

HEADQUARTERS
NORTH DAKOTA HIGHWAY PATROL
Bismarck, North Dakota

Information Technology Committee
December 10, 2013

The NDHP Permit and Auto-Routing project kicked off in July 2011. The intent was to re-write our current permitting application into a web-based application that offered all of our standard permit types online 24X7, provide user with enhanced mobility features, and to procure an Automated Routing module using a 2.56 million dollar line of credit through the Bank of North Dakota.

The system went live on June 12, 2013, at a total cost of \$1.83 million dollars, 29 percent under budget.

In approximately four months, 95 percent of all of our permits are obtained online, this has exceeded our expectation of 90 percent set in our project charter. Wait times at our permits office have been reduced to an average of seven minutes. Prior to implementation, all routable permits required a permit technician review. Routable permits are permits that require an approved route of travel through the state. After implementation of the routing module, only 22 percent required a permit technician to review and approve a route. That 22 percent includes routes that need clearance through construction zones, Superloads that need additional bridge review, and user requests for review.

Over the course of the project, our project team documented lessons learned from each phase.

Procurement:

- The procurement team felt that doing a Request for Information (RFI) before the RFP would have assisted them in creating a better RFP.
- More time may have been needed for the creation of the Request for Proposal (RFP). The project had two BAFO exercises; maybe one could have been eliminated if the RFP had been more specific.
- The procurement team members were asked to score the RFP responses; this was difficult for some as this was outside their comfort area of expertise.

Design and Implementation:

- A monthly newsletter providing status would have helped keep the project team Subject Matter Experts (SME's) more informed on current and upcoming events.
- Having detailed requirements will assist in limiting scope creep. Be prepared to address scope creep in a future enhancement.
- When a COTS product is being implemented, the vendor should always be onsite.

Training:

- Industry training went well; earlier marketing could have brought in more participants.
- Needed to allocate more time for internal training to enhance comfort level of users.

In an effort to meet the needs of our customers, the NDHP continues to provide training for users and are working on enhancements based on the feedback of industry.