

## State Information Technology Advisory Committee (SITAC)

### Large Project Prioritization for 2017-2019 Biennium

Meeting Date: Sept. 27, 2016

#### Overview/Ranking List

Project Name	Sponsoring Agency	Estimated Cost	Total Points	Rank
<b>General Funds</b>				
Electronic Health Records	Dept. of Corrections	\$935,907 General	29	1
Statewide Interoperable Radio Network (SIRN)	Information Technology Dept.	\$56,553,669 General + \$8,797,166 Special	30	2
Voting Tabulators	Office of the Secretary of State	\$9,000,000 General	39	3
Child Care Licensing System	Dept. of Human Services	\$3,000,000 General	42	4
Electronic Poll Books	Office of the Secretary of State	\$3,000,000 General	55	5
<b>Federal Funds</b>				
Health Information Technology: Care Coordination	ND Health Info. Network (ITD), DHS	\$40,800,000 Federal + \$7,200,000 Special	18	1
Women, Infants, Children (WIC) Electronic Benefits Transfer (EBT)	Dept. of Health	\$1,739,220 Federal	30	2
ND Foods 2.0 (to incorporate the Family Childcare Home Sponsoring Organizations (FCHSO) budget and financial management into the system)	Dept. of Public Instruction	\$2,267,371 Federal	36	3
<b>Special Funds</b>				
Real-ID (to add federal Real-ID requirements to drivers licencing)	Dept. of Transportation	\$510,000 Special	31	1
Claims and Policy System Program, Phase 3	Workforce Safety and Insurance	\$10,150,121 Special	41	2
Unemployment Insurance System Modernization	Job Service North Dakota	\$11,000,000 Special/Federal	50	3
Drivers License System Rewrite	Dept. of Transportation	\$11,585,000 Special	55	4
Trust Lands System Replacement	Dept. of Trust Lands	\$5,250,000 Special	67	5
Extranet	Workforce Safety and Insurance	\$1,050,660 Special	71	6
Traffic Data Editing and Analysis	Dept. of Transportation	\$1,074,000 Special	86	7
Oracle Reports Replacement	Workforce Safety and Insurance	\$535,000 Special	92	8

#### Notes:

All of the above items are Executive Branch projects. The Judicial and Legislative Branches do not have any planned projects for 2017-2019 that meet or exceed \$500,000 in budget.

"Total Points" is the total of the SITAC members' individual rankings for the projects. There were 14 SITAC members ranking, therefore "14" would be the best score a project could receive ("14" equals a #1 ranking from all members).

**2017-2019 Large Project Request**  
**ND Department of Corrections and Rehabilitation**  
**Electronic Health Record System Replacement**

SITAC Prioritization:                    General Funds: 1 out of 5

**Project Description:**

This project will procure and implement a replacement for the DOCR Electronic Medical Record system. The current system is past useful life, and beginning to fail in certain modules. The vendor has left the EMR industry, and dissolved its operations supporting the product. There is no possibility of maintaining the system, including no updates, no security patches, and no fixes for currently failing modules. The system is currently in a closed hosting setup, with no administrative or maintenance oversight possible. The replacing system will fulfill all needs of DOCR in regard to creation, access, maintenance of consistent medical records and healthcare environment. Pharmacy operations will not be included in the scope of the replacing system, as a stand-alone pharmacy software program will be in place before this replacing system has been implemented. However, the replacing system must communicate, transmit data, and ensure data integrity between the pharmacy software program and replacing EMR system.

**Proposed Solution:**

DOCR proposes to issue a Request for Proposal (or appropriate procurement) to procure a replacement system for the current Rcare Magnum Electronic Medical Record (EMR) system. In fall of 2015, DOCR invited many correctional-based Electronic Health Record vendors to provide a free demonstration of their product for a core team of DOCR stakeholders. Critical functionality was detailed and discovered. This functionality will be detailed in the Request for Proposal (or other appropriate procurement). Overall goals of improving medical/pharmacy/treatment business operations, practices, and efficiencies will be expanded. Procurement through RFP (or other appropriate procurement) of a replacement Electronic Health Record System. The replacing system will be connected via interfaces to an Offender Management System, pharmacy software system, lab provider, and other necessary input/outputs.

**Budget:**

General	\$	935,907
Federal	\$	-
Special	\$	-
<b>Total request</b>	<b>\$</b>	<b>935,907</b>

**Estimate of on-going costs**

		General funds
2019-2021	\$	125,880
2021-2023	\$	125,880

**Impact if not funded:**

DOCR will be unable to fulfill a core, fundamental responsibility in its current existence. Health records will be unavailable in the next biennium if current system continues to deteriorate at its current pace. Patient health and life could be at risk if data integrity is not maintained. DOCR will be exposed to the highest possible level of risk. An all-paper solution will need to be implemented, creating a drastic increase in overtime and new FTE necessity.

**2017-2019 Large Project Request**  
**Information Technology Department**  
 Statewide Interoperable Radio Network (SIRN)

SITAC Prioritization:                      General Funds: 2 out of 5

**Project Description:**

Public Safety communications today in North Dakota rely primarily on legacy conventional technologies implemented during the 1970’s, individually owned and operated by the different cities, counties and state agencies. Through the SIRN 20/20 study it has been identified that due to the aging of the infrastructure and end point user gear that thousands of these components are beyond their manufacturer's “End of Life” announcements and quickly approaching the “End of Support” from manufactures between 2018-2020. Also through the study it was identified that through the use of such conventional technologies limitations there is a lack of (or at times no) usable interoperability between the different public safety user communities during events requiring them to communicate with other agencies in real time. The goal of this project is to 1) establish reliable communications consistently across the state in support of public safety using identified industry standards; 2) reduce communications management workload/improve the safety of first responders on scene during response; 3) improve the ability of responders and incident managers, both on scene and within the 911 centers (PSAPs), to adjust communications tactics and methods to meet incident needs; 4) and improve the ability of first responders at all levels to consistently utilize communications in all environments.

**Proposed Solution:**

The proposed solution would be a VHF-7/800MHz hybrid system utilizing the industry APCO Project 25 (P25) standard incorporating trunking technology to minimize the total infrastructure needed while enhancing the overall system performance capacity to support daily, mutual aid, and emergency interoperable communications across the state for all public safety users. Additionally, the SIEC would establish processes, training, and oversight for the consistent operation of an interoperable system and methods of communications locally, regionally and statewide. Policies and practices would be governed by a combination of regional and state-supported boards and committees to ensure broad engagement at all levels.

**Budget:**

	<b>2017-2019 request</b>	<b>Total Ownership Cost (2017-2023)</b>
General \$	56,553,669	\$ 169,206,466
Federal \$	-	-
Special \$	8,797,166	\$ 49,672,576
<b>Total request \$</b>	<b>65,350,835</b>	<b>\$ 218,879,042</b>

**Estimate of on-going costs:**

		General and Special funds
2019-2021	\$	10,362,824
2021-2023	\$	21,748,421

**Impact if not funded:**

1) Due to different 'jurisdictional' budget constraints and lack of federal grants, some Public Safety agencies may choose to operate legacy equipment beyond the manufacturer's "End of Support" date, creating an environment for potential failure of any equipment used by first responders and resulting in loss of communications during emergency response, jeopardizing day to day safety of responders and the public. 2) No centralized system or standards resulting in continued limitations in interoperability locally, regionally, and statewide. 3) Loss of collaborative buying powers resulting in cumulative higher costs using smaller, individual procurement to support public safety, knowing equipment must still be replaced due to End of Support dates.

**2017-2019 Large Project Request**  
**Secretary of State**  
Replacement of Vote Tabulation Equipment (eVoting Tabulators)

SITAC Prioritization:            General Funds: 3 out of 5

**Project Description:**

We are replacing all of the equipment the counties use to tabulate votes.

**Proposed Solution:**

New equipment needs to be purchased. The we will need to make sure that we can have the existing provider of ballot to use the new technology or acquire a new provider. Also, the results that are created from the tabulation equipment needs to be able to be processed by our election night reporting system.

**Budget:**

General	\$	9,000,000
Federal	\$	-
Special	\$	-
Total request	\$	<u><u>9,000,000</u></u>

**Estimate of on-going costs:**    None provided

**Impact if not funded:**

The current equipment is near or at end-of-life. Further use could result in delayed or inaccurate election results.

**2017-2019 Large Project Request**  
**Department of Human Services**  
Child Care Licensing

SITAC Prioritization:            General Funds: 4 out of 5

**Project Description:**

DHS needs to develop and maintain a Certification and Licensing System (CLS) that supports all core certification and licensing functions and a centralized repository of provider license/certificate, inspection, and sanction information. This system will need to allow for inspection reports and the compliance histories of regulated child care programs to be made public by electronic means, in a consumer-friendly and easily accessible format, organized by provider. Include provider-specific results of monitoring and inspection reports, including those reports that are due to major substantiated complaints about a provider's failure to comply with health and safety requirements and other child care regulations.

**Proposed Solution:**

Create an RFP to solicit solution for mandated requirements.

**Budget:**

General	\$	3,000,000
Federal	\$	-
Special	\$	-
Total request	\$	<u><u>3,000,000</u></u>

**Estimate of on-going costs:**    None provided

**Impact if not funded:**

Due to a change in the Child Care Development program funding model, which indicates that the Secretary may impose sanctions, including disqualification from further receipt of CCDF funding or a penalty of not more than 4% of Discretionary funds for failure to implement a provision of the Act, the regulations, or the Plan. 4% of Discretionary funds will now be assessed to states which do not comply with data tracking and public reporting standards.

**2017-2019 Large Project Request**  
**Secretary of State**  
Statewide ePollbooks

SITAC Prioritization:            General Funds: 5 out of 5

**Project Description:**

We are acquiring electronic pollbooks to be used across the state at all polling locations.

**Proposed Solution:**

New equipment needs to be purchased and distributed to all of the counties. The software also needs to be able to both import from and export to the current Central Voter File (VOICES). Additional equipment may be required for counties with locations that do not have existing Wi-Fi.

**Budget:**

General	\$	3,000,000
Federal	\$	-
Special	\$	-
Total request	\$	<u><u>3,000,000</u></u>

**Estimate of on-going costs:**    None provided

**Impact if not funded:**

None identified.

**2017-2019 Large Project Request**  
**Department of Human Services**  
Health Information Technology - Care Coordination

SITAC Prioritization: Federal Funds: 1 out of 3

**Project Description:**

The Center for Medicare and Medicaid Services (CMS) is promoting increased access and enhancement of the state's health information network (NDHIN) through the availability of enhanced federal financial participation (FFP). The CMS FFP funding can be leveraged for Medicaid enrolled providers to support 1) onboarding of provider's Electronic Health Record integration, and 2) enhancement of the care coordination services available through the NDHIN. For the next five years, these funds are available through the Medicaid HIT Incentive Payment program. DHS is working in coordination with the state Health IT Advisory Committee and the ITD HIT Office to pursue this opportunity.

**Proposed Solution:**

The purpose of the DHS HIT Program is to leverage funding through CMS to enhance the overall functionality of the NDHIN by providing Medicaid providers options to meet specific measures and objectives to achieve Meaningful Use and promote comprehensive interoperability with all providers throughout the state.

See attached document entitled NDHIN Proposed Budget and Return on Investment which outlines the specific activities and associated costs for this collaborative effort between DHS Medicaid HIT program, CMS and NDHIN.

**Budget:**

General	\$	-
Federal	\$	40,800,000
Special	\$	7,200,000
Total request	\$	<u>48,000,000</u>

**Estimate of on-going costs:**

2019-2021	\$	-
2021-2023	\$	4,375,000

**Impact if not funded:**

In a recent environment scan conducted by the ITD HIT Office on behalf of the state Health IT Advisory Committee (HITAC), only 11.9% of the respondents identified the NDHIN as a method for sending patient information to external provider/organizations. In addition, only 9.1% of the respondents identified the NDHIN as a method of receiving patient information. The primary purpose of this investment is to onboard non-participating providers and increase the access and utilization for all provider types.

If this initiative is not funded, the NDHIN is at risk of having limited provider access and subsequently a patient care coordination model that lacks a holistic view of participating patient's electronic health records. Additionally, enhanced interoperability between healthcare providers supports the ability of ND providers achieve Meaningful Use and avoid Medicare penalties.

**2017-2019 Large Project Request**  
**Department of Health**  
 Women, Infants, Children Electronic Benefit Transfer (WIC EBT)

SITAC Prioritization: Federal Funds: 2 out of 3

**Project Description:**

EBT is an electronic solution that utilizes a card in the place of paper checks to deliver WIC benefits to families. EBT is a long-term goal of FNS and of the WIG Program. Under EBT, an electronic system replaces paper checks or vouchers with a card that can be used at the Electronic Cash Register (ECR)/Point of Sale (POS). There are both offline and online WIG EBT technologies. Online EBT transaction processing uses a payment card that has a magnetic stripe to perform a series of real-time transactions. Offline EBT processing uses a payment card that has a computer chip imbedded in the card; commonly referred to as a Smart Card.

**Proposed Solution:**

With the previous upgrade of our WIC system to LegeNDS, which is an "EBT friendly" system. The next step is to implement a contractor's EBT component to LegeNDS. The RFP process will select a contractor to implement EBT.

**Budget:**

General	\$	-
Federal	\$	1,739,220
Special	\$	-
Total request	\$	<u><u>1,739,220</u></u>

**Estimate of on-going costs**

		Federal funds
2019-2021	\$	533,120
2021-2023	\$	638,000

**Impact if not funded:**

Failure to meet the USDNFNS mandate requiring the implementation of EBT (electronic benefit transfer) as the delivery method of food benefits for all WIG families by October 1, 2020.

**2017-2019 Large Project Request**  
**Department of Public Instruction**  
NDFoods 2.0

SITAC Prioritization: Federal Funds: 3 out of 3

**Project Description:**

DPI desires to update the NDFoods system. The project's solution will 1) fix inaccuracies in the system and re-work system components to allow for a higher quality of data and decision making, and 2) incorporate the Family Childcare Home Sponsoring Organizations (FCHSO) budget and financial management into the system.

**Proposed Solution:**

DPI will work with the Information Technology Department (ITD) to enhance and correct the NDFoods system which was implemented in 2012. Enhancements include developing reports, adding financial accounting capabilities, and increasing usability. An iterative development process will be used on this project.

**Budget:**

General	\$	-
Federal	\$	2,267,371
Special	\$	-
Total request	\$	<u>2,267,371</u>

**Estimate of on-going costs:** None provided

**Impact if not funded:**

- 1) The system will continue to have inaccurate processing and slow system performance. (Risk Response: Fix system deficiencies, increase performance, and add automated features where possible.)
- 2) Detailed knowledge of the system will continue to be retained by only one super user. (Risk Response: Involve additional staff in the project and provide knowledge transfer to them.)

**2017-2019 Large Project Request**  
**Department of Transportation**  
Real-ID Implementation

SITAC Prioritization:                      Special Funds: 1 out of 8

**Project Description:**

Add Document Scanning for required breeder documents that comply with Real ID/ND regulations  
Modification of Temporary Issuance locations workflow  
Addition of Photo Up Front application  
Addition of Central Printing workstation in Bismarck ND Headquarters location

**Proposed Solution:**

Morphotrust is our current vendor for the Digital Drivers License. They would come in and make the previous changes to our current system.

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	510,000
Total request	\$	<u>510,000</u>

**Estimate of on-going costs:**      None provided

**Impact if not funded:**

Individuals would not be able to use their state issued credential to board a commercial plane or enter a federal building.

**2017-2019 Large Project Request**  
**Workforce Safety & Insurance**  
CAPS (Claims and Policy System) Phase 3

SITAC Prioritization:                      Special Funds: 2 out of 8

**Project Description:**

This is part of a multi-phase, multi-project, multi-year program to replace core business applications. Phase 3 is made up of 6 projects concentrating on the area of Policy and Employer Services.

**Proposed Solution:**

WSI has engaged consulting partner, ServiceLogix, a software firm with proven success in similar industries and extensive knowledge with the existing PowerComp system used at WSI. WSI plans to continue the relationship with ServiceLogix to execute and implement the CAPS Program Plan.

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	10,150,121
Total request	\$	<u>10,150,121</u>

Note: iBARS submitted biennium budget is for \$8,120,097 to reflect the portion of the phase that will take place in the 2017-2019 biennium

**Estimate of on-going costs:**        None provided

**Impact if not funded:**

WSI's current legacy systems are aging and will continue to become more difficult to maintain and support, possibly requiring more and more resources. The objectives laid out in the Charter and Program Plan will not be satisfied.

**2017-2019 Large Project Request**  
**Job Service North Dakota**  
Unemployment Insurance (UI) Modernization

SITAC Prioritization:                      Special Funds: 3 out of 8

**Project Description:**

Replace the unemployment processing functionality that currently resides on a Unisys Mainframe platform.

**Proposed Solution:**

The direction has not been chosen at this time. JSND is in the process of preparing an RFI for vendor proposals and has authorized ITD to develop an estimate for replacement. When all of the options are considered, a decision forward will be made.

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	11,000,000 *
Total request	\$	<u>11,000,000</u>

**Estimate of on-going costs**              None provided

**Impact if not funded:**

The very real impact of not performing this project is that the automated functionality for processing unemployment insurance could stop working and we would not have the staff to fix it. Should this occur, operation of the unemployment insurance program in North Dakota would be greatly hindered. Depending upon the level of failure, impacts could be delayed benefit payments to stoppage of all operations for an extended period of time. The program serves approximately 25,000 citizens per year and between 20,000 and 30,000 employers per year.

*\* Note: This project information was submitted by JSND categorized as special funds. However during the SITAC meeting it was noted that the money is from Federal funding. The committee opted not to re-rank the project under the Federal category.*

**2017-2019 Large Project Request**  
**Department of Transportation**  
Drivers License Rewrite

SITAC Prioritization:                      Special Funds: 4 out of 8

**Project Description:**

The initial DL application was developed in 1984 and programs are written in Cobol/Natural with an ADABAS database and are becoming increasingly difficult to maintain. Programmers coming into the workforce are no longer being taught the languages needed to support systems so we are retraining Java programmers. The programs driving DL systems are extremely complex and, by nature, high maintenance due to the impact of frequent Federal and State legislative changes and administrative requirements. Driver License is one of the most important information technology applications within North Dakota State Government and yet it is the oldest remaining legacy systems within the State.

**Proposed Solution:**

FAST has a module that has a drivers piece that can go on the current MV application.

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	11,585,000
Total request	\$	<u>11,585,000</u>

**Estimate of on-going costs**

		Special Funds
2019-2021	\$	940,000
2021-2023	\$	1,880,000

**Impact if not funded:**

The mainframe costs continue to rise and also the experienced staff that support it are retiring and the knowledge transfer is not there.

**2017-2019 Large Project Request**  
**North Dakota Department of Trust Lands**  
DTL System Replacement

SITAC Prioritization:                      Special Funds: 5 out of 8

**Project Description:**

Replacement of the current IT system used for the majority of the agency's units for conducting their business functions.

**Proposed Solution:**

Complete the DTL Business Process Modeling (BPM) project (2015-2017 biennium) and then based upon the final report and recommendation, and either procure Commercial-Off-The-Shelf (COTS) solution(s) from vendor(s), or build a customized solution(s) with either internal-state resources or a vendor(s).

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	5,250,000
Total request	\$	<u><u>5,250,000</u></u>

**Estimate of on-going costs:**      None provided

**Impact if not funded:**

DTL will need to continue using an outdated, non-integrated system that has reached its limitations in the context of ensuring accurate, accessible, and efficient program administration and available technical support necessary to manage an increasing number of assets, transactions, and records.

**2017-2019 Large Project Request  
Workforce Safety & Insurance  
Extranet**

SITAC Prioritization:                      Special Funds: 6 out of 8

**Project Description:**

WSI conducted a communications audit in 2011 that recommended three initiatives to improve clarity, governance, and serving injured workers. The initiatives included a re-designed internal intranet, a re-designed public internet web site, and a secure extranet portal for injured workers, employers and medical providers. The intranet and external web site projects have been completed successfully. This project would enable WSI's customers to securely access needed information via the Internet. WSI has worked closely with ITD on the initial analysis and planning, and the scope of this project will include a re-designed ND login process that will also benefit other agencies.

**Proposed Solution:**

WSI engaged with a consultant that worked with ITD and evaluate the current, as-implemented state of the ITD-provided SharePoint environment as a potential solution. The current state was determined not capable of supporting the technical integration requirements or the performance and reliability requirements. The consultant worked with ITD to recommend a phased approach which will include a re-designed ND login process, integrating WSI's current external facing applications into the common portal, introducing basic claim interactivity for injured worker and employers to review claim information, integration of specific reports to external authenticated users, and then advanced features such as dashboard development and submission of electronic forms and workflows. The WSI extranet project will create a secure self-service portal for authenticated external stakeholders (i.e. employers, providers, and injured workers) to view, update, and submit information related to interactions with WSI.

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	1,050,660
Total request	\$	<u>1,050,660</u>

**Estimate of on-going costs:**

		Special funds
2019-2021	\$	215,229
2021-2023	\$	215,229

**Impact if not funded:**

WSI would not be able to satisfy the audit recommendation for a secure extranet portal for injured workers, employers, and medical providers, and we would not be able to meet our customers expressed expectations for an increased level of customer service through on-line solutions.



**2017-2019 Large Project Request**  
**Workforce Safety & Insurance**  
Oracle Reports Replacement

SITAC Prioritization:                      Special Funds: 8 out of 8

**Project Description:**

ITD has recommended that WSI move from their existing transactional reporting system to a more currently supported platform. The project will include performing a deeper inventory/analysis of specific existing and known future reports. In addition, a set of high-priority analytical report requirements will be used to pilot the process of creating an analytical data model with already available tools, such as Microsoft Excel and Power Query. A technical solution will be selected for transactional reporting, data analysis and analytical reporting. Reports will then be developed on the new platform.

**Proposed Solution:**

WSI engaged a consultant to perform an analysis of WSI's reporting needs internal and external to the organization. Nexus interviewed internal business units at WSI to identify reporting needs. The consultant also conducted interviews with similar workers' compensation agencies from the US and three ND state agencies to understand what reporting products they are utilizing today, what is working and not working well, and where they intend to go in the future. The consultant met with ITD to understand their expertise and support and recommended two solutions, both of which are supported by ITD. Select a replacement transactional and analytical reporting tool and implement solution.

**Budget:**

General	\$	-
Federal	\$	-
Special	\$	535,000
Total request	\$	<u>535,000</u>

**Estimate of on-going costs:**

		Special funds
2019-2021	\$	43,200
2021-2023	\$	43,200

**Impact if not funded:**

WSI is currently on an older version of Oracle Reports that is no longer supported. WSI is also the only agency in the State of ND that utilizes Oracle Reports. There is a risk of the agency not having a reporting solution that is supported if there are issues that develop, and the expertise to support the current reporting solution is limited.