



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Administration

PAULA VRANA, COMMISSIONER

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The Honorable Jesse Kiehl
Chair, House Administration Finance Subcommittee
Alaska State Capitol, Room 514
Juneau, Alaska 99801

Dear Chair Kiehl:

Thank you for inviting the Division of Retirement & Benefits and Office of Information Technology to present to the Senate Administration Finance Subcommittee on March 10, 2025. Below are our responses to the questions and requests for follow-up information during the hearing, as well as responses to questions submitted via email after the hearing

1. Sen. Kiehl: For the late retirement contribution reporting, could you please provide a progress report on how many payrolls have been processed and how many are left?

DRB is still compiling this information, a follow-up will be submitted to the committee upon completion.

2. Sen. Tobin: When OIT determines equipment or technology cannot be reused, where is it disposed of, and does it go into landfills in Alaska communities?

Networking equipment and servers that are removed from rural locations are shipped back to one of our offices in Anchorage, Juneau, or Fairbanks. Any residual data in memory and all configuration settings are erased, and the equipment is disposed of in these locations. Disposal is coordinated through the State of Alaska Surplus property program administered by the Office of Procurement and Property Management (OPPM), or through agreements with the original equipment manufacturer.

3. Sen. Kaufman: For the Shared Services Division, how is the process going of deciding what services are shared versus those that are handled by the departments individually?

DOA's Division of Shared Services (SSOA) finished onboarding departments and collaborating with those departments to determine in-scope transactions for SSOA to process in FY2023. Overall, departments have expressed positive feedback on service delivery, with the most recent survey responses below.

- Accounting: Customer satisfaction ratings for our accounting programs are completed by each department's Finance Officer each quarter with the average FY2025 Q2 rating of 3.1 out of 4.0 (3 = satisfied, 4 = very satisfied).
- OPPM: Customer satisfaction ratings for our procurement programs are completed by each department's Procurement Officer each quarter with the average FY2025 Q2 rating of 3.0 out of 4.0 (3 = above avg., 4 = excellent).

4. Sen. Kaufman: For the Risk Management division, are there any risks areas that the division is concerned about currently?

At present the area of concern for Risk Management rests primarily with recruitment and hiring. It is difficult to find individuals with knowledge and experience in the areas of insurance policies and claims who will work for the compensation on the State of Alaska's salary schedule. Because most of Risk Management's positions are not entry-level positions (the Risk Manager and Claim Administrator positions must have a background and knowledge/experience in these areas), they are difficult to recruit and hire. Currently, the Risk Manager position is vacant, and we are just starting the process of recruiting for this position.

5. Sen. Kaufman: For Personnel, what is the plan to improve the State's hiring processes (time and steps it takes to onboard folks)?

The State of Alaska, as an employer organization, is continually striving to enhance its hiring and retention strategies. Currently, each department within the Executive Branch manages its own recruitment operations, referred to as Talent Acquisition (TA) teams.

The Division of Personnel (DOP) serves as the contract holder for NEOGOV, the software platform behind Workplace Alaska. Within its Workforce Services Program Unit, DOP's TA team oversees recruitment for DOA's divisions. Additionally, they provide training and backup support to TA teams across all departments. DOP also handles internal technical requirements and quality control to ensure state hiring laws and regulations, as well as collective bargaining requirements, are followed. DOP plays a key role in statewide training initiatives, offering resources for both human resources professionals and hiring managers. DOP's TA team also actively participates in job fairs, recruitment events, and maintains one of the State's LinkedIn pages to attract prospective candidates.

DOP has spearheaded several pilot projects. One such initiative focuses on competency-based, also known as skills-based hiring. The State of Alaska, via DOP, is part of a 2-state cohort working on a skills-based hiring. DOP also introduced Attract, a candidate relationship management software. Attract enables the State to reconnect with past job applicants by notifying them of new opportunities aligned with their skill sets, effectively

engaging individuals who may not be actively job-hunting. Another promising initiative is Onboard, a system currently being piloted by the Department of Transportation & Public Facilities (DOTPF). DOP is providing DOTPF with technical assistance as they pilot Onboard. Designed to streamline the onboarding process, Onboard serves as a structured roadmap for new employees during their first year of employment. Early feedback from DOTPF is positive. We will continue to review the pilot projects.

6. Sen. Tobin: For Personnel, how is the transition of Labor Relations to Law working? What responsibilities remain at DOA?

The Department of Law's Civil Division and DOP have maintained close collaboration as the transition of labor relation work has taken place, building on their long-standing and strong working relationship. Currently, one of DOP's deputy directors is serving as the chief spokesperson for negotiations with the Alaska State Employees Association. In alignment with Administrative Order 356, DOP continues to process certain Letters of Agreement and effect certain Letters of Dispute resolution. DOP continues to manage employee disciplinary matters enterprise wide. DOP continues to review and approve grievances (responses and settlements) as well as assist with Labor Management Committees.

Please let us know if the committee has any additional questions.

Sincerely,



Paula Vrana
Commissioner

cc: Forrest Wolfe, Legislative Liaison, DOA
Jordan Shilling, Director, Governor's Legislative Office