



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

— < Period Ending June 30, 2014 > —

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: 15

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Assessment Coordination Department 0490	1
Bank Department 0405	1
Board of Private Career Education 0216	1
Crime Laboratory 0955	1
Department of Career Education - Arkansas Rehabilitation Services 0520	1
Department of Education 0500	1
Department of Environmental Quality 0930	1
Department of Health 0645	1
Department of Parks and Tourism 0900	1
Department of Veteran Affairs 0385	1
Educational Television Division 0516	1
Information Network of Arkansas	1
Ozarka College 0687	1
Plant Board 0445	1
Pulaski County School District	1

CATEGORIES FOR ADVICE

Planning	4
Product or Service Utilization	9
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.

Assessment Coordination Department

Type of Advice	Product or Service Utilization
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Project Scope	
The Assessment Coordination Department is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Bank Department

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	
The State Bank Department is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Board of Private Career Education

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
	The customer has a need to backup critical data and asked DIS for a solution.
Advice Requested	
	The customer needs a backup solution for critical information that's currently hosted at their location.
Detail of Recommendation	
	We recommended using the DIS backup storage solution to properly secure critical data.

Crime Laboratory

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
The State Crime Lab is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Department of Career Education - Arkansas Rehabilitation Services

Type of Advice	Rates or Fees
Advisor	Donald Matthews
Project Name	DIS Telephone Service (Dialtone)
Project Scope	
The customer asked for an estimate to provide VOIP telephone service for their Lonok and North Little Rock offices.	
Advice Requested	
The customer wanted to know what it would cost to upgrade telephone services for their Lonoke and North Little Rock offices.	
Detail of Recommendation	
DIS provided an estimate to provide VOIP telephone services via our Cisco Unified Call Manager.	

Department of Education

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Project Scope	
DIS has evaluated the existing hosting environment for the ADE Cognos application and met with the customer to discuss our recommendations.	
Advice Requested	
When we took over the ADE Cognos environment, we maintained the old environment until we felt it was stable. Once it was stable, we were asked to make recommendations on how to make it more efficient.	
Detail of Recommendation	
DIS recommended tweaking the existing hosting infrastructure to more effectively utilize hardware and software resources.	

Department of Environmental Quality

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
The Department of Environmental Quality is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Department of Health

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
	The customer is looking for a backup solution for their network connectivity around the state.
Advice Requested	
	The customer needs redundant connections for the network services throughout the state.
Detail of Recommendation	
	DIS recommended utilizing a 4G connection via a card in the existing routers that will automatically fail over when the primary connection goes down.

Department of Parks and Tourism

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Wireless Services
Project Scope	
The customer is looking to provide wireless network access to the public at certain parks throughout the state.	
Advice Requested	
The customer wanted to know if DIS had a solution to provide managed wireless access for public use at parks around the state.	
Detail of Recommendation	
DIS recommended utilizing a managed cisco solutoin through DIS. We started a pilot project at Devil's Den State Park to see if the service would meet their needs.	

Department of Veteran Affairs

Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
	The customer was moving to a new location and asked DIS to provide pricing and options for IT services.
Advice Requested	
	The customer was moving to a new location and wanted to know all of their options related to voice and data services.
Detail of Recommendation	
	We recommended using existing fiber into the building and DIS VOIP voice services. The customer agreed.

Educational Television Division

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	
Arkansas Educational Television Network is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Information Network of Arkansas

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
The Information Network of Arkansas is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Ozarka College

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	
Ozarka College is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Plant Board

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	
The State Plant Board is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	

Pulaski County School District

Type of Advice	Product or Service Utilization
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Project Scope	
The Pulaski County School District is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.	
Advice Requested	
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.	