



Internet Rate Decrease for FY 2015

DIS operates within the state of Arkansas to provide technology services to state agencies, boards, commissions, and other approved governmental entities. State and federal laws and guidelines require DIS to operate as a cost recovery agency, billing for the services provided to customers. DIS monitors over and under recoveries for services on a periodic basis during the fiscal year. An over or under recovery occurs when the amount of cost to provide a service does not match the amount of revenue received for the service, and as a result, DIS has determined that an Internet rate decrease is necessary for state and federal compliance for fiscal year (FY) 2015.

The FY2015 rates may be viewed on the DIS website at <http://www.dis.arkansas.gov/productsServices/Documents/DISRateSheet10-13.pdf>. If you have any questions, please contact your customer account manager.



Schedule a Tour of SDC West

The State Data Center in West Little Rock (SDC West) is fully operational and DIS teams are available to provide customers with a tour. Many customers have taken advantage of a tour of the facility, and some agencies recently moved equipment on to the data center floor.

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



Labor services provided through DIS

There are times with any business that you may be short of staff



Customers taking advantage of voice over IP services

DIS customer account managers and network teams are available to assist customers with telecommunications needs. An increasing number of customers are making the transition from Centrex phone services and taking advantage of all of the benefits and features of voice over Internet

protocol (IP).

DIS hosts a statewide voice over IP network. The unified communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks to deliver a media-rich collaborative experience. These applications use the voice over IP network as the platform to enhance comparative advantage, and the security, resilience, and scalability of the network enable easy collaboration from any workspace.

The voice over IP network is available to any entity on the state data network. DIS strives to provide its customers with the latest proven technology in an effort to increase productivity and communication. The voice over IP architecture includes IP telephony, voicemail, instant messaging, and video conferencing. If you would like to receive more information regarding the features provided through voice over IP services, please contact your customer account manager.

in a particular work area. In addition to all of the technology services provided through DIS, we also provide solutions to assist customers in meeting staff needs and requirements.

DIS provides labor and support, which is charged by the hour, in areas such as Windows desktop support, application development, server support, and more. If your agency needs any assistance with professional services, DIS is available to help meet those needs. For more information regarding professional services provided through DIS, please go to www.dis.arkansas.gov, or contact your customer account manager.

Updates in Customer Notifications

In an effort to keep customers informed about activity at the state data centers, DIS created two additional customer notification system (CNS) categories for "State Data Center - MAC" and "State Data Center - West." DIS teams will use these categories for all facilities or site-wide network notices that impact the selected site.

CNS alerts customers about planned and unplanned system changes that may require downtime of the system. CNS allows customers to view these notices on-line or to subscribe to receive email notices specific to their agency operations. To subscribe to receive CNS alerts or to add the two new categories to your list of received notices, go to the [DIS website](#) and click on the notifications button, or go directly to the subscribe page at http://cns.dis.arkansas.gov/Public/SR21_IdentifySubscriber.aspx.



Save the Date for the Digital Government Summit

The annual Arkansas Digital Government Summit, presented by Government Technology Magazine in partnership with DIS, is scheduled Wednesday, November 5, 2014. The goal of the 2014 summit is to spread best practices and spur innovation in the public sector. The summit has an advisory board that gathers public- and private-sector leaders to create an agenda designed to make the summit presentations relevant and actionable to state and local government organizations in attendance. Participants take part 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. The 2014 topics of discussion 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>.