

Report on Shared Services

Department: Department of Education

Secretary: Johnny Key

Questions	Responses
<p>1. After a thorough analysis of shared services within your department, identify all the opportunities for more efficient and effective delivery of services for cost savings. Consider short-term, mid-term, and long-term opportunities.</p>	<p>1. Project 1: Create an ADE HR operation to deliver shared services for all ADE divisions.</p> <p>1.1 Action Plan:</p> <ul style="list-style-type: none"> a. Provide HR support to the Arkansas School for the Blind/Arkansas School for the Deaf b. Support Division of Career and Technical Education within HR investigation needs. c. Develop consistent department wide onboarding procedures d. Identify dedicated HR Liaisons for each division <p>1.2 Benefits:</p> <ul style="list-style-type: none"> a. Minimize the risk of future audit finds. By consolidating position functions and leveraging existing staff, we will eliminate the need to hire additional staff. b. More efficient use of employee time by providing consistent and thorough onboarding. Minimize administrative costs by not duplicating processes in each Division and allow Divisions staff to continue job functions while new employee is being onboarded c. Minimize liabilities in HR hiring, discipline, and terminations. It will also allow existing Division resources to be reallocated to higher priority areas. <p>1.3 Costs: No anticipated additional costs.</p> <p>1.4 Measuring Success: Annual savings of additional HR staff position and related benefits= \$42,126.00 (G5 level and benefits)</p> <p>1.5 Timeline & Implementation Plan:</p> <ul style="list-style-type: none"> a. Fall 2019- Provide HR support to the Arkansas School for the Blind/Arkansas School for the Deaf b. Winter 2019- Support Division of Career and Technical Education HR investigation needs c. Spring 2020- Identify dedicated HR Liaisons for each division

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	<p>d. Summer 2020- Develop consistent department wide onboarding procedures</p> <p>1.6 Potential Obstacles: Retraining of staff on HR policies and procedures. Buy-in from divisions for onboarding and policy changes,</p> <p>Project 2: Create an ADE Legal operation to deliver shared services for all ADE divisions.</p> <p>2.1 Action Plan</p> <p>a. Establish consistent process for escalating issues to AG, establish consistent process for legal review of all contracts prior to execution, HR, investigations, filed grievances, filed grievances, and litigation activities</p> <p>b. Assist the Secretary with legislative support, such a bill drafting and bill review</p> <p>c. Identify dedicated legal liaison for each division</p> <p>2.2 Benefits:</p> <p>a. Minimize duplication of efforts in services. Allow existing Department and State (AG) resources to be utilized and reallocated to different activities.</p> <p>b. Minimize liabilities and Department exposure to litigation and audit by providing consistent legal support and review.</p> <p>c. Central point of contact will minimize confusion, provide effective communication both internally and with external stakeholders.</p> <p>2.3 Costs: No anticipated additional cost.</p> <p>2.4 Measuring Success: Reduction in legal fees associated with retaining outside counsel - \$40,000</p> <p>2.5 Timeline and Implementation:</p> <p>a. Fall 2019- Assist the Secretary with legislative support, such a bill drafting and bill review</p> <p>b. Winter 2019- Establish consistent process for escalating issues for AG</p> <p>c. Spring 2020- Identify dedicated legal liaison for each division</p> <p>d. Summer 2020- Establish consistent process for legal review of all contracts prior to execution, HR, investigations, filed grievances, filed grievances, and litigation activities</p> <p>2.6 Obstacles: Buy-in from divisions. Training legal team on division needs.</p>
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Project 3: Create an ADE Communication operation to deliver shared services for all ADE divisions.

3.1 Action Plan

- a. Share license for social media platform uses
- b. Implement best practices and common boiler plates, templates for internal and external communication
- c. Establish department wide workflow process for creative services

3.2 Benefits:

- a. Align messaging and promote consistency between divisions.
- b. Creates brand awareness and eliminate duplication of effort.
- c. Create metrics of measurable actions to determine effectiveness and allow prioritizing initiatives.
- d. Improve the way stakeholders engage with state government.

3.3 Costs: There are no anticipated costs.

3.4 Measuring Success:

Annual value of outsourcing creative services=
\$40,000

3.5 Timeline & Implementation Plan:

- a. Fall 2019- Share license for social media platform uses
- b. Winter 2019-Implement best practices and common boiler plates, templates for internal and external communication
- c. Summer 2020-Establish department wide workflow process for creative services

3.6 Obstacles: External stakeholder buy-in. Training communication team and divisions on project lead-time.

Project 4: Create an ADE Finance operation to deliver shared services for all ADE divisions.

4.1 Action Plan

- a. Identify primary finance and budget support for Arkansas School for the Deaf and Arkansas School for the Blind

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- b. Determine how to maximize fleet department wide as a shared service, based on recommendations from the department transformation action team
- c. Establish a streamlined process for procurement
- d. Identify finance liaison for each division
- e. Shift the Division of Elementary and Secondary Education to the EASE time and leave system
- f. Assessment of space needs and leases

4.2 Benefits:

- a. Minimize the risk of future audit finds. By consolidating position functions and leveraging existing staff, we will eliminate the need to hire additional staff.
- b. Centralized management will allow us to prioritize needs and ensure limited resources are adequate placed to maximize use.
- c. Ensure consistent procurement practices are followed by each Division, as prescribed by Arkansas Procurement Law.
- d. Eliminate the IT and Finance support for the current internal system which requires manual data entry into AASIS.
- e. Improve internal communications, allow for more efficient use of space, and collaboration among Divisions.

4.3 Costs: No anticipated additional costs.

4.4 Measuring Success: Potential annual savings of existing data entry position and related benefits= \$42,126.00 (G5 level and benefits)

4.5 Timeline & Implementation Plan:

- a. Fall 2019- Identify primary finance and budget support for Arkansas School for the Deaf and Arkansas School for the Blind
- b. Fall 2019-Shift the Division of Elementary and Secondary Education to the EASE Time and leave system
- c. Winter 2019-Identify finance liaison for each division
- d. Spring 2020- Determine how to maximize fleet department wide as shared service, based on recommendations from the department transformation action team
- e. Summer 2020- Establish a streamlined process for procurement
- f. Summer 2020-Assessment of space needs and lease

4.6 Potential Obstacles: Renovation schedule. Vehicle purchase methods to be reviewed. Education, training, and buy-in for EASE.

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Project 5: Create an Information Technology operation to deliver shared services for all ADE divisions.

5.1 Action Plan

- a. Integration of portals and Information System and development projects
- b. Implement intranet apps
- c. Implementation of Information Technology infrastructure consolidation

5.2 Benefits:

- a. Extending current Division of Elementary and Secondary Education intranet apps to the newly included divisions, resulting in cost savings and adding employee efficiency/productivity across the department.
- b. Bring all divisions under ADE domain: (e.g ade.ark, gov.net) for unified end-point management enabling tighter cybersecurity perimeters and helping in the seamless deployment of apps and bring down the overall cost of IT for the department.

5.3 Costs: No anticipated additional cost.

5.4 Measuring Success:

The intranet apps and web portals cost efficiencies are detailed below.

Projected Savings in 2020			
SL. NO	Application Name	Application Code	Amount
1	Travel & Expense Management System	TEMS	\$135,800.00
2	Asset Management System	AMS	\$92,620.00
3	Interoffice Request	IOR	\$61,200.00
4	Time & Leave Management System	TLMS	\$181,350.00
5	Grant Management System	GMS	\$28,050.00
6	Contract Review System	CRS	\$2,385.00
		Intranet Apps Savings	\$501,405.00
7	DCTE Web Portal	DCTE	\$30,000.00
8	ADE Portal	ADE	\$30,000.00
		Total IT Savings	\$561,405.00

5.5 Timeline & Implementation Plan:

- a. Winter 2019-Integration of portals and Information System and development projects
- a. Spring 2020-Implement intranet apps

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	<p>b. Summer 2020-Implementation of Information Technology infrastructure consolidation</p> <p>5.6 Potential Obstacles</p> <p>a. The Division of Elementary and Secondary Education, Office of Information Technology is currently staffed to handle the existing workload with a 1:100 ratio (with respect to 1 IT: 100 Employee ratio) as against the standard of 1:50 and provides more services. Assessment of consolidating responsibilities, process, and reporting structure is needed.</p> <p>b. A governing Information Technology policy, procedures, and best practices should be developed and implemented from all divisions.</p>
<p>2. Develop a plan to implement the efficiency opportunities identified above. What are the key elements and action steps of your plan?</p>	<p>Refer to each project detailed in question 1.</p>
<p>3. Identify any obstacles to the implementation and success of this plan.</p>	<p>Refer to each project detailed in question 1.</p>
<p>4. Are there any anticipated costs associated with the plan?</p>	<p>Refer to each project detailed in question 1.</p>
<p>5. What is the detailed implementation timeline for this plan? How will you track your progress?</p>	<p>Refer to each project detailed in question 1.</p>
<p>6. How will you measure the success and results of your plan? Include detailed forecasts of cost savings, efficiencies, achieved, etc..</p>	<p>Refer to each project detailed in question 1.</p>
<p>7. How could the Department of Transformation and Shared Services provide support to Department?</p>	<ul style="list-style-type: none"> • Proactive support and follow-up from Division of Information Systems (now part of Dept. of TSS) on all 3 objectives required. • Access to various divisions - Agency IT Budget & Expenditure Plan System as hosted by DFA: Office of Intergovernmental Services (IGS). • Fast track in FTE allocation as requested above for IT personnel by OPM (now part of Dept. of TSS)

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	<ul style="list-style-type: none">• Development of model policies around HR, procurement, contracts, and IT services/support.• Guidance on implementation of brand awareness
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