.

Key 4 **Start small to gain experience and to lay a solid foundation.**

Too many big projects have failed in the past. Start small with AI and then wash, rinse, repeat. Keep in mind, though, that the real value will come from the enterprise adoption of AI, and for that we will need to create an AI strategy.

Key 5 **Give AI a purpose. Pick the right use cases.**

AI strategy and current exploration activities should closely align with the strategic goals and drivers of the state. The key question you should be asking is not “What can AI technologies do?” but rather “What can they do for us?” and “How much would we benefit from AI if we were to invest in it?”



Data Center

Data Center

- **Secondary Data Center**

- Cooling Plant is No Longer Supported/Failing Pumps (~\$300-400K)

- **Primary Data Center**

- Single Point of Failure Identified this Biennium (~\$1.4-1.7M to remediate)
- Within Minutes, the data center will shut down
- Infrastructure Damages to all State Equipment
- What is the cost in lost productivity if team members, legislature, and Courts are stopped?

- **Risk Assessment completed in December**

- Identified both risks as *Critical* to the State with a recommendation to either remediate both issues or move 1 location
- Data Center skillsets are in short supply – We only have 1.5 FTE

Data Center...The Plan

■ The Plan....

- Phase I
 - Use one-time funding to shut down 1 data center and partner with private market (leased space)
 - Estimating \$500k+ to transition, but full costs are unknown
- Phase II
 - Shift the roles of the two data centers after depreciation of 1 data center (multiple biennium)
 - Will require temporary hardware and coordination
- After shifting the roles, the new secondary datacenter would have the cooling risk



SIRN

Send and Close Reset Exit

Unit Code Portable Coverage Telephone No. Recruit

Unit Type Type 513

Officer/Passenger Password

Receive copies of dispatches for these coverage areas

Vehicle Number Mileage Fuel Tires Radio ID

Light OK Radio OK Em. Kit MDT OK

Capabilities

Vehicle Condition

Remarks

The unit ID

History

- **2011** Exploratory Study Focused on Land Mobile Radio Interoperability
- **2015** Legislature Authorizes Feasibility Study
- **2016** Televate Study Conducted; Recommendations Provided
- **2017** Legislature Authorizes and Governor Signs into Law - Execution of SIRN 20/20
- **2017** SIRN 20/20 Program Initiated
- **2018** Requests for Proposals
- **2019** January - Contract Awarded to Motorola

- **2019** April - Legislature Authorizes and Governor Signs SIRN Project Funding into Law
- **2019** May - Project Kick Off
- **2020** December – Backhaul and 10 PSAPs cutover
- **2021** December – 7 additional PSAPs cutover
- **2022** November – 5 additional PSAPs cutover along with approx. 65 sites completed

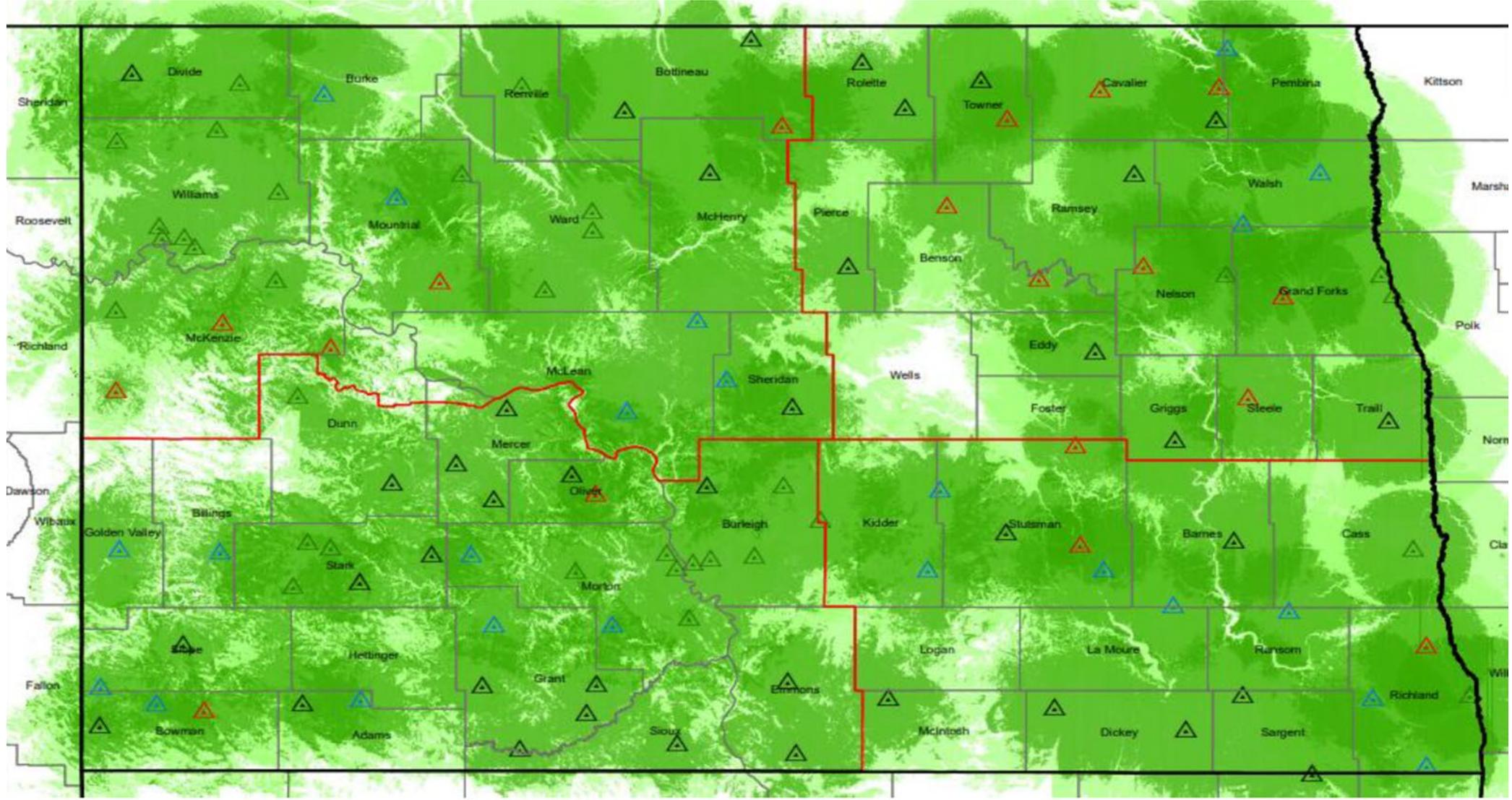
What is SORN building?

SORN SOLUTION



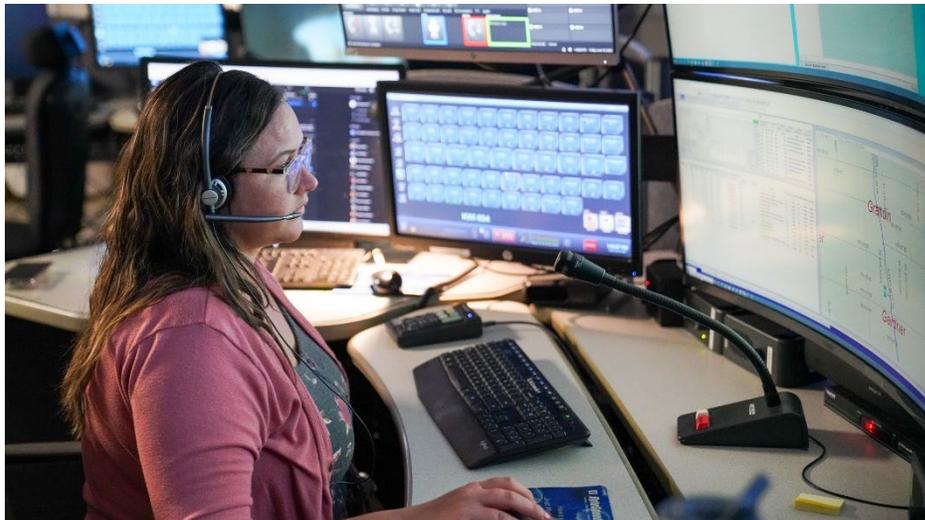
- Shared Infrastructure Utilized by All Public Safety Users
- 800 MHZ Frequency Band
- Project 25 Technology
- 99.999 Reliable is the national standard for public safety communications hardware
- Hardware Meeting Standards Usable on SORN System
- Guaranteed Coverage
 - 95% Mobile Coverage / 95% Reliability
 - 85% Portable Coverage / 95% Reliability
- Addresses End of Life & End of support of Equipment
- Future Integration with LTE & Wi-Fi Technology
- Guaranteed System Support for 25 years

Project Maps



Latest Milestones

- **Law Enforcement Encryption** researched and statewide implementation in progress
 - Over the Air Rekeying in use
- **Radio Management** implemented
 - Over the Air Programming in regular use
 - More than 4000 radios entered
- **NDIT Public Safety Team** fully developed and SIRN responsibilities identified and assigned
- **Continued Tower Completions**
 - 72 complete
 - 33 currently in use
 - 39 not currently in use
 - 10 in civil construction phase
 - 2 awaiting radio equipment
 - 28 awaiting final site work
 - 28 remaining



Future Milestones



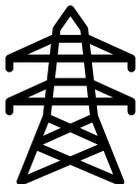
- Finish remaining tower buildouts
- Transition remaining PSAPs and agencies
- Begin project closeout activities

2026



2025

- Continued tower buildouts
- Transitions additional PSAPS as coverage allows
- Implement Status Board and Cirrus Central



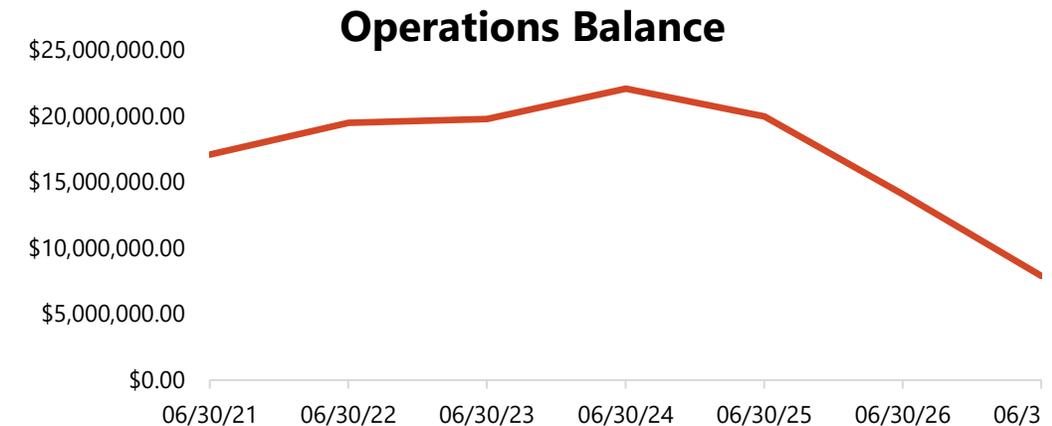
2027

- Complete project closeout (decommission and surplus VHF system components, take down original state-owned towers, divest/surplus purchased towers not needed for SIRN, fully transition to operational status)

Financial Update

Operating Expenses	25-26	26-27
Connectivity & Equipment	2.7M	2.8M
Towers	1.1M	1.2M
Labor (Additional Resources)	1.7M	1.8M
Vendor Maintenance	3.3M	3.3M
NDIT Program Expense*	8.8M	9.1M
DOT Expense (+1 Additional Resource)	1.6M	1.6M
Total Expense	10.4M	10.7M
911 Fee Revenue	4.5M	4.5M
Shortfall**	5.9M	6.2M

Cash Flow	
911 Fee Balance (January)	~21.9M
Est Rev 23-25 Remaining Biennium	~2.2M
Total Revenue	23.9M
Est exp 23-25 Remaining Biennium	~3-4M
End of '23-'25 Biennium Balance	~20M



*Expenses are projected. New operational contracts and project decisions are still impacting the long-term operational expense.

Intelligent Transportation Systems

Intelligent Transportation Systems

- PTZ and Fixed Highway Cameras
- Dynamic Message Boards – Stationary & Portable
- Wrong Way Driver & Collision Warning Systems
- Meteorologic Stations
- Automatic Traffic Recorders/Weigh-in-Motion Systems
- NDDOT Smart Corridor

**VISION
ZERO**



ITS Systems -
2011

47

ITS Systems -
Present

335

*1800 Individual
Devices

ITS Systems -
Planned

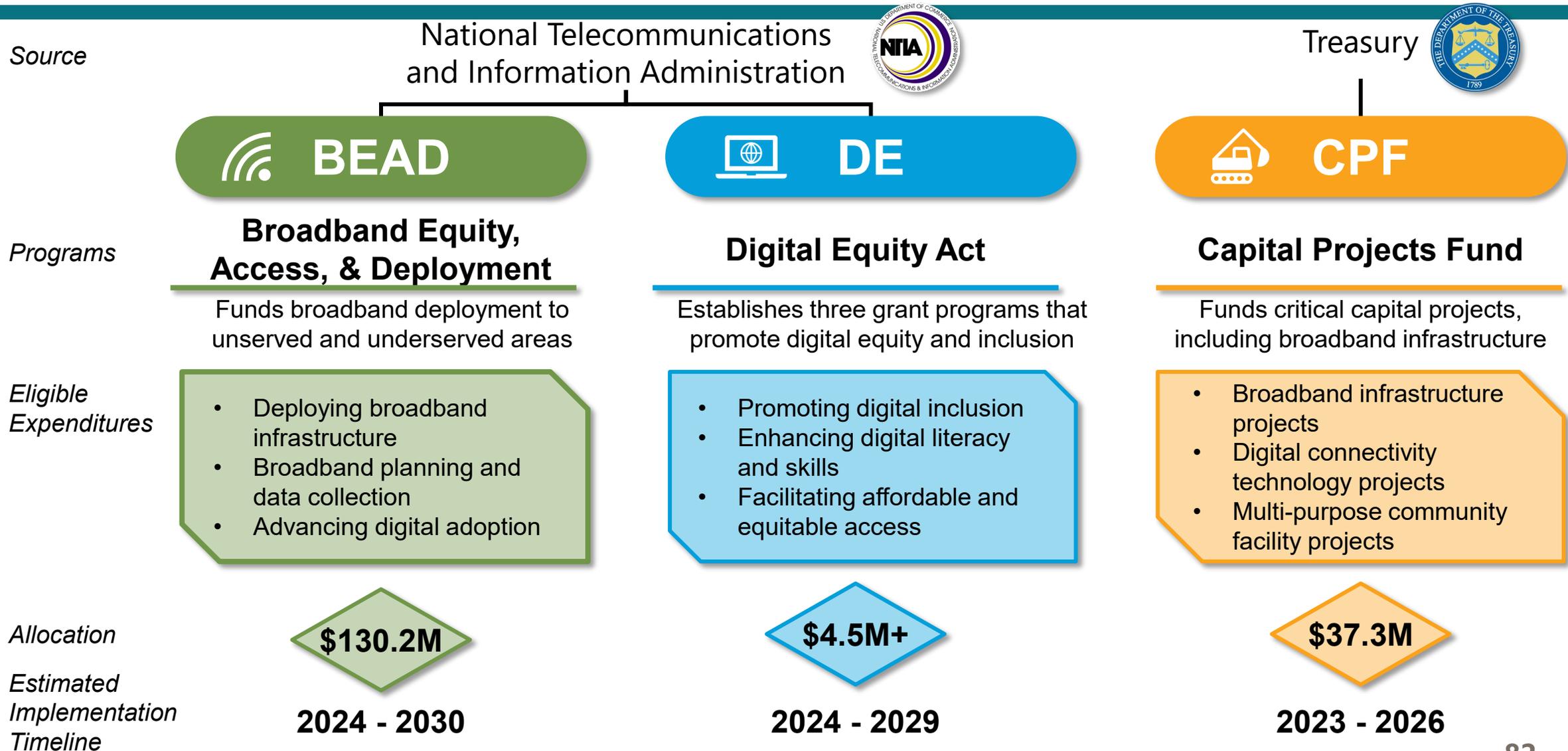
~500+

Broadband (CPF, BEAD, and DE)

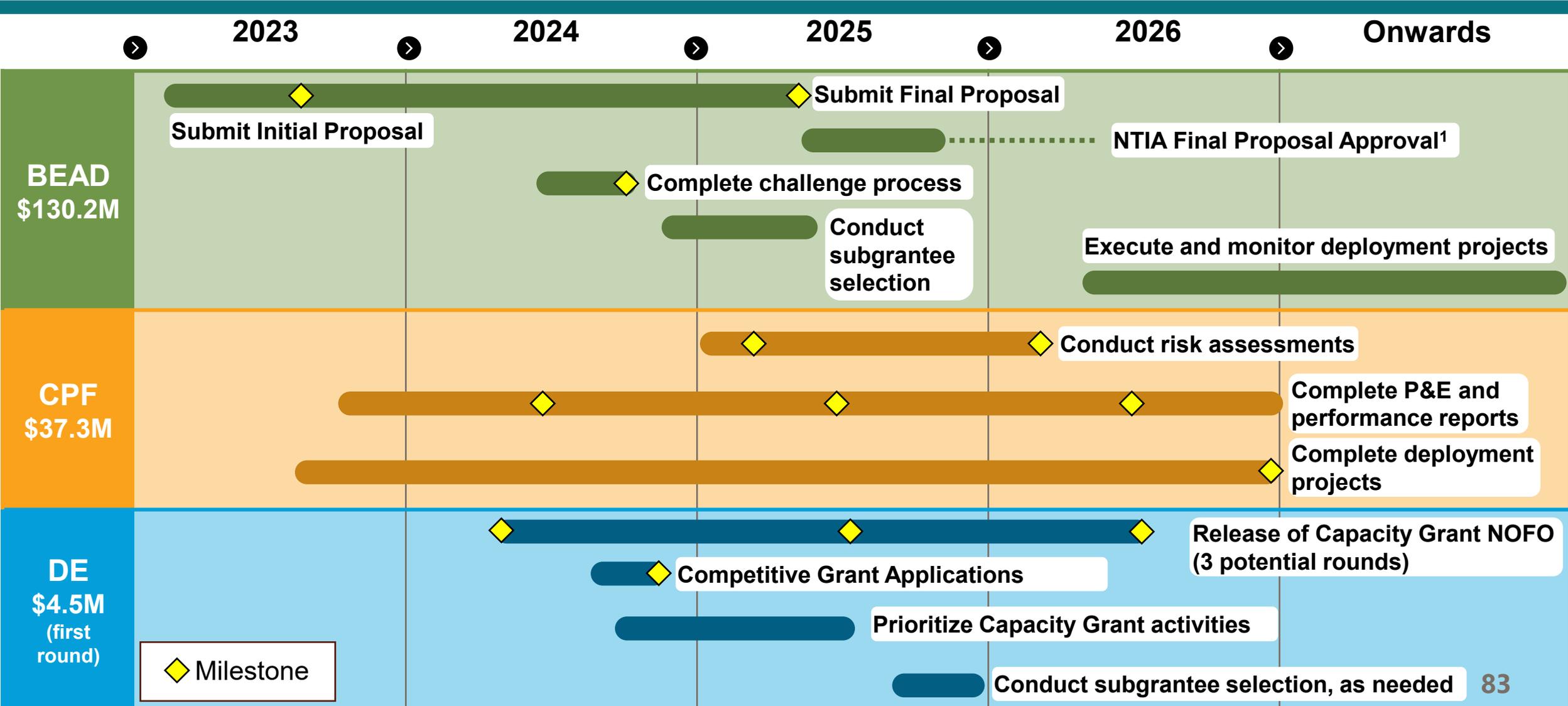


<http://www.>

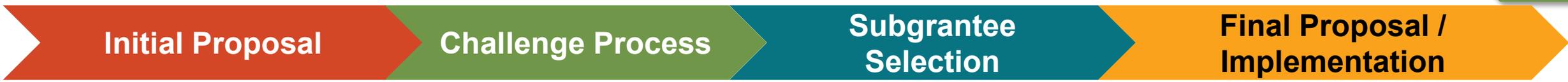
BroadbandND



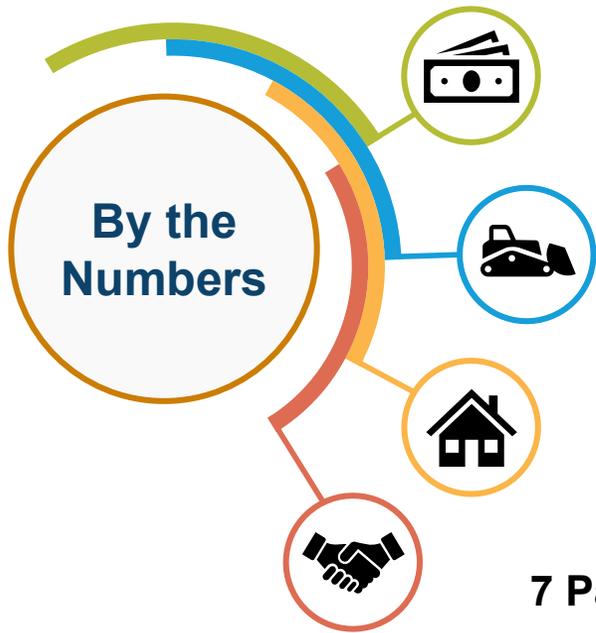
Through our continued collaboration, North Dakota is poised to allocate \$172M+ over the next five years to support "BroadbaND for All"



The State Broadband Program Office has launched the first round of the subgrantee selection process



Projects funded by CPF are working to address infrastructure needs, with \$37.3M to be deployed by 2026



\$37.3 Million Committed¹

- \$2.5M Expended
- \$34.8M Remaining

11 Projects Awarded

- 2 completed
- 9 underway

~2,150 BSLs Funded

- ~1.9k Residences
- ~250 Businesses

7 Participating ISPs



Organization	BSLs	Project Status	Completion Date ²
NCC	64	Completed	Q4 2023
Nemont	45	Completed	Q4 2024
West River	47	Near Completion	Q4 2024
Halstad	221	< 50%	Q4 2024
Polar Walsh	318	< 50%	Q4 2024
Polar Grand Forks	394	Not Started	Q4 2024
Polar Traill/Steele	218	< 50%	Q4 2024
Red River	323	> 50%	Q4 2024
MLGC Cass	80	< 50%	Q4 2025
MLGC Steele	146	< 50%	Q4 2025
Nemont/MVC	291	Not Started	Q4 2026

[1] The total CPF allocation is \$38.7M. \$37.3M represents the project grants.

[2] Construction completion dates based on Q3 P&E Report projections



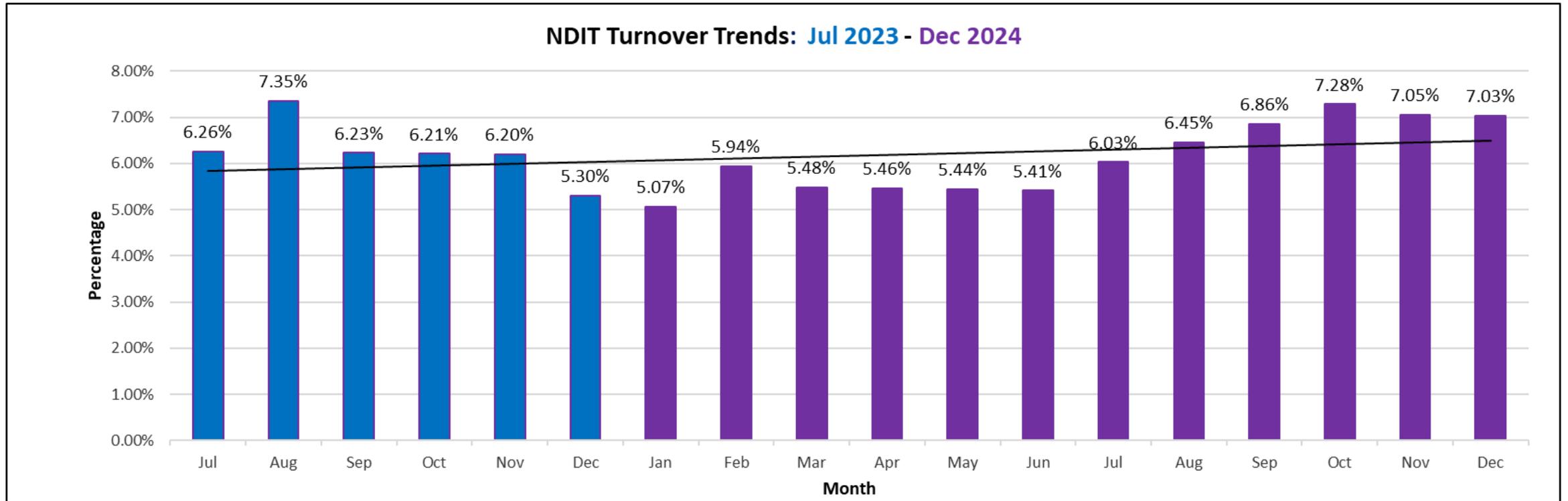
Staffing

NDIT Talent

- 507 FTE
- Mixture of remote, hybrid and in-office
- Staff augmentation
- Apprentice roles



Biennium Turnover



NDIT Retirement Statistics

Years to meet Rule of Eligibility	Total Employees			Management			Non-management		
	# of FTEs	% of Total FTEs	Cumulative %	# of FTEs	% of Total FTEs	Cumulative %	# of FTEs	% of Total FTEs	Cumulative %
Currently Eligible	49	10.32%	10.32%	6	1.26%	1.26%	43	9.05%	9.05%
0-3 years	39	8.21%	18.53%	3	0.63%	1.89%	36	7.58%	16.63%
3.1 - 5 years	23	4.84%	23.37%	4	0.84%	2.74%	19	4.00%	20.63%
5.1 - 10 years	69	14.53%	37.89%	17	3.58%	6.32%	52	10.95%	31.58%
10.1 - 15 years	80	16.84%	54.74%	12	2.53%	8.84%	68	14.32%	45.89%
15.1 - 20 years	70	14.74%	69.47%	10	2.11%	10.95%	60	12.63%	58.53%
20.1 - 25 years	72	15.16%	84.63%	9	1.89%	12.84%	63	13.26%	71.79%
25+ years	73	15.37%	100.00%	0	0.00%	12.84%	73	15.37%	87.16%
Total	475	100.00%		61	12.84%		414	87.16%	
*Management includes all people managers									
*Data as of 12/24									

Recruitment: 2024 in Review

- 78 Total Hires
- 50 External – from the market
- 6 Transfers
- 22 Promotions within NDIT



Recruitment: What's Going Well



- Applicant pools for remote, entry level and mid level roles are robust
- Applicants for these roles often exceed qualifications
- Early career roles in Bismarck/ND: smaller pools but we have qualified applicants, thus successful sourcing

Recruitment: Pain Points

- Highly skilled/niche roles in ND
 - Small or no applicant pools
 - Cannot afford talent in the marketplace
 - Unable to match salaries & benefits in private sector
- Highly skilled/niche roles remote
 - Quantity over quality
 - Upon interview, many do not have level of knowledge expected/needed



What We're Working On

- People-first culture
 - Culture Roots train-the-trainer: Behavior-based leadership
- Workforce Planning
 - Knowledge management
 - Skills matrix/career pathing

New/Vacant FTE Pool

FTE Pool Calculation	Budget Reduction	Amount in NDIIT Pool	Appropriation Reduction	Vacant FTE Pool Calculation
75% of vacant FIE- Special	7,450,404	5,587,803	(1,862,601)	Salaries Permanent
75% of vacant FIE- General	1,469,030	1,101,773	(367,258)	Benefits (30%)
90% of new FIE- Special	2,967,987	2,298,667	(669,320)	Total Salary Base Calculation
90% of new FIE- General	1,998,699	1,725,377	(273,322)	
Total	13,886,120	10,713,620	(3,172,501)	Vacancy Rate Assigned
				Vacant FTE Budget Reduction
				New FTE Budget Reduction
				13,886,120

Combined New FIE / Vacant FIE pool					
	New FIE - GF	New FIE - SF	Vacant FIE - GF	Vacant FIE - SF	Total
Appropriation Reduction	1,998,699	2,967,987	1,469,030	7,450,404	13,886,120
Pool Reduction	(273,322)	(669,320)	(367,258)	(1,862,601)	(3,172,501)
FTE Pool Available	1,725,377	2,298,667	1,101,772	5,587,803	10,713,619
Requests:					
July 1, 2023 Vacants			1,333,118	3,786,479	5,119,597
New FIE	1,121,088	1,138,682			2,259,770
Pending Request	87,969				87,969
Total Pool Requests	1,209,057	1,138,682	1,333,118	3,786,479	7,467,336
Balance Remaining	516,320	1,159,985	(231,346)	1,801,324	3,246,283

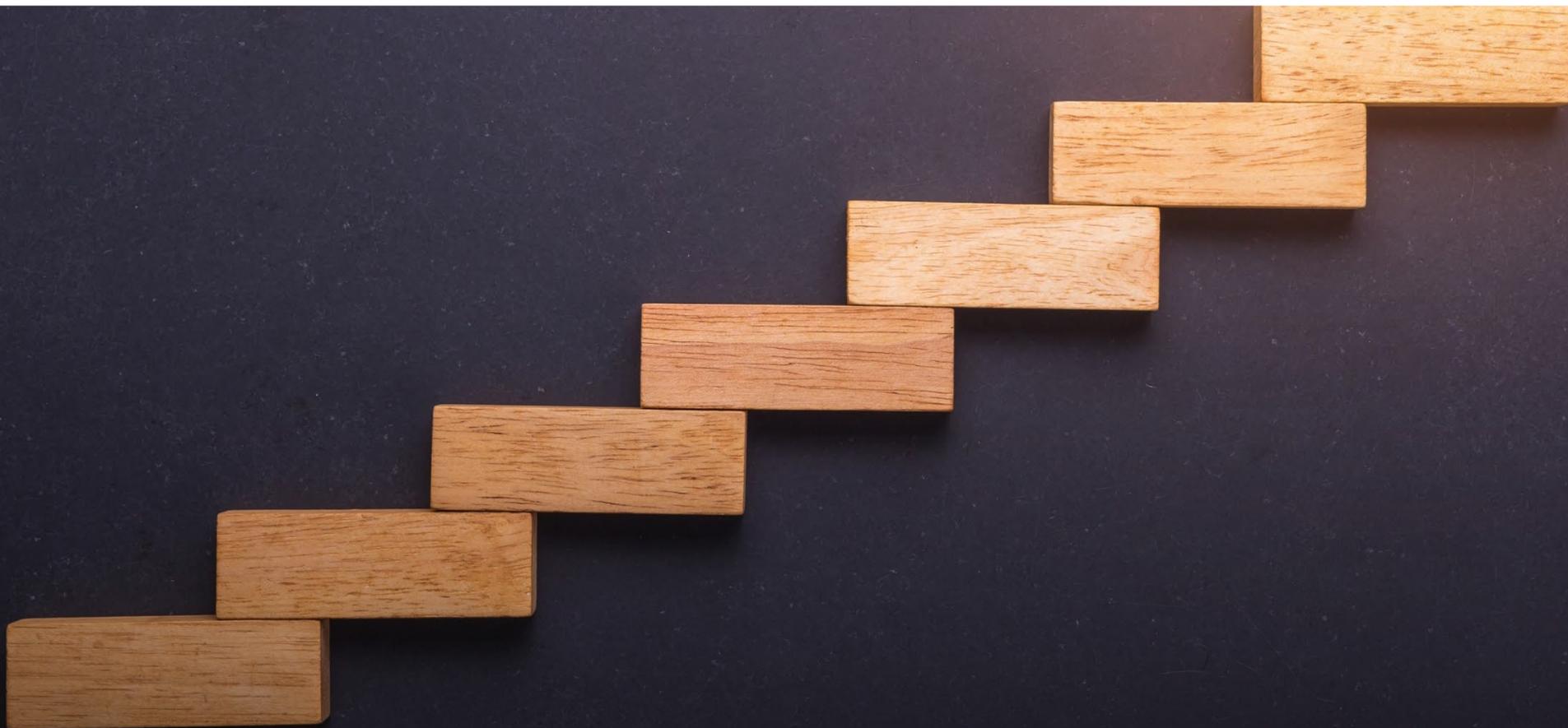
NEW FTE POOL POSITIONS

New FIE Pool			
Position	Budget Amount	New FTE Pool Request	Position filled date
General Fund Positions			
Information Services V, Grade 207	283,986	87,969	Dec-24
Information Services I, Grade 203	138,787	52,045	Oct-24
Manager II, Grade 107	268,434	163,950	Jun-24
Information Services VI, Grade 208	250,054	250,713	May-24
Information Services IV, Grade 206	237,318	175,000	Apr-24
Professional Services III, Grade 107	250,908	207,226	Mar-24
Information Services V, Grade 207	320,289	272,154	Jan-24
General Fund Total	1,749,776	1,209,057	
Special Fund Positions			
Program Management III, Grade 106	268,430	111,846	Sep-24
Information Services III, Grade 205	190,641	71,490	Oct-24
Information Services IV, Grade 206	276,723	142,413	Jun-24
Information Services IV, Grade 206	216,575	118,421	Jul-24
Information Services I, Grade 203	138,787	87,399	Jun-24
Information Services IV, Grade 206	190,646	137,113	Jul-24
Information Services IV, Grade 206	237,318	135,000	May-24
Program Management III, Grade 106	229,540	165,000	Apr-24
Manager II, Grade 107	294,358	170,000	Jun-24
Special Fund Total	2,043,018	1,138,682	
New FIE Pool Total	3,792,794	2,347,739	

VACANT FTE POOL POSITIONS

Vacant FTE Pool				
Position	Budget Amount	Vacant FTE		
		Pool Request	Position filled date	Position vacated date
General Fund Positions				
Manager II, Grade 107	145,300	86,914	Nov-24	Jun-22
Information Services IV, Grade 206	199,853	137,645	Mar-24	Apr-22
Professional Services III, Grade 107	247,654	226,139	Nov-23	Dec-22
Information Services III, Grade 205	237,568	181,355	Aug-23	Feb-23
Information Services III, Grade 205	233,464	203,166	Jul-23	Mar-23
Information Services IV, Grade 206	295,192	192,600	Jul-23	Jul-22
Manager II, Grade 107	186,328	305,300	Jul-23	Apr-21
General Fund Total	1,545,359	1,333,118		
Special Fund Positions				
Information Services V, Grade 207	267,389	95,594	Nov-24	Apr-23
Information Services IV, Grade 206	269,895	155,000	Apr-24	Mar-23
Information Services IV, Grade 206	280,880	135,000	May-24	Jun-23
Information Services II, Grade 204	183,896	111,675	Mar-24	Mar-23
Information Services IV, Grade 206	280,911	170,400	Jan-24	Jun-23
Manager II, Grade 107	232,471	259,969	Dec-23	May-23
Information Services V, Grade 207	377,867	222,362	Dec-23	Jun-23
Manager II, Grade 107	185,597	245,071	Dec-23	Jul-21
Information Services IV, Grade 206	211,627	233,155	Nov-23	Jun-23
Professional Services II, Grade 106	256,471	157,216	Nov-23	May-23
Information Services III, Grade 205	201,789	158,885	Nov-23	Mar-23
Professional Services II, Grade 106	219,838	185,121	Nov-23	Nov-21
Information Services III, Grade 205	197,964	164,450	Sep-23	Aug-22
Professional Services III, Grade 107	227,113	206,080	Aug-23	May-23
Information Services IV, Grade 206	211,790	293,400	Jul-23	Apr-23
Information Services IV, Grade 206	205,379	195,040	Aug-23	Jul-22
Information Services III, Grade 205	260,420	215,400	Jul-23	Jun-23
Analyst IV, Grade 106	221,245	240,580	Aug-23	Jan-23
Manager III, Grade 108	204,899	342,080	Aug-23	Mar-23
Special Fund Total	4,497,441	3,786,479		
Vacant FTE Pool Total	6,042,800	5,119,597		

Transparency and Governance



Advisory Groups

- Enterprise Architecture Group (current) – review of IT standards, policies, guidelines
 - Agency representation
 - Technology domain representation
 - Service Delivery representation
- Data Governance Council (current) – statewide data strategy
 - Agency representation
 - Technology domain representation
- Customer Advisory Group (upcoming) – service feedback, strategic guidance of services
 - Agency representation
 - Service Delivery representation
- Portfolio Steering Committee (upcoming) – work prioritization
 - Agency representation
 - Portfolio Manager
 - Chief Information Officer

Incident Performance ?

Agency:
 Priority:
 Breach:
 Underlying Cause:
 Assigned To Group:
 Contact Type:

- Exclude Tickets Resolved by Solarwinds
- Exclude Child Tickets
- Include only tickets assigned to NDIT

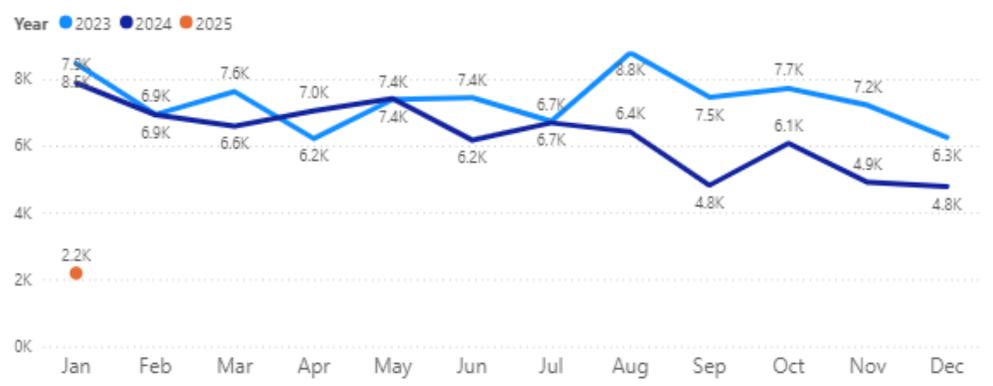


Data last refreshed 1/12/25

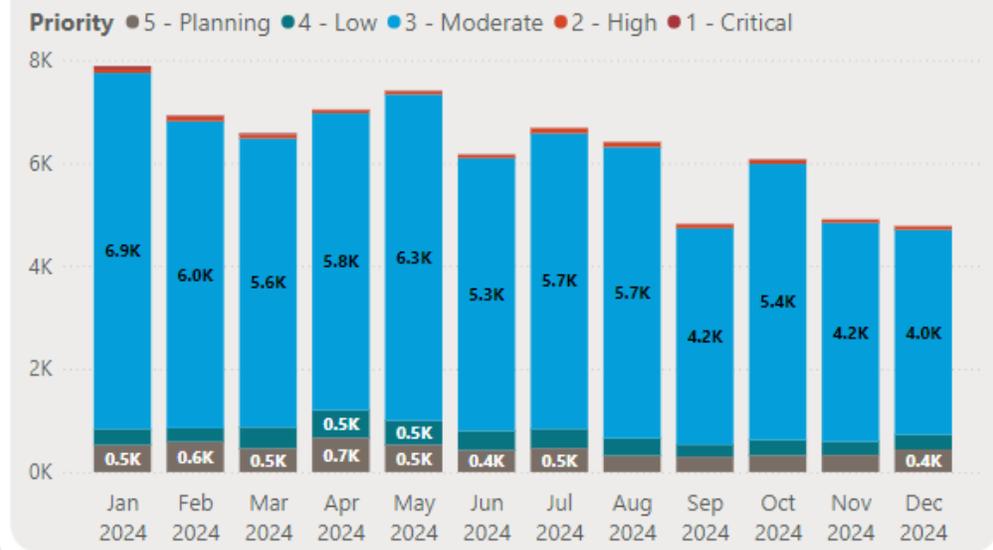
Select Metric: **Incidents Created** | Incidents Resolved | Incident Backlog | Avg Resolution Time(Mins) ⓘ

Trend: Incidents Year over Year

Continuous | Year over Year | 3 Metrics



Trend: Incidents by Priority



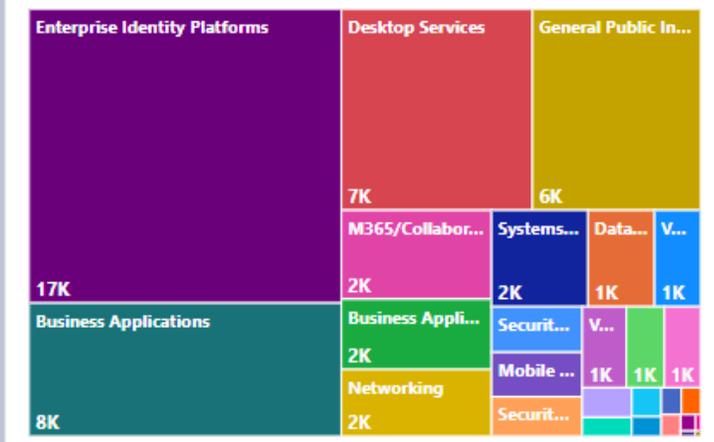
Summary Metrics for 1/1/2024 - 8/20/2024

[Click for Video Tutorial](#)

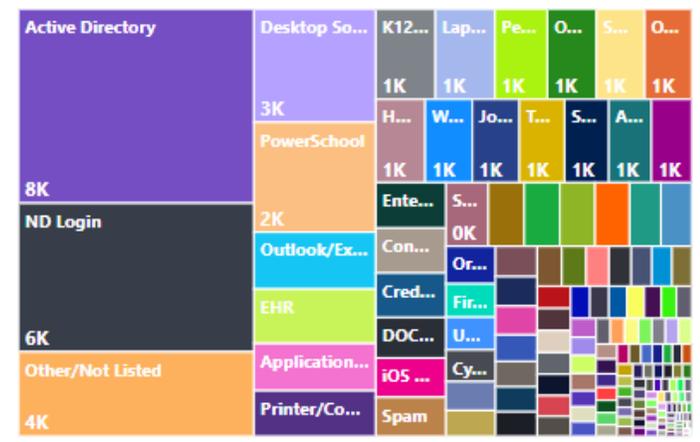
Select Time Period:

53K Incidents Created |
 53K Incidents Worked |
 761 Incidents Outstanding |
 790 Avg Resolution Time(Mins) |
 5.7% Pct Tickets Breached

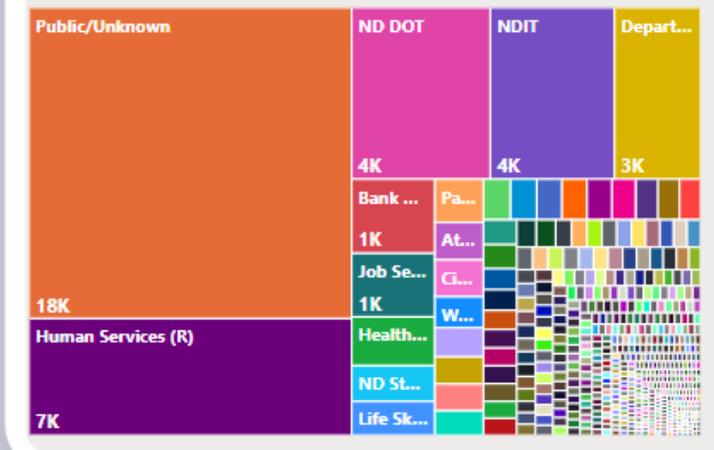
Incidents by Category



Incidents by Subcategory



Incidents by Agency



Incidents by Underlying Cause



IT Procurement



IT Solution Lifecycle for State Government

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Large IT Procurement > \$500,000	Funding & Project Start Up	Preliminary Research	RFP Draft, Approval & Issue			Response Period	Evaluations, Demonstrations & Best & Final		Contract Negotiations			Award & Protest Period
IT RFP > \$100,000	Funding/ Initiative Intake	Preliminary Research	RFP Draft & Issue	Response Period	Evals, Demos, & Best & Final		Contract Negotiations			Award & Protest Period		
Invitation for Bid < \$100,000	Funding & Project Start Up	Preliminary Research	Draft & Issue	Response Period	Eval	Award & Protest Period						

Things to Consider:

- It is known what is needed.
- Team Availability
- ESC Availability
- Number of Responses
- Demonstrations & Clarification results
- Best and Final Offer
- Protest
- Contract negotiations
 - State Law
 - Retainage
 - Liquidated Damages
 - Deliverables
 - Limitation of Liability
 - Indemnification



5 Months is a unicorn



Section Changes and Policy Bills

Appropriation Carryover Authority

- Add sections to SB 2021 for the following projects in flight:
 - Statewide Interoperability Radio Network (SIRN)
 - Capitol Security
 - Governance Risk & Compliance (statewide data strategy work)
 - Business Gateway
 - Enterprise Digitization (modernization work)
 - Broadband, Equity, Access and Deployment (BEAD / DE)
- Add ability to transfer funds from HIN Loan Fund to operating

Policy Changes

- Agency sponsored policy changes
 - Change to Statewide Project Plan-SB2048
 - Change to Executive Steering Committee make up-SB 2049
- Legislator sponsored policy changes
 - HB 1265

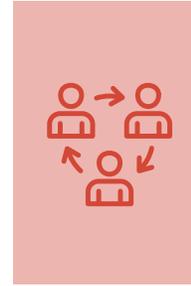
NDIT FIVE PILLAR STRATEGY



Frictionless Experience

Personalized and intuitive employee and consumer experiences for businesses and citizens

- Deliver consistent, predictable, and seamless, secure user experiences across all IT systems and services within the state
- Enable highly personalized experiences for citizens and businesses by enabling the delivery of services to match user preferences and needs
- Collaborate with stakeholders to develop solutions that prioritize a seamless experience for users across all communication channels, ensuring effortless engagement in every interaction



Strengthen Operational Rhythm

Establishing efficient processes and workflows to optimize operational efficiency

- Elevate service excellence through a culture of continuous improvement and innovation, fostering an environment where operational excellence is the norm.
- Implement agile methodologies for rapid adaptation to changing requirements and priorities.
- Strengthen the security posture of the entire state by implementing comprehensive measures to protect critical infrastructure and sensitive data from cyber threats.



People First Culture

Fostering an environment where employees feel valued, supported, and empowered to thrive

- Develop a future-ready workforce, ensuring they are dynamic, adaptable, and diverse to meet the evolving talent needs
- Create pathways for career advancement and succession planning
- Promote behaviors that demonstrate curiosity, open communication, collaboration, and innovation to build strong relationships and a sense of belonging within the team



Provide Business Insights

Leveraging data analytics to enable a data-driven state

- Identify trends, patterns, and opportunities to unlock new business value and drive innovation
- Empower decision-makers with actionable data-driven insights to drive strategic initiatives and improve outcomes
- Foster a culture of data governance and literacy to drive informed decision-making throughout North Dakota



Optimize Financial and Process Discipline

Implementing efficient budgeting and resource allocation strategies

- Drive efficiency and cost-effectiveness through streamlined processes and optimized resource allocation
- Ensure transparency, accountability, and compliance with fiscal regulations and policies