

May 11, 2017

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

Dear Senator Sample and Representative Branscum,

This letter is to transmit to the Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2017. 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,



Yessica Jones
Acting Director, Department of Information Systems

Department of Information Systems
Arkansas. A State of Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 3/31/2017

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 3/31/2017.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 25

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Agriculture Dept 0400	1
Arkansas Community Correction 0485	1
Assessment Coordination Department 0490	1
Auditor of State 0059	1
City of Little Rock	1
Claims Commission 0360	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Career Education - Arkansas Rehabilitation Services 0520	1
Department of Emergency Management 0995	1
Department of Environmental Quality 0930	1
Department of Health 0645	1
Department of Higher Education 0700	1
Department of Human Services 0710	1
Department of Parks and Tourism 0900	2
Department of Workforce Services 4081	1
Development Finance Authority 0395	1
Geological Commission 0420	3
Real Estate Commission 0248	1
School for the Deaf 0513	1
Spinal Cord Commission 0295	1
Student Loan Authority 0347	1

War Memorial Stadium Commission 0338	1
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CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	3
Implementation	4
Planning	4
Integration	2
Product or Service Utilization	8
Technical	4

1) Agency Name	Arkansas Agriculture Dept 0400
Type of Advice	Integration
Title	Exchange Email Migration
Advisor	Curtis Eubanks
Project Name	DIS Exchange Email
Cost Estimate	
Project Scope	Collapse of the Plant Board & Livestock & Poultry Exchange server and migrate accounts to the Arkansas.gov domain.
Advice Requested	Arkansas Agriculture Dept. requested DIS to provide a migration plan for moving both boards to the state Exchange email server.
Detail of Recommendation	DIS provided a quote and migration plan for 260 accounts that will encompass Forestry, Plant Board and Livestock & Poultry.

2) Agency Name	Arkansas Community Correction 0485
Type of Advice	Installation
Title	Network Infrastructure/ VoIP
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity
Cost Estimate	
Project Scope	Provide network connectivity to the newly aquired Doctors Building in W. Memphis, and deveolp a cable quote for Ethernet/fiber between floors. Provide a VoIP solution for telephony.
Advice Requested	Provide network connectivity to the newly aquired Doctors Building in W. Memphis, and deveolp a cable quote for Ethernet/fiber between floors. Provide a VoIP solution for telephony.
Detail of Recommendation	Walk-thru of the facility as it is being refurbished, develop a quote for cable/fiber as well as number of switches and VoIP phones.

3) Agency Name	Assessment Coordination Department 0490
Type of Advice	Technical
Title	Backup Service - Configuration
Advisor	Curtis Eubanks
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Develop and configure a backup strategy for Assessment Coordination.
Advice Requested	Assessment Coordination will be moving out of its present location. Requested a backup solution for servers prior to moving.
Detail of Recommendation	Discussion concerning IP configuration, and implementation.

4) Agency Name	Auditor of State 0059
Type of Advice	Planning
Title	Hosting Solution
Advisor	Mitch Beaver
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 12,000
Project Scope	The customer is looking for options for hosting primary and backup data.
Advice Requested	The customer asked DIS to perform a high level evaluation of the current environment, and to make recommendations on how to effectively host and backup critical data.
Detail of Recommendation	DIS met with the customer several times, and recommended hosting the data in the state data center. We provided the appropriate estimates and addressed technical questions.

5) Agency Name	City of Little Rock
Type of Advice	Implementation
Title	Rack Hosting Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 12,000
Project Scope	The city of Little Rock is looking for an alternate location for backup data.
Advice Requested	The customer asked us to work with them to determine a solution for their need to backup data at an alternative location.
Detail of Recommendation	We recommended a DIS rack hosting solution in the state data center. We presented the appropriate pricing and answered technical questions related to the solution.

6) Agency Name	Claims Commission 0360
Type of Advice	Technical
Title	Server Reconfiguration
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	DIS was requested to help reconfigure a server (database) that had been corrupted.
Advice Requested	Claims Commission discovered corrupted files in their database. DIS assisted in restoring the database from a backup.
Detail of Recommendation	Claims Commission discovered corrupted files in their database. DIS assisted in restoring the database from a backup.

7) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Product or Service Utilization
Title	Continued Support of Department of Arkansas Heritage
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS continues to provide significant IT support to DAH post data center consolidation. DIS provides server and application support. DIS supports DAH new IT manager and still supports DAH users when needed with day to day issues. DIS is assisting DAH with improvements in its IT and in we continue looking toward finding efficiencies to be made.
Advice Requested	DAH continues to look to DIS for IT support post data center consolidation.
Detail of Recommendation	DIS continues to provide significant IT support to DAH post data center consolidation.

8) Agency Name	Department of Career Education - Arkansas Rehabilitation Services 0520
Type of Advice	Implementation
Title	VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Telephone Service VoIP
Cost Estimate	\$ 10,000
Project Scope	ARS has an existing phone system that needs to be replaced in its Lonoke and NLR field offices.
Advice Requested	The customer asked DIS to review its existing phone service and to present a VoIP solution to include pricing and feature information.
Detail of Recommendation	DIS worked with the customer to determine the requirements, and recommended converting to the DIS provided VoIP Solution. We provided the pricing and feature information that was requested.

9) Agency Name	Department of Emergency Management 0995
Type of Advice	Planning
Title	Application Development Assistance
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The customer has an application that's used in the event of disasters. It's due for an upgrade, and DIS is making recommendations on how to move forward.
Advice Requested	The customer has asked DIS for assistance to upgrade an application that's used at the EOC.
Detail of Recommendation	DIS is evaluating the requirements and is determining the appropriate costs to provide the necessary upgrades. We're recommending moving forward once costs are approved.

10) Agency Name	Department of Environmental Quality 0930
Type of Advice	Installation
Title	Relocation of Office-Telephone Stations & Lines
Advisor	Curtis Eubanks
Project Name	DIS Telephone Service (Dialtone)
Cost Estimate	
Project Scope	ADEQ requested help in relocating connectivity for its Ft. Smith office move.
Advice Requested	Coordinate services with dial tone vendor and data connectivity for the Ft. Smith office.
Detail of Recommendation	Coordinate services with dial tone vendor and data connectivity for the Ft. Smith office.

11) Agency Name	Department of Health 0645
Type of Advice	Installation
Title	SDC- W Hosting solution
Advisor	Curtis Eubanks
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Provide the Department of Health a quote for a hosting/backup solution for the Greenway Health clinically-driven medical billing services software.
Advice Requested	Provide the Department of Health a quote for a hosting/backup solution for the Greenway Health clinically-driven medical billing services software.
Detail of Recommendation	DIS provided a quote for a virtual environment in our SDC-West location.

12) Agency Name	Department of Higher Education 0700
Type of Advice	Product or Service Utilization
Title	Student Information System Upgrade for ADHE
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	Arkansas Department of Higher Education came to DIS with a terrific opportunity to assist them is an upgrade/replacement of their Student Information System (SIS). With the shift to performance based funding to entities of higher education in Arkansas, ADHE is looking for a robust SIS application to minimize data errors and increase system capabilities. DIS is excited to have this opportunity and will continue to work with ADHE in determining how to move forward with the SIS upgrade effort.
Advice Requested	Arkansas Department of Higher Education came to DIS for assistance with an upgrade/replacement of their Student Information System (SIS).
Detail of Recommendation	DIS is assisting Arkansas Department of Higher Education with an upgrade/replacement of their Student Information System (SIS).

13) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	Long Term Care Application Upgrade for DHS
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 354,796.32
Project Scope	Arkansas Department of Human Services (DHS) and DIS worked together to replace/upgrade an important long term care application. This was a great opportunity. DIS assisted DHS with developing an improved application with many system improvements and increased system capabilities. The development for this application is now ongoing with completion expected in the fall of 2017.
Advice Requested	Arkansas Department of Human Services requested DIS provide an upgrade/replacement of a critical long term care application.
Detail of Recommendation	DIS is assisting Arkansas Department of Human Services with an upgrade/replacement of their LTC application.

14) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Implementation
Title	Telephone Solution
Advisor	Donald Matthews
Project Name	DIS Telephone Service VoIP
Cost Estimate	
Project Scope	The customer has to replace 18 phone systems throughout the state that are running out of maintenance.
Advice Requested	The customer has asked DIS to present a solution to replace 18 phone systems throughout the state that will no longer have maintenance in the coming months.
Detail of Recommendation	DIS is performing site visits to each of these locations to present a solution to meet their needs. We will take the information from the site visits to provide a total solution and cost estimate.

15) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Planning
Title	VoIP Solution
Advisor	Mitch Beaver
Project Name	DIS Telephone Service VoIP
Cost Estimate	\$ 32,400
Project Scope	The customer is looking for alternatives to replace their current telephone system in the central office.
Advice Requested	The customer asked us to provide an equivalent solution to replace their existing Centrex telephone solution.
Detail of Recommendation	We provided a demo and the appropriate pricing for a VoIP solution hosted by DIS.

16) Agency Name	Department of Workforce Services 4081
Type of Advice	Implementation
Title	IRS Data Requirements
Advisor	Donald Matthews
Project Name	
Cost Estimate	\$ 95,000
Project Scope	The Department of Workforce Services asked DIS to work with the IRS on their behalf to determine a solution to effectively secure IRS data.
Advice Requested	DWS asked DIS to craft a solution to meet IRS requirements for data hosting.
Detail of Recommendation	We worked closely with DWS and the IRS to craft a solution that would allow us to securely host the critical FTI data.

17) Agency Name	Development Finance Authority 0395
Type of Advice	Product or Service Utilization
Title	AR Development Finance Authority Phone System Upgrade
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 5,391.40
Project Scope	DIS worked with Arkansas Development Finance Authority with the proposal of a new VoIP telephone system to replace a Centrex system that did not meet the needs of their business any longer. DIS worked with ADFA with their business requirements with the new VoIP system to replace the Centrex. Installation is complete.
Advice Requested	Arkansas Development Finance Authority needed to upgrade/replace their current Centrex telephone system with DIS managed VoIP.
Detail of Recommendation	DIS is working with Arkansas Development Finance Authority to upgrade/replace their current Centrex telephone system with DIS managed VoIP.

18) Agency Name	Geological Commission 0420
Type of Advice	Integration
Title	Migration of hardware infrastructure
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Provide a narrative / quote to the Arkansas Geological Survey to collapse the proprietary network infrastructure and migrate to a DIS hosted solution.
Advice Requested	Provide a narrative / quote to the Arkansas Geological Survey to collapse the proprietary network infrastructure and migrate to a DIS hosted solution.
Detail of Recommendation	A quote was developed and presented to the executive director of the Arkansas Geological Survey.

19) Agency Name	Geological Commission 0420
Type of Advice	Product or Service Utilization
Title	VoIP conversion
Advisor	Curtis Eubanks
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	Requested quote for replacing current Centrex service with a VoIP solution
Advice Requested	Current existing Centrex service is antiquated and failing in bad weather. DIS is helping with a suggested VoIP solution.
Detail of Recommendation	Two options are being discussed. A Cisco solution and a contract vendor solution. Cost comparison for 32 phones.

20) Agency Name	Geological Commission 0420
Type of Advice	Technical
Title	Server Forensics - Ransomware
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Assist the Arkansas Geological Survey with a server compromise that resulted in the encryption of all drives on the server. Server removed form network.
Advice Requested	DIS was asked to pickup the compromised server. DIS security preformed forensics to determine if any ability to restore data.
Detail of Recommendation	The server was severly compromised and the hard drive was removed and destroyed. Server chassis was returned to customer.

21) Agency Name	Real Estate Commission 0248
Type of Advice	Technical
Title	Application Development
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Provide the Arkansas Real Estate Commission a quote for redeveloping an antiquated database.
Advice Requested	Real Estate Commission requested a quote for a major redevelopment for their database. Estimated time in development is eighteen months.
Detail of Recommendation	High level development meetings to assess the old database and develop a quote based on review of existing data and requested enhancements.

22) Agency Name	School for the Deaf 0513
Type of Advice	Product or Service Utilization
Title	Arkansas School for the Deaf Network & Infrastructure Upgrade
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The Arkansas School for the Deaf network was a beneficiary of the new K12 network upgrade, receiving a significant bandwidth increase. On the heels bandwidth increase, they are also looking to upgrade their extremely old campus network cabling infrastructure. Once the campus network cabling infrastructure work is complete, it will open up a number of technology upgrade opportunities such as VoIP telephony, unified communications utilization and more. DIS looks forward to the opportunity to partner with Arkansas School for the Deaf to modernize their environment on campus.
Advice Requested	Arkansas School for the Deaf came to DIS for help with modernizing their IT environment on campus.
Detail of Recommendation	DIS is assisting Arkansas School for the Deaf in an effort to modernize their IT environment on campus.

23) Agency Name	Spinal Cord Commission 0295
Type of Advice	Product or Service Utilization
Title	Centrex Phone Service - Magnolia
Advisor	Curtis Eubanks
Project Name	Voice Telephony and / or Long Distance Service
Cost Estimate	
Project Scope	Provide options for telephony in the Magnolia area for a remote office - Arkansas Spinal Cord Commission.
Advice Requested	Provide options for telephony in the Magnolia area for a remote office - Arkansas Spinal Cord Commission.
Detail of Recommendation	Develop a quote for a small remoter office with AT&T as the vender, five phones and fax.

24) Agency Name	Student Loan Authority 0347
Type of Advice	Product or Service Utilization
Title	Loan Authority Phone System Upgrade
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 3,469.40
Project Scope	DIS worked with Arkansas Student Loan Authority with the proposal of a new VoIP telephone system to replace an older system that had reached and end of maintenance scenario. We really enjoyed working with ASLA going through all of their requirements with the new system. Installation is coming very soon.
Advice Requested	Arkansas Student Loan Authority has a strong need to upgrade/replace their current telephone system.
Detail of Recommendation	DIS is working with Arkansas Student Loan Authority to upgrade/replace their current telephone system with DIS managed VoIP.

25) Agency Name	War Memorial Stadium Commission 0338
Type of Advice	Planning
Title	Agency Migration
Advisor	Donald Matthews
Project Name	DIS Telephone Service VoIP
Cost Estimate	\$ 15,000
Project Scope	The commission is moving under the Department of Parks and Tourism. The migration will included the consolidation of existing technology.
Advice Requested	The customer has asked DIS to make recommendations related to the voice and data network while they transition to the Department of Parks and Tourism.
Detail of Recommendation	We're recommending a 10MB Ethernet connection to the state network, and a DIS provided VoIP solution.