

NORTH
Dakota

Be Legendary.™

Proceed, Boldly!



Agenda

GRATITUDE

COURAGE

- The Governor's Strategic Initiatives
- Smart State Overview
- From Marathons to Trail Runs
- Continuity of Government
- Data
- Nirvana

CURIOSITY

HUMILITY



The 5 Strategic Initiatives of North Dakota

Mainstreet Initiative: A Skilled Workforce / **Smart, Efficient Infrastructure** | Healthy, Vibrant Communities

Behavioral Health & Addiction: Prevention | Early Intervention | Treatment | Recovery

Transforming Education: Innovation | Governance

Tribal Partnerships: Engage | Listen | Learn

Reinventing Government: Unification/Shared Services | Delivery of Service | **Digital Transformation** | **Cultural Transformation**

<https://www.governor.nd.gov/five-strategic-initiatives-north-dakota>



Smart State Initiatives

Department of Transportation

- Integrated DL&MV platforms – Kiosks, mobile – significant reduction in office space
- Downtown Bismarck / Fargo – enhanced traffic control
- Intelligent Transportation System – Hwy 94 & 83
(<https://www.kxnet.com/news/local-news/nddot-aiming-to-make-highways-smarter/>)

Grand Farm

- <https://grandfarm.com/>
- 2 fully autonomous farms
- Full prototypes by 2025

Grand Sky

- <https://grandskynd.com/>
- 1st Commercial | Airforce UAS Initiative
- 1st Beyond line-of-sight UAS missions



North Dakota IT (NDIT) Strategic Initiatives



Unification of state IT resources (people, technology, data)



Process Automation: UiPath



Cyber Security



Re-inventing Government (think e-Estonia and beyond)



Cultural Transformation – Leadership Everywhere, Process Improvement



Operational Excellence



Agile / Digital Transformation



Cloud Strategy: Azure



ITSM: ServiceNow Transition



Life Before COVID

March 12, 2020 – April 30, 2020



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- Wide paths | Multi-focus
- Long strides
- Few obstacles

- Narrow paths | Narrow focus
- Short, quick steps
- Obstacles everywhere!
- 8,000 People WFH
- 40,000 UI Claims
- Programmers -> Call Center

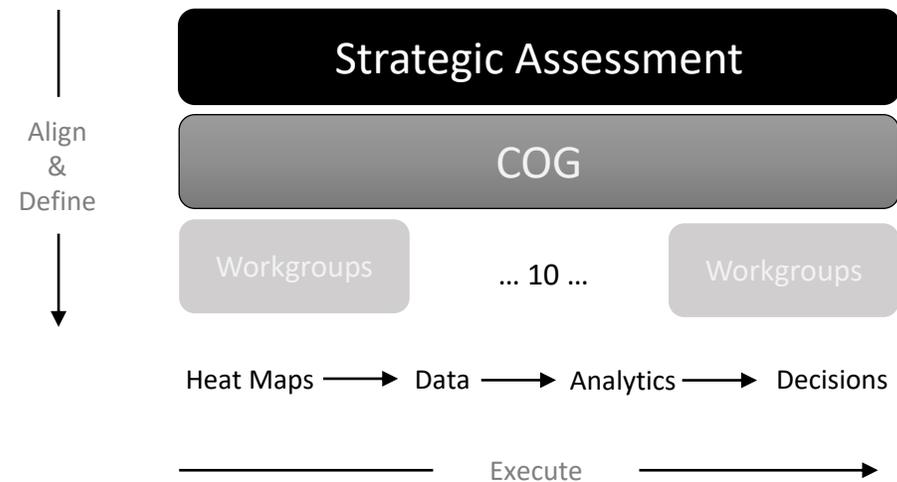


Continuity of Government (COG)

Re-Inventing Government in the world of COVID

A multi-agency team:

- Determine impacts to state government as a result of COVID
- Create data driven responses to minimize risks and leverage opportunities from those impacts
- Use data to minimize the loss of life!!



Thinking about Data in North Dakota

Pre-COVID

- The agency is the state
- Siloed data
- Disconnected business processes
- Localized data governance, if any
- “My Data! Keep your hands off”

Now

- The agency services citizens through the totality of the state
- Emerging single view of the citizen
- Automate manual processes. Integrate processes and data everywhere
- “Where’s data governance?”
- State data: improve quality, meta data and importantly the ability to use and self serve



Data, Data, Data ...

All is data

- Microsoft Framework for a Modern Data Culture
- Initiated to support data-intensive needs of the COG
- DOH | DES | DHS | Job Service | ...
- Testing | Contact Tracing | Fraud | Cyber

Data Lake

- “What Happened”

Data Science

- “Why” and “What could” happen



Align Everything to the Needs of our Citizens



Citizen Data Privacy: Moral obligation to protect the privacy of our citizens and their data



Citizen Experience: Provide the citizen with control of their experience with the state thru streamlined state services



State Service Catalog: Streamline state services to citizen



Citizen Culture: Understand and adapt to the needs of the citizen



Governance: Managed approach to data and services = citizen confidence



Citizen-State: North Dakota “The App” – platform to drive citizen trust and citizen focus



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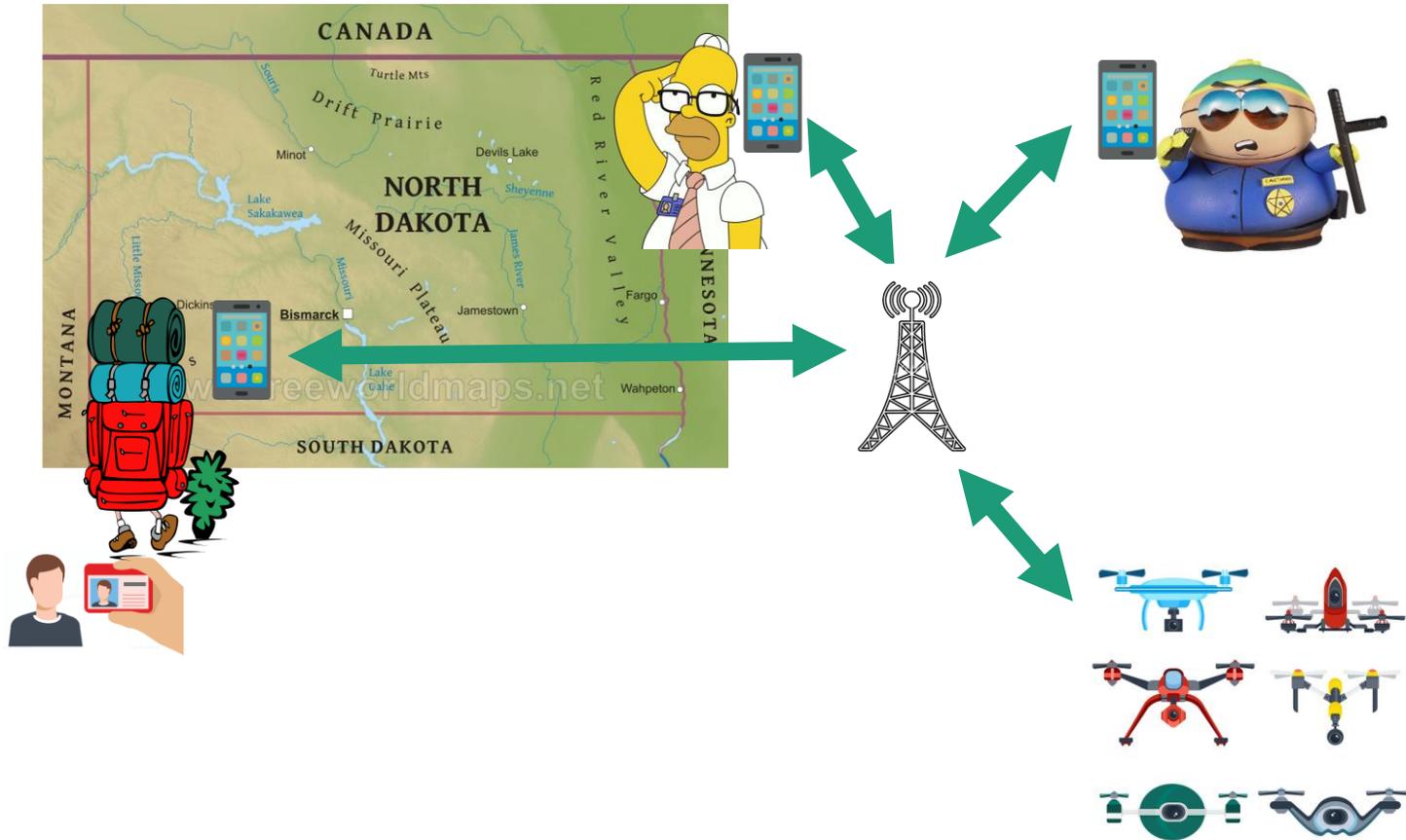
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New Normal Hiking in the Badlands

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-  **Citizen Data Privacy:** Moral obligation to protect the privacy of our citizens and their data
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-  **State Service Catalog:** Streamline state services to citizen
-  **Citizen Culture:** Understand and adapt to the needs of the citizen
-  **Governance:** Managed approach to data and services = citizen confidence
-  **Citizen-State:** North Dakota "The App" – platform to drive citizen trust and citizen focus

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Citizen Focused

Growth Mindset

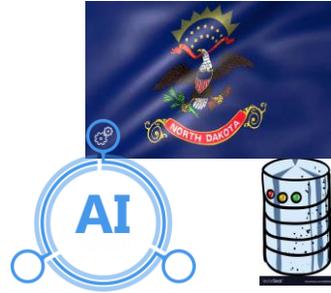
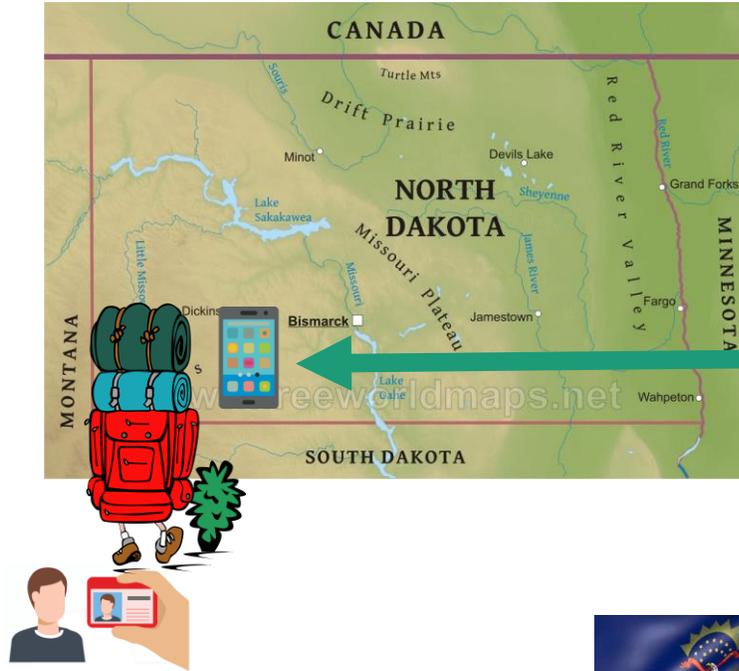
Leadership Everywhere

Work As One

Make A Difference

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- Facial Recognition
- Identity Engine
- Learning Engine

We have the technology to do this today as part of our Microsoft stack ...

Is this in the best interest of our citizens? Our State? ...

How do we make it ethical, preserve privacy, and do the right things for the right reasons not political expediency...

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