



**DIS Director and Staff Present at Recent ARKSTE Conference**



### **State Data Center Cooling Project 95 Percent Complete**

A large-scale cooling project in the multi-agency complex (MAC), which will increase energy efficiency by a projected 15 percent in the primary state data center, is nearing completion. DIS began the project in 2014, which required a complete overhaul of the pipes that provide a water cooling system for the data center; new equipment to ensure redundancy and supplemental cooling to include a new 140 nominal ton chiller and multiple in-row control room air conditioning units; a more efficient layout of equipment hosted on the data center floor; and the removal of unused cabling under

Mark Myers, DIS director, kicked off the Arkansas Society for Technology in Education (ARKSTE) spring conference Wednesday, April 22, speaking to technology professionals in the educational arena regarding the partnership between DIS and the Arkansas Department of Education (ADE) to improve the Arkansas Public School Computer Network (APSCN).

In February, a competitive bidding process began through the Office of State Procurement (OSP) to secure providers for an upgraded APSCN. DIS issued a solicitation in March to provide vendors an additional opportunity to bid on projects in school districts that received no successful bid during the initial bidding process. DIS, in conjunction with OSP, completed the award process in April, and the new APSCN build-out is scheduled to begin in July. It is expected that most school districts will be connected to the improved network by the end of the 2015-2016 school year, and the implementation is scheduled to be complete by July 2017.

Myers provided further explanation to attendees regarding the next steps for the planning and transition process to migrate school districts to the new and improved network, which includes APSCN technical support personnel contacting school district technology coordinators to compile necessary information regarding current requirements, contracts and service providers. Once DIS receives all of the needed information from the school districts, work will be prioritized to convert districts to the improved APSCN and move the schools from current contracts to the new state contract. DIS and ADE will continue to work closely together, and in cooperation with school districts and vendors, to make the migration as smooth as possible.

Approximately 100 professionals attended the conference and participated in multiple sessions with topics related to technology in schools. Technology directors from three local school districts experiencing recent natural disasters spoke to the group regarding the districts' recovery after the disaster as well as the importance of disaster recovery and business continuity planning. Several DIS employees presented topics specifically related to services offered by DIS

the data center floor. The project will increase the reliability of the state data center as well as provide a higher level of redundancy.

With our continual focus on increasing safety and security in the state data center, DIS operations personnel continue improvements to the layout of the data center floor. The majority of customer equipment has been moved, and the staff is awaiting the arrival of additional racks to move the last group of customer equipment to the improved layout. DIS is working closely with remaining customers to develop plans to decrease the amount of impact to hosted systems.

Network cabling specialists recently installed a new overhead cable tray system in the data center to improve the cabling system in the facility. As equipment is moved to the new layout, cables are pulled from underneath the data center floor and cables that are still required for systems are moved to the overhead tray. In the meantime, operations staff is working to remove any unused cables as another avenue to improve the cooling and energy efficiency of the data center.

DIS is currently working in partnership with the Arkansas Building Authority (ABA) and contractors to complete upgrades to the MAC cooling system that were required to integrate the data center cooling system and the house cooling system. All required work is scheduled to be complete by June 5 at which time DIS is scheduled to transition to the new cooling system at that time.

including system backup services at the state data center and state data center west (SDC West), the Arkansas Continuity of Operations Program (ACOOOP) and Windows server backup. Also, the chief information officer for ADE discussed recent enacted legislation affecting education in Arkansas, the agency's data collection efforts and the geographic information system (GIS) application.

ARKSTE is a professional educational organization for Arkansas's technology leaders and is an affiliate organization of the International Society for Technology in Education (ISTE). The organization provides a forum for technological innovation and collaboration to promote the effective use of educational technology in Arkansas schools. For more information about ARKSTE, please click on <http://www.arkste.com/>.



*April 21, 2015: Scott Utley, chief enterprise architect, speaks at Arkansas Users of Telecommunications and Information Systems (AUTIS) conference regarding procurement changes in state government*

### **DIS Finalizing IT Procurement Review Process**

Recently, DIS was tasked by the governor to review and make recommendations on all state information technology (IT) procurement requests between the amounts of \$100,000 to \$1 million, including software and hardware, subscriptions and renewals, maintenance, staff



### **Contract to Provide New Resources for IT Leaders**

On April 1, DIS signed a one-year contract with the Corporate Executive Board (CEB), which is an organization that provides IT research and advising as well as a community and collaborative experience for its members. The benefits of the new contract will be an added value for DIS customers.

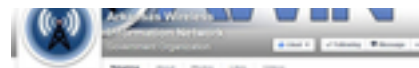
The contract between DIS and CEB provides access to the CIO Leadership Council member community, customers with an Arkansas.gov email address will have access to the member community and all related information. The council segment of CEB provides members from the public and private sector information, research, best practices, etc. related to topic areas such as enterprise architecture, project management, information security and much more.

If you are interested in accessing the CIO Leadership Council member community, please follow the steps at <https://cio.executiveboard.com/Members/AboutUs.aspx>. If you have any questions regarding the information or accessing the site, please contact your customer account manager.

**AWIN Team Adds Facebook Page**



augmentation, etc. DIS is currently developing



The Arkansas Wireless Information Network (AWIN)

a process to review and provide recommendations related to these IT purchases.

The established purchase review work group includes representatives from the DIS procurement and enterprise architecture teams as well as agency leadership. The group will use the Arkansas Administrative Statewide Information System (AASIS) to track procurement requests and related information including cost, requesting agency, contact information and other data.

The review team will provide a summary of recommendations to the Office of the Governor on a periodic basis, and the governor's office will approve or deny the procurement requests. DIS is also reviewing Act 557 which was enacted during the recent legislative session to evaluate how legislative review fits into the process. It is expected that the process will be approved and in place by Friday, May 1. When the process is approved, further information will be forwarded to customers.

recently created a new Facebook page and is encouraging users of the public safety network to like the page. Facebook will be a new venue for distributing timely information, including any system issues, announcements and other important news for AWIN users. To like the page, please go to <https://www.facebook.com/pages/Arkansas-Wireless-Information-Network/839721249417583> and click the like button.

**Quarterly Rate Review Underway**

DIS is currently in the process of a rate review and will determine if rate adjustments are necessary to meet compliance standards and maintain a balance within cost recoveries from customers. In an effort to reduce the impact of rate adjustments on customers, DIS will review rates on a quarterly basis.

DIS operates as a cost recovery agency, guided by state laws and federal cost principles outlined in OMB Circular A-87, to provide technology services to state agencies and other approved governmental entities. In accordance with A-87, DIS is permitted to recover the cost of services but is not permitted to operate at a profit. To maintain compliance, DIS closely monitors over and under recoveries of cost for each category of service. An over or under recovery occurs when the cost of providing a service does not match the amount of

**Cybersecurity Working Group Conducts Quarterly Meeting**

The state cybersecurity working group conducted its quarterly meeting Tuesday, April 22, in the MAC 4th floor conference room with nearly 40 attendees representing multiple governmental and



educational entities.

State Chief Cybersecurity Officer Frank Andrews kicked off the meeting, and Steve Thomas, DIS cybersecurity specialist, provided a report on the state of information security in Arkansas. Bob Sterling with the Arkansas Department of Finance and Administration (DFA) led a presentation and discussion regarding the security challenges DFA faces and recent lessons learned. Greg Allison, DIS cybersecurity analyst, discussed current security trends that are affecting DIS and the state.

During the meeting, a standards working group focused on cybersecurity standards and best practices was established. The new working group will assist in updating current standards and drafting new standards to improve the cybersecurity posture in the state. If you are interested in serving within this work group, please contact Greg Allison at [greg.allison@arkansas.gov](mailto:greg.allison@arkansas.gov) or 501.682.4008.

revenue received for the service.

Once a determination is made and new rates are approved by the Department of Finance and Administration (DFA), notification will be distributed to affected customers along with any budgetary impact information. If you have any questions regarding DIS's quarterly rate review process, please contact your customer account manager.



### Upcoming Educational Opportunity for IT Professionals

The TechJunction conference is scheduled for Wednesday, May 20 at the Little Rock Statehouse Convention Center. TechJunction is a single-day conference that will address current advances in information security, business continuity, disaster recovery and enterprise communications. Mark Myers, DIS director, will speak at the event.

All educational seminars provided during the conference are approved by the TechJunction-Arkansas Advisory Council, which is comprised of 25 IT executives within the region who ensure each presentation provides the highest value to attendees. You may receive continuing education credit hours through the accredited seminars. For more information on the event, click on <http://techjunctionevents.com/>.



## 2015 Arkansas Interoperability Conference June 17-19

Crowne Plaza Hotel  
201 S. Shackelford Rd.  
Little Rock, AR 72211

## Annual Interoperability Conference Scheduled for June

The 2015 Arkansas Interoperability Conference is scheduled for June 17-19 at the Crowne Plaza Little Rock. Online registration for the conference is available. Some of the finalized topics for the conference include:

- SAFECOM Grant Guidance
- Update on the National Emergency Communications Plan (NECP – OEC)
- SCIP Progress Review
- Lessons Learned from the Arkansas Communications Tabletop Exercise
- How NIMS/ICS Plays Into Interoperability
- Disaster Strikes: How Do Communications Come Back Up?
- FirstNet Update and Review of the FirstNet Consultation
- AR Field Operations Guide
- AICEC Talk Time

For more information regarding the interoperability conference, or to register for the event, please click on <http://www.awin.arkansas.gov/Pages/2015-Interop-Conference.aspx>.

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