



# Department of Information Systems

Arkansas. A State of Technology.



## Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending September 2012

## **REPORT OVERVIEW**

### **BACKGROUND**

Act 15 of 2010 requires the Director of the Department of Information Systems to submit a report on a quarterly basis to the Legislature regarding requests from state agencies, boards and commissions for advice related to information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans. This report is also mandated to include corresponding recommendations made by the Department of Information Systems to the requesting state agencies, boards, and commissions.

The report is to be submitted to the Arkansas Legislative Council between regular sessions of the General Assembly, the Joint Budget Committee during a session of the General Assembly, and the Joint Committee on Advanced Communications and Information Technology regarding the status of the agency's information technology responsibilities in state government.

### **REPORT REQUIREMENTS**

One of the requirements of this report is to inform the Legislature on how any recommendation fits into the information technology plan of the agency, board, or commission.

This report is to include:

- \* The name of the state agency, board, or commission requesting the advice
- \* The name and scope of the project for which advice is being sought
- \* The type of advice sought
- \* An explanation of all recommendations provided by the Department of Information Systems
- \* How the recommendation fits into the information technology plan of the agency, board, or commission
- \* Other information as may be useful for policy making decisions by the Legislative Council or Joint Committee on Advanced Communications and Information Technology.

## REPORT DESCRIPTION

The following information is included in this report in order to meet the requirements of the Act listed above and to provide the Legislature with information useful to their decision-making process and oversight of information technology in state government.

- \* Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.
- \* Information concerning key projects undertaken by DIS on behalf of individual customers, groups of customers, or the state as a whole.
- \* Information on the products and services provided by DIS to its customers
- \* Information regarding emerging issues and activities

## AGENCY INFORMATION

The Department of Information Systems (DIS) operates as a cost recovery agency, serving the needs of state government and the educational community. DIS does not receive direct state general revenue funding, but charges its customers for products and services.

The primary services provided by DIS are in the area of telecommunications, information systems development and support, system hosting services, project management, and network development and support for the state's wired and wireless network infrastructure.

DIS is organized as nine primary divisions: Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Arkansas Wireless Information Network, Cybersecurity Office, Customer Relationship Management, Fiscal, and Human Resources.

DIS currently provides services to a base of approximately 400 customers, including state agencies, boards and commissions, colleges and universities, public schools, cities and counties, and other customers.

**Department of Information Systems**  
**Quarterly Report on Advice and Recommendations**  
**To State Agencies, Boards and Commissions**

**Executive Summary**

**The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 9/30/2012 .**

**NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS**

**Total number of recommendations provided to Agencies, Boards and Commissions: 25**

**AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE**

Crime Laboratory 0955	3
Military Department 0975	2
Arkansas Lottery Commission	1
Assessment Coordination Department 0490	1
Board of Accountancy 0203	1
Board of Nursing 0277	1
Board of Pharmacy 0283	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Economic Development 0790	1
Department of Education 0500	1
Department of Human Services 0710	1
Department of Parks and Tourism 0900	1
Department of Workforce Education - Arkansas Rehabilitation Services 0520	1
Educational Television Division 0516	1
Livestock & Poultry Commission 0355	1
Public Employees Retirement System 0370	1
State Building Services 0350	1
Student Loan Authority 0347	1
Tobacco Control Board 0261	1
University of Arkansas at Fayetteville 0135	1
University of Arkansas at Monticello 0155	1
University of Central Arkansas 0165	1

## **CATEGORIES FOR ADVICE**

Product or Service Utilization	8
Rates or Fees	6
Installation	5
Implementation	3
Planning	2
Technical	1

## Report Detail

**Following is the detail relating to each agency's, board's or commission's requests for information. This section of the report is arranged first by agency, then by type of advice sought.**

The Department of Information Systems (DIS) provides advice and recommendations for IT solutions that align with the State of Arkansas shared enterprise architecture. DIS advice and recommendations always consider the best interest of the state and the agency. DIS staff is knowledgeable about IT solutions in place throughout state government and have resources available to provide advice on upcoming trends that could impact agencies. In some instances, recommendations may not be included in agency plans and are for informational purposes so that agencies can plan for the future to take advantage of new, innovative, or cost effective technologies to provide public sector services.

<b>Agency Name:</b>	Arkansas Lottery Commission
<b>Type of Advice:</b>	Installation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
Request the move from existing 10 Mb. data connection at the Arkansas Lottery Location, to the Next Generation Network 20 Mb. connection with a \$300.00 a month saving.	
<b>Advice Requested:</b>	
Requested the increase in bandwidth from a 10 Mb connection to a 20 Mb. connection	
<b>Detail of Recommendation:</b>	
Increase bandwidth and Internet connectivity by moving from existing 10 Mb. data connection at the Arkansas Lottery Location, to the Next Generation Network 20 Mb. connection with a \$300.00 a month saving.	

<b>Agency Name:</b>	Assessment Coordination Department 0490
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Internet Access / E-mail
<b>Project Scope:</b>	
Assessment Coordination has requested a move from fixed bandwidth to a more robust fiber based solution for connectivity.	
<b>Advice Requested:</b>	
Convert existing T-1 to a 10Mb Connection on Next Generation Network.	
<b>Detail of Recommendation:</b>	
Request is being processed via AT&T provisioning	



<b>Agency Name:</b>	Board of Accountancy 0203
<b>Type of Advice:</b>	Implementation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	Voice Telephony and / or Long Distance Service
<b>Project Scope:</b>	
Compare 'Fonality' , VoIP based produce with DIS managed VoIP service.	
<b>Advice Requested:</b>	
Board of Accountancy asked DIS to compare DIS based Cisco Call Manager to a VoIP based product 'Fonality' for comparative services.	
<b>Detail of Recommendation:</b>	
DIS Cisco based VoIP will provide the service offerings and will move forward with quote.	

<b>Agency Name:</b>	Board of Nursing 0277
<b>Type of Advice:</b>	Installation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	Voice Telephony and / or Long Distance Service
<b>Project Scope:</b>	
Replace existing Windstream Centrex telephony with a Cisco based VoIP solution for future flexibility.	
<b>Advice Requested:</b>	
Requested meeting by Carlos Miller, IT Manager for Arkansas Nursing Board, asking for a DIS solution for the existing Centrex phone service.	
<b>Detail of Recommendation:</b>	
Replace existing Windstream Centrex telephony with a Cisco based VoIP solution for future flexibility.	

<b>Agency Name:</b>	Board of Pharmacy 0283
<b>Type of Advice:</b>	Implementation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	Voice Telephony and / or Long Distance Service
<b>Project Scope:</b>	
The Board of Pharmacy will be relocating the the renovated Blass building. The move will allow the integration of voice and data over one network connection	
<b>Advice Requested:</b>	
Requested advice concerning the differential cost of Centrex and VoIP as well as the on-going flexibility of VoIP.	
<b>Detail of Recommendation:</b>	
Details of this recommendation will be discuss with the Board of Pharmacy on 0726/12	

<b>Agency Name:</b>	Crime Laboratory 0955
<b>Type of Advice:</b>	Implementation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	50 Mbps Single Agency Connectivity
<b>Project Scope:</b>	
Replace two T-1's and one DSL connection with NGN, 50 Mb. connectivity.	
<b>Advice Requested:</b>	
Arkansas State Crime Lab has requested Next Generation Network, 50 Mb. connection to replace the two T-1 currently being used.	
<b>Detail of Recommendation:</b>	
Currently, ATT is engineering the fiber pull to the State Crime Lab and will require 60- 90 days to completion.	

<b>Agency Name:</b>	Crime Laboratory 0955
<b>Type of Advice:</b>	Installation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Wireless Services
<b>Project Scope:</b>	
Engineer and implement a wireless solution for the Arkansas State Crime Lab.	
<b>Advice Requested:</b>	
Rick Gallagher requested DIS to design and implement a wireless network for two floor of the Arkansas State Crime Lab.	
<b>Detail of Recommendation:</b>	
Engineer and implement a wireless solution for the Arkansas State Crime Lab.	

<b>Agency Name:</b>	Crime Laboratory 0955
<b>Type of Advice:</b>	Installation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
Design and implement the access of a large fiber 'pull' via AT&T that will allow the conversion from existing fixed bandwidth to a fiber based Next Generation Network connectivity.	
<b>Advice Requested:</b>	
Mr. Rick Gallagher requested the conversion for a 3 Mb. ATM connection to a fiber based connection the will allow for faster data transfer. The need to replicate data between two application that are large has made this necessary.	
<b>Detail of Recommendation:</b>	
Design and implement the access of a large fiber 'pull' via AT&T that will allow the conversion from existing fixed bandwidth to a fiber based Next Generation Network connectivity.	

<b>Agency Name:</b>	Department of Arkansas Heritage - Central Administration 0865
<b>Type of Advice:</b>	Rates or Fees
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
Potential application hosting for Arkansas Department of Heritage	
<b>Advice Requested:</b>	
Arkansas Department of Heritage inquired about DIS application hosting services	
<b>Detail of Recommendation:</b>	
DIS Discussed potential application hosting options for Arkansas Department of Heritage	

<b>Agency Name:</b>	Department of Economic Development 0790
<b>Type of Advice:</b>	Rates or Fees
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
Potential Application Hosting for Arkansas Economic Development	
<b>Advice Requested:</b>	
Arkansas Economic Development inquired about DIS application hosting services	
<b>Detail of Recommendation:</b>	
DIS personnel discussed application hosting with Arkansas Economic Development	



<b>Agency Name:</b>	Department of Education 0500
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Professional Services
<b>Project Scope:</b>	
The customer has a need to re-write the existing Child Nutrition Application.	
<b>Advice Requested:</b>	
The customer wanted an estimate to re-write the existing Child Nutrition Application.	
<b>Detail of Recommendation:</b>	
We provided the appropriate solution detail and pricing to the customer.	

<b>Agency Name:</b>	Department of Human Services 0710
<b>Type of Advice:</b>	Rates or Fees
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
Potential application hosting for Arkansas Department of Human Services	
<b>Advice Requested:</b>	
Arkansas Department of Human Services inquired about DIS application hosting services	
<b>Detail of Recommendation:</b>	
DIS Discussed potential application hosting options for Arkansas Department of Human Services	

<b>Agency Name:</b>	Department of Parks and Tourism 0900
<b>Type of Advice:</b>	Planning
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	IT Planning
<b>Project Scope:</b>	
The customer is interested in learning more about electronic signatures.	
<b>Advice Requested:</b>	
The customer wanted to discuss the various forms of electronic signatures.	
<b>Detail of Recommendation:</b>	
The DIS subject matter expert explained the various forms of electronic signatures and the pros and cons of each. We also provided a demo of how we're using forms automation in our enterprise SharePoint environment.	

<b>Agency Name:</b>	Department of Workforce Education - Arkansas Rehabilitation Services 0520
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
The customer is moving to a new location and wanted to discuss options for network connectivity.	
<b>Advice Requested:</b>	
The customer wanted to know all options for providing connectivity to new location at 601 West Capitol.	
<b>Detail of Recommendation:</b>	
We recommended a temporary solution to utilize point to point T1's. The long term solution will be a fiber run between buildings. We're currently working with the city on behalf of the cusomter to secure the appropriate permitting.	

<b>Agency Name:</b>	Educational Television Division 0516
<b>Type of Advice:</b>	Technical
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
Network consultation for Arkansas Educational Television Network	
<b>Advice Requested:</b>	
Arkansas Educational Television Network worked with DIS Network engineering to implement additional bandwidth efficiently and securely	
<b>Detail of Recommendation:</b>	
DIS Network engineering assisted Arkansas Educational Television Network with implementing additional bandwidth efficiently and securely	

<b>Agency Name:</b>	Livestock & Poultry Commission 0355
<b>Type of Advice:</b>	Installation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
Installation of fiber to facilitate the expansion of network/ data capability for Next Generation Network connectivity.	
<b>Advice Requested:</b>	
Design and implementation for access to the Arkansas Livestock/Poultry Commission, for high speed fiber access that will help eliminate ATM connectivity and move to a more robust and flexible data connection.	
<b>Detail of Recommendation:</b>	
Installation of fiber to facilitate the expansion of network/ data capability for Next Generation Network connectivity.	

<b>Agency Name:</b>	Military Department 0975
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Professional Services
<b>Project Scope:</b>	
The customer has a need to survey customers for services provided.	
<b>Advice Requested:</b>	
The customer wanted to know if DIS could provide a survey solution to help gauge customer satisfaction.	
<b>Detail of Recommendation:</b>	
We recommended utilizing the DIS survey solution and presented the solution to the board representing the organization.	

<b>Agency Name:</b>	Military Department 0975
<b>Type of Advice:</b>	Rates or Fees
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Professional Services
<b>Project Scope:</b>	
<p>The customer was looking for guidance or recommendations regarding the automating of forms. They have a couple of enterprise forms that we would like to automate into an online SharePoint and/or Kiosk served database. They are looking for a contractor or solution to getting the forms automated; the database built; and integrated into our Local Area Network as well as secure Internet access.</p>	
<b>Advice Requested:</b>	
<p>The customer is looking for a contractor or solution to getting the forms automated; the database built; and integrated into our Local Area Network as well as secure Internet access.</p>	
<b>Detail of Recommendation:</b>	
<p>We recommended utilizing DIS business analysts and software developers to develop a forms automation solution utilizing their existing SharePoint infrastructure. We provided a proposal to include a cost estimate. The customer is reviewing the proposal.</p>	



<b>Agency Name:</b>	Public Employees Retirement System 0370
<b>Type of Advice:</b>	Planning
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
The customer currently utilizes DIS mainframe services and wants to discuss options for migrating to new solution.	
<b>Advice Requested:</b>	
The customer wanted to know how they will be impacted as they transition from the mainframe.	
<b>Detail of Recommendation:</b>	
We discussed a re-hosting solution that could allow the customer the same functionality in more efficient environment.	

<b>Agency Name:</b>	State Building Services 0350
<b>Type of Advice:</b>	Rates or Fees
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
Potential application hosting for Arkansas Building Authority	
<b>Advice Requested:</b>	
Arkansas Building Authority inquired about DIS application hosting services	
<b>Detail of Recommendation:</b>	
DIS Discussed potential application hosting options for Arkansas Building Authority	

<b>Agency Name:</b>	Student Loan Authority 0347
<b>Type of Advice:</b>	Rates or Fees
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
High speed data connection for Arkansas Student Loan Authority	
<b>Advice Requested:</b>	
Arkansas Student Loan Authority consulted with DIS regarding a new high bandwidth network connection	
<b>Detail of Recommendation:</b>	
DIS gave recommendations to Arkansas Student Loan Authority regarding a new high bandwidth network connection	

<b>Agency Name:</b>	Tobacco Control Board 0261
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
Develop a application for Arkansas Tobacco Control that will issue and track various types of permits used to tobacco retailers and vendors. Will provide a means to prepare case files and provide storage for digital audio and video files. as well as s mapping solution for target locations.	
<b>Advice Requested:</b>	
Application Development	
<b>Detail of Recommendation:</b>	
Develop a application for Arkansas Tobacco Control that will issue and track various types of permits used to tobacco retailers and vendors. Will provide a means to prepare case files and provide storage for digital audio and video files. as well as s mapping solution for target locations.	

<b>Agency Name:</b>	University of Arkansas at Fayetteville 0135
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Video Conferencing
<b>Project Scope:</b>	
Requested information from Ms. Rebecca Miles, Walton Collage of Business, for DIS leadership with existing contracts with any software vendors who provide closed captioning services/product compatible with Echo 360 and/or Blackboard?	
<b>Advice Requested:</b>	
Advice as to the development of various video products and incorporating into curriculum for the Walton School of Bussiness.	
<b>Detail of Recommendation:</b>	
Information requested by Ms. Rebecca Miles, Walton Collage of Business, for DIS leadership with existing contracts with any software vendors who provide closed captioning services/product compatible with Echo 360 and/or Blackboard.	

<b>Agency Name:</b>	University of Arkansas at Monticello 0155
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
The customer is having problems providing enough bandwidth to McGehee location.	
<b>Advice Requested:</b>	
The customer wanted to know their options for increasing bandwidth to all of their locations.	
<b>Detail of Recommendation:</b>	
We provided the appropriate pricing and solution description for customer to make informed decision.	

<b>Agency Name:</b>	University of Central Arkansas 0165
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
The customer has a new off-site DR location and wanted to discuss the best way to connect back to his network.	
<b>Advice Requested:</b>	
The customer wanted to know all of his options for connecting from their new DR site back to his campus.	
<b>Detail of Recommendation:</b>	
We proposed a collaboration with AETN to utilize existing network infrastructure.	