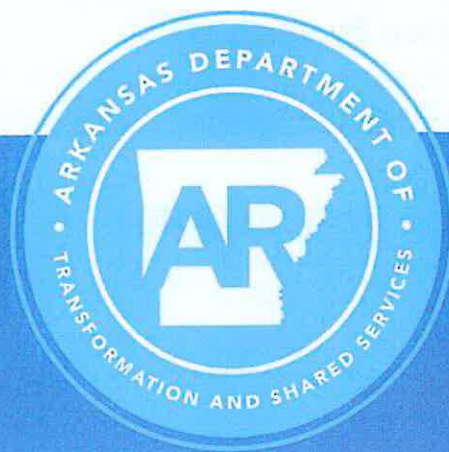


TSS ACHIEVEMENTS



TRANSFORMATION AND SHARED SERVICES

Division of Building Authority (DBA)

- DBA has documented notable success in the reduction of energy consumption in its building portfolio with a 41.8% reduction in natural gas consumption and nearly 45.93% reduction in electricity since implementing its strategic energy plan in 2008.
- DBA funded the renovation of over 386,000 square feet of office space in DBA-owned buildings for the relocation/consolidation of other department personnel since the beginning of Transformation. Funding was from DBA's capital reserve which is a direct result of the operational savings related to its reduced energy consumption.

TRANSFORMATION AND SHARED SERVICES

Geographic Information Systems (GIS)

- Supporting the 911 Board on the implementation of the Statewide Next Generation 911 System.
- Supporting cities and counties on Streamlined Sales & Use Tax collection at point of delivery using the 911 address file.
- New Aerial imagery coming online soon

Division of Information Systems (DIS)

- Moved from a de-central, fragmented network infrastructure to a centralized, standardized infrastructure
 - 1245 Data Servers—ALL with the same standards
- Creating a pro-active framework and culture surrounding Cyber Security
 - Act 504 (cyber security), Act 846 (cyber response), Homeland Security Grant (cyber protection).
- ARData is the office of the Chief Data Officer for the State, which supports the secure, compliant sharing and use of data across departments, states, and sectors.

TRANSFORMATION AND SHARED SERVICES

Employee Benefits Division (EBD)

- EBD is refocusing to a member first approach to our operations and restructuring to be more efficient and effective in member services. Providing our teams and health insurance representatives with updated and more frequent trainings, more self-service abilities, and more overall communication.
- EBD have served 24,506 members since Jan 1, 2023, through our Customer Experience team. We have an average hold time of 2 minutes and an average handle time of 5 minutes and 20 seconds.
- EBD serves more than 100,000 active members and around 55,000 retirees across all benefit plans.

Arkansas State Surplus (M&R)

- In FY 22, Marketing and Redistribution (M&R) had over 4,000,000.00 in sales.
- M&R just implemented a new software system that was critical to fix inventory and audit findings.

TRANSFORMATION AND SHARED SERVICES

Office of State Procurement

- OSP has started offering live procurement training this year. It has trained over two hundred fifty state employees since April of this year.
- To advance administrative efficiency and potential savings, OSP has worked towards implementing statewide contracts for common purchases, such as office supplies. OSP has also been able to adopt contracts from other states to expedite procurement processes.
- Implemented a more efficient approach to getting the Most Advantageous Proposal (MAP) when conducting RFPs.

Office of Personnel Management

- OPM administers the hiring freeze process. Since January 10, 2023, the number of executive branch employees has dropped by 300, representing salary savings of approximately \$11.5 million.
- OPM updated the ARCareers Recruiting system and recently began a contract with LinkedIn to attract better candidates to public service.
- OPM is currently performing a study of the state's pay plan and merit system. OPM is meeting with legislative leadership next month and will provide updates to this body.

