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## Updated Call Center Information

The DIS Operations team recently updated processes for the call center. It is important that customers are familiar with the policies and procedures, as well as the terminology used, for the call center.

When contacting the call center, customer incidents are given a priority. These priorities are defined as follows:

- **Priority 1** - defined as a system down situation. Customer is unable to use the product, which has a critical impact on operations. No backup/alternative system is available. Response time one hour and resolution time four hours.
- **Priority 2** - defined as operations severely restricted by the problem with the customer able to use the product to some extent. Response time four hours and resolution time eight hours.
- **Priority 3** - defined as customer is able to use product with some restrictions on function that is available. Restrictions do have an impact on the customer's overall operation. Response time eight hours and resolution time 16 hours.
- **Priority 4** - defined as requests for new products or services or enhancement of existing services where there is no disruption or impairment of systems or access.
- **Priority 5** - defined as longer-term activities such as projects or long-term monitoring of services which are outside of routine service windows.

The best way for customers to report an incident or problem is to contact the call center to start a trouble ticket. This helps DIS teams with documentation, especially in the instance that multiple teams are working toward resolving a problem, and allows DIS to better serve customers with future issues that may relate to past problems.

Call center agents also need to receive detailed information from customers related to the issues they are experiencing. This helps agents direct the incident ticket to the correct team, as well as to correctly prioritize the ticket. For instance, if a customer is having an issue logging into a system, that incident might be categorized a priority three. If the customer cannot log into a payroll system and payroll is supposed to be entered within a matter of a few hours, that incident will be given a higher priority. If an incident is given a priority one, it is important that the customer is committed to working with DIS teams until the problem is resolved.

DIS is working to model the call center after the industry standard and is using vendor call centers as examples. The call center will roll out changes soon regarding call center operations and will have a new process for request fulfillment. DIS will notify customers as soon as that process is approved and published.

The DIS Call Center is available 24 hours a day, 7 days a week, and 365 days a year. To contact the call center you may call 501.682.HELP (4357) or 1.800.435.7989 or email [DIS.callcenter@arkansas.gov](mailto:DIS.callcenter@arkansas.gov). For more information on the call center policies and procedures please go to [dis.arkansas.gov](http://dis.arkansas.gov).

## Windows XP and Office 2003 Support Ending

As Microsoft prepares to discontinue support of Windows XP and Office 2003 operating systems by April 2014, customers should be informed of the changes ahead and the options available to them. The deadline is fast approaching, and DIS wants to assist customers with any needs related to the end of support of these operating systems. For more information on the topic, please go to <http://www.youtube.com/watch?v=bCvKV37xy58> to view an informational video.



## Protect Yourself from Spear Phishing

Public employees are attractive targets for spear phishing attacks. Spear phishing is a phishing attempt that is directed at a specific individual or organization. Attackers gather and use personal information about a target to increase their chance of a successful attack. Please take some time to view the public service message at <http://www.youtube.com/watch?v=IQKWylptDQs> from the Arkansas Cyber Security Office that explains more about spear phishing and how to safeguard your sensitive information.

## Upcoming Technology Leader Meeting

The next state IT leader meeting is scheduled for Thursday, August 15<sup>th</sup> at 1:00 - 4:00 pm. At the meeting, attendees will have the opportunity to meet the current State Technology Council members. Also scheduled for the meeting, the Arkansas.gov Technology Director will speak about the new state portal, the Arkansas Department of Education (ADE) Director of Information Systems Research and Technology will discuss ADE's enterprise data systems, and State Cybersecurity Officer Kym Patterson will provide information regarding a state single sign-on. The meeting will be held at the University of Arkansas Cooperative Extension Service auditorium. Please RSVP to [jamie.lafave@arkansas.gov](mailto:jamie.lafave@arkansas.gov).

## Connect with DIS Through Social Media

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DIS continues to focus on reaching out to customers through social media platforms. Currently, DIS has a Facebook page, which can be located at <https://www.facebook.com/#!/pages/Arkansas-Department-of-Information-Systems-DIS/189415217794025>. Customers on twitter can follow DIS under the twitter handle @arkansasdis.

Any customer alerts that are distributed are also tweeted as well as information from events and other announcements.

DIS also has a company page which customers can follow on LinkedIn at <http://www.linkedin.com/company/2396026?trk=tyah>, and customers can connect with DIS communications on linkedin for announcements and other communications at [http://www.linkedin.com/profile/view?id=152601848&trk=nav\\_responsive\\_tab\\_profile\\_pic](http://www.linkedin.com/profile/view?id=152601848&trk=nav_responsive_tab_profile_pic).

Arkansas Department of Information Systems | Main Offices | One Capitol Mall  
Little Rock, AR 72201 | Phone 501.682.2701 | Fax 501.682.4310 | [dis.communications@arkansas.gov](mailto:dis.communications@arkansas.gov)

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