



Division Updates with Significant Projects

Division of Building Authority (DBA)

DBA manages many state-owned and state-leased properties throughout the state, and manages the Sustainable Building Design Revolving Loan Fund (RLF) for renovations of state-owned buildings

DBA Projects

State Build-Out Revision. DBA developed a new build-out policy for the state called the “Four C’s.” This plan allows the Arkansas State Government Office Space Management to deliver cost-effective solutions that enhance collaboration, cooperation, and communication in the work environment. Applying these standards, DBA:

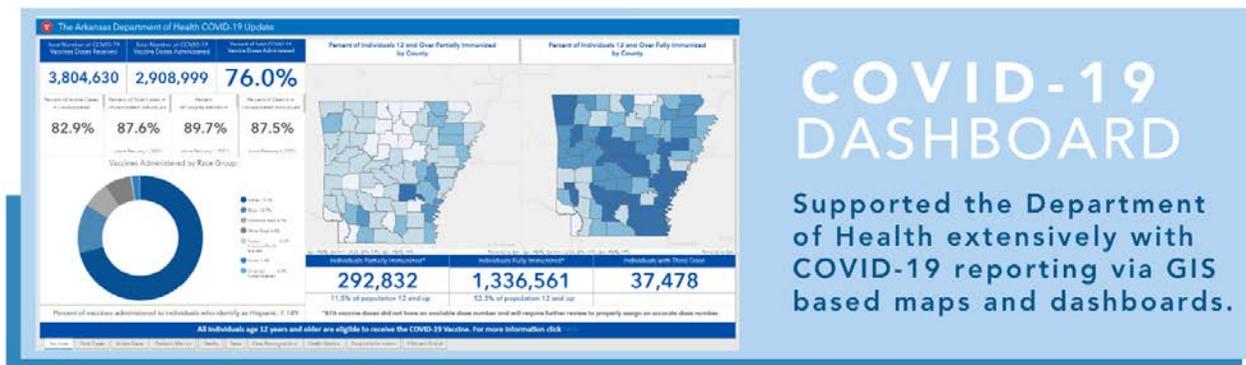
- Collaborated with Departments to reduce private sector leases by **461,000 square feet** and more than **\$6 million** in annual rent savings since July 1, 2019.
- Facilitated the consolidation of the Department of Labor and Licensing from eight different leased locations totaling over 41,000 square feet into a state-owned and operated building.
- Increased its portfolio by approximately 300,000 square feet without adding staff.
- Continued the work to reduce utility consumption by upgrading the HVAC air filtration this year. With this year’s project, we have seen a **40% reduction** since 2008.

Capital Improvement Projects. DBA expedited the review and approval of sixteen capital improvement projects with an estimated value of \$1,282,400 for Departments that were utilizing CARES Act funding.

Arkansas Geographic Information Systems Office (GIS)

GIS provides coordinated and cost-effective programs for spatial data development and distribution. Additionally, GIS supports data needs of the U.S. Census Bureau and houses the Land Survey Office. Through its mission, GIS:

- Provided support and training for the decennial redistricting process, primarily supporting the Board of Apportionment.
- Filed more than 5,200 Arkansas land survey plats in 2021, including indexing and making viewable to the public on GIS’s website each survey plat.
- Partnered with ADH to build COVID-19 reporting tool.



GIS Projects

2020 Census and Redistricting. GIS staff held redistricting workshops for the state’s county clerks. GIS will receive and aggregate aligned redistricting activities results and publish those for use in the next decade.

Next Generation 911. A three-year project that started July 1, 2020, to develop emergency service boundaries for EMS, fire departments, law enforcement, and call-service centers.

Office of Personnel Management (OPM)

OPM provides personnel services for all Departments and institutions of higher education and manages payroll, training, Classification and Compensation, and Human Resources.

- Assumed the management of the grievance process in 2019.
- Consolidated the OSP and OPM training staff for efficiencies and to eliminate duplicative efforts within the Department.

OPM Projects

ARCareers:



Implemented a new and more efficient onboarding, offboarding, training, and position advertisement system for the state—branded ARCareers—that will assist in recruiting talented individuals into public service. This system also simplifies the process for applications for employment.

TRANSFORMATION MODERNIZATION

MyARInternship. Act 379 of 2021 created the **Arkansas Public Service Internship Program** for the state. The inaugural program began on June 1, 2021. TSS recruited and placed a diverse pool of talent for the next generation into state government. The inaugural program was the most robust internship program the state has ever offered and TSS will continue to perform this successful program.



TSS's goal is to cultivate these talented students, give them a glimpse of working in state government, and to give them an opportunity to apply the knowledge they have gained in the classroom to real-life on-the-job experience.

TRANSFORMATION MODERNIZATION

GS-1 to GS-5 Scale. OPM researched pay scales and worked with the legislature to provide an enhanced pay scale for our lower graded positions.

Office of State Procurement (OSP)

OSP handles procurement of products and services for the state. OSP helps develop and evaluate requests for proposals. Since Act 910 of 2019, some of OSP's accomplishments include:

- Implementing and conducting mandatory, standardized procurement training for Departments after Act 419 of 2019.
- Revising staff priorities to reallocate their efforts to the top 150 contracts that account for more than 80% of annual state procurement spending.

OSP Project

ARBuy. This new eProcurement tool will be made available to cities and counties, but it will not be required.



ARBuy is the state's new eProcurement system that will transform the procurement and purchasing processes for Departments, entities, and local governments. ARBuy will streamline the procurement process, providing easy searching and buying on state contracts, savings to the state, elimination of paper, transparency, and efficiency through technology.

TRANSFORMATION MODERNIZATION

Employee Benefits Division (EBD)

EBD manages the group health and life insurance plans for State and Public School Employees, while providing customer service, education, and accessibility. The last year has shown significant change within EBD with the passage of Act 1004 of 2021. Some of our recent efforts include:

- Assisting the former EBD Board with a proposal to the legislature for calendar year 2022.
- Working closely with the State Board of Finance to find solutions to the projected deficit at the end of calendar year 2022.
- Implementing plans to increase state funding to the health plans.
- Researching, in tandem with actuaries, what surrounding and similar states are doing regarding healthcare plans and benefits.
- Assisting Segal in their evaluation to highlight the cost savings.
- Evaluating the wellness programs and voluntary benefits offered to employees.
- Continuing to review existing contracts for other services to find savings.
- Making a recommendation to the legislature for the future governance of EBD and where savings can be acquired.

Division of Information Systems (DIS)

DIS provides more than \$80 million in IT products and solutions to approximately 300 Departments, agencies, boards, commissions, K-12, public school, cities, counties, and higher education. DIS houses the State Cybersecurity Office and maintains network monitoring 24 hours a day, 365 days a year. DIS also manages the state network, the state's voice services, and the state's web portal.

DIS Projects

ARData:

TSS has built an analytics system called ARData. This system can work across government using integrated data and rigorous analysis to deliver actionable insights that improve decision-making and drive continuous improvement.



TRANSFORMATION MODERNIZATION

ARData DIS has built a small analytics group within state government to work with other Departments to develop internal analytics capacity and leverage existing subject matter expertise. One example is **Ready for Life** which is a partnership with the Department of Education and Division of Workforce Services to integrate postsecondary education and workforce data to provide useful information about the workforce outcomes. Other ARData collaborations and initiatives include ARHOME, the Arkansas Higher Education Master Plan, the Governor's Emergency Educations Relief, and the Workforce Data Quality Initiative.

Data Center Modernization (DCM). DIS is working to modernize and consolidate our government systems, many of which have been operating in silos across Arkansas. The DCM project will leverage on-premises and external cloud technology capabilities to provide secure "always on" infrastructure. The infrastructure will span three data centers, including connectivity to industry leading cloud providers delivering high-availability and disaster recovery options for state applications and services. DCM will better protect the state's data assets against system failures and cyber-attacks.

Transformation Examples (not mentioned previously)

- **Rent Reduction.** Through DBA, TSS will consolidate all divisions of TSS (only a portion of DIS remain to be moved) within the Winthrop Rockefeller Building, which will provide renovated spaces at lower costs and more efficient use of space.
 - **Salary Savings.** Through a shared-services model, TSS was able to save salary through attrition and the absorption of legal, Human Resources, Communications, and other shared services at the Department level with a lean staff.
 - **COVID-19 Public Health Emergency Response.** Through the streamlined reorganization of state government, Governor Hutchinson was better able to coordinate a response to COVID-19 with fifteen Departments rather than more than forty agencies and dozens of boards and commissions. Departments were better able to provide personal protective equipment, implement Executive Orders, and respond to the General Assembly. Additionally, federal monies coming in from the CARES Act and the American Rescue Plan Act can now be tracked more efficiently.
 - **Efficient Communication.** The fifteen Departments and the Governor's Office have formed groups that meet regularly, like the Chief of Staffs, Communications Directors, and Chief Information Officers. This has led to more uniformity, better delivery of services, and better efficiency across Departments.
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Staffing

<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019*</u>	<u>2020</u>	<u>2021</u>
218	276	262	252	251	355	348

* Note: TSS did not exist in the current format until July 1, 2019. Many of the support and administrative staff at DFA in 2019 are not included in this representation of employees.

Legislative Initiatives (not mentioned previously)

- **Act 1100** To Prohibit the Propagation of Divisive Concepts requires TSS to develop and issue a policy that prohibits training on divisive concepts. TSS is also in the process of developing the rules to enforce the prohibition and TSS is responsible for making sure each Department has at least one employee responsible for compliance.
- **Act 1104** prohibits health plans from receiving rebates on insulin products. EBD's Pharmacy Benefit Manager is working to implement this change. It will cost the State Employee and Public School Employee plans approximately \$8 million.
- **Act 796** Identification and Elimination of Unused and Unnecessary Positions requires OPM to identify each authorized position that has been vacant for two or more years by June 15 each year, Departments cannot fill these positions unless they receive Legislative Council approval, and OPM must provide updated reports five days before presession budget hearings. OPM provided the first of these reports on June 15 of this year. Eliminating budgeted positions will impact the health of the EBD State Employee plan and will cause a need for increased state contributions on a per budgeted position per month basis.