

Enterprise Content Management as a Shared Service in State Government—The North Dakota Version – Session 1812

Chuck Picard, Enterprise ECM Program Manager
Information Technology Department, State of North Dakota

THINK 2018

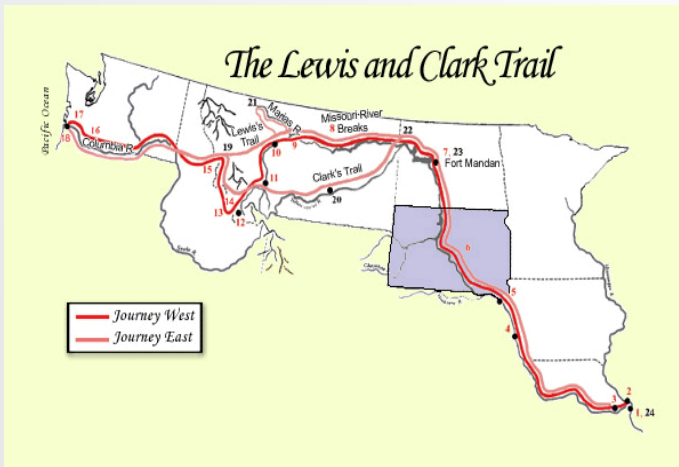


NORTH DAKOTA
INFORMATION
TECHNOLOGY
DEPARTMENT

Wrong Dakota



North Dakota Legendary



North Dakota Royalty



Miss America 2018 Cara Mund



ND Shared Services – Timeline

- August 1999 – Information Technology Department was created as a Governor's Cabinet level agency
- August of 2000 – State Tax Department acquired FileNet Content Services, FileNet Capture, and IDM Desktop
- August 2003 – Legislature created law to require the consolidation of Email, File/Print servers, Database, Storage, Application Servers, and Hosting
- November 2016 – Doug Burgum, founder of Great Plains Software (Microsoft Dynamics), is elected Governor. He announces a plan to consolidate all IT services in the 18 cabinet agencies. The first release goes live March 31, 2018.

ND ECM Shared Services - Current

- Serving 23 state agencies on one instance
- Storage – 16 terabytes
- Objects – 89.5 million
- Internal users – 3,100
- External users – 4,200
- Bill back service – charge a monthly fee for user access and storage used (active storage and disaster recovery)

ND ECM Shared Services - Environment

ECM Offerings:

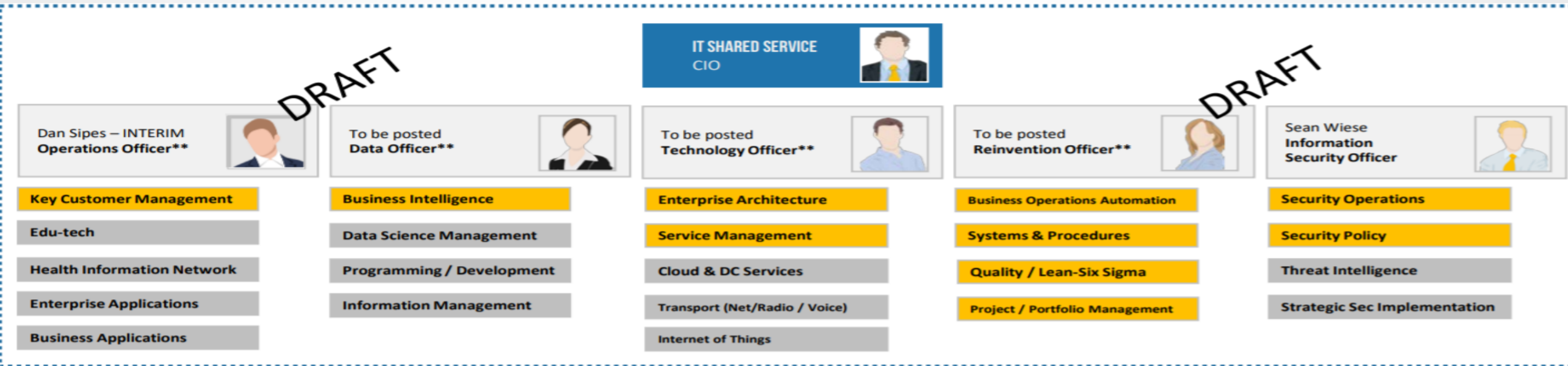
- FileNet Content Foundation 5.2
- FileNet Case Foundation 5.2
- FileNet Content Navigator 2.0.8
- IBM Daeja Virtual/Pro Viewer
- IBM Content Collector
- FileNet Case Manager – available and not being used currently
- Versafire Intellego Connect X – Peoplesoft connector
- Bowen ECM Workstation
- Crawford Riptide
- Adobe AEM Forms 6.3
- ImageSource ILINX Capture and Email Import

ND ECM Shared Services - Architecture

- VM Servers
- Windows OS
- Websphere
- SQL
- Storage
- Active Directory
- Sight Recovery Manager

ND ECM Shared Services - Team

- The main support is via a Virtual Team
 - Enterprise Applications
 - Programming/Development
 - Computer Systems
 - Records Management/Forms Design



ND ECM Shared Services - Customizations

- Single Sign-on
- ITD Custom Web Services
 - Connects 45 major state applications to FileNet
- Content Navigator Plug-ins
 - Export all – Search results
 - Reporting based on auditable events
 - Viewer custom annotations
 - Multi-tab search results
 - Legal Holds using marking sets
 - Custom step processors
 - Custom banners

ND ECM Shared Services - DR

- Unified IT allows us to build a DR plan that gets our FileNet environment back online in less than 48 hours
- Secondary data center houses are Test hardware
- In the event of a disaster at the Primary, Test systems are repurposed to become Production
- Data replication assures us that data loss is very minimal
- We tabletop to test our plan fully

ND ECM Shared Services - Benefits

Benefits of providing ECM in a shared services environment:

- Upgrades are easier
- Reduced costs
- Latest releases and features are made available to all users faster
- ROI
- Inter-agency sharing
- Access

ND ECM Shared Services - Challenges

- No giant pot of money – no appropriation directly to ITD
- Need a consensus from 23 agencies
- Two year biennium funding system
- Internal coordination of efforts
- Charge back model is one size fits all

ND ECM Shared Services - Future








- Goals
 - Generally funded enterprise offering – all agencies covered
 - Enterprise licensing that covers all internal and external users

ND ECM Shared Services - Agencies

Attorney General	Bank of North Dakota	Commerce	ConnectND
Corrections	Financial Institutions	Human Services	Transportation
Education Standards	Highway Patrol	Insurance	ITD
Job Service ND	Human Resources MS	Vendor Registry – OMB	PERS
Parks and Recreation	Retirement and Investment	Secretary of State	Land
State Treasurer	Tax	Veterans Affairs	


ND ECM Shared Services - Riptide

- Provides ability to respond to open record requests
- Distribute with or without the annotations. Allows annotations to be burned in.

Refresh	Add Document	Add to Cart	View Cart	As RipPDF	As RipEmail	Actions
Showing results for: EDMS Custom Search						
	Name	Application	Date	Department Number	Division Number	EDMS Document Type
	10006577	ILINX	11/27/2017	1120 - Information Technology Department		DOCUMENTATION
	10006576	ILINX	11/27/2017	1120 - Information Technology Department		DOCUMENTATION
	10006578	ILINX	11/27/2017	1120 - Information Technology Department		DOCUMENTATION
	10006579	ILINX	11/27/2017	1120 - Information Technology Department		DOCUMENTATION
	10006575	ILINX	11/27/2017	1120 - Information Technology Department		DOCUMENTATION
	10006016	Flexicapture	8/9/2017	1120 - Information Technology Department		DOCUMENTATION
	10006028	Flexicapture	8/9/2017	1120 - Information Technology Department		TEMPLATE

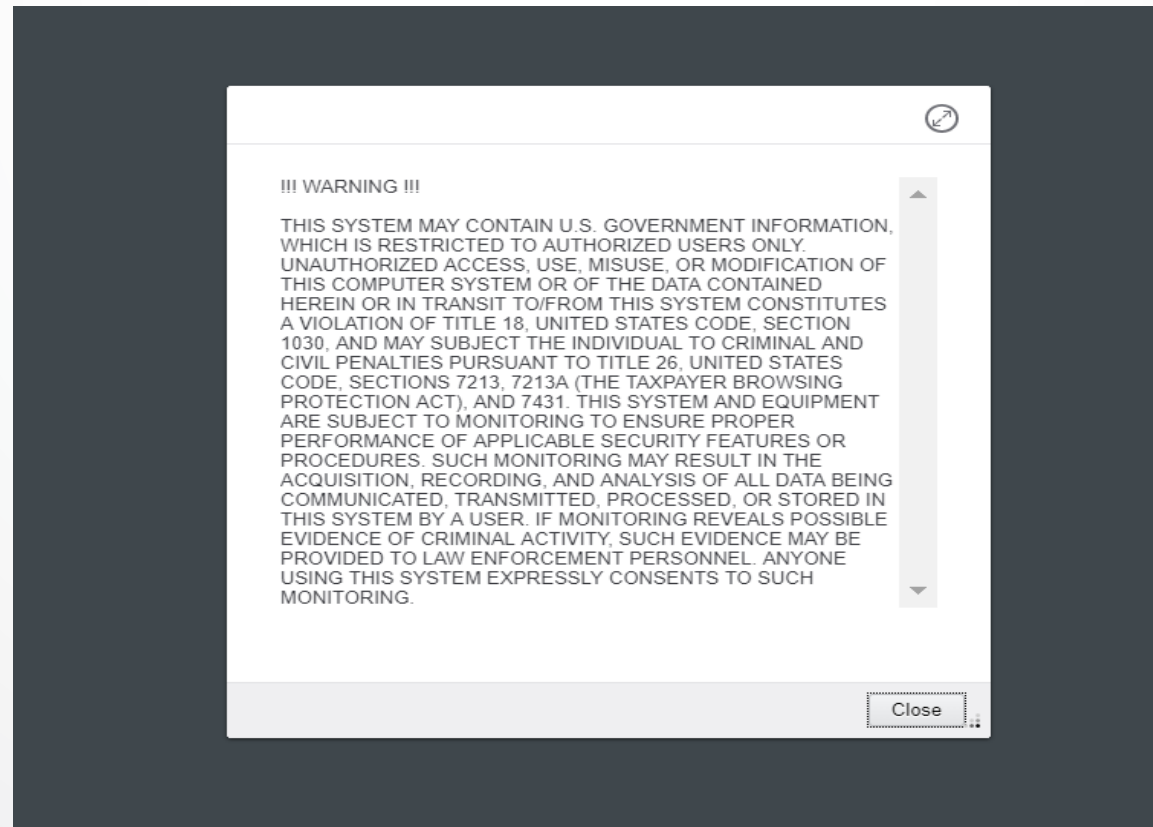
ND ECM Shared Services – Legal Hold

- Added Document Hold index that uses Marking Sets to change security and prevent editing or deletion
- Added Document Hold ID to be able to track each legal hold being applied

Class:	<input type="text" value="EDMS"/>		
Item names:	<input type="text" value="10006577, 10006576, 10006578, 10006579, 10006575, 10006016, 10006028"/>		
Properties:			
Document Title: ?	<input type="text" value="Read only"/>		
Document Hold: ?	<input type="text"/>	▼	Clear
Document Hold IDs: ?	<input type="text"/>		Clear
*Application: ?	<input type="text"/>		
Date: ?	<input type="text" value="M/d/yyyy"/>		Clear
Department Number: ?	<input type="text"/>		Clear
Division Number: ?	<input type="text"/>		Clear

ND ECM Shared Services - Banner

- Responding to requirement for an FTI disclaimer



ND ECM Shared Services – Audit Event Log Report

- Build once – reuse many times
- Request for customization gets reviewed for enterprise impact instead of just for the requestor

The screenshot displays the 'Audit Event Log Report' interface. On the left, a sidebar contains a 'Reports' menu with the 'Audit Event Log Report' selected. The main area features a search criteria section with the following fields:

Field	Operator	Value	Field	Operator	Value
Received From Date: ?	Greater Than or Equal	01/12/2018	Received To Date: ?	Less Than or Equal	02/12/2018
Modifier: ?	Equals		Document Class: ?	Equals	Child Support Regional Case
Event Type: ?	Equals	Deletion Event	FACSES Case Number: ?	Equals	

Below the search criteria, there are 'Search' and 'Clear' buttons, and a checkbox labeled 'Keep search criteria open' which is currently unchecked. The 'Results' section is visible at the bottom but contains no data.

ND ECM Shared Services – Web Services

- Built to make upgrades easier and to reduce costs
- Connects 45+ applications to a FileNet object store



THANK YOU

Visit us at [***www.ND.gov/ITD***](http://www.ND.gov/ITD)