

April 30, 2012

Senator Mary Anne Salmon
Representative Tommy Lee Baker
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Salmon and Representative Baker,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2012. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with Act 15 of 2010.

If there are questions about the information contained in the report, please contact me at (501) 682-5148.

Sincerely,



Claire Bailey
Director, Department of Information Systems

cc: Marc Harrison



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending March 2012

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 inform 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 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 3/31/2012 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to Agencies, Boards and Commissions:	2
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AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Board of Architects 0206	1
Department of Correction 0480	1

CATEGORIES FOR ADVICE

Installation	1
Product or Service Utilization	1

Report Detail

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.

Agency Name:	Board of Architects 0206
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Network Equipment
Project Scope:	
Provide a secure wireless network access to the Arkansas Board of Architects, Landscape Architects & Interior Designers.	
Advice Requested:	
Mr. Glasgow asked DIS to implement a secure wireless solution for his Board.	
Detail of Recommendation:	
DIS will provide a 'zoned' approach to secure Mr. Glasgow's environment behind the DIS firewall located in the Main St. Mall.	

Agency Name:	Department of Correction 0480
Type of Advice:	Installation
Advisor:	Curtis Eubanks
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
Provide the Dept. of Correction a VoIP solution at the Malvern Unit the DIS will engineer and maintain.	
Advice Requested:	
Ms. Sheila Sharp in concert with Warden Reed asked DIS to provide a cost saving solution for telephony services to the new Ouachita Unit.	
Detail of Recommendation:	
DIS will provide the infrastructure/routers as well as a 'on-site Call Manager to support the VoIP solution. AT&T will provide the bandwidth via two PRI's.	