

Presentation to the SITAC Meeting

**September 26, 2012
Dakota Carrier Network
Building
Board Room**



Agenda

- Welcome/Opening Comments
- Prioritization Process Overview
- Presentation of General Fund Projects
- Break
- Review General Fund Results
- Presentation of Federal/Special Fund Projects
- Review Federal and Special Fund Results
- Wrap-up



Lisa Feldner, CIO





Welcome and Opening Comments



**Jeff Quast,
ITD Enterprise
Services**





Project Ranking Overview

- Each Large Project (\$250,000+) will be presented by an agency representative
- 10 minutes per project, including questions and answers, and scoring
- General Funded projects include any project that is completely or partially General funded, but can include Special and/or Federal funding
- Federal/Special Funded projects have no General Funding
- SITAC will score/prioritize General Fund projects before moving to the Federal/Special Funded projects



Scoring Process

- First Project automatically gets ranked # 1
- First and Second Projects get ranked 1 or 2
- First, Second and Third projects get ranked 1, 2, or 3
- Continue this process until all projects have been presented and ranked
- You will have an opportunity to reprioritize the projects during the 'Review and Discussion' at the end of General Funded and Federal/Special Funded sections



Questions regarding the
scoring process?



General Fund Projects



North Dakota **CJIS**

Pam Schafer

Electronic Case File Project
September 26, 2012



ND CJIS

- The 2012 CJIS Strategic Planning Vision was developed by a subcommittee of the CJIS Board to guide the budget request for the 2013/15 Biennium and plan for the future needs of criminal justice information sharing statewide. The committee developed a strategic roadmap for criminal justice improvement projects over the next several biennia.
- Members: Dallas Carlson, Sally Holewa, Mike Lynk, Jim Page, Pam Schafer, and Keith Witt

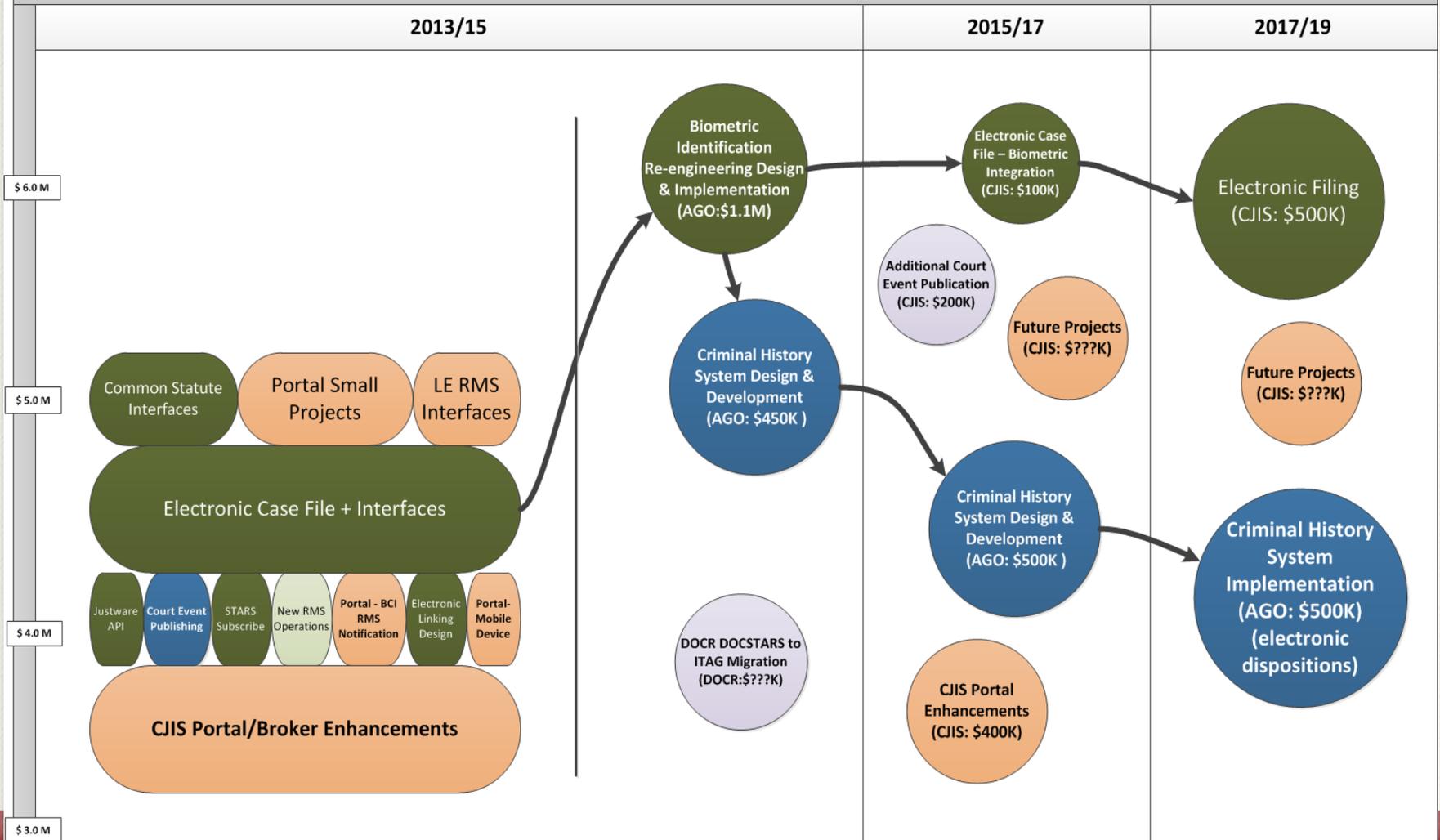


ND CJIS

- **Six Key Strategies recommended by Justice Information Foundation Study (JIFS)**
 - Improve access to aggregated criminal justice data
 - Improve Subject Identification
 - Electronic Reporting of Court Info
 - Electronic Charging, Law Enforcement - Prosecution - Court
 - Improved Subject Identification
 - Charge Consistency across agencies
 - New Criminal History System (including Automated Disposition Reporting)
 - Common Statute Table



CJIS Strategic Planning Roadmap





ND CJIS-Electronic Case File

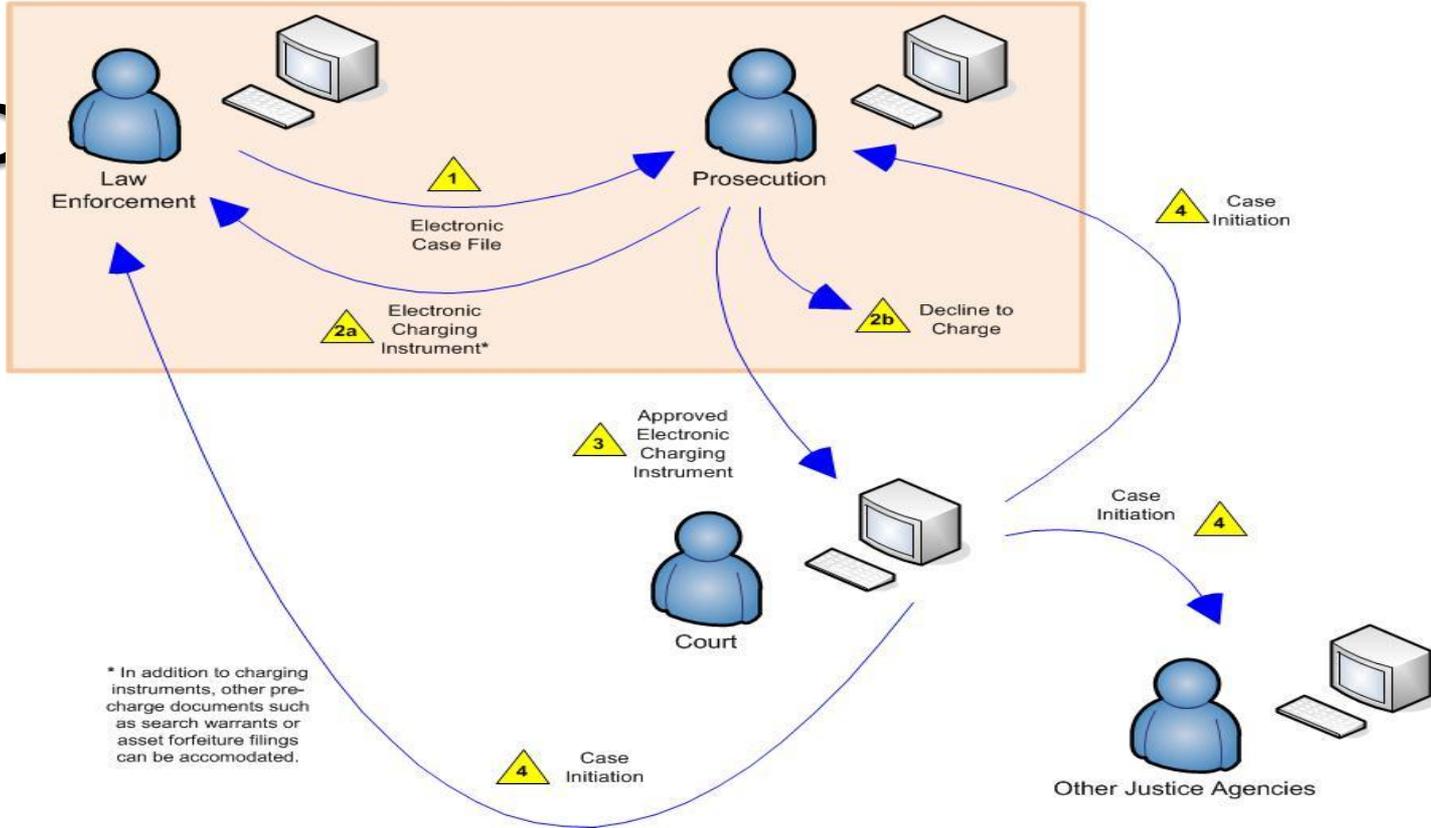
Electronic Case File

- Develop document management and workflow system to support creation, sharing of and collaboration on electronic case file information between law enforcement and prosecution, including interfaces for CJIS's RMS and STARS.
- Project Budget: \$545,360



Electronic Charging Automation Workflow

ND



* In addition to charging instruments, other pre-charge documents such as search warrants or asset forfeiture filings can be accommodated.



Questions?



Project Scoring



**Department of Emergency Services
Division of State Radio
Mike Lynk, Director**



Mike Lynk

Division of State Radio

Director

Base Line Map Phase III



● **Project Overview**

- Develop a Statewide Seamless Base Map through the use of digital photography via newly acquired technology.
- Additional funding needed to complete the project.
- Three processes will be performed simultaneously, the continuance of aerial photography, processing of data with placement of center lines, and applying address points and verification of the data.



Project Benefit

- Standard seamless dataset for public safety and other departments
- Data sharing
- NG9-1-1
 - Local data incorporated into the "network"
 - Need for specific standards
 - Centralized QA/QC
 - Direct relationship to call routing to correct PSAP



Project Benefit

- Accessible by all state agencies, local and tribal governments as well as the private sector.
- Integrated with dispatching systems including mapping software, computer aided dispatch and automatic vehicle location technology.
- Additional funding in this request will provide additional address points for all counties beyond the 22 counties that SR currently serves resulting in a complete statewide map.



New Photos



Current Photos





- **Impact of delay**

- Continued use of outdated & inaccurate maps
- Will further hinder movement towards interoperability
- Increased risk for dispatching errors
- No map back up if State Radio goes down
- Without additional funding the project may be stalled.



Summary

- Project that is designed to enhance statewide interoperability and redundancy
- Improve public safety
- Provide agencies data sets and imagery that they need but no one agency could fund



Questions?



Project Scoring



Mike Lynk

Division of State Radio

Director

Computer Aid Dispatch (CAD) III



- **Project Overview**

- Upgrade the agency Computer Aided Dispatch to the latest version of software and replace the associated servers to be able to operate the software.

- **Project Benefit**

- The mobile client for the law enforcement vehicles has numerous enhancements.
- More capacity to enable additional law enforcement agencies to utilize the system
- Conserve resources by effectively routing closest assets and mapping to the scene speeding up response times
- Safety procedures built into the system



- **Impact of delay**

- Program support is determined by two version changes (ex: Ver 8.1, 8.2)
- More capacity to enable additional law enforcement agencies to utilize the system

- **Summary**

- Project that is designed to provide an efficient public safety communications system to federal, state and local agencies. Will provide a system that can be interoperable for all stakeholders.
- The system hardware is reaching its maximum capacity.
- System failure results in Law enforcement safety.



Questions?



Project Scoring



Lucas Asche

Director, Information
Management & Technology

Office of State Tax
Commissioner

TAP - Business Registration & Webfile



Project Overview

- Create an online portal for business taxpayers to register their business, file and pay taxes, maintain their accounts, and submit requests.
- Replace existing stand-alone sales and withholding webfile systems and adding the ability to file/pay restaurant & lodging taxes.



Project Benefits (for taxpayer)

- Single sign-on for all accounts
- Ability to file/pay restaurant & lodging taxes
- Allow file uploads from off-the-shelf software
- Fully integrated with Gentax application
- Instant calculations/business rules/acknowledgements
- Consistent look & feel throughout all pages
- 24-7 access supported by wide range of browsers



Project Benefits (for department)

- Free up staffing resources to focus on and pursue important compliance initiatives.
- Allows us to easily maintain, modify, and enhance the product utilizing the same tools used for Gentax
- Reduced phone calls/correspondence
- Reduce costs (hosting, software development, maintenance, printing)
- Reduce workload (mail, scanning, records)
- Increased efficiency and turnaround time on requests



Impact of Delay

- Less time focusing on compliance initiative
- Must rely on external sources for maintaining existing applications; costs are also increasing
- Manual processes have staff doing busy work versus working on our compliance initiative
- Delays implementation of other processes and integration of other taxes in TAP
- Costs to hire additional resources are increasing



Summary

TAP will be a vital piece of our core business in the coming years. Instead of hiring additional staff to keep up with our manual processes, the implementation of TAP will allow us to maintain current staffing levels while continuing to provide the same level of customer service.

Due to high customer demand for online tools and our need to focus on compliance issues, utilizing technology is the most logical way to achieve our goals.



Questions?



Project Scoring



Jenny Witham

Chief Information Officer



Behavioral Health Information System Replacement

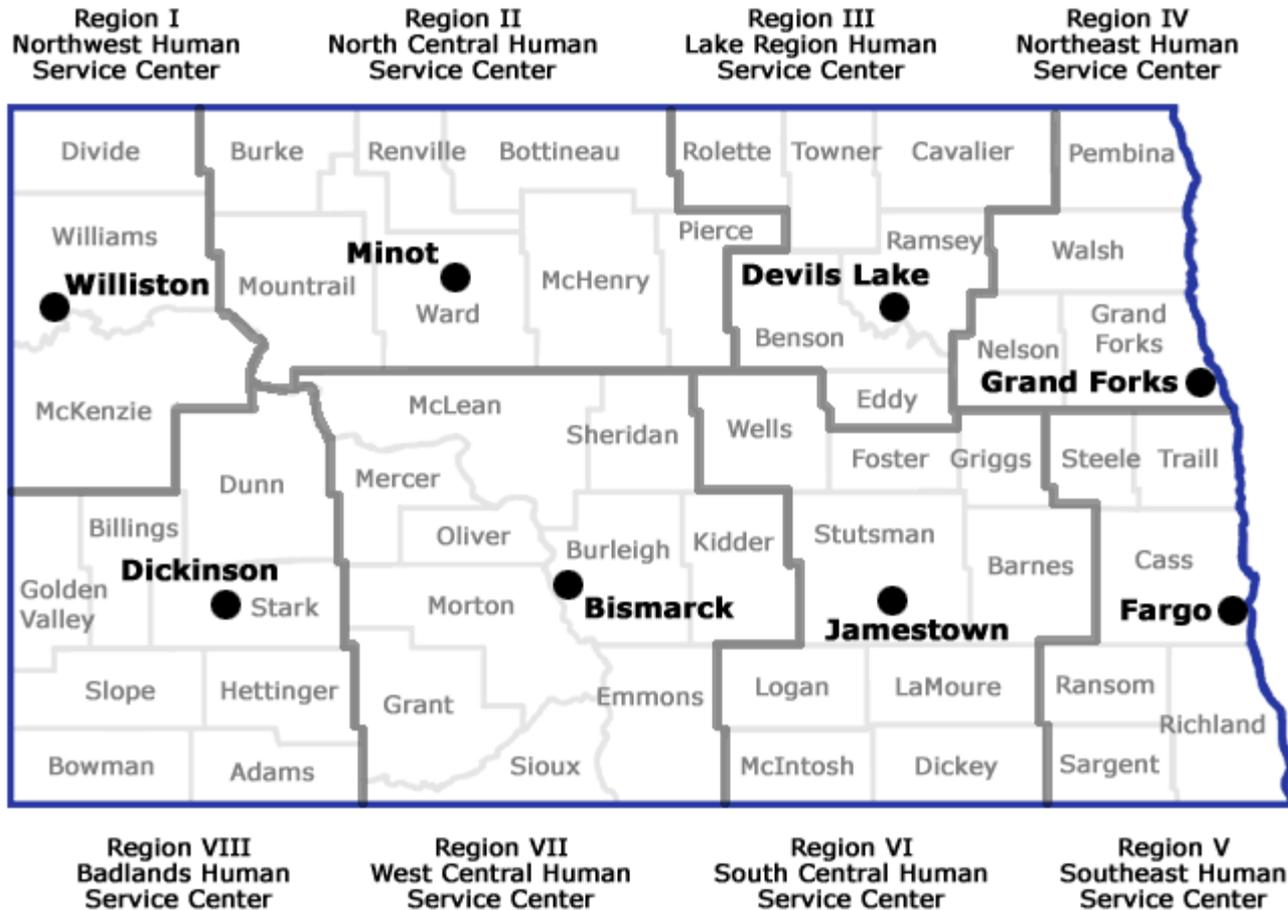


DHS Behavioral Health Services:

- The Mental Health and Substance Abuse Services Division provides leadership for the planning, development, and oversight of a system of care for children, adults, and families with severe emotional disorders, mental illness, and/or substance abuse issues.
- Mental health and substance abuse services are delivered through eight Regional Human Service Centers and the North Dakota State Hospital in Jamestown.



North Dakota Information Technology Department





Regional Human Service Centers

- Patient Scheduling, Billing and Clinical Record system
- Proprietary development language and database
- Original contract with CMHC; Netsmart Corporation purchased in CMHC in 2005
- Netsmart is sun setting CMHC product line

State Hospital

- Inpatient hospital core functionality: Admission, Transfer and Discharge, Order Entry, Patient Accounting, Medical Records
- Outdated development language (IBM RPG)
- Original contract with AIMS; Creative Socio-Medics (now NetSmart) purchased AIMS in 2004 and immediately discontinued support of product

Both systems are built on obsolete information architectures



Benefits

Electronic Health Records

- Meet “Meaningful Use” criteria
- Accreditation standards
- Interoperability and data exchange

Stage 1
2011-2012

Data capture and sharing

Stage 2
2013

Advance clinical processes

Stage 3
2015

Improved outcomes

Stage 1: Meaningful use criteria focus on:	Stage 2: Meaningful use criteria focus on:	Stage 3: Meaningful use criteria focus on:
Electronically capturing health information in a standardized format	More rigorous health information exchange (HIE)	Improving quality, safety, and efficiency, leading to improved health outcomes
Using that information to track key clinical conditions	Increased requirements for e-prescribing and incorporating lab results	Decision support for national high-priority conditions
Communicating that information for care coordination processes	Electronic transmission of patient care summaries across multiple settings	Patient access to self-management tools
Initiating the reporting of clinical quality measures and public health information	More patient-controlled data	Access to comprehensive patient data through patient-centered HIE
Using information to engage patients and their families in their care		Improving population health



Questions?



Project Scoring



Jenny Witham

Chief Information Officer



Time and Attendance System



- Time entry management for hourly staff
 - Replace manual timesheets currently used by Central Office, Regional Human Services Center, and Regional Child Support Enforcement hourly staff
 - Replace Kronos time entry system for the State Hospital and Developmental Center hourly staff
- Staff scheduling
 - Replace ANSOS staff scheduling system used by the State Hospital and Developmental Center

Both systems would be replaced by the Workforce Software's EmpCenter Suite used by DOT and ITD



- Eliminate manual processing of timesheets
- Assure consistent policy enforcement across department
- Reduce errors
- Overall reduction in on-going software maintenance costs
- Standardize on product in use by other agencies



Questions?



Project Scoring



Jenny Witham

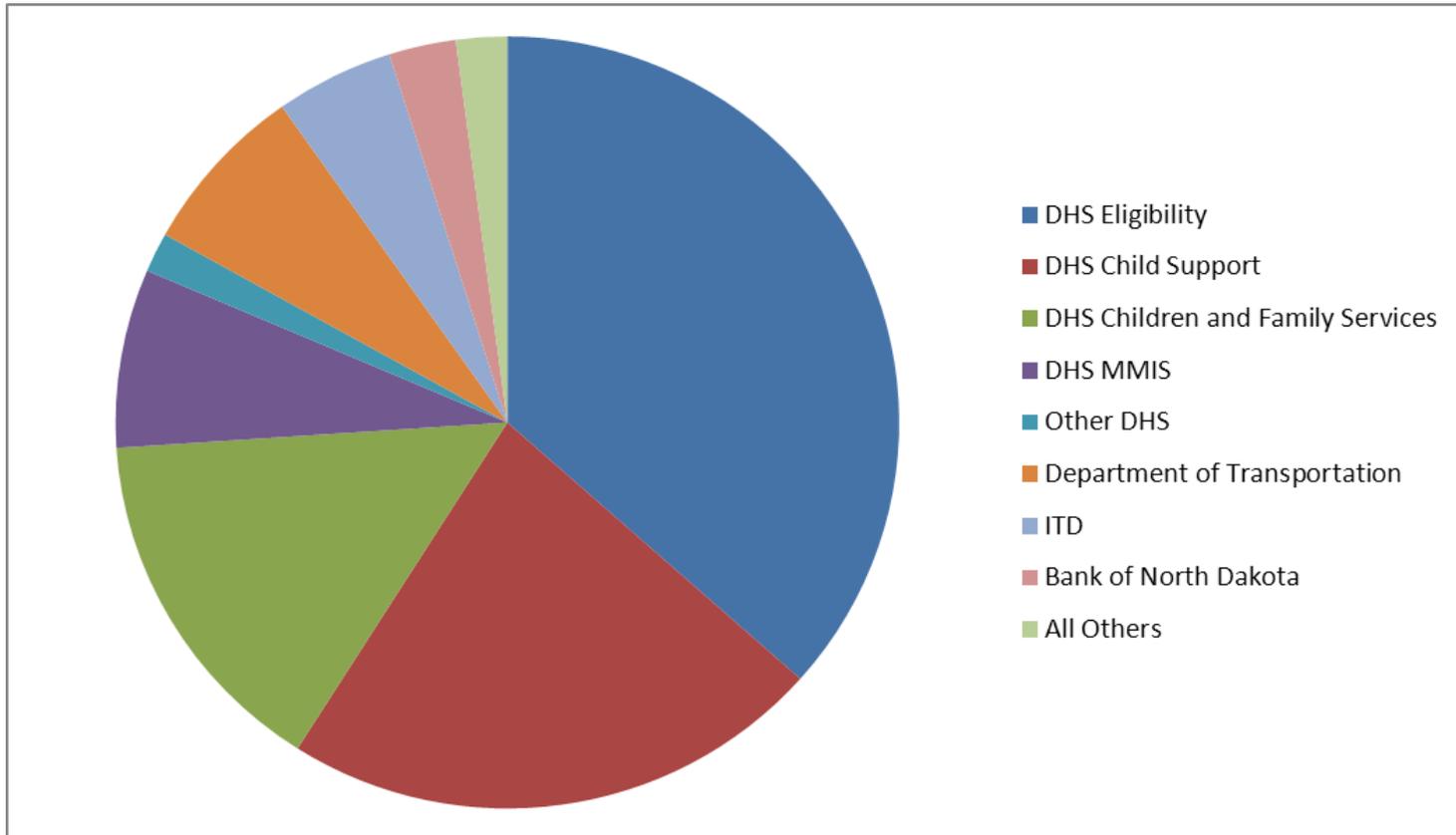
Chief Information Officer



Mainframe Migration Analysis



Monthly CPU Usage – January to March 2011





Analysis the feasibility of migrating the remaining DHS systems to a new application and/or new operating environment

- Child Support - Migrate? Replace?
- Children and Family Services
 - Replace FRAME's DB2 database
 - Determine best fit for Foster Care and Adoption functions
- Fiscal Administrations contract management system
- Human Resources Personnel Management System



Questions?



Project Scoring



Break



Review of General Fund Projects



Federal and Special Fund Projects



Heather Raschke

Project Manager



WyCAN



WyCAN Project

- Consortium of four states (Wyoming, Colorado, Arizona, and North Dakota) to obtain a comprehensive solution for the development and multi-state implementation of a common, integrated **Unemployment Insurance** tax and benefit system.
- The plan for on-going hosting, maintenance, and support of the system as a consortium is within the scope of the project.
- Colorado is the lead state.



WyCAN Project

- Budget:
 - Federally funded project
 - North Dakota appropriated federal funds: \$12,157,639
 - Total estimated project cost for the entire consortium: \$103,130,813
- Schedule:
 - Final schedule for the project will be determined after the build vendor is hired.
 - Vendor is asked to have all WyCAN states implemented by December 31, 2016.



WyCAN Project

- Status:
 - Governance agreement was signed in May 2012.
 - Build, implementation, hosting, and support RFP released June 2012. Vendor proposals are due October 2012. Contract is scheduled to be signed in March 2013.
 - Legal Services RFP was released in September 2012. Vendor proposals are due October 2012. Contract is scheduled to be signed in December 2012.
 - Both Project Management (PM) Services and Independent Verification and Validation (IV&V) RFPs are being developed.



Questions?



Project Scoring



Judy Volk and Cher Thomas

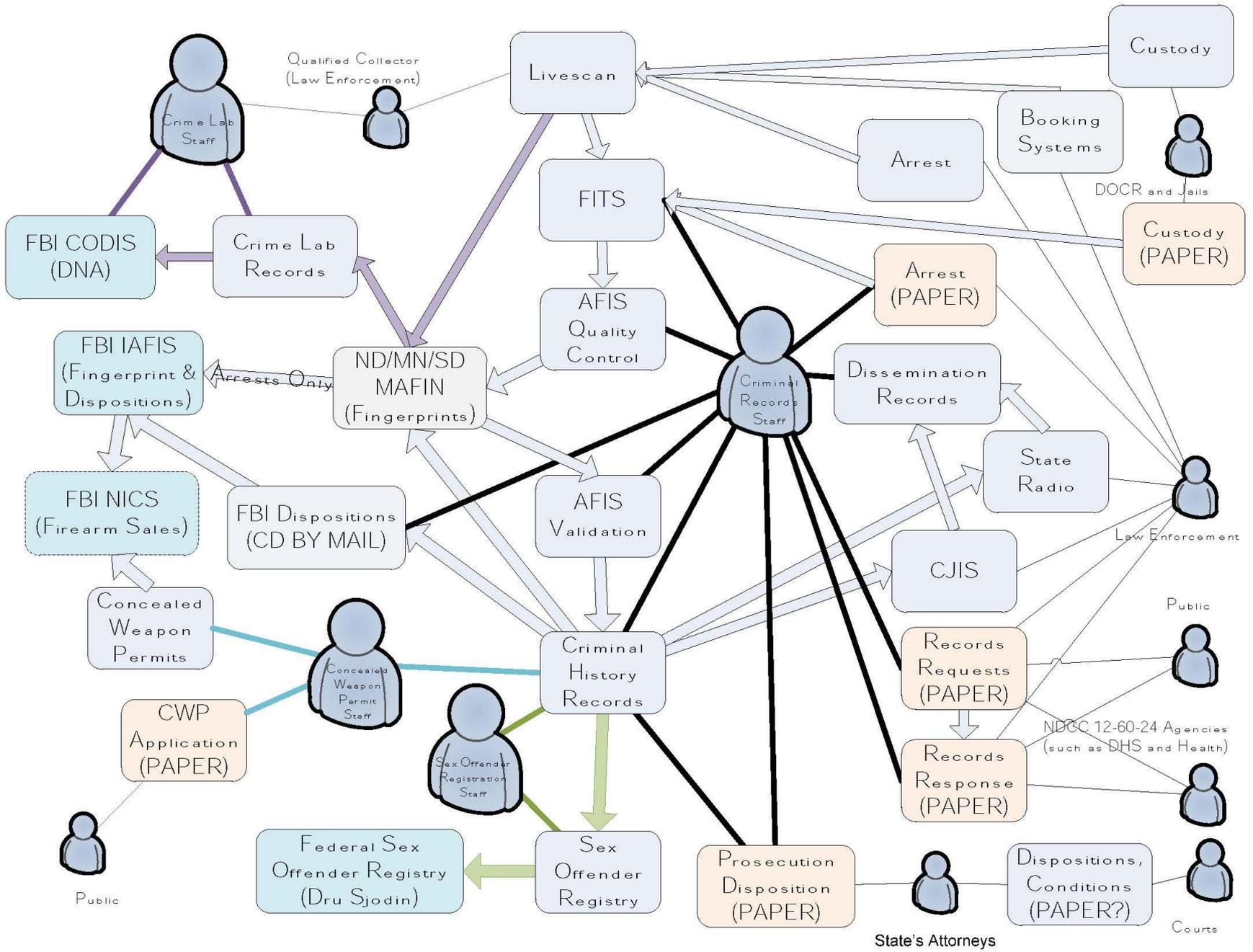
ND Office of Attorney General

Identification/Arrest/Prosecution Improvement Project



Identification/Arrest/Prosecution Improvement Project

- **WHAT**
 - We received \$450,000 in 2011-2013 to plan:
 - the replacement of the current criminal history repository
 - the re-engineering of business processes to improve effectiveness and efficiency of identification of criminals
 - to improve the sharing of that information among criminal justice entities as well as the public
 - We presented a pictorial representation of the complexity of the current processes during last session





Identification/Arrest/Prosecution Improvement Project

- **WHAT (cont'd)**
 - Improve criminal identification process through use of biometrics (fingerprints, iris or retinal scans, facial recognition, DNA)
 - Re-engineer existing processes to speed up availability of biometric identification results
 - Rewrite Arrest/Prosecution portions of Criminal History Repository



Identification/Arrest/Prosecution Improvement Project

- **WHY**
 - Application is built on older technology which is costly to maintain and difficult to interface with other current technologies in the office
 - A need for electronic means of transmitting criminal history information to the repository so it is available to law enforcement and the public in a more timely manner.
 - Prepare for receipt of more timely disposition information in an electronic format, reducing the number of missing dispositions and eventually eliminating the need for manual keying of this information.



Identification/Arrest/Prosecution Improvement Project

- **WHY (Continued)**
 - The amount of time reviewing and requesting additional information from paper forms is time consuming and delays information availability to employers looking to hire quality employees.
 - Volume of arrest/prosecution/disposition and record check paperwork handled by Criminal Records staff has almost tripled since 1999
 - In 1999 record checks totaled 9,121. The total was 37,444 in 2011
 - State and Federal regulations have changed over the years that require us to rethink our business processes and add new functionality to our application
 - FBI audits have made recommendations that are virtually impossible with current application



Identification/Arrest/Prosecution Improvement Project

- **WHY (Continued)**
 - We currently interact with Minnesota and South Dakota fingerprints. We need to look at how we can expand that to other states such as Montana and Nebraska, particularly in the latent fingerprint area. We also need to expand our biometric capabilities into possibly facial recognition and retinal scan. This is much needed in particular because of the influx of people from others areas coming into the western part of the state.
- **WHY NOW**
 - Planning for this effort has taken two years - Design and build for all the working pieces is estimated to be 5 years.
 - We realize we cannot do it all at once. We need to start and do what we can now and build on it in the coming biennia as funds are made available
 - Expertise will very likely be retiring in 5-6 years
 - With the increase in volume, it is uncertain how much longer the older technology can handle the load
 - Expertise for the older technology within the IT staff is very limited



Identification/Arrest/Prosecution Improvement Project

- **HOW**
 - Divide the overall processes into achievable projects that can begin and end in a biennium
 - If no funding is available next biennium, what has been completed can stand alone and provide benefit
 - Estimated cost for 1013-1015 is \$ 2.340 million
 - Estimated cost for additional projects to complete the entire improvement and replacement effort is 1015-1017 - \$1.585 million, 1017-1019 - \$700,000 for a total of \$4.625 million.



Identification/Arrest/Prosecution Improvement Project

- **Benefits (to our office, public safety agencies, general public)**
 - Improved quality of biometric identification processes
 - Improved quality of criminal history records and the ability to detect when there are fingerprints missing More efficient law enforcement capture processes
 - Fewer paper fingerprint card submissions
 - Enabling future justice automation initiatives, such as electronic charging
 - Improved flexibility in workflow processing
 - Support for electronic reporting of charge and disposition information



Identification/Arrest/Prosecution Improvement Project

- **Benefits (cont'd)**
 - Ability to track when dispositions have not been received
 - Reduced data entry with more electronic submission of information, reducing errors
 - More efficient law enforcement capture processes
 - Improved background check processes
 - Quicker access to biometric identification results
 - Ability to meet FBI requirements and expectations
 - Reduced maintenance costs over time



Identification/Arrest/Prosecution Improvement Project

- **Risks (performing the project)**
 - Not enough quality staff time assigned to the project
 - High level estimates may not be accurate
- **Risks (not performing the project)**
 - Continued inability to ensure that biometrics are captured in all required situations
 - Continued inability to capture data needed to support downstream justice processes and reliable identification records needed for future electronic charging
 - Inability to capture arrest photos in the future
 - Continued reliance on vendor for workflow modifications
 - Increased support costs and schedules for aging technology
 - Inability to detect cases for which no fingerprints have been processed or no dispositions have been reported
 - Inability to support a rapback process in the future.



Questions?



Project Scoring



NDDOT Large Projects

September 26, 2012
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Large Projects 2013-2015 Biennium

- eTransit
- AVL (Automatic Vehicle Location)
- Motor Vehicle System Replacement

Carey Schreiner

Programmer Analyst III

eTransit

- eTransit - There are approximately 35 bus programs in North Dakota that provide the general public, including the elderly, physically disabled and developmentally challenged individuals access to essential goods and services, in addition to addressing quality of life issues such as access to social, recreational and entertainment venues. eTransit will provide a secure web based solution for transit providers to submit requests for reimbursements, provide a real-time view of account information, and an improved method for monitoring of expenses and revenues.

Anticipated Benefits

- Eliminate the need for tedious data entry of hand-written documents submitted to the state.
- Allows for transit providers to submit requests at anytime.
- Eliminate trying to interpret hand-written documents that at times are illegible.
- A reduction in errors throughout the entire process by requiring transit providers to include necessary and important information.
- Ability to quickly incorporate rule and regulation changes.
- Create a consistent submission of information from all data providers.

Questions?

Project Scoring

Russ Buchholz

IT Director

Automatic Vehicle Location (AVL)

- AVL - provide the DOT's snow removal fleet with AVL systems (retrofits and complete installs) to monitor the complexity of the truck and the performance of its blades; and to control and report the amount of product it is applying to the state highways. In addition, these systems will be able to accurately report the conditions of the road meeting a 2014 federal mandate.

AVL Anticipated Benefits

- To increase the efficiency and effectiveness of our snow and ice control monitoring and procedures
- Provide real time images of current weather conditions using forward facing cameras
- Uses data collectors to record the volume of product being applied
- Once installed and completed, the DOT will have approximately 133 trucks equipped with cellular access systems that use solid state drives and 10 inch touch screen monitors for operational use

Questions?

Project Scoring

Russ Buchholz

IT Director

Motor Vehicle System Replacement

- Motor Vehicle System Replacement - consist of replacing the current Vehicle Registration and Titling System into a web based application that will allow for vehicle registration, titling, dealer regulation and advanced financial accountability.
- Needed for future trends like eDealer, eTitling, and eLiens.

Anticipated Benefits

- Increased financial accountability
- Faster title work, incorporating dealer processing and access
- Updated technology (currently using PowerBuilder)
- Develop a more user friendly system with the capability of intuitive processing
- Incorporate self-service options where needed

In Summary : The new technology projects will provide more effective and efficient ways to conduct business and enhance services provided to North Dakota residents

DOT's Recommended Priority

- (1) Motor Vehicle System Replacement
- (2) AVL (Automatic Vehicle Location)
- (3) eTransit

Questions?

Project Scoring



Bryon Klipfel

Director, WSI

Policy Information
Computer System (PICS)
Replacement



Project Overview

- The Policy system was developed primarily to support the Employer Services department of WSI in providing policy underwriting, policy renewal, premium billing, assessment billing, and limited collection functionality.



Anticipated Benefits

- Efficiency gains through improved integration with the claims system
- Provide employers access to online payments and remittance, loss control services and reporting through the web, and time savings with increased electronic processing of policy premium



Questions?



Project Scoring



Review of Federal and Special Funded Projects



Wrap Up



THANK YOU!!!