

Department of Information Systems
Arkansas. A State of Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 12/31/2015

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.

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 12/31/2015.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 26

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Appraiser Licensing and Certification Board 0205	1
Arkansas Attorney General Office	1
Arkansas Geographic Information System	1
Arkansas Parole Board	1
Arkansas State Police 0960	1
Arkansas Tech University 0130	1
Claims Commission 0360	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Community Correction 0485	1
Department of Economic Development 0790	1
Department of Emergency Management 0995	3
Department of Environmental Quality 0930	1
Department of Human Services 0710	2
Department of Labor 0800	1
Disability Determination 0311	1
Ethics Commission 0238	1
Medical Board 0274	1
Military Department 0975	1
Public Employees Retirement System 0370	1
Public Service Commission 0450	1
Pulaski County School District	1
University of Arkansas Systems Office	1
University of Central Arkansas 0165	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	3
Implementation	3
Planning	10
Integration	2
Product or Service Utilization	3
Rates or Fees	4
Upgrades	1

1) Agency Name	Appraiser Licensing and Certification Board 0205
Type of Advice	Installation
Title	Wireless Access Point
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services
Cost Estimate	
Project Scope	Provide a wireless access point for office/board meetings in the Appraiser License Board
Advice Requested	Mr. Lee Gordon requested a meeting to discuss cost for a DIS secure wireless access for his office.
Detail of Recommendation	After assessment of office space, a Meraki AP was installed.

2) Agency Name	Arkansas Attorney General's Office
Type of Advice	Planning
Title	Attorney General's Office Call Tracking System
Advisor	Mitch Beaver
Project Name	DIS Automatic Call Distribution (ACD)
Cost Estimate	
Project Scope	Attorney general's office is looking at upgrading their call distribution system for better reporting/tracking of calls.
Advice Requested	DIS solution and support of an ACD system that will give more reporting functions to the existing workflow process in place by Sarah Tacker.
Detail of Recommendation	Options within SharePoint for more efficiency to the call tracking reports that they currently utilize. Setting up an ROI report for the AG to show the move to VoIP will pay for upgrades in the system and also give them a needed upgrade of the phone system with minimal or no cost.

3) Agency Name	Arkansas Geographic Information System
Type of Advice	Integration
Title	Office Consolidation - State Land Surveyor
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Arkansas Geographical Information System (GIS) requested assistance on closing down and consolidating the office of the state land surveyor.
Advice Requested	Agency leadership met with DIS and asked for assistance in moving telephony and merging two offices at the GIS location at the MAC Building.
Detail of Recommendation	Service orders to move phone numbers and bandwidth considerations were discussed and implementation followed.

4) Agency Name	Arkansas Parole Board
Type of Advice	Product or Service Utilization
Title	Arkansas Parole Board Application Hosting
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 7,158.00
Project Scope	The Arkansas Parole Board came to Arkansas Dept. of Information Systems (DIS) for assistance with creating a redundant always available application hosting scenario that would ensure that their agency stakeholders always have access to the agencies applications. There was an issue that occurred where systems were unavailable and DIS assisted to get all systems restored. Afterwards, decisions we made to look into solutions to prevent anything of this nature from happening again.
Advice Requested	Arkansas Parole Board came to Arkansas Dept. of Information Systems (DIS) for assistance with creating a redundant always available application hosting environment.
Detail of Recommendation	DIS provided Arkansas Parole Board with advice and recommendations for a redundant always available application hosting environment.

5) Agency Name	Arkansas State Police 0960
Type of Advice	Implementation
Title	VoIP Project
Advisor	Curtis Eubanks
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The replacement of the internal phone system at the State Police complex in Little Rock.
Advice Requested	Allen Fitzgerald requested a meeting to discuss the DIS VoIP replacement of existing phones at ASP - L.R. and the potential phone options and cost.
Detail of Recommendation	This will be the first of several meetings to discuss ASP funding and cost analysis for the replacement of POE switches and 400 VoIP phones.

6) Agency Name	Arkansas Tech University 0130
Type of Advice	Planning
Title	IT Solution Provider and Resource for ATU
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	Arkansas Dept. of Information Systems (DIS) met with Arkansas Tech University (ATU) to discuss how DIS might better become a solution provider and resource for ATU. DIS initiated this conversation to hear from the institutions IT manager and staff. DIS looks forward to a productive outcome.
Advice Requested	ATU discussed with DIS the possibilities of a partnership between it and DIS if DIS became an IT solutions provider and IT resource for the institution.
Detail of Recommendation	DIS provided advice and recommendations around providing IT solutions and being an IT resource for ATU.

7) Agency Name	Claims Commission 0360
Type of Advice	Integration
Title	State office conversion from private vendor
Advisor	Curtis Eubanks
Project Name	IT Planning
Cost Estimate	
Project Scope	Request from Ms. Wade to discontinue service with Aristotle for IT services to DIS for managed services.
Advice Requested	Ms. Wade asked DIS to install fiber connectivity, Exchange email, and redesign their Web page.
Detail of Recommendation	DIS met as a team to discuss moving forward with Exchange accounts and service orders for fiber connectivity and switch replacement. Application team worked on a redesign for their website.

8) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Planning
Title	DAH New Headquarters Building
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The Department of Arkansas Heritage (DAH) is in the process of building a new headquarters. DIS has provided advice and recommendations for building cabling, networking, and a number of other IT related items to assist DAH in its relocation. DIS has been in the process of providing server hosting, email, and other IT advice and recommendations to DAH and will continue to be a vital IT partner with DAH going forward.
Advice Requested	DAH requested advice and recommendations for building cabling, networking, and a number of other IT related items to assist them in its relocation.
Detail of Recommendation	DIS has provided advice and recommendations for building cabling, networking, and a number of other IT related items to assist DAH in its relocation.

9) Agency Name	Department of Community Correction 0485
Type of Advice	Implementation
Title	DIS Hosting/Backup Resources
Advisor	Curtis Eubanks
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Assess the current hardware/software infrastructure at Arkansas Community Corrections and offer a solution/quote for placing equipment at DIS MAC/SDC-West.
Advice Requested	After a multiple day outage, Chris Glewen requested an audit of current ACC infrastructure and a solution/quote for a DIS hosted service.
Detail of Recommendation	DIS spent several hours working on an audit at ACC to reveal hardware/software levels and meet with Chris to discuss a plan to move forward with DIS Hosting. This will potentially relieve the congestion that exists today a #2 Union Plaza.

10) Agency Name	Department of Economic Development 0790
Type of Advice	Planning
Title	AEDC Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	After the loss of an IT manager, the transition of a new IT manager, as well as the merger with another state agency, Arkansas Economic Development Commission (AEDC) has sought advice and recommendation from DIS on a number of IT related efforts such as email and application support, phone system support, and billing support.
Advice Requested	AEDC has sought advice and recommendation from DIS on a number of IT related efforts such as email and application support, phone system support, and billing support.
Detail of Recommendation	DIS has provided AEDC with advice and recommendations on a number of IT related efforts.

11) Agency Name	Department of Emergency Management 0995
Type of Advice	Planning
Title	ADEM MOU for Tape Storage and Hosting @ SDC West
Advisor	Mitch Beaver
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	MOU for the services provided between DIS and ADEM.
Advice Requested	Tina Owens is wanting a signed MOU between ADEM and DIS for the trading of services that involves the tape storage vaults at ADEM and the hosting of an ADEM server at SDC West.
Detail of Recommendation	MOU is being drafted by Anthony Black between DIS and ADEM for the trading of services for a 2 year period. Document will be sent to Tina Owens for review and signatures.

12) Agency Name	Department of Emergency Management 0995
Type of Advice	Planning
Title	ADEM Video Support
Advisor	Mitch Beaver
Project Name	DIS Video Conferencing
Cost Estimate	
Project Scope	ADEM is looking to upgrade the video/audio in their command room and wants DIS recommendations for support
Advice Requested	DIS support options for the video/audio upgrade to the current command room system once installed
Detail of Recommendation	Researching all video/audio support options that are available to ADEM through DIS along with monthly costs.

13) Agency Name	Department of Emergency Management 0995
Type of Advice	Upgrades
Title	ADEM VoIP
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	\$ 49,000.00
Project Scope	Conversion from Centrex to VoIP for ADEM.
Advice Requested	Installation and monthly costs of converting all Centrex lines to VoIP.
Detail of Recommendation	Full quote was sent to Tina Owens and her team outlining the install and full monthly recurring charges per month.

14) Agency Name	Department of Environmental Quality 0930
Type of Advice	Planning
Title	Desktop Video Solution
Advisor	Curtis Eubanks
Project Name	DIS Video Conferencing
Cost Estimate	
Project Scope	Ms. Letty Hardee requested a meeting to discuss DIS solutions for desktop video.
Advice Requested	Requested information consisted of questions concerning DIS direction for a desktop video solution aside from the current video bridge.
Detail of Recommendation	Michael Mabry discussed the potential Cisco solution for Webex and the level of cameras sophistication that Ms. Hardee may consider.

15) Agency Name	Department of Human Services 0710
Type of Advice	Planning
Title	Continued support for CCX Application
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 144,642.00
Project Scope	Arkansas Department of Human Services (DHS) and DIS continue to work together in an effort to migrate an important DHS application from a cloud vendor to an in-state hosting scenario with DIS.
Advice Requested	DHS continues to look to DIS for advice and recommendation for the successful migration of an important DHS application from a cloud vendor to an in-state hosting scenario with DIS.
Detail of Recommendation	DIS has provided and will continue to provide advice and recommendation for the successful migration of an important DHS application.

16) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	OMIG Hard Drive Sanitation
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 225.00
Project Scope	The Office of the Medicaid Inspector General (OMIG) requested advice and recommendations on the proper procedures for the sanitation of agency hard drives. DIS worked with OMIG to help with this need.
Advice Requested	OMIG requested advice and recommendations on the proper procedures for the sanitation of agency hard drives.
Detail of Recommendation	DIS provided OMIG with advice and recommendations on the proper procedures for the sanitation of agency hard drives.

17) Agency Name	Department of Labor 0800
Type of Advice	Rates or Fees
Title	ADL System Hosting
Advisor	Mitch Beaver
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 482,450.00
Project Scope	The Arkansas Department of Labor (ADL) is looking at a total upgrade to its current licensing, accreditation, and inspection system.
Advice Requested	ADL requested that there be a site and system survey performed to put together a proposal of a custom built application for the agency's licensing, accreditation and inspection system currently utilized.
Detail of Recommendation	The applications development team performed a site and system survey and determined the specs and timeline that will be needed to complete this application upgrade.

18) Agency Name	Disability Determination 0311
Type of Advice	Product or Service Utilization
Title	DDSSA Telephone System Replacement
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The state office for Disability Determination for Social Security (DDSSA) is constantly making internal adjustments to keep up with demands and keep things moving efficiently. As a result, they have to move staff around frequently, and they have a significant number of employees to manage. As a result, they see a significant annual cost from the telephone company to perform all of their needed adds, moves, and changes to their telephone system. DIS has provided advice and recommendations regarding transitioning over to a VoIP telephone system that will in turn decrease their annual costs for telephony as they will be able to accomplish their needed adds, moves, and changes in house.
Advice Requested	Cost reduction for the agency telephone system
Detail of Recommendation	DIS had provided DDSSA advice and recommendations for cost reductions for the agency telephone system.

19) Agency Name	Ethics Commission 0238
Type of Advice	Implementation
Title	Relocation of the Arkansas Ethics Commission
Advisor	Curtis Eubanks
Project Name	DIS Network Equipment
Cost Estimate	
Project Scope	The relocation of the Arkansas Ethics Commission to the 501 Building. Install VoIP and replace current switch with a POE switch.
Advice Requested	Ms. Teresa Jones requested DIS help move the current network and telephony to an upgraded solution as they relocate the office.
Detail of Recommendation	Replace existing Centrex phones with Cisco 8841/8851 devices and POE Switch. Prepare new location with cable/Ethernet for connectivity.

20) Agency Name	Medical Board 0274
Type of Advice	Installation
Title	Off Site Backup / DR
Advisor	Curtis Eubanks
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Provide a off-site backup solution for the Arkansas State Medical Board.
Advice Requested	During a refresh of hardware storage, the Ar. State Medical Board requested rack space at the SDC-West location for a StoreOnce - 2U device for offsite storage and backup.
Detail of Recommendation	Provide the necessary rack space for the storage device.

21) Agency Name	Military Department 0975
Type of Advice	Planning
Title	Military Department Scanning/Storage Solution
Advisor	Mitch Beaver
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Military Department is looking at a document scanning and storage solution.
Advice Requested	Can DIS recommend an onsite solution for scanning and storage solution
Detail of Recommendation	Researching the available services available from DIS and will be reporting this to them during follow up meeting in November

22) Agency Name	Public Employees Retirement System 0370
Type of Advice	Rates or Fees
Title	APERS Call Center Solution
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 28,000.00
Project Scope	APERS is establishing a call center that will integrate with a new CRM solution that they're implementing.
Advice Requested	The customer asked DIS for an estimate to allow the existing VoIP telephone system provided by DIS to integrate with a new CRM solution.
Detail of Recommendation	DIS provided an estimate and addressed the appropriate technical concerns related to the project.

23) Agency Name	Public Service Commission 0450
Type of Advice	Installation
Title	Meraki Wireless Access
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services
Cost Estimate	
Project Scope	Add additional Meraki access point to the existing build for wireless access.
Advice Requested	Analyze wireless access 'blackout' spots at the Public Service Commission.
Detail of Recommendation	Recommendation, after analysis, was to add an additional Meraki unit to key locations within the building.

24) Agency Name	Pulaski County School District
Type of Advice	Rates or Fees
Title	New Jacksonville School District Network
Advisor	Donald Matthews
Project Name	DIS Data Circuitry and Connectivity
Cost Estimate	\$ 60,000.00
Project Scope	The new Jacksonville/North Pulaski School District is migrating off of the existing data network provided by the Pulaski County School District.
Advice Requested	The new Jacksonville/North Pulaski School District has asked DIS for recommendations and pricing to provide bandwidth for their new network.
Detail of Recommendation	DIS provided the appropriate pricing and technical recommendations, and the new district has decided to use DIS to manage their network.

25) Agency Name	University of Arkansas Systems Office
Type of Advice	Rates or Fees
Title	UA Systems VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 22,300.00
Project Scope	The UA Systems Office is replacing an older phone system with a newer system.
Advice Requested	The UA Systems Office is replacing an older phone system, and asked DIS to provide an estimate for a VoIP telephone solution.
Detail of Recommendation	DIS analyzed the needs of the UA Systems Office and provided an estimate to utilize the DIS-hosted Call Manager solution.

26) Agency Name	University of Central Arkansas 0165
Type of Advice	Planning
Title	IT Solution Provider and Resource for UCA
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS met with University of Central Arkansas (UCA) to discuss how DIS might better become a solution provider and resource for UCA. DIS initiated this conversation to hear from the institutions IT manager and staff. DIS looks forward to a productive outcome.
Advice Requested	UCA discussed with DIS the possibilities of a partnership between it and DIS if DIS became an IT solutions provider and IT resource for the institution.
Detail of Recommendation	DIS provided advice and recommendations around providing IT solutions and being an IT resource for UCA.