2021 HOUSE APPROPRIATIONS

HB 1094

2021 HOUSE STANDING COMMITTEE MINUTES

Appropriations - Government Operations Division
Brynhild Haugland Room, State Capitol

HB1094
1/18/2021

A BILL for an Act to amend and reenact section 54.8209;59.8209;22.1 of the North Dakota Century Code, relating to the required use of centralized desktop support services.

10:29 **Chairman Vigesaa** brought the committee to order. Members present: Chairman Vigesaa, Vice Chairman Brandenburg, Representative Howe, Representative Meier, Representative Bellew, Representative Mock. Members absent: Representative Kempenich.

Discussion Topics:
- Overview of Bill 1094.

10:31 **Joshua Gallion, State Auditor, ND Office of State Auditor**. Testimony # 1122.

10:50 **Greg Hoffman, Director of Administrative Service, ND Information Technology Department** – oral testimony in opposition to Bill 1094.

11:07 **Duane Schell, Chief Section Officer, ND Information Technology Departmen**t – oral testimony in opposition to Bill 1094.

11:28 **Chairman Vigesaa** adjourned the meeting.

Sheri Lewis, Committee Clerk

![ND Office of the State Auditor logo]

TESTIMONY TO HOUSE APPROPRIATIONS – GOVERNMENT OPERATIONS DIVISION
HB 1094 – STATE AUDITOR'S OFFICE APPROPRIATIONS
1/18/2021

Good morning, Chairman Vigesaa, members of the committee, my name is Joshua Gallion, and I serve as North Dakota's State Auditor. I'm here today to discuss some of the updates and clarifications necessary to make N.D.C.C. 54-10 more effective.

As you are aware, the State Auditor is a constitutional state official elected by North Dakota citizens. My job is to lead the way in providing truthful, objective, and independent information to you and the citizens of North Dakota. Our mission is to produce informative audits to improve government through our team who is committed to generating greater value for taxpayers.

I believe in a government that is responsible and accountable to the citizens of North Dakota. During the 2019-2021 biennium, the State Auditor's Office has been paying $18,625 per month or nearly half a million dollars ($447,000) per biennium to the Information Technology Department (ITD) for services we are not receiving. We are having to rely on our own information systems auditors to provide desktop support to our staff of 58. We are essentially paying for these services twice because we are not receiving the support we need through ITD.

In Appendix A, you will find a list of services that our in-house information technology (IT) auditors have provided that ITD was unable to complete for us in a timely manner. Some of those include:

1. When we open tickets on software issues, ITD responds to the request with a notification to install specific software. When the users go to install the software, it prompts for admin credentials, which only our in-house IT staff have. This delays the user from being able to complete their work, and they also must get in contact with one of our own IT staff to assist with the installation.

2. We ordered laptops for our Mineral Royalty team in September 2020 as they were due for an upgrade. As of January 11th, 2021, we still do not have new laptops. One of our team members was having issues with her computer and the ITD help desk technician that was assisting her said that her laptop was over three years old and she should have a new one. She explained they have been on order since last year.

3. We have had multiple team members in our office that are getting the "blue screen sad face errors" and it shuts down their computer. Many of these issues are related to driver-specific errors. If ITD were updating computer drivers on a six to 12-month cycle, these drivers would be up to date. Instead, our team must manually go out and search for any driver updates. This can range anywhere from one to 20 driver updates depending on the age of their system and the last update of the laptop. This process can take anywhere from minutes to multiple hours depending on the number of updates.

We are requesting the State Auditor's Office be removed from N.D.C.C. which requires us to use ITD for centralized desktop services. ITD's services and equipment are not meeting the expectations of the State Auditor's Office, costing more time and they are creating inefficiencies. The state can save up to 10% (Appendix B on Page 5) by purchasing and servicing our own equipment in-house.

If our office was able to provide our own desktop support services, the first step would be to purchase our own equipment and support it, resulting in an estimated savings of at least $60,000 per biennium.

The current monthly charge for a regular laptop is $130, or $150 for a more advanced laptop. Over the three-year period of using that laptop, the total amount paid is $4,680 and $5,400 respectively. Additional cost savings would be found in bulk purchasing of computers and other equipment compared to retail pricing.

This concludes my testimony. I'd be happy to answer any questions you may have.

APPENDIX A: Examples of information technology support provided by our in-house staff and paid for through our monthly ITD bill.

1. Office 365 - Any issues with Microsoft Office 365 where the software does not load or is constantly crashing, we must go in and run the Office Repair to try and resolved the issue. Other times we must complete an uninstall or reinstall. Our team uses the software program Excel daily and if the program is not working, our auditors cannot be productive. Waiting several days days for a resolution is not acceptable.

2. Computer Issues - We have had multiple issues with docking stations, monitors, and laptops that are not working or they do not recognize the docking station or monitors. We must go in manually to make sure that all the drivers are up to date on the computer and docking stations. Additionally, our own IT team replaces cables on monitors and adapters.

3. Printer Issues – If users are not able to printer to our printer, our IT team must verify users are connected to the correct printer and if the correct drivers are installed for that specific printer.

4. Windows Profile Issues – Computer specific error messages that happen on our teams computer require solutions that are rebuilding user profiles from scratch. All files need to be backed up and saved, the profile must be deleted, and we start from scratch to create the new profile and configure settings.

5. RedSky Download – These cloud-based E911 software programs and updates are not always pushed to every computer. Our IT team must manually configure downloads for many of our computer systems.

6. Global Protect Download/Upgrade – These software programs and updates are not always pushed to every user's computer. Our IT team must go and manually configure the downloads.

7. Avaya Software/One X Communicator – These software programs and updates are not always pushed to every user's computer. We must manually configure the download in many instances.

8. Phone Issues – If users need to manually configure their Avaya phone password, ITD is not able to reset team members passwords. This is a challenge because presently our IT staff does not have the ability to retrieve those passwords and no one is able to help our staff to retrieve their phone messages.

9. MFA Setup – Support for the multifactor authentication is severely lacking from ITD. Our IT team has had to help our team members with this critical set-up as we can't wait for several days for ITD to get back to us to simply access our computer.

10. Mobile Phone Support – Support for any type of mobile phone service is practically nonexistent. This leaves our IT staff to support mobile phone inquiries.

11. Intune Company Portal - We have not had adequate support for this system. It has always been up to our IT staff to assist with getting users set up and understand what these programs do and how they work.

12. Outlook Mobile App – The assistance for this is severely lacking. Our IT team has had to support staff with understanding of the program functions.

13. Adobe Pro – While the license is through the state contract, users still require assistance with installation on their computer.

14. Conference Room Video Equipment – User can experience issues with not be able to share their computer screen on the TV, or they cannot hear each other in conferences. Depending on the software used for the meeting, the user can run into issues with being able to log-in to meeting or not having the correct software to connect.

15. Password Unlocks – With users being at home and passwords expiring, we had to work with user to get their password changed without being connected to the VPN.

Computer Equipment Analysis

Current ITD

Billing Description	Units	Rate	Amount
035 - Records Management	1	195.00	195.00
131 - Mainframe Disk Storage	12	0.00	0.01
520 - WAN Access State Fiber Circuit	2	425.00	850.00
570 - Technology Fee	56	66.25	3,710.00
582 - Deskotp Support Service Laptop	39	130.00	5,070.00
582 - Deskotp Support Service Laptop - Federal	5	67.00	335.00
583 - Desktop Support Service Tablet	12	115.00	1,380.00
584 - Desktop Support Service High End Laptop	4	150.00	600.00
585 - Remote Desktop Access Tool	1	80.00	80.00
780 - Multifactor Authentication	11	4.30	47.30
861 - Websphere Application Hosting (Teammate)	1	3,207.10	3,207.10
862 - SQL Application Hosting (Intranet)	1	125.00	125.00
862 - SQL Application Hosting (Intranet)	1	20.00	20.00
866 - Dedicated Intel App Server Hosting (Intranet)	1	410.00	410.00
868 - Cloud Application Hosting (Microsoft Dynamics)	1	503.74	503.74
875 - State Website Platform	1	35.00	35.00
879 - ConnectND Hosting	1	479.00	479.00
879 - ConnectND Hosting	1	64.00	64.00
879 - ConnectND Hosting	1	103.00	103.00
879 - ConnectND Hosting	1	51.00	51.00
879 - ConnectND Hosting	1	77.00	77.00
881 - Disk Storage - Premium OD	1705.11	0.22	375.12
883 - Disk Storage - File Share OD	320.48	0.10	32.05
888 - TSM Disk Storage (Teammate)	15237.01	0.04	609.48
950 - Misc.	0	-	-
		Monthly Est. Total	18,358.80
		Min. Biennium Cost	440,611.20

Notes:
Computers are upgraded on a 3-year rotation.
Biennium Laptop Cost - $3,120 ($4,680 over 3 years).
Biennium High End Laptop Cost - $3,600 ($5,400 over 3 years).
Biennium Federal Support Cost - $1,608

Internal Support

Equipment	Units	Rate	Amount
HP G850 - Regular Laptop	48	1,729.00	82,992.00
HP ZBook Studio G7 - High End	18	2,124.00	38,232.00
Standard Dock w/ Audio (3yr lifespan to stay with computer)	48	175.00	8,400.00
230 Watt Dock w/ Audio (3yr lifespan to stay with computer)	18	235.00	4,230.00
			133,854.00
3-Year Computer Upgrade Rotation			89,236.00
Monitors (Minimum 2/person) (5yr lifespan)	72	315.00	22,680.00
Keyboard/Mouse Combo (5yr lifespan)	24	60.00	1,440.00
		Equipment Cost	113,356.00

ITD Provided Services

Billing Description	Units	Rate	Amount
035 - Records Management	1	195.00	195.00
131 - Mainframe Disk Storage	12	0.00	0.01
520 - WAN Access State Fiber Circuit	2	425.00	850.00
570 - Technology Fee (Licenses)	58	66.25	3,842.50
585 - Remote Desktop Access Tool	1	80.00	80.00
780 - Multifactor Authentication	11	4.30	47.30
861 - Websphere Application Hosting (Current Teammate)	1	3,207.10	3,207.10
862 - SQL Application Hosting (Intranet)	1	125.00	125.00
862 - SQL Application Hosting (Intranet)	1	20.00	20.00
866 - Dedicated Intel App Server Hosting (Intranet)	1	410.00	410.00
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879 - ConnectND Hosting	1	77.00	77.00
881 - Disk Storage - Premium OD	1705.11	0.22	375.12
883 - Disk Storage - File Share OD	320.48	0.10	32.05
888 - TSM Disk Storage (Teammate)	15237.01	0.04	609.48
ITD Monthly Service Fee (Estimated - would need to confirm with ITD)	1	675.00	675.00

Notes:
Included an extra 5 laptops and 3 high end laptops in the totals.

Monthly Est. Total	11,781.30
Min. Biennium Cost	396,107.20
Estimated Savings	44,504.00
	10%

2021 HOUSE STANDING COMMITTEE MINUTES

Appropriations - Government Operations Division
Brynhild Haugland Room, State Capitol

HB1094
2/8/2021 AM

> A BILL for an Act to amend and reenact section 54-59-22.1 of the North Dakota Century Code, relating to the required use of centralized desktop support services.

09:06 **Chairman Vigesaa** brought the committee to order. Members present: Chairman Vigesaa, Representative Howe, Representative Meier, Representative Bellew, Representative Kempenich, Representative Mock. Members absent: Vice Chairman Brandenburg.

Discussion Topics:
- Elected officials

09:07 **Chairman Vigesaa** discussed the merits of removing the auditor's office from the bill.

09:12 **Chairman Vigesaa** adjourned the meeting.

Sheri Lewis, Committee Clerk

2021 HOUSE STANDING COMMITTEE MINUTES

Appropriations - Government Operations Division
Brynhild Haugland Room, State Capitol

HB1094
2/8/2021
2:51 PM

A BILL for an Act to amend and reenact section 54.8209;59.8209;22.1 of the North Dakota Century Code, relating to the required use of centralized desktop support services.

2:51 **Chairman Vigesaa** opened the meeting. Members present: Chairman Vigesaa, Vice Chairman Brandenburg, Representative Howe, Representative Bellew, Representative Meier. Members absent: Representative Kempenich, Representative Mock.

Discussion Topics:
- Removing the auditor from the ITD network.

2:51 **Adam Mathiak, Senior Fiscal Auditor, ND Legislative Council** explained the changes.

2:58 **Chairman Vigesaa** adjourned the meeting.

Sheri Lewis, Committee Clerk

2021 HOUSE STANDING COMMITTEE MINUTES

Appropriations - Government Operations Division
Brynhild Haugland Room, State Capitol

HB1094
2/8/2021
3:52 PM

> A BILL for an Act to amend and reenact section 54-59-22.1 of the North Dakota Century Code, relating to the required use of centralized desktop support services.

3:52 **Chairman Vigesaa** brought the meeting to order. Representative present: Chairman Vigesaa, Vice Chairman Brandenburg, Representative Kempenich, Representative Howe, Representative Bellew, Representative Meier, Representative Mock.

Discussion Topics:
- Removing the state auditor from desktop services.
- Other elected officials

3:52 **Representative Mock** explained the bill.

3:56 **Representative Mock** made a motion to adopt the amendment. LC 21.8076.01001.

3:56 **Representative Meier** seconded the motion.

3:57 Voice vote

3:57 Motion carried

3:57 **Representative Mock** made a motion for a "Do Pass as Amended".

3:57 **Representative Meier** seconded the motion.

Representatives	Yes	No
Chairman Vigesaa	X	
Vice Chairman Brandenburg	X	
Representative Kempenich	X	
Representative Howe	X	
Representative Meier	X	
Representative Bellew	X	
Representative Mock	X	

3:57 Roll call vote 7 Yeas 0 Nays 0 Absent

3:57 Motion carried.

Testimony #6243 was submitted after the meeting was closed.

3:58 **Chairman Vigesaa** closed the meeting.

Sheri Lewis, Committee Clerk

- ***Bill was later brought back for reconsideration***

21.8076.01001
Title.

Prepared by the Legislative Council staff for
the House Appropriations - Government
Operations Division Committee
February 8, 2021

PROPOSED AMENDMENTS TO HOUSE BILL NO. 1094

Page 1, line 19, overstrike "Agriculture commissioner."

Page 1, line 20, overstrike "l."

Page 1, line 21, overstrike "m." and insert immediately thereafter "l."

Page 1, line 22, overstrike "n." and insert immediately thereafter "m."

Page 1, overstrike lines 23 and 24

Page 2, line 1, overstrike "q."

Page 2, line 2, after "r." insert "n."

Renumber accordingly

STATEMENT OF PURPOSE OF AMENDMENT:

This amendment removes the requirement for the Agriculture Commissioner, Secretary of
State, and State Treasurer to obtain desktop support services from the Information Technology
Department.

21.8076.01001

Sixty-seventh
Legislative Assembly
of North Dakota

HOUSE BILL NO. 1094

Introduced by

Appropriations Committee

(At the request of the State Auditor)

1   A BILL for an Act to amend and reenact section 54-59-22.1 of the North Dakota Century Code,

2   relating to the required use of centralized desktop support services.

3   **BE IT ENACTED BY THE LEGISLATIVE ASSEMBLY OF NORTH DAKOTA:**

4   **SECTION 1. AMENDMENT.** Section 54-59-22.1 of the North Dakota Century Code is

5   amended and reenacted as follows:

6   **54-59-22.1. Required use of centralized desktop support services.**

7   1.   The following state agencies shall obtain centralized desktop support services from

8   the information technology department:

9   a.   Office of administrative hearings.

10   b.   Office of the governor.

11   c.   Commission on legal counsel for indigents.

12   d.   Public employees retirement system.

13   e.   North Dakota university system office.

14   f.   Department of career and technical education.

15   g.   Department of financial institutions.

16   h.   Department of veterans' affairs.

17   i.   Aeronautics commission.

18   j.   Council on the arts.

19   k.   ~~Agriculture commissioner.~~

20   ~~l.~~   Department of labor and human rights.

21   ~~m.~~l.   Indian affairs commission.

22   ~~n.~~m.   Protection and advocacy project.

23   ~~o.   Secretary of state.~~

24   ~~p.   State treasurer.~~

1   ~~q.   State auditor.~~

2   ~~r.~~n.   Securities department.

3   2.   The office of management and budget, after receiving advice from the information

4   technology department, shall establish policies and guidelines for the delivery of

5   desktop support services, including the transition from existing systems to functional

6   consolidation, with consideration given to the creation of efficiencies, cost-savings,

7   and improved quality of service. For purposes of this section "desktop support

8   services" means technical assistance and device management relating to the use of

9   personal computers and peripheral devices.

2021 HOUSE STANDING COMMITTEE MINUTES

Appropriations Committee
Brynhild Haugland Room, State Capitol

HB 1094
2/9/2021

Relating to the required use of centralized desktop support services.

4:32 Chairman Delzer- Called the meeting to order for HB 1094

Representatives	P/A
Representative Jeff Delzer	P
Representative Keith Kempenich	A
Representative Bert Anderson	P
Representative Larry Bellew	P
Representative Tracy Boe	P
Representative Mike Brandenburg	P
Representative Michael Howe	P
Representative Gary Kreidt	P
Representative Bob Martinson	P
Representative Lisa Meier	P
Representative Alisa Mitskog	P
Representative Corey Mock	A
Representative David Monson	P
Representative Mike Nathe	P
Representative Jon O. Nelson	P
Representative Mark Sanford	P
Representative Mike Schatz	P
Representative Jim Schmidt	A
Representative Randy A. Schobinger	P
Representative Michelle Strinden	P
Representative Don Vigesaa	P

Discussion Topics:
- State agency required Desk top support
- Exempting elected officials

4:34 Representative Vigesaa Explains the bill and the amendment for HB 1094 21.8076.01001

4:35 Representative Vigesaa -Makes a motion to move the amendment

Representative Howe-Second

Further discussion

Voice Vote- Motion Carries

4:36 Representative Vigesaa Motion Do Pass as Amended

Representative Howe-Seconds the motion

Further discussion

4:41 Roll Call Vote taken;

Representatives	Vote
Representative Jeff Delzer	Y
Representative Keith Kempenich	A
Representative Bert Anderson	Y
Representative Larry Bellew	Y
Representative Tracy Boe	Y
Representative Mike Brandenburg	Y
Representative Michael Howe	Y
Representative Gary Kreidt	Y
Representative Bob Martinson	Y
Representative Lisa Meier	Y
Representative Alisa Mitskog	Y
Representative Corey Mock	A
Representative David Monson	Y
Representative Mike Nathe	Y
Representative Jon O. Nelson	Y
Representative Mark Sanford	Y
Representative Mike Schatz	Y
Representative Jim Schmidt	A
Representative Randy A. Schobinger	N
Representative Michelle Strinden	Y
Representative Don Vigesaa	Y

Motion Carries 17-1-3 Representative Mock will carry the bill

Additional written testimony: No Written testimony

4:41 Chairman Delzer Closes the meeting for HB 1094

Risa Berube,

House Appropriation Committee Clerk

21.8076.01001
Title.02000

Prepared by the Legislative Council staff for
the House Appropriations - Government
Operations Division Committee
February 8, 2021

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This amendment removes the requirement for the Agriculture Commissioner, Secretary of
State, and State Treasurer to obtain desktop support services from the Information Technology
Department.

REPORT OF STANDING COMMITTEE

HB 1094: Appropriations Committee (Rep. Delzer, Chairman) recommends **AMENDMENTS AS FOLLOWS** and when so amended, recommends **DO PASS** (17 YEAS, 1 NAY, 3 ABSENT AND NOT VOTING). HB 1094 was placed on the Sixth order on the calendar.

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2021 SENATE GOVERNMENT AND VETERANS AFFAIRS

HB 1094

2021 SENATE STANDING COMMITTEE MINUTES

Government and Veterans Affairs Committee
Room JW216, State Capitol

HB 1094
3/11/2021
2:16 PM

Relating to the required use of centralized desktop support services.

Chair Vedaa opened the hearing at 2:16 PM with Sen Vedaa, Meyer, Elkin, K Roers, Weber, Wobbema, and Marcellais present.

Discussion Topics:
- Hardware, Software
- Security configurations
- Priority of response - Impact of urgency

Josh Gallion – ND State Auditor – introduced the bill #8839

Duane Schell – NDIT testified opposed #8841

Greg Hoffman – NDIT testified opposed #9229, #8841

Jim Silrum – ND Deputy Secretary of State testified neutral #8773

Additional written testimony: None

Adjourned at 3:10 PM

Pam Dever, Committee Clerk

TESTIMONY TO SENATE GOVERNMENT AND VETERANS AFFAIRS COMMITTEE
HB 1094 – STATE AUDITOR'S OFFICE
3/11/2021

Good afternoon, Chairman Vedaa, members of the committee, my name is Joshua Gallion, and I serve as North Dakota's State Auditor.

As you are aware, the State Auditor is a constitutional state official elected by North Dakota citizens. My job is to lead the way in providing truthful, objective, and independent information to you and the citizens of North Dakota. Our mission is to produce informative audits to improve government through our team who is committed to generating greater value for taxpayers.

HB 1094 would allow agencies headed up by elected officials to make the best choice for their agency regarding who can best provide desktop support services.

I believe in a government that is responsible and accountable to the citizens of North Dakota. During the 2019-2021 biennium, the State Auditor's Office has been paying nearly half a million dollars ($447,000) per biennium to the Information Technology Department (ITD) for services we are not fully receiving (see Appendix A). We are having to rely on our own information systems auditors to provide desktop support to our staff of 58.

It's also important to consider the separation of powers. Given the constitutional distribution of power within the executive branch — I strongly encourage you to allow individual agencies to select the IT solution that works best for them.

This concludes my testimony. I'd be happy to answer any questions you may have.

APPENDIX A: Examples of information technology support provided by our in-house staff and paid for through our monthly ITD bill.

1. Office 365 - Any issues with Microsoft Office 365 where the software does not load or is constantly crashing, we must go in and run the Office Repair to try and resolved the issue. Other times we must complete an uninstall or reinstall. Our team uses the software program Excel daily and if the program is not working, our auditors cannot be productive. Waiting several days days for a resolution is not acceptable.

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How can we help?

How can we help?

Request Something
Browse the catalog for services and items you need

Get Help
Contact support to make a request, or report a problem

My Tickets
Click here to view the Tickets you have submitted

96.2%
Satisfaction

96.1%
Recommend NDIT

2,694
Avg Weekly Incidents

71%
First Call Resolution

0.12 Day
First Call Resolution Time

1.4 Day
Avg Resolution Time

Service Management

	1.1		1.8		3.1
	ITSM		ITSM		ITSM
Incident	1.5	Incident	1.8	Incident	3.5
Problem	0.0	Problem	1.3	Problem	3.0
Request	1.6	Request	2.2	Request	3.0
Knowledge	1.0	Knowledge	1.4	Knowledge	3.0
Configuration	0.6	Configuration	1.8	Configuration	3.5
Change	1.4	Change	2.0	Change	3.0

Legend: (1) Ad-Hoc (2) Repeatable (3) Defined (4) Optimized (5) Innovating

2.3 Target EOY 21

3.1 Target EOY 22

NDIT Call Center Volume
150% weekly average - 300% volume at peak

Sum Of Total Calls Per Day

- **Ad-Hoc** – Unpredictable and reactive
- **Repeatable** – Processes are managed but not standardized
- **Defined** – Processes are standardized across the organization
- **Optimized** – Visibility, predictability across organization
- **Innovating** – Strong governance for all process and functions

Service Management Data
State Auditor

Incidents – 7 Day Sum

Incidents – First Call Resolution

First Call Resolution: The percentage of calls resolved without the need of escalation beyond first contact
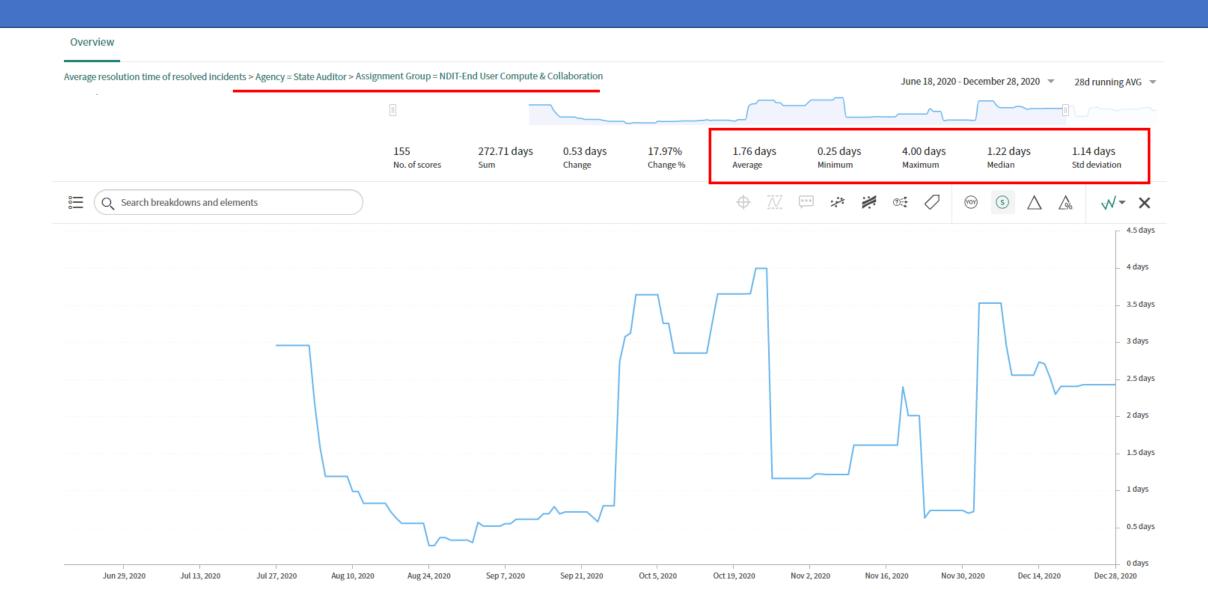
Incidents – First Call Resolution Time

First Call Resolution: The percentage of calls resolved without the need of escalation beyond first contact

Incidents – Resolution Time
Desktop Support

Desktop Support Cost Data

Desktop Support Rate Studies

- Desktop Support and the associated rates and services have been studied several times in the last 8 years

  - In 2013 as required in SB 2021, Eide Bailly conducted a "study of all state agencies' information technology desktop support to determine the feasibility and desirability of centralization of desktop support services through the information technology department for all state agencies." (50 agencies included in survey)

  - In 2017 as required in SB 2001, Legislative Management conducted a study and survey of ITD services and costs. 54 agencies responded with completed surveys. In particular, 24 agencies responded to the level of satisfaction with desktop support. 23 of 24 were very, mostly, or somewhat satisfied with the service

  - In 2019 the State Auditor's Office conducted a comprehensive study of state agency fees

  - What were the findings…..

Findings – Auditor's Study

Findings – Legislative Management Study

INFORMATION TECHNOLOGY DEPARTMENT
SERVICES SATISFACTION

The survey provided to state agencies included questions related to the services provided by ITD and asked each agency to rank their experiences with ITD in each category according to the following criteria:

- Very satisfied - 5
- Mostly satisfied - 4
- Somewhat satisfied - 3
- Somewhat dissatisfied - 2
- Mostly dissatisfied - 1
- Very dissatisfied - 0
- Not applicable - N/A

19.9164.01000

Information Technology Committee

The average rating by agency for all categories is as follows:

Overall Rating	Number of Agencies
5	6
4	33
3	10
2	1
1	0
0	0
Total	50

Distributed security roles and responsibilities adds unnecessary risk to the environment.

Summary of Recommendations

Hybrid Support Model

- 32 Agencies / 1,787 Users – Migrate to Desktop Support provided by ITD
- 16 Agencies / 6,088 Users - Continue with the current agency-based Desktop Support model

Tools Standardization

- Expand efforts to consolidate Desktop Support related tools and services
- 5 Key Tools recommended as "mandatory" for use by all agencies

Improved Efficiency

- Shared staff for smaller agencies results in fewer overall staff than are currently required for Desktop Support
- Focus agency staff on their primary function

Cost Comparisons

		NDIT Service	SAO	DOA	
Standard Equipment	46.6%	45.86	45.86	45.86	HP Machine w/warranty
Base Level Staff	39.7%	39.09	143.68	106.84	1 FTE Minimum
Infrastructure/Tools	8.9%	8.73	5.17	5.17	SCCM, imaging, patching
Overhead	4.9%	4.82	??	??	Supervision, HR
		98.50	194.71	157.87	

- Will a per call fee need to be developed for when incidents exceed the knowledge of part time support staff?
- Will this create even larger, more complex issues?

What increases costs?

Specific areas where a decentralized support structure is driving up support costs include the following:

- Ticketing Systems
- Remote Desktop Control Tools
- Imaging Solutions
- Procurement
- License Management
- Lifecycle Management
- Hardware Consistency
- Software Consistency

NDIT Services
- ServiceNow
- SCCM, requires a server
- 1.5 FTE continual effort
- Automated with HP
- M365 Tenant managed at NDIT
- ServiceNow Asset Inventory
- Handful of standard machines
- 1 FTE of effort

Appendix

~#93383 9228

GRATITUDE

CURIOSITY

COURAGE

HUMILITY

NORTH
Dakota
Be Legendary.™

Citizen
Focused

Growth
Mindset

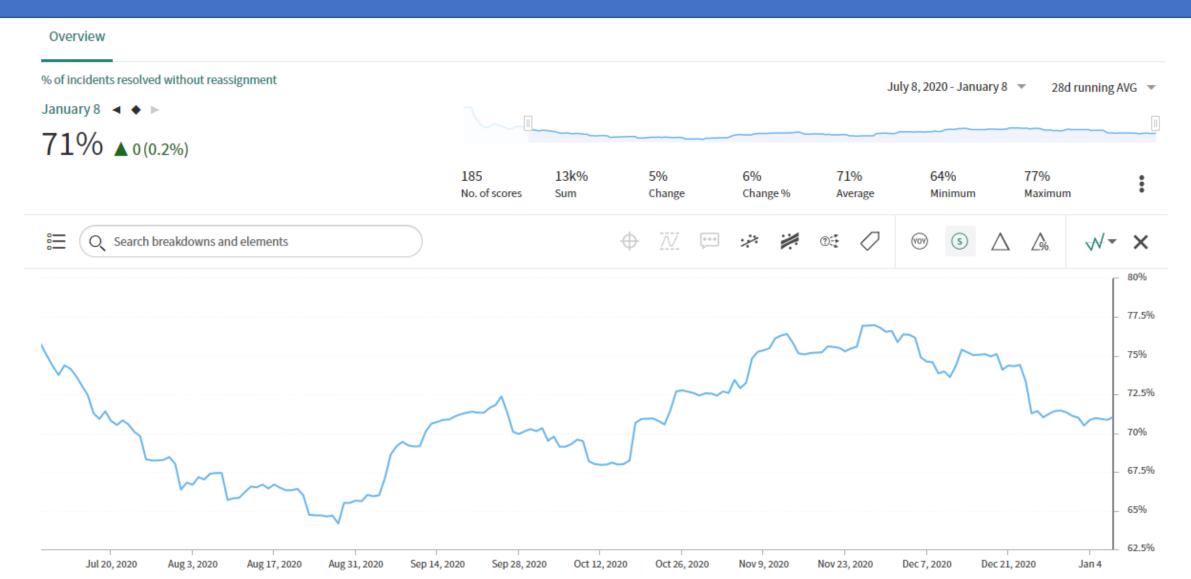Leadership
Everywhere

Work
As One

Make A
Difference

Service Management Data Overall

Incidents – 7 Day Sum

Incidents – First Call Resolution

First Call Resolution: The percentage of calls resolved without the need of escalation beyond first contact

Incidents – Mean Time to Resolve

When is an incident resolved?
- When the customer acknowledges resolution
- When confidence is high the incident is resolved but the customer is non-responsive

Overall

Overview

Average resolution time of resolved incidents

January 8 ◄ ◆ ►

1.44 days	0.01 days	2.31 days
Average	Minimum	Maximum

Incidents created by calling the service desk

Overview

Average resolution time of resolved incidents > Contact Type = Phone

January 8 ◄ ◆ ►

0.26 days	0.00 days	0.76 days
Average	Minimum	Maximum

First Call Resolution – Mean Time to Resolve

Overview

Average resolution time of resolved incidents > Assignment Group

January 8 ◄ ◆ ►

0.12 days	0.00 days	0.23 days
Average	Minimum	Maximum

Incidents created by emailing the service desk

Overview

Average resolution time of resolved incidents > Contact Type = Email
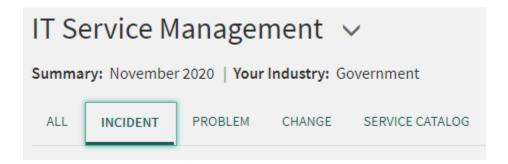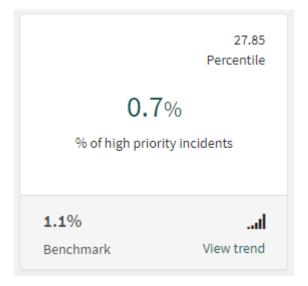
January 8 ◄ ◆ ►

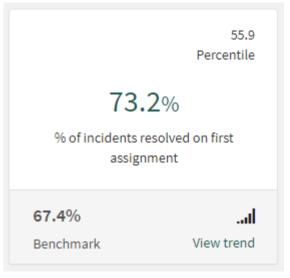| 1.73 days	0.03 days	3.33 days
Average	Minimum	Maximum

* Resolution times increase when waiting on electronic confirmation from customers
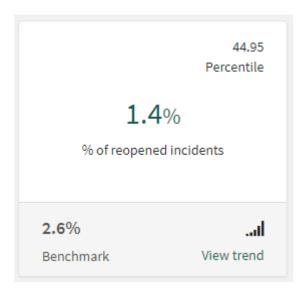
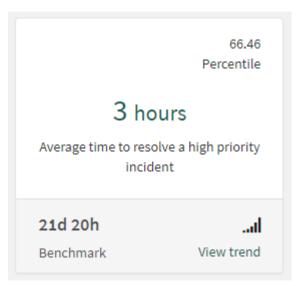# Incidents – Resolved by Priority

Issue Response

1. When we open tickets on software issues, ITD responds to the request with a notification to install specific software. When the users go to install the software, it prompts for admin credentials, which only our in-house IT staff have. This delays the user from being able to complete their work, and they also must get in contact with one of our own IT staff to assist with the installation.

    Response: Limiting admin credentials is a security best practice and our support team is well trained and regularly work around this control

2. We ordered laptops for our Mineral Royalty team in September 2020 as they were due for an upgrade. As of January 11th, 2021, we still do not have new laptops. One of our team members was having issues with her computer and the ITD help desk technician that was assisting her said that her laptop was over three years old and she should have a new one. She explained they have been on order since last year.

    Response: Supply chain issues have plagued us since the beginning of the pandemic causing us to be behind schedule.

3.   3. We have had multiple team members in our office that are getting the "blue screen sad face errors" and it shuts down their computer. Many of these issues are related to driver-specific errors. If ITD were updating computer drivers on a six to 12-month cycle, these drivers would be up to date. Instead, our team must manually go out and search for any driver updates. This can range anywhere from one to 20 driver updates depending on the age of their system and the last update of the laptop. This process can take anywhere from minutes to multiple hours depending on the number of updates.

    Response: 2020 was an abnormal year with a great deal of unplanned work. As such, some of our pro-active efforts are behind schedule however the support team is trained and skilled at dealing with these type of issues and we are working to get back on track with normal maintenance.

Appendix Issues

1. Office 365 - Any issues with Microsoft Office 365 where the software does not load or is constantly crashing, we must go in and run the Office Repair to try and resolved the issue. Other times we must complete an uninstall or reinstall. Our team uses the software program Excel daily and if the program is not working, our auditors cannot be productive. Waiting several days days for a resolution is not acceptable.

4. Windows Profile Issues – Computer specific error messages that happen on our teams computer require solutions that are rebuilding user profiles from scratch. All files need to be backed up and saved, the profile must be deleted, and we start from scratch to create the new profile and configure settings.

Response: Unfortunately, these are issues that do arise however our support team is well trained and able to resolve these type of issues.

Appendix Issues

2. Computer Issues - We have had multiple issues with docking stations, monitors, and laptops that are not working or they do not recognize the docking station or monitors. We must go in manually to make sure that all the drivers are up to date on the computer and docking stations. Additionally, our own IT team replaces cables on monitors and adapters.

3. Printer Issues – If users are not able to printer to our printer, our IT team must verify users are connected to the correct printer and if the correct drivers are installed for that specific printer.

Response: 2020 was an abnormal year with a tremendous amount of unplanned work. As such some of our normal pro-active maintenance did slip however, we are working to get back on track.

Appendix Issues

5. RedSky Download – These cloud-based E911 software programs and updates are not always pushed to every computer. Our IT team must manually configure downloads for many of our computer systems.

6. Global Protect Download/Upgrade – These software programs and updates are not always pushed to every user's computer. Our IT team must go and manually configure the downloads.

7. Avaya Software/One X Communicator – These software programs and updates are not always pushed to every user's computer. We must manually configure the download in many instances.

9. MFA Setup – Support for the multifactor authentication is severely lacking from ITD. Our IT team has had to help our team members with this critical set-up as we can't wait for several days for ITD to get back to us to simply access our computer.

15. Password Unlocks – With users being at home and passwords expiring, we had to work with user to get their password changed without being connected to the VPN.

Response: Moving over 7000 users to a remote situation in less than 48 hours resulted in deploying software and solutions in an abnormal manner.   Automated systems require devices to be on the network to be effective. With so many people in transition, software was not deployed to 100% of devices.   Our support team was well prepared to resolve these issues from a skillset perspective however we will admit that we did have capacity constraints with the rapid transition.

Appendix Issues

10. Mobile Phone Support – Support for any type of mobile phone service is practically nonexistent. This leaves our IT staff to support mobile phone inquiries.

11. Intune Company Portal - We have not had adequate support for this system. It has always been up to our IT staff to assist with getting users set up and understand what these programs do and how they work.

12. Outlook Mobile App – The assistance for this is severely lacking. Our IT team has had to support staff with understanding of the program functions.

Response: NDIT would like to better understand these issues as NDIT does support 1000's of these device and is well trained on these issues.   NDIT also provides free training available to every state user how to utilize these technologies

Appendix Issues

8. Phone Issues – If users need to manually configure their Avaya phone password, ITD is not able to reset team members passwords. This is a challenge because presently our IT staff does not have the ability to retrieve those passwords and no one is able to help our staff to retrieve their phone messages.

Response: This is a design feature of the phone system and intended to maintain a secure environment.   The instructions on how to change a phone password is well documented on our website and knowledge base

13. Adobe Pro – While the license is through the state contract, users still require assistance with installation on their computer.

Response: NDIT has a automated way to deploy this software and it is unclear why this capability is not being utilized

14. Conference Room Video Equipment – User can experience issues with not be able to share their computer screen on the TV, or they cannot hear each other in conferences. Depending on the software used for the meeting, the user can run into issues with being able to log-in to meeting or not having the correct software to connect.

Response: The move to virtual and video environments have created a great deal of change for all users.   We have seen a dramatic decrease in these issue as users have become more accustom to this environment and we have extensive experience in supporting these environments.

Position	Cost	Est # Incidents	Direct Loss Expectancy	Direct Loss Mitigated	Notable Operational Impacts
GRC Bank	$ 253,919.00	48454	$13,995,861.7	$500,638.90	• Loss of Ability for BND to operate
GRC HIPPA	$ 507,838.00	52269	$13,495,222.8	$1,001,277.80	• HHS Office of Civil Rights Fines • Millions in CMS (Medicade/Medicare) project funding-MMIS (75%) Funded & portion of Spaces
CyINF	$ 761,757.00	52269	$12,994,583.8	$1,501,916.71	• High likelyhood of misconfigured systems and persistant vulnerabilities
CyINF	$ 1,015,676.00	56085	$12,493,944.9	$2,002,555.62	• High likelyhood of misconfigured systems and persistant vulnerabilities
CyINF	$ 1,269,595.00	56085	$11,993,306.0	$2,503,194.53	• High likelyhood of misconfigured systems and persistant vulnerabilities
GRC ASSESS	$ 1,523,514.00	59901	$11,492,667.1	$3,003,833.43	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
CyAR	$ 1,777,433.00	63716	$11,367,507.4	$3,128,993.16	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
CyAR	$ 2,031,352.00	67532	$11,242,347.7	$3,254,152.89	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
CyAR	$ 2,285,271.00	71348	$11,117,187.9	$3,379,312.61	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
CyAD	$ 2,539,190.00	75164	$10,992,028.2	$3,504,472.34	• Attacks will be harder to identify, attribute, and resolve without threat hunters
GRC FBI & Tax	$ 2,793,109.00	75164	$10,491,389.3	$4,005,111.25	• Loss of federal criminal info to local law enforcement • Loss of Processing ability for Job Services, DHS, Tax Department, Child Support
GRC ASSESS	$ 3,047,028.00	75164	$9,990,750.4	$4,505,750.16	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
CyAR	$ 3,300,947.00	75164	$9,740,430.9	$4,756,069.61	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost

Eucation and Training	$ 3,554,866.00	78979	$9,490,111.5	$5,006,389.06	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
GRC ASSESS	$ 3,808,785.00	82795	$8,989,472.6	$5,507,027.97	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
CyAD	$ 4,062,704.00	86611	$8,488,833.7	$6,007,666.88	• Attacks will be harder to identify, attribute, and resolve without threat hunters
CyAR	$ 4,316,623.00	86611	$8,363,673.9	$6,132,826.61	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
CyAR	$ 4,570,542.00	90427	$8,238,514.2	$6,257,986.34	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
CyAR	$ 4,824,461.00	94242	$8,113,354.5	$6,383,146.06	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
GRC PCI-DSS	$ 5,078,380.00	98058	$7,988,194.8	$6,508,305.79	• Loss of Government ability to use Payment Cards - Bank of North Dakota, DOT, Parks and Recreation, Game and Fish, etc. (~50 Agencies Total)
GRC K-12	$ 5,332,299.00	98058	$7,487,555.9	$7,008,944.69	• Loss of U.S. Department of Education funds
GRC ASSESS	$ 5,586,218.00	98058	$6,986,917.0	$7,509,583.60	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
GRC ASSESS	$ 5,840,137.00	98058	$6,486,278.0	$8,010,222.51	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
CyAD	$ 6,094,056.00	101874	$5,985,639.1	$8,510,861.42	• Attacks will be harder to identify, attribute, and resolve without threat hunters
CyAR	$ 6,347,975.00	105689	$5,735,319.7	$8,761,180.87	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost
Eucation and Training	$ 6,601,894.00	109505	$5,485,000.2	$9,011,500.32	• Violation of Due Diligence and Due Care would leave state exposed to discipline from all regulatory agencies and groups
CyAR	$ 6,855,813.00	113321	$5,234,680.8	$9,261,819.78	• Will address ~3,816 incidents • Unaddressed incidents can massively increase cost

GRC PRIVACY	$ 7,109,732.00	117137	$4,984,361.3	$9,512,139.23	• Potential lawsuits if data is mishandled
CyAR	$ 7,363,651.00	120952	$2,492,180.7	$12,004,319.89	• Will address ~3,816 incidents • Unaddressed incidents can

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

March 11, 2021

TO: Chairman Vedaa and Members of the Senate Government and Veterans Affairs Committee

FR: Jim Silrum, Deputy Secretary of State on behalf of Secretary of State Al Jaeger

RE: HB 1094 – Centralized desktop support services

In the 17+ years that I have served as Deputy Secretary of State, our office has not always had the luxury we have now in the desktop services provided by North Dakota Information Technology (NDIT). We have had to go to outside sources to secure these services. In our searching for an outside source, we were never able to find one that met the full extent of our office needs.

In January of 2017, the field of elections was designated by Homeland Security as critical infrastructure and this designation made it even more imperative that our systems had the best cybersecurity protections. We have that now in what is being provided to us from NDIT and we are incredibly appreciative.

On behalf of the Secretary of State, if the committee recommends a do pass on this bill, I request the committee to make certain that this bill would only remove the requirement for constitutional officers to use the desktop support services provided by NDIT. And to make sure that the offices removed from the law can continue receiving the valuable desktop support that has been provided to us for several years now.

2021 SENATE STANDING COMMITTEE MINUTES

Government and Veterans Affairs Committee
Room JW216, State Capitol

HB 1094
3/11/2021
4:29 PM

Relating to the required use of centralized desktop support services.

Chair Vedaa called to order at 4:29 PM with Sen Vedaa, Meyer, Elkin, K Roers, Weber, Wobbema, and Marcellais present.

Discussion Topics:
- Committee Work

Sen K Roers moved a **Do Not Pass**

Sen Meyer seconded

Roll Call Vote: 4 -- YES   3 -- NO   -0-ab   Motion Passed

Senators	Vote
Senator Shawn Vedaa	N
Senator Scott Meyer	Y
Senator Jay R. Elkin	Y
Senator Richard Marcellais	N
Senator Kristin Roers	Y
Senator Mark F. Webber	Y
Senator Michael A. Wobbema	N

Sen K Roers will carry the bill.

Adjourned at 4:37 PM

Pam Dever, Committee Clerk

REPORT OF STANDING COMMITTEE

HB 1094, as engrossed: Government and Veterans Affairs Committee (Sen. Vedaa, Chairman) recommends **DO NOT PASS** (4 YEAS, 3 NAYS, 0 ABSENT AND NOT VOTING). Engrossed HB 1094 was placed on the Fourteenth order on the calendar.