

October 29, 2015

Senator Bill Sample  
Representative David Branscum  
Arkansas Legislative Council  
One Capitol Mall  
5<sup>th</sup> Floor, Room R-516  
Little Rock, Arkansas 72201

Dear Senator Sample and Representative Branscum,

This letter is to transmit to the Joint Budget Committee the Department of Information Systems' Advice and Recommendation Report for the quarter ending September 30, 2015. 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,



Mark Myers  
Director, Department of Information Systems

cc: Marjorie Greenberg



**Department of Information Systems**  
Arkansas. A State of Technology



**Quarterly Report to the Legislature**  
Advice and Recommendations to State Agencies

Period Ending: 9/30/2015

## 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
- 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 states 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, board and commissions, colleges and universities, public schools, cities and counties and other customers.

## **Executive Summary**

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 9/30/2015.

### **NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS**

Total number of recommendations provided to Agencies, Boards and Commissions: 40

## AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Agriculture Dept 0400	1
Arkansas State Library 0519	1
Board of Private Career Education 0216	1
Board of Registration for Professional Engineers & Land Surveyors 0236	1
City of Cabot	1
City of Centerton	1
City of Jacksonville	1
City of Little Rock	1
City of Searcy	1
City of Warren - Police	1
Claims Commission 0360	1
Commission on Law Enforcement Standards and Training 0950	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Community Correction 0485	2
Department of Correction 0480	1
Department of Education 0500	5
Department of Health 0645	1
Department of Human Services 0710	1
Department of Labor 0800	1
Department of Parks and Tourism 0900	1
Department of Veteran Affairs 0385	1
Department of Workforce Services 4081	1
Disability Determination 0311	2

Ethics Commission 0238	1
Garland County Treasurer	1
Governor's Mansion Commission 0314	1
Manufactured Home Commission 0305	1
Medical Board 0274	1
Military Department 0975	1
Office of Health Information Technology 0475	1
Pulaski County School District	1
Science and Technology Authority 0327	2
Social Work Licensing Board 0254	1

## CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	4
Implementation	6
Planning	8
Product or Service Utilization	14
Rates or Fees	5
Security	2
Technical	1



## Report Detail

DIS worked closely with customers this quarter regarding rate adjustments for fiscal year (FY) 2015. Agency customer account managers met personally with chief information officers (CIOs) from the top 25 customers, delivered personal messages to the directors of top 25 customer agencies regarding the impact of rate changes on IT budgets, and forwarded notifications regarding rate changes to all customer agencies, boards and commissions.

Following is the detail relating to requests for information by agencies, boards, commissions or other governmental entities. This section of the report is arranged first by entity, then by type of advice sought.

<b>1) Agency Name</b>	<b>Arkansas Agriculture Dept 0400</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Exchange Email Accounts</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 1,619.00</b>
<b>Project Scope</b>	<b>Provide a DIS quote for Microsoft Exchange Email services for the Arkansas Agriculture Department.</b>
<b>Advice Requested</b>	<b>The agency requested a quote for 251 Exchange email accounts.</b>
<b>Detail of Recommendation</b>	<b>Provided a quote for the Exchange email accounts during a meeting with agency leadership in October.</b>

<b>2) Agency Name</b>	<b>Arkansas State Library 0519</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ASL Replication Server at SDCW</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 1,440.00</b>
<b>Project Scope</b>	<b>The Arkansas State Library (ASL) came to DIS with a need for a redundant IT environment to ensure data backup and recovery and the ability to continue operations in the event of a disaster. DIS worked with ASL IT staff to establish a replication server at the State Data Center West facility.</b>
<b>Advice Requested</b>	<b>ASL came to DIS for advice and recommendations for a redundant IT environment to ensure data backup and recovery and the ability to continue operations in the event of a disaster.</b>
<b>Detail of Recommendation</b>	<b>DIS worked with ASL IT staff to establish a replication server at the State Data Center West facility.</b>

<b>3) Agency Name</b>	<b>Board of Private Career Education 0216</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>VoIP - Private Career Education</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Rehab of the 501 Building caused the board's office to move to temporary location, and the board needed conversion from Centrex phones to DIS Cisco Voice over Internet Protocol (VoIP).</b>
<b>Advice Requested</b>	<b>The board requested a quote for the conversion from Centrex to VoIP.</b>
<b>Detail of Recommendation</b>	<b>Through the process of rehab of the 501 Building the office moved to a temporary office space and wanted to convert to VoIP prior to moving back permanent location.</b>

<b>4) Agency Name</b>	<b>Board of Registration for Professional Engineers &amp; Land Surveyors 0236</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>ACOOOP - Backup advice</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The board was audited by Legislative Audit. The auditors requested documentation for the board's application for DIS hosting and backup.</b>
<b>Advice Requested</b>	<b>The board requested that DIS work with the auditor to produce the appropriate documentation for the hosting and backup.</b>
<b>Detail of Recommendation</b>	<b>DIS met with the auditor and worked through the issue in partnership with the board.</b>

<b>5) Agency Name</b>	<b>City of Cabot</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Cabot DR Plan</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 6,000.00</b>
<b>Project Scope</b>	<b>City of Cabot has multiple software programs that have backups built in to the maintenance contracts with little to no testing done through the year. When each of these contracts reach the end of term there will be a proposal to move over to use the backup and replication services through DIS.</b>
<b>Advice Requested</b>	<b>Cost was requested for each one of the city offices backup services through DIS.</b>
<b>Detail of Recommendation</b>	<b>The monthly cost was presented to the city along with the hosting services that DIS has available.</b>

<b>6) Agency Name</b>	<b>City of Centerton</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Backup and Disaster Recovery (DR)</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The city requested a quote for DIS provided backup for three servers in the city of Centerton.</b>
<b>Advice Requested</b>	<b>The city requested a quote for backing up the city of Centerton data.</b>
<b>Detail of Recommendation</b>	<b>A quote was delivered and the installation began, only to discover that the bandwidth was not sufficient for the amount of data to be backed up.</b>

<b>7) Agency Name</b>	City of Jacksonville
<b>Type of Advice</b>	Rates or Fees
<b>Title</b>	Jacksonville Hosting at SDC West
<b>Advisor</b>	Mitch Beaver
<b>Project Name</b>	DIS Backup/Hosting Service
<b>Cost Estimate</b>	\$ 4,500.00
<b>Project Scope</b>	The city of Jacksonville has three servers that the city wants to move to SDC West. The city will need 6U in a rack. There are issues with CenturyLink cutting lines during the construction of 67/167 outside of city hall. These servers will exclude the 911 server that will have to stay on-site.
<b>Advice Requested</b>	Implementation and the per month cost to move three servers to SDC West for hosting.
<b>Detail of Recommendation</b>	The city was informed that there will be a charge of \$60 per U for putting the servers at state data center (SDC) West. The cost was provided for any/all backups that the city would like to do.



<b>8) Agency Name</b>	City of Little Rock
<b>Type of Advice</b>	Rates or Fees
<b>Title</b>	SharePoint Hosting Discussion
<b>Advisor</b>	Donald Matthews
<b>Project Name</b>	DIS Application Hosting Services
<b>Cost Estimate</b>	\$ 5,100.00
<b>Project Scope</b>	The city of Little Rock has a need for a legislative tracking service and reached out to DIS to see what is available to meet the need.
<b>Advice Requested</b>	The city of Little Rock asked DIS for information related to the Legislative Tracking application that's hosted within the SharePoint environment. The customer wanted to learn about the functionality of the solution and any related costs.
<b>Detail of Recommendation</b>	DIS provided a demo of the solution to several members of the city staff. DIS demonstrated the functionality of the solution and answered all of the questions from the city staff. DIS also provided the appropriate estimate for the city to make an informed decision.

<b>9) Agency Name</b>	<b>City of Searcy</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Searcy DR Hosting/Backup</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 3,000.00</b>
<b>Project Scope</b>	<b>Provide the city of Searcy a disaster recovery (DR) plan and an avenue to have all data stay in state along with accessibility of the data at all times.</b>
<b>Advice Requested</b>	<b>The city of Searcy is researching backup solution options that will provide access to data as soon as possible during any/all system failures. The city also wants to have the data stay in the state and meet all audit criteria.</b>
<b>Detail of Recommendation</b>	<b>Utilize SDC West for all daily backups along with utilizing state data center (SDC) West for bi-annual DR testing.</b>

<b>10) Agency Name</b>	<b>City of Warren - Police</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Exchange Email Accounts</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 39.00</b>
<b>Project Scope</b>	<b>Establish six Exchange Email accounts for the Warren Police Department.</b>
<b>Advice Requested</b>	<b>The agency requested Arkansas.gov mail accounts based on a state audit.</b>
<b>Detail of Recommendation</b>	<b>Legislative Audit, working with the city of Warren, suggested that the email location should be on the state Exchange email server. Six accounts were requested and created.</b>

<b>11) Agency Name</b>	<b>Claims Commission 0360</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Conversion - Web, connectivity, and Exchange Mail</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The commission requested DIS help with the conversion from a current Internet provider, Aristotle, to DIS services.</b>
<b>Advice Requested</b>	<b>The commission requested a rewrite of the commission web page, a move to Exchange email and Internet connectivity through the state services offering.</b>
<b>Detail of Recommendation</b>	<b>A coordination meeting established a timeline for the webpage rewrite and a quote was provided for the installation of 6-strand fiber, LIU and switch. Desktop support installed the Exchange email accounts.</b>

<b>12) Agency Name</b>	<b>Commission on Law Enforcement Standards and Training 0950</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ALETA Replication Server at SDC West</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 1,440.00</b>
<b>Project Scope</b>	<b>The Commission on Law Enforcement Standards and Training (CLEST), also known as Arkansas Law Enforcement Training Academy (ALETA), approached DIS with a need for a redundant IT environment to ensure data backup and recovery and the ability to continue operations in the event of a disaster. DIS worked with ALETA IT staff to establish a replication server at the State Data Center West facility.</b>
<b>Advice Requested</b>	<b>ALETA approached DIS for recommendations for a redundant IT environment to ensure data backup and recovery in the event of a disaster.</b>
<b>Detail of Recommendation</b>	<b>DIS worked with ALETA IT staff to establish a replication server at the State Data Center West facility.</b>

<b>13) Agency Name</b>	<b>Department of Arkansas Heritage - Central Administration 0865</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Department of Heritage IT Environment</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 196,000.00</b>
<b>Project Scope</b>	<b>DIS to provide the Department of Arkansas Heritage (DAH) with a hosting and professional services solution for the agency's applications and support needs. The applications shall be hosted in the State Data Center environment.</b>
<b>Advice Requested</b>	<b>DAH approached DIS for recommendations after the agency's IT manager transferred to another state agency. Work is ongoing and continues as DAH and DIS work toward providing a number of IT services for the agency.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendations to DAH on a number of IT services as the agency moves toward a new IT environment.</b>

<b>14) Agency Name</b>	<b>Department of Community Correction 0485</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Office Move - Consolidation</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Network Equipment</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>To assist the Arkansas Department of Community Correction (ACC) to relocate the office in El Dorado.</b>
<b>Advice Requested</b>	<b>The agency requested DIS assistance in relocating the ACC office from the original location in El Dorado to a Child Enforcement location that had been vacated.</b>
<b>Detail of Recommendation</b>	<b>Service orders were placed to move PRI's and bandwidth. DIS Voice over Internet Protocol (VoIP) engineers were on site to move and establish VoIP service in new location.</b>

<b>15) Agency Name</b>	<b>Department of Community Correction 0485</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>WAN (Wide Area Network) Optimization</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Network Equipment</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The agency requested review of the Department of Community Correction wide area network (WAN) and high bandwidth utilization.</b>
<b>Advice Requested</b>	<b>The agency was approached by a vendor requesting to place a device on the network that would provide better WAN utilization.</b>
<b>Detail of Recommendation</b>	<b>The agency met with DIS to discuss the vendor recommendation and asked DIS to provide network stats and how to proceed with bandwidth issues. The suggestion was to place agency equipment at the state data center (SDC) MAC or SDC West.</b>



<b>16) Agency Name</b>	<b>Department of Correction 0480</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Pentaho Software Hosting</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Network Equipment</b>
<b>Cost Estimate</b>	<b>\$ 565.00</b>
<b>Project Scope</b>	<b>DIS hosting of the agency's Pentaho solution provided by Marquis Software. This software will be hosted by DIS and shared by Community Correction and Department of Correction.</b>
<b>Advice Requested</b>	<b>The agency requested a quote for additional software hosting which is an addition for eOMIS, developed by Marquis.</b>
<b>Detail of Recommendation</b>	<b>DIS provided a quote for the hosting portion for Pentaho in tandem with the agency report server being rebuilt.</b>

<b>17) Agency Name</b>	<b>Department of Education 0500</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>New Procurement Discussion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Department of Education (ADE) utilizes contractors through the Computer Aid, Inc. (CAI) staff augmentation contract. The agency asked DIS for recommendations on how to move forward given the new procurement rules.</b>
<b>Advice Requested</b>	<b>ADE asked DIS for guidance on how to follow the new procurement rules related to the CAI staff augmentation contract.</b>
<b>Detail of Recommendation</b>	<b>DIS provided an overview of the new process, and explained the impact on the agency's procurement of contracting resources.</b>

<b>18) Agency Name</b>	<b>Department of Education 0500</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>South Mississippi - Rivercrest School District Data Backup</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>At the 2015 HSTI Conference, several school district representatives came to the DIS booth to discuss service offerings applicable to their districts. DIS was invited to provide a data backup solution for the South Mississippi - Rivercrest School District. We are currently working with the district to put a data backup solution in place.</b>
<b>Advice Requested</b>	<b>Data backup advice</b>
<b>Detail of Recommendation</b>	<b>DIS provided a plan for data backup.</b>

<b>19) Agency Name</b>	<b>Department of Education 0500</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Data Act Reporting</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 17,000.00</b>
<b>Project Scope</b>	<b>The Department of Education (ADE) has a requirement to submit regular reports to the federal government for the Federal Data Act. The customer reached out to DIS for assistance with the process.</b>
<b>Advice Requested</b>	<b>The customer needed professional support to help resolve reporting issues and to submit the data to the federal government for the Federal Data Act. The customer wanted to know if DIS could assist, and wanted to know what the associated costs would be.</b>
<b>Detail of Recommendation</b>	<b>DIS assisted with this process in the past and is able to provide the appropriate resources to assist moving forward. DIS provided an estimate and answered all of the appropriate questions.</b>

<b>20) Agency Name</b>	<b>Department of Education 0500</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>eFinance Hosting and Support</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 836,496.00</b>
<b>Project Scope</b>	<b>The Department of Education (ADE) is standing up a new statewide financial management software solution for all school districts. The agency asked DIS to host the solution.</b>
<b>Advice Requested</b>	<b>ADE asked DIS to host and support the new eFinance financial management software in the state's secure data center. The agency asked for recommendations regarding the required infrastructure to host the solution and for DIS subject matter experts to interact with the software vendor.</b>
<b>Detail of Recommendation</b>	<b>DIS made recommendations for the hosting environment, and held weekly calls with the customer and the vendor to resolve any issues during the migration to the new solution. DIS also provided the appropriate cost estimate to host and support the solution, and ADE agreed with the DIS recommendation and estimate.</b>

<b>21) Agency Name</b>	<b>Department of Education 0500</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Application Upgrade</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 7,600.00</b>
<b>Project Scope</b>	<b>DIS hosts a small application for the Department of Education (ADE) for the Scholastic Audit program that's due for an upgrade.</b>
<b>Advice Requested</b>	<b>DIS reached out to ADE to recommend that the agency upgrade an older application that is hosted by DIS. The code was getting old and hard to maintain.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended updating the code, and provided the appropriate cost estimate to perform the work. The customer agreed and the project was completed.</b>

<b>22) Agency Name</b>	Department of Health 0645
<b>Type of Advice</b>	Security
<b>Title</b>	Security Portal Modification - PCR
<b>Advisor</b>	Curtis Eubanks
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	DIS will provide support to the Department of Health (ADH) as requested to get the security application in production and ensure the agency applications are available to use the new security portal.
<b>Advice Requested</b>	DIS will provide support to ADH as requested to get the security application in production and ensure the applications can be used in the new security portal.
<b>Detail of Recommendation</b>	DIS will provide support to ADH as requested to get the security application in production and ensure applications are ok to use in the new security portal.

<b>23) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DHS Managed Services</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 1,771,920.00</b>
<b>Project Scope</b>	<b>DIS to provide the Arkansas Department of Human Services (DHS) with a managed services solution that will provide local area network (LAN) support and desktop support for DHS in Pulaski County. DIS will manage the solution based on the agreed upon statement of work with DHS.</b>
<b>Advice Requested</b>	<b>DHS approached DIS for recommendations on how to best manage the agency's local area network (LAN) and desktop support activities for the agency's Pulaski County operations.</b>
<b>Detail of Recommendation</b>	<b>DIS provided DHS advice and recommendations on how to best manage the agency's local area network (LAN) and desktop support activities for the agency's Pulaski County operations.</b>



<b>24) Agency Name</b>	<b>Department of Labor 0800</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>ADL Phone Tree Installation</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>Voice Telephony and / or Long Distance Service</b>
<b>Cost Estimate</b>	<b>\$ 1,500.00</b>
<b>Project Scope</b>	The agency is researching a new phone tree for the following reasons: The current phone system puts callers on hold for too long, there is currently no way to forward to an individual lines, and there is a need for a phone tree for more efficient routing of calls.
<b>Advice Requested</b>	Cost and analysis of implementing a phone tree at the current location of ADL to give callers 7-10 options to better route calls to the correct division of ADL. The timeframe of implementation process was also requested.
<b>Detail of Recommendation</b>	DIS recommended that all employees move to their new desks and a list of names and numbers be sent to give direction on who will be associated with each division and the numbers to be put under each option of the phone tree.

<b>25) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Wireless Backup Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Wireless Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Crater of Diamonds State Park connectivity has experienced issues recently due to faulty cabling. The issue is being addressed, but the customer has asked for an alternative to assist during outages.</b>
<b>Advice Requested</b>	<b>The customer asked if DIS could provide a redundant connection to provide connectivity in the event of an outage.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended utilizing a 4G backup solution that integrates directly into the router and automatically fails over in the event of an outage. The customer agreed to move forward with the solution.</b>

<b>26) Agency Name</b>	<b>Department of Veteran Affairs 0385</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ADVA Regional Service Representatives</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	The Arkansas Department of Veterans Affairs (ADVA) approached DIS with an initiative that would better serve Arkansas veterans by offering regional representatives to assist them rather than those veterans having to drive to Little Rock / North Little Rock to get access to ADVA representatives. DIS worked with Verizon to supply wireless internet MiFi's for ADVA staff connectivity. DIS cybersecurity staff is assisting ADVA with remote network security. DIS is also providing assistance on the PC support side for the equipment that ADVA is supplying remote staff to perform duties.
<b>Advice Requested</b>	ADVA approached DIS with a need for advice and recommendations regarding how to best deliver a remote worker scenario to better serve Arkansas veterans by giving them regional access to ADVA staff.
<b>Detail of Recommendation</b>	DIS provided advice and recommendations to ADVA regarding how to best deliver a remote worker scenario to better serve Arkansas veterans by giving them regional access to ADVA staff.

<b>27) Agency Name</b>	<b>Department of Workforce Services 4081</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Email Content</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Department of Workforce Services (DWS) had questions regarding the type of content that could be blocked on the state's email system.</b>
<b>Advice Requested</b>	<b>DWS wanted to know the type of emails that could be blocked from being sent internally within the state's Exchange email system. The agency asked DIS to make a recommendation on how to more effectively block certain types of emails.</b>
<b>Detail of Recommendation</b>	<b>DIS discussed the potential solutions with the customer and answered questions related to functionality. DIS provided the customer with a couple of options to review.</b>

<b>28) Agency Name</b>	<b>Disability Determination 0311</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>VoIP for DDSSA</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Due to a large number of recent internal agency employee moves the agency is looking at Voice over Internet Protocol (VoIP) to cut costs for employee relocation. DDSSA has more than 400 users.</b>
<b>Advice Requested</b>	<b>Phone service solution options.</b>
<b>Detail of Recommendation</b>	<b>DIS provided recommendations on phone service solution options.</b>

<b>29) Agency Name</b>	<b>Disability Determination 0311</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DDSSA Managed WiFi</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 6,660.00</b>
<b>Project Scope</b>	<b>DIS worked with the agency on a managed wireless solution for the staff. DDSSA wanted secured general wireless internet access separate from the primary network so they came to DIS for advice and recommendations on how to best meet this need.</b>
<b>Advice Requested</b>	<b>DDSSA came to DIS for secured general wireless internet access separate from the primary network. DIS provided advice and recommendations on how to best meet the need.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendation to the agency on how to best meet the need for a secured managed wireless network.</b>

<b>30) Agency Name</b>	<b>Ethics Commission 0238</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Installation - Office Move</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Assist the Arkansas Ethics Commission in a move from the present location to the 501 Building and include fiber connectivity and Voice over Internet Protocol (VoIP).</b>
<b>Advice Requested</b>	<b>The commission requested DIS assist in the office move to the 501 Building. The 501 Building is part of the campus connection for fiber and a transition was made from Comcast DSL to fiber. An upgrade for telephony was also requested.</b>
<b>Detail of Recommendation</b>	<b>DIS assisted in quoting the fiber connectivity in the 501 Building and a quote for installing a DIS provided Cisco VoIP solution for telephony. The move is scheduled for early November.</b>

<b>31) Agency Name</b>	<b>Garland County Treasurer</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Garland County Treasurer Backup/Hosting</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 14,000.00</b>
<b>Project Scope</b>	<b>The Treasurer's Office is interested in getting in compliance with audit findings along with other Garland County offices. The disaster recovery (DR) planning and backing up with DIS is an interest that the office would like to look at toward the end of FY16.</b>
<b>Advice Requested</b>	<b>The cost per month for the utilization of the backup services through DIS.</b>
<b>Detail of Recommendation</b>	<b>Per monthly charge was discussed with the Treasurer. There was also the recommendation to have the Garland County office look at server consolidation and hosting in the state data center (SDC) West at the end of FY16.</b>



<b>32) Agency Name</b>	<b>Governor's Mansion Commission 0314</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>VoIP Telephone Services</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 17,000.00</b>
<b>Project Scope</b>	<b>The Arkansas Governor's Mansion has an older phone system and approached DIS to make recommendations for a new system.</b>
<b>Advice Requested</b>	<b>The customer asked DIS for recommendations on upgrading the current telephone system. The current system is older, and has limited functionality. The mansion staff asked DIS to make a recommendation on the type of system to move to and the appropriate costs.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended utilizing the hosted Voice over Internet Protocol (VoIP) telephone solution. DIS provided a demo of the service and answered questions from the customer regarding functionality, as well as a cost estimate. The customer is reviewing the information.</b>

<b>33) Agency Name</b>	<b>Manufactured Home Commission 0305</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Application Development</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Application development and update the commission's existing database for Web access.</b>
<b>Advice Requested</b>	<b>The commission requested help from DIS to advise as to upgrading existing outdated access database for Web access and updated telephony.</b>
<b>Detail of Recommendation</b>	<b>Based on existing budget restraints, and because of the access development needed, DIS helped to advise the CAI contract for development.</b>

<b>34) Agency Name</b>	<b>Medical Board 0274</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Hosting - Backup/DR</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Network Equipment</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Arkansas State Medical Board requested the purchase of new HP hardware for a 'refresh' of existing equipment. DIS developed three options to offer a hosting / backup solution.</b>
<b>Advice Requested</b>	<b>The agency anticipated three options for a DIS hosting solution.</b>
<b>Detail of Recommendation</b>	<b>The Arkansas State Medical Board requested the purchase of new HP hardware for a 'refresh' of existing equipment. DIS developed three options to offer a hosting / backup solution.</b>

<b>35) Agency Name</b>	<b>Military Department 0975</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>New Procurement Discussion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Military Department utilizes contractors through the Computer Aid, Inc. (CAI) staff augmentation contract. The department asked DIS for recommendations on how to move forward given the new procurement rules.</b>
<b>Advice Requested</b>	<b>The Military Department asked DIS for guidance on how to follow the new procurement rules related to the CAI staff augmentation contract.</b>
<b>Detail of Recommendation</b>	<b>DIS provided an overview of the new process, and explained DIS's interpretation of how this will impact the department's procurement of contracting resources.</b>

<b>36) Agency Name</b>	<b>Office of Health Information Technology 0475</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Safeboot Encryption</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The office needed Safeboot encryption removed from ten laptops.</b>
<b>Advice Requested</b>	<b>The office requested DIS to remove Safeboot encryption on ten laptops. Safeboot license will expire at the end of this calendar year, as we move toward new product.</b>
<b>Detail of Recommendation</b>	<b>DIS Desktop support will work with the office to de-encrypt the ten laptops to include: 6 Dell Power Edge 5430 Laptops and 4 Dell Latitude E6440.</b>

<b>37) Agency Name</b>	<b>Pulaski County School District</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Network Upgrade</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Pulaski County Special School District (PCSSD) is rolling out tablets to schools throughout the district. As a result, the district has a need for increased bandwidth within the district.</b>
<b>Advice Requested</b>	<b>PCSSD reached out to DIS to discuss an upgrade to the bandwidth provided to the schools throughout the district. The district wanted to know what was available, and the appropriate costs.</b>
<b>Detail of Recommendation</b>	<b>DIS worked with the district to determine the available speeds and the required engineering to make the upgrade. DIS also provided the appropriate cost estimate. The customer decided to move forward with the upgrade.</b>

<b>38) Agency Name</b>	<b>Science and Technology Authority 0327</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>VoIP for ASTA</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Arkansas Economic Development Commission (AEDC) recently absorbed ASTA. AEDC asked for DIS to assist with the transition in the areas of networking and voice over IP (VoIP). DIS installed VoIP service for all of the ASTA employees. ASTA has around 30 users.</b>
<b>Advice Requested</b>	<b>VoIP and network consulting.</b>
<b>Detail of Recommendation</b>	<b>DIS provided VoIP and network consulting.</b>

<b>39) Agency Name</b>	<b>Science and Technology Authority 0327</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ASTA VoIP Telephone System</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 7,200.00</b>
<b>Project Scope</b>	<b>With the merger of Arkansas Science &amp; Technology Authority (ASTA) and Arkansas Economic development Commission (AEDC), and merging IT systems, it was more efficient to merge ASTA's Centrex telephone system into AEDC's DIS provided Voice over Internet Protocol (VoIP) telephone system. DIS VoIP staff met with the technical teams of AEDC and ASTA to combine telephone systems.</b>
<b>Advice Requested</b>	<b>ASTA and AEDC requested advice and recommendations in merging ASTA's Centrex telephone system into AEDC's VoIP telephone system.</b>
<b>Detail of Recommendation</b>	<b>DIS provided ASTA advice and recommendations to ASTA and AEDC in merging ASTA's Centrex telephone system into AEDC's VoIP telephone system.</b>



<b>40) Agency Name</b>	<b>Social Work Licensing Board 0254</b>
<b>Type of Advice</b>	<b>Security</b>
<b>Title</b>	<b>Audit advice - CJIS</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The board requested help with a Legislative Audit concerning Criminal Justice Information Services (CJIS) and how the board keeps records.</b>
<b>Advice Requested</b>	<b>The board requested help with a Legislative Audit concerning CJIS and how records are stored.</b>
<b>Detail of Recommendation</b>	<b>DIS consulted with the state cybersecurity office and met with the board to discuss future storage of the CJIS inquiries when the board does background checks.</b>