



# Department of Information Systems

Arkansas. A State of Technology.



## Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

— < Period Ending December 2013 > —

## **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 June 30, 2013.

#### NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to Agencies, Boards and Commissions: 20

#### AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas Lottery Commission	1
Bank Department 0405	1
Crime Laboratory 0955	1
Department of Arkansas Heritage 0865	1
Department of Community Correction 0485	1
Department of Education 0500	2
Department of Environmental Quality 0930	1
Department of Health 0645	1
Department of Parks and Tourism 0900	1
Department of Workforce Services 4081	1
House of Representatives 0002	1
Legislative Audit 0009	1
Public Employees Retirement System 0370	1
Real Estate Commission 0248	1
Spinal Cord Commission 0295	1
University of Arkansas at Fayetteville 0135	1
University of Arkansas at Little Rock 0145	1
University of Arkansas at Monticello 0155	1
University of Arkansas for Medical Sciences 0150	1

#### CATEGORIES FOR ADVICE

Implementation	1
Planning	16
Product or Service Utilization	1
Rates or Fees	2

## RECOMMENDATIONS DETAILS

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.

# Arkansas Lottery Commission

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
	The customer had questions regarding DIS provided hosting services as a backup to their current hardware/software.
<b>Advice Requested</b>	
	The customer had pricing and technical questions regarding the utilization of DIS provided backup services.
<b>Detail of Recommendation</b>	
	We made the customer aware of our new State Data Center West, which will be our primary hosting site for backup solutions. We told the customer that the site will be on-line at the first of the year, and we'll have more options available for them at that time.

## Bank Department

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Josh Smith (DIS)
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	
	The customer has asked for a cost and feature comparison between DIS provided Centrex and DIS provided VOIP telephone service due to a recent rate increase.
<b>Advice Requested</b>	
	The customer is interested in DIS provided VOIP service and has asked for a feature demonstration and estimate.
<b>Detail of Recommendation</b>	
	We provided the appropriate estimate and discussed all of the features of VOIP telephone services.

# Crime Laboratory

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	The customer has asked for a cost and feature comparison between DIS provided Centrex and DIS provided VOIP telephone service due to a recent rate increase.
<b>Advice Requested</b>	The customer is interested in DIS provided VOIP service and has asked for a feature demonstration and estimate.
<b>Detail of Recommendation</b>	We provided the appropriate estimate and discussed all of the features of VOIP telephone services.



## Department of Arkansas Heritage - Central Administration

<b>Type of Advice</b>	Implementation
<b>Advisor</b>	Josh Smith (DIS)
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
	The customer has asked for DIS to provide a technology assessment.
<b>Advice Requested</b>	
	The customer has several different IT needs and has asked DIS to assess their current environment and make recommendations for the future.
<b>Detail of Recommendation</b>	
	DIS recommended utilization of the State's exchange email solution and the State's data center for hosting service. We also recommended network upgrades throughout the state and discussed the possibility of converting to VOIP telephone services.

## Department of Community Correction

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
	We met with the customer to inform them of the new backup State Data Center.
<b>Advice Requested</b>	
	The customer currently utilizes out of state Disaster Recovery services through a contract maintained by DIS.
<b>Detail of Recommendation</b>	
	We informed the customer that the state had procured a new Data Center in West Little Rock that will serve as the State's backup Data Center. All of the services that were previously provided through a contract with an out of state company, will be provided locally beginning in January of 2014.

## Department of Education

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
We met with the customer to inform them of the new backup State Data Center.	
<b>Advice Requested</b>	
The customer currently utilizes out of state Disaster Recovery services through a contract maintained by DIS.	
<b>Detail of Recommendation</b>	
We informed the customer that the state had procured a new Data Center in West Little Rock that will serve as the State's backup Data Center. All of the services that were previously provided through a contract with an out of state company, will be provided locally beginning in January of 2014.	

<b>Type of Advice</b>	Rates or Fees
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
The customer has a need to host an additional rack of servers in the State Data Center	
<b>Advice Requested</b>	
The customer wanted to know the availability and cost for DIS to provide an additional rack to host ADE servers in the State Data Center.	
<b>Detail of Recommendation</b>	
We provided the appropriate estimate and technical specifications to meet the needs of the customer.	

## Department of Environmental Quality

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	
	The customer has asked for a cost and feature comparison between DIS provided Centrex and DIS provided VOIP telephone service due to a recent rate increase.
<b>Advice Requested</b>	
	The customer is interested in DIS provided VOIP service and has asked for a feature demonstration and estimate.
<b>Detail of Recommendation</b>	
	We provided the appropriate estimate and discussed all of the features of VOIP telephone services.

## Department of Health

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
	We met with the customer to inform them that DIS would be replacing their existing Disaster Recovery solution with services provided at the new State Data Center West
<b>Advice Requested</b>	
	The customer currently utilizes out of state Disaster Recovery services through a contract maintained by DIS, and had questions about the testing schedule moving forward.
<b>Detail of Recommendation</b>	
	We informed the customer that the state had procured a new Data Center in West Little Rock that will serve as the State's backup Data Center. All of the services that were previously provided through a contract with an out of state company, will be provided locally beginning in January of 2014.

## Department of Parks and Tourism

<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 has a need to host servers off-site for backup purposes.
<b>Advice Requested</b>	
	The customer was looking for a cost and solution to host a couple of backup servers off-site.
<b>Detail of Recommendation</b>	
	We informed the customer that the state had procured a new Data Center in West Little Rock that will serve as the State's backup Data Center, and provided the appropriate cost for the requested service.

## Department of Workforce Services

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
	We met with the customer to inform them that DIS would be replacing their existing Disaster Recovery solution with services provided at the new State Data Center West.
<b>Advice Requested</b>	
	The customer currently utilizes out of state Disaster Recovery services through a contract maintained by DIS, and had questions about the testing schedule moving forward.
<b>Detail of Recommendation</b>	
	We informed the customer that the state had procured a new Data Center in West Little Rock that will serve as the State's backup Data Center. All of the services that were previously provided through a contract with an out of state company, will be provided locally beginning in January of 2014.

## House of Representatives

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	
	The customer had questions regarding the recent rate increase for Centrex telephone service through DIS.
<b>Advice Requested</b>	
	The customer had questions related to the recent rate increase for Centrex telephone service. They specifically wanted to know which phones could be disconnected, and asked for a quote for DIS provided VOIP telephone service.
<b>Detail of Recommendation</b>	
	We provided an updated inventory list and worked with the customer to disconnect phone lines that were no longer needed. We also provided an estimate for VOIP services.



## Legislative Audit

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Josh Smith (DIS)
<b>Project Name</b>	DIS Application Hosting Services
<b>Project Scope</b>	
	We met with the customer to inform them of the new backup State Data Center.
<b>Advice Requested</b>	
	The customer has a need for Disaster Recovery hosting services and asked DIS for the appropriate solution and cost.
<b>Detail of Recommendation</b>	
	We informed the customer that the state had procured a new Data Center in West Little Rock that will serve as the State's backup Data Center. All of the services that were previously provided through a contract with an out of state company, will be provided locally beginning in January of 2014.

# Public Employees Retirement System

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	The customer has asked for a cost and feature comparison between DIS provided Centrex and DIS provided VOIP telephone service due to a recent rate increase.
<b>Advice Requested</b>	The customer is interested in DIS provided VOIP service and has asked for a feature demonstration and estimate.
<b>Detail of Recommendation</b>	We provided the appropriate estimate and discussed all of the features of VOIP telephone services.

## Real Estate Commission

<b>Type of Advice</b>	Rates or Fees
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	
	The customer is interested in learning more about DIS provided VOIP services.
<b>Advice Requested</b>	
	The customer has asked for a price and feature comparison between DIS provided Centrex service and DIS provided VOIP service.
<b>Detail of Recommendation</b>	
	We provided the appropriate feature information and pricing information to allow the customer to make an informed decision regarding their telephone service.

## Spinal Cord Commission

<b>Type of Advice</b>	Product or Service Utilization
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Data Circuitry and Connectivity
<b>Project Scope</b>	
	The customer's current data connection is part of an older network and is being migrated to a new network.
<b>Advice Requested</b>	
	The customer wanted to know all of their connectivity options and the appropriate pricing for each.
<b>Detail of Recommendation</b>	
	We presented all of the appropriate options and pricing related to the new network.

# University of Arkansas at Fayetteville

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	
	The customer was moving to a new location and asked DIS to provide technical guidance for their move.
<b>Advice Requested</b>	
	The UA Partners for Inclusive Communities office is planning a move to the new MANN on Main building downtown. They've asked for DIS to provided guidance for voice and networking services.
<b>Detail of Recommendation</b>	
	We recommended utilizing the DIS provided VOIP service, along with a connection back to the state network since we're already providing service to others in the building.

# University of Arkansas at Little Rock

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Telephone Service (Dialtone)
<b>Project Scope</b>	
	The customer asked for a price comparison between DIS provided Centrex telephone service and DIS provided VOIP service.
<b>Advice Requested</b>	
	The customer wanted to discuss the potential of utilizing DIS provided VOIP services in lieu of DIS provided Centrex service due to a recent rate increase.
<b>Detail of Recommendation</b>	
	DIS presented the appropriate cost and feature comparison between Centrex and VOIP.

## University of Arkansas at Monticello

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Data Circuitry and Connectivity
<b>Project Scope</b>	
	The customer's current data connections are part of an older network and need to be migrated to the new network.
<b>Advice Requested</b>	
	The customer wanted to know all of their connectivity options and the appropriate pricing for each.
<b>Detail of Recommendation</b>	
	We presented all of the appropriate options and pricing related to the new network.

## University of Arkansas for Medical Sciences

<b>Type of Advice</b>	Planning
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	DIS Data Circuitry and Connectivity
<b>Project Scope</b>	
	The customer's current data connections are part of an older network and need to be migrated to the new network.
<b>Advice Requested</b>	
	The customer wanted to know all of their connectivity options and the appropriate pricing for each.
<b>Detail of Recommendation</b>	
	We presented all of the appropriate options and pricing related to the new network.