

Dept.	Initiative Type	Initiatives	Initiative Description
CD	Statewide	Employee Onboarding	Employee onboarding process is very paper centric. Opportunity to move from a manual workflow to an automated workflow to reduce employee time and current dependency to process New Hire paperwork in person. Opportunity to move to a multi-channel front end web application that would allow new hires to access and submit forms on a platform that doesn't require state employee account access
DEED	Constituent Services	ACPE - College and Career Readiness	Optimize pivot to webinar/WebEx training sessions and tutorials for teachers/administrators and students instead of doing in-person/on location trainings. Need to consider Some PII in district/school agreements, login resets, etc.
DFG	Constituent Services	DFG - Fish Habitat Permitting	Opportunity to convert work queue to electronic documents to reduce dependency on in person physical processing . Opportunity to move Permit Database to a multi-channel front end web application that would automatically flow Permit Geolocation to GIS Database. Opportunity to use IVR and ChatBots or Electronic Status Tracker to can handle simple status simple inquiries and reduce phone call volume. Opportunity to automate current manual workflow to produce uniform Fish Habitat numbers across all DF&G offices
DFG	Constituent Services	DFG - Fishing and hunting licensing and endorser	Opportunity to enable virtual service on ADF&G's online store and internal databases
DFG	Constituent Services	DFG - Subsistence permits and post season harve	Opportunity to provide a virtual mechanism for those seeking subsistence permits to obtain those permits
DHSS	Internal Process Optimization	DHSS - COVID Testing	COVID testing process and associated data collection and dissemination process is not streamlined or automated. This is causing staff burnout and may lead to issues with data and reporting quality. Opportunity to optimize testing and data collection & dissemination processes.
DMVA	Constituent Services	DMVA - Youth ChalleNGe Residential program	Opportunity to improve remote engagement platform, especially for remote testing. Program is challenged in delivery of program objectives, distant delivery, keeping at-risk youth engaged, access to testing for GED/TABE

DMVA	Internal Process Optimization	DMVA - National Guard Onboarding	Opportunity to reduce paper/manual processes. Onboarding paperwork for activating National Guard members is not digitalized and is paper intensive. Challenges for protecting PPI. Social distancing difficult to enforce when large volume of soldiers are seeking assistance with paperwork preparation.
DMVA	Constituent Services	DMVA - Veteran Disability Claims	Opportunity to create virtual tools for claims support, including answering questions, advising, and educating individuals and groups on what benefits are available from federal, state, and local resources to include assisting eligible persons in filing the necessary claims
DMVA	Constituent Services	DMVA - Veteran Survivor Benefits	Opportunity to create virtual tools for benefits support, including answering questions, advising, and educating individuals and groups on what benefits are available from federal, state, and local resources to include assisting eligible persons in filing the necessary claims
DNR	Constituent Services	DNR - Alaska Grown	Opportunity to utilize a centralized online database to cut down on various channels in which constituents can order Alaska Grown Merchandise. Currently, there is no centralized way constituents can place an order for Alaska Grown Merchandise. During COVID-19, employees were still taking orders in person in the physical office
DNR	Internal Process Optimization	DNR - Provide Training on Libraries	Enable onsite training sessions or conferences for LAM staff to answer questions and provide training on staff areas of expertise, such as copyright, cataloging, legal research, etc. This is currently done ad hoc, through occasional training opportunities, and through conferences
DNR	Internal Process Optimization	DNR - Provide Training on Archives	Archives provides training to public and government regarding preservation and records management. Opportunity to enable remote training capabilities.
DNR	Constituent Services	DNR - Transcript Request - MEHS	Students often request transcripts while on campus. Opportunity to enable an online service that would allow students to request and for dept to securely send transcripts.
DOA	Constituent Services	DMV - Car Titling	Opportunity to implement system to allow for electronic tracking of titles. Opportunity to move Titling Database to a Multi Channel Front End Web Application that would automatically flow from dealerships to DMV, and cut down on the reliance to receive necessary information via mail
DOA	Constituent Services	DMV - Driver's License Knowledge Test	Opportunity to move to a web-based electronic testing platform that eliminates the need for constituents to take the test in person

DOA	Constituent Services	DMV - License Reinstatement	Opportunity to implement portal to accept documents for customers that are reinstating from lost license privileges, such as DUIs.
DOA	Constituent Services	DMV - Boat Registration	Boat registration is only semi-digital/online. Opportunity to make full process online
DOC	Internal Process Optimization	DOC - Inmate Medicaid Eligibility	Significant number of paper applications are distributed but there is no systemic mechanism to track number of applications completed and mailed to DPS. Opportunity to simplify completion of Medicaid application through digital platform with guided navigation. Also can improve application tracking.
DOR	Constituent Services	DOR - Employee Withholding CSSD	Much of the enforcement process is dependent on mail. This has caused latency problems, requires employees to physically be in the office, and takes up a significant amount of employee time. Opportunity to convert work queue from paper to electronic documents. Opportunity to leverage shared Document capability that could digitalize inbound mail, fax, and email allowing automated entry into NSTAR. Opportunity to implement Shared Notification capability to utilize more efficient communicatino methods selected by Constituent such as fax, email or Alaska.gov
DOT	Internal Process Optimization	DOT - Procurement	Most of the procurement team did not tele-work due to needing access to physical paper files. Procurement processes are largely paper based. Opportunity to digitize paper processes.
DPS	Constituent Services	DPS - Background Checks	Background checks were paused during Covid19 due to heavy paper processes. Opportunity to digitize paper processes.
DPS	Constituent Services	DPS - Fix-It Tickets	Typically individuals go into a physical office, present their "fix it" ticket and a Sheriff reviews (ex: taillight). For "Fix-It" services, currently don't take credit card, only cash or check . Opportunity to enable online service & credit card payment.