



Pandemic Preparedness Plan Program Allocations

Alaska Department of Administration

Commissioner Kelly C. Tshibaka

Administrative Services Director Leslie Isaacs

February 9, 2021 | Alaska Senate Finance Committee

CARES Act Funding

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Governor's Request: Develop a plan to ensure worker safety and maintain continuity of government operations

DOA's Approach: Created the Pandemic Preparedness Plan (PPP) which consists of QA Phase, Phase 1, Phase 2 and Phase 3 in 2020

Approved PPP Allocation \$58,180,000

PPP Expenditures \$52,842,529

Under Budget \$5,337,471

DOA PPP Goals	DOA's PPP Objectives
Pandemic Preparedness Plan Phase 1	Core Services Evaluation: Determine what services & processes can be digitized
Pandemic Preparedness Plan Phase 2	Revise Performance System to Support Telework Infrastructure
	AspireAlaska: Digital Performance Management & Learning Management System
Pandemic Preparedness Plan Phase 3	Enabling Technology: Connectivity, Collaboration, Security & Productivity in Telework Environment
	Service Management System: AlaskaNow—Automate 160+ Manual Processes
	Automate Onboarding, Recruitment, and Timesheets
Pandemic Preparedness Plan QA Phase	QA - Phase 1 - Project Management and Portfolio Oversight
	QA - Phase 2 - Project Management and Portfolio Oversight
	QA - Phase 3 - Project Management and Portfolio Oversight

Six Phases of Alaska's PPP Plan

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Phase I	Core Services Evaluation (COMPLETE)
Phase II	Pathway Project: Personnel Management Tools
Phase III	Enabling Technology within DOA
Phase IV	Short-term Enabling Technology within Other Departments
Phase V	Mid-term Enabling Technology within Other Departments
Phase VI	Long-term Enabling Technology within Other Departments

Authorization Overview

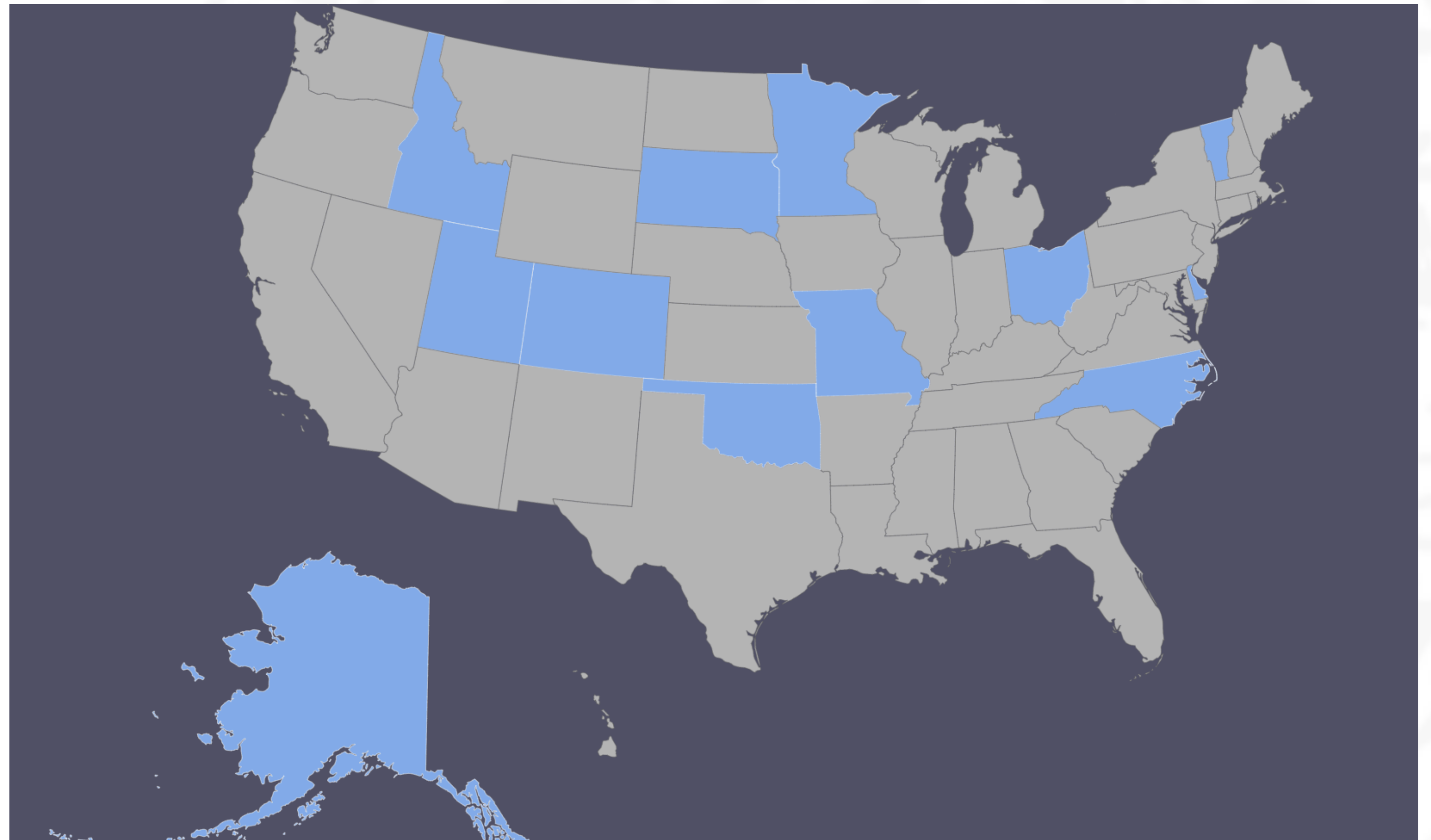
CARES Act Funding

- Coronavirus Aid, Relief, and Economic Security Act (CARES Act) Coronavirus Relief Fund (CRF) can be used for “[e]xpenses to improve telework capabilities for public employees to enable compliance with COVID-19 health precautions.” (US Treasury Guidance, April 2020)
- CRF also allows “Expenditures related to a State government payroll support program;” “Any other COVID–19-related expenses reasonably necessary to the function of government that satisfy the Fund’s eligibility criteria;” and “Expenses of actions to facilitate compliance with COVID–19-related public health measures.”
- CRF funds for the PPP were used only to cover costs that were not accounted for in DOA’s most recently approved budget.
- These costs were incurred during the period that begins 3/1/20 and ends on 12/30/20 (although the period has been extended to 12/31/21)
- The Governor signed memos authorizing commencement of the PPP. (Phase 1: 5/4. Phases 2&3: 6/4). Separate funding memos were signed for each phase to receive OMB and HSS approval. (Phase 1: 6/8; Phases 2&3: 7/31).

States with Similar CRF Expenditures

States that Used CARES Act Funds to Improve Telework Capabilities

- Colorado
- Delaware
- Idaho
- Minnesota
- Missouri
- North Carolina
- Ohio
- Oklahoma
- South Dakota
- Utah
- Vermont



Quality Assurance

Providing Oversight and Accountability to the PPP

- DOA used contractors to provide Quality Assurance for work performed by providing oversight of deliverables to protect the State's best interest and ensure optimization of the benefits and results of PPP project activities
- DOA worked closely with the State's Governance Team to ensure project success and effective, realistic project management and execution
- The main contractor was Wostmann & Associates, a Juneau-based firm
- DOA is also working with OrgShakers, an international Human Capital and Organizational Design firm that is providing expertise on building telework infrastructure and support for change management, communications services, and preparing the SOA workforce and HR staff for sustainable telework.

Phase I: Core Services Evaluation

CARES Act Funding

- Assessed and analyzed what the SOA is doing and how we can modify those tasks, services, and business processes so they can best be performed from home offices in a telecommuting environment.
- Phase I identified and prioritized a list of 128 tasks, services, or business processes that could be modified for improved function during the COVID-19 pandemic. These initiatives are the substance of PPP Phases 4, 5 and 6.



Phase I Completed!

Top Priorities of Phase I



Highlighting 23 of the 128 Projects Identified in Phase I

- CD - Employee Onboarding
- ACPE - College and Career Readiness
- DFG - Fish Habitat Permitting
- DFG - Fishing and hunting licensing and endorsements
- DFG - Subsistence permits and post season harvest reporting
- DHSS - COVID Testing
- DMVA - Youth ChalleNGe Residential program
- DMVA - National Guard Onboarding
- DMVA - Veteran Disability Claims
- DMVA - Veteran Survivor Benefits
- DNR - Alaska Grown
- DNR - Provide Training on Libraries
- DNR - Provide Training on Archives
- DNR - Transcript Request - MEHS
- DMV - Car Titling
- DMV - Driver's License Knowledge Test
- DMV - License Reinstatement
- DMV - Boat Registration
- DOC - Inmate Medicaid Eligibility
- DOR - Employee Withholding CSSD
- DOT - Procurement
- DPS - Background Checks
- DPS - Fix-It Tickets

Phase II: Pathway Project

Personnel Management Tools | Ongoing

- Revised personnel management tools and system, and enhanced SOA infrastructure to better support telework arrangements
- Give departments and supervisors the support & tools needed to manage telecommuting employees in a rapidly changing, pandemic-affected workplace
- An estimated 7,000 employees were included in the Pathway Project
- Launch **AspireAlaska**, automating training and performance management, offering 2,000+ online training courses to employees, facilitating remote learning & professional development, enabling SOA to manage employee development, create career path progressions, and develop mastery paths.
- **DOA continues to pursue the following objectives:**
 - Establish competencies, SMART goals, individual objectives tied to measurable outcomes
 - Establish performance expectations for employees in each Department
 - Align the workforce to improve performance; retain and recruit high-performers
 - Redefine classifications and position descriptions, as needed
 - Establish and deploy a learning management program, system, and software
 - Deploy remote training platform(s) for employee professional development
 - Develop remote recruitment and onboarding programs
 - Digitize the performance management system
 - Develop customized performance metrics training
 - Produce customized supervisor skills trainings for managing teleworking staff

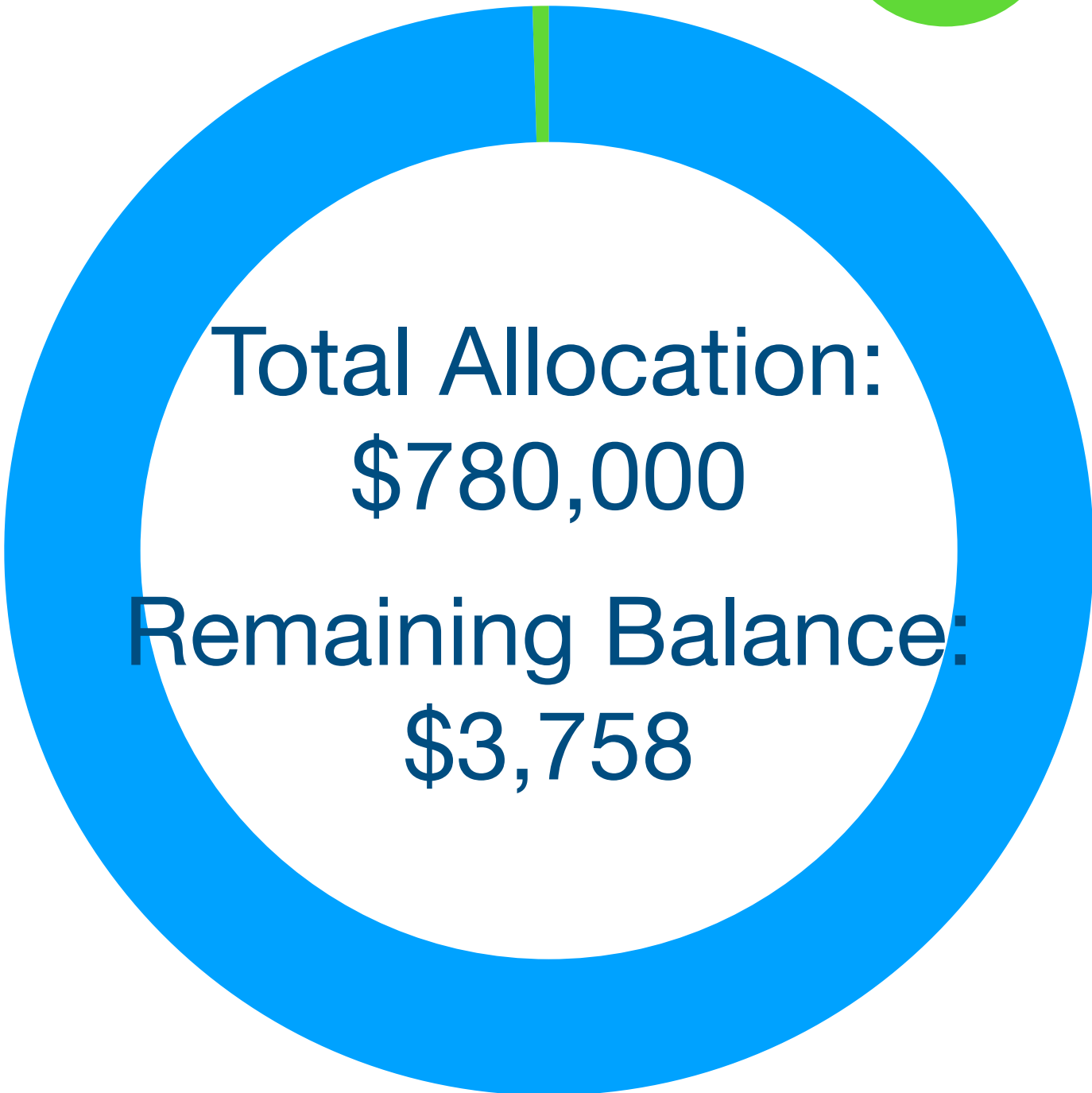
Phase III: Enabling Technology

Connectivity, Collaboration, Security, Productivity, and Automation

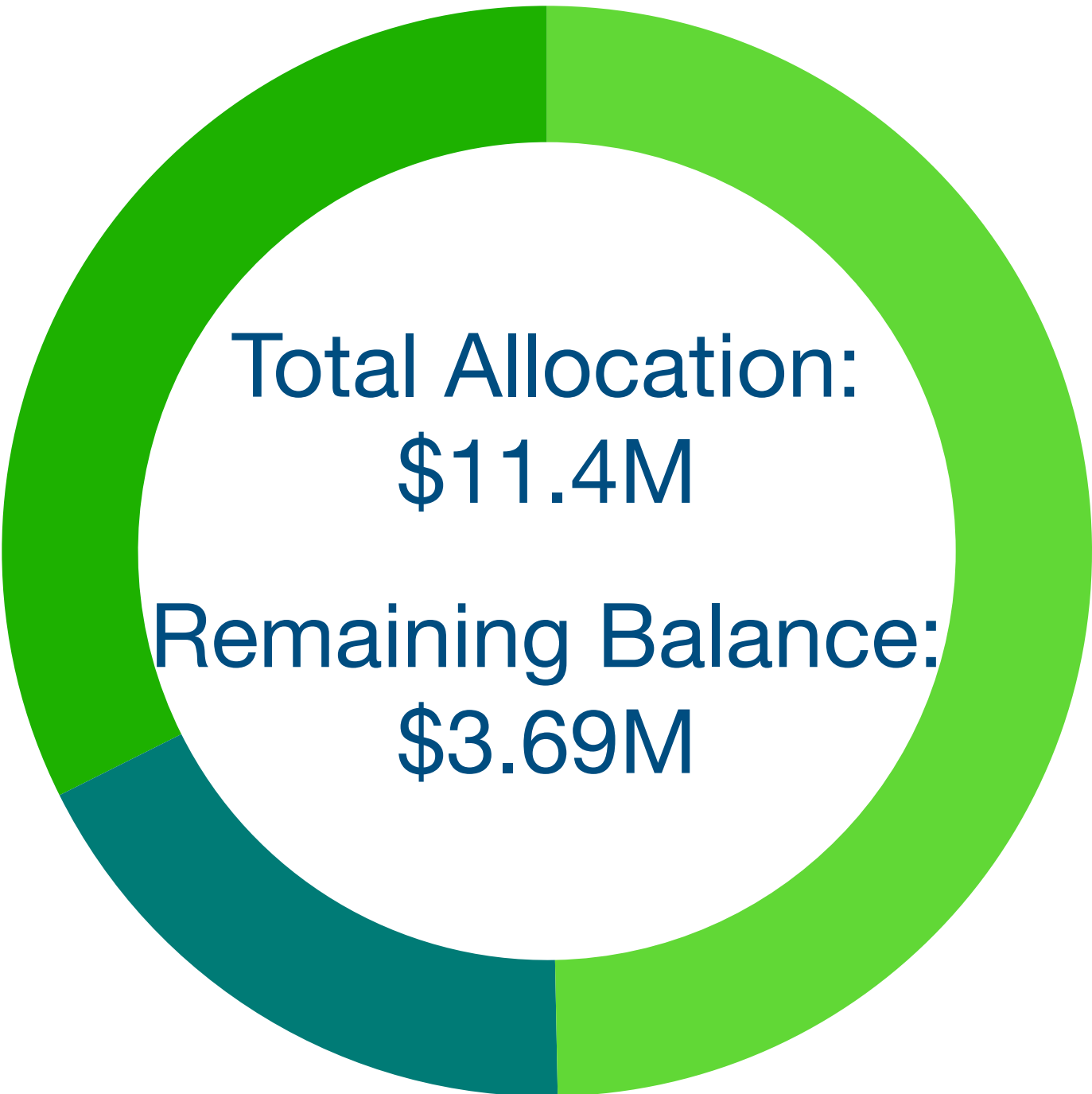
- DOA continues to ensure departments and supervisors receive the technology they need to support telecommuting employees, including telework infrastructure and IT upgrades to support telework and ensure worker safety
- Outcomes in 2020 included:
 - Implemented a Service Management System (AlaskaNow) to digitally perform 160+ tasks and services that previously had been performed manually;
 - Procured and deployed 4,300+ additional laptops for employees using personal devices or not yet telecommuting;
 - Operated a central help desk for myAlaska;
 - Accelerated migration to the cloud to promote speed of computing, cybersecurity, remote collaboration, telework;
 - Enabled remote desktops and access to information;
 - Secured identity and access from remote devices;
 - Enabled remote worker security through patching and updating remote systems;
 - Migrated to Softphone capabilities, advanced e-discovery, advanced cybersecurity;
 - Improved core network capabilities to enable remote workforce by transitioning office-based services to functions that can be interconnected on the network regardless of employee location;
 - Increased network security, speed, and access for remote workers;
 - Deployed tools to monitor resource capacity and usage, metering, enable auditing, cybersecurity threat detection; and
 - Automated manual timekeeping and timesheets into automated workflows to better enable telework.

Fiscal Responsibility

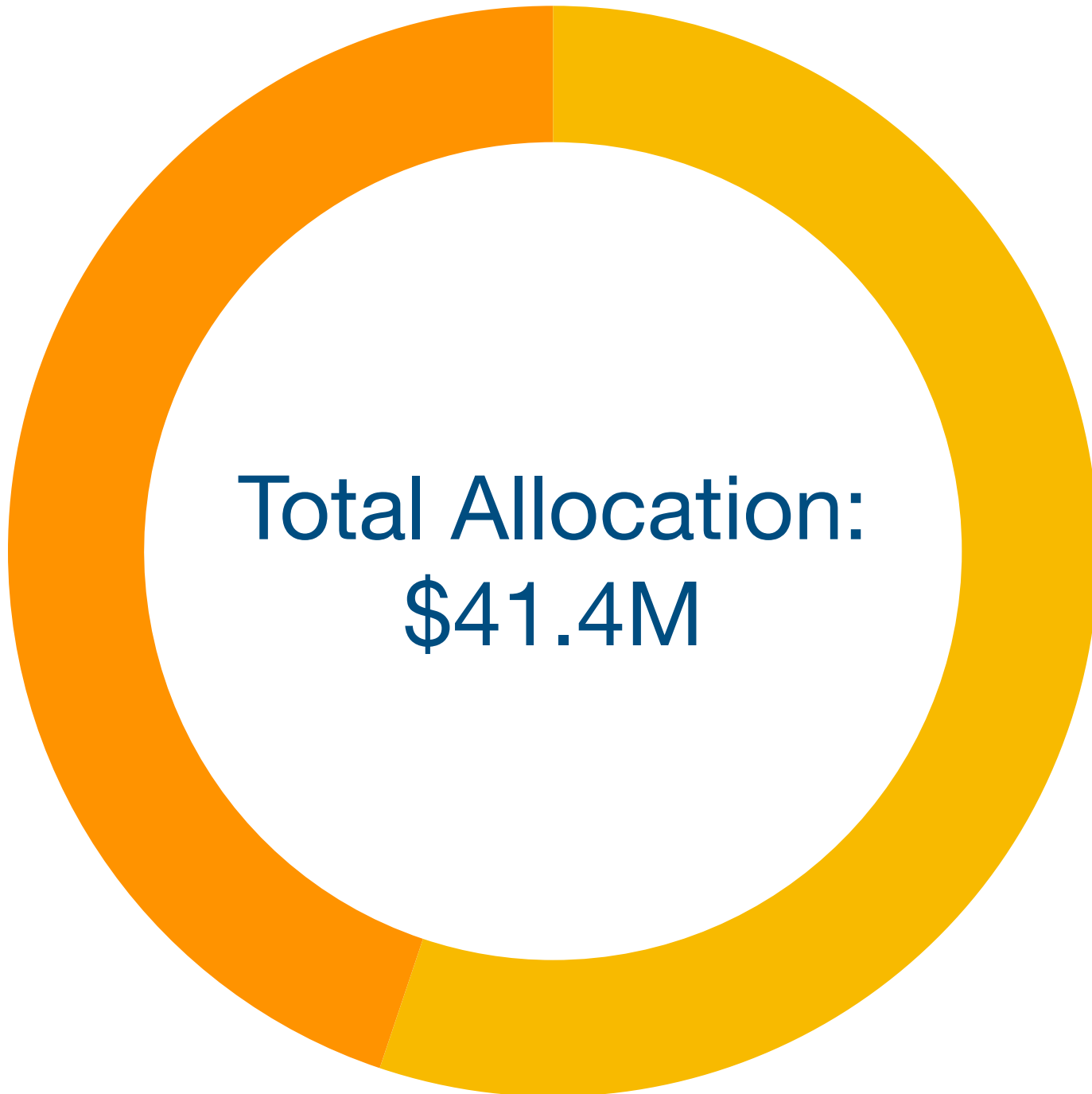
Through Phases I, II, and III of the PPP Plan



● CY20 (Est.) \$776,242
● Balance \$3,758



● CY20 (Est.) \$5,664,017
● CY21 (Est.) \$2,043,848
● Balance \$3,692,135



● CY20 (Est.) \$22,831,991
● CY21 (Est.) \$18,568,009

DOA is championing improvement in the State's performance and results.



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