

Department of Administrative Services

Joint Committee on Ways and Means General Government Subcommittee 2019 Legislative Session

Road Map - Overall

- Day 1 DAS Agency Overview with COO/CFO/CHRO
- Day 2 Chief Human Resources Office / Chief Administrative Office
- Day 3 Office of the State Chief Information Officer Overview
- Day 4 Office of the State Chief Information Officer Program Areas
- Day 5 KPMs, OregonBuys, and Public Hearing



Department of Administrative Services

The Department of Administrative Services (DAS) is the central administrative agency of Oregon state government. DAS is the state's enterprise provider of accounting, finance, budgeting, purchasing, human resources, information technology, facilities, fleet, and publishing and distribution services.

DAS also provides leadership and policy direction statewide for agencies who provide their own services in these areas.



GOVERNOR Kate Brown

DIRECTOR/CHIEF OPERATING OFFICER Katy Coba

CHIEF INFORMATION OFFICER Terrence Woods

GOVERNMENT RELATIONS DIRECTOR Adam Crawford

COMMUNICATIONS DIRECTOR Elizabeth Craig

OFFICE OF ECONOMIC ANALYSIS

Mark McMullen

Enterprise Technology Services/SDC Enterprise Security Office Enterprise IT Governance **Enterprise Shared Services**

SPECIAL ASSISTANT TO THE DIRECTOR Sherry Kudna

CHIEF AUDIT EXECUTIVE

Lisa Upshaw

CHIEF FINANCIAL OFFICER

George Naughton

CHIEF HUMAN RESOURCES OFFICER Madilyn Zike

CHIEF ADMINISTRATIVE OFFICER **Brian DeForest**

Budget Policy Capital Planning & Finance Statewide Accounting & Reporting Statewide Audit & Budget Reporting **Business Services**

Classification & Compensation Executive Recruitment HR Policy Consultation & Research Labor Relations Workforce Management & Collaboration Strategic Planning & Innovation **HR Client Managers** HR Operations & Systems Training & Development Recruitment Position Management Safety

DAS IT

Enterprise Asset Management:

Fleet & Parking Services Operations & Maintenance Planning & Construction Management Real Estate Services Surplus Property

Enterprise Goods & Services:

Financial Business Systems Procurement Services Publishing & Distribution Risk Management Shared Financial Services

DAS Budget Overview

	2015-17 Actuals	2017-19 Leg Approved Budget	2019-21 Governor's Budget
General Fund	\$18,720,795	\$28,068,696	\$31,201,331
Lottery Funds	16,641,072	19,701,695	25,410,690
Other Funds	908,829,826	1,009,362,097	1,057,016,569
Federal Funds	0	0	0
Other Funds (Nonlimited)	194,774,768	129,986,751	133,988,178
Federal Funds (Nonlimited)	0	0	0
Total Funds	\$1,138,966,461	\$1,187,119,239	\$1,247,616,768
Positions	884	914	977
Full-time Equivalent	855.27	906.96	957.22

- DAS is primarily funded through two sources of Other Funds:
 - Assessments on state agencies; and
 - Fees for services charged to state agencies.
- \$442.1M included in DAS' Governor's Recommended Budget is debt service payments for Article XI-Q and Oregon Appropriation Bonds.
- Other Funds (Nonlimited) represents payments and expenditures from the Risk Fund and its respective programs Commercial Insurance (premiums), Property Insurance (costs), Liability Insurance (costs) and Workers Compensation (premiums)

Strategic Plan

DEPARTMENT OF ADMINISTRATIVE SERVICES

We support state government to serve the people of Oregon.



Investing in Oregon

• Investing in people through workforce development.

Investing in assets through addressing deferred costs.

• Investing in systems through IT modernization.



Investing in People

- Workday permanent staff
- Classification, compensation, and executive recruiting
- Strengthening training practices
- State lead internal auditor
- Office of the public records staffing and travel
- Personnel investigations
- Chief business technology officers (OSCIO)



Investing in Assets

- Capital construction
 - Justice Building
 - Revenue Building
 - Portland State Office Building
- State vehicle replacement
- Capital facility planning
- State data center equipment lifecycle replacement (OSCIO)



Investing in Systems

- Oregon payroll system replacement
- OregonBuys
- Learning management module
- Risk management
- IT security compliance (OSCIO)
- Enterprise Office 365 (OSCIO)
- Basecamp/IT vendor management (DAS and OSCIO)



Chief Operating Office

The Office of the Chief Operating Officer (COO) leads the DAS and provides statewide operations and policy leadership. The COO coordinates teams and initiatives across jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile organization that can meet current and future challenges.

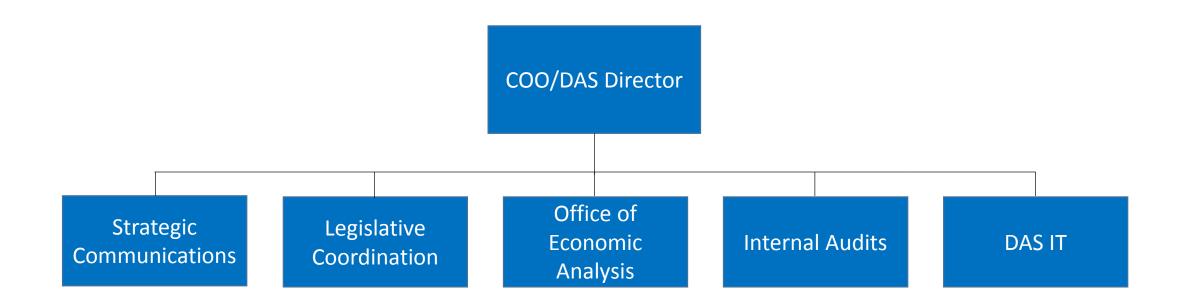


Director, Department of Administrative Services

- Manages operations of the Department of Administrative Services
- DAS provides services to state agencies
 - Policy Leadership (COO, CFO, CHRO)
 - Direct Service/Support (CHRO, CAO)



Office of the Chief Operating Officer (COO)





Office of the Chief Operating Officer (COO)

- Strategic Communications
 - Coordinates public outreach efforts among state agencies
 - Provides technical and substantive communications support
- Legislative Coordination
 - Provides objective and accurate information to legislators
 - Coordinates agency legislative engagement
 - Provides procedural support to state agencies
- Office of Economic Analysis
 - Issues revenue and economic forecast (quarterly)
 - Issues corrections population forecast (biannually)
 - Issues juvenile corrections population forecast (biannually)



Office of the Chief Operating Officer (COO)

Internal Audits

- Provides objective, internal analysis and consultation of DAS programs and services
- Focuses on fiscal accountability and performance

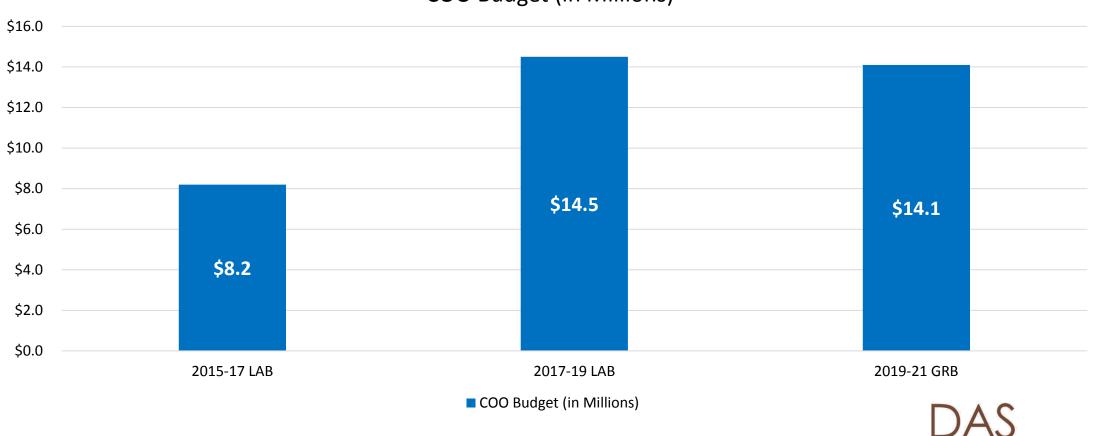
DAS IT

- Provides desktop support to DAS employees as well as 17 client agencies and 1200 desktops, laptops, tablets, and mobile devices
- Provides IT application development and support to DAS and client agencies
- Maintains enterprise-wide systems including payroll, accounting, HR, and Datamart



COO Budget Over Time

COO Budget (in Millions)



SERVICES

COO Budget Drivers

 HB 2600 (2017) – Transfer of Court Appointed Special Advocates (CASA) to DAS – \$4.7M, 1 position

• HB 5201 (2018) – Creation of the Carbon Policy Office – \$1.4M, 4 positions

SB 106 (2017) – Created the Office of the Public Records Advocate – \$633,187,
 2 positions

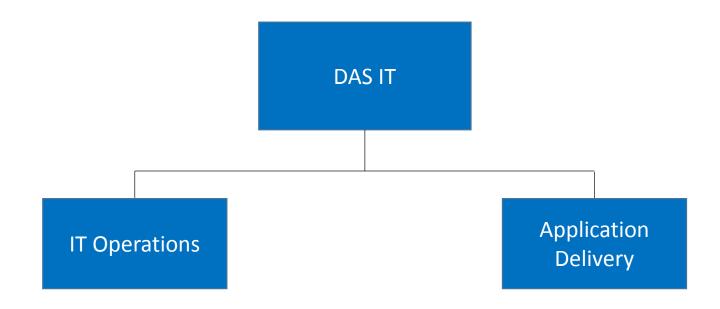
 Secretary of State Audit 2018-25 – Highlighted need for additional internal auditors in state agencies, and need for DAS to coordinate among all internal audit functions

Key COO Policy Option Packages

- A third-party report recommended CASA stay within DAS for now giving the Oregon CASA Network time to improve organizationally and financially. This position would oversee that work \$200,644, 1 position
- To support staffing, travel, and training in the Office of the Public Records Advocate \$440,304, 2 positions
- Establishes a permanent position within DAS to serve as the statewide lead auditor to coordinate and track audit activity among the other agency auditors \$232,594, 1 position
- Reduction Eliminate Executive Assistant
 - 1 position, 1 FTE
 - \$182,174



DAS Information Technology (DAS IT)





DAS IT

IT Operations

- Provides desktop support to DAS employees as well as 17 client agencies and 1200 desktops,
 laptops, tablets, and mobile devices
- Project management office

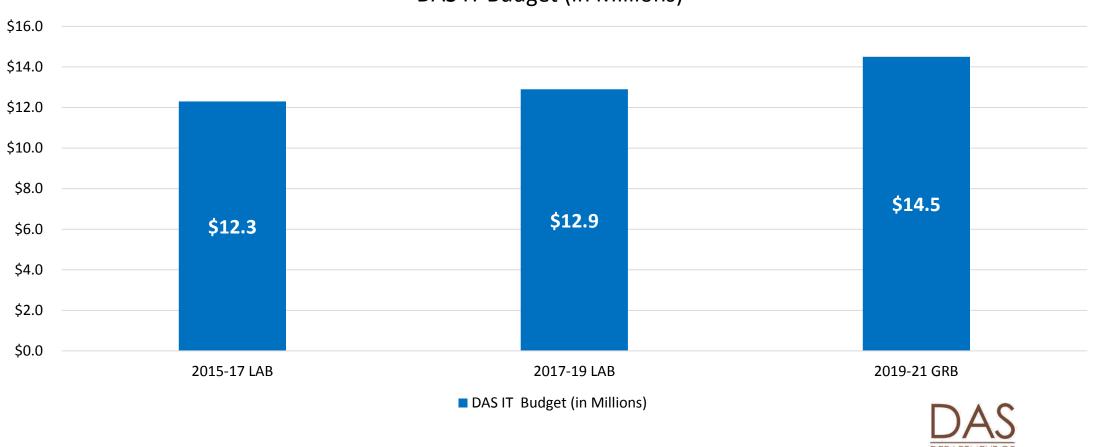
Application Delivery

- Provides IT application development and support to DAS and client agencies
- Maintains enterprise-wide systems including payroll, accounting, HR, and Datamart
- Maintains DAS-specific applications including budget execution and parking



DAS IT Budget Over Time

DAS IT Budget (in Millions)



SERVICES

DAS IT Budget Drivers

- Legacy system maintenance
- Evolving internal IT infrastructure
- Customer demand
- Modernization



Key DAS IT Policy Option Packages

- Independent project management and application delivery study \$1M, 0 positions
- IT purchasing staff \$177,880, 1 position
- Internal controls for IT asset management \$215,984, 1 position
- Reduction Eliminate on-call pay outside of business hours
 - 0 positions, 0 FTE
 - \$122,000



Chief Financial Office

The Chief Financial Office (CFO) provides objective and accurate information to state leaders and the public for more efficient use of state resources.



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DAS IT

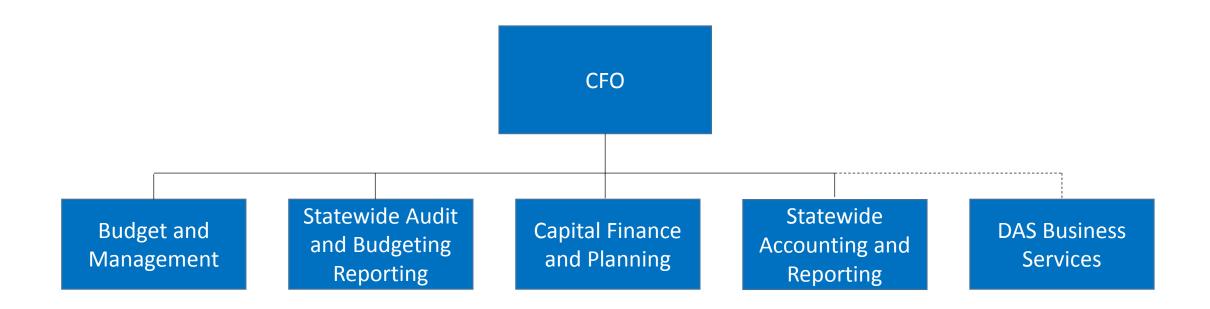
Enterprise Asset Management:

Fleet & Parking Services Operations & Maintenance Planning & Construction Management Real Estate Services Surplus Property

Enterprise Goods & Services:

Financial Business Systems Procurement Services Publishing & Distribution Risk Management Shared Financial Services

Chief Financial Office (CFO)





Chief Financial Office (CFO)

- Budget and Management (BAM)
 - Oregon's central budget office for the Executive Branch of state government
 - Coordinates with the Governor's Office and state agencies on fiscal policy, program review, organizational transitions, performance management, and the development and monitoring of agency budgets
- Statewide Audit and Budget Reporting Section (SABRS)
 - Supports state agencies in the preparation and execution of agency budgets
 - Administers state budget systems, provides technical assistance, audits budget figures, manages position actions, and controls allotments
- Capital Finance and Planning
 - Manages state financing programs, coordinates statewide budgeting for bonds and capital construction, and coordinates statewide facilities planning
 - Approves state Article XI-Q bonds and other financing agreements

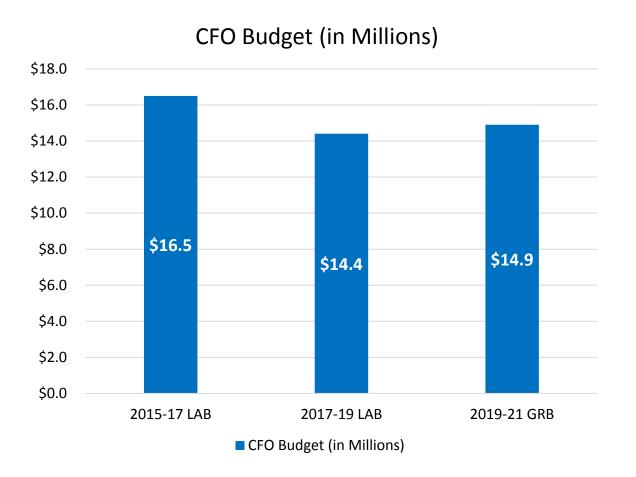


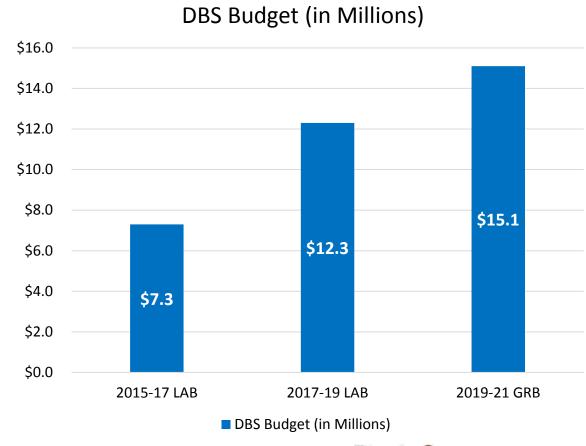
Chief Financial Office (CFO)

- Statewide Accounting and Reporting (SARS)
 - Sets accounting policy, provides training to agency staff
 - Manages and provides consultation on federal reporting, reporting data, and security
 - Monitors state agency debt collection functions and assists agencies in improving debt collection
 - Compiles and publishes the state's audited Comprehensive Annual Financial Report
- DAS Business Services (DBS)
 - Provides business support services
 - Sets DAS budget and rate development
 - Sets and monitors key performance measures



CFO and DAS Business Services Budgets Over Time







CFO and DAS Business Services Budget Drivers

 2017-19 LAB Reduction – Phase out of funding added in 2013-15 and 2015-17 to conduct assessments of state owned facilities – \$2M

 2017-19 LAB Increase – State government service charges for all of DAS were centralized in the budget for DBS beginning with the 2017-19 biennium – \$4.9M



Key CFO Policy Option Packages

- For continued facility assessments allowing for better projected capital needs, converting an existing limited duration position to permanent – \$269,579, 1 position
- The package listed above is partly offset by eliminating a currently vacant position with the CFO team
 - 1 position, 1 FTE
 - \$131,925



Questions?



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Budget Policy Capital Planning & Finance Statewide Accounting & Reporting Statewide Audit & Budget Reporting Business Services Classification & Compensation
Executive Recruitment
HR Policy Consultation & Research
Labor Relations
Workforce Management & Collaboration
Strategic Planning & Innovation
HR Client Managers
HR Operations & Systems
Training & Development
Recruitment
Position Management
Safety

CHIEF ADMINISTRATIVE OFFICER
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DAS IT

Enterprise Asset Management:

Fleet & Parking Services
Operations & Maintenance
Planning & Construction Management
Real Estate Services
Surplus Property

Enterprise Goods & Services:

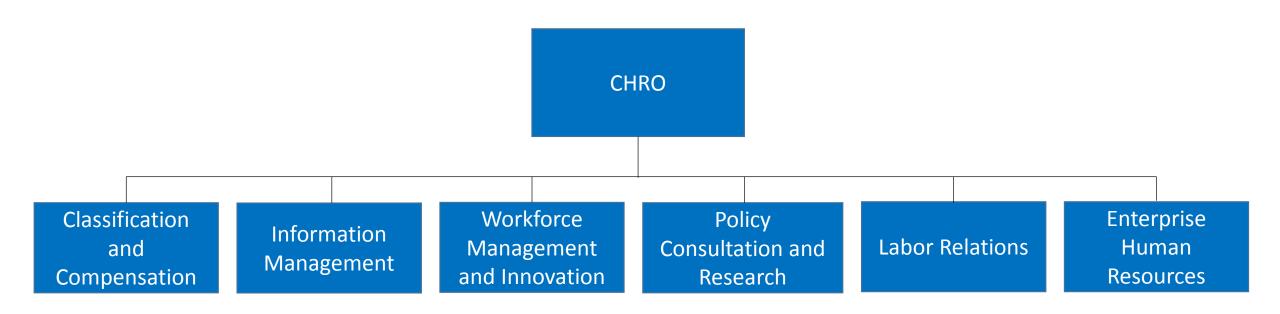
Financial Business Systems
Procurement Services
Publishing & Distribution
Risk Management
Shared Financial Services

Chief Human Resources Office (CHRO)

The Chief Human Resources Office (CHRO) provides the enterprise-wide policy leadership necessary to maintain a reliable and qualified workforce for the state of Oregon. The Office's centralized policy functions enable executive branch agencies to share resources and expertise to manage their human resource assets and capital in a cost-effective way.



Chief Human Resources Office (CHRO)





Classification and Compensation

- Classification and Compensation
 - Maintains the state's compensation plan for approximately 40,000 employees in classified, unclassified, and management service positions
 - Develops and maintains the classification system
 - Evaluates pay equity and completes studies
 - Conducts market studies and recommends compensation ranges

Policy Option Packages:

- Additional staff to provide analytics and to determine appropriate market for positions.
- Staff to review statewide classifications for accuracy and relevance to the current market.
- Resources to refine and develop data driven compensation decisions. \$1.2M,
 5 positions



Information Management

- Responsible for statewide workforce data analysis and human resource data systems
- Implementation of Workday software in February of 2019
- Develop reports and metrics for workforce decision making
- Maintains the recruitment function of Workday

Policy Option Packages:

• Staff to permanently support the Workday system – \$2.2M, 10 positions



Current Human Resources System

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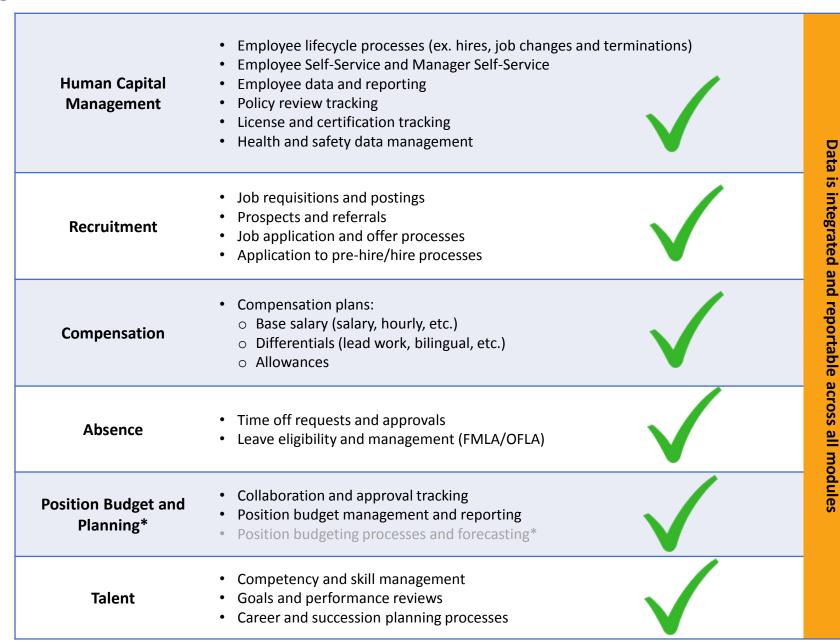
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Modern HRIS Technology



Functional Readiness

Based on the state's original requirements the configuration of Workday is considered ready for Go-Live.



Human Resources Information Management Workday Benefits

- Workday will provide Oregon state government improved employee productivity, reduced complexity and quick compliance with changing legal and regulatory requirements. Benefits include:
 - Workflow approvals
 - No installed software
 - Regular updates
 - Role-based security
 - Cloud technology
 - Intuitive user interface
 - Mobile readiness
 - One data source
 - Solution integration
 - User friendly experience



Learning Management System

- Cloud based learning management system for the enterprise
- Supports mandatory training such as harassment and respectful workplace training
- Improves the ability to track and deliver learning opportunities for a skilled workforce
- Replaces an antiquated and labor intensive system

Policy Option Package:

System subscription fees and positions for implementation - \$4.9M, 11 positions



Workforce Management and Solutions Strategic Planning and Innovation

- Focuses on state government's values of accountability, equality, excellence and integrity by partnering with state leadership, managers and employees as internal consultants
- Conducts research and makes recommendations about best practices and innovative solutions
- Develops best-practice workforce strategies, solutions and resources to meet current and future workforce needs including mentorship and internship programs
- Responsible for succession planning strategies and training
- Service areas also include management education, leadership development, organizational development consulting, employee engagement and executive/management coaching

Policy Options Package:

Positions to increase training capacity and opportunities - \$792,818, 2 positions



Policy Consultation and Research

- Develops policies and provides guidance and expertise regarding policy interpretation
- Reviews complaints
- Conducts investigations when appropriate
- Evaluates and leads activities related to statutory or regulatory changes
- Executive recruitment

Policy Option Packages:

- Investigators to expand the capacity to conduct investigations at the enterprise level
 – \$430,166 and 2 positions
- One executive recruiter \$215,082, 1 position



Labor Relations

- Works collaboratively with 10 labor organizations to administer and negotiate 32 collective bargaining agreements in 62 agencies, boards, and commissions
- Administers and negotiates four non-state employee bargaining units, which covers ~23,300 non-state employees
- Manages contract-related grievances and demands to bargain; represents the state in hearings before the Employment Relations Board



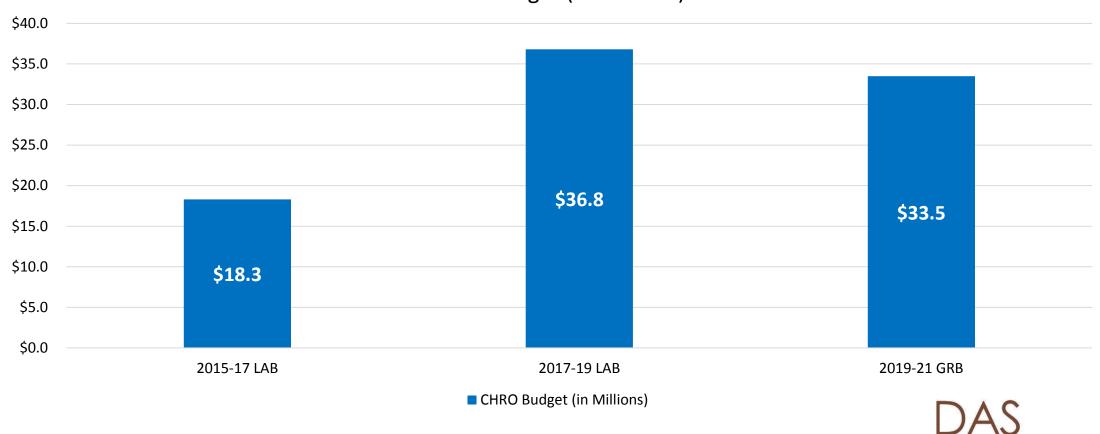
Enterprise Human Resources

- Provides comprehensive human resource business partners to support DAS and agencies
- Delivers technical assistance to agencies regarding human resource issues
- Assists in classification, compensation, recruitment and hiring for clients
- Assists client agencies with employee and labor relations matters



CHRO Budget Over Time

CHRO Budget (in Millions)



SERVICES

CHRO Budget Drivers

2017-19 LAB Increase – To implement the new HRIS - Workday system, \$20M in OF limitation, 30 limited duration positions, and 3 permanent positions were added to CHRO

 Strengthening capacity in investigations and enterprise employee education by adding resources

Replacing legacy systems with modern technology



Key CHRO Policy Option Packages

- Workday Permanent Staff \$2.2M, 10 positions
- Implementing a Learning Management Module \$4.9M, 11 positions
- Classification and Compensation Staffing \$1.2M, 5 positions
- Executive Order 17-08 Training Practices \$792,818, 2 positions
- Personnel Investigations \$430,166, 2 positions



Questions?



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DAS IT

Enterprise Asset Management:

Fleet & Parking Services Operations & Maintenance Planning & Construction Management Real Estate Services Surplus Property **Enterprise Goods & Services:**

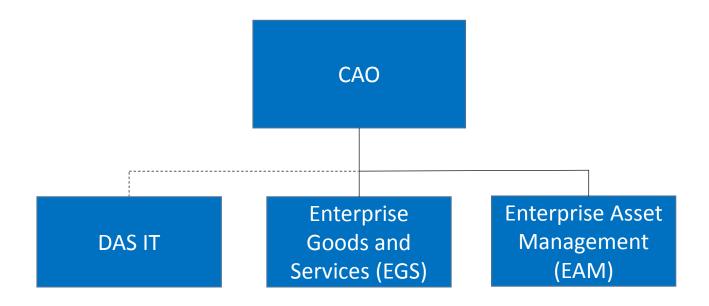
Financial Business Systems Procurement Services Publishing & Distribution Risk Management Shared Financial Services

Chief Administrative Office (CAO)

The Chief Administrative Office (CAO) provides a diverse suite of services to meet the business and operational needs of state agencies.

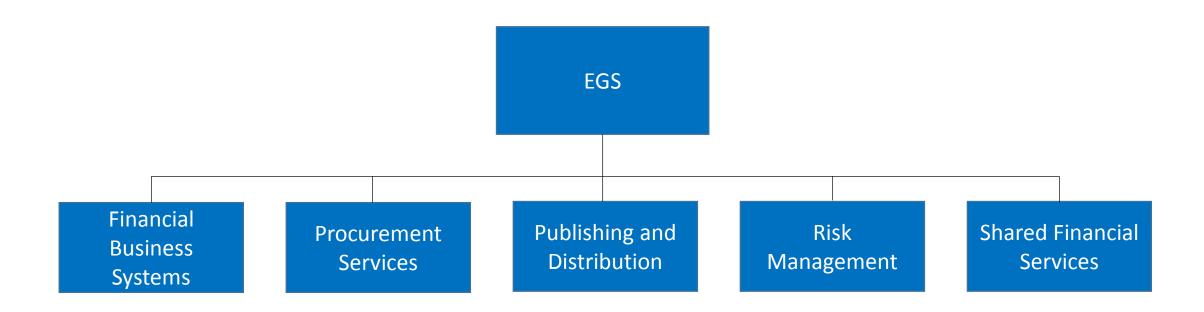


Chief Administrative Office (CAO)





Enterprise Goods and Services (EGS)





Financial Business Systems (FBS)

Financial Systems

- Business owner of the State Financial Management Application (SFMA accounting)
- Maintains and modifies the Oregon State Payroll Application (OSPA) and ePayroll systems
- Business owner of the state Datamart
- Updates accounting and payroll systems for state and federal compliance

Other programs

- Administers Oregon's State P-card of Oregon Transaction System ("SPOTS") program
- Executive Branch liaison to Public Employees' Retirement System

Policy Option Package:

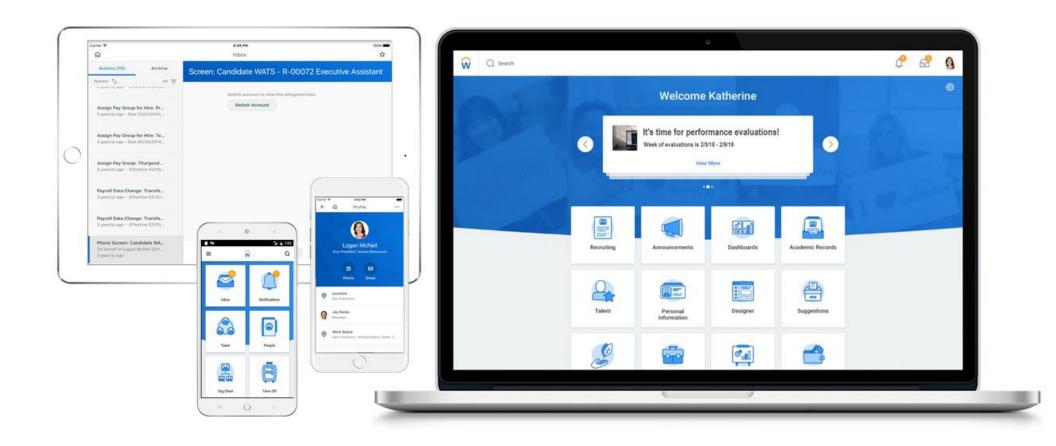
Oregon Payroll System Replacement - \$13.8 M, 21 positions



Current Payroll System

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	- 44		SALARY ELIG I		010120
APPOINTMENT TYP DT/CD	121018/P		STANDARD HRS	PER DAY	8.000
EMP REPR/CLS/OPT/STEP	OAO /C2446 /A/	A/02	MASS TRANSIT	DIST	S
			TIMESHEET CD		N
BENEFIT PKG CD	01		AUTH NO		000435350
LEAVE ACCRUAL SVC CD	1		EMPLOYEE ID		
PERS JOB CLASS CODE	G		DOB		111179
CREW-UNIT	9905				
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Modern HRIS (& Payroll!) Technology



Procurement Services

- Statewide procurement policy and procedures
- Statewide price agreements (\$1 Billion/biennium) used by state and local governments
- Executes large-scale/high-value public contracts
- Guidance and training
 - 500+ procurement training
 - 3,000+ contract administrators

Policy Option Packages:

- OregonBuys Procurement Modernization \$9.7M, 6 positions
- IT Procurement & Basecamp \$1.0 M, 4 positions



Publishing and Distribution (P&D)

- Coordinated printing and mailing services
 - State agencies, counties and cities
 - 8,000,000 pieces of mail/quarter
 - \$800,000 quarterly savings with presort mail rates
- Secure printing services for the state's sensitive documents
 - Checks & warrants
 - Legal mailings for state agencies
 - Court summons and property tax statements
- Shuttle mail and secure delivery services to state agencies

Policy Option Package:

Managed Copier and Printing Devices – \$3.2M, 2 positions



Risk Management

- Insures state agencies, employees, properties, and activities
 - Executive, Legislative & Judicial Branches
 - Specialty policies such as Dept. of Forestry
- Consults with agencies to mitigate risks and reduce insurance costs
 - 24/7 facilities and other high risk activities
 - Partner with SAIF
 - Adding seismic shutoff valves (natural gas) to OYA facilities

Policy Packages:

- Risk Management Assessment \$10 million, 0 positions
 - Assessment held flat at \$107 million since the 2015-17 biennium
- Risk Management Information System \$530,000, 0 positions

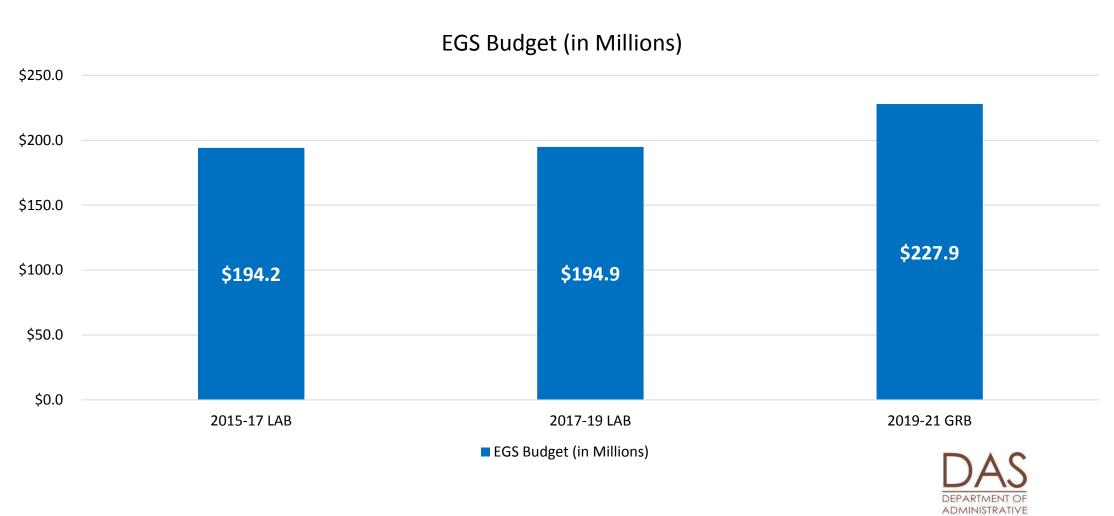


Shared Financial Services (SFS)

- Internal accounting services to DAS
- Accounting and budgeting services to 22 client agencies
- Special purpose payments and makes debt service payments
- DAS internal financial reporting team
- Payroll services to DAS and to 31 client agencies



Enterprise Goods and Services Budget Over Time



Enterprise Good and Services Budget Drivers

- Disparate data sources and manual processes drive need to replace legacy systems (Procurement, Risk, Financial Business Systems)
- Increased centralization of IT procurement (Procurement)
- Demand for services (Procurement, Shared Financial Services)
- Increased tort cap limits (Risk)
- Attorney General costs (Risk)



Enterprise Good and Services Reductions

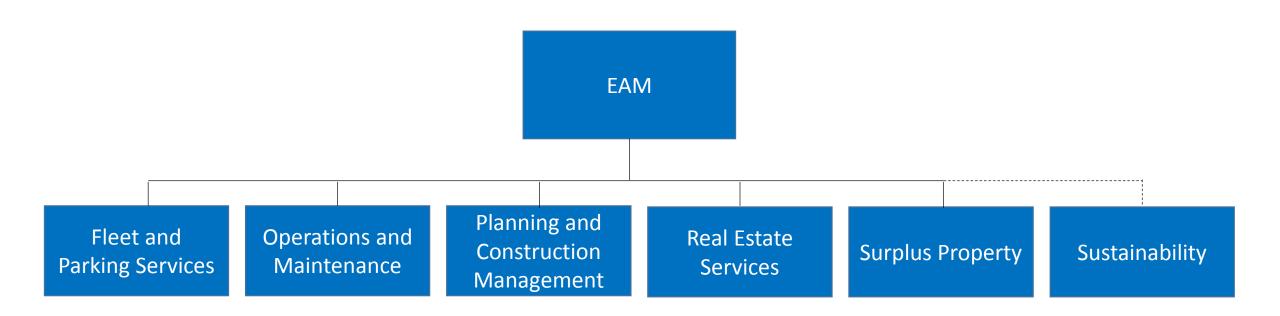
- Reduce Services and Supplies across Enterprise Goods and Services
 - 0 positions, 0 FTE
 - \$1.7M
- Eliminate Program Analyst 1
 - 1 position, 1 FTE
 - \$190,709



Questions?



Enterprise Asset Management (EAM)





Fleet and Parking Services

- Manages DAS-owned fleet of 4,211 vehicles
 - 3,781 permanently assigned vehicles across the state for agency use
 - 117 vehicles in the daily rental pool in Salem
 - 313 vehicles in storage for seasonal use or in transition for re-assignment or bound for surplus
- Provides policy oversight for vehicles owned by other agencies
- Manages DAS parking program of 24 lots located in Salem and Portland as well as 10 for other agencies and branches of government
- Aides in DAS' long term capital planning with respect to parking lots and structures

Policy Option Package:

Fleet Renewal and Replacement – \$2.5M, 0 positions



Operations and Maintenance

- Operates and maintains all building exteriors, interiors and systems as well as security, access, landscaping and custodial services for the 43 buildings within the DAS-owned portfolio.
 - 69 agencies served, office buildings, forensic crime and health labs, data center, warehouse and Governor's
 - Provides service to other agency-owned buildings
- Manages energy and resource use in DAS buildings and collaborates with Energy Trust of Oregon, DAS Sustainability, DAS Planning and Construction Management and other entities to efficiently use and conserve energy and other resources (e.g., water, waste)
- Manages deferred maintenance list and aides in DAS long term capital planning

Policy Option Package

Hillcrest (relinquished OYA facility) carrying costs – \$1.2M, 0 positions



Planning and Construction Management

- Provides planning and project management services for over \$50 million in projects that improve, remodel and/or replace building systems in DAS' owned asset portfolio of 43 buildings
- Manages DAS' capital projects funds to ensure projects are done timely and in proper cadence
- Facilitates and directs the construction of new state facilities
- Collaborates with DAS' Operations and Maintenance around deferred maintenance and aides in DAS' long term capital planning

Policy Option Packages:

- Planning and Construction Management Staff \$994,397, 4 positions
- Capital Construction (Justice Building, Revenue Building, Portland State Office Building, and existing building infrastructure improvement \$37.4M, 0 positions



Real Estate Services

- Provides market-based commercial brokerage, space planning, and move coordination services for client agencies
- Provides policy for real estate owned by other agencies
- Manages state real property on behalf of the enterprise
- Provides portfolio strategy, real estate development, and disposition services for client agencies
- Supports statewide long-term facilities policy and planning
- Aides in DAS' long term capital planning



Surplus Property

- Manages state and federal surplus property programs
- Manages the Law Enforcement Support Office (LESO) program (avails federal surplus to state and local law enforcement)
- Serves all state agencies and 526 local governments and non-profits
- Returns approximately \$3 million annually in sale proceeds to state agencies
- Collaborates with DAS Fleet and Parking to sell surplus DAS vehicles

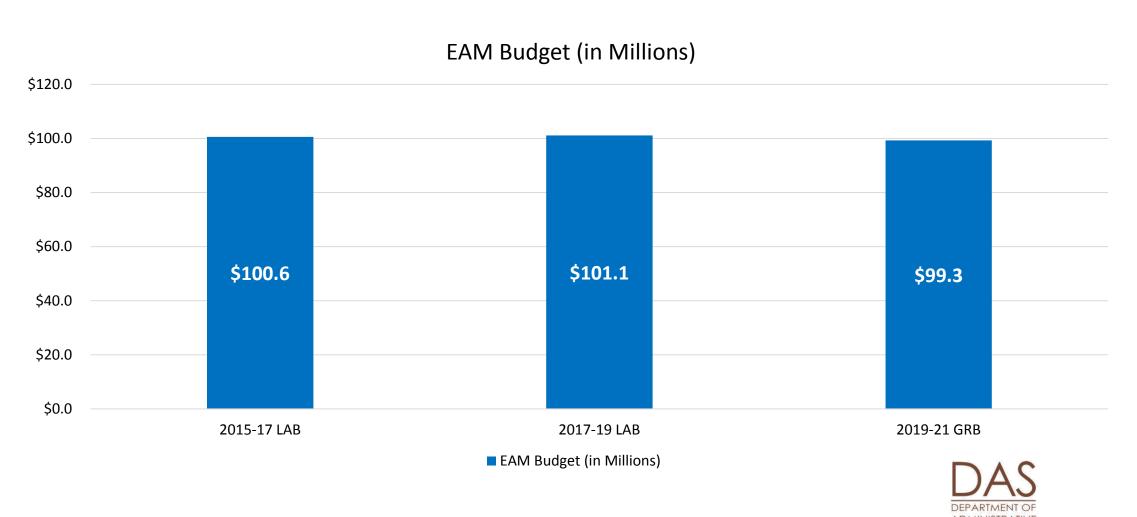


DAS Sustainability

- Supports agency and enterprise-wide sustainability planning and resource conservation efforts
- Develops and implements statewide sustainability policies
- Collaborates on sustainability efforts with Governor's office,
 Sustainability Board and agency sustainability network



Enterprise Asset Management Budget Over Time



Enterprise Asset Management Budget Drivers

- Aging buildings and systems
- Inflating construction costs
- Seismic vulnerability
- Fuel and utility costs
- Enterprise demand for additional vehicle purchases
- Demand for space in DAS-owned buildings and market leases



Enterprise Asset Management Reductions

- Eliminate custodial position
 - 1 positions, 1 FTE
 - \$122,208
- Reduce Services and Supplies across Enterprise Asset Management
 - 0 positions, 0 FTE
 - \$1.5M
- Change temperature range in winter and summer
 - 0 positions, 0 FTE
 - \$200,000
- Reduce Regional Solution Centers limitation
 - 0 positions, 0 FTE
 - \$100,000
- Reduce utilities limitation
 - 0 positions, 0 FTE
 - \$86,679



LFO 5% and 10% Targets

		All Funds	Positions	FTE
5% Option		\$-23,818,258	-16	-16.00
	Reduction of S&S Eliminating majority of standard inflation	\$-5,508,307 \$-5,254,047	0 0	0 0
	Staff Reductions Remaining Program Reductions	\$-4,826,154 \$-8,229,750	-16 0	-16.00 0
10% Option		\$-23,818,258	-39	-39.50
	Reduction of S&S Eliminating majority of standard inflation	\$-2,737,282 0	0 0	0 0
	Staff Reductions Remaining Program Reductions	\$-9,131,839 \$-11,949,137	-39 0	-39.50 0



DAS Reductions Taken

Reduction Type	All Funds (millions)	Positions	FTE
Eliminate standard inflation	\$5.0	0	0
Additional vacancy savings	\$4.4	0	0
Program reductions	\$6.4	-5	-5.00
Total Reductions	\$15.8	-5	-5.00



Questions?

