

October 31, 2013

Senator Bill Sample
Representative John Charles Edwards
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Sample and Representative Edwards,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending September 30, 2013. 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 September 2013 > —

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 the 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 June 30, 2013.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to Agencies, Boards and Commissions:	20
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AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas Fair Housing Commission 0229	1
Arkansas Natural Resources Commission 0455	1
Board of Examiners In Counseling 0228	1
Board of Massage Therapy 0245	1
Board of Pharmacy 0283	1
Commissioner of State Lands 0061	1
Crime Laboratory 0955	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Career Education - Arkansas Rehabilitation Services 0520	2
Department of Correction 0480	1
Department of Education 0500	1
Department of Higher Education 0700	1
Department of Human Services 0710	1
Department of Parks and Tourism 0900	1
Department of Veteran Affairs 0385	1
Information Network of Arkansas	1
School for the Blind 0510	1
State Building Services 0350	1
Tobacco Control Board 0261	1

CATEGORIES FOR ADVICE

Implementation	5
Installation	4
Planning	6
Product or Service Utilization	4
Rates or Fees	1

RECOMMENDATIONS DETAILS

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.

The Department of Information Systems (DIS) provides advice and recommendations for IT solutions that align with the State of Arkansas shared enterprise architecture. DIS Advice and Recommendations always consider the best interest of the state and the agency. DIS staff is knowledgeable about IT solutions in place throughout state government and have resources available to provide advice on upcoming trends that could impact agencies. In some instances, recommendations may not be included in agency plans and are for informational purposes so that agencies can plan for the future to take advantage of new, innovative or cost effective technologies to provide public sector services.

Arkansas Fair Housing Commission

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Project Scope	
	Replace antiquated Access database with SQL database development.
Advice Requested	
	Ms. Johnson requested a meeting to discuss the details of converting a Access database with SQL database development.
Detail of Recommendation	
	DIS consistently works with customers with antiquated Access databases. Our approach is SQL database with a hosted platform in the secure hosted environment.

Arkansas Natural Resources Commission

Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Video Conferencing
Project Scope	
Develop a video network access point for the Arkansas Natural Resources Commission.	
Advice Requested	
Mr. Jon Sweeney requested a quote\ implementation of two video network access points in the Arkansas Natural Resource Commission.	
Detail of Recommendation	
The purpose of this implementation will be to minimize the travel between water resource areas for monthly/quarterly meetings.	

Board of Examiners In Counseling

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Project Scope	
Relocation of the Arkansas Board of Examiners in Counseling from their location in Magnolia to the Main St. Mall (Little Rock).	
Advice Requested	
Dr. Allen Pogue, acting as the new Executive Director of the Arkansas Board of Examiners in Counseling, asked for help in moving his services for Magnolia to Little Rock.	
Detail of Recommendation	
This move involved the development of new email accounts, new telephony equipment and a new office location with Internet bandwidth via DIS connectivity. Dr. Pogue will move a server to this new location and DIS will provide technical as well as desktop support.	

Board of Massage Therapy

Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Project Scope	
Requested update of the Massage Therapy Board web page.	
Advice Requested	
Ms. Graham has specific areas on the Massage Therapy web site that was outdated and requested a refresh of the web site.	
Detail of Recommendation	
Refresh of the web site included a more 'customer' friendly approach with enhanced capability to access information as well as update Board information.	

Board of Pharmacy

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Project Scope	
Assist in the relocation of the Board of Pharmacy from Main St. Mall to the newly developed Mann on Main Building.	
Advice Requested	
Mr. Kirtley requested DIS to assist in the layout of new location for video equipment as well as bandwidth/connectivity and VoIP.	
Detail of Recommendation	
DIS has been involved in the deployment of connectivity in the Mann on Main and is well versed in the infrastructure. Assisting the Pharmacy Board involved the VoIP phones and the desktop support for computers as well as sett up of VoIP switch for telephony.	

Commissioner of State Lands

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	Voice Telephony and / or Long Distance Service
Project Scope	
DIS to assist the Commissioner of State Lands with the implementation of an ACD system	
Advice Requested	
The Commissioner of State Lands Office consulted with DIS for a telephone system solution to effectively manage a high call volume from state constituents. The Land Commissioner receives high call volume at various times relating to tax-delinquent property, historic preservation initiatives, and the leasing of natural resources on state-owned lands.	
Detail of Recommendation	
DIS recommended an automatic call distributor (ACD), a device or system that distributes incoming calls to a specific group of terminals that agents use. This system has made significant improvements in managing large call volume.	

Crime Laboratory

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Remote Access Services
Project Scope	
Relocate a backup server located at the Arkansas State Crime Lab to the DIS secure hosting facility for security accreditation.	
Advice Requested	
Mr. Channell requested secure hosting of their NetApp server at the DIS hosting facility.	
Detail of Recommendation	
Arkansas State Crime Lab utilized two NetApp servers that ran parallel on their server floor. Security accreditation required that the backup server be removed a safe distance for disaster recovery purposes.	

Department of Arkansas Heritage - Central Administration

Type of Advice	Planning
Advisor	Josh Smith (DIS)
Project Name	IT Planning
Project Scope	
DIS to provide an overall agency IT assessment to the Department of Arkansas Heritage (DAH)	
Advice Requested	
The Department of Arkansas Heritage (DAH) recently requested an overall agency IT Assessment from DIS.	
Detail of Recommendation	
DIS consulted with DAH and made recommendations on ways to better position the department from an IT perspective. DIS make specific recommendations regarding network design, hardware & application hosting, website design & hosting, VoIP telephony, document management, & green IT initiatives. DAH has implemented several of these recommendations and plans to continue to implement other IT improvements in the future.	

Department of Career Education - Arkansas Rehabilitation Services

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
The customer has a need to maintain data connectivity at offices around the state when the primary connection goes down.	
Advice Requested	
The customer has asked DIS for a back connectivity solution to their primary connections around the state.	
Detail of Recommendation	
DIS has recommended the use of 4G data as a backup solution to the customer's primary connection. The solution is integrated into the existing router, and automatically fails when the primary connection is lost.	

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Professional Services
Project Scope	
The customer has a need to strategically position technicians throughout the state to appropriately support field offices.	
Advice Requested	
The customer has a hard time supporting field offices throughout the state due to distance limitations. They've asked DIS for advice on how to resolve the issue.	
Detail of Recommendation	
DIS recommended utilization of the CAI Staff Augmentation contract to procure IT support services at various locations throughout the state.	

Department of Correction

Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
Development and Implementation of a 50 Mb fiber ring to connect the Dept. of Corrections Central Office compound area.	
Advice Requested	
Ms. Rhonda Patterson requested DIS with vendor participation (AT&T) to develop and deploy a fiber ring th connect the Central Office area in Pine Bluff.	
Detail of Recommendation	
Scheduled meeting at the Central Office site to develop a blueprint of buildings that will be connected by fiber to develop a redundant ring and provide quote to detail construction and supplies.	

Department of Education

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Professional Services
Project Scope	
The customer had a need for additional full time technical staff and contacted DIS for options.	
Advice Requested	
The customer has a need for short term/full time technical staff and asked DIS if we had the appropriate technical skills to meet their needs.	
Detail of Recommendation	
DIS recommended utilizing (1) DIS programmer on a full time basis to help satisfy the ongoing needs of ADE. We provided the appropriate pricing, and the customer agreed to the solution.	

Department of Higher Education

Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Data Storage Services
Project Scope	
DIS to provide data storage services to Arkansas Department of Higher Education	
Advice Requested	
Arkansas Department of Higher Education (ADHE) consulted with DIS regarding the redundant hosting of data.	
Detail of Recommendation	
DIS provided advice and recommendations related to redundant hosting of this data as well as associated pricing. ADHE is currently researching their options for data redundancy.	

Department of Human Services

Type of Advice	Implementation
Advisor	Josh Smith (DIS)
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
DIS to provide Next Generation State Network (NgN) state network connectivity to the Arkansas Department of Human Services (DHS)	
Advice Requested	
Arkansas Department of Human Services (DHS) requested DIS to review all DHS locations to determine the most cost effective broadband solution for each of their 120 locations.	
Detail of Recommendation	
DIS Continued to make progress during the reporting period to migrate all 120 DHS locations to the NgN network. The resulting network will be a blend of Ethernet, AVPN, DSL solutions.	

Department of Parks and Tourism

Type of Advice	Implementation
Advisor	Donald Matthews
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
We continue to work with Parks and Tourism to convert to the next generation state network.	
Advice Requested	
The customer asked DIS to review all parks and tourism locations to determine the most cost effective broadband solution for each location.	
Detail of Recommendation	
We have researched all possible means of connectivity to the state network for Parks and Tourism. The resulting network will be a blend of Ethernet, DSL, and 4G wireless solutions and will keep the budget stable.	

Department of Veterans Affairs

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Internet and E-mail Services
Project Scope	
DIS to provide connectivity solutions to Arkansas Department of Veterans Affairs (ADVA)	
Advice Requested	
The Arkansas Department of Veterans Affairs (ADVA) has requested assistance with adequate & cost effective internet access at their NLR Cemetery and Ft. Roots locations.	
Detail of Recommendation	
DIS currently provides 4G connectivity at the NLR Cemetery and Ft. Roots locations and is researching any and all options to these ADVA locations that are adequate & cost effective. Research is ongoing at this time.	

Information Network of Arkansas

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Network Equipment
Project Scope	
	Relocate INA server and firewall to secondary hosting facility for disaster recovery purposes.
Advice Requested	
	Backup and recovery purposes. relocate server/firewall to offsite hosting location.
Detail of Recommendation	
	DIS network team met and escorted INA team to the secure hosting facility for installation.

School for the Blind

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Data Storage Services
Project Scope	
DIS to provide data storage services to Arkansas School for the Blind	
Advice Requested	
Arkansas School for the Blind consulted with DIS regarding the redundant hosting of data.	
Detail of Recommendation	
DIS provided advice and recommendations related to redundant hosting of this data as well as associated pricing. Arkansas School for the Blind agreed to move forward with DIS as a data redundancy provider.	

State Building Services

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	
	DIS to provide application hosting services to Arkansas Building Authority
Advice Requested	
	Arkansas Building Authority (ABA) consulted with DIS regarding the primary hosting of a critical application.
Detail of Recommendation	
	DIS provided advice and recommendations related to hosting this critical application as well as associated pricing. ABA is currently determining if it's an appropriate time to move the application to the DIS hosting environment.

Tobacco Control Board

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Project Scope	
Develop a SQL database to replace antiquated exiting FoxPro database with enhanced capability for .JPG, audio and video capability.	
Advice Requested	
Mr. Roland Darrow asked DIS to develop a replacement database for a failing FoxPro system.	
Detail of Recommendation	
DIS development team meet to discuss the details and develop a quote base on the depth of development. Development will begin as money is appropriated.	