



**Department of Transformation and Shared Services**

Governor Asa Hutchinson

Secretary Amy Fecher

Director Kay Barnhill

January 26, 2022

The Honorable David Wallace, Co-Chairperson  
 The Honorable David Hillman, Co-Chairperson  
 Uniform Personnel Classification and  
 Compensation Plan Subcommittee  
 Joint Budget Committee  
 State Capitol Building, Room 315  
 Little Rock, Arkansas 72201

Dear Senator Wallace and Representative Hillman:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Commerce, Division of Workforce Services (DWS) / Division of Rehabilitation Services (ARS) for your review. The Division of Workforce Services / Division of Rehabilitation Services is requesting ten (10) positions from the growth pool established by Ark. Code Ann. §21-5-225. The classifications requested are listed below:

**CLASSIFICATIONS REQUESTED:**

<b>CLASS CODE</b>	<b>CLASSIFICATION TITLE</b>	<b>GRADE</b>	<b>SALARY RANGE</b>
D063C	Computer Support Specialist	IT05	\$51,762 – \$75,054
D038C	Senior Software Support Analyst	IT06	\$57,755 – \$83,745
D038C	Senior Software Support Analyst	IT06	\$57,755 – \$83,745
D022C	Systems Specialist	IT06	\$57,755 – \$83,745
D028C	Senior Software Support Specialist	IT07	\$64,445 – \$93,445
D028C	Senior Software Support Specialist	IT07	\$64,445 – \$93,445
D028C	Senior Software Support Specialist	IT07	\$64,445 – \$93,445
D012C	Database Specialist	IT08	\$71,704 – \$103,970
D022NIT	Senior Project Manager	IT09	\$80,242 – \$116,351
D006N	State Systems Architect	IT10	\$89,541 – \$129,835

**JUSTIFICATION**

Arkansas Rehabilitation Services currently has three (3) positions within its IT section. While these positions are valuable, they are insufficient for undertaking intensifying cyber-security problems and requisite interactions with all agencies within the Department of Commerce. ARS needs to restructure its IT section inclusive of adding positions authorized as classifications currently unavailable to the agency. They need one position responsible for strategically supporting the overall information technology needs of vocational rehabilitation case management work processes. They need one position responsible for primarily providing technical direction for their central unit and then

**Office of Personnel Management**

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The Honorable David Wallace, Co-Chairperson  
The Honorable David Hillman, Co-Chairperson  
January 26, 2022  
Page 2.

Intermittent support for other field service regions. They need one position responsible for business process architect direction and migration oversight for associated vocational rehabilitation support programs. They need three positions to function as lead technical analysts for specified field offices. They need one position primarily responsible for gathering user requirements and conducting feasibility studies. This position will additionally be responsible for determining cost analysis for the development, implementation, and maintenance of systems, applications, and software. They need two positions responsible for assisting with identifying needed specifications in order to develop new processes for modifying existing programs. They need one position responsible for sorting through specialized product requests. The cost for these growth pool positions is approximately \$871,416.32.

**RECOMMENDATION**

The Office of Personnel Management has reviewed this request from the Arkansas Department of Commerce, Division of Workforce Services / Division of Rehabilitation Services and recommends approval of ten (10) growth pool positions authorized as the abovementioned classifications. The agency guarantees our office that it possesses sufficient funding to support this pool position request.

Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director  
Office of Personnel Management



SECRETARY OF TRANSFORMATION & SHARED SERVICES

01/14/22  
DATE

KB/jlh:1-2



Asa Hutchinson  
GOVERNOR

Michael Preston  
SECRETARY OF COMMERCE

January 14, 2022

Kay Barnhill, State Personnel Administrator  
Office of Personnel Management  
Department of Transformation and Shared Services  
501 Woodlane Street, Suite #205  
Little Rock, AR 72201

RE: Department of Workforce Services-AR Rehabilitation Services Pool Position Request, IT Position Request

Ms. Barnhill:

The Department of Workforce Services-Arkansas Rehabilitation Services is requesting to change its IT staffing model from contract to full-time staff to manage more efficiently the following:

1. IT support of all computers (laptops, desktops, tablets, phones), software, connectivity, local cybersecurity for the DWS-ARS and DWS-DSB sector, including the staff and managers, at the following locations:
  - a. Commerce Building (Little Rock) with ARS central offices (Commissioner Office, 20 + Field Services Operations, Human Resources, Communications, Access and Accommodations, and PPD&E).
  - b. Support for the 10 ARS Field Service regions and 18 ARS field offices covering the 75 counties of Arkansas.
  - c. Support for the Arkansas Career Development Center (formerly ACTI, providing training and technical support (certifications and other short-interval levels) located at Hot Springs and other field offices across the state.
  - d. Interaction with DIS, other DWS areas, and key Commerce areas for deployment, cybersecurity data sharing and other state-wide initiatives.
2. Migration efforts for several key ARS internal applications (TAP, RIDAC, PANORAMA) from older platforms and technologies into newer, more-efficient technologies and documented work processes and workflows.
3. Interfacing efforts for a more-efficient automated Wage Interface (to/from) our primary VR work process platform (System Seven) and DWS.
4. Strategic-level support for Unified Communications (Teams, Zoom, VOIP migration), Data Migration, Data Center Optimization.
5. All IT [~60 users and ~100 computers (laptops, desktops, tablets, phones), software, connectivity, local cybersecurity] support to the DWS-DSB sector, including the staff and managers, at the following locations:
  - a. Commerce Building and Little Rock- South University location), (DSB Director Office, Field Services, Fiscal Services).
  - b. Support for the DSB field offices (located in DWS facilities) in Pine Bluff, El Dorado, Texarkana, Fort Smith, Fayetteville, Harrison, Jonesboro and West Memphis.
  - c. Support for the migration of DSB staff and managers onto newer laptop computers as part of an equipment refresh.

6. Primary support for the state-wide Office365 migration effort onto the DWS-ARS and DWS-DSB infrastructure, impacting equipment (computer and phones), email, communications and corporate workflow.
7. The current ARS IT staffing consists of the ARS CIO, 2 technical-level permanent employees, 2 technical-level extra-help employees, and 7 technical-level contract staff.

ARS is requesting 10 pool positions:

**Requested IT positions:**

<u>Class</u>	<u>Grade</u>	<u>Authorized Classification Title</u>	<u>Entry Salary</u>
D063C	IT05	COMPUTER SUPPORT SPECIALIST	\$51,762
D038C	IT06	SENIOR SOFTWARE SUPPORTANALYST	\$57,755
D038C	IT06	SENIOR SOFTWARE SUPPORTANALYST	\$57,755
D022C	IT06	SYSTEMS SPECIALIST	\$57,755
D028C	IT07	SENIOR SOFTWARE SUPPORT SPECIALIST	\$64,445
D028C	IT07	SENIOR SOFTWARE SUPPORT SPECIALIST	\$64,445
D028C	IT07	SENIOR SOFTWARE SUPPORT SPECIALIST	\$64,445
D012C	IT08	DATABASE SPECIALIST	\$71,704
D022N	IT09	IT SENIOR PROJECT MANAGER	\$80,242
D006N	IT10	STATE SYSTEMS ARCHITECT	\$89,541

Due to the nature of the mandatory duties associated with each of the requested positions, the roles cannot be absorbed by another staff member. The requested positions are vital to the strategic IT directives as it relates to the mission and vision of DWS-AR Rehab Services. ARS has effectively determined an immediate need for these positions through our strategic plans, restructuring, and strengthening of services to our clients throughout the great State of Arkansas.

Your consideration of this request is appreciated.

Sincerely,



Michael Preston  
Secretary of Commerce

cc: DeCarlia Smith, ACOM Director of Human Resources  
Charisse Childers, Ph.D., ADWS Director  
Joseph Baxter, Commissioner