Department of Administration

House Subcommittee on Administrative Efficiency Presentation

Acting Director Jim Thorsen

April 5, 2021

RHODE ISLAND

Agenda

- Department Overview

- Divisions

- Top priorities

- Best practices

Pandemic Management

- Coordination with OMB and Pandemic Recovery Office

- RIDOH/RIEMA logistics support

- Communications

- Vaccination Team

- Small Business Program
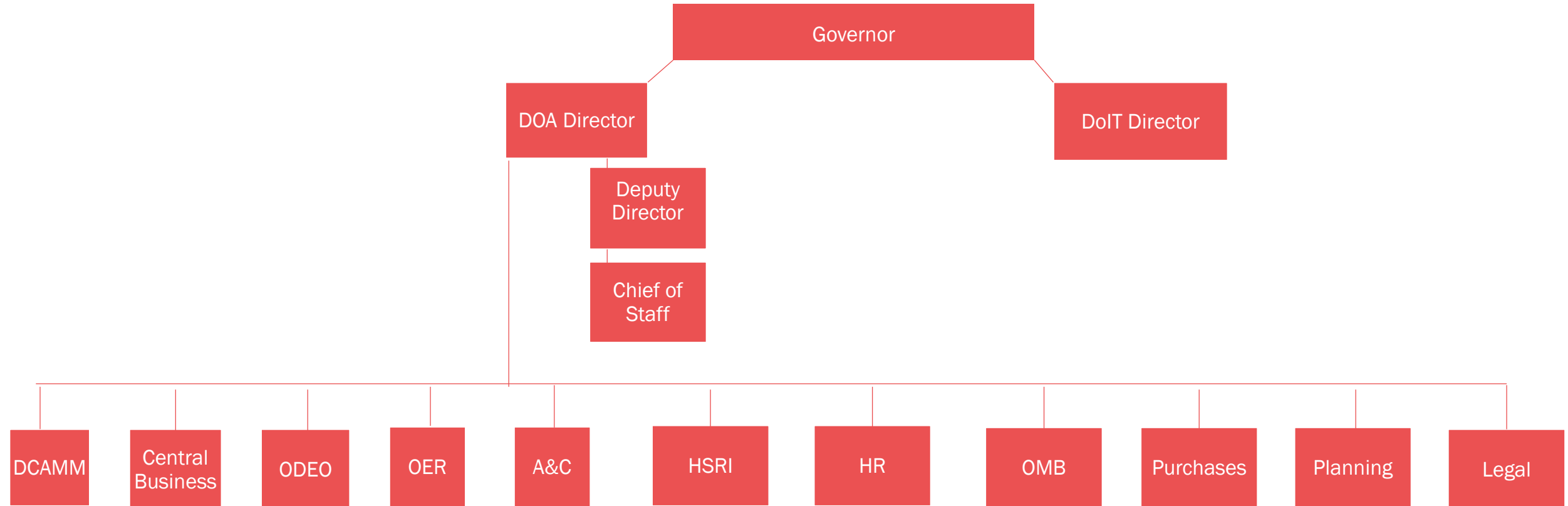
Department Overview

Overview

- **Mission:** Manage the State's financial, human, and other resources in support of state agencies carrying out their responsibilities to provide citizens with the most responsive and cost-effective services possible

- **Principal responsibilities:** Developing and administering the state budget; determining and maintaining standard specifications for purchases, contracts, bids, and awards; maintaining facilities; providing IT infrastructure; administering statewide planning program and personnel; and negotiating state employee union contracts

Overview (continued)

Date	Actual FTEs	Authorized FTEs
March 2020	627.1	647.7
March 2021	619.1	647.7

The Department, headed by a Director of Administration, is comprised of:

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                              Governor
                    /                        \
            DOA Director                  DoIT Director
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            Deputy Director
                 |
            Chief of Staff

  DCAMM  Central Business  ODEO  OER  A&C  HSRI  HR  OMB  Purchases  Planning  Legal
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Divisions

Division of Information Technology

Oversight, coordination, and development of all IT staff and resources within the Executive Branch

- **Responsibilities** include technical support; software installations; system security; computer upgrades; and meeting agency requests

- Top priorities

  - Implementation of ERP strategic plan to: improve efficiencies, integrate systems, automate manual processes, and increase the quality and timeliness of data to decision makers

  - Continue to provide secure and reliable remote work capabilities that closely mirror the office experience for remote users as many employees telework

Human Resources

Make state government an employer of choice by building, maintaining, developing, and providing services to a skilled workforce committed to excellence that reflects the diversity and talent of Rhode Island

- **Responsibilities** include personnel administration; talent management; organizational learning and development; employee and labor relations; business partner services; compensation and benefits; and workers' compensation and disability management

- Top priorities

  - Implementation of ERP strategic plan to address payroll and time and attendance systems

  - Modernizing the State's recruitment and hiring practices

  - Diversity, equity, and inclusion programs; education; and EEO and affirmative action planning

Division of Purchases

Serves as the centralized procurement authority for the Executive Branch and assists the university and colleges with procurement

- **Responsibilities** include obtaining the best value for the taxpayer by providing an equal playing field for all potential vendors; enhancing opportunities for small businesses, MBEs; and leveraging state purchasing power over all procurements

- Top priorities

  - Continue to roll out Ocean State Procures – the new e-procurement system that allows for greater transparency and adds agency-level functionality that will improve state procurement

Division of Capital Asset Management and Maintenance

Manages and maintains a portfolio of 1,800 buildings and meets the highest standards for health, safety, security, accessibility, and energy efficiency

- **Responsibilities** include facility management and maintenance; master planning and feasibility studies; space design; new construction and renovations; architecture and engineering; fleet management; safety and security services; and insurance and risk management

- Top priorities

  - Significant projects at many of the properties within its portfolio

  - Addressing deferred maintenance

Office of Management and Budget

Provides programmatic oversight for the Executive Branch

- **Responsibilities** include establishing a comprehensive public finance and management system that manages a data-driven budget process; monitoring agencies' performance; improving the regulatory climate; and ensuring accountability and transparency regarding the use of public funds and regulatory impact

- Top priorities

  - Continued involvement in the pandemic response through review and approval of spending requests; review and coordination of emergency regulations; and auditing programs created as part of the response effort

Office of Accounts and Control

Promotes the financial integrity and accountability of state government through sound administrative and accounting controls and procedures

- **Responsibilities** include maintaining the official record of all financial transactions for state government; preparing and distributing timely and accurate reports on the State's fiscal position; reviewing and approving of all disbursements made to suppliers, municipalities, and state employees (payroll)

- Top priorities

  - Implementation of an Enterprise Resource Planning (ERP) system to replace outdated software applications in key business areas such as payroll and human resources

Central Business Office

Provides financial management support in the areas of budgeting, accounting, and reporting

- **Responsibilities** include requisitioning and receiving; budgeting; billing and deposits of certain fees, quarterly reports; and payroll and cost allocations

- Top priorities

  - Training and integration with Ocean State Procures, the new online procurement system that is being implemented

  - Managing DOA Coronavirus Relief Fund project funding

Office of Diversity, Equity and Opportunity

Creates and supports a diverse and inclusive state government culture that values and reflects the changing demographics of Rhode Island by advancing equitable and fair opportunities for all employed by and/or do business with the State

- **Responsibilities** include certifying and advocating on behalf of certified minority business enterprises; increasing the number of certified MBE firms and their utilization; ensuring compliance with federal and state nondiscrimination laws and regulations; and developing and implementing recruitment strategies to promote the hiring of a more and inclusive state government workforce

- Top priorities

  - Reviewing and implementing recommendations from a disparity study

  - Finalizing and implementing updated affirmative action guidelines for state agencies

HealthSource RI

Reach near-universal health coverage in Rhode Island by increasing access to high-quality, affordable health coverage

- **Responsibilities** include serving individuals and families interested in enrolling in health coverage, ensuring that anyone interested in accessing health insurance may determine eligibility for and enroll in the best coverage for them

- Top priorities

  - Opened a special enrollment period in response to the declaration of a state of emergency last year due to the pandemic. Extended the annual open enrollment period to ensure Rhode Islanders have ample opportunity to get covered

  - Continue providing value to small businesses to increase enrollment through HSRI for Employers

Division of Statewide Planning

Promotes and encourages best practices for the balanced growth and development of the State

- **Responsibilities** include connecting agencies, communities, and organizations; guiding land use, water resources, and transportation choices; and promoting the application of planning principles, along with data-driven analysis, to create and implement state, regional, and local plans

- Top priorities

    - Development and data analyses for Land Use 2050

Office of Energy Resources

Leading Rhode Island to a clean, affordable, reliable and more equitable energy future

- **Responsibilities** include developing programs designed to promote energy efficiency, renewable energy, alternative fuels, and energy assurance; offering technical assistance and funding opportunities for energy users; and providing policy expertise and support

- Top priorities

  - Leading efforts to issue an RFP for scalable offshore wind resources

  - Recently completed a report identifying the costs and benefits, opportunities, and constraints associated with meeting 100% of our electricity demand with renewable sources by 2030

Legal Services

Provides legal guidance for DOA and serves as a centralized resource for other Executive Branch agencies

- **Responsibilities** include supporting DOA's mission to provide critical infrastructure and back-office support for to Executive Branch departments

- Top priorities

  - Continue role in the State's COVID-19 response, including agreements associated with the alternative hospital sites, testing sites, vaccination sites, testing and vaccination services, and leases for warehouse space

Top Priorities

DOA Priorities

- Continue management and oversight of federal stimulus funds for an effective and efficient pandemic response

- Invest in the technology that is the backbone of our payroll, financial management, and HRIS operations (See next slides for further information)

- Promote the continued development of a diverse workforce, with ample opportunities for professional growth

Enterprise Applications Strategic Plan

SCOPE

HR Information Systems/Human Capital Management

Payroll

Enterprise Financial Applications

Enterprise Support Applications

PURPOSE

1 Address manual processes that are more prone to errors

2 Enable business improvements, provide expanded functionality, and information for managing

3 Address repeated audit findings

Enterprise Applications Strategic Plan (continued)

Decision-makers are unable to receive **accurate information** in a **timely** manner

Rhode Island's systems decades-old and are **outdated**–even in comparison to its state government peers

Current systems are susceptible to **single points of failure** and **security risk**

The **handful of experts** the State is reliant upon for existing systems are nearing retirement

Antiquated systems and processes make it difficult to attract and retain **talent**

Rework from **non-integrated systems** waste time and money

Existing enterprise technology has an impact on the State's **ability to serve** its residents

Best Practices

RHODE ISLAND

Best Practices

Practical Principles for Good Governance

- Obey/Enforce Laws, Regulations and Policies

- Behave Ethically with Integrity, Honesty, Transparency

- Work toward Consensus, Equity, and Inclusion

- Perform and Be Accountable

- Communicate, Be Accessible and Responsive

- Respect Others' Views and Be Open to Change

Q&A