LEGISLATIVE TASK FORCE
GOVERNMENT EFFICIENCY
JULY 30, 2025

NORTH Dakota | Information Technology
Be Legendary.

Agenda

- **Introduction of NDIT**
  - Leadership, support teams, agency timeline
- **Opportunities for Improvement**
  - Efficiency, savings, processes, regulations & partnerships
- **Collaborative Agency Efforts**
  - Statewide Data Strategy, ND Gateway
- **Challenges**

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
Chief Information Security Officer

NDIT Teams

- **Applications Team**
  - Develops, supports, and enhances digital tools and programs for state employees
  - Works on health applications, websites, and document-sharing platforms
  - Ensures tools are reliable and user-friendly
  - Focuses on meeting the needs of all users
  - Supports efficient and effective state employee operations through technology

NDIT Teams (Cont.)

- **Data Team**
  - Makes data useful and accessible to support better decision-making across the state
  - Provides support for tools like maps and geospatial data (GIS)
  - Analyzes data to identify trends and insights
  - Uses artificial intelligence to automate tasks and enhance processes

NDIT Teams (Cont.)

- **Technology Team**
  - Ensures the state's technology is innovative, secure, and efficient
  - Supports public safety with tools like 911 system support and emergency communications
  - Expands broadband access to connect communities across the state
  - Manages core technology infrastructure
  - Keeps statewide systems running smoothly and reliably
  - Leads the enterprise architecture practice to align business goals with technology solutions
  - Provides solutioning and road-mapping to support long-term strategic planning

NDIT Teams (Cont.)

- **Security Team**
  - Protects the state's data, systems, and critical services from cyber threats
  - Collaborates with agencies to develop and implement security policies
  - Identifies risks and works proactively to fix vulnerabilities
  - Monitors systems continuously for potential threats
  - Responds to security incidents to maintain safety and security

NDIT Teams (Cont.)

- **Fiscal and Vendor Management Team**
  - Provides back-office support for procurement activities
  - Manages budgeting processes and financial planning
  - Creates and manages service fees
  - Oversees financial management for NDIT
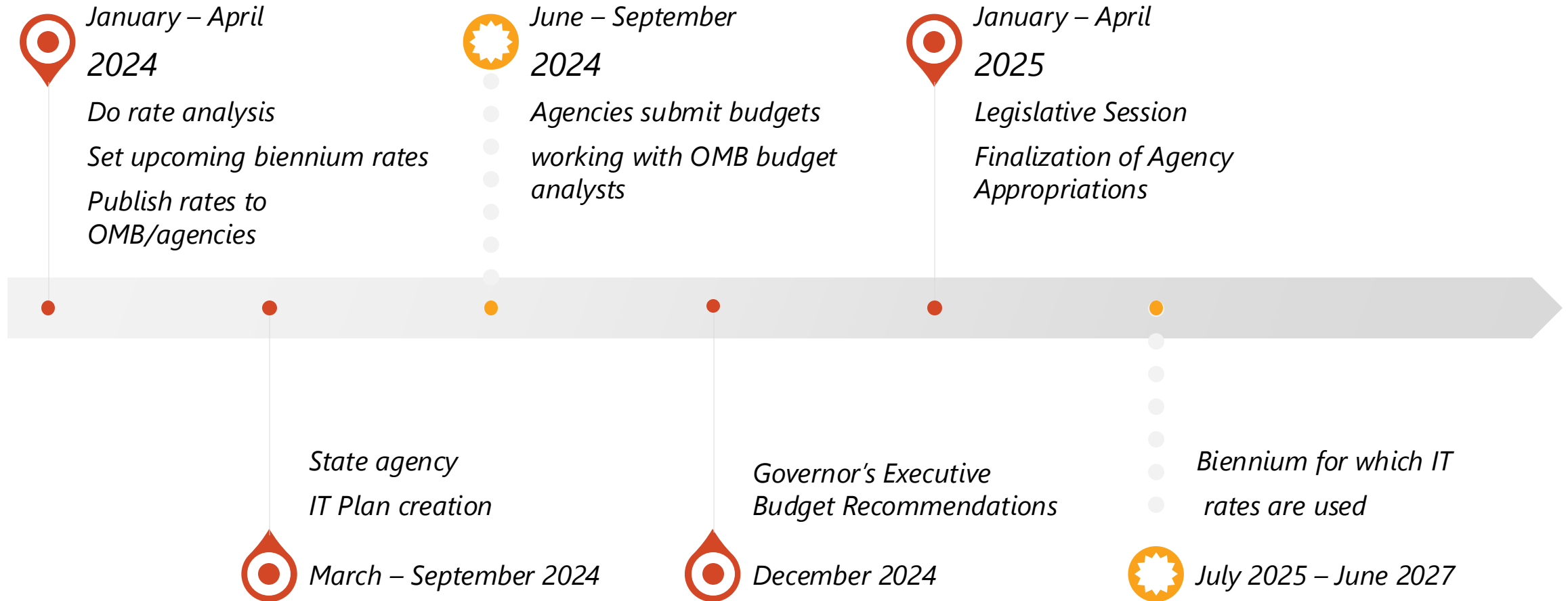 - Supports vendor management and fiscal operations

NDIT Teams (Cont.)
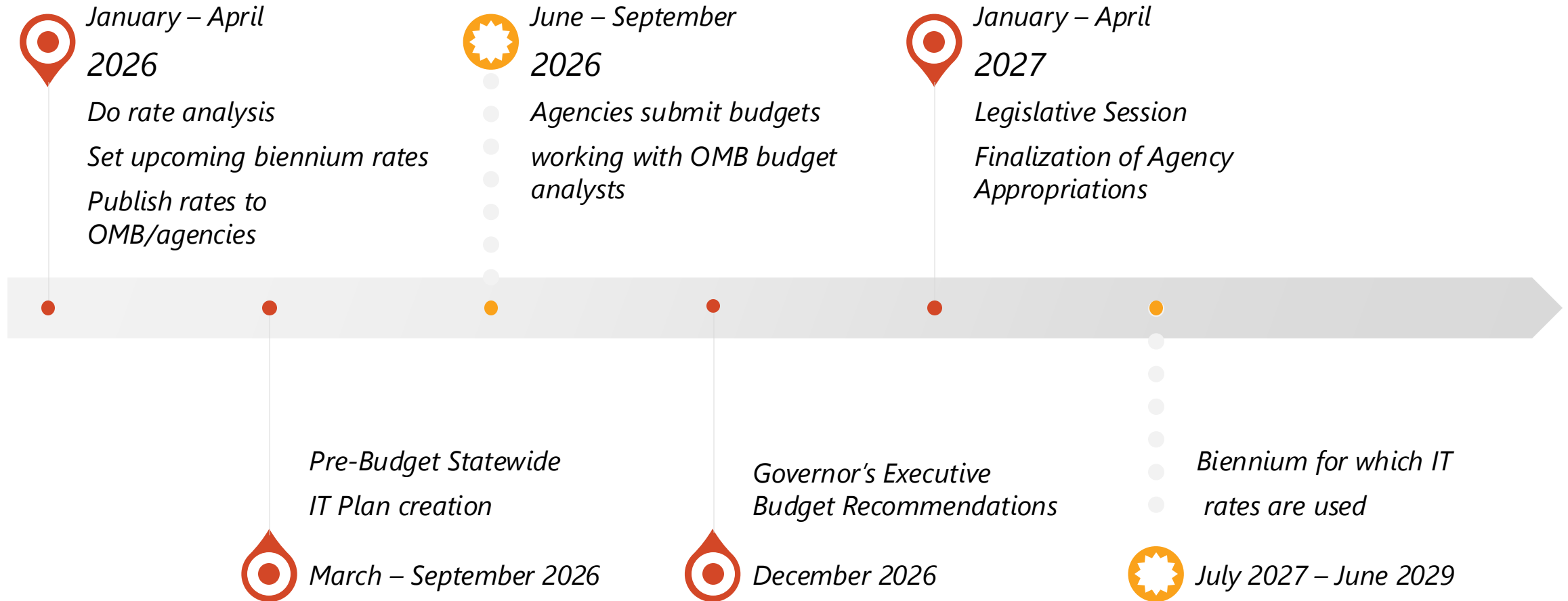
- **Administrative Team**
  - Manages internal and external communications for the organization
  - Oversees human resource functions, including staffing and personnel support
  - Coordinates training and professional development opportunities
  - Leads education and outreach initiatives for technology solutions
  - Drives employee culture and engagement strategies
  - Develops and implements succession planning efforts

Service Fee & Procurement Timeline

Service Fee Timeline – 2025-27

January – April 2024

Do rate analysis

Set upcoming biennium rates

Publish rates to OMB/agencies

June – September 2024

Agencies submit budgets working with OMB budget analysts

January – April 2025

Legislative Session

Finalization of Agency Appropriations

State agency IT Plan creation

March – September 2024

Governor's Executive Budget Recommendations

December 2024

Biennium for which IT rates are used

July 2025 – June 2027

Service Fee Timeline – 2027-29

January – April 2026

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Pre-Budget Statewide IT Plan creation

March – September 2026

Governor's Executive Budget Recommendations

December 2026

Biennium for which IT rates are used

July 2027 – June 2029

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/ Initiatative 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

Opportunities for Improvement
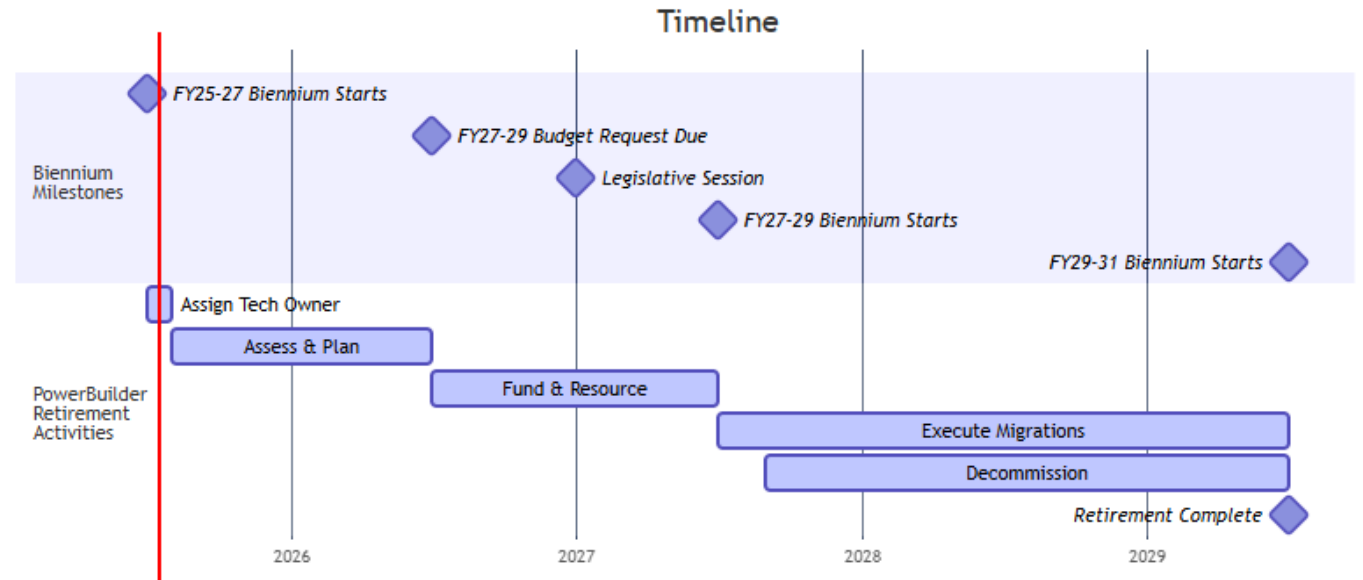
Tech Debt: It's About Working Together
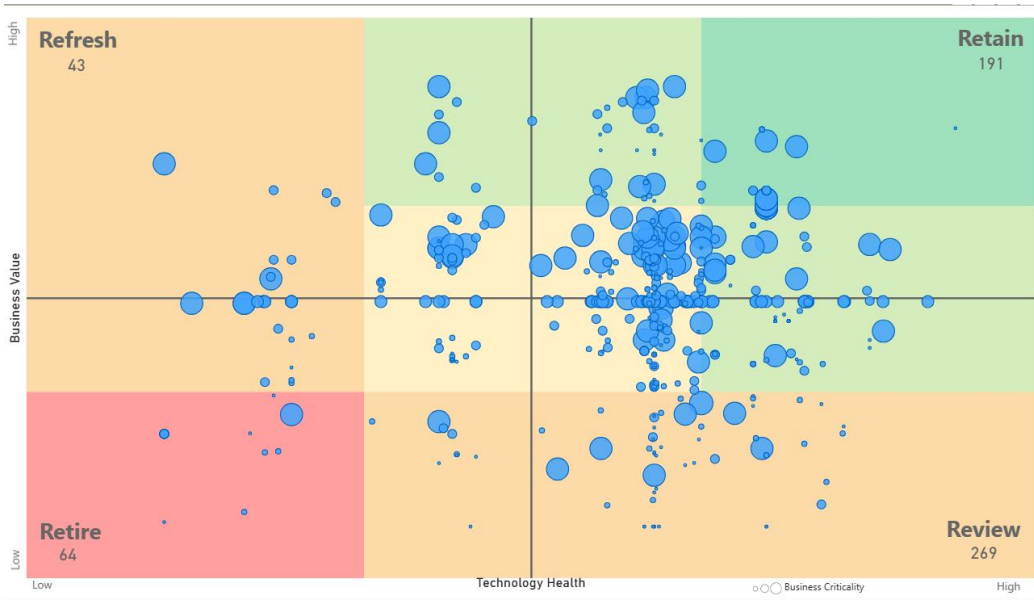
- 14 Grant Management Solutions
- 12 Project Management Solutions
- 6 Event Management Solutions
- 10+ General Case Management Solutions
- 5+ Payment Processing Services

4.0 Target State

- Zero applications utilizing the PowerBuilder platform within the state portfolio.
- Decommissioning of all PowerBuilder development tools, licenses, and associated infrastructure.

5.0 Timeline & Milestones

Tech Debt Remediation (In Flight)
Formal Projects

- **Working Together Across HHS and NDIT**
  - Met with both project managers already to start working through the detailed plans.

Employee Center: Outcomes

	Outcomes	Explanation	Success Metric	Suggested Improvement
Operational efficiency	Reduce number of tickets worked	Improved employee self-service via a unified portal to access services results in fewer tickets to fulfillers	Number of tickets (#)	15% reduction in tickets
	Reduce effort to fulfill tickets	Accelerate ticket resolution by providing fulfillers with contextual information, knowledge articles, etc. in a consolidated view	Time to resolve ticket (hours)	10% reduction in ticket resolution time
	Increase portal admin efficiency	Reduce portal management effort for admins through easily configurable multi-department experiences, external data source integrations, analytics, etc.	Portal administrator FTE efficiency	25% increase in portal administrator efficiency
	Increase comms content creation efficiency	Streamline content creation effort by providing authors with integrated workflows, editors, etc. to create and analyze multi-channel targeted communications	Avg. cumulative effort for content creation and publishing (hours)	15% reduction in effort for content creation and publishing
Cost takeout	Consolidate / rationalize enterprise portals	Retire existing enterprise portals, intranets, etc.	Enterprise portal annual run rate ($)	Avoid all future costs associated with legacy systems
Risk mitigation	Reduce number of missed corporate communications (employee impact)	Reduce the probability of disruptions to employees by serving up proactive announcements, personalized recommendations, assigned tasks, etc.	Employee productivity lost due to poor / missed communications (%)	1% reduction in employee productivity lost due to poor / missed communications
Experience	Reduce employee time spent on general inquiries	Self-service via a unified portal enables employees to resolve requests quickly, resulting in reduced time spent on requests	Number of tickets (#)	15% reduction in tickets
	Reduce employee time spent on search	Consolidate employee interaction channels (portals) across the enterprise to reduce time spent on search	Avg. time spent per search (in hours)	40% reduction in avg. time spent per search
	Increase employee satisfaction (qualitative)*	Increase employee satisfaction via consolidated interaction channels, better user experiences, easier access to information, etc. Success metric will vary depending on how satisfaction is measured (e.g. employee satisfaction specific to company portals)		

HR Service Delivery: Outcomes (1 of 2)

		Outcomes	Explanation	Success Metric	Suggested Improvement
Operational efficiency	1	Reduce number of HR cases worked	Improved employee self-service (knowledge articles, chat bot, etc.) results in fewer cases to the contact center	HR case volume (#)	40% reduction in case volume
	2	Reduce number of escalated HR cases	Intelligently route HR cases and equip agents with a dedicated agent workspace, mitigating the need for escalation to higher support tiers	HR cases escalated beyond Tier 1 (%)	30% reduction in cases escalated
	3	Reduce effort to resolve HR cases	Reduce time to resolve HR cases via automated workflows, knowledge articles, etc.	Time to resolve HR case (in hours)	30% reduction in case resolution time
	4	Reduce effort to manage employee relations investigations	Standardize critical steps and consolidate reporting and analysis to drive employee relations team efficiency	Cumulative effort per investigation (in hours)	20% reduction in cumulative effort per investigation
	5	Reduce effort to onboard employees	Use digital workflows to automate and streamline onboarding tasks, reducing manual effort	Manual onboarding activities (%)	44% reduction in manual onboarding activities (Ent. only)
	6	Reduce effort to offboard employees	Use digital workflows to automate and streamline offboarding tasks, reducing manual effort	Manual offboarding activities (%)	44% reduction in manual offboarding activities (Ent. only)
	7	Reduce effort to transfer employees	Use digital workflows to automate and streamline transfer tasks, reducing manual effort	Manual transfer activities (%)	44% reduction in manual transfer activities (Ent. only)
Cost takeout	8	Minimize asset loss during offboarding	Ensure high-value assets are collected and software access is revoked at time of offboarding via automated workflows and digital checklists	Offboarded employees with unreturned assets (%)	20% reduction in offboarded employees with unreturned assets (Ent. only)
	9	Consolidate / rationalize HR systems	Retire current HR service delivery software	Legacy HR systems annual run rate ($)	Avoid all future costs associated with decommissioned software
Risk mitigation	10	Minimize number of mishandled employee relations investigations	Mitigate exposure and accelerate resolution through a standardized process and centralized repository of investigations and corrective actions	Employee relations investigations mishandled (%)	5% reduction in employee relations investigations mishandled
	11	Minimize incomplete deprovisioning for offboarded employees	Ensure software is deprovisioned appropriately to minimize unwanted access and data security risks	Offboarded employees with incomplete software deprovisioning (%)	10% reduction in offboarded employees with incomplete software deprovisioning (Ent. only)

- Suggested improvements are based on Forrester Total Economic Impact™ Report, customer references, or ServiceNow telemetry data, with some exceptions
- All benchmarks represent HRSD Pro benefits, with the exception of those marked as Enterprise only

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HR Service Delivery: Outcomes (2 of 2)

		Outcomes	Explanation	Success Metric	Suggested Improvement
Experience	12	Reduce employee time spent on HR inquiries	Self-service enables employees to resolve requests quickly, resulting in reduced time spent on HR tasks	HR case volume (#)	40% reduction in case volume
	13	Reduce new hire attrition	Improve employee experience and access to key onboarding information to drive early engagement and improve retention	New hire attrition (% of 1st year new hires retained)	1% reduction in new hire attrition
	14	Improve new HR agent time to productivity	Provide an intuitive, frictionless, comprehensive onboarding experience to accelerate the ramp to full productivity for new hires	Agent time to full productivity (in years)	25% reduction in new agent time to full productivity
	15	Increase HR agent retention	Transform the agent experience by automating mundane activities to increase job satisfaction and mitigate HR agent attrition	HR agent turnover (%)	15% reduction in HR agent turnover
	16	Improve new hire time to productivity	Provide an intuitive, frictionless, comprehensive onboarding experience to accelerate the ramp to full productivity for new hires	Time to full productivity (in months)	8% reduction in time to full productivity (Ent. only)
	17	Improve new hire (revenue generating) time to productivity	Provide an intuitive, frictionless onboarding experience to accelerate the ramp to full productivity for new hires that generate revenue (i.e. billable / front line employees)	Time to onboard billable worker (in months)	18% reduction in time to onboard billable worker (Ent. only)
	18	Increase HR agent satisfaction (qualitative)*	Increase HR agent satisfaction via better user experiences and easier access to information. Success metric will vary depending on how satisfaction is measured.		
	19	Increase employee satisfaction (qualitative)*	Increase employee satisfaction with HR via better user experiences and easier access to information. Success metric will vary depending on how satisfaction is measured.		

Collaborative Agency Efforts

ND GATEWAY

Services   Knowledge Library   Business   State Agencies

Search...

Log in   **Sign up**

Unleash the power of North Dakota

Search for help with anything

Suggested searches: Funding   Taxes   Licenses   Insurance

SD.gov South Dakota's Citizen Portal

Online Services   Government   Business   Jobs   Travel   News   Contact

SouthDakota

How can we help you today? 🔍

📷 Photo Credit - Travel South Dakota

Popular Services

Contact Us	Driver's License Renewal	DLR Reemployment Assistance
	Online Renewal and Duplicate Request for Driver License and ID Cards	

Hunting and Fishing Licenses	South Dakota Retirement System	Search for Jobs in South Dakota
Visit this link to learn more about Hunting and Fishing Licenses	Visit this link to learn more about South Dakota Retirement System	Visit this link to learn more about Search for a Job.

SD.gov South Dakota's Citizen Portal

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Online Services

Home > All Catalogs

Search [   ] 🔍

Select a Service Category

- Agriculture
- Alcohol and Tobacco
- Business
- Education
- Employment
- Environment and Natural Re...
- Family and Citizen Services
- Gaming and Lottery
- Government
- History and Public Records
- Land and Housing
- Licenses & Permits
- Military and Veterans
- Outdoors and Recreation
- Public Safety and Transporta...
- Social Media and Events
- Taxes and Finances
- Tourism and Arts
- Transportation
- Tribal
- Vehicles

Popular Services

⊞ | ☰

Low Income Energy Assistan...
Assistance with heating bills during the winter months.

Immunization Records Request
Submit a request to search for your immunization records

Child Care Assistance applic...
Child Care Assistance application

Public Records Request
Public Records Request

Send a Message
Submit a request to contact us!

Parole Payments
Make Parole Payments

SD*gov* South Dakota's Citizen Portal

Online Services   Government   Business   Jobs   Travel   News   Contact

Corey Mock
4201 Normandy Street, Bismarck, ND, 58503

7014987278

Upload Picture

My Profiles
You are not presently a member of any households.

My Reminders
You presently have no reminders.

Corey's Requests

Search Requests

You have no Requests at this time.

My Payments

You have no Payments at this time.

Update Information

Profile Name

First Name: Corey

Last Name: Mock

Update

Address

Address: 4201 Normandy Street

City: Bismarck

State: ND

Zip Code: 58503

Update

Password Reset

Password: Click "Update" below to reset

Update

KEY ACCOMPLISHMENTS* OF YEAR 1

Focus: Building Foundations and Strengthening Collaboration

20+

Agencies participating in initiatives

Institute Data Governance and Stewardship	Improve Data Infrastructure and Architecture	Foster Data Culture and Literacy	Enhance Data Consumption Products and Services

- ✓ **Governance Model.** Defined the statewide governance operating model

- ✓ **Council.** Kicked off the Statewide Data Governance Council and associated working groups (meetings are ongoing and focusing on key priorities)

- ✓ **Agency Accelerators.** Released the first data governance toolkit and supporting accelerators to agencies

- ✓ **Modern Platform.** Re-architected the data lake, expanding into a modern data platform blueprint that can better support agency data needs

- ✓ **Public Access.** Created the data pipelines and technical capabilities to support the ongoing publication and refresh of data visualizations and assets

- ✓ **Data Literacy.** Developed data literacy learning paths and personas that support the ongoing upskilling of the State's workforce

- ✓ **Responsible AI.** Prepared AI literacy and responsible usage training
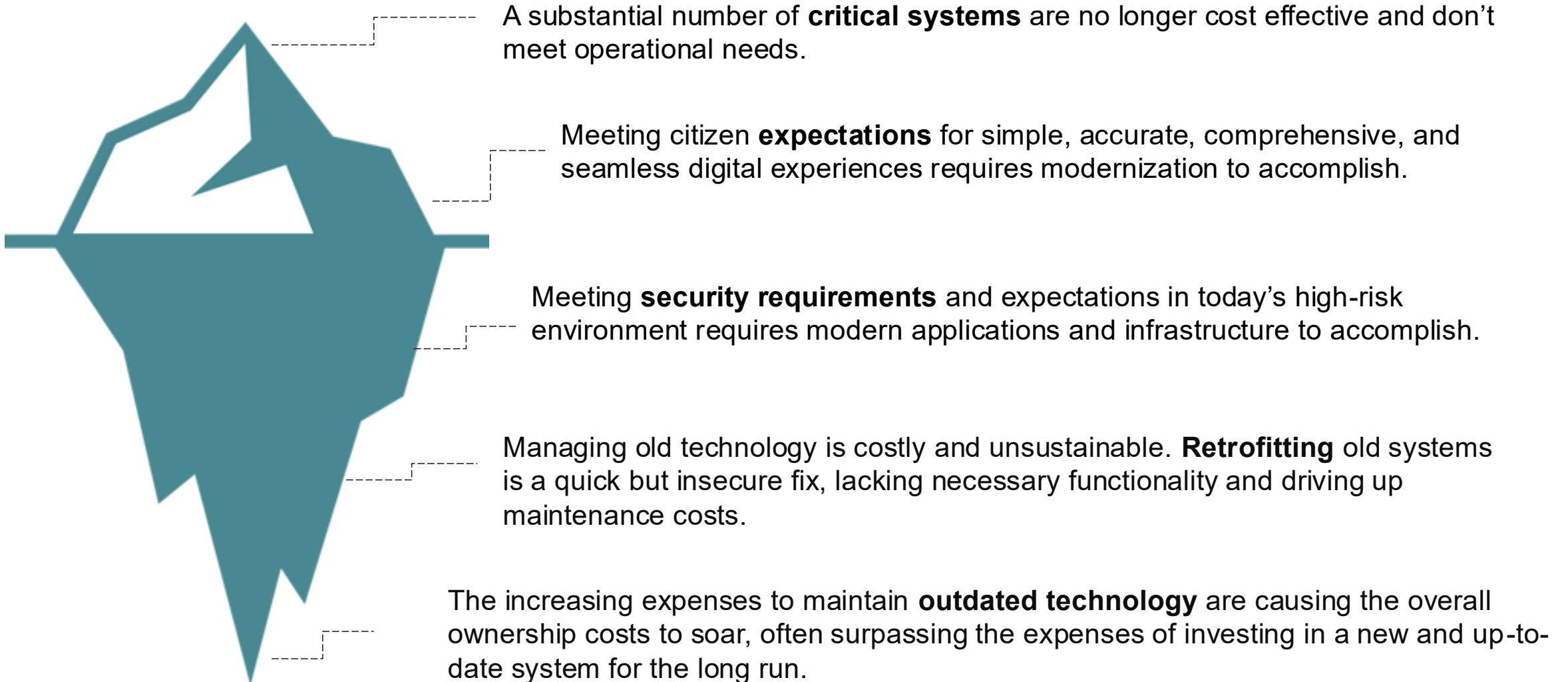
- ✓ **State Data Hub.** Provided new data visualizations, insights, and datasets to the public (via nd.gov)

- ✓ **M365 Copilot Release.** Expanded workforce access and usage of AI productivity tools

*Non-exhaustive

Challenges

Challenges

A substantial number of **critical systems** are no longer cost effective and don't meet operational needs.

Meeting citizen **expectations** for simple, accurate, comprehensive, and seamless digital experiences requires modernization to accomplish.

Meeting **security requirements** and expectations in today's high-risk environment requires modern applications and infrastructure to accomplish.

Managing old technology is costly and unsustainable. **Retrofitting** old systems is a quick but insecure fix, lacking necessary functionality and driving up maintenance costs.

The increasing expenses to maintain **outdated technology** are causing the overall ownership costs to soar, often surpassing the expenses of investing in a new and up-to-date system for the long run.

THANK YOU!

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