



Department of Transformation and Shared Services

Governor Asa Hutchinson
Secretary Amy Fecher
Director Kay Barnhill

December 17, 2019

Senator David Wallace, Co-Chairperson
Representative Jim Wooten, Co-Chairperson
Uniform Personnel Classification and
Compensation Plan Subcommittee
Arkansas Legislative Council
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management (OPM) submits a request from the Department of Public Safety for your review.

The Department of Public Safety is requesting three (3) positions from the OPM surrender pool established by Ark. Code Ann. §21-5-225(a)(1). The classifications requested along with the positions being surrendered are listed below:

Table with 5 columns: POSITIONS SURRENDERED, TITLE, CLASS CODE, GRADE, SALARY RANGE. Rows include ACIC Systems Specialist, Administrative Specialist II, Computer Support Specialist, Software Support Analyst, and Administrative Specialist II.

CLASSIFICATIONS REQUESTED

Table with 4 columns: TITLE, CLASS CODE, GRADE, SALARY RANGE. Rows include DB Administrator, Information Systems Security Specialist, and Computer Support Manager.

JUSTIFICATION

The Department of Public Safety is requesting the above positions to create shared IT services within the department. The DB Administrator will be responsible for creating and maintaining

Senator David Wallace, Co-Chairperson
Representative Jim Wooten, Co-Chairperson
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databases that allow criminal justice agencies to access local, national and federal criminal history data. The Information Systems Security Specialist will be responsible for end user engagement which includes overseeing the technical support and network control leads. The Computer Support Manager will be responsible for organizing a team of information technology professionals engaged in projects involving computer support.

The potential cost of the additional positions is \$250,160 (\$200,594 plus 24.71%). In order to offset the budgetary impact of this change, the Department of Public Safety is surrendering six positions with a budgetary value of \$222,398.

Requested Classification	Entry + Match	15% Above Entry + Match	30% Above Entry + Match
DB Administrator	\$89,422	\$102,835	\$116,248
Information Systems Security Specialist	\$80,369	\$92,424	\$104,480
Computer Support Manager	\$80,369	\$92,424	\$104,480

The Office of Personnel Management has reviewed this request and recommends the approval of three (3) positions from the OPM surrender pool.

Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill
State Personnel Administrator



Secretary, Transformation & Shared Services

12/03/19
Date

KB/ca: 1-2



JAMI COOK
SECRETARY

State of Arkansas
Governor Asa Hutchinson

DEPARTMENT OF PUBLIC SAFETY

1 State Police Plaza Drive
Little Rock, Arkansas 72209
Office: (501) 682-2260 Fax: (501) 682-1542

22 November 2019

Kay Barnhill
State Personnel Administrator
1509 W 7th Street #201
Little Rock, AR 72201

RE: Pool Position Request

Ms. Barnhill:

The Arkansas Department of Public Safety (DPS) – Division of Shared Services – Information Technology Section (IT) would like to request three (3) positions from the OPM Pool, while surrendering six (6) positions. Below is a listing of the requested trade and the costing.

Surrendered Positions

Position Number	Class Code	Title	Grade	Salary
22076435	D063C	Computer Support Specialist	IT05	\$ 54,562
22088937	D052C	Software Support Analyst	IT05	\$ 53,314
22124476	C073C	Administrative Specialist II	GS03	\$ 26,034
22088915	D080C	ACIC Systems Specialist	IT01	\$ 33,403
22088916	D080C	ACIC Systems Specialist	IT01	\$ 33,403
22127698	C073C	Administrative Specialist II	GS03	\$ 26,034
				\$ 226,750
Salary + Match				\$ 282,780

Requested Positions

Position Number	Class Code	Title	Grade	Salary
	D123C	DB Administrator	IT08	\$ 71,704
	D017C	Information Systems Security	IT07	\$ 64,445
	D035C	Computer Support Manager	IT07	\$ 64,445
				\$ 200,594
Salary + Match				\$ 250,161
Net Savings				\$ 32,619

As part of Transformation, DPS has migrated to a Shared Services model for functions that were consistent throughout the agencies that merged together during its formation. As a result, much attention has been given to positions, functions, and contracts related to these functions. One of the areas that presented itself as an opportunity for savings came from the Crime Information Center. Currently there is a contract in place providing software programming for the division. After careful analysis, it was determined that by adding a programmer the Department would be able to cut its dependency on contractual services, over time, and save money. Below is the justification for the DB Administrator position that would fulfill these needs:

The purpose of this position is to assist with the integration, implementation, and maintenance of software programs, applications, and databases that are a vital part of the criminal justice system. This position will be responsible for creating and maintaining the software based system and databases which provides all criminal justice agencies the ability to connect to local, national, and federal criminal history data. AMF is the primary application to be maintained by this position. It will be the responsibility of this position to ensure that the database, and the application using it, communicate properly and that accurate results are communicated between the two. This position will require the ability to understand a complex system of programs, applications, and database to help solve multifaceted problems. The position will provide assistance for the design, development, integration, and deployment of software applications while providing support and upgrades for the current applications in production. Current, and future, systems/applications are used by criminal and non-criminal justice agencies to view and utilize criminal justice data, which includes but not limited to criminal history, sex offender, CJIS and other forms of data.

Identified activities for the position include:

- Apply programming and analytical techniques to determine causes of program malfunctions.
- Identify and understand field and tables connections with other systems.
- Identify data anomalies and errors in correlation to system setup and connections to other systems.
- Design modules and systems that integrate well with existing systems.
- Develop, package, deploy, and maintain software web frontends for external users.
- Demonstrate expertise in conveying technical and functional concepts for ACIC repository tables and applications in relationship with connecting systems.
- Interacts and collaborates with outside agencies, departments, and technical experts to ensure features are being developed with quality.
- Developing and enforcing database standards and best practices including performance, security, monitoring policies and procedures along with researching improvements to enhance overall system performance.
- Perform Microsoft SQL database administration including software installations/configurations for SQL Server 2012/2014 to 2016/2017 including SSDDT, SSIS, SSRS, SSAS and peripheral features/products such as log shipping, mirroring, and maintenance packs (DBCC, backups, re-indexing).

- Capacity planning work (on Production, UAT, DEV environments); platform migration and monitoring database growth and design, maintaining and ensuring High Availability solutions including replication, clustering, performance tuning etc.
- Troubleshoot complex systems to identify bottlenecks (SQL, IO, hardware, query related, etc.) and resolve database related issues.

The position requires the use of a specific programming language skillset that DPS-ACIC currently does not have on staff.

The second part that came to light was the organizational structure within the IT division and the current duties as well as new duties being given to certain positions. Below is the justification for one of these positions, IT07 Computer Support Manager. This position will be supervising other positions as high as grade IT07:

This position is responsible for end user engagement including but not limited to managing technical support lead and network control technical lead which in turn is made up of a team of IT professionals providing Tier 1, 2 & 3 support, end user device and deployment, training, field support, procurement and IT inventory asset tracking. Deployment of end user devices includes development, implementation, maintenance and utilization of end user systems. The Computer Support Manager will direct the activities of professional and technical support staff through subordinate supervisors and will include the interviewing, hiring, terminating and performance review.

The third position requested, Information Systems Security Specialist IT07, is being requested as a direct result of expansion of job duties to the point that a new classification is needed to accommodate the change. Below is the justification for this position:

This position is responsible for end user engagement including but not limited to managing technical support lead and network control technical lead which in turn is made up of a team of IT professionals providing Tier 1, 2 & 3 support, end user device and deployment, training, field support, procurement and IT inventory asset tracking. Deployment of end user devices includes development, implementation, maintenance and utilization of end user systems. The Computer Support Manager will direct the activities of professional and technical support staff through subordinate supervisors and will include the interviewing, hiring, terminating and performance review.

I appreciate your consideration on this request. If you have any questions, please feel free to contact Phillip Warriner and he can supply you with any additional information or clarification which you may need.

Sincerely,



Jami Cook
Secretary, Arkansas Department of Public Safety
Director, Arkansas Division on Law Enforcement Standards and Training



DEPARTMENT OF TRANSFORMATION AND SHARED SERVICES
Office of Personnel Management
Request for Pool Position

Business Area	Agency/Institution	Date
9913	Department of Public Safety	11/22/19

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22088915	ACIC Systems Specialist	IT01	D080C
22088916	ACIC Systems Specialist	IT01	D080C
22127698	Administrative Specialist II	GS03	C073C

Classification(s) Requested

N/A	Classification Title	Pay Grade	Class Code
	DB Administrator	IT08	D123C

I Hereby Certify / Understand That:

- A. The position requested is critical to the operation of this Agency/Institution and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency/Institution.
- E. No current employee will be displaced by this action.

Agency Personnel Rep	Date
	25 Nov 19

Agency Director	Date
	25 Nov 19



DEPARTMENT OF TRANSFORMATION AND SHARED SERVICES
Office of Personnel Management
Request for Pool Position

Business Area	Agency/Institution	Date
9913	Department of Public Safety	10/14/19

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22076435	Computer Support Specialist	IT05	D063C
22088937	Software Support Analyst	IT05	D052C
22124476	Administrative Specialist II	GS03	C073C

Classification(s) Requested

N/A	Classification Title	Pay Grade	Class Code
	Information Systems Security Specialist	IT07	D017C
	Computer Support Manager	IT07	D035C

I Hereby Certify / Understand That:

- A. The position requested is critical to the operation of this Agency/Institution and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency/Institution
- E. No current employee will be displaced by this action.

Agency Personnel Rep	Date
	25 Nov 19
Agency Director	Date
	25 Nov 19