



Ex. G

Department of Transformation and Shared Services

Governor Asa Hutchinson

Secretary Amy Fecher

Director Kay Barnhill

December 15, 2020

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 Senator Wallace and Representative Wooten:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Commerce, Division of Workforce Services (DWS) for your review. DWS is requesting two (2) positions from their DWS Growth Pool established by Act 183 of 2020 Section 26.

The Director of the Department of Workforce Services, after receiving the approval of the Office of Personnel Management, and after seeking prior review by the Arkansas Legislative Council or Joint Budget Committee, shall have the authority to establish such new or additional full time positions as may become necessary to carry out the objectives of the program and/or to meet Federal requirements of new and/or expanded programs where such needs are financed by federal funds; provided that not more than two hundred (200) persons may be employed in addition to those authorized in the salary schedule and that the rate of pay shall not exceed those set out in the salary schedule for comparable positions as authorized under the provisions of the Regular Salaries section of the Act.

The requested authorized classifications for the two (2) growth pool positions are listed below:

<u>CLASSIFICATION REQUESTED</u>	<u>COUNT</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>
D002N, State Database Administrator Lead	1	IT11	\$99,920 – \$144,884
D006N, State Systems Architect	1	IT10	\$89,541 – \$129,835

JUSTIFICATION

The Division of Workforce Services (DWS) is initiating a strategy to transition IT operations resulting from the Coronavirus Aid, Relief, and Economic Security (CARES) Act from the Department of Finance and Administration's Office of Information Services to their internal DWS IT team. DWS needs specialized personnel to support increased unemployment insurance IT

Senator David Wallace, Co-Chairperson
Representative Jim Wooten, Co-Chairperson
December 15, 2020
Page 2.

operations due to an unremitting increase in unemployment claims. The agency does not have personnel to appropriately transition IT responsibilities and then effectively manage IT systems.

Responsibilities for these two positions will include gathering necessary requirements, identifying priorities and constraints, as well as providing reports to stakeholders on statistics of projects. A predominant will be application data monitoring to identify fraudulent claims and data anomalies. The creation of these two (2) growth pool positions is desperately needed for the agency to handle these operations.

RECOMMENDATION

The Office of Personnel Management has reviewed this request from the Department of Commerce, Division of Workforce Services and recommends approval of these two (2) growth pool positions. The anticipated cost for these two (2) growth pool positions is \$189,461. The agency guarantees our office that it possesses sufficient funding to support this growth pool position request.

Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director
Office of Personnel Management



SECRETARY OF TRANSFORMATION & SHARED
SERVICES

12/4/2020
DATE

KB/jlh:1-2



Michael Preston
 SECRETARY OF COMMERCE
 Charisse Childers, Ph.D.
 DIRECTOR,
 DIVISION OF WORKFORCE SERVICES

November 18, 2020

Ms. Kay K. Barnhill, State Personnel Administrator
 Transformation and Shared Services, Office of Personnel Management
 P. O. Box 3278
 Little Rock, AR 72203



Dear Ms. Barnhill:

The Arkansas Division of Workforce Services (ADWS) is requesting emergency approval to obtain 2 positions from the DWS Growth Pool. Below are the requested classifications and justification for this request: #603

<u>REQUESTED CLASS</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u># OF POSITIONS</u>
State Database Administrator Lead	D002N	IT11	1
State Systems Architect	D006N	IT10	1

The addition of the IT10 State Systems Architect and IT11 State Database Lead is part of the strategy to fully transition CARES Act PUA IT operations from DFA OIS to ADWS IT, to support increased UI IT operations due to COVID related increase in UI, and as part of the strategy to build a UI Modernization project team. Since mid-April, DFA OIS has provided emergency IT support in the form of seven (7) high level IT resources to support the implementation of the CARES Act PUA program. DWS IT has worked with DFA OIS to transition most of the IT responsibilities to existing DWS IT resources however, DWS IT still does not have all the necessary resources, specifically at the required skill level, to fully transition all PUA IT responsibilities and effectively and efficiently manage current UI IT systems. More important for the long term DWS strategy to modernize the unemployment insurance system, DWS requires the two positions to focus on the UI modernization project while existing IT resources focus on maintenance and operations of the current system. Prolonging or forgoing filling this position may further delay critical and high priority DFA projects as well as further delaying CARES Act UI IT system implementations, maintenance, and operations and the critical UI modernization project.

In addition to duties in the IT10 State Architect and IT11 State Database Administrator Lead class specification, the following is a partial listing of duties for the two positions.

1. Works with DWS business, financial and technical team for requirements gathering. This includes creating different matrices for a better understanding of the statement of work which in-turn helps in explaining the details to the vendor.

2. Identifies the constraints, priorities, assumptions, exemptions of the project. Discuss and set enhancement and M & O timelines.
3. Provide reports to key stakeholders on the statistics of the project, such as number of applications approved, number of weekly claims, total money disbursed etc.
4. Application data monitoring (thru SQL queries) to identify for any potential fraudulent claims and if found communicate with the vendor to change status of these records. Identify any data anomalies and provide recommendations for the design, and functionalities of the solution to the vendor core team.
5. Participating in meetings between DWS and the vendor.
6. Technical point of contact between State and the PUA and UI Modernization vendor.
7. Works with State call center managers and Maximus call center for any application issues or questions. Works with DWS internal audit team if they have any issues or questions. Discuss these issues with the vendor.
8. Work with DFA and DWS technical staff to identify a transition plan from DFA technology solutions to DWS technology solutions. Specifically, identify a transition plan for the following:
 - SharePoint
 - To monitor the mailboxes and load into the PUA Workflow.
 - Marks the emails as read and sets the category for each email to “Processed” to notify the user the submission has been processed.
 - Captiva
 - Developed to import submissions sent by email, fax or scanned by a user.
 - Used to viewing the documents, verify the claimant ID and generate a file to load into the PUA System.
 - AutoScan
 - Used to image the mail and load into the PUA Workflow for verification.

Ms. Kay K. Barnhill
Page 3 of 3
November 18, 2020

- Pitney Bowes (BlueCrest)
 - In order to process letters in the DFA Mailroom, a data file along with the PDF letters are required to process outgoing mail.
 - A summary report is required to reconcile the letters sent for printing.

9. UI Modernization cloud architecture oversight.

10. UI Modernization database oversight.

Your favorable consideration of this request is appreciated.

Sincerely,



Charisse Childers, Ph.D.
Director



Department of Transformation and Shared Services
Office of Personnel Management
Request for Pool Position

Business Area	Agency	Date
0810	Arkansas Division of Workforce Services	11/18/2020

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code

Classification(s) Requested

N/A	Classification Title	Pay Grade	Class Code
	State Database Administrator Lead	IT11	D002N
	State Systems Architect	IT10	D006N

I hereby certify that:

- A. The position requested is critical to the operation of this Agency 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.
- E. No current employee will be displaced by this action.

HR Official's Signature *Robert Thompson*

Date *11/18/2020*

Department Secretary's Signature *Channon Chidester*

Date *11/18/2020*