



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending September 2008

REPORT OVERVIEW

BACKGROUND

Act 794 of 2007 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 regarding 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 to also 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 acts 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 regarding service providing by DIS to its customers. This information is provided through reports of the system used to track contacts to the DIS Customer Call Center, referred to as HEAT tickets. This information would include services provided to state agencies, boards and commissions not identified as advice or recommendations, as well as services provided to customers not identified as state agencies, boards or commissions.
- * Information concerning key projects undertaken by DIS on behalf on 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 10 primary divisions: Administrative, Communications, Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Customer Relationship Management, Project and Enterprise Program Management, Fiscal, and Human Resources.

DIS currently provides services to a base of 490 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 9/30/2008 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions: 0
Total number of recommendations provided to Agencies, Boards and Commissions: 0

TOP AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

TOP FIVE CATEGORIES FOR ADVICE

Report Detail

Following is the detail relating to each agency's, board's or commission's requests for information. This section of the report is arranged by first by agency, then by type of advice sought.

Call ID	
Agency Name:	
Type of Advice:	
Advisor:	
Project Name:	
Project Scope:	
Advice Requested:	
Detail of Recommendation:	

Call Center Tickets Received from All DIS Customers During the Reporting Period

Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	3,632	52.00 %
State Agencies	2,309	33.06 %
Higher Education	512	7.33 %
Boards and Commissions	185	2.65 %
Other Customers	183	2.62 %
Local Government	101	1.45 %
Libraries	62	0.89 %
All Customers	6,984	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	2,040	29.21 %
Security	1,932	27.66 %
APSCN	992	14.20 %
Telecomm	475	6.80 %
Photo ID	471	6.74 %
Auto ticket	420	6.01 %
Information	150	2.15 %
Email	120	1.72 %
Mainframe Appl.	81	1.16 %
Software Appl.	71	1.02 %
Hardware	50	0.72 %
AASIS Monitor	41	0.59 %
UNIX	36	0.52 %
Billing	22	0.32 %
Circuit Orders	22	0.32 %
Network	16	0.23 %
Data Warehouse	12	0.17 %
Parks&Tourism	9	0.13 %
Employee Change	7	0.10 %
AWIN	6	0.09 %
EOMIS	6	0.09 %
SNA/TN3270 IDs	3	0.04 %
Configuration (not for DIS)	2	0.03 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	1,234	18.40 %
MISC	1,464	21.83 %
Alarm Cleared	943	14.06 %
Misc	12	0.18 %
Connection Fail	348	5.19 %
Configuration information	315	4.70 %
User Request	296	4.41 %
Trouble cleared	163	2.43 %
Printer Error	149	2.22 %
Access	133	1.98 %
Duplicate Ticket	93	1.39 %
Bad Cable Pair	99	1.48 %
Duplicate Call	88	1.31 %
Password-Reset	84	1.25 %
Password	73	1.09 %
Outage	68	1.01 %
Information	64	0.95 %
Reboot	6	0.09 %
LAN Problem	58	0.86 %
Circuit Failure	51	0.76 %
Hardware	46	0.69 %
Alarm Clear after Outage	42	0.63 %
Installation Complete	41	0.61 %
Corrupt/Missing	37	0.55 %
No TroubleFound	35	0.52 %
Configuration Error	35	0.52 %
Bad Telephone	34	0.51 %
False Positive	32	0.48 %
No Trouble	32	0.48 %
Switch	29	0.43 %
Virus	26	0.39 %
Site Up At Testing	26	0.39 %
DNS Change	25	0.37 %
User error	24	0.36 %
HW Failure	22	0.33 %
Bad Cord	22	0.33 %
Cancelled Job	20	0.30 %
New Equip	20	0.30 %
Account Cleanup	18	0.27 %
Long Run Process	17	0.25 %
HW Malfunction	16	0.24 %
VMX	14	0.21 %
VMX-reset	15	0.22 %

Calls Closed by Cause

Cause	Call Count	Percentage
Customer Request	13	0.19 %
Network Down	13	0.19 %
Unplug/Plug	13	0.19 %
Untrained	12	0.18 %
Bad Jumper	12	0.18 %
Circuit order/install	11	0.16 %
CO Features	11	0.16 %
Bad Power Supply	11	0.16 %
Billing Error	11	0.16 %
EVM Voicemail	10	0.15 %
Malfunction	9	0.13 %
Transfer Call	9	0.13 %
Bad Jack	9	0.13 %
Database	8	0.12 %
Replaced card	9	0.13 %
Bad card	8	0.12 %
Profile Change	8	0.12 %
Software	8	0.12 %
Unplugged	7	0.10 %
Program Phone	7	0.10 %
Traffic	7	0.10 %
Account complete	6	0.09 %
Circuit Information	4	0.06 %
MQ-Series	6	0.09 %
Resources	5	0.07 %
Disk Space	5	0.07 %
DNS Problems	4	0.06 %
Equip Failure	4	0.06 %
Incompatible	4	0.06 %
Inquiry	4	0.06 %
Password-reset	3	0.04 %
Patched to spare	3	0.04 %
Security	4	0.06 %
Service Request	4	0.06 %
Site closed	4	0.06 %
ViolationsClear	4	0.06 %
Bad Len	3	0.04 %
BO Access	3	0.04 %
Diversion Point	3	0.04 %
OnSite Request	3	0.04 %
Power outage	3	0.04 %
Questions	2	0.03 %
Cut over to spare	2	0.03 %
File Transfer	2	0.03 %

Calls Closed by Cause

Cause	Call Count	Percentage
Installation	2	0.03 %
Internet	2	0.03 %
Replaced Smartjack	2	0.03 %
Server Down	2	0.03 %
Spam Report	2	0.03 %
Vendor Error	2	0.03 %
Access Rights	1	0.01 %
Bad Link	1	0.01 %
Connectivity	1	0.01 %
Data Correction	1	0.01 %
DIS Net. Issue	1	0.01 %
Facilities Issues	1	0.01 %
IQ	1	0.01 %
List Problem	1	0.01 %
Maestro	1	0.01 %
Not Installed	1	0.01 %
Other Software	1	0.01 %
Power Failure or Surge	1	0.01 %
Profile Updated	1	0.01 %
Relocation	1	0.01 %
Scanning	1	0.01 %
Software Error	1	0.01 %
Spyware	1	0.01 %
SW Install	1	0.01 %
Unknown	1	0.01 %

Call Center Tickets Received from State Agencies During the Reporting Period

Calls Received by Agency Name

Agency Name	Call Count	Percentage
Department of Finance & Administration - Revenue Services Division	661	28.63 %
Department of Information Systems	548	23.73 %
Department of Human Services	280	12.13 %
Department of Parks and Tourism	182	7.88 %
Crime Information Center	163	7.06 %
Department of Community Correction	126	5.46 %
Department of Health	81	3.51 %
Arkansas State Police	58	2.51 %
Department of Finance and Administration	54	2.34 %
Public Employees Retirement System	17	0.74 %
Department of Veteran Affairs	14	0.61 %
Game and Fish Commission	14	0.61 %
Military Department	14	0.61 %
Science and Technology Authority	12	0.52 %
Insurance Department	10	0.43 %
Development Finance Authority	7	0.30 %
Teacher Retirement System	7	0.30 %
	7	0.30 %
Bank Department	6	0.26 %
Department of Higher Education	6	0.26 %
Department of Labor	6	0.26 %
State Building Services	6	0.26 %
Assessment Coordination Department	5	0.22 %
Securities Department	5	0.22 %
Commission on Law Enforcement Standards and Training	4	0.17 %
Department of Correction	4	0.17 %
Highway and Transportation Department	3	0.13 %
Department of Rural Services	2	0.09 %
AR AGRICULTURE DEPT	1	0.04 %
Department of Aeronautics	1	0.04 %
Department of Finance & Administration - Alcoholic Beverage Control Di	1	0.04 %
Department of Finance & Administration - Division of Racing	1	0.04 %
Department of Finance & Administration - Revenue - Office of Child Sup	1	0.04 %
Department of Parks and Tourism - History Commission	1	0.04 %
Student Loan Authority	1	0.04 %
All State Agencies	2,309	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	729	31.57 %
Photo ID	470	20.36 %
Security	451	19.53 %
Telecomm	189	8.19 %
Auto ticket	135	5.85 %
Information	91	3.94 %
Mainframe Appl.	77	3.33 %
AASIS Monitor	41	1.78 %
Software Appl.	34	1.47 %
Hardware	17	0.74 %
Data Warehouse	12	0.52 %
Billing	10	0.43 %
Parks&Tourism	9	0.39 %
Network	8	0.35 %
Email	7	0.30 %
Employee Change	7	0.30 %
EOMIS	6	0.26 %
AWIN	5	0.22 %
Circuit Orders	5	0.22 %
SNA/TN3270 IDs	3	0.13 %
UNIX	2	0.09 %
Configuration (not for DIS)	1	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	349	15.65 %
Connection Fail	319	14.30 %
MISC	443	19.87 %
MARS Stage 1	231	10.36 %
information	171	7.67 %
Duplicate Call	82	3.68 %
Configuration	66	2.96 %
User Request	58	2.60 %
Duplicate Ticket	54	2.42 %
Trouble cleared	48	2.15 %
Outage	23	1.03 %
Reboot	21	0.94 %
Cancelled Job	20	0.90 %
Bad Cable Pair	19	0.85 %
Alarm Clear after Outage	17	0.76 %
Circuit Failure	16	0.72 %
Long Run Process	16	0.72 %
False Positive	14	0.63 %
No TroubleFound	14	0.63 %
Hardware	11	0.49 %
No Trouble	12	0.54 %
Switch	12	0.54 %
Bad Telephone	9	0.40 %
Access	8	0.36 %
Bad Cord	8	0.36 %
Transfer Call	7	0.31 %
Account Cleanup	6	0.27 %
Account complete	6	0.27 %
Bad Power Supply	6	0.27 %
Billing Error	6	0.27 %
MQ-Series	6	0.27 %
Password	6	0.27 %
Printer Error	6	0.27 %
Unplug/Plug	6	0.27 %
VMX-reset	6	0.27 %
HW Malfunction	5	0.22 %
Installation Complete	5	0.22 %
LAN Problem	5	0.22 %
Network Down	5	0.22 %
Program Phone	5	0.22 %
Site Up At Testing	5	0.22 %
Untrained	4	0.18 %
VMX	5	0.22 %
Bad card	4	0.18 %

Calls Closed by Cause

Cause	Call Count	Percentage
Bad Jumper	4	0.18 %
Circuit order/install	3	0.13 %
CO Features	4	0.18 %
Database	4	0.18 %
Equip Failure	4	0.18 %
EVM Voicemail	4	0.18 %
Malfunction	4	0.18 %
Replaced card	4	0.18 %
BO Access	3	0.13 %
OnSite Request	3	0.13 %
Software	3	0.13 %
User error	3	0.13 %
ViolationsClear	3	0.13 %
Bad Jack	2	0.09 %
Customer Request	2	0.09 %
Diversion Point	2	0.09 %
HW Failure	2	0.09 %
Internet	2	0.09 %
Profile Change	2	0.09 %
Virus	2	0.09 %
Bad Link	1	0.04 %
Circuit Information	1	0.04 %
Configuration Error	1	0.04 %
Connectivity	1	0.04 %
Corrupt/Missing	1	0.04 %
Disk Space	1	0.04 %
DIS Net. Issue	1	0.04 %
DNS Change	1	0.04 %
DNS Problems	1	0.04 %
Installation	1	0.04 %
Maestro	1	0.04 %
Other Software	1	0.04 %
Password-reset	3	0.13 %
Patched to spare	1	0.04 %
Profile Updated	1	0.04 %
Security	1	0.04 %
Service Request	1	0.04 %
Software Error	1	0.04 %
SW Install	1	0.04 %
Traffic	1	0.04 %
Unknown	1	0.04 %
Unplugged	1	0.04 %
Vendor Error	1	0.04 %

Call Center Tickets Received from Boards and Commissions During the Reporting Period

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Central Arkansas Planning and Development	14	7.57 %
Arkansas Geological Survey	11	5.95 %
Forestry Commission - Little Rock	9	4.86 %
State Medical Board	9	4.86 %
Bureau of Standards	8	4.32 %
Board of Pharmacy	7	3.78 %
Central Arkansas Planning and Developement	7	3.78 %
Real Estate Commission	7	3.78 %
Arkansas Economic Development Commission	6	3.24 %
Board of Nursing	6	3.24 %
Forestry Commission Ash Flat	5	2.70 %
Forestry Commission Malvern	5	2.70 %
Minority Health Commission	5	2.70 %
Natural Resources Commision	5	2.70 %
Plant Board	5	2.70 %
Public Service Commision	5	2.70 %
Workers Compensation Commision	5	2.70 %
Livestock and Poultry Comm	4	2.16 %
Oil and Gas Commission	4	2.16 %
Parole Board	4	2.16 %
Arkansas Board of Private Careers Education	3	1.62 %
Board of Cosmetology	3	1.62 %
Board of Dental Examiners	3	1.62 %
Forestry Commission Greenbrier	3	1.62 %
Tobacco Control Board	3	1.62 %
AR Activities Association	2	1.08 %
Board of Accountancy	2	1.08 %
Board of Examiners in Psychology	2	1.08 %
Forestry Commission Johnson County	2	1.08 %
Motor Vehicle Commission	2	1.08 %
Public Defenders Comm	2	1.08 %
Sentencing Comm.	2	1.08 %
Spinal Cord Commission	2	1.08 %
Tobacco Settlement Comm	2	1.08 %
WORKERS COMPENSATION COMMISSION	2	1.08 %
Arkansas State Land Surveyors	1	0.54 %
Arkansas Teacher Housing Developement Foundation	1	0.54 %
AR State Plant Board	1	0.54 %
Board of Bail Bonds	1	0.54 %

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Board of Chiropractic Examiners	1	0.54 %
Board of Collection Agenc	1	0.54 %
Burial Association Board	1	0.54 %
Capitol Zoning Dist. Comm	1	0.54 %
Contractors Licensing Board	1	0.54 %
Forestry Commission Forrest City	1	0.54 %
Forestry Commission North Little Rock	1	0.54 %
Forestry Commission Stamps	1	0.54 %
Manufactured Home Comm.	1	0.54 %
Physical Therapy Board	1	0.54 %
Social Work Licensing Board	1	0.54 %
Southwest Arkansas Planning & Development District	1	0.54 %
State Land Commission	1	0.54 %
Waterways Commision	1	0.54 %
Workers Compensation Commission	1	0.54 %
All Boards and Commissions	185	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	59	31.89 %
Security	51	27.57 %
Connectivity	47	25.41 %
Software Appl.	8	4.32 %
Auto ticket	5	2.70 %
Billing	4	2.16 %
Email	3	1.62 %
Hardware	3	1.62 %
UNIX	3	1.62 %
Information	2	1.08 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	43	24.86 %
MARS Stage 1	37	21.39 %
Alarm Cleared	23	13.29 %
information	11	6.36 %
Bad Telephone	7	4.05 %
Configuration	7	4.05 %
No Trouble	5	2.89 %
Bad Cable Pair	4	2.31 %
Switch	4	2.31 %
Customer Request	3	1.73 %
Account Cleanup	2	1.16 %
Billing Error	2	1.16 %
Hardware	2	1.16 %
No TroubleFound	2	1.16 %
Service Request	2	1.16 %
VMX-reset	2	1.16 %
Alarm Clear after Outage	1	0.58 %
Bad Jack	1	0.58 %
Bad Jumper	1	0.58 %
Bad Len	1	0.58 %
Circuit Failure	1	0.58 %
Connection Fail	1	0.58 %
Data Correction	1	0.58 %
DNS Change	1	0.58 %
False Positive	1	0.58 %
Installation Complete	1	0.58 %
Outage	1	0.58 %
Relocation	1	0.58 %
Site Up At Testing	1	0.58 %
Trouble cleared	1	0.58 %
Unplug/Plug	1	0.58 %
User Request	1	0.58 %
VMX	1	0.58 %

Call Center Tickets Received from Education During the Reporting Period

Calls Received by School

School Name	Call Count	Percentage
Forrest City School District Admin Office	18	0.50 %
Magazine School District Admin Office	17	0.47 %
Prescott School District Admin Office	17	0.47 %
Star City School District Admin Office	17	0.47 %
Delight High School	16	0.44 %
Melbourne High School	16	0.44 %
School for the Deaf Admin Office	16	0.44 %
Southeast Service Coop	16	0.44 %
Centerpoint High School	15	0.41 %
Dreamland Academy of Performing and Comm. Arts	15	0.41 %
England School District Admin Office	15	0.41 %
Mena High School	15	0.41 %
Pine Bluff School District Admin Office	15	0.41 %
South Conway County School District Admin Office	15	0.41 %
West Memphis School District Admin Office	15	0.41 %
Central Elementary School	13	0.36 %
Clarendon High School	13	0.36 %
Conway School District Admin Office	13	0.36 %
Fountain Lake High School	13	0.36 %
Huntsville School District Admin Office	13	0.36 %
Magnet Cove High School	13	0.36 %
Rogers School District Admin Office	13	0.36 %
Umpire High School	13	0.36 %
Clarksville Primary School	12	0.33 %
Dover School District Admin Office	12	0.33 %
Gurdon School District Admin Office	12	0.33 %
Hartford School District Admin Office	12	0.33 %
Kirby High School	12	0.33 %
Rivercrest High School	12	0.33 %
Sheridan School District Admin Office	12	0.33 %
South Side High School	12	0.33 %
Arkansas River Education Coop	11	0.30 %
Bentonville School District Admin Office	11	0.30 %
Boone Park Elementary School	11	0.30 %
Clarksville High School	11	0.30 %
DeQueen/Mena Education Coop	11	0.30 %
Greenwood School District Admin Office	11	0.30 %
Guy-Perkins School District Admin Office	11	0.30 %
Lakeside High School	11	0.30 %

Calls Received by School

School Name	Call Count	Percentage
Northridge Middle School	11	0.30 %
Ozark Mountain School District Admin Office	11	0.30 %
Ozark School District Admin Office	11	0.30 %
Viola High School	11	0.30 %
Weiner High School	11	0.30 %
Weiner School District Admin Office	11	0.30 %
Blytheville School District Admin Office	10	0.28 %
Cross County School District Admin Office	10	0.28 %
Flippin High School	10	0.28 %
Fordyce High School	10	0.28 %
Fountain Lake School District Admin Office	10	0.28 %
Harrisburg High School	10	0.28 %
Helena Alternative School	10	0.28 %
Oden High School	10	0.28 %
Seventh Street Elem. School	10	0.28 %
Texarkana School District Admin Office	10	0.28 %
Barton-Lexa School District Admin Office	9	0.25 %
Blytheville Middle School	9	0.25 %
County Line High School	9	0.25 %
Covenant Keepers Charter School	9	0.25 %
Deer High School	9	0.25 %
Dollarway School District Admin Office	9	0.25 %
Foreman High School	9	0.25 %
Gravette School District Admin Office	9	0.25 %
Heber Springs School District Admin Office	9	0.25 %
Hoxie School District Admin Office	9	0.25 %
Jasper School District Admin Office	9	0.25 %
Mansfield School District Admin Office	9	0.25 %
McCrary School District Admin Office	9	0.25 %
North Central Arkansas Education Coop	9	0.25 %
Paris High School	9	0.25 %
Poyen High School	9	0.25 %
Russellville School District Admin Office	9	0.25 %
Westside Elementary School	9	0.25 %
Williford High School	9	0.25 %
Academic Center of Excellence	8	0.22 %
Arch Ford Education Service Coop	8	0.22 %
Bergman High School	8	0.22 %
Bergman School District Admin Office	8	0.22 %
Blytheville High School	8	0.22 %
Central High School	8	0.22 %
City Park Alternative School	8	0.22 %
East-West Elem. School - West Campus	8	0.22 %
Elkins School District Admin Office	8	0.22 %

Calls Received by School

School Name	Call Count	Percentage
Forrest City High School	8	0.22 %
Fuller Middle School	8	0.22 %
Genoa Central School District Admin Office	8	0.22 %
Harmony Grove High School	8	0.22 %
Hot Springs High School	8	0.22 %
Hot Springs School District Admin Office	8	0.22 %
Lakeside School District Admin Office	8	0.22 %
Lincoln School District Admin Office	8	0.22 %
Marion School District Admin Office	8	0.22 %
Maynard High School	8	0.22 %
McGehee High School	8	0.22 %
Midland School District Admin Office	8	0.22 %
North Elementary School	8	0.22 %
Pangburn School District Admin Office	8	0.22 %
Park Elementary School	8	0.22 %
Pea Ridge High School	8	0.22 %
Poyen School District Admin Office	8	0.22 %
Stephens School District Admin Office	8	0.22 %
Strong-Huttig School District Admin Office	8	0.22 %
Trumann High School	8	0.22 %
Two Rivers School District Admin Office	8	0.22 %
Van Cove Elementary School	8	0.22 %
Wynne High School	8	0.22 %
Augusta High School	7	0.19 %
Benton County School of the Arts	7	0.19 %
Blevins High School	7	0.19 %
Bruno-Pyatt High School	7	0.19 %
Cleveland County School District Admin Office	7	0.19 %
Corning High School	7	0.19 %
Cross County High School	7	0.19 %
Dierks High School	7	0.19 %
East Poinsett Co. School Dist. Admin Office	7	0.19 %
England High School	7	0.19 %
Fayetteville School District Admin Office	7	0.19 %
Fort Smith School District Admin Office	7	0.19 %
Gosnell Jr. / High School	7	0.19 %
Great Rivers Coop	7	0.19 %
Harmony Grove School District Admin Office	7	0.19 %
Hector High School	7	0.19 %
Highland School District Admin Office	7	0.19 %
Hughes High School	7	0.19 %
Kipp Delta College Admin Office	7	0.19 %
Marshall High School	7	0.19 %
McCrory High School	7	0.19 %

Calls Received by School

School Name	Call Count	Percentage
Midland High School	7	0.19 %
Monticello High School	7	0.19 %
Mt. Vernon/Enola Elem. School	7	0.19 %
Mulberry High School	7	0.19 %
Nashville High School	7	0.19 %
Norfolk School District Admin Office	7	0.19 %
North Little Rock School District Admin Office	7	0.19 %
Oak Ridge Central High School	7	0.19 %
Ozarks Unlimited Resource Coop	7	0.19 %
Riverside East Elementary School	7	0.19 %
Riverview High School	7	0.19 %
Robinson Middle School	7	0.19 %
School for the Deaf H.S.	7	0.19 %
School of Excellence	7	0.19 %
Searcy County School District Admin Office	7	0.19 %
Trumann School District Admin Office	7	0.19 %
White Co. Central School Dist. Admin Office	7	0.19 %
Wickes School District Admin Office	7	0.19 %
Wonderview High School	7	0.19 %
Woodlawn School District Admin Office	7	0.19 %
Atkins School District Admin Office	6	0.17 %
Benton High School	6	0.17 %
Bentonville High School	6	0.17 %
Blytheville Intermediate School	6	0.17 %
Brown Elementary School	6	0.17 %
Caddo Hills High School	6	0.17 %
Centerpoint School District Admin Office	6	0.17 %
Crossett School District Admin Office	6	0.17 %
Dawson Education Service Coop	6	0.17 %
Delta College Preparatory School	6	0.17 %
DeQueen School District Admin Office	6	0.17 %
Drew Central High School	6	0.17 %
E-STEM High Public Charter	6	0.17 %
Eureka Springs Middle School	6	0.17 %
Fordyce School District Admin Office	6	0.17 %
Forrest City Alternative Learning Center	6	0.17 %
Forrest City Jr. High	6	0.17 %
Garfield Elementary School	6	0.17 %
Gurdon High School	6	0.17 %
Helena West Helena School Dist. Admin Office	6	0.17 %
Hermitage High School	6	0.17 %
Hillcrest Junior High and High School	6	0.17 %
Hope High School	6	0.17 %
Hurricane Creek Elementary	6	0.17 %

Calls Received by School

School Name	Call Count	Percentage
Jessieville School District Admin Office	6	0.17 %
Lincoln Middle School	6	0.17 %
Lockesburg High School	6	0.17 %
Lonoke High School	6	0.17 %
Mansfield High School	6	0.17 %
Marvell High School	6	0.17 %
Marvin Elementary School	6	0.17 %
Murfreesboro School District Admin Office	6	0.17 %
Nashville Primary School	6	0.17 %
Northeast Arkansas Education Coop, Site 1	6	0.17 %
Northwest Arkansas Education Service Coop	6	0.17 %
Oak Grove Elementary School	6	0.17 %
Oaklawn Magnet School	6	0.17 %
Oark High School	6	0.17 %
Ola High School	6	0.17 %
Osceola School District Admin Office	6	0.17 %
Paris Middle School	6	0.17 %
Pocahontas School District Admin Office	6	0.17 %
Riverview School District Admin Office	6	0.17 %
School for the Blind Admin Office	6	0.17 %
Shirley High School	6	0.17 %
Southside High School	6	0.17 %
Southside School District Admin Office	6	0.17 %
Twin Rivers School District Admin Office	6	0.17 %
Valley View High School	6	0.17 %
Western Arkansas Coop	6	0.17 %
Wilson Elementary School	6	0.17 %
Arkansas High School	5	0.14 %
Beebe High School	5	0.14 %
Booneville School District Admin Office	5	0.14 %
Brookland School District Admin Office	5	0.14 %
Bryant School District Admin Office	5	0.14 %
Caddo Career Consortium (DO NOT USE)	5	0.14 %
Calico Rock High School	5	0.14 %
Camden Fairview School District Admin Office	5	0.14 %
Cave City School District Admin Office	5	0.14 %
Delight School District Admin Office	5	0.14 %
DeQueen Middle School	5	0.14 %
Dermott School District Admin Office	5	0.14 %
Des Arc High School	5	0.14 %
Dewitt School District Admin Office	5	0.14 %
Dumas Junior High School	5	0.14 %
Earle High School	5	0.14 %
East End Elementary School	5	0.14 %

Calls Received by School

School Name	Call Count	Percentage
England Elementary School	5	0.14 %
Green Forest High School	5	0.14 %
Hackett High School	5	0.14 %
Hazen High School	5	0.14 %
Hope School District Admin Office	5	0.14 %
Horatio High School	5	0.14 %
Hoxie High School	5	0.14 %
Izard Co. Cons. High School	5	0.14 %
Jessieville High School	5	0.14 %
Junction City School District Admin Office	5	0.14 %
Lakeside Intermediate School	5	0.14 %
Lead Hill School District Admin Office	5	0.14 %
Louise Durham Elementary School	5	0.14 %
Magnolia Jr. High School	5	0.14 %
Magnolia School District Admin Office	5	0.14 %
Malvern High School	5	0.14 %
Malvern Special Educaton Office	5	0.14 %
Manila High School and Jr High (see comments)	5	0.14 %
Manila School District Admin Office	5	0.14 %
Maynard School District Admin Office	5	0.14 %
Mena School District Admin Office	5	0.14 %
Mountain Home High School	5	0.14 %
Mountain Home School District Admin Office	5	0.14 %
Mount Ida High School	5	0.14 %
Mt. Judea High School	5	0.14 %
North Little Rock High School-West Campus	5	0.14 %
Northwest Academy of Fine Arts	5	0.14 %
Palestine-Wheatley Elem. Sch.	5	0.14 %
Park Magnet School	5	0.14 %
Pottsville Junior High	5	0.14 %
Reed Elementary School	5	0.14 %
Ruth Doyle Intermediate School	5	0.14 %
Searcy High School	5	0.14 %
Searcy School District Admin Office	5	0.14 %
South Mississippi County Elementary at Wilson	5	0.14 %
South Side School District Admin Office	5	0.14 %
Timbo High School	5	0.14 %
Tolleson Elementary School	5	0.14 %
Tuckerman High School	5	0.14 %
Van Buren School District Admin Office	5	0.14 %
Van Cove High School	5	0.14 %
Westside High School	5	0.14 %
Woodlawn High School	5	0.14 %
Woodrow Cummins Elementary	5	0.14 %

Calls Received by School

School Name	Call Count	Percentage
Alpena High School	4	0.11 %
Ashdown Junior High School	4	0.11 %
Ashdown School District Admin Office	4	0.11 %
Barton High School	4	0.11 %
Bauxite School District Admin Office	4	0.11 %
Bearden School District Admin Office	4	0.11 %
Benton Middle School	4	0.11 %
Berryville School District Admin Office	4	0.11 %
Brinkley High School	4	0.11 %
Buffalo Island Central School Dist. Admin Office	4	0.11 %
Caddo Hills School District Admin Office	4	0.11 %
Carlisle High School	4	0.11 %
Cedarville Elementary School	4	0.11 %
Cedarville Middle School	4	0.11 %
Clarendon School District Admin Office	4	0.11 %
Clarksville School District Admin Office	4	0.11 %
College Hill Middle School Magnet Academics	4	0.11 %
Concord High School	4	0.11 %
Conway High East	4	0.11 %
Conway High West	4	0.11 %
Corning School District Admin Office	4	0.11 %
Cutter-Morning Star Sch. Dist. Admin Office	4	0.11 %
Dardanelle School District Admin Office	4	0.11 %
DeQueen Elementary School	4	0.11 %
DeQueen High School	4	0.11 %
Des Arc Elementary School	4	0.11 %
Des Arc School District Admin Office	4	0.11 %
Dewitt Elementary School	4	0.11 %
Dover High School	4	0.11 %
Edgewood Elementary School	4	0.11 %
Elkins High School	4	0.11 %
Fairview Elementary School	4	0.11 %
Foreman School District Admin Office	4	0.11 %
Fox Meadow Elementary	4	0.11 %
Gardner Magnet School	4	0.11 %
Gary E. Cobb Middle School	4	0.11 %
Gentry School District Admin Office	4	0.11 %
Gillett High School	4	0.11 %
Glen Rose School District Admin Office	4	0.11 %
Hampton School District Admin Office	4	0.11 %
Harrison School District Admin Office	4	0.11 %
Hartford High School	4	0.11 %
Hector School District Admin Office	4	0.11 %
Highland Middle School	4	0.11 %

Calls Received by School

School Name	Call Count	Percentage
Holly Harshman Elementary School	4	0.11 %
Hope Academy	4	0.11 %
Hot Springs Middle School	4	0.11 %
Howard Perrin Elementary School	4	0.11 %
Hughes School District Admin Office	4	0.11 %
Izard Co. Cons. Elem. School	4	0.11 %
Jim Stone Elementary School	4	0.11 %
Lafayette County School District Admin Office	4	0.11 %
Lake Hamilton Primary School	4	0.11 %
Lead Hill High School	4	0.11 %
Lincoln High School	4	0.11 %
Lockesburg Elementary School	4	0.11 %
Lonoke School District Admin Office	4	0.11 %
Luxora Elementary School	4	0.11 %
Malvern Elementary School	4	0.11 %
Mansfield Middle School	4	0.11 %
Margaret Daniels Primary	4	0.11 %
Marion Juvenile Detention Center	4	0.11 %
Marion School District Alternative School	4	0.11 %
Marshall Elementary School	4	0.11 %
Mayflower Elementary School	4	0.11 %
Mayflower High School	4	0.11 %
Mayflower School District Admin Office	4	0.11 %
McCrary Elementary School	4	0.11 %
Mena Middle School	4	0.11 %
Miller Junior High School	4	0.11 %
Mineral Springs High School	4	0.11 %
Morrilton Junior High School	4	0.11 %
Morrilton Primary School	4	0.11 %
Mountain Pine High School	4	0.11 %
Mount Ida School District Admin Office	4	0.11 %
Mount Vernon/Enola High School	4	0.11 %
Nashville Elementary School	4	0.11 %
Nashville School District Admin Office	4	0.11 %
Nettleton School District Admin Office	4	0.11 %
Nevada School District Admin Office	4	0.11 %
Newport School District Admin Office	4	0.11 %
Norfolk High School	4	0.11 %
Norphlet High School	4	0.11 %
Oak Grove High School	4	0.11 %
Omaha School District Admin Office	4	0.11 %
Osceola Communications, Art & Business School	4	0.11 %
Ozark Junior High School	4	0.11 %
Ozark Middle School	4	0.11 %

Calls Received by School

School Name	Call Count	Percentage
Pangburn High School	4	0.11 %
Parkers Chapel School Dist. Admin Office	4	0.11 %
Piggott High School	4	0.11 %
Pottsville School District Admin Office	4	0.11 %
Pulaski County Special School Dist. Transportation	4	0.11 %
Riverside High School	4	0.11 %
Salem School District Admin Office	4	0.11 %
Scranton School District Admin Office	4	0.11 %
Sheridan Freshman Academy	4	0.11 %
Sheridan High School	4	0.11 %
Shirley School District Admin Office	4	0.11 %
Siloam Springs High School	4	0.11 %
Smackover High School	4	0.11 %
Spring Hill High School	4	0.11 %
Turrell Elementary School	4	0.11 %
Turrell High School	4	0.11 %
Valley Springs High School	4	0.11 %
Vilonia High School	4	0.11 %
Vilonia Junior High School	4	0.11 %
Watson Chapel School District Admin Office	4	0.11 %
West Junior High School	4	0.11 %
West Memphis High School	4	0.11 %
Wickes High School Secondary Building	4	0.11 %
Wynne Junior High School	4	0.11 %
Wynne School District Admin Office	4	0.11 %
Academic Plus Charter School	3	0.08 %
Alma Alternative School	3	0.08 %
Alma Spikes Elementary School	3	0.08 %
Alternative Alpha School	3	0.08 %
Anne Watson Elementary School	3	0.08 %
Arnold Drive Elementary School	3	0.08 %
Bayou Meto Elementary School	3	0.08 %
Bearden High School	3	0.08 %
Beebe School District Admin Office	3	0.08 %
Belwood Elementary School	3	0.08 %
Benton County School of the Arts Admin Office	3	0.08 %
Benton School District Admin Office	3	0.08 %
Bigelow High School	3	0.08 %
Bismarck School District Admin Office	3	0.08 %
Boston Mountain Education Center	3	0.08 %
Bradford High School	3	0.08 %
Brookland High School	3	0.08 %
Buffalo Island Central Junior High School	3	0.08 %
Cabot School District Admin Office	3	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Calico Rock School District Admin Office	3	0.08 %
Camden Fairview High School	3	0.08 %
Cato Elementary School	3	0.08 %
Centerpoint Primary School	3	0.08 %
Charleston School District Admin Office	3	0.08 %
Clinton High School	3	0.08 %
Clinton School District Admin Office	3	0.08 %
College Hill Elementary International Studies Magn	3	0.08 %
Conway Career Center	3	0.08 %
Cross County Primary	3	0.08 %
Crossett High School	3	0.08 %
Dardanelle High School	3	0.08 %
Decatur Middle School	3	0.08 %
Dermott High School	3	0.08 %
DeWitt Middle School	3	0.08 %
Dollarway Middle School	3	0.08 %
Dreamland Academy District	3	0.08 %
Dumas High School	3	0.08 %
Dumas School District Admin Office	3	0.08 %
Dunbar Middle School	3	0.08 %
Eagle Mountain Magnet School	3	0.08 %
East End Intermediate School	3	0.08 %
East Junior High School	3	0.08 %
East Poinsett County Elementary	3	0.08 %
El Dorado School Dist Admin Office	3	0.08 %
Emerson-Taylor School District Admin Office	3	0.08 %
Evening Shade High School (see comments)	3	0.08 %
Fairview Elementary Aerospace and Enviromental Stu	3	0.08 %
Fourche Valley High School	3	0.08 %
Fourche Valley School District Admin Office DO NO	3	0.08 %
Fuller Annex	3	0.08 %
Genoa Central High School	3	0.08 %
Glen Rose High School	3	0.08 %
Gravette High School	3	0.08 %
Greenbrier High School	3	0.08 %
Greene County Tech High School	3	0.08 %
Greenwood High School	3	0.08 %
Guy-Perkins High School	3	0.08 %
Hackett School District Admin Office	3	0.08 %
Hamburg High School	3	0.08 %
Harrisburg Middle School	3	0.08 %
Harrisburg School District Admin Office	3	0.08 %
Heber Springs Middle School	3	0.08 %
Horatio School District Admin Office	3	0.08 %

Calls Received by School

School Name	Call Count	Percentage
HOT SPRINGS ALTERNATIVE	3	0.08 %
Humphrey Elementary School	3	0.08 %
Jasper High School	3	0.08 %
J.D. Leftwich High School	3	0.08 %
Jessieville Middle School	3	0.08 %
Joe T. Robinson High School	3	0.08 %
Jonesboro Juvenile Detention School	3	0.08 %
Kingston High School	3	0.08 %
Kipp Delta High School	3	0.08 %
Lafayette County High School	3	0.08 %
Lake Hamilton School District Admin Office	3	0.08 %
Lakewood Middle School	3	0.08 %
Lavaca High School	3	0.08 %
Lavaca School District Admin Office	3	0.08 %
Lawrence County School District Admin Office	3	0.08 %
Lee County School District Admin Office	3	0.08 %
Lisa Academy	3	0.08 %
Lonoke Schools Career Center	3	0.08 %
Lowell Elementary School	3	0.08 %
Maddux Elementary School	3	0.08 %
Malvern Junior High School	3	0.08 %
Marmaduke Elementary School	3	0.08 %
Marmaduke School District Admin Office	3	0.08 %
Martin Elementary School	3	0.08 %
Marvell Primary School	3	0.08 %
McGehee Elementary School	3	0.08 %
Melbourne School District Admin Office	3	0.08 %
Monticello School District Admin Office	3	0.08 %
Morrilton Elementary School	3	0.08 %
Mountainburg Middle School	3	0.08 %
Mountain View High School	3	0.08 %
Murfreesboro High School	3	0.08 %
Nashville Junior High School	3	0.08 %
Newark High School	3	0.08 %
North Heights Junior High School	3	0.08 %
North Little Rock Admin. Annex	3	0.08 %
North Pulaski High School	3	0.08 %
Oscar Hamilton Elementary School	3	0.08 %
Osceola High School	3	0.08 %
Ouachita High School	3	0.08 %
Ozark High School	3	0.08 %
Palestine-Wheatley Junior High	3	0.08 %
Paragould High School	3	0.08 %
Paragould School District Admin Office	3	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Park Hill Preschool	3	0.08 %
Perryville Elementary School	3	0.08 %
Perryville High School	3	0.08 %
Piggott School District Admin Office	3	0.08 %
Pine Haven Elementary School	3	0.08 %
Plainview-Rover High School	3	0.08 %
Pocahontas Junior High School	3	0.08 %
Pottsville Elementary School	3	0.08 %
Pottsville High School	3	0.08 %
Prairie Grove School District Admin Office	3	0.08 %
Quitman High School	3	0.08 %
Ray/Phyllis Simon Intermediate School	3	0.08 %
Rector High School	3	0.08 %
Redfield Junior High School	3	0.08 %
Riverside School District Admin Office	3	0.08 %
Riverside West Elementary School	3	0.08 %
Rogers High School Sophomore Campus	3	0.08 %
Rose Bud School District Admin Office	3	0.08 %
Rural Special High School	3	0.08 %
RUSSELLVILLE SCHOOL DISTRICT ADMIN Annex-Supt. Srv	3	0.08 %
Sallie Cone Elementary School	3	0.08 %
Saratoga High School	3	0.08 %
School for Math and Sciences-Dorms/Distance Learni	3	0.08 %
School for Mathematics and Sciences	3	0.08 %
Siloam Springs Alternative School	3	0.08 %
Siloam Springs School District Admin Office	3	0.08 %
Sloan-Hendrix School Dist. Admin Office	3	0.08 %
Southwood Elementary School	3	0.08 %
Stuttgart School District Admin Office	3	0.08 %
Sulphur Rock Magnet	3	0.08 %
Thomas C. Brunson Elementary School	3	0.08 %
Townsend Park South Elementary School	3	0.08 %
Trice Elementary Visual and Performing Arts Magnet	3	0.08 %
Union Elementary Communication and Technologies Ma	3	0.08 %
University Heights Elementary School	3	0.08 %
Van Cove School District Admin Office	3	0.08 %
Viola School District Admin Office	3	0.08 %
Waldron Elementary School	3	0.08 %
Waldron High School	3	0.08 %
Warren Dupree Elementary School	3	0.08 %
Warren High School	3	0.08 %
Washington Intermediate	3	0.08 %
Wedlock Elementary School	3	0.08 %
West Elementary School	3	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Western Grove High School	3	0.08 %
West Side High School	3	0.08 %
Wilbur D. Mills Education Coop	3	0.08 %
W T Daniels Gifted/Talented & Special Education	3	0.08 %
Yellville-Summit High School	3	0.08 %
Yerger Junior High School	3	0.08 %
Acorn High School	2	0.06 %
Acorn School District Admin Office	2	0.06 %
Alpena School District Admin Office	2	0.06 %
Amboy Elementary School	2	0.06 %
Anderson Elementary School	2	0.06 %
Anna Strong Elementary School	2	0.06 %
Anna Strong Middle School	2	0.06 %
Argenta Academy	2	0.06 %
Arkansas Correctional School Admin Office	2	0.06 %
Arkansas Virtual Academy	2	0.06 %
Armored High School	2	0.06 %
Ashdown Alternative School	2	0.06 %
Ashdown High School	2	0.06 %
Atkins Middle School	2	0.06 %
Baker Interdistrict Elementary School	2	0.06 %
Bald Knob School District Admin Office	2	0.06 %
Baldwin Elementary School	2	0.06 %
Barton Junior High School	2	0.06 %
Batesville Junior High School	2	0.06 %
Batesville Sixth Grade Magnet School (DO NOT USE)	2	0.06 %
Beebe Intermediate	2	0.06 %
Beech Crest Elementary School	2	0.06 %
Belair Middle School	2	0.06 %
Bellview Elementary	2	0.06 %
Berryville Middle School	2	0.06 %
Blytheville Primary School	2	0.06 %
Booneville High School	2	0.06 %
Bradley School District Admin Office	2	0.06 %
Bright Star Elementary School	2	0.06 %
Brinkley School District Admin Office	2	0.06 %
Bryant Middle School	2	0.06 %
Buffalo Island Central Highschool	2	0.06 %
Caddo Career Consortium	2	0.06 %
Calico Rock Elementary School	2	0.06 %
Camden Fairview Intermediate School	2	0.06 %
Carl Stuart Middle School	2	0.06 %
Cedarville High School	2	0.06 %
Cedarville School District Admin Office	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
Central Park at Morning Star	2	0.06 %
Charleston Elementary School	2	0.06 %
Concord School District Admin Office	2	0.06 %
Cord Charlotte High School	2	0.06 %
Cotter High School	2	0.06 %
Cotter School District Admin Office	2	0.06 %
County Line School District Admin Office	2	0.06 %
Crestwood Elementary School	2	0.06 %
Crowley's Ridge Education Coop	2	0.06 %
Crystal Hill Elementary	2	0.06 %
Cutter-Morning Star High Sch.	2	0.06 %
Dardanelle Primary School	2	0.06 %
Decatur Northside Elementary School	2	0.06 %
Dover Middle School	2	0.06 %
Earle School District Admin Office	2	0.06 %
East Poinsett Co. High School	2	0.06 %
Eastside Elementary School	2	0.06 %
Eastside Primary School	2	0.06 %
East-West Elementary School East Campus	2	0.06 %
El Dorado High School	2	0.06 %
Emmett High School	2	0.06 %
England Middle School	2	0.06 %
E-STEM Middle Public School	2	0.06 %
Eureka Springs High School	2	0.06 %
Farmington High School	2	0.06 %
Farmington School District Admin Office	2	0.06 %
Foreman Elementary School	2	0.06 %
Fouke School District Admin Office	2	0.06 %
Frank Tillery Elementary School	2	0.06 %
Garland Alternative School	2	0.06 %
Gentry Primary School	2	0.06 %
Gosnell School District Admin Office	2	0.06 %
Gravette Jr. High School	2	0.06 %
Greenbrier School District Admin Office	2	0.06 %
Greene CountyTech Jr. High School	2	0.06 %
Greenland High School	2	0.06 %
Gurdon Primary School	2	0.06 %
Hackett Elementary School	2	0.06 %
Hamburg School District Admin Office	2	0.06 %
Harmony Grove Middle School	2	0.06 %
Harrisburg Elementary School	2	0.06 %
Harrison High School	2	0.06 %
Harrison Jr. High School	2	0.06 %
Hazen School District Admin Office	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
Hermitage School District Admin Office	2	0.06 %
Hillcrest Elementary School	2	0.06 %
Hope Academy Admin	2	0.06 %
Humphrey School District Admin Office DO NOT USE!	2	0.06 %
Huntsville Intermediate School	2	0.06 %
Huttig High School	2	0.06 %
Ida Burns Elementary School	2	0.06 %
Imboden Area Charter School Admin Office	2	0.06 %
Jackson County School District Admin Office	2	0.06 %
Jackson Elementary School	2	0.06 %
Jacksonville High School	2	0.06 %
Jessieville Alternative/Excel School (SeeComments)	2	0.06 %
J.F. Wahl Elementary School	2	0.06 %
Joe Mathias Elementary School	2	0.06 %
Joe T. Robinson Elementary School	2	0.06 %
Jonesboro School District Admin Office	2	0.06 %
Judsonia Elementary School	2	0.06 %
Julia Lee Moore Elem. School	2	0.06 %
Keiser Elementary School	2	0.06 %
Kirby School District Admin Office	2	0.06 %
Lafayette County Elementary West	2	0.06 %
Lakeside Alternative Learning Center	2	0.06 %
Lakeside Junior High School	2	0.06 %
Lamar School District Admin Office	2	0.06 %
Landmark Elementary School	2	0.06 %
Lavaca Elementary School	2	0.06 %
Lavaca Middle School	2	0.06 %
Lawson Elementary School	2	0.06 %
Lee County High School	2	0.06 %
Leslie High School	2	0.06 %
Lonoke Middle School	2	0.06 %
Lucilia Wood Elementary School	2	0.06 %
Lynch Drive Elementary School	2	0.06 %
Magnolia High School	2	0.06 %
Malvern School District Admin Office	2	0.06 %
Mammoth Spring High School	2	0.06 %
Marguerite Vann Elementary School	2	0.06 %
Marked Tree High School	2	0.06 %
Marmaduke High School	2	0.06 %
McGehee School District Admin Office	2	0.06 %
McRae Middle School	2	0.06 %
Meadow Park Elementary School	2	0.06 %
Meekins Middle School	2	0.06 %
Melbourne High School (DO NOT USE)	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
Mineral Springs School Dist. Admin Office	2	0.06 %
Morrilton Intermediate School	2	0.06 %
Morrilton Senior High School	2	0.06 %
Mountainburg School District Admin Office	2	0.06 %
Mount Ida Elementary School	2	0.06 %
Mount Pleasant Elementary School	2	0.06 %
Mount Pleasant High School	2	0.06 %
Mount Vernon/Enola School Dist. Admin Office	2	0.06 %
Mulberry School District Admin Office	2	0.06 %
Murrell Taylor Elementary School	2	0.06 %
Nemo Vista High School	2	0.06 %
Nemo Vista School District Admin Office	2	0.06 %
Nettleton Central Elementary	2	0.06 %
Nettleton Intermediate Center	2	0.06 %
Nevada High School	2	0.06 %
New Horizon's Alternative Sch.	2	0.06 %
North Central Vocational Center (Clinton)	2	0.06 %
Oakbrooke Elementary School	2	0.06 %
Oakdale Jr. High School	2	0.06 %
Oak Park Elementary School	2	0.06 %
Ouachita School District Admin Office	2	0.06 %
Ozark Secretary and Federal Coordinator	2	0.06 %
Pangburn Elementary School	2	0.06 %
Paragould Junior High	2	0.06 %
Park Avenue Elementary/ Middle School	2	0.06 %
Parkers Chapel High School	2	0.06 %
Park Hill Elementary School	2	0.06 %
Perryville School District Admin Office	2	0.06 %
Pike View Elementary School	2	0.06 %
Pine Bluff High School	2	0.06 %
Pinewood Elementary School	2	0.06 %
Pleasant View High School	2	0.06 %
Poplar Street Middle School	2	0.06 %
Pre-K School	2	0.06 %
Pulaski Co. Special School District Admin	2	0.06 %
Pulaski County Special School Transportation North	2	0.06 %
Quitman School District Admin Office	2	0.06 %
Rose Bud High School	2	0.06 %
Rose City Middle School	2	0.06 %
Russellville High School	2	0.06 %
Salem High School	2	0.06 %
School for the Blind H.S.	2	0.06 %
SEARCY SCHOOLS SUPPORT SERVICES	2	0.06 %
Sheridan Middle School	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
Sherwood Elementary School	2	0.06 %
Smackover Elementary School	2	0.06 %
Smackover School District Admin Office	2	0.06 %
Sparkman High School	2	0.06 %
Springdale School District Admin Office	2	0.06 %
Spring Street School	2	0.06 %
Stewart Elementary School	2	0.06 %
Strong High School	2	0.06 %
Stuttgart High School	2	0.06 %
Success Achievement Academy	2	0.06 %
Swifton Middle School	2	0.06 %
Sylvan Hills High School	2	0.06 %
Townsend Park North Elementary School	2	0.06 %
Tucker (Elza R.) Elementary/Middle School	2	0.06 %
Turrell School District Admin Office	2	0.06 %
Valley View Elementary School	2	0.06 %
Valley View Jr. High	2	0.06 %
Valley View School District Admin Office	2	0.06 %
Van Buren High School	2	0.06 %
Vilonia Primary School	2	0.06 %
Waldron Middle School	2	0.06 %
Waldron School District Admin Office	2	0.06 %
Warren Middle School	2	0.06 %
Washington Special Services Technology Center	2	0.06 %
Western Yell Co. School Dist. Admin Office	2	0.06 %
West Fork High School	2	0.06 %
Westside Cons. School District Admin Office	2	0.06 %
White Co. Central High School	2	0.06 %
White County Alternative Learning School	2	0.06 %
White Hall Administration Technical Shop	2	0.06 %
Whitten Elementary School	2	0.06 %
Wilbur D. Mills High School	2	0.06 %
Wilmot Elementary School	2	0.06 %
Wilson Elementary School (DO NOT USE)	2	0.06 %
Winthrop Elementary School	2	0.06 %
Wonderview School District Admin Office	2	0.06 %
Woodruff Elementary School	2	0.06 %
Wynne Primary School	2	0.06 %
Yellville-Summit School Dist. Admin Office	2	0.06 %
Adult Community and Education	1	0.03 %
Allbritton Upper Elementary School	1	0.03 %
Alma High School	1	0.03 %
Alma School District Admin Office	1	0.03 %
Alpha Learning Academy	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Alternative Learning Center	1	0.03 %
Angie Grant Elementary School	1	0.03 %
A. R. Hederick Elem. School	1	0.03 %
Arkadelphia High School	1	0.03 %
Arkadelphia School District Admin Office	1	0.03 %
Arkansas Association of Educational Administrators	1	0.03 %
Arkansas High School Activities Association	1	0.03 %
Atkins High School	1	0.03 %
Bald Knob High School	1	0.03 %
Bald Knob Middle School	1	0.03 %
Barton Elementary School	1	0.03 %
Bates Elementary School	1	0.03 %
Batesville School District Admin Office	1	0.03 %
Bay High School	1	0.03 %
Bay School District Admin Office	1	0.03 %
Bearden Middle School	1	0.03 %
Beebe Middle School	1	0.03 %
Benton Junior High School	1	0.03 %
Bergman Elementary School	1	0.03 %
Bergman Middle School	1	0.03 %
Berryville High School	1	0.03 %
Beryl Henry Upper Elementary School	1	0.03 %
Bismarck High School	1	0.03 %
Bismarck Middle School	1	0.03 %
Black Rock High School	1	0.03 %
Black Rock High School (DO NOT USE)	1	0.03 %
Blevins School District Admin Office	1	0.03 %
Blytheville Charter Schools and ALC	1	0.03 %
Blytheville School Administration Service Center	1	0.03 %
Bob Folsom Elementary	1	0.03 %
Bonnie Grimes Elementary School	1	0.03 %
Booneville Middle School	1	0.03 %
Bradford School District Admin Office	1	0.03 %
Bradley High School	1	0.03 %
BRINKLEY HIGH SCHOOL VIDEO (DO NOT USE)	1	0.03 %
Bruno-Pyatt Elementary School	1	0.03 %
Buffalo Island Central East Elementary	1	0.03 %
Buffalo Island Central West Elementary	1	0.03 %
Butterfield Trail Junior High School	1	0.03 %
Cabot Junior High School North	1	0.03 %
Cabot Middle School South	1	0.03 %
Caldwell Elementary School	1	0.03 %
Camden Fairview Middle	1	0.03 %
Carlisle School District Admin Office	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Castleberry Elementary School	1	0.03 %
Cave City Elementary School	1	0.03 %
Cave City High School	1	0.03 %
C. D. Franks Elementary School	1	0.03 %
Cedar Ridge School District Admin Office	1	0.03 %
Centerpoint Intermediate School	1	0.03 %
Charleston High School	1	0.03 %
Chenal Elementary School	1	0.03 %
Clarendon Elementary School	1	0.03 %
Clarksville Junior High School	1	0.03 %
Clinton Middle School	1	0.03 %
College Station Elementary School	1	0.03 %
Conway Alternative School	1	0.03 %
Cotton Plant Elementary School	1	0.03 %
County Line Elementary School	1	0.03 %
Craighead County Special Education Coop	1	0.03 %
Cross County Intermediate	1	0.03 %
Crossett Elementary	1	0.03 %
Crossett Pre-K and Tutorial Center	1	0.03 %
Crossroads Alternative School	1	0.03 %
CROWLEYS RIDGE COOP Special Ed.	1	0.03 %
Cushman High School	1	0.03 %
Danville High School	1	0.03 %
Dardanelle Elementary School	1	0.03 %
Decatur School District Admin Office	1	0.03 %
Deer/Mt. Judea School District Admin Office	1	0.03 %
DeQueen Primary	1	0.03 %
Devalls Bluff Elementary School (DO NOT USE)	1	0.03 %
DeValls Bluff School Dist Admin Office (DO NOT USE)	1	0.03 %
DeWitt High School	1	0.03 %
Dierks School District Admin Office	1	0.03 %
Drew County Schools Transportation	1	0.03 %
Dyess Elementary School (DO NOT USE)	1	0.03 %
Earle Elementary School	1	0.03 %
East Elementary School	1	0.03 %
East End School District Admin Office	1	0.03 %
Elgin B. Milton Elem. School	1	0.03 %
Elkins Primary School	1	0.03 %
Ellen Smith Elementary School	1	0.03 %
Elmwood Jr. High School	1	0.03 %
Emerson High School	1	0.03 %
Emmett Elementary School	1	0.03 %
England Middle School (DO NOT USE)	1	0.03 %
English Second Language Department	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Eudora Elementary	1	0.03 %
Eureka Springs Elem. School	1	0.03 %
Eureka Springs School District Admin Office	1	0.03 %
Faulk Elementary School	1	0.03 %
First Ward Learning Center	1	0.03 %
Flippin Elementary School	1	0.03 %
Flippin Middle School	1	0.03 %
Flippin School District Admin Office	1	0.03 %
Florence Mattison Elementary School	1	0.03 %
Forrest City Teachers Center (DO NOT USE)	1	0.03 %
Fouke Middle School	1	0.03 %
Gandy Elementary School	1	0.03 %
Genoa Central Elem. School	1	0.03 %
Gentry High School	1	0.03 %
Gentry Middle School	1	0.03 %
George Elementary School	1	0.03 %
Gifford Kindergarten	1	0.03 %
Glen Rose Middle School	1	0.03 %
Grace Hill Elementary School	1	0.03 %
Gravette Upper Elementary	1	0.03 %
Greene County Tech School Dist. Admin Office	1	0.03 %
Green Forest Elementary School	1	0.03 %
Green Forest Intermediate School	1	0.03 %
Green Forest School District Admin Office	1	0.03 %
GREENLAND MIDDLE SCHOOL	1	0.03 %
Greenland School District Admin Office	1	0.03 %
Haas Hall Academy	1	0.03 %
Hampton High School	1	0.03 %
Har-ber High School	1	0.03 %
Hardin Elementary School	1	0.03 %
Harmony Grove Elem. School	1	0.03 %
Hartford Elementary School	1	0.03 %
Hatfield Elementary School	1	0.03 %
Heber Springs High School	1	0.03 %
Highland High School	1	0.03 %
Holcomb Elementary School	1	0.03 %
Holly Grove Elementary School (DO NOT USE)	1	0.03 %
Hot Springs Maintenance and Transportation Dept.	1	0.03 %
Hugh Goodwin Elementary School	1	0.03 %
Huntsville High School	1	0.03 %
Huntsville Middle School	1	0.03 %
Huttig Elementary School (DO NOT USE)	1	0.03 %
Huttig High School (DO NOT USE)	1	0.03 %
Imboden Area Charter School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Indian Hills Elementary School	1	0.03 %
Izard Co. Cons. School Dist. Admin Office	1	0.03 %
Jack Robey Junior High School	1	0.03 %
Jacksonville Junior High School	1	0.03 %
Jerry "Pops" Williams Elementary	1	0.03 %
Jonesboro Vo-Tech	1	0.03 %
Judsonia Middle School (DO NOT USE)	1	0.03 %
Junction City Elem. School	1	0.03 %
Junction City High School	1	0.03 %
Kensett Middle School (DO NOT USE)	1	0.03 %
Kingsland High School	1	0.03 %
Lafayette County School District Federal Programs	1	0.03 %
Lamar High School	1	0.03 %
Lawrence County School District Admin #2 Office	1	0.03 %
Lead Hill Elementary School	1	0.03 %
Lee County School District Alt.Learning Environ	1	0.03 %
L.F. Henderson Interm. Sch.	1	0.03 %
Lingle Middle School	1	0.03 %
Lonoke Elementary School	1	0.03 %
Lonoke Primary School	1	0.03 %
Magnet Cove School Dist. Admin Office	1	0.03 %
Mammoth Spring School District Admin Office	1	0.03 %
Mansfield Elementary School	1	0.03 %
Marked Tree Elementary School	1	0.03 %
Marked Tree School District Admin Office	1	0.03 %
Marvell School District Admin Office	1	0.03 %
Matthews Elementary School	1	0.03 %
Mayflower Middle School	1	0.03 %
McRae Elementary School	1	0.03 %
Melbourne Elementary School	1	0.03 %
Mena Alternative School	1	0.03 %
Mildred Jackson Elementary School	1	0.03 %
Moody Elementary School	1	0.03 %
Mountainburg High School	1	0.03 %
Mountain Pine School District Admin Office	1	0.03 %
Mountain View School District Admin Office	1	0.03 %
Nashville Alternative School	1	0.03 %
Nettleton High School	1	0.03 %
Nettleton Junior High School	1	0.03 %
Noble Lower Elementary School	1	0.03 %
Norfork Elementary School	1	0.03 %
Norphlet School District Admin Office	1	0.03 %
North Central Vocational Center	1	0.03 %
North Crossett Primary School (DO NOT USE)	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
North Heights Elementary School	1	0.03 %
North Little Rock High School-East Campus	1	0.03 %
Northside Elementary School	1	0.03 %
Northwest Elementary School	1	0.03 %
Northwood Middle School	1	0.03 %
Ode Maddox Elementary School	1	0.03 %
Oden Maddox Elementary School	1	0.03 %
Old Wire Road Elementary School	1	0.03 %
Omaha Middle School	1	0.03 %
Osceola Middle School	1	0.03 %
Palestine-Wheatley Sch. Dist. Admin Office	1	0.03 %
Palestine-Wheatley Senior High	1	0.03 %
Paris Elementary School	1	0.03 %
Paris School District Admin Office	1	0.03 %
Pea Ridge School District Admin Office	1	0.03 %
Perry-Casa Alternative School	1	0.03 %
Perry-Casa School Dist Admin Office (DO NOT USE)	1	0.03 %
Phillips/Monroe Special Coop.	1	0.03 %
Piggott Elementary School	1	0.03 %
Pine Bluff School District Administration Annex	1	0.03 %
Pleasant View School District Admin Office DO NOT	1	0.03 %
Portland Elementary School	1	0.03 %
Pottsville Middle Grade	1	0.03 %
Poyen Elementary School	1	0.03 %
Prairie Grove High School	1	0.03 %
Prairie Grove Jr. High School	1	0.03 %
Prescott High School	1	0.03 %
Pulaski Coounty Special School Dist. Alternative	1	0.03 %
Retta Brown Elementary School	1	0.03 %
Richland Elementary School	1	0.03 %
Ridgeroad Charter Middle School	1	0.03 %
Rison High School	1	0.03 %
Riverside Jr. High School	1	0.03 %
Riverview Junior High	1	0.03 %
Rogers High School	1	0.03 %
Rogers Pre-K Center	1	0.03 %
Rogers School Services	1	0.03 %
Rural Special School District Admin Office DO NOT	1	0.03 %
School for the Blind Elem	1	0.03 %
School for the Deaf Elem.	1	0.03 %
School of The 21st Century	1	0.03 %
Scranton High School	1	0.03 %
Shawnee Elementary School (DO NOT USE)	1	0.03 %
Skyline Heights Elem. School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Sloan-Hendrix High School	1	0.03 %
South Central Arkansas Education Cooperative	1	0.03 %
South Central Arkansas Education Cooperative Annex	1	0.03 %
Southeast Junior High School	1	0.03 %
South Mississippi County School Dist Admin Office	1	0.03 %
Southside Elementary School	1	0.03 %
South Side Elementary School	1	0.03 %
Southwest Arkansas Education Coop	1	0.03 %
Southwest Arkansas Migrant Education Coop.	1	0.03 %
Spring Hill School District Admin Office	1	0.03 %
Stephens Elementary School	1	0.03 %
Stephens High School	1	0.03 %
Stephens High School (DO NOT USE)	1	0.03 %
St. Joe High School	1	0.03 %
St Paul Elementary School	1	0.03 %
St Paul High School	1	0.03 %
Stuttgart Junior High School	1	0.03 %
Sulphur Rock Elementary School (DO NOT USE)	1	0.03 %
Sylvan Hills Middle School	1	0.03 %
Taylor Elementary School	1	0.03 %
Union Elementary and Middle School	1	0.03 %
Valley Springs School District Admin Office	1	0.03 %
Valley View Adult Education Center	1	0.03 %
Van Buren Service Center	1	0.03 %
Vilonia Middle School	1	0.03 %
Vilonia School District Admin Office	1	0.03 %
Viola Elementary School	1	0.03 %
Walnut Ridge High School	1	0.03 %
Walnut Ridge High School (DO NOT USE)	1	0.03 %
Warren School District Admin Office	1	0.03 %
Washington Junior High School	1	0.03 %
Watson Chapel High School	1	0.03 %
Watson Primary School	1	0.03 %
Western Yell Co. High School	1	0.03 %
West Fork School District Admin Office	1	0.03 %
WEST MEMPHIS CAFETERIA	1	0.03 %
West Side Elementary School	1	0.03 %
Westside School District Admin Office	1	0.03 %
West Woods Center	1	0.03 %
White Co. Central Elem. School	1	0.03 %
White Hall High School	1	0.03 %
White Hall Junior High School	1	0.03 %
White Hall ROTC	1	0.03 %
Wilburn Elementary School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Willford High School	1	0.03 %
Wonder Junior High School	1	0.03 %
W. T. Cheney Elementary School	1	0.03 %
Wynne Intermediate School	1	0.03 %
Yocum Elementary School	1	0.03 %
All Schools	3,632	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Security	1,086	29.90 %
Connectivity	1,066	29.35 %
APSCN	991	27.29 %
Auto ticket	235	6.47 %
Email	106	2.92 %
Information	49	1.35 %
Hardware	23	0.63 %
UNIX	21	0.58 %
Software Appl.	18	0.50 %
Circuit Orders	15	0.41 %
Telecomm	14	0.39 %
Network	5	0.14 %
Billing	3	0.08 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	678	19.53 %
MISC	858	24.72 %
Alarm Cleared	467	13.45 %
Configuration	225	6.48 %
Printer Error	127	3.66 %
User Request	98	2.82 %
Access	85	2.45 %
Trouble cleared	89	2.56 %
information	93	2.68 %
Password-Reset	68	1.96 %
Password	61	1.76 %
LAN Problem	45	1.30 %
Duplicate Ticket	42	1.21 %
Bad Cable Pair	40	1.15 %
Corrupt/Missing	34	0.98 %
Configuration Error	33	0.95 %
Reboot	33	0.95 %
Installation Complete	29	0.84 %
Hardware	25	0.72 %
Outage	27	0.78 %
Circuit Failure	24	0.69 %
Connection Fail	24	0.69 %
Virus	21	0.61 %
HW Failure	20	0.58 %
New Equip	18	0.52 %
User error	17	0.49 %
Alarm Clear after Outage	18	0.52 %
Site Up At Testing	18	0.52 %
DNS Change	15	0.43 %
No TroubleFound	14	0.40 %
Circuit order/install	8	0.23 %
HW Malfunction	8	0.23 %
Network Down	8	0.23 %
Account Cleanup	7	0.20 %
Malfunction	5	0.14 %
Profile Change	6	0.17 %
Traffic	6	0.17 %
Unplugged	5	0.14 %
Database	4	0.12 %
Replaced card	5	0.14 %
Software	5	0.14 %
Disk Space	4	0.12 %
Incompatible	4	0.12 %
Inquiry	4	0.12 %

Calls Closed by Cause

Cause	Call Count	Percentage
Site closed	4	0.12 %
Circuit Information	1	0.03 %
Patched to spare	2	0.06 %
Questions	2	0.06 %
Resources	3	0.09 %
Security	3	0.09 %
Billing Error	2	0.06 %
Cut over to spare	2	0.06 %
DNS Problems	2	0.06 %
Duplicate Call	2	0.06 %
File Transfer	2	0.06 %
Power outage	2	0.06 %
Replaced Smartjack	2	0.06 %
Server Down	2	0.06 %
Spam Report	2	0.06 %
Access Rights	1	0.03 %
Bad Cord	1	0.03 %
Bad Telephone	1	0.03 %
CO Features	1	0.03 %
Installation	1	0.03 %
IQ	1	0.03 %
List Problem	1	0.03 %
No Trouble	1	0.03 %
Scanning	1	0.03 %
Spyware	1	0.03 %
Transfer Call	1	0.03 %
Unplug/Plug	1	0.03 %
ViolationsClear	1	0.03 %

Call Center Tickets Received from Higher Education Customers During the Reporting Period

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Arkansas Tech University	Arkansas Technical University	113	22.07 %
	Hendrix College	64	12.50 %
University of Arkansas at Little Rock	UALR	46	8.98 %
	University of Central Arkansas	19	3.71 %
Arkansas State University - Beebe	Arkansas State University - Student Network	11	2.15 %
Southern Arkansas University - Technical Branch	Southern Arkansas University	8	1.56 %
University of Central Arkansas	MaCalister	8	1.56 %
Department of Workforce Education - Northwest Technical Institute	NW Tech Institue	7	1.37 %
University of Arkansas at Fayetteville	Garvin Woodland Gardens	7	1.37 %
Black River Technical College	Black River Technical College	6	1.17 %
Cossatot Technical College	Cossatot Tech.	6	1.17 %
Southeast Arkansas College	Southeast Arkansas College	6	1.17 %
University of Arkansas at Little Rock	Ross Hall	6	1.17 %
University of Arkansas at Little Rock	Stabler Hall	6	1.17 %
University of Arkansas for Medical Sciences	Telcommunications	6	1.17 %
Mississippi County Community College	Arkansas Northeastern College Main Campus	5	0.98 %
Phillips Community College of the University of Arkansas	Phillips Community College	5	0.98 %
Pulaski Technical College	Saline County Career Center (see comments)	5	0.98 %
University of Arkansas at Little Rock	ETAS Bldg	5	0.98 %
University of Arkansas at Little Rock	Larson Hall	5	0.98 %
University of Central Arkansas	BBA	5	0.98 %
University of Central Arkansas	Telecommunications	5	0.98 %
University of Central Arkansas	Wingo Hall	5	0.98 %
Department of Workforce Education - Crowley's Ridge Technical Institu	Crowleys Ridge Tech.	4	0.78 %
North Arkansas College	North Arkansas College	4	0.78 %
Ouachita Technical College	Ouachita Technical College (see comments)	4	0.78 %
University of Arkansas at Fayetteville	U of A Fayetteville	4	0.78 %
University of Arkansas at Little Rock	Admin South	4	0.78 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas at Little Rock	Fine Arts Building	4	0.78 %
University of Arkansas at Little Rock	Student Union	4	0.78 %
University of Arkansas at Monticello	U of A Monticello	4	0.78 %
University of Central Arkansas	Irby Hall	4	0.78 %
University of Central Arkansas	Physical Plant	4	0.78 %
Arkansas State University - Beebe	Arkansas State University at Beebe	3	0.59 %
Arkansas State University - Beebe	Arkansas State University at Jonesboro Computer Se	3	0.59 %
Cossatot Technical College	Cossatot Technical College	3	0.59 %
Department of Workforce Education - Arkansas Valley Technical Institut	Ark Tech University at Ozark	3	0.59 %
University of Arkansas at Little Rock	Dickinson	3	0.59 %
University of Arkansas at Little Rock	Law School	3	0.59 %
University of Arkansas at Little Rock	Physical Plant	3	0.59 %
University of Arkansas for Medical Sciences	AHEC Fort Smith Office	3	0.59 %
University of Arkansas for Medical Sciences	Schmeiding Developement Center	3	0.59 %
University of Central Arkansas	Bernard Hall	3	0.59 %
University of Central Arkansas	Brewer-Hegman Conference Center	3	0.59 %
University of Central Arkansas	Physical Therapy	3	0.59 %
University of Central Arkansas	UCA Police Department	3	0.59 %
Arkansas State University - Beebe	Arkansas State University at Bald Knob	2	0.39 %
Arkansas State University - Beebe	Arkansas State University at Searcy	2	0.39 %
Department of Workforce Education - Riverside Vocational Technical Sch	Riverside VoTech	2	0.39 %
Mid South Community College (Mid South Technical College)	Mid-South Community College	2	0.39 %
Mississippi County Community College	Arkansas Northeastern College-ANC Main Campus	2	0.39 %
Mississippi County Community College	Arkansas Northeastern College at Burdette	2	0.39 %
Southeast Arkansas College	South East College	2	0.39 %
University of Arkansas at Little Rock	Education	2	0.39 %
University of Arkansas at Little Rock	Reynolds	2	0.39 %
University of Arkansas at Little Rock	Share America/Community Dept	2	0.39 %
University of Arkansas at Little Rock	Speech Communication	2	0.39 %
University of Arkansas for Medical Sciences	AHEC Northwest	2	0.39 %
University of Arkansas for Medical Sciences	AHEC South Arkansas	2	0.39 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas for Medical Sciences	Medicaid	2	0.39 %
University of Arkansas for Medical Sciences	Schmieding Center for Senior Health and Education	2	0.39 %
University of Central Arkansas	Athletic Tri Plex	2	0.39 %
University of Central Arkansas	Hyper	2	0.39 %
University of Central Arkansas	Mashburn	2	0.39 %
University of Central Arkansas	Thompson Hall	2	0.39 %
Cossatot Technical College	Cossatot Nashville	1	0.20 %
Garland County Community College	National Park Community College	1	0.20 %
Ozarka College	Ozarka College	1	0.20 %
Rich Mountain Community College	Rich Mountain Comm. Coll	1	0.20 %
University of Arkansas at Fayetteville	University of Arkansas Police Dept.	1	0.20 %
University of Arkansas at Fayetteville	U of A Community College at Morrilton	1	0.20 %
University of Arkansas at Little Rock	Admin North	1	0.20 %
University of Arkansas at Little Rock	Athletic Dept	1	0.20 %
University of Arkansas at Little Rock	Bookstore	1	0.20 %
University of Arkansas at Little Rock	Friburgh Hall	1	0.20 %
University of Arkansas at Little Rock	Otinheimer Library	1	0.20 %
University of Arkansas at Little Rock	Public Safety	1	0.20 %
University of Arkansas at Little Rock	Theatre	1	0.20 %
University of Arkansas at Little Rock	Trio Bldg	1	0.20 %
University of Arkansas at Little Rock	University Advanceme	1	0.20 %
University of Arkansas at Pine Bluff	UAPB Telecommunications	1	0.20 %
University of Arkansas - Community College at Batesville (Gateway Tech	U of A Batesville	1	0.20 %
University of Arkansas for Medical Sciences	AHEC Northeast	1	0.20 %
University of Arkansas for Medical Sciences	AHEC Union County	1	0.20 %
University of Arkansas for Medical Sciences	Ami National Park Med Ctr Heliport (see comments)	1	0.20 %
University of Central Arkansas	Laney Hall-Chemistry	1	0.20 %
University of Central Arkansas	Lewis Science Center	1	0.20 %
University of Central Arkansas	Library building	1	0.20 %
University of Central Arkansas	Main Hall	1	0.20 %
University of Central Arkansas	Math/Tech Bldg	1	0.20 %
University of Central Arkansas	McCastlain	1	0.20 %
University of Central Arkansas	Reynolds Per Hall	1	0.20 %
University of Central Arkansas	Snow Fine Arts Bldg	1	0.20 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Central Arkansas	Stanly Russ/MasComm	1	0.20 %
University of Central Arkansas	UCA Buffalo Alumni Hall	1	0.20 %
University of Central Arkansas	UCA Dormitory Service	1	0.20 %
University of Central Arkansas	UCA Estes Stadium	1	0.20 %
University of Central Arkansas	UCA Farris Center	1	0.20 %
	Clinton School of Public Service	1	0.20 %
	National Park Community College Satellite Lab	1	0.20 %
	UAM College of Tech - MCGEHEE	1	0.20 %
All Higher Education Customers		512	

Calls Received by Call Type

Call Type	Call Count	Percentage
Security	262	51.17 %
Telecomm	158	30.86 %
Connectivity	48	9.38 %
Software Appl.	10	1.95 %
UNIX	8	1.56 %
Auto ticket	7	1.37 %
Hardware	6	1.17 %
Information	5	0.98 %
Billing	2	0.39 %
Network	2	0.39 %
AWIN	1	0.20 %
Circuit Orders	1	0.20 %
Configuration (not for DIS)	1	0.20 %
Email	1	0.20 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	226	45.29 %
MISC	66	13.23 %
Bad Cable Pair	21	4.21 %
Alarm Cleared	18	3.61 %
False Positive	16	3.21 %
information	18	3.61 %
Bad Telephone	13	2.61 %
No Trouble	9	1.80 %
VMX	9	1.80 %
Bad Cord	8	1.60 %
Customer Request	8	1.60 %
Configuration	7	1.40 %
DNS Change	6	1.20 %
Untrained	6	1.20 %
Bad Power Supply	5	1.00 %
CO Features	5	1.00 %
EVM Voicemail	5	1.00 %
User Request	5	1.00 %
VMX-reset	5	1.00 %
Bad Jack	4	0.80 %
Unplug/Plug	4	0.80 %
No TroubleFound	3	0.60 %
Switch	3	0.60 %
Bad card	2	0.40 %
Bad Jumper	2	0.40 %
Bad Len	2	0.40 %
Hardware	2	0.40 %
HW Malfunction	1	0.20 %
Outage	2	0.40 %
Program Phone	2	0.40 %
Trouble cleared	2	0.40 %
Virus	2	0.40 %
Account Cleanup	1	0.20 %
Alarm Clear after Outage	1	0.20 %
Billing Error	1	0.20 %
Circuit Failure	1	0.20 %
Circuit Information	1	0.20 %
Connection Fail	1	0.20 %
Duplicate Ticket	1	0.20 %
Facilities Issues	1	0.20 %
Installation Complete	1	0.20 %
Power Failure or Surge	1	0.20 %
Power outage	1	0.20 %
Vendor Error	1	0.20 %

Call Center Tickets Received from Local Government Customers During the Reporting Period

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Jones Center for Families	14	13.86 %
Saline County Offices	9	8.91 %
City of Little Rock	5	4.95 %
Little Rock Community Mental Health (See Comments)	5	4.95 %
Little Rock Municipal District Court	4	3.96 %
Arkansas Local Police & Fire Retirement	3	2.97 %
Batesville/Independence County	3	2.97 %
Helena/Phillips County	3	2.97 %
Jasper/Newton County	3	2.97 %
Lee County	3	2.97 %
Ashdown/Little River County	2	1.98 %
Augusta/Woodruff County	2	1.98 %
City of Haskell	2	1.98 %
Craighead County Clerk - Election Committee	2	1.98 %
Danville	2	1.98 %
Melbourne/Izard County	2	1.98 %
Murfreesboro/Pike County	2	1.98 %
Osceola District Court	2	1.98 %
Paris	2	1.98 %
Pocahontas	2	1.98 %
Sheridan	2	1.98 %
Yellville	2	1.98 %
Arkadelphia/Clark County	1	0.99 %
Arkansas City/Desha County	1	0.99 %
Arkansas Health Center-DO NOT USE (see comments)	1	0.99 %
Benton/Saline County	1	0.99 %
Blytheville/Mississippi County	1	0.99 %
Chancery	1	0.99 %
DeQueen/Sevier County	1	0.99 %
DeWitt	1	0.99 %
District Court of Benton	1	0.99 %
Fordyce/Dallas County	1	0.99 %
Fort Smith/Sebastian County	1	0.99 %
Greenwood/Sebastian County	1	0.99 %
Hampton	1	0.99 %
Lafayette County	1	0.99 %
Madison	1	0.99 %
Mountain Home	1	0.99 %
Mount Ida	1	0.99 %

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Nashville	1	0.99 %
Newport/Jackson County	1	0.99 %
Perryville/Perry County	1	0.99 %
Pine Bluff	1	0.99 %
Rison	1	0.99 %
Salem	1	0.99 %
Star City	1	0.99 %
Walnut Ridge/Lawerence County	1	0.99 %
All Local Government Customers	101	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	43	42.57 %
Security	28	27.72 %
Auto ticket	13	12.87 %
Telecomm	12	11.88 %
Mainframe Appl.	4	3.96 %
Circuit Orders	1	0.99 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	28	28.87 %
MARS Stage 1	22	22.68 %
MISC	20	20.62 %
information	3	3.09 %
Reboot	3	3.09 %
Bad Jumper	2	2.06 %
Circuit Failure	2	2.06 %
No Trouble	2	2.06 %
Outage	2	2.06 %
Password-Reset	1	1.03 %
Trouble cleared	2	2.06 %
Alarm Clear after Outage	1	1.03 %
Bad Cable Pair	1	1.03 %
Bad card	1	1.03 %
Circuit Information	1	1.03 %
Configuration	1	1.03 %
Connection Fail	1	1.03 %
Password	1	1.03 %
Transfer Call	1	1.03 %
User error	1	1.03 %
User Request	1	1.03 %

Call Center Tickets Received from Libraries During the Reporting Period

Calls Received by Library

Library Name	Call Count	Percentage
Pine Bluff	8	12.90 %
State Library	7	11.29 %
Saline County	6	9.68 %
White County	6	9.68 %
Rogers Public Libra	5	8.06 %
Independence	4	6.45 %
Crossett Public Lib	3	4.84 %
Malvern/Mid-Arkansas	3	4.84 %
Baldwin Memorial	2	3.23 %
Bryant	2	3.23 %
Garland County Library	2	3.23 %
GRANT COUNTY LIBRARY	2	3.23 %
LYDIA P MILLER LIBRARY	2	3.23 %
Pangburn Public Library	2	3.23 %
Rose Bud Library	2	3.23 %
Beebe	1	1.61 %
Bradford	1	1.61 %
Central Library	1	1.61 %
Dallas County Library	1	1.61 %
JEFFERSON COUNTY LIBRARY ALTHEIMER BRANCH	1	1.61 %
White Hall	1	1.61 %
All Libraries	62	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Security	27	43.55 %
Connectivity	19	30.65 %
Auto ticket	8	12.90 %
Telecomm	3	4.84 %
Information	2	3.23 %
Hardware	1	1.61 %
Photo ID	1	1.61 %
UNIX	1	1.61 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	24	40.00 %
Alarm Cleared	12	20.00 %
Misc	12	20.00 %
Configuration	2	3.33 %
No TroubleFound	2	3.33 %
Bad Cable Pair	1	1.67 %
Circuit Failure	1	1.67 %
Connection Fail	1	1.67 %
DNS Change	1	1.67 %
Information	1	1.67 %
Password-Reset	1	1.67 %
Reboot	1	1.67 %
Unplug/Plug	1	1.67 %

Call Center Tickets Received from Other Customers

During the Reporting Period

Calls Received by Customer

Customer Name	Call Count	Percentage
Secretary of State	9	4.92 %
Attorney Generals Office	8	4.37 %
Bureau of Legislative Research	8	4.37 %
Governors Mansion (see comments)	6	3.28 %
House of Representatives	6	3.28 %
Legislative Audit (Vic)	6	3.28 %
North Little Rock District Court	6	3.28 %
Secretary of State B	6	3.28 %
Yell County Clerk - SOS Project	6	3.28 %
Arkansas Court of Appeals	5	2.73 %
Judicial Discipline & Dis	5	2.73 %
Miller County Clerk - SOS Project	5	2.73 %
Mississippi County Clerk - SOS Project	5	2.73 %
Governors Office (see comments)	4	2.19 %
Independence County Clerk - SOS Project	4	2.19 %
Madison County Clerk - SOS Project	4	2.19 %
Administrative Office of the Courts	3	1.64 %
Craighead County Clerk - SOS Project	3	1.64 %
Izard County Clerk - SOS Project	3	1.64 %
Jefferson County Clerk - SOS Project	3	1.64 %
Prairie County Clerk - SOS Project	3	1.64 %
Sharp County Clerk - SOS Project	3	1.64 %
State Treasurer	3	1.64 %
Stone County Clerk - SOS Project	3	1.64 %
VanBuren County - SOS Project	3	1.64 %
Arkansas County Clerk - SOS Project	2	1.09 %
Benton County Clerk - SOS Project	2	1.09 %
Clay County Clerk - SOS Project	2	1.09 %
Cleburne County Clerk - SOS Project	2	1.09 %
Grant County Clerk - SOS Project	2	1.09 %
Legislative Audit (Cap)	2	1.09 %
Little River County Clerk - SOS Project	2	1.09 %
Logan County Clerk - SOS Project	2	1.09 %
Lonoke County Clerk - SOS Project	2	1.09 %
Marion County Clerk -SOS Project	2	1.09 %
Newton County Clerk - SOS Project	2	1.09 %
Phillips County Clerk - SOS Project	2	1.09 %
Pike County Clerk - SOS Project	2	1.09 %
Prosecutor Coord Office	2	1.09 %

Calls Received by Customer

Customer Name	Call Count	Percentage
Randolph County Clerk - SOS Project	2	1.09 %
Sevier County Clerk - SOS Project	2	1.09 %
State Auditor	2	1.09 %
White County Clerk - SOS Project	2	1.09 %
Woodruff County Clerk - SOS Project	2	1.09 %
Ashley County Clerk - SOS Project	1	0.55 %
Calhoun County Clerk - SOS Project	1	0.55 %
Cleveland County Clerk - SOS Project	1	0.55 %
Crawford County Clerk - SOS Project	1	0.55 %
Crittenden County Clerk - SOS Project	1	0.55 %
Cross County Clerk - SOS Project	1	0.55 %
Dallas County Clerk - SOS Project	1	0.55 %
Disability Determination	1	0.55 %
Franklin County Clerk - SOS Project	1	0.55 %
Fulton County Clerk - SOS Project	1	0.55 %
Hempstead County Clerk - SOS Project	1	0.55 %
Howard County Clerk - SOS Project	1	0.55 %
Jackson County Clerk - SOS Project	1	0.55 %
Lee County Clerk - SOS Project	1	0.55 %
Legislative Council	1	0.55 %
Lincoln County Clerk - SOS Project	1	0.55 %
Little Rock Air Base	1	0.55 %
Lt. Governor	1	0.55 %
Nevada County Clerk - SOS Project	1	0.55 %
Perry County Clerk - SOS Project	1	0.55 %
Pope County Clerk - SOS Project	1	0.55 %
Pulaski County Clerk - SOS Project	1	0.55 %
Sebastian County Clerk - SOS Project	1	0.55 %
State Senate	1	0.55 %
Us Immigration	1	0.55 %
All Other Customers	183	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	88	48.09 %
Telecomm	40	21.86 %
Security	27	14.75 %
Auto ticket	17	9.29 %
Billing	3	1.64 %
Email	3	1.64 %
APSCN	1	0.55 %
Information	1	0.55 %
Network	1	0.55 %
Software Appl.	1	0.55 %
UNIX	1	0.55 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	46	26.14 %
MISC	34	19.32 %
MARS Stage 1	16	9.09 %
Outage	9	5.11 %
Configuration	7	3.98 %
Switch	7	3.98 %
Trouble cleared	7	3.98 %
Alarm Clear after Outage	3	1.70 %
Bad Cord	3	1.70 %
Bad Jumper	3	1.70 %
Password-Reset	3	1.70 %
Resources	2	1.14 %
Bad Cable Pair	2	1.14 %
Bad Jack	2	1.14 %
Bad Telephone	2	1.14 %
CO Features	1	0.57 %
Duplicate Ticket	2	1.14 %
Hardware	2	1.14 %
Untrained	2	1.14 %
VMX-reset	2	1.14 %
Account Cleanup	1	0.57 %
Bad card	1	0.57 %
Circuit Failure	1	0.57 %
Connection Fail	1	0.57 %
Diversion Point	1	0.57 %
DNS Problems	1	0.57 %
EVM Voicemail	1	0.57 %
False Positive	1	0.57 %
Information	5	2.84 %
Installation Complete	1	0.57 %
LAN Problem	1	0.57 %
Not Installed	1	0.57 %
Service Request	1	0.57 %
Site Up At Testing	1	0.57 %
Unplugged	1	0.57 %
User error	1	0.57 %
Virus	1	0.57 %