

Business Technology Support Division

NDOT 2021 Strategic Communications Plan



Mission: Provide a division that identifies, implements, and supports technology integration with business practices and processes as an equal partner within the agency.

2020 HIGHLIGHTS

The Business Technology Support Division (BTSD) endeavored in 2020 to complete several key goals.

Accomplishments include:

- Brought the AASHTOWare project staff from M&R to BTSD to develop “system independent” business process support. This created the opportunity to unite people with different strengths and perspectives of the business process to implement a system that supports everyone and achieves the business analysis perspective of IT that we are currently lacking.
- Creation of an PMO office with dedicated PMs assigned to the PMO (Phanel Petit). This will restructure the current process to create a more user-friendly methodology to prioritize and handle projects in an appropriate way based on their size, to ensure we are providing the most efficient amount of time for each project from large to small.
- Relationship development between Devin and OCIO leadership. This relationship has been strained with consolidation over the last few years. BTSD has strived to communicate and work together this last year to improve the relationship.
- Effort started to develop a NDOT IT strategy with Gartner. Gartner is an international IT firm we engage with for NDOT strategies. They provide research on best practices, procedures and policies, and develop strategies and programs to set standards to better run IT inside NDOT.
- Proof of Concept for UAS Technology use at NDOT. UAV's are a component of an unmanned aircraft system that makes a drone or UAV operate.

2021 GOALS

Establish NDOT IT Project Portfolio Management Office (PPMO)

Tactics:

- Implement PPMO Governance to include standardize project lifecycle process, guidelines, methodology, and training.
- Create a prioritization matrix and set a strategy to align projects with NDOT strategic goals.
- Implement effective resource allocation and tracking for project and maintenance work.

Implement UAS centric technologies into NDOT business processes

Tactics:

- Research, Acquire and Implement a UAS LIDAR solution into NDOT preliminary survey process.
- Finalize NDOT UAS Standard Operating Procedures (version one, Q1 of 2021).
- Scale operations to include geographic based pilots and equipment capable of meeting basic photo/video needs.

Finalize and use measures of IT tickets to identify opportunities for service efficiencies

Tactics:

- Finalize metrics through efforts in 2020 BTSD business plan, Goal 1 Tactic 1.
- Identify and implement high impact opportunities for service efficiencies.
- Create public dashboard of IT metrics and communicate purpose.

Establish BTSD strategic plan

Tactics:

- Finalize NDOT alignment with industry best practices and organizational models to meet NDOT technology needs.
- Communicate strategic plan with key stakeholders, gather input, adjust plan, and gain buy in.
- Determine phased implementation plan to begin necessary adjustments to procedures and/or organization starting in 2022.

2021 PRIORITIES

BTSD is **taking action to finalize and use measures of IT tickets to identify opportunities for service efficiencies**, continue to establish the NDOT IT Project Portfolio Management Office (PPMO), implement the NDOT UAS Program and establish a BTSD Strategic Plan.

We are planning on **engagement of the Performance Management group** to develop KPIs/Dashboards that can be well messaged with the support of Communications as a way to track progress and pinpoint areas we need to provide more support to decrease the time it takes to resolve issues.

To continue to **establish NDOT IT Project Portfolio Management Office (PPMO)**. BTSD will create and communicate the centralized PPMO Team (hire, train and restructure).

BTSD will **implement the NDOT UAS Program** by developing procedures, analyzing progress and define and implement core technologies for managing UAS assets; as well as processing, storing and analyzing data acquired via UAS aligning with NDOT use cases.

BTSD will also **create a Technology Strategic Plan to better service NDOT's strategic plans** through technology utilization. 2021 will focus on creating and communicating the plan, which will begin implementation in 2022.

KEY PROJECTS

Key projects BTSD will be focusing on include:

Construction/Materials Implementation – Web based upgrade of the Site Manager to simplify and clean up our current system. Allows contractors to enter information directly into the system and other improved functions.

- Continued UAS Program Development
- Data Governance/Data Literacy – Ongoing process of treating data as an asset and working to better practices to promote data literacy for awareness.
- Geomedia to ESRI Migration – ESRI provides us with our GIS software, this effort will update an old tool Geomedia with a much more advanced tool that integrates with the enterprise GIS environment and is fully supported by the State.
- Asset Information Strategic Planning – BTSD is working with M&R to determine the best approach to modernizing the way NDOT collects and manages asset data.
- Financial Systems Modernization – BTSD and many other divisions in NDOT are working with the OCIO and DAS to implement Enterprise 1 as NDOT's core financial system, replacing our aging mainframe based financial systems.

OPPORTUNITIES FOR INTERNAL COLLABORATION

This section includes internal opportunities for divisions and districts to collaborate and work together to accomplish their goals.

Strategic Planning – Creating dashboards and updating and developing manuals and process documents.

Communications – Designing process documents and other communications.

HR – Coordinating proper training for staff.