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## Major Information Technology Project Oversight Report

January 17, 2023

To: State Board of Higher Education  
ND Legislative Information Technology Committee

Re: Concerns regarding the TargetX project

Ladies and Gentlemen,

As the assigned Large Project Oversight (LPO) Analyst, it is my responsibility to inform you of any significant concerns regarding projects that are classified as major technology projects as defined by N.D.C.C §54-35-15.2.

This project entered Execution in the fourth quarter of 2022 without having an approved Project Charter or Project Plan as mandated by NDUS Procedure 801.2. These documents define the success criteria of a project and ensure good project controls are in place. Without these documents, I am unable to effectively evaluate the status of the project, nor will the project be able to provide you appropriate Start-up or Close-out reports.

There are already signs of concern as some campuses are struggling to perform project activities on top of their daily tasks and additional costs have come up. Another example is that there has been confusion over what 3<sup>rd</sup> party product was required to be installed to make the system work. These are all signs of insufficient planning efforts.

While there would be significant costs incurred if the project is unable to be completed by June 30, there will also be significant costs including reputation impacts if the product doesn't deliver.

I am working closely with the Project Sponsor and Project Manager to address these issues as soon as possible and bring this project back under good project management control.

Sincerely,

A handwritten signature in black ink that reads "Dirk Huggett".

Dirk Huggett

Large Project Oversight Analyst  
Assistant CIO, Administration