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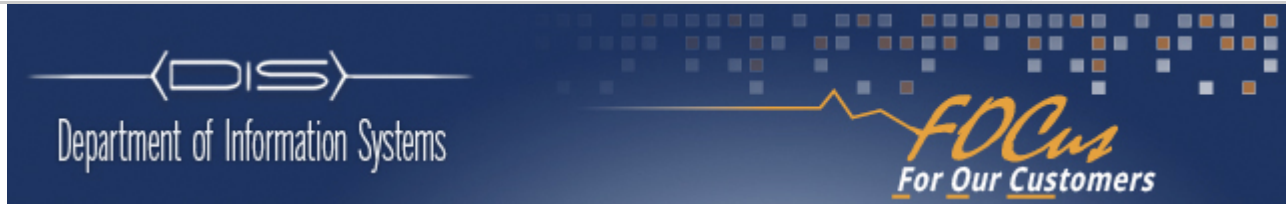
2014 Digital Government Summit Just Days Away

There is still time to register for the 4th Annual Arkansas Digital Government Summit to be held on Wednesday, November 5, 2014. The summit is presented, in partnership, by Government Technology Magazine and DIS. The goal of the summit is to spread best practices and spur innovation in the public sector. The summit advisory board created an agenda with relevant and actionable presentations for state and local government representatives in attendance. Attendees will participate in inspirational keynotes, leadership discussions, networking breaks, and timely topics discussed in numerous breakout sessions to help advance the goals of their organizations.

If you influence or participate in technology decisions or implementations at any level, you will want to attend this summit. Don't miss this opportunity to see the latest in digital government solutions, keep abreast of current policy issues, and network with key government executives, technologists and industry specialists.

This year's Topics include:

- Innovation and Leadership
- Emerging Technologies
- Digital Government Trends
- Mobility and Citizen Engagement
- Big Data and Analytics
- Shared Services and Collaboration

For more information on the 2014 summit and to register, please go to http://www.govtech.com/events/Arkansas-Digital-Government-Summit.html.

Herschel Cleveland Now Acting DIS Director

With Claire Bailey's resignation as director of DIS effective October 27, 2014, Deputy Director Herschel Cleveland has been designated to serve as acting director. As a member of the agency's executive leadership team, Herschel has been consistently engaged and informed about the status of new and existing customer projects. He and all DIS executive leaders are committed to upholding the agency vision of customer satisfaction every time, delivering a seamless transition, and retaining the confidence and trust of our customers that there will be no impact on any work performed by DIS for customers.

Significant Cooling Project Underway

DIS recently began a large scale cooling project in the MAC building with a goal of making the state data center more energy efficient and increasing reliability. DIS received funding for the project through the Sustainable Revolving Loan Fund, which is managed by the Arkansas Building Authority (ABA). The fund provides short-term, zero-interest loans to state agencies for projects, for which there is no appropriation, to increase energy efficiency within the organization.

Mechanical contractors are currently working throughout the building to replace and reroute pipes that provide a water cooling system for the data center. As another part of the cooling project, DIS will replace an estimated 30-year old chiller outside the MAC building with a new 120-ton capacity unit. The air-cooled chiller will be used for redundancy and supplemental cooling to the data center. The new unit will arrive and be installed within the next 60 to 90 days. Also, all control room air conditioning (CRAC) units will be replaced with four new CRAC units and multiple in-row units. All of the work to replace pipes and aging cooling units, as well as adding new cooling units to the data center, will increase the reliability of the state data center and provide a higher level of redundancy.

To increase operational efficiency in the data center, the DIS operations team is working to rearrange the layout of the data center. An additional benefit of the new layout will be increased safety and security. This will allow DIS operations staff to see activity within the data center and locate a problem, such as a fire, more quickly. As work is planned that could affect any systems hosted on the data center floor, prior notification will be sent to the affected customers.

More Customers Migrating to VoIP Services

During the summer, the Public Service Commission (PSC) moved three of the commission's divisions to the MAC building as the PSC began renovation of its downtown location. With the move, the PSC required telephony services for the estimated 30 employees. The standard for telephony service at DIS is now Voice over IP (VoIP), so the customer account manager assigned to the commission and other DIS teams began work to provide the service to the newly relocated PSC employees.

Soon after requirements were outlined for the three PSC divisions at MAC, network team members installed VoIP equipment and provided some quick training for the PSC employees. The PSC employees using VoIP were impressed with the new system, and soon recommended to PSC leadership that the entire commission make the switch to VoIP.

DIS account managers and network experts met with the leadership at PSC to discuss more about VoIP and what would be involved to convert the remainder of

We are appreciative of Claire for her years of service to DIS and wish her well. While her contributions to DIS will be missed, we now want to use this time of transition to strengthen partnerships with existing customers and to open new doors of opportunity as we continue our important work on behalf of the citizens of Arkansas. If you have any questions or concerns, please feel free to contact Herschel at Herschel.Cleveland@arkansas.gov or 501.683.1620.

DIS Offering New E-fax Solution

As many customers are migrating to Voice over IP (VoIP) and consolidating other IT infrastructure, DIS is rolling out a new e-fax solution provided by Retarus Global Messaging. The solution replaces a fax server with cloud fax services, providing customers with the advantages of stability, minimizing bottlenecks, and greater flexibility for messaging.

With the e-fax solution, customers can send faxes from Exchange platforms, Lotus Notes, MS Office or any other Windows applications. Inbound fax messages can be delivered to an email inbox, integrated into workflow systems, or archived. There is no need for extra investments in hardware, software maintenance, licensing or telephone lines with the solution, and there is unlimited fax capacity for business critical communications.

If you would like to receive more information regarding the new e-fax solution, please contact your customer account manager.

Get Social with DIS

Be sure to follow us on twitter, Facebook, and linkedIn! DIS uses these social media platforms to post customer alerts and notifications, current job openings, and other exciting news that's happening throughout the agency.

the commission located in the downtown building to VoIP. DIS then provided PSC with a quote, which was quickly accepted, and network team members began the process to migrate the remainder of the PSC to VoIP. Once all of the necessary steps were taken, the conversion process began, lasting just a matter of days. The entire commission was migrated to VoIP by the end of August 2014.

Beyond the initial setup fee, the monthly costs for telephony services may decrease with VoIP according to whether the customer purchases or leases equipment. VoIP technology will move the commission into the future of telephony. For more information about the features provided through VoIP services, please click on http://www.dis.arkansas.gov/productsServices/voice/Pages/VoiceoverIP.aspx or contact your customer account manager.

Asset Transfer Process Benefits IT Students

For many years DIS has held a close relationship with Arkansas State University – Beebe and its Computer Systems and Networking Technology (CSNT) program. Numerous DIS employees graduated from the program and two employees currently serve on the program's advisory committee. Students from the program routinely visit DIS to tour the data centers and talk with IT professionals.

Recently, DIS had the opportunity to lend a helping hand to the CSNT program as it was in need of new equipment to teach students in networking and computer science courses. DIS was in the process of decommissioning routers and equipment racks, as part of the next generation network upgrade and other refresh projects, and planned to send the equipment to Arkansas State Surplus. After a discussion in an advisory committee meeting regarding the program's need for equipment, committee members forwarded information to DIS agency leadership. DIS leadership made the decision to transfer those items that weren't needed any longer to the university, through the asset transfer process, instead of state surplus.

DIS transferred 30 Cisco routers, one core router and three equipment racks to the university's CSNT program. The routers will be used in the Cisco Certified Network Associate (CCNA) and Cisco Certified Network Professional (CCNP) classes, and students will now be able to work "live" on a router for hands-on learning. With the core router, students will have the ability to practice routing commands and configuration from individual routers to the "core." The equipment cabinets will be used to better organize and secure the equipment in the instructional areas. As DIS continues with additional upgrade projects, the agency will continue to work with the university to assist with equipment for instructional use.

Customers Welcome to Tour SDC West

The State Data Center in West Little Rock (SDC West) is fully operational and open for customers to tour. Many customers have already taken advantage of a tour of the facility, and customers continue to move equipment onto the data center floor. Many customers have also discussed backup options at the facility with their customer account manager.

For more information regarding SDC West and the services that are available, or to schedule a tour of the facility, please contact your customer account manager or email dis.customer.service@arkansas.gov.