

# Agency IT Operations Plan

2017-2019

## Bank of North Dakota

Line of Business: Regulatory  
Contact: Hawks, Mark H.

Agency Number: 4710

### 2015-2017 Accomplishments

- Allowance for Loan and Lease Losses
- Loan Process Improvement Project
- SLND Guarantor Transfer Project
- Allowance for Loan and Lease Losses Project
- Lotus Notes Tickler System
- Application Whitelisting Project
- OPS Replacement Project

### 2017-2019 Technology Strategy Information

#### **Goal**

Consistently deliver business value through collaboration and Partnership

Evolve maturity of BND's Information Security Posture to ensure that BND's information is secure in the ever-changing landscape of information security threats.

Fully realized Mobile technology to support BND's mission, vision, and core values for BND employees and customers.

BND has a well-designed technology infrastructure to meet its evolving business needs.

The Technology Team is equipped with the tools, knowledge, and training to effectively meet all of BND's technology requirements.

#### **Strategy**

Create business user surveys to determine customer satisfaction.

Continually monitor and improve how IS is protecting resources.

Develop a mobile technology strategy and guideline with Executive approval.

Create and implement plan defining IT infrastructure future state.

Define and implement organizational roles and responsibilities of the Technology Team.

Sound technology governance and processes are fully deployed.

ITIL Certification Training for all BND technology staff. Implement configuration/change management tools.

### 2017-2019 Planned Activity Information

- Risk Management ERM
- Director Project
- Websphere Migration Project
- Websphere Replacement Project
- Anti-Money Laundering (AML) Software
- PACE Loans

### 2017-2019 Technology Being Investigated or Considered

Data Warehouse	NA
Account Analysis	NA
FIS ASP	Investigate feasibility of moving FIS to an ASP environment
PayPlus ASP	Investigate feasibility of moving PayPlus to an ASP environment
Phase II Helms Updates	Updates to the Helms system
Data Warehouse - UDA	Monitor, classify and track UDA's used within the banks business units.
Account Analysis Software	Find software to perform account analysis and reporting for the Operations business unit.
Configuration/Change Management Updates	Updates to the functionality of our Configuration and Change Management applications.
Payment View	ACH Report writing module

### New Projects

- Anti-Money Laundering
- Director
- Risk Management ERM
- WebSphere Migration

- WebSphere Replacement

### Technical Infrastructure Information

Number of Computers/Workstations	355
Number of Portable Devices	43
Number of Network Printers	48
Number of Servers	107
Number of public-facing web sites	14
Number of internally facing web sites	83

### Application Information

<i>HELMS/HelmNet</i>	Loan servicing system with a web frontend
<i>Fiserv</i>	BND's Core banking solution
<i>PGS</i>	Guarantor system
<i>Fed Funds</i>	BND's investment and fed-funds banking
<i>Bonds/Coupon</i>	BND's investment and bond register banking solution
<i>Salesforce</i>	Customer Relationship Management and vault inventory
<i>Mainframe</i>	Account Analysis and electronic bank files for state agencies
<i>Secure Transport</i>	Managed file transfer application
<i>Paceloan</i>	Pace buy-down loan program
<i>Sungard</i>	Investments, safekeeping, and bond accounting
<i>Transtar</i>	Tracking registered bond holders and payments
<i>IDEA</i>	Data analytics software
<i>TeamMate Audit Management System</i>	Audit Management Software
<i>Halogen</i>	Performance Management Software
<i>Calyx</i>	Loan processing and origination software
<i>Pitney Bowes</i>	Mail tracking, address correction, and correspondence design

*Pipeline Loan Tracker*

External bank interface to BND for home loans and interest rates

*WebPay*

ACH Payment Processing

*eConnect*

Electronic correspondence

*APSecure*

Check printing

*BND Direct*

Unknown

*CoNetrix*

Internal IT risk assessments and vendor management

*eVision*

COLD / Image retrieval for Vision IP

## Application Information

*FIS*

Unknown

*FundTech*

Unknown

*Secure Transport/Tumbleweed*

Secure image transfer between BND and others

*External BND Website*

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*Internal website - Synergy*

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