



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending June 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 6/30/2012 .

DIS has worked closely with agencies, boards, and commissions this quarter in regards to rate changes for fiscal year 2013. Agency customer account managers met personally with Chief Information Officers (CIOs) from our top 25 customers, delivered personal messages to the directors of our top 25 customers regarding the impact of rate changes on agency IT budgets , and forwarded notifications regarding rate changes to all customer agencies, boards, and commissions.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

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

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Administrative Office of the Courts 0023	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Arkansas Heritage - Historic Arkansas Museum Commission 0877	2
Department of Community Correction 0485	1
Department of Correction 0480	1
Department of Higher Education 0700	1
Department of Human Services 0710	11
Department of Veteran Affairs 0385	1
Development Finance Authority 0395	1
Franklin County Sheriff's Office	1
Real Estate Commission 0248	1
Spinal Cord Commission 0295	1
Treasurer of State 0069	1
Waterways Commission 0341	1

CATEGORIES FOR ADVICE

Implementation	6
Planning	2
Product or Service Utilization	3
Rates or Fees	9
Upgrades	2

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.

Agency Name:	Administrative Office of the Courts 0023
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Requested replacement of existing Centrex service with a Cisco VoIP solution for the Arkansas Supreme Court.	
Advice Requested:	
Mr. John Stewart requested the replacement of the Centrex based phones for the Supreme Court be replaced with VoIP.	
Detail of Recommendation:	
After meeting with Mr. Stewart and his IT staff it was agreed to move forward with the next level of replacement of Centrex service with VoIP for the Supreme Court.	

Agency Name:	Department of Arkansas Heritage - Central Administration 0865
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Internet and E-mail Services
Project Scope:	
Department of Arkansas Heritage to utilize state contract for DIS provided Ethernet internet service to increase bandwidth at a competitive cost.	
Advice Requested:	
Department of Arkansas Heritage requested advice on additional bandwidth solutions.	
Detail of Recommendation:	
DIS recommended DIS provided Ethernet internet service to increase bandwidth at a competitive cost.	

Agency Name:	Department of Arkansas Heritage - Historic Arkansas Museum Commission 0877
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Data Storage Services
Project Scope:	
Arkansas Commission on Law Enforcement Standards and Training discussion on secondary hosting for disaster recovery purposes.	
Advice Requested:	
Arkansas Commission on Law Enforcement Standards and Training requested recommendations regarding secondary hosting for disaster recovery purposes	
Detail of Recommendation:	
DIS provided recommendations on secondary hosting for disaster recovery purposes.	

Agency Name:	Department of Arkansas Heritage - Historic Arkansas Museum Commission 0877
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Application Hosting Services
Project Scope:	
Department of Arkansas Heritage to utilize DIS SharePoint application development and hosting services.	
Advice Requested:	
Department of Arkansas Heritage requested advice with converting an existing Access database to utilize improved technology to meet new goals and needs.	
Detail of Recommendation:	
DIS recommended DIS SharePoint application development and hosting services to meet the customer s needs.	

Agency Name:	Department of Community Correction 0485
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	10 Mbps Multi Agency/Non-Capitol Complex Connectivity
Project Scope:	
Increase bandwidth to multiple DCC sites across the state utilizing the Next Generation Network contract.	
Advice Requested:	
Mr. Phillip Collins requested upgrading multiple DCC sites from fixed bandwidth / DSL to the NGN contract to increase bandwidth at a better price structure.	
Detail of Recommendation:	
DIS has moved forward with the loop qualifications for the sites stipulated by DCC. As the sites are approved by Vendor, we will move forward with installation.	

Agency Name:	Department of Correction 0480
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Provide a telephony solution at the Tucker/Tucker Max unit that would replace their existing, end of life PBX.	
Advice Requested:	
The Department of Correction asked DIS to provide a VoIP solution for an existing PBX that was failing.	
Detail of Recommendation:	
A quote was provided for the replacement of existing PBX and DIS will manage the Tucker Unit VoIP telephony via our Cisco Call Manager.	

Agency Name:	Department of Higher Education 0700
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Arkansas Department of Higher Education to utilize DIS provided VoIP telephony services.	
Advice Requested:	
Arkansas Department of Higher Education requested advice with upgrading from telephone system used for many years to a newer more feature full VoIP telephony service.	
Detail of Recommendation:	
DIS recommended DIS provided VoIP telephony services to meet customer needs.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Application Hosting Services
Project Scope:	
The customer had questions regarding a new SQL licensing structure.	
Advice Requested:	
The customer wanted more details on the new SQL licensing structure.	
Detail of Recommendation:	
We provided the required details and answered the customers questions sufficiently.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Professional Services
Project Scope:	
The Military Department was interested to learn about our incident management process.	
Advice Requested:	
The customer was interested to learn how DIS managed incidents.	
Detail of Recommendation:	
We met with the customer and explained our incident management process and agreed to act as a consultant as needed.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	DIS Application Hosting Services
Project Scope:	
The customer had a need to send an employee satisfaction survey throughout the state.	
Advice Requested:	
The customer wanted to know if DIS offered a survey solution that allow them to send a survey to their employees throughout the state.	
Detail of Recommendation:	
We demonstrated our product and explained that we were capable to perform the task. They agreed and we worked with them to complete the project.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	DIS Professional Services
Project Scope:	
The customer had a need for mobile application development.	
Advice Requested:	
The customer had a potential need for mobile application development and wanted to know what DIS had to offer.	
Detail of Recommendation:	
We discussed our experience and availability with the customer and offered to work with them moving forward. The customer ended up putting the project on hold.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	DIS Application Hosting Services
Project Scope:	
APERS was interested to see how we are using SharePoint to track calls into our administrative staff.	
Advice Requested:	
The customer was interested to see how DIS tracks calls from the general public.	
Detail of Recommendation:	
DIS utilizes a contact tracking solution built on the SharePoint platform. We demonstrated the product to APERS and explained that it was available through their SharePoint hosting solution through DIS.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Internet and E-mail Services
Project Scope:	
DHS to purchase off a new state contract for DIS provided MPLS internet service to take advantage of increase bandwidth and reduced cost for bandwidth.	
Advice Requested:	
DHS inquired about the best way to move forward converting to MPLS internet service.	
Detail of Recommendation:	
DIS provided recommendations as to the best way to move forward converting to the MPLS internet service.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
The customer has a need for increased bandwidth at their Warehouse.	
Advice Requested:	
The customer is interested in ethernet services to their warehouse for increased bandwidth.	
Detail of Recommendation:	
We recommended upgrading to a DIS 10MB ethernet connection.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Arkansas Department of Human Services to utilize DIS provided telephony services.	
Advice Requested:	
Arkansas Department of Human Services requested advice with handling high call volume more effectively at specific locations.	
Detail of Recommendation:	
DIS recommended DIS provided telephony services, utilizing ACD technology to meet customer needs.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Upgrades
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
We met with the AMD technology team to discuss converting their sites to ethernet where available.	
Advice Requested:	
The customer wanted to know if ethernet was available at their field offices.	
Detail of Recommendation:	
We made a recommendation to convert to ethernet where available, and the customer has submitted orders to move forward.	

Agency Name:	Department of Human Services 0710
Type of Advice:	Upgrades
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
We met with the ADE technology team to discuss converting their sites to ethernet where available.	
We met with the DWS technology team to discuss converting their sites to ethernet where available.	
Advice Requested:	
The customer wanted to know if ethernet was available at their field offices.	
The customer wanted to know where ethernet is available throughout the state.	
Detail of Recommendation:	
We made a recommendation to convert to ethernet where available, and the customer has submitted orders to move forward.	

Agency Name:	Department of Veteran Affairs 0385
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Internet and E-mail Services
Project Scope:	
Department of Veterans Affairs to utilize state contract for DIS provided consumer class internet service to increase bandwidth at a competitive cost.	
Advice Requested:	
Department of Veterans Affairs requested a low cost solution for additional bandwidth.	
Detail of Recommendation:	
DIS recommended DIS provided consumer class internet service to increase bandwidth at a competitive cost.	

Agency Name:	Development Finance Authority 0395
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Professional Services
Project Scope:	
Arkansas Development Finance Authority to utilize DIS software development and programming services for assistance with financial system analysis program.	
Advice Requested:	
Arkansas Development Finance Authority requested advice and assistance with financial system analysis program.	
Detail of Recommendation:	
DIS recommended DIS software development and programming services for assistance with financial system analysis program.	

Agency Name:	Franklin County Sheriff's Office
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	DIS Professional Services
Project Scope:	
Franklin County Sheriff s Office recommended to utilize DIS End User/Desktop Support Technicians to perform desktop support to resolve IT challenges.	
Advice Requested:	
Franklin County Sheriff s Office requested advice and assistance with IT challenges and consolidated billing.	
Detail of Recommendation:	
DIS recommended DIS End User/Desktop Support Technicians to perform desktop support to resolve IT challenges.	

Agency Name:	Real Estate Commission 0248
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	DIS Professional Services
Project Scope:	
Provide Arkansas Real Estate Commission a solution for the existing point-to-point connectivity.	
Advice Requested:	
Arkansas Real Estate asked for a quote for access to the Next Generation Network (NGN).	
Detail of Recommendation:	
A quote was provided, the decision was to move forward with a 4Mb. Ethernet over copper. ATT now providing the engineering for access to the site location.	

Agency Name:	Spinal Cord Commission 0295
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	DIS Network Equipment
Project Scope:	
Requested upgrade of existing bandwidth (384k) and options for additional speed.	
Advice Requested:	
Ms. Vines requested options for the replacement of existing 384k circuit.	
Detail of Recommendation:	
After research into fixed bandwidth and DSL options, it was decided to implement a DSL connection (ATT) and a new offering, a 4G wireless solution.	

Agency Name:	Treasurer of State 0069
Type of Advice:	Rates or Fees
Advisor:	Josh Smith (DIS)
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Office of the Treasurer to utilize DIS provided VoIP telephony services.	
Advice Requested:	
Office of the Treasurer requested advice with upgrading from telephone system used for many years to a newer more feature full VoIP type telephony service.	
Detail of Recommendation:	
DIS recommended DIS provided VoIP telephony services to meet customer needs.	

Agency Name:	Waterways Commission 0341
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Replace Centrex service with VoIP	
Advice Requested:	
Mr. Gene Higginbotham requested a price quote for converting his current Centrex service to VoIP.	
Detail of Recommendation:	
A quote was provided for three instruments (VoIP)	