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Report on Shared Services

Department: Arkansas Department of Veterans Affairs (ADVA)

Secretary: Nathaniel (Nate) Todd

The purpose of this report is an analysis and action plan for shared services that is staff or support services shared across the entities within the Cabinet Department. This analysis will assist in the formulation of the plan for this report to the Governor on how to achieve greater efficiency (including cost savings) and effectiveness as it relates to this topic. This work should take into consideration the state of the Department as a whole and the state of each constituent agency, board, and commission.

“This draft is a working document. All information contained herein is subject to change and may differ substantially from the final document. The information contained in this document should not be considered the position or views of the agency or the Governor.”

Questions: Web-Site Enhancements:	Responses: POC Sue Harper, Tony Baker, Bill Wussick
<p>1. After a thorough analysis of shared services within your department, identify all opportunities for more efficient and effective delivery of services and for cost savings.</p> <p>Consider short-term, mid-term, and long-term opportunities.</p>	<p>Web-Site Enhancements:</p> <ul style="list-style-type: none">- Veterans.arkansas.gov- Facebook- Homebased Arkansas- Twitter and Instagram <p>Impacting around 8,000 people daily</p> <p>The ADVA analysis of Website needs:</p> <p>Short-term 6mo:</p> <ul style="list-style-type: none">- Arkansas Web based platform or return to current platform. <p>Mid-term</p> <ul style="list-style-type: none">- Transition <p>Long-term Opportunities 6mo:</p> <ul style="list-style-type: none">- Same as short term
<p>2. Develop a plan to implement the efficiency opportunities identified above.</p>	<ul style="list-style-type: none">- Assign a ADVA Web-Site Team- Additional Web administration to increase web maintenance and therefore increase web traffic,

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Questions: Web-Site Enhancements:	Responses: POC Sue Harper, Tony Baker, Bill Wussick
What are the key elements and action steps of your plan?	- Provide internal agency training to grow agency Web team - Migrate (ADVA web-site (veterans .arkansas.gov) to a https:/ web-site
3. Identify any obstacles to the implementation and success of this plan.	- https:/ - Cost - Time - Staffing - Bring up traffic: time/use
4. Are there any anticipated costs associated with the plan?	Yes

Questions	Responses
5. What is the detailed implementation timeline for this plan? How will you track your progress?	- After fact finding 1. Internal weekly updates. 2. Monthly analytics at staff meetings
6. How will you measure the success and results of your plan? Include detailed forecasts of cost savings, efficiencies achieved, etc.	- Cost benefit analysis and customer utilization
7. How could the Department of Transformation and Shared Services provide support to the Department?	- By collaborating with the ADVA Team on our website enhancement. -Providing a subject matter expert to provide feedback on our plan.

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Arkansas Department of Veterans Affairs Transformation & Shared Services Successes Shared Work Space/Offices

Veterans Service Division (VSD):

- Since November 2015 –May 2017 the VSD has opened 7 offices around the state by partnering with other agencies and local organizations. Partners included Department of Work Force (DWS) at five locations, Arkansas State University (ASU) at one location and the Drew County Courthouse at another.
- These partnerships have save the state the cost of setting up seven office space to serve veterans. By partnering we have reduced the operational cost of this service to our Veterans.
- These partnerships have also increased our effectiveness as an agency and our visibility in the community.
- Currently in 2019 we have a partnership with DWS in the following offices: Forrest City, Russellville, Hope. We are still in the ASU Mt. Home office and Drew county courthouse. Fayetteville, Fort Smith and Jonesboro are located with the County Service Officer. Due to privacy issue and lack of veteran traffic coming to the DWS office at those locations.

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