Department of Information Systems

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Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

〈 **Period Ending June 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 information 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 the 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

Appraiser Licensing and Certification Board 0205	1
Arkansas State Police 0960	1
Bank Department 0405	1
Board of Election Commissioners 0232	1
Board of Massage Therapy 0245	1
Crime Information Center 0990	1
Crime Laboratory 0955	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Career Education - Arkansas Rehabilitation Services 0520	3
Department of Education 0500	1
Department of Health 0645	1
Department of Human Services 0710	1
Department of Parks and Tourism 0900	1
Information Network of Arkansas	1
Minority Health Commission 0319	1
Public Employees Retirement System 0370	2
School for the Blind 0510	1

CATEGORIES FOR ADVICE

Implementation	1
Installation	1
Planning	7
Product or Service Utilization	1
Rates or Fees	10

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.

Appraiser Licensing and Certification Board

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services

Project Scope
Develop secured wireless access for Appraisers License Board.

Advice Requested
Mr. Gordon requested cost breakdown for installation of secured wireless access for his office nd Board members.

Detail of Recommendation
Meeting with Mr. Gordon to discuss cost based on DIS rate sheet for installation and monthly reoccuring cost.

Arkansas State Police

Type of Advice	Rates or Fees
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity

Project Scope

DIS continues to progress towards migrating all of our customers to the Next Generation State Network.

Advice Requested

The customer asked for costs and capabilities of the next generation state network.

Detail of Recommendation

We met with the customer to provide the costs for new services and the benefits of increasing the network speeds via Ethernet connectivity where available. The customer submitted orders to increase bandwidth where appropriate.

Bank Department

Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services

Project Scope
The customer has asked for pricing and technical advice regarding DIS Email Services.

Advice Requested
The customer asked for an estimate of what it would cost for DIS to provide and maintain email services for the State Bank Department.

Detail of Recommendation
We have provided the appropriate costs and technical information. The customer has requested a pilot to test to the DIS provided solution.

Board of Election Commissioners

Type of Advice	Rates or Fees
Advisor	Curtis Eubanks
Project Name	DIS Professional Services

Project Scope
The customer has a need to refresh their existing website.

Advice Requested
The customer asked DIS for an estimate and technical recommendations related to updating their website.

Detail of Recommendation
DIS provided the appropriate pricing and expecations on what would be included in DIS services.

Board of Massage Therapy

Type of Advice	Rates or Fees
Advisor	Curtis Eubanks
Project Name	DIS Professional Services

Project Scope

The customer has a need to refresh their existing website.

Advice Requested

The customer asked DIS for an estimate and technical recommendations related to updating their website.

Detail of Recommendation

DIS provided the appropriate pricing and expecations on what would be included in DIS services.

Crime Information Center

Type of Advice	Rates or Fees
Advisor	Curtis Eubanks
Project Name	DIS Mainframe Processing

Project Scope
We have been working with the customer on a project to migrate from the existing DIS mainframe to a more cost effective solution.

Advice Requested
The customer asked for a cost to migrate to a windows platform from the existing mainframe environment.

Detail of Recommendation
DIS finalized the costs to migrate to the new platform and presented them to the customer. We are recommending migrating to a windows environment as a more cost effective solution.

Crime Laboratory

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Video Conferencing

Project Scope
The customer has a need to connect to other sites around the state via video conferencing technology.

Advice Requested
The customer asked DIS to present a video conferencing solution to allow them to connect to sites around the state.

Detail of Recommendation
We recommended using the secure DIS video network to effectively communicate with sites around the state. We have presented pricing and the technical capabilities of our solution.

Department of Arkansas Heritage - Central Administration

Type of Advice	Planning
Advisor	Josh Smith (DIS)
Project Name	DIS Data Circuitry and Connectivity

Project Scope
DIS is in the process of migrating our customers to the Next Generation State Network. We have a need to migrate existing Heritage locations to the new network.

Advice Requested
The customer has asked for pricing and technical information related to the next generation state network.

Detail of Recommendation
We provided the appropriate pricing for the new network and discussed technical benefits and implications of moving to Ethernet connectivity.

Department of Career Education - Arkansas Rehabilitation Services

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Telephone Service (Dialtone)

Project Scope
The customer is exploring options to replace their existing telephone system at the ACTI location in Hot Springs

Advice Requested
The customer asked for a cost estimate and technical advice regarding a new phone system for their ACTI location.

Detail of Recommendation
We gave pricing for a DIS provided VOIP solution and discussed the technical requirements and specifications of the system.

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services

Project Scope
The customer is researching Google as an option to provide email and document storage services.

Advice Requested
The customer has asked us to provide a cost estimate to compare state services to similar services from Google.

Detail of Recommendation
We are working directly with Google to determine the technical infrastructure required to effectively collaborate with Google.

Type of Advice	Rates or Fees
Advisor	Donald Matthews
Project Name	DIS Data Circuitry and Connectivity

Project Scope
The customer is looking for a backup network solution for field offices throughout the state.

Advice Requested
The customer has asked how much it would cost to provide a backup network connection to each field location via 4G wireless integrated into the DIS router.

Detail of Recommendation
We have provided the appropriate pricing and the technical benefits for utilizing the existing router.

Department of Education

Type of Advice	Rates or Fees
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services

Project Scope

The customer currently hosts and maintains their Cognos environment. They have asked DIS for a cost estimate and technical details on what it would take for us to host and maintain the solution.

Advice Requested

The customer has asked for pricing and DIS technical recommendations related to the Cognos environment.

Detail of Recommendation

DIS has recommended hosting the solution in a virtual environment in the State Data Center to take advantage of our disaster recovery services. We have also recommended utilizing DIS technical experts to maintain the environment.

Department of Health

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope

The customer has asked for a backup hosting solution.

Advice Requested

The customer is looking for a backup hosting solution for DR purposes.

Detail of Recommendation

We discussed the Fayetteville DR location and provided the appropriate pricing for decision making purposes.

Department of Human Services

Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Mainframe Processing

Project Scope

We have been working with the customer on a project to migrate from the existing DIS mainframe to a more cost effective solution.

Advice Requested

The customer asked for a cost to migrate to a windows platform from the existing mainframe environment.

Detail of Recommendation

DIS finalized the costs to migrate to the new platform and presented them to the customer. The customer has a project to be off of the existing Mainframe platform by the end of 2014. They will not be proceeding with the migration.

Department of Parks and Tourism

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Mainframe Processing

Project Scope

The customer currently has a label printing solution that utilizes DIS mainframe services. They have asked for a solution to replace the existing transactions handled by the mainframe.

Advice Requested

The customer currently utilizes mainframe transactions to integrate with their existing marketing label printing solution. They have asked if we can provide a solution once the mainframe is decommissioned.

Detail of Recommendation

We have several different options based on the technical requirements of the existing solution. We discussed all of these options and the pricing for each. We continue to work with the customer to determine the best solution.

Information Network of Arkansas

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
The customer has asked for a backup hosting solution.	
Advice Requested	
The customer is looking for a backup hosting solution for DR purposes.	
Detail of Recommendation	
We discussed the Fayetteville DR location and provided the appropriate pricing for decision making purposes.	

Minority Health Commission

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services

Project Scope

The customer has an existing application in the DIS SharePoint environment, but would like to get more out of the solution.

Advice Requested

The customer has asked DIS for advice on how to better utilize an existing solution.

Detail of Recommendation

We recommended focusing on a few of the key processes and to enhance those where applicable.

Public Employees Retirement System

Type of Advice	Implementation
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services

Project Scope
The customer needs a hosting solution for a data cleansing project.

Advice Requested
The customer asked DIS for the appropriate pricing and technical capabilities for a data cleansing project.

Detail of Recommendation
DIS provided the appropriate pricing and technical specifications to meet the needs of the project.

Type of Advice	Rates or Fees
Advisor	Donald Matthews
Project Name	DIS Mainframe Processing

Project Scope
We have been working with the customer on a project to migrate from the existing DIS mainframe to a more cost effective solution.

Advice Requested
The customer asked for a cost to migrate to a windows platform from the existing mainframe environment.

Detail of Recommendation
DIS finalized the costs to migrate to the new platform and presented them to the customer. The customer has a project to migrate off of the DIS Mainframe platform by the end of 2016 and will not be proceeding with a migration.

School for the Blind

Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	

Arkansas School for the Blind is exploring DIS hosting services for disaster recovery purposes

Advice Requested

Arkansas School for the Blind requested advice and recommendations regarding DIS hosting services for disaster recovery purposes

Detail of Recommendation

DIS provided Arkansas School for the Blind advice and recommendations regarding DIS hosting services for disaster recovery purposes