State of Alaska
Department of Administration

State of Alaska Digital Transformation Initiatives

April 2021

State of Alaska Digital Transformation

- Department of Administration – Forward Together

- COVID 19 Impact and Response
  - Tactical Support
  - Pandemic Preparedness Program

- Significant Projects
  - AlaskaNow
  - AspireAlaska

- Continued Digital Transformation

Department of Administration – Forward Together

FORWARD TOGETHER
TECHNOLOGY ● ORGANIZATION ● PRACTICES

TECHNOLOGY

For example: Make things easier for employees through automation and digitization

ORGANIZATION

For example: Freeing departments up from 'administrivia' to focus on the mission critical

PRACTICES

For example: Leveraging technology and common tools to make things simpler and easier for us all

Department of Administration – Forward Together

FORWARD TOGETHER

TECHNOLOGY ● ORGANIZATION ● PRACTICES

OUR SHARED VISION
- SAFER for our employees and the citizens of Alaska
- MORE RESILIENT to disruptive challenges
- BETTER for us all

HOW WE MOVE FORWARD TOGETHER
- ACTIVE LISTENING to employees and customers
- PURPOSEFUL COLLABORATION to accelerate progress
- MAKING THE BIGGEST IMPACT on the MOST PEOPLE

PROGRAM ACCELERATION OFFICE

| AAPEX Procurement | AAPEX Shared Services | AAPEX Office of Information Technology | HR Transformation | PPP Core Services (Phase 1) | Cloud Migration | IRIS Upgrade | Standardize Accounting Practices |

CONSOLIDATION PROGRAMS ← **PPP** → **MODERNIZATION PROGRAMS**

GOVERNANCE
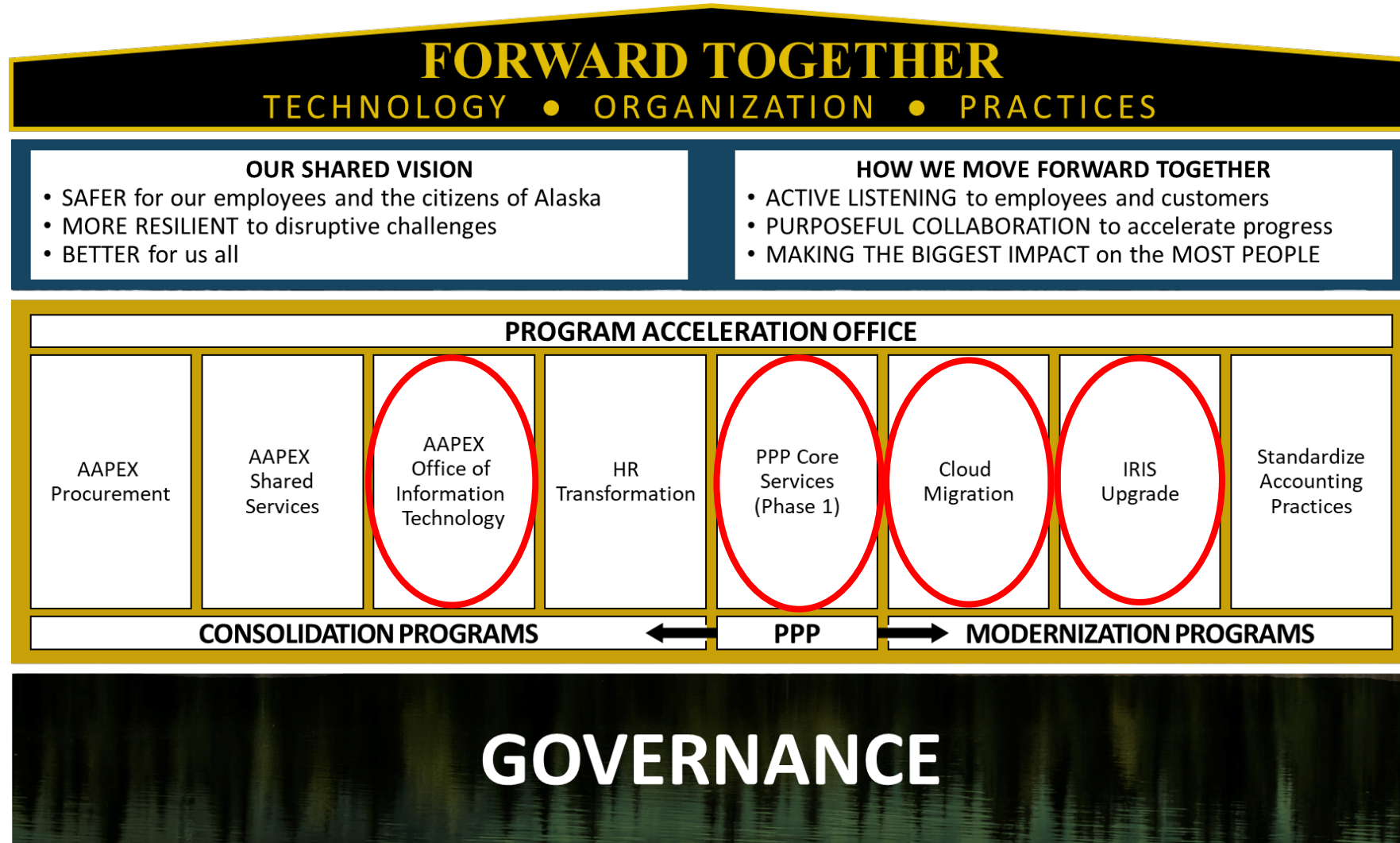
COVID 19 Impact and Response – Tactical Support

Telework imperative drove digitization acceleration - Before the COVID-19 pandemic, approximately 120 employees, representing less than 1% of the workforce, were teleworking across the Executive Branch. During COVID-19, however, the State has supported approximately 40% of the SOA workforce teleworking (around 6,000 employees).
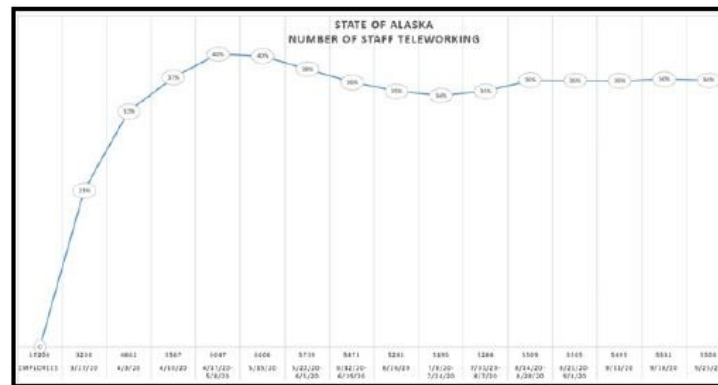
MS Teams – collaboration, document sharing, communications
- Launched and ramped to 8,000 concurrent users within weeks
- Provided training to over 8,100 employees in first 6 weeks

DocuSign Launch
- Over 20,000 documents signed in first 9 months

https://doa.alaska.gov/ppp.html
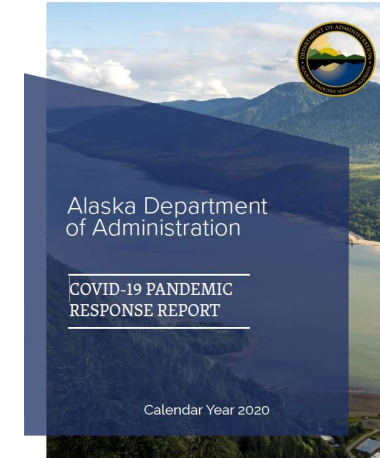
COVID 19 Impact and Response – Pandemic Preparedness Program

- In April 2020, Governor Dunleavy requested the DOA develop a plan to ensure worker safety and health, and to maintain continuity of government operations during the coronavirus (COVID-19) pandemic.
- To achieve both objectives, DOA developed a plan for improving telework capabilities for public employees to enable compliance with COVID-19 health precautions – the Pandemic Preparedness Plan (PPP).
- PPP includes foundational digitization elements in both Phase 2 and Phase 3
- Evaluation and additional documentation posted on DOA public website

Pandemic Preparedness Program
Project Recommendations & Roadmap

July 2020

https://doa.alaska.gov/ppp.html

PPP involves a series of multiple, contemporaneously managed projects categorized in phases:

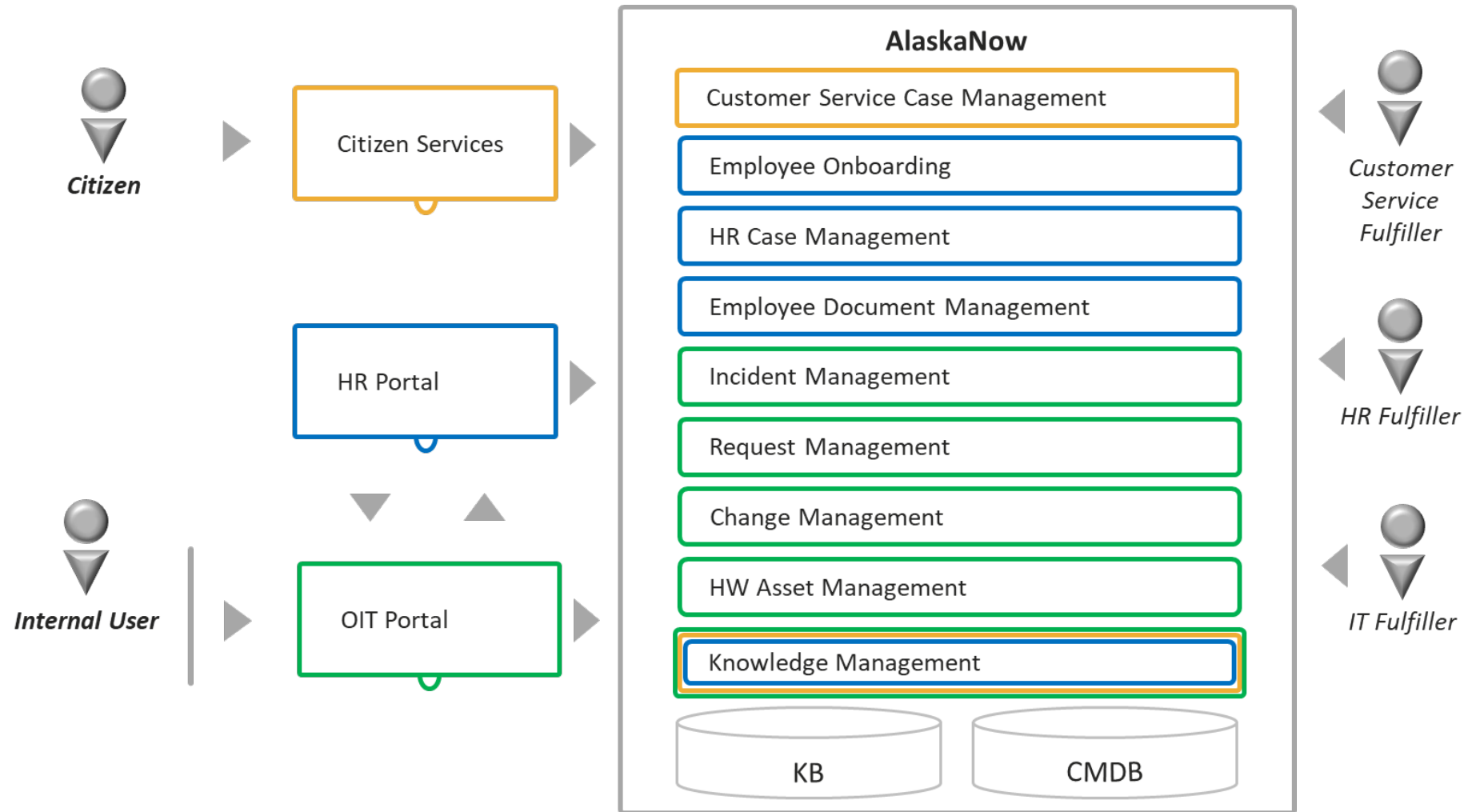| Phase I: Completed	Core Services Evaluation
Phase 2: Ongoing	Remote Worker Enablement – Pathway Project Completed; Expanding Beyond Pilot Implementation
Phase 3: Ongoing	Enabling Technology within DOA – Foundation Technology Completed; Expanding to Further Functionality; Ongoing Service
Phases 4-6: On Hold	Short-term to Long-Term Enabling Technology within Other Departments

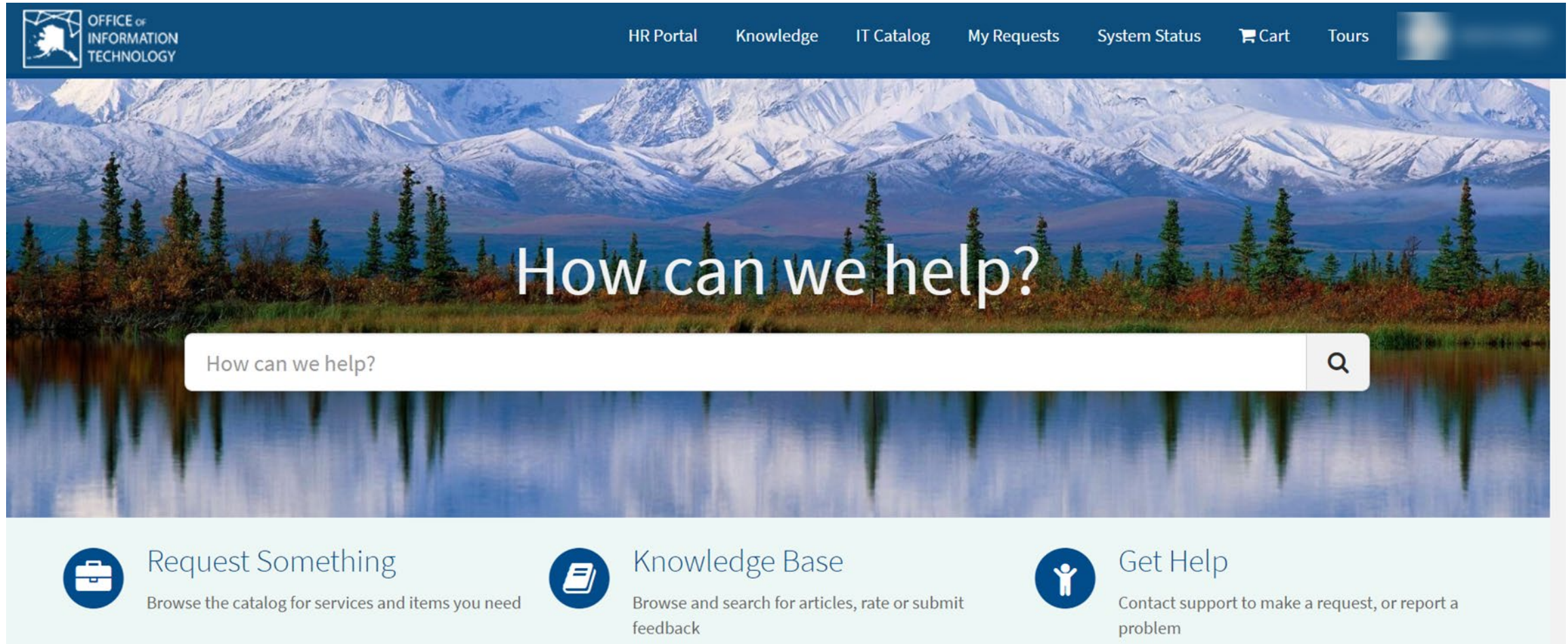# Significant Digitization Projects – AlaskaNow

What	**Provide the digital infrastructure, applications, and services needed to continuously operate during times of crisis as well as on a day-to-day basis.**

	Digitized human resource services delivery improves insight and decision making	**Standardized IT service management improves incident resolution and request fulfillment, and reduces risk**	**Enable customers to conduct business remotely by automating information collection and request routing**
Why			

How	• Orchestrate the various services that allow for onboarding of employees
	• Secure, retain, access, and purge employee files using paperless document management
	• Employ a formal structure to efficiently submit, address and resolve HR cases
		• Address and resolve technical incidents quickly and efficiently
		• Employ consistent and repeatable processes for requesting and fulfilling services
		• Manage beneficial technology changes with minimal disruption to business operations
		• Ensure accurate and complete information about hardware assets
			• The initial deployment is with the Department of Motor Vehicles in order to:
			  • Create cases from inbound customer requests
			  • Route cases to appropriate teams for fulfillment
			  • Fulfill routed requests within established timeframes

Implement Knowledge-Centered Services – integrate the creation, reuse, and improvement of knowledge into problem-solving processes

Configuration Management Database – identify, record, audit and verify configuration items including their version, baselines, components, attributes, and relationships to support problem-solving and change management processes

Significant Digitization Projects – AlaskaNow

Significant Digitization Projects – AspireAlaska

Learning Management System

- Training and personal development platform.
- 'Self-service' will provide access to a wider range of training options.
- Increased access to 'just-in-time' training to ensure employees get the training they need when they need it.
- Includes the ability to share additional qualifications an employee would like SOA to be aware of (e.g. first aid training, instructor certifications, desktop program specific training programs, etc).

Significant Digitization Projects – AspireAlaska

Performance Management System

Effective performance management is a valuable tool for employee growth and development and play an important part in supporting employee's pursuit of their career goals. All too often, however, performance reviews can become bogged down in paperwork and bureaucracy, which is why the State is streamlining and digitizing the performance management process.

AspireAlaska Performance Management System will provide:

- Better alignment between the goals and objectives of the individual employees and those of the organization.
- Clear performance expectations, SMART goals, and learning and development plans for the calendar year.
- Increased employee engagement and job satisfaction.
- Acknowledgement of employee work performance, identification of strengths and weaknesses, opportunities for feedback, and goal setting for future performance.

The PMS will not only make performance reviews more accessible for employees who are teleworking and working in an office environment, it will also support the continuous improvement of both employees and their managers/supervisors across the State.

Continued Digital Transformation

The future state operating model leverages shared Capabilities and Technologies to optimize people, process and technology and creates a reusable platform for digitizing services and processes across the State.

Constituent Channels
Common methods for engaging with constituents

| IVR | Web | Chat | Chat Bot | Phone | In Person |

SoA Departments

| DCCED | DEC | DEED | DF&G | DHSS | DLWD | DMVA | DNR |
| DOA | DOC | DOR | DOT | DPS | LAW |

SoA-Wide Enabling Capabilities
Common or shared people, process and technologies that can be reused across departments and divisions

Documents | Engagement | Constituents | Notifications | Revenue | Disbursement | Fulfillment | Location | Eligibility

State of Alaska Capabilities

Dept & Division-Specific Systems
Systems unique to the work of a department or division, integrated with shared Capabilities and Technologies

| NStar | CNP Web | ... |

SoA-Wide Enabling Technologies
Shared technology supporting digital services and a remote workforce

Shared Systems

| Portal | Identity Management | Workflow | Document Mgmt. |

Our shared vision for Alaska

- SAFER for our employees and the citizens of Alaska
- MORE RESILIENT to disruptive challenges
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