

Agency Operations Plan 2015-17

Agency:

North Dakota Department of Commerce

Line of Business: (optional)

Coordinates and focuses on the state's economic development resources. Works to broaden the state's economic base, create new wealth and generate high paying, career track jobs. Focuses on five target industries: Value added agriculture, advanced manufacturing, information technology, tourism, and energy.
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Technology Strategy:

CRM (Customer Relationship Management) – Microsoft Dynamics CRM has been implemented as the main data management software program for the Department of Commerce. CRM integrates fully with Microsoft Outlook which allows for the warehousing and tracking of project related and other relevant correspondence. The flexible functionality of CRM includes the ability to import and export data from various sources, including Microsoft Excel. The increased functionality afforded by CRM to all users across Commerce to create basic reports as well as the ability to create custom reports with SQL reporting tools. Also included in the functionality of CRM is the ability for all users to share common information in one central repository, eliminating the need for many different types of databases.

CRM also provides a central location for information such as community profiles, top officials and city/county information. This assists all divisions, as all divisions access the same information and it eliminates the need for multiple spreadsheets and untimely updates to the information. Funding information can also be managed in CRM; APUC/NDDF, Tourism, DCS, Renaissance and others can track grants and funding projects through CRM and can share the information internally as required. CRM is hosted at ITD.

The Department of Commerce and divisions maintain a web presence at the following web sites. All web sites are hosted at ITD. Content is managed by Commerce staff.

Commerce Sites: www.commerce.nd.gov
InnovateND – www.innovatend.com
Centers of Excellence – www.commerce.nd.gov/research/centersofexcellence
ResearchND – www.commerce.nd.gov/research
Census Office – www.ndcensus.gov

ND Business Sites:
Economic Development and Finance – www.business.nd.gov
Development Fund - www.business.nd.gov/development_fund
APUC - www.business.nd.gov/apuc
American Indian Business Office - www.americanindianbusiness.com

Community Services Sites: www.communityservices.nd.gov
Weatherization – www.ndwap.com
Manufactured Home Installation Program – www.ndmhip.com
Building Codes – www.ndbuildingcodes.com

ND Workforce Sites: www.workforce.nd.gov
Operation Intern - www.OperationIntern.com
Apprenticeships - www.NDApprenticeship.com
Americorps - www.NDAmericorps.com

ExperienceND Sites: www.experience.nd.gov
Youth Forward – <http://ndyouthforward.com>

Tourism Site: www.ndtourism.com

Division:

Community Services

Line of Business: (optional)

The Division of Community Services (DCS) administers federal and state programs in the areas of Community Development, Homeless Assistance, Energy Efficiency & Renewable Energy, and Low Income Assistance. In addition DCS administers and provides technical assistance as it relates to the implementation of the state building code, manufactured housing inspection and installation, and the modular building third party inspection program.

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Technology Strategy:

HomeNet is the HOME Program's in-house data-base program that was developed for the HOME Program by ITD in 2002-2003. It is used to track the HUD grant funding, set-aside funding to sub recipients, individual activity funding, state program income, recipient program income and long-term compliance with HOME grant requirements. The HOME program sub recipients use it to track grant progress, submit project setups, project revisions, project completions, and cash requests. Types of activities included are homeownership acquisition assistance, homeowner rehabilitation assistance, rental production and rehabilitation, and tenant-based rental assistance. HomeNet is a Java Based Web sphere application hosted on ITDs servers and accessed via a web browser. ITD developers provide updates as needed and ITD's support desk provides technical support for end users. Looking into the possibility of moving HomeNet into CRM.

Division of Community Services began using EDMS nearly 8 years ago. We have records with retention requirements of 20 plus years, we simply did not have the space to retain the hard copies. We use ILINX for scanning and FileNet for storage. FileNet allows all users to view records without delay and eliminates duplication of files. Without this system, we would need multiple copies of some records, and would be required to rent off site space for storage. APUC is also currently using these services.

Weatherization is currently using Wxeor, an auditing tool which is used to estimate the savings to investment ratio of homes weatherized as required by Department of Energy. Also currently using WxPro, a reporting tool that draws information from Wxeor.

PAGE, is an online DOE reporting program, to send reports and state plans to DOE. Weatherization has a contract with EERC that allows weatherization and EERC to make changes to the Wxpro program on a monthly basis.

Manufactured Home Tracking Software to track a manufactured home from the time it's shipped to North Dakota until its, final inspection.

Community Development Block Grant Program is using CRM to track and manage grants, state loan, and payments to sub recipients, monitoring of sub recipients, environmental issues as well as custom reporting. This has allowed the maintaining of all activities and information in one central location compared to the 4 databases and multiple spreadsheets previously required.

Division:

Economic Development and Finance

Line of Business: (optional)

The Economic Development & Finance (ED&F) Division of the North Dakota Department of Commerce provides business development services to promote the state and deliver assistance that result in the creation and expansion of new businesses in North Dakota. ED&F also provides the delivery of financial assistance programs as well as fulfilling the delivery of legislative programs and initiatives created to stimulate business start-up, expansion and recruitment.

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Technology Strategy:

CRM - ED&F uses CRM to manage projects and RFPs for local developers and site selectors. In addition, CRM provides increased functionality for users to attach emails, documents, articles, reports and other daily necessities for project development and operations. Users are able to create and update marketing lists, events/campaigns and track activities such as phone calls and appointments all in one location. The Agriculture Utilization Commission Program utilizes CRM to track and manage grants requested, awarded, and the payments made to their recipients.

DataMine – DataMine was originally created to house what was then known as the Manufacturer’s Directory. Data will be archived and all links to the DataMine server discontinued.

GIS mapping - ED&F utilizes ESRI’s ArcGIS to map characteristics of locations of interest to site selectors. ED&F has one primary and one secondary license for the desktop version. The North Dakota Census Office has a primary desktop license as well which is used to map Census data. ED&F and the Census office also have ArcGIS Online Level 1 plans with up to 5 named users.

REMI – ED&F is a secondary user to the REMI (Regional Economic Models Inc) software agreement with the North Dakota Department of Transportation. This software is used for economic analysis of the effects of business startups and expansions.

Sparak – The Development Fund utilizes and maintains their own server that hosts the Sparak application they use to track loans and payments.

Division:

Tourism

Line of Business: (optional)

To create new wealth for North Dakota through increased spending by out of state visitors.

Contact:

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Technology Strategy:

North Dakota Tourism maintains a presence on the World Wide Web at the URL of <http://www.ndtourism.com/>. The web site is hosted at the Information Technology Department within the State of North Dakota. North Dakota Tourism also maintains an administrative tool that manages more than 2,000 partner contacts to include attractions, accommodations, events and vacation packages. The administrative tool and web site serves as a vehicle for advertising North Dakota via articles, images, pictures, partner listings and industry news. North Dakota Tourism utilizes Microsoft Dynamics CRM to manage and track partners throughout the state, Familiarization tours, Agri-Tourism grants, and Media instances.

Planned Activities:

Continued maintenance on web site and administrative tool for web with current provider and ITD.
Continue to monitor and enhance our social media presence with the new and advanced trends.
Enhance online advertising and marketing efforts.

Technologies being considered or investigated:

- North Dakota Tourism does not have any major IT projects planned for the 2015-2017 Biennium. Continued maintenance of our current site and CRM databases will be managed accordingly.

Division:

Workforce Development

Line of Business: (optional)

Administer Federal and State funded workforce and volunteer programs and provide administrative support to Governor Appointed Councils and Commissions

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Technology Strategy:

Workforce Development supports multiple programs that aid the state in job creation and retention. The Relocation Program utilizes CRM to track and maintain all correspondence and people that are seeking to relocate to North Dakota and find employment. Operation Intern also utilizes CRM as well to track students and funding within the program.

Planned Activities:

Technologies being considered or investigated:

No new technologies being watched.

Agency Technology Infrastructure:

The Department of Commerce currently supports 63 Laptops, 26 Desktops, 7 Windows tablets, and 11 iPads. Computers are setup on a 4 to 5 year replacement cycle. Agency Directors and a few select staff also utilize smart phone technology. The agency also utilizes file and print services from the Information Technology Department.

Agency Planned Activities:

Additional programs are planned to be implemented in CRM. These additional programs include the Business Incentive Agreement (BIA) partner access, rankings, and other programs as they are implemented within Commerce.

General web maintenance and some minor customizations may occur.

Technologies being considered or investigated:

The Department of Commerce will be looking into Microsoft SharePoint and GIS to integrate and add to the functionality of CRM