



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending June 2009

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 6/30/2009 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions:	8
Total number of recommendations provided to Agencies, Boards and Commissions:	8

TOP AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Administrative Office of the Courts	1
Department of Education	1
Department of Labor	1
Department of Parks and Tourism	1
Department of Workforce Education	1
Military Department	1
Public Employees Retirement System	1
University of Arkansas at Little Rock	1

TOP FIVE CATEGORIES FOR ADVICE

Planning	4
Rates or Fees	2
Installation	1
Upgrades	1

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	00950634
Agency Name:	Administrative Office of the Courts
Type of Advice:	Installation
Advisor:	Curtis Eubanks
Project Name:	
Project Scope:	
Advice Requested:	
	John Stewart asked for a VoIP demo for the purpose of replacing his existing phone system.
Detail of Recommendation:	
	Deom was held on 06/30/09 with seven staff members present from the Courts. Decision was made to move forward with price quote for installation.

Call ID	00940451
Agency Name:	Department of Education
Type of Advice:	Upgrades
Advisor:	Carl McGinty
Project Name:	100 Mbps Multi Agency/Non-Capitol Complex Connectivity
Project Scope:	
No Formal Project Name or Scope Defined -- Cave City School District	
Advice Requested:	
While on the phone discussing this ticket issue, Julie asked me about her plans to run 1 GIG to the desktop this summer. She said she was requesting money to upgrade her backbone from 100MEG to 1GIG, and then replacing all of her switches to full 1GIG ports and replacing older network cards in some machine to run at full 1GIG speed.	
Detail of Recommendation:	
I told her the I didn't feel that running 1GIG to the desktop would make a major impact on her users' access. I told her that my recommendation would be to upgrade her backbone to 1GIG and then put in a layer 3 switch and set up vlans across her campuss, putting each building on a separate vlan. I explained that this would break down her broadcast domains, which would reduce the internal traffic on her LAN and thus increase her users' access to both the internet and server applications. She wants to get further information on this, so I am going to try to schedule an on-site with Shannon Gardner to evaluate her campus and make recommendations.	

Call ID	00950638
Agency Name:	Department of Labor
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Network Equipment
Project Scope:	
No Formal Project Name or Scope Defined	
Advice Requested:	
Customer asking DIS to recommend a firewall.	
Detail of Recommendation:	
Recommended the appropriate firewall, and that DIS provide installation and support.	

Call ID	00950630
Agency Name:	Department of Parks and Tourism
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
No Formal Project Name or Scope Defined	
Advice Requested:	
Asking for recommendations on dial tone service to the parks	
Detail of Recommendation:	
Reviewing invoices to make recommendations.	

Call ID	00950637
Agency Name:	Department of Workforce Education
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Professional Services
Project Scope:	
No Formal Project Name or Scope Defined	
Advice Requested:	
Customer asking for desktop support to field offices.	
Detail of Recommendation:	
We recommended that DIS provide support through our field technicians. We also providing pricing based on published rates.	

Call ID	00950620
Agency Name:	Military Department
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	DIS Telephone Equipment
Project Scope:	
No Formal Project Name or Scope Defined	
Advice Requested:	
What can we do for telephone service for 600 stations, and what's the cost	
Detail of Recommendation:	
Gave a recommendation of Centrex service at our DIS published rates.	

Call ID	00950635
Agency Name:	Public Employees Retirement System
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Professional Services
Project Scope:	
No Formal Project Name or Scope Defined	
Advice Requested:	
What can DIS for APERS on SharePoint?	
Detail of Recommendation:	
Had customer over for demo and presenting pricing information.	

Call ID	00950628
Agency Name:	University of Arkansas at Little Rock
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
No Formal Project Name or Scope Defined	
Advice Requested:	
Customer wanted quote for centrex and voip	
Detail of Recommendation:	
Gave quotes based on published rates.	

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

Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	2,738	46.29 %
State Agencies	2,387	40.36 %
Higher Education	259	4.38 %
Boards and Commissions	191	3.23 %
Other Customers	164	2.77 %
Local Government	130	2.20 %
Libraries	46	0.78 %
All Customers	5,915	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	1,824	30.84 %
Security	1,741	29.43 %
APSCN	809	13.68 %
Telecomm	398	6.73 %
Auto ticket	322	5.44 %
Photo ID	142	2.40 %
Billing	108	1.83 %
AASIS Monitor	99	1.67 %
Information	86	1.45 %
Email	78	1.32 %
Circuit Orders	71	1.20 %
Software Appl.	63	1.07 %
Mainframe Appl.	45	0.76 %
Hardware	44	0.74 %
UNIX	20	0.34 %
Parks&Tourism	14	0.24 %
AWIN	13	0.22 %
Network	13	0.22 %
Configuration (not for DIS)	9	0.15 %
Data Warehouse	4	0.07 %
EOMIS	4	0.07 %
Internet	4	0.07 %
SNA/TN3270 IDs	2	0.03 %
Cell Phones	1	0.02 %
Facilities	1	0.02 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	1,141	20.40 %
Alarm Cleared	879	15.72 %
MISC	627	11.21 %
Misc	335	5.99 %
Configuration	248	4.43 %
information	298	5.33 %
	2	0.04 %
Trouble cleared	179	3.20 %
User Request	136	2.43 %
Printer Error	109	1.95 %
Connection Fail	112	2.00 %
Information	47	0.84 %
Access	79	1.41 %
Alarm Clear after Outage	76	1.36 %
Bad Cable Pair	68	1.22 %
Duplicate Ticket	68	1.22 %
Reboot	67	1.20 %
Circuit order/install	43	0.77 %
Hardware	60	1.07 %
False Positive	56	1.00 %
Outage	55	0.98 %
LAN Problem	48	0.86 %
Account Cleanup	43	0.77 %
Password	42	0.75 %
Corrupt/Missing	37	0.66 %
No TroubleFound	39	0.70 %
No Trouble	35	0.63 %
Bad Telephone	35	0.63 %
Password-Reset	33	0.59 %
Cancelled Job	30	0.54 %
Bad Cord	27	0.48 %
New Equip	17	0.30 %
Switch	26	0.46 %
Long Run Process	25	0.45 %
Service Request	25	0.45 %
Circuit Failure	24	0.43 %
Virus	23	0.41 %
User error	20	0.36 %
HW Failure	21	0.38 %
Software	19	0.34 %
DNS Change	18	0.32 %
HW Malfunction	15	0.27 %
VMX-reset	16	0.29 %
Billing Error	14	0.25 %

Calls Closed by Cause

Cause	Call Count	Percentage
Configuration Error	12	0.21 %
File Transfer	13	0.23 %
Untrained	12	0.21 %
Traffic	11	0.20 %
Unplug/Plug	11	0.20 %
Program Phone	10	0.18 %
Maintenance Complete	9	0.16 %
VMX	9	0.16 %
Bad Len	8	0.14 %
Bad Power Supply	8	0.14 %
Customer Request	8	0.14 %
Malfunction	8	0.14 %
Unplugged	8	0.14 %
Bad card	7	0.13 %
MQ-Series	7	0.13 %
Site Up At Testing	7	0.13 %
ViolationsClear	7	0.13 %
Network Down	6	0.11 %
Replaced card	6	0.11 %
Auth Code Error	5	0.09 %
CO Features	5	0.09 %
Disk Space	5	0.09 %
Installation Complete	4	0.07 %
Password-reset	4	0.07 %
Profile Change	5	0.09 %
Transfer Call	5	0.09 %
Bad Jack	4	0.07 %
Circuit Information	2	0.04 %
Inquiry	3	0.05 %
Installation	4	0.07 %
Questions	4	0.07 %
Bad Jumper	3	0.05 %
Database	3	0.05 %
Patched to spare	3	0.05 %
Security	3	0.05 %
Server Down	3	0.05 %
Site closed	3	0.05 %
Vendor Error	3	0.05 %
Console Malfunction	2	0.04 %
Cut over to spare	2	0.04 %
Equip Failure	2	0.04 %
Incompatible	2	0.04 %
NTF- No Trouble Found	2	0.04 %
Other Hardware	2	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Power outage	2	0.04 %
Profile	2	0.04 %
Replaced Smartjack	2	0.04 %
Service Ordered Incorrectly	2	0.04 %
Connectivity	1	0.02 %
Diversion Point	1	0.02 %
Duplicate ticket	1	0.02 %
Entered Radio/ID into System	1	0.02 %
Expired	1	0.02 %
Fiber Cut	1	0.02 %
Internet	1	0.02 %
New Equipment	1	0.02 %
Order Error	1	0.02 %
Printer Issue	1	0.02 %
Relocation	1	0.02 %
Resources	1	0.02 %
Scanning	1	0.02 %
Service Interruption	1	0.02 %
Software Error	1	0.02 %
Spam Report	1	0.02 %
Training Needed	1	0.02 %

Call Center Tickets Received from State Agencies During the Reporting Period

Calls Received by Agency Name

Agency Name	Call Count	Percentage
Department of Information Systems	616	25.81 %
Department of Community Correction	446	18.68 %
Department of Finance & Administration - Revenue Services Division	361	15.12 %
Department of Human Services	338	14.16 %
Crime Information Center	175	7.33 %
Department of Parks and Tourism	141	5.91 %
Arkansas State Police	73	3.06 %
Department of Health	63	2.64 %
Department of Finance and Administration	25	1.05 %
Public Employees Retirement System	25	1.05 %
Department of Labor	16	0.67 %
Science and Technology Authority	13	0.54 %
Game and Fish Commission	11	0.46 %
State Building Services	10	0.42 %
Department of Higher Education	9	0.38 %
Military Department	9	0.38 %
Insurance Department	8	0.34 %
Department of Correction	7	0.29 %
Commission on Law Enforcement Standards and Training	5	0.21 %
Highway and Transportation Department	5	0.21 %
Teacher Retirement System	5	0.21 %
	5	0.21 %
Development Finance Authority	4	0.17 %
Department of Finance & Administration - Division of Racing	3	0.13 %
Department of Veteran Affairs	3	0.13 %
Securities Department	3	0.13 %
Assessment Coordination Department	2	0.08 %
Student Loan Authority	2	0.08 %
AR AGRICULTURE DEPT	1	0.04 %
Bank Department	1	0.04 %
Department of Aeronautics	1	0.04 %
Department of Parks and Tourism - History Commission	1	0.04 %
All State Agencies	2,387	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Security	953	39.92 %
Connectivity	668	27.98 %
Telecomm	164	6.87 %
Photo ID	142	5.95 %
AASIS Monitor	99	4.15 %
Auto ticket	95	3.98 %
Circuit Orders	49	2.05 %
Mainframe Appl.	43	1.80 %
Software Appl.	31	1.30 %
Information	29	1.21 %
Billing	27	1.13 %
Hardware	22	0.92 %
Parks&Tourism	14	0.59 %
AWIN	10	0.42 %
Configuration (not for DIS)	9	0.38 %
Email	9	0.38 %
UNIX	6	0.25 %
Network	5	0.21 %
EOMIS	4	0.17 %
Data Warehouse	2	0.08 %
Internet	2	0.08 %
SNA/TN3270 IDs	2	0.08 %
APSCN	1	0.04 %
Cell Phones	1	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	707	30.97 %
Alarm Cleared	309	13.53 %
information	167	7.31 %
Connection Fail	98	4.29 %
Misc	246	10.78 %
	1	0.04 %
Trouble cleared	69	3.02 %
Configuration	62	2.72 %
Circuit order/install	36	1.58 %
User Request	42	1.84 %
Account Cleanup	37	1.62 %
Duplicate Ticket	35	1.53 %
False Positive	35	1.53 %
Cancelled Job	30	1.31 %
Access	28	1.23 %
Alarm Clear after Outage	26	1.14 %
Long Run Process	25	1.10 %
Hardware	24	1.05 %
Outage	23	1.01 %
Reboot	23	1.01 %
No TroubleFound	18	0.79 %
No Trouble	16	0.70 %
Bad Telephone	16	0.70 %
Bad Cable Pair	13	0.57 %
Bad Cord	11	0.48 %
VMX-reset	10	0.44 %
LAN Problem	8	0.35 %
Maintenance Complete	8	0.35 %
Switch	8	0.35 %
Circuit Failure	7	0.31 %
MQ-Series	7	0.31 %
Traffic	7	0.31 %
Untrained	6	0.26 %
Billing Error	5	0.22 %
Customer Request	5	0.22 %
Program Phone	5	0.22 %
Software	5	0.22 %
VMX	5	0.22 %
Bad card	4	0.18 %
DNS Change	4	0.18 %
HW Malfunction	4	0.18 %
Installation Complete	3	0.13 %
Password-Reset	4	0.18 %
Service Request	4	0.18 %

Calls Closed by Cause

Cause	Call Count	Percentage
Site Up At Testing	4	0.18 %
Unplug/Plug	4	0.18 %
Installation	3	0.13 %
Malfunction	3	0.13 %
Password	3	0.13 %
Replaced card	3	0.13 %
Security	3	0.13 %
Transfer Call	3	0.13 %
ViolationsClear	3	0.13 %
Bad Jack	2	0.09 %
Bad Power Supply	2	0.09 %
CO Features	2	0.09 %
Console Malfunction	2	0.09 %
Corrupt/Missing	2	0.09 %
Equip Failure	2	0.09 %
HW Failure	2	0.09 %
NTF- No Trouble Found	2	0.09 %
Other Hardware	2	0.09 %
Patched to spare	2	0.09 %
Unplugged	2	0.09 %
User error	3	0.13 %
Bad Jumper	1	0.04 %
Bad Len	1	0.04 %
Circuit Information	1	0.04 %
Configuration Error	1	0.04 %
Connectivity	1	0.04 %
Database	1	0.04 %
Disk Space	1	0.04 %
Diversion Point	1	0.04 %
Entered Radio/ID into System	1	0.04 %
Incompatible	1	0.04 %
New Equip	1	0.04 %
Order Error	1	0.04 %
Power outage	1	0.04 %
Printer Error	1	0.04 %
Printer Issue	1	0.04 %
Profile	1	0.04 %
Profile Change	1	0.04 %
Questions	1	0.04 %
Replaced Smartjack	1	0.04 %
Service Interruption	1	0.04 %
Software Error	1	0.04 %
Vendor Error	1	0.04 %
Virus	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
Forestry Commission	27	14.14 %
Real Estate Commission	19	9.95 %
Central Arkansas Planning and Development	10	5.24 %
Public Service Commision	9	4.71 %
Board of Accountancy	8	4.19 %
Board of Engineers	8	4.19 %
Central Arkansas Planning and Developement	8	4.19 %
Arkansas Economic Development Commission	7	3.66 %
Capitol Zoning District Commission	7	3.66 %
Arkansas Board of Private Careers Education	6	3.14 %
Board of Nursing	5	2.62 %
Contractors Licensing Board	5	2.62 %
Plant Board	5	2.62 %
Tobacco Control Board	5	2.62 %
Bureau of Standards	4	2.09 %
Livestock and Poultry Comm	4	2.09 %
Board of Pharmacy	3	1.57 %
Minority Health Commission	3	1.57 %
Motor Vehicle Commission	3	1.57 %
Oil and Gas Commission	3	1.57 %
Public Defenders Comm	3	1.57 %
Spinal Cord Commission	3	1.57 %
Workers Compensation Commision	3	1.57 %
Board of Appraiser Licensing & Certification	2	1.05 %
Board of Dental Examiners	2	1.05 %
Burial Association Board	2	1.05 %
Ethics Commission	2	1.05 %
Fair Housing Commision	2	1.05 %
Natural Resources Commision	2	1.05 %
Social Work Licensing Board	2	1.05 %
Southwest Arkansas Planning & Development District	2	1.05 %
Waterways Commision	2	1.05 %
Arkansas Geological Survey	1	0.52 %
Arkansas State Lottery Commission	1	0.52 %
Arkansas Teacher Housing Developement Foundation	1	0.52 %
Board Embalmers/Funeral Directors	1	0.52 %
Board of Architects	1	0.52 %
Board of Barber Examiners	1	0.52 %
Board of Chiropractic Examiners	1	0.52 %

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Board of Cosmetology	1	0.52 %
Board of Examiners in Psychology	1	0.52 %
Central Planning and Development	1	0.52 %
Martin Luther King Com.	1	0.52 %
State Land Commission	1	0.52 %
State Medical Board	1	0.52 %
Tobacco Settlement Comm	1	0.52 %
Transitional Employment (see comments)	1	0.52 %
All Boards and Commissions	191	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	47	24.61 %
Security	40	20.94 %
Telecomm	40	20.94 %
Billing	21	10.99 %
Software Appl.	9	4.71 %
Auto ticket	7	3.66 %
Email	7	3.66 %
Hardware	5	2.62 %
Information	5	2.62 %
Circuit Orders	2	1.05 %
Data Warehouse	2	1.05 %
Network	2	1.05 %
UNIX	2	1.05 %
AWIN	1	0.52 %
Facilities	1	0.52 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	39	22.03 %
Alarm Cleared	23	12.99 %
Information	25	14.12 %
MARS Stage 1	17	9.60 %
False Positive	13	7.34 %
User Request	4	2.26 %
Service Request	4	2.26 %
Alarm Clear after Outage	3	1.69 %
Configuration	3	1.69 %
No Trouble	3	1.69 %
Trouble cleared	3	1.69 %
Untrained	3	1.69 %
Account Cleanup	2	1.13 %
Bad Cable Pair	2	1.13 %
Bad Len	2	1.13 %
Bad Telephone	2	1.13 %
Billing Error	2	1.13 %
Circuit order/install	2	1.13 %
DNS Change	2	1.13 %
No TroubleFound	2	1.13 %
Switch	2	1.13 %
Unplug/Plug	2	1.13 %
Bad card	1	0.56 %
Hardware	1	0.56 %
Incompatible	1	0.56 %
Installation	1	0.56 %
Installation Complete	1	0.56 %
LAN Problem	1	0.56 %
Malfunction	1	0.56 %
New Equipment	1	0.56 %
Outage	1	0.56 %
Password	1	0.56 %
Questions	1	0.56 %
Reboot	1	0.56 %
Service Ordered Incorrectly	1	0.56 %
Site Up At Testing	1	0.56 %
Virus	1	0.56 %
VMX	1	0.56 %
VMX-reset	1	0.56 %

Call Center Tickets Received from Education During the Reporting Period

Calls Received by School

School Name	Call Count	Percentage
Taylor Elementary School	61	2.23 %
South Mississippi County Elementary at Wilson	38	1.39 %
Trumann High School	28	1.02 %
Clarendon High School	19	0.69 %
Luxora Elementary School	19	0.69 %
Cave City School District Admin Office	16	0.58 %
Dewitt Elementary School	15	0.55 %
School for the Deaf Admin Office	15	0.55 %
Forrest City School District Admin Office	14	0.51 %
Trumann School District Admin Office	14	0.51 %
Central Elementary School	13	0.47 %
Dover School District Admin Office	13	0.47 %
Fuller Annex	13	0.47 %
Marshall High School	13	0.47 %
Conway School District Admin Office	12	0.44 %
Mena School District Admin Office	12	0.44 %
Arch Ford Education Service Coop	11	0.40 %
Dewitt School District Admin Office	11	0.40 %
El Dorado School Dist Admin Office	11	0.40 %
Jonesboro School District Admin Office	11	0.40 %
Lead Hill High School	11	0.40 %
Arkansas Correctional School Admin Office	10	0.37 %
DeQueen/Mena Education Coop	10	0.37 %
Gurdon School District Admin Office	10	0.37 %
Huntsville School District Admin Office	10	0.37 %
Jacksonville Lighthouse Charter School	10	0.37 %
Magnet Cove High School	10	0.37 %
Salem High School	10	0.37 %
Shirley High School	10	0.37 %
Southeast Service Coop	10	0.37 %
Wonderview School District Admin Office	10	0.37 %
Centerpoint High School	9	0.33 %
Earle High School	9	0.33 %
Helena Alternative School	9	0.33 %
Lakeside School District Admin Office	9	0.33 %
Magazine School District Admin Office	9	0.33 %
Marvell High School	9	0.33 %
North Little Rock School District Admin Office	9	0.33 %
Pangburn School District Admin Office	9	0.33 %

Calls Received by School

School Name	Call Count	Percentage
Sheridan School District Admin Office	9	0.33 %
Acorn High School	8	0.29 %
Barton Junior High School	8	0.29 %
Centerpoint School District Admin Office	8	0.29 %
Des Arc High School	8	0.29 %
Drew Central High School	8	0.29 %
Forrest City Jr. High	8	0.29 %
Green Forest High School	8	0.29 %
Harrison School District Admin Office	8	0.29 %
Louise Durham Elementary School	8	0.29 %
Monticello School District Admin Office	8	0.29 %
Morrilton Senior High School	8	0.29 %
Mountain Home High School	8	0.29 %
Mount Ida High School	8	0.29 %
Ozark Mountain School District Admin Office	8	0.29 %
Pea Ridge High School	8	0.29 %
Poyen High School	8	0.29 %
Riverview School District Admin Office	8	0.29 %
Russellville School District Admin Office	8	0.29 %
South Conway County School District Admin Office	8	0.29 %
West Memphis High School	8	0.29 %
White Co. Central School Dist. Admin Office	8	0.29 %
Berryville School District Admin Office	7	0.26 %
Blytheville School District Admin Office	7	0.26 %
Carlisle School District Admin Office	7	0.26 %
Cedar Ridge School District Admin Office	7	0.26 %
DeQueen School District Admin Office	7	0.26 %
Dumas High School	7	0.26 %
Great Rivers Coop	7	0.26 %
Hot Springs School District Admin Office	7	0.26 %
Hoxie School District Admin Office	7	0.26 %
Kipp Delta High School	7	0.26 %
Kirby High School	7	0.26 %
Lake Hamilton School District Admin Office	7	0.26 %
Lockesburg High School	7	0.26 %
Magnolia High School	7	0.26 %
Magnolia Jr. High School	7	0.26 %
Marion School District Admin Office	7	0.26 %
Mountain Home School District Admin Office	7	0.26 %
North Little Rock Admin. Annex	7	0.26 %
Oden High School	7	0.26 %
Sheridan Freshman Academy	7	0.26 %
Star City School District Admin Office	7	0.26 %
Arkansas River Education Coop	6	0.22 %

Calls Received by School

School Name	Call Count	Percentage
Augusta School District Administration Office	6	0.22 %
Barton-Lexa School District Admin Office	6	0.22 %
Bentonville School District Admin Office	6	0.22 %
Bergman School District Admin Office	6	0.22 %
Bismarck School District Admin Office	6	0.22 %
Blytheville Primary School	6	0.22 %
Bryant School District Admin Office	6	0.22 %
Caddo Hills School District Admin Office	6	0.22 %
Calico Rock High School	6	0.22 %
Cleveland County School District Admin Office	6	0.22 %
Cotter School District Admin Office	6	0.22 %
Cotton Plant Elementary School	6	0.22 %
Crossett School District Admin Office	6	0.22 %
DeQueen Middle School	6	0.22 %
Des Arc School District Admin Office	6	0.22 %
Dumas School District Admin Office	6	0.22 %
East End Intermediate School	6	0.22 %
East-West Elem. School - West Campus	6	0.22 %
Greenwood School District Admin Office	6	0.22 %
Guy-Perkins School District Admin Office	6	0.22 %
Kipp Delta College Admin Office	6	0.22 %
Lamar High School	6	0.22 %
Lead Hill School District Admin Office	6	0.22 %
Martin Elementary School	6	0.22 %
McCrory High School	6	0.22 %
Mena High School	6	0.22 %
Mena Middle School (Moved into Hatfield Elementary	6	0.22 %
Mount Vernon/Enola High School	6	0.22 %
North Little Rock High School-West Campus	6	0.22 %
Oaklawn Magnet School	6	0.22 %
Oak Ridge Central High School	6	0.22 %
Poplar Street Middle School	6	0.22 %
Rivercrest High School	6	0.22 %
Rogers Pre-K Center	6	0.22 %
School for the Blind Admin Office	6	0.22 %
Tolleson Elementary School	6	0.22 %
Western Arkansas Coop	6	0.22 %
West Memphis School District Admin Office	6	0.22 %
Arkansas Association of Educational Administrators	5	0.18 %
Arkansas Virtual Academy	5	0.18 %
Augusta High School	5	0.18 %
Bergman High School	5	0.18 %
Blytheville Middle School	5	0.18 %
Bradley School District Admin Office	5	0.18 %

Calls Received by School

School Name	Call Count	Percentage
Cave City High School	5	0.18 %
Cedarville School District Admin Office	5	0.18 %
Deer High School	5	0.18 %
DeQueen High School	5	0.18 %
Dollarway School District Admin Office	5	0.18 %
Dreamland Academy of Performing and Comm. Arts	5	0.18 %
England High School	5	0.18 %
Evening Shade High School (see comments)	5	0.18 %
Fordyce School District Admin Office	5	0.18 %
Fountain Lake School District Admin Office	5	0.18 %
Gardner Magnet School	5	0.18 %
Greenbrier School District Admin Office	5	0.18 %
Harmony Grove School District Admin Office	5	0.18 %
Helena West Helena School Dist. Admin Office	5	0.18 %
Hope Academy	5	0.18 %
Hughes High School	5	0.18 %
Lakeside High School	5	0.18 %
Lincoln High School	5	0.18 %
LISA Academy	5	0.18 %
Marked Tree High School	5	0.18 %
Marked Tree School District Admin Office	5	0.18 %
Marmaduke School District Admin Office	5	0.18 %
Mena Intermediate (Dallas Avenue Baptist Church)	5	0.18 %
Nemo Vista School District Admin Office	5	0.18 %
Norfolk School District Admin Office	5	0.18 %
North Central Arkansas Education Coop	5	0.18 %
North Central Vocational Center (Clinton)	5	0.18 %
Northeast Arkansas Education Coop, Site 1	5	0.18 %
Northwest Academy of Fine Arts	5	0.18 %
Oark High School	5	0.18 %
Osceola High School	5	0.18 %
Pea Ridge School District Admin Office	5	0.18 %
Perryville School District Admin Office	5	0.18 %
Pleasant View High School	5	0.18 %
Poyen School District Admin Office	5	0.18 %
Riverview High School	5	0.18 %
Rural Special High School	5	0.18 %
South Central Arkansas Education Cooperative	5	0.18 %
South Side High School	5	0.18 %
Tuckerman High School	5	0.18 %
Turrell Elementary School	5	0.18 %
Van Cove High School	5	0.18 %
Viola High School	5	0.18 %
Warren School District Admin Office	5	0.18 %

Calls Received by School

School Name	Call Count	Percentage
Watson Chapel School District Admin Office	5	0.18 %
Western Grove High School	5	0.18 %
Westside Cons. School District Admin Office	5	0.18 %
White Co. Central High School	5	0.18 %
White Hall School District Admin Office	5	0.18 %
Wickes School District Admin Office	5	0.18 %
Wilbur D. Mills Education Service Cooperative	5	0.18 %
Williford High School	5	0.18 %
Wynne School District Admin Office	5	0.18 %
Batesville School District Admin Office	4	0.15 %
Benton High School	4	0.15 %
Benton School District Admin Office	4	0.15 %
Blevins High School	4	0.15 %
Bryant Middle School	4	0.15 %
Cabot School District Admin Office	4	0.15 %
Carlisle High School	4	0.15 %
Centerpoint Intermediate School	4	0.15 %
Central High School	4	0.15 %
Clarendon Elementary School	4	0.15 %
Clarksville High School	4	0.15 %
Clinton High School	4	0.15 %
County Line High School	4	0.15 %
Cross County High School	4	0.15 %
Crowley's Ridge Education Coop	4	0.15 %
Delight High School	4	0.15 %
Des Arc Elementary School	4	0.15 %
Dierks High School	4	0.15 %
Emerson-Taylor School District Admin Office	4	0.15 %
England School District Admin Office	4	0.15 %
Flippin School District Admin Office	4	0.15 %
Fouke School District Admin Office	4	0.15 %
Genoa Central High School	4	0.15 %
Glen Rose School District Admin Office	4	0.15 %
Greenbrier High School	4	0.15 %
Greenland School District Admin Office	4	0.15 %
Hamburg High School	4	0.15 %
Hamburg School District Admin Office	4	0.15 %
Hector School District Admin Office	4	0.15 %
Horatio High School	4	0.15 %
Humphrey Elementary School	4	0.15 %
Izard Co. Cons. Elem. School	4	0.15 %
Jessieville Middle School	4	0.15 %
Junction City High School	4	0.15 %
Lafayette County School District Admin Office	4	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Lawrence County School District Admin Office	4	0.15 %
Lee County School District Alt.Learning Environ	4	0.15 %
Lincoln Consolidated School District Admin Office	4	0.15 %
Lisa Academy	4	0.15 %
Little Rock School District Admin Office	4	0.15 %
Lockesburg Elementary School	4	0.15 %
Malvern Special Educaton Office	4	0.15 %
Mansfield School District Admin Office	4	0.15 %
Marvell Primary School	4	0.15 %
Marvell School District Admin Office	4	0.15 %
Marvin Elementary School	4	0.15 %
McGehee Elementary School	4	0.15 %
Meekins Middle School	4	0.15 %
Melbourne High School	4	0.15 %
Midland Elementary School	4	0.15 %
Monticello High School	4	0.15 %
Nettleton High School	4	0.15 %
Newark High School	4	0.15 %
Norphlet School District Admin Office	4	0.15 %
Northwest Arkansas Education Service Coop	4	0.15 %
Ozark Middle School	4	0.15 %
Ozarks Unlimited Resource Cooperative	4	0.15 %
Palestine-Wheatley Elementary School	4	0.15 %
Palestine-Wheatley School Disrict Admin Office	4	0.15 %
Paragould School District Admin Office	4	0.15 %
Perryville High School	4	0.15 %
Piggott High School	4	0.15 %
Pine Bluff School District Admin Office	4	0.15 %
Rector High School	4	0.15 %
Scranton High School	4	0.15 %
Siloam Springs High School	4	0.15 %
Siloam Springs School District Admin Office	4	0.15 %
Smackover School District Admin Office	4	0.15 %
South Mississippi County School Dist Admin Office	4	0.15 %
Southside High School	4	0.15 %
Stephens High School	4	0.15 %
Strong-Huttig School District Admin Office	4	0.15 %
Stuttgart High School	4	0.15 %
Valley Springs High School	4	0.15 %
Weiner High School	4	0.15 %
Western Yell Co. School Dist. Admin Office	4	0.15 %
West Fork School District Admin Office	4	0.15 %
West Junior High School	4	0.15 %
Yocum Elementary School	4	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Alma School District Admin Office	3	0.11 %
Alpena School District Admin Office	3	0.11 %
Anne Watson Elementary School	3	0.11 %
Arkadelphia School District Admin Office	3	0.11 %
Ashdown High School	3	0.11 %
Ashdown School District Admin Office	3	0.11 %
Bauxite High School	3	0.11 %
Bauxite School District Admin Office	3	0.11 %
Bay High School	3	0.11 %
Bayou Meto Elementary School	3	0.11 %
Bearden Middle School	3	0.11 %
Beech Crest Elementary School	3	0.11 %
Belair Middle School	3	0.11 %
Benton County School of the Arts	3	0.11 %
Berryville High School	3	0.11 %
Booneville School District Admin Office	3	0.11 %
Brown Elementary School	3	0.11 %
Cabot Academic Center of Excellence	3	0.11 %
Caddo Hills High School	3	0.11 %
Calico Rock School District Admin Office	3	0.11 %
Charleston School District Admin Office	3	0.11 %
Clarendon School District Admin Office	3	0.11 %
Clarksville Primary School	3	0.11 %
Coleman Elementary School	3	0.11 %
Conway High West	3	0.11 %
Cord Charlotte High School	3	0.11 %
Cotter High School	3	0.11 %
Crestwood Elementary School	3	0.11 %
Cross County School District Admin Office	3	0.11 %
Crossett High School	3	0.11 %
Crystal Hill Elementary	3	0.11 %
Dawson Education Service Coop	3	0.11 %
DeWitt High School	3	0.11 %
Dover High School	3	0.11 %
Dumas Junior High School	3	0.11 %
Dunbar Middle School	3	0.11 %
East Junior High School	3	0.11 %
East Poinsett Co. School Dist. Admin Office	3	0.11 %
El Dorado Technology and Food Service Center	3	0.11 %
Emmett Elementary School	3	0.11 %
Emmett High School	3	0.11 %
England Elementary School	3	0.11 %
Eureka Springs High School	3	0.11 %
Foreman High School	3	0.11 %

Calls Received by School

School Name	Call Count	Percentage
Foreman School District Admin Office	3	0.11 %
Forrest City High School	3	0.11 %
Fourche Valley Elementary School	3	0.11 %
Garland Alternative School	3	0.11 %
Glen Rose High School	3	0.11 %
Gosnell Jr. / High School	3	0.11 %
Gravette High School	3	0.11 %
Gravette School District Admin Office	3	0.11 %
Hackett School District Admin Office	3	0.11 %
Harmony Grove High School	3	0.11 %
Harrison High School	3	0.11 %
Harrison Jr. High School	3	0.11 %
Hazen High School	3	0.11 %
Heber Springs School District Admin Office	3	0.11 %
Hot Springs High School	3	0.11 %
Hot Springs Middle School	3	0.11 %
Imboden Area Charter School Admin Office	3	0.11 %
J.F. Wahl Elementary School	3	0.11 %
Kirby School District Admin Office	3	0.11 %
Lakewood Elementary School	3	0.11 %
Lonoke Middle School	3	0.11 %
Magnet Cove School Dist. Admin Office	3	0.11 %
Malvern Junior High School	3	0.11 %
Mansfield Middle School	3	0.11 %
Marion School District Alternative School	3	0.11 %
Marked Tree Elementary School	3	0.11 %
Mayflower Elementary School	3	0.11 %
McCrory School District Admin Office	3	0.11 %
Miller Junior High School	3	0.11 %
Morrilton Primary School	3	0.11 %
Mountain Pine High School	3	0.11 %
Mountain View School District Admin Office	3	0.11 %
North Pulaski High School	3	0.11 %
Northridge Middle School	3	0.11 %
Ola High School	3	0.11 %
Ozark School District Admin Office	3	0.11 %
Palestine-Wheatley Junior High (DO NOT USE)	3	0.11 %
Paris High School	3	0.11 %
Park Elementary School	3	0.11 %
Pocahontas School District Admin Office	3	0.11 %
Prairie Grove High School	3	0.11 %
Ray/Phyllis Simon Intermediate School	3	0.11 %
Reed Elementary School	3	0.11 %
Riverside School District Admin Office	3	0.11 %

Calls Received by School

School Name	Call Count	Percentage
Rose Bud School District Admin Office	3	0.11 %
School for Math and Sciences-Dorms/Distance Learni	3	0.11 %
School of Excellence	3	0.11 %
Scranton School District Admin Office	3	0.11 %
Sheridan High School	3	0.11 %
Sloan-Hendrix High School	3	0.11 %
Sloan-Hendrix School Dist. Admin Office	3	0.11 %
Southside School District Admin Office	3	0.11 %
South Side School District Admin Office	3	0.11 %
Southwest Arkansas Education Coop	3	0.11 %
Stephens School District Admin Office	3	0.11 %
Stewart Elementary School	3	0.11 %
Success Achievement Academy	3	0.11 %
Texarkana School District Admin Office	3	0.11 %
Timbo High School	3	0.11 %
Townsend Park North Elementary School	3	0.11 %
Turrell High School	3	0.11 %
Turrell School District Admin Office	3	0.11 %
Two Rivers School District Admin Office	3	0.11 %
Valley View Adult Education Center	3	0.11 %
Valley View School District Admin Office	3	0.11 %
Vilonia Primary School	3	0.11 %
Vilonia School District Admin Office	3	0.11 %
Viola School District Admin Office	3	0.11 %
Waldron School District Admin Office	3	0.11 %
Walker Pre-Kindergarten Center	3	0.11 %
Warren High School	3	0.11 %
Washington Special Services Technology Center	3	0.11 %
West Woods Center	3	0.11 %
Whitten Elementary School	3	0.11 %
Wilbur D. Mills High School	3	0.11 %
Wilson Intermediate School	3	0.11 %
Wonder Junior High School	3	0.11 %
Wonderview High School	3	0.11 %
Woodlawn School District Admin Office	3	0.11 %
Wynne High School	3	0.11 %
Yellville-Summit High School	3	0.11 %
Yellville-Summit School Dist. Admin Office	3	0.11 %
Acorn School District Admin Office	2	0.07 %
Alpena High School	2	0.07 %
Amboy Elementary School	2	0.07 %
A. R. Hederick Elem. School	2	0.07 %
Arkadelphia High School	2	0.07 %
Ashdown Junior High School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Atkins School District Admin Office	2	0.07 %
Batesville School District Admin Secondary Office	2	0.07 %
Bearden School District Admin Office	2	0.07 %
Beebe Intermediate	2	0.07 %
Benton Junior High School	2	0.07 %
Blevins Elementary School	2	0.07 %
Blevins School District Admin Office	2	0.07 %
Blytheville School Administration Service Center	2	0.07 %
Bob Courtway Middle School	2	0.07 %
Bradford School District Admin Office	2	0.07 %
Bright Star Elementary School	2	0.07 %
Brinkley High School	2	0.07 %
Brinkley School District Admin Office	2	0.07 %
Brookland School District Admin Office	2	0.07 %
Buffalo Island Central Highschool	2	0.07 %
Buffalo Island Central School Dist. Admin Office	2	0.07 %
Caddo Career Consortium	2	0.07 %
Camden Fairview Intermediate School	2	0.07 %
Camden Fairview Middle	2	0.07 %
Cedarville High School	2	0.07 %
Centerpoint Primary School	2	0.07 %
Clarksville School District Admin Office	2	0.07 %
Clinton School District Admin Office	2	0.07 %
Conway High East	2	0.07 %
Corning High School	2	0.07 %
County Line School District Admin Office	2	0.07 %
Crossett Elementary	2	0.07 %
Crossett Pre-K and Tutorial Center	2	0.07 %
Cutter-Morning Star Sch. Dist. Admin Office	2	0.07 %
Dardanelle High School	2	0.07 %
Dardanelle School District Admin Office	2	0.07 %
Decatur Northside Elementary School	2	0.07 %
Deer/Mt. Judea School District Admin Office	2	0.07 %
Delight School District Admin Office	2	0.07 %
Dermott School District Admin Office	2	0.07 %
DeWitt Middle School	2	0.07 %
Dreamland Academy District	2	0.07 %
Drew Central School District Admin Office	2	0.07 %
Earle School District Admin Office	2	0.07 %
East End Elementary School	2	0.07 %
East End School District Admin Office	2	0.07 %
East Poinsett County Elementary	2	0.07 %
Edgewood Elementary School	2	0.07 %
El Dorado High School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
E-STEM Elementary Public School	2	0.07 %
Eureka Springs Elem. School	2	0.07 %
Eureka Springs School District Admin Office	2	0.07 %
Farmington School District Admin Office	2	0.07 %
Fayetteville School District Admin Office	2	0.07 %
Fouke High School	2	0.07 %
Fouke Middle School	2	0.07 %
Fountain Lake High School	2	0.07 %
Fourche Valley High School	2	0.07 %
Fox Meadow Intermediate Center	2	0.07 %
Gandy Elementary School	2	0.07 %
Garfield Elementary School	2	0.07 %
Gary E. Cobb Middle School	2	0.07 %
Gentry High School	2	0.07 %
Gifford Kindergarten	2	0.07 %
Greene CountyTech Jr. High School	2	0.07 %
Greene County Tech School Dist. Admin Office	2	0.07 %
Gurdon High School	2	0.07 %
Guy-Perkins High School	2	0.07 %
Hackett Elementary School	2	0.07 %
Hampton School District Admin Office	2	0.07 %
Harrisburg Middle School	2	0.07 %
Harris Elementary School	2	0.07 %
Hartford High School	2	0.07 %
Highland High School	2	0.07 %
Highland School District Admin Office	2	0.07 %
Hillcrest Elementary School	2	0.07 %
Hillcrest Junior High and High School	2	0.07 %
Holly Harshman Elementary School	2	0.07 %
Hope Academy Admin	2	0.07 %
Hope School District Admin Office	2	0.07 %
Hot Springs Intermediate School	2	0.07 %
Hugh Goodwin Elementary School	2	0.07 %
Jackson County School District Admin Office	2	0.07 %
Jackson Elementary School	2	0.07 %
Jacksonville Elementary School	2	0.07 %
Jacksonville Junior High School	2	0.07 %
Jacksonville Middle School	2	0.07 %
Jerry "Pops" Williams Elementary	2	0.07 %
Jessieville High School	2	0.07 %
Jonesboro Vo-Tech	2	0.07 %
Judsonia Elementary School	2	0.07 %
Junction City School District Admin Office	2	0.07 %
Lake Hamilton Primary School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Lakeside Alternative Learning Center	2	0.07 %
Lakewood Middle School	2	0.07 %
Lamar School District Admin Office	2	0.07 %
Landmark Elementary School	2	0.07 %
Langston Magnet School	2	0.07 %
Leslie High School	2	0.07 %
Lincoln Middle School	2	0.07 %
Lonoke High School	2	0.07 %
Lonoke Primary School	2	0.07 %
Lonoke School District Admin Office	2	0.07 %
Lucilia Wood Elementary School	2	0.07 %
Malvern Elementary School	2	0.07 %
Malvern High School	2	0.07 %
Malvern School District Admin Office	2	0.07 %
Manila School District Admin Office	2	0.07 %
Marmaduke Elementary School	2	0.07 %
Maynard High School	2	0.07 %
Maynard School District Admin Office	2	0.07 %
McGehee High School	2	0.07 %
Melbourne Elementary School	2	0.07 %
Mena School Bus Garage	2	0.07 %
Mena School District Technology Office	2	0.07 %
Midland High School	2	0.07 %
Mineral Springs High School	2	0.07 %
Monticello Boot Camp Alternative School	2	0.07 %
Morrilton Elementary School	2	0.07 %
Mountainburg Elementary School	2	0.07 %
Mount Ida Elementary School	2	0.07 %
Mount Vernon/Enola School Dist. Admin Office	2	0.07 %
Mt. Vernon/Enola Elem. School	2	0.07 %
Mulberry High School	2	0.07 %
Murfreesboro High School	2	0.07 %
Murmil Heights Education Center	2	0.07 %
Nashville High School	2	0.07 %
Nashville Primary School	2	0.07 %
Nevada School District Admin Office	2	0.07 %
Newport School District Admin Office	2	0.07 %
North Little Rock High School-East Campus	2	0.07 %
Omaha School District Admin Office	2	0.07 %
Oscar Hamilton Elementary School	2	0.07 %
Ouachita River School District Admin Office	2	0.07 %
Ozarks Unlimited Resource Coop	2	0.07 %
Paris Elementary School	2	0.07 %
Paris Middle School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Parkers Chapel School Dist. Admin Office	2	0.07 %
Park Magnet School	2	0.07 %
Phillips/Monroe Special Coop.	2	0.07 %
Piggott School District Admin Office	2	0.07 %
Pike View Elementary School	2	0.07 %
Pine Bluff School District Administration Annex	2	0.07 %
Pine Haven Elementary School	2	0.07 %
Pottsville Elementary School	2	0.07 %
Pottsville High School	2	0.07 %
Pottsville Junior High	2	0.07 %
Pottsville School District Admin Office	2	0.07 %
Prescott High School	2	0.07 %
Prescott School District Admin Office	2	0.07 %
Pulaski County Special School Dist. Transportation	2	0.07 %
Pulaski County Special School Transportation North	2	0.07 %
Retta Brown Elementary School	2	0.07 %
Rison High School	2	0.07 %
Riverside High School	2	0.07 %
Riverside Jr. High School	2	0.07 %
River Valley Tech Center	2	0.07 %
Rogers School District Admin Office	2	0.07 %
Scott Elementary School	2	0.07 %
Searcy High School	2	0.07 %
Smackover High School	2	0.07 %
Southeast Junior High School	2	0.07 %
Southside Elementary School	2	0.07 %
Springdale School District Admin Office	2	0.07 %
Spring Street School	2	0.07 %
Stuttgart School District Admin Office	2	0.07 %
Swifton Middle School	2	0.07 %
Theodore Jones Elem. School	2	0.07 %
Thirty-Fourth Avenue Elementary School	2	0.07 %
Transportation Little Rock Compound	2	0.07 %
Umpire High School	2	0.07 %
Union School District Admin Office DO NOT USE!	2	0.07 %
Vilonia High School	2	0.07 %
Waldron Elementary School	2	0.07 %
Washington Intermediate	2	0.07 %
Washington Middle School	2	0.07 %
Watson Chapel High School	2	0.07 %
Weiner School District Admin Office	2	0.07 %
Western Yell Co. High School	2	0.07 %
Westside Elementary School	2	0.07 %
West Side Elementary School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Westside High School	2	0.07 %
White County Alternative Learning School	2	0.07 %
Wickes High School Secondary Building	2	0.07 %
Wilmot Elementary School	2	0.07 %
Academic Plus Charter School	1	0.04 %
Allen Elementary School	1	0.04 %
Alma Alternative School	1	0.04 %
Alma Intermediate School	1	0.04 %
Alma Spikes Elementary School	1	0.04 %
Annie Camp Junior High School	1	0.04 %
Argenta Academy	1	0.04 %
Arkansas High School Activities Association	1	0.04 %
Armored High School	1	0.04 %
Ashdown Alternative School	1	0.04 %
Baldwin Elementary School	1	0.04 %
Barton High School	1	0.04 %
Bay School District Admin Office	1	0.04 %
Beebe High School	1	0.04 %
Beebe Middle School	1	0.04 %
Benton County School of the Arts Admin Office	1	0.04 %
Benton Middle School	1	0.04 %
Bentonville High School	1	0.04 %
Bigelow High School	1	0.04 %
Bismarck High School	1	0.04 %
Blytheville High School	1	0.04 %
Blytheville Kindergarten Center	1	0.04 %
Boston Mountain Education Center	1	0.04 %
Bradford High School	1	0.04 %
Bradley High School	1	0.04 %
Broadmoor Elementary School	1	0.04 %
Brookland High School	1	0.04 %
Bruno-Pyatt High School	1	0.04 %
Bryant High School	1	0.04 %
Buffalo Island Central Junior High School	1	0.04 %
Buffalo Island Central West Elementary	1	0.04 %
Cabe Middle School	1	0.04 %
Camden Fairview High School	1	0.04 %
Carl Stuart Middle School	1	0.04 %
Cato Elementary School	1	0.04 %
Cedar Ridge School District Preschool	1	0.04 %
Central Park at Morning Star	1	0.04 %
Charleston High School	1	0.04 %
City Park Alternative School	1	0.04 %
Clarksville Junior High School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Clary Academy - Alternative Learning Center	1	0.04 %
Clinton Elementary School	1	0.04 %
Clinton Junior High School	1	0.04 %
College Station Elementary School	1	0.04 %
Concord High School	1	0.04 %
Concord School District Admin Office	1	0.04 %
Conway Alternative School	1	0.04 %
Conway Career Center	1	0.04 %
Cooper Elementary	1	0.04 %
Corning School District Admin Office	1	0.04 %
County Line Elementary School	1	0.04 %
Craighead County Special Education Coop	1	0.04 %
Cross County Elementary	1	0.04 %
Cross County Intermediate (DO NOT USE)	1	0.04 %
Cross County Primary (DO NOT USE)	1	0.04 %
Dawson Education Service Coop (DO NOT USE)	1	0.04 %
Decatur High School	1	0.04 %
Decatur School District Admin Office	1	0.04 %
Delta College Preparatory School	1	0.04 %
DeQueen Elementary School	1	0.04 %
Dermott High School	1	0.04 %
Dollarway High School	1	0.04 %
Dollarway Middle School	1	0.04 %
Dover Middle School	1	0.04 %
Eagle Heights Elem. School	1	0.04 %
Earle Elementary School	1	0.04 %
East Elementary School	1	0.04 %
East Poinsett Co. High School	1	0.04 %
Eastside Primary School	1	0.04 %
East-West Elementary School East Campus	1	0.04 %
Elkins High School	1	0.04 %
Elkins Primary School	1	0.04 %
Ellen Smith Elementary School	1	0.04 %
Emerson High School	1	0.04 %
E-STEM High Public Charter	1	0.04 %
E-STEM Public Charter Schools, Inc.-Central Office	1	0.04 %
Evening Shade Math and Science Academy	1	0.04 %
Fairview Elementary School	1	0.04 %
Farmington High School	1	0.04 %
Faulk Elementary School	1	0.04 %
Florence Mattison Elementary School	1	0.04 %
Forest Heights Elem. School	1	0.04 %
Forrest City Alternative Learning Center	1	0.04 %
Fountain Hill Elem. School (DO NOT USE)	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Fox Meadow Elementary	1	0.04 %
Genoa Central Elem. School	1	0.04 %
Genoa Central School District Admin Office	1	0.04 %
Gentry Middle School	1	0.04 %
Gillett High School	1	0.04 %
Greenbrier Wooster Elementary	1	0.04 %
Green Forest Elementary School	1	0.04 %
Green Forest Intermediate School	1	0.04 %
Greenland High School	1	0.04 %
Gurdon Primary School	1	0.04 %
Haas Hall Academy	1	0.04 %
Hackett High School	1	0.04 %
Hampton Elementary School	1	0.04 %
Hampton High School	1	0.04 %
Harmony Grove Elem. School	1	0.04 %
Harmony Grove Middle School	1	0.04 %
Harrisburg High School	1	0.04 %
Harrisburg School District Admin Office	1	0.04 %
Hartford Elementary School	1	0.04 %
Hartford School District Admin Office	1	0.04 %
Hazen School District Admin Office	1	0.04 %
Heber Springs High School	1	0.04 %
Hector High School	1	0.04 %
Hermitage High School	1	0.04 %
Highland School - Gym	1	0.04 %
Hillcrest School District Admin Office	1	0.04 %
Holt Middle School	1	0.04 %
Homer Adkins Elementary School	1	0.04 %
Horatio School District Admin Office	1	0.04 %
HOT SPRINGS ALTERNATIVE	1	0.04 %
Howard Perrin Elementary School	1	0.04 %
Hoxie Elementary School	1	0.04 %
Hoxie High School	1	0.04 %
Ida Burns Elementary School	1	0.04 %
Izard Co. Cons. High School	1	0.04 %
Jacksonville High School	1	0.04 %
Jasper High School	1	0.04 %
Jessieville School District Admin Office	1	0.04 %
Jim Stone Elementary School	1	0.04 %
Jonesboro High School	1	0.04 %
Jonesboro Pre-K Center	1	0.04 %
Julia Lee Moore Elem. School	1	0.04 %
Keiser Elementary School	1	0.04 %
Kingsland Elementary School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Lafayette County Elementary West	1	0.04 %
Lafayette County High School	1	0.04 %
Lafayette County Middle School (DO NOT USE)	1	0.04 %
Lavaca Elementary School	1	0.04 %
Lavaca High School	1	0.04 %
Lawrence County School District Admin #2 Office	1	0.04 %
Learning Academy	1	0.04 %
Lee County High School	1	0.04 %
Lincoln Alternative School	1	0.04 %
Lisa Academy Middle School	1	0.04 %
Lisa Academy North Elementary	1	0.04 %
Little Rock Preparatory Academy	1	0.04 %
Lonoke Elementary School	1	0.04 %
Lonoke Schools Career Center	1	0.04 %
Maddux Elementary School	1	0.04 %
Madison Alternative Learning Center	1	0.04 %
Magazine Elementary School	1	0.04 %
Mammoth Spring High School	1	0.04 %
Mammoth Spring School District Admin Office	1	0.04 %
Manila Elementary School	1	0.04 %
Mansfield High School	1	0.04 %
Marion Juvenile Detention Center	1	0.04 %
Marshall Elementary School	1	0.04 %
Matthews Elementary School	1	0.04 %
Maumelle Middle School	1	0.04 %
Mayflower High School	1	0.04 %
Mayflower Middle School	1	0.04 %
Mayflower School District Admin Office	1	0.04 %
McCrory Elementary School	1	0.04 %
McGehee School District Admin Office	1	0.04 %
McRae Middle School	1	0.04 %
Mena Alternative School	1	0.04 %
Mena Middle School	1	0.04 %
Midland School District Admin Office	1	0.04 %
Mineral Springs Elem. School	1	0.04 %
Monitor Elementary School	1	0.04 %
Monticello Elementary School	1	0.04 %
Monticello Middle School	1	0.04 %
Morrilton Junior High School	1	0.04 %
Mountainburg School District Admin Office	1	0.04 %
Mountain Pine School District Admin Office	1	0.04 %
Mountain View High School	1	0.04 %
Mount Ida School District Admin Office	1	0.04 %
Mount Pleasant High School (DO NOT USE)	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Murfreesboro Elementary School	1	0.04 %
Murrell Taylor Elementary School	1	0.04 %
Nashville School District Admin Office	1	0.04 %
Nettleton Central Elementary	1	0.04 %
Nettleton Intermediate Center	1	0.04 %
New Horizon's Alternative School	1	0.04 %
Newport High School	1	0.04 %
Noble Lower Elementary School	1	0.04 %
North Central Vocational Center	1	0.04 %
North Heights Elementary School	1	0.04 %
North Heights Junior High School	1	0.04 %
North Little Rock School District Computer Room	1	0.04 %
North Little Rock School Dist. Transportation	1	0.04 %
Northwood Middle School	1	0.04 %
Oak Grove Elementary School	1	0.04 %
Osceola School District Admin Office	1	0.04 %
Ouachita High School	1	0.04 %
Ouachita School District Admin Office	1	0.04 %
Ozark Kindergarten	1	0.04 %
Palestine-Wheatley Middle School	1	0.04 %
Palestine-Wheatley Senior High	1	0.04 %
Pangburn High School	1	0.04 %
Paragould High School	1	0.04 %
Paris School District Admin Office	1	0.04 %
Park Avenue Elementary/ Middle School	1	0.04 %
Park Hill Elementary School	1	0.04 %
Park Hill Preschool	1	0.04 %
Paron Elementary School	1	0.04 %
Pea Ridge K-2 Elementary	1	0.04 %
Perryville Elementary School	1	0.04 %
Pine Bluff High School	1	0.04 %
Pinewood Elementary School	1	0.04 %
Plainview-Rover High School	1	0.04 %
Pocahontas High School	1	0.04 %
Pottsville Middle Grade	1	0.04 %
Prairie Grove Intermediate	1	0.04 %
Prairie Grove School District Admin Office	1	0.04 %
Prairie Grove Upper Elem. Sch. (DO NOT USE)	1	0.04 %
Pulaski Co. Special School District Admin	1	0.04 %
Quitman High School	1	0.04 %
R.E. Baker Elementary School	1	0.04 %
Redfield Junior High School	1	0.04 %
Richland Elementary School	1	0.04 %
Riverside East Elementary School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Rose Bud Elementary School	1	0.04 %
Rose Bud High School	1	0.04 %
Russellville High School	1	0.04 %
Ruth Doyle Intermediate School	1	0.04 %
Sallie Cone Elementary School	1	0.04 %
Saratoga High School	1	0.04 %
School for Mathematics and Sciences	1	0.04 %
School for the Blind High School	1	0.04 %
School for the Deaf H.S.	1	0.04 %
Searcy County School District Admin Office	1	0.04 %
Searcy School District Admin Office	1	0.04 %
Searcy Schools Support Services	1	0.04 %
Seventh Street Elem. School	1	0.04 %
Sheridan Middle School	1	0.04 %
Sherwood Elementary School	1	0.04 %
Shirley School District Admin Office	1	0.04 %
Siloam Springs Alternative School	1	0.04 %
Skyline Heights Elem. School	1	0.04 %
Sloan-Hendrix Elem. School	1	0.04 %
Spring Hill Elementary School	1	0.04 %
Spring Hill School District Admin Office	1	0.04 %
Stephens Elementary School	1	0.04 %
Stone County School District Admin Office DO NOT	1	0.04 %
St Paul High School	1	0.04 %
Strong High School	1	0.04 %
Sulphur Rock Magnet	1	0.04 %
Sylvan Hills Elementary School	1	0.04 %
Thomas C. Brunson Elementary School	1	0.04 %
Townsend Park South Elementary School	1	0.04 %
Twin Rivers School District Admin Office	1	0.04 %
Union Elementary and Middle School	1	0.04 %
Valley View Elementary School	1	0.04 %
Valley View High School	1	0.04 %
Valley View Jr. High	1	0.04 %
Van Buren High School	1	0.04 %
Van Buren School District Admin Office	1	0.04 %
Van Cove School District Admin Office	1	0.04 %
Vilonia Junior High School	1	0.04 %
Vilonia Middle School	1	0.04 %
Waldron High School	1	0.04 %
Waldron Middle School	1	0.04 %
Warren Dupree Elementary School	1	0.04 %
Wedlock Elementary School	1	0.04 %
Western Yell Co. Elem. School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
West Fork Elementary School	1	0.04 %
West Fork High School	1	0.04 %
WEST MEMPHIS CAFETERIA	1	0.04 %
Westside School District Admin Office	1	0.04 %
West Side School District Admin Office	1	0.04 %
West Woods Charter Elementary (DO NOT USE)	1	0.04 %
White Hall Administration Technical Shop	1	0.04 %
White Hall Junior High School	1	0.04 %
Wickes Elementary School	1	0.04 %
Wilburn Elementary School (DO NOT USE)	1	0.04 %
Winslow Elementary School (DO NOT USE)	1	0.04 %
Winslow High School (DO NOT USE)	1	0.04 %
Winthrop Elementary School	1	0.04 %
Woodland Heights Elem. School	1	0.04 %
Woodlawn High School	1	0.04 %
Woodrow Wilson Elem. School	1	0.04 %
Woodruff Elementary School	1	0.04 %
All Schools	2,738	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	923	33.71 %
APSCN	807	29.47 %
Security	659	24.07 %
Auto ticket	182	6.65 %
Email	59	2.15 %
Information	40	1.46 %
Software Appl.	19	0.69 %
Circuit Orders	14	0.51 %
Hardware	13	0.47 %
Billing	9	0.33 %
Telecomm	8	0.29 %
UNIX	4	0.15 %
Internet	1	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	448	17.53 %
MISC	578	22.62 %
MARS Stage 1	359	14.05 %
Configuration	174	6.81 %
Printer Error	108	4.23 %
	1	0.04 %
information	110	4.31 %
Trouble cleared	90	3.52 %
User Request	82	3.21 %
Access	47	1.84 %
Corrupt/Missing	35	1.37 %
Password	37	1.45 %
Alarm Clear after Outage	36	1.41 %
Reboot	35	1.37 %
LAN Problem	33	1.29 %
Duplicate Ticket	32	1.25 %
Hardware	31	1.21 %
Password-Reset	29	1.14 %
Outage	28	1.10 %
Bad Cable Pair	26	1.02 %
New Equip	15	0.59 %
Virus	20	0.78 %
HW Failure	19	0.74 %
User error	15	0.59 %
No TroubleFound	15	0.59 %
Circuit Failure	14	0.55 %
File Transfer	13	0.51 %
Circuit order/install	2	0.08 %
Configuration Error	11	0.43 %
Connection Fail	12	0.47 %
HW Malfunction	11	0.43 %
Software	10	0.39 %
Network Down	6	0.23 %
Disk Space	4	0.16 %
DNS Change	4	0.16 %
Malfunction	4	0.16 %
Profile Change	4	0.16 %
Unplugged	4	0.16 %
ViolationsClear	4	0.16 %
Account Cleanup	3	0.12 %
Auth Code Error	3	0.12 %
Inquiry	3	0.12 %
No Trouble	3	0.12 %
Server Down	3	0.12 %

Calls Closed by Cause

Cause	Call Count	Percentage
Site closed	3	0.12 %
Traffic	3	0.12 %
Cut over to spare	2	0.08 %
Database	2	0.08 %
False Positive	2	0.08 %
Questions	2	0.08 %
Replaced card	2	0.08 %
Service Request	2	0.08 %
Site Up At Testing	2	0.08 %
Bad card	1	0.04 %
Bad Telephone	1	0.04 %
Expired	1	0.04 %
Fiber Cut	1	0.04 %
Internet	1	0.04 %
Maintenance Complete	1	0.04 %
Patched to spare	1	0.04 %
Power outage	1	0.04 %
Relocation	1	0.04 %
Resources	1	0.04 %
Scanning	1	0.04 %
Spam Report	1	0.04 %
Switch	1	0.04 %
Untrained	1	0.04 %

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	23	8.88 %
Southeast Arkansas College	Southeast Arkansas College	9	3.47 %
Rich Mountain Community College	Rich Mountain Community College	8	3.09 %
University of Arkansas at Little Rock	Admin South	7	2.70 %
University of Arkansas at Little Rock	Reynolds	7	2.70 %
University of Arkansas at Little Rock	Ross Hall	7	2.70 %
University of Central Arkansas	McCastlain	7	2.70 %
University of Central Arkansas	Telecommunications	7	2.70 %
Department of Workforce Education - Northwest Technical Institute	Northwest Technical Institute	6	2.32 %
Phillips Community College of the University of Arkansas	Phillips Community College	6	2.32 %
University of Arkansas for Medical Sciences	Technical Support Center (Help Desk)	6	2.32 %
Pulaski Technical College	Pulaski Technical College Saline County Adult Educ	5	1.93 %
University of Arkansas at Fayetteville	U of A Fayetteville	5	1.93 %
University of Arkansas at Little Rock	Admin North	5	1.93 %
University of Arkansas at Little Rock	Law School	5	1.93 %
Department of Workforce Education - Crowley's Ridge Technical Institu	Crowleys Ridge Technical Institute	4	1.54 %
University of Arkansas at Little Rock	Donaghey Student Cen	4	1.54 %
University of Arkansas for Medical Sciences	Telcommunications	4	1.54 %
University of Central Arkansas	UCA Estes Stadium	4	1.54 %
Arkansas State University - Beebe	Arkansas State University at Jonesboro Computer Se	3	1.16 %
Department of Workforce Education - Riverside Vocational Technical Sch	Riverside VoTech	3	1.16 %
Mississippi County Community College	Arkansas Northeastern College Main Campus	3	1.16 %
Pulaski Technical College	Saline County Career Center (see comments)	3	1.16 %
University of Arkansas at Fayetteville	Garvin Woodland Gardens	3	1.16 %
University of Arkansas at Little Rock	Speech Communication	3	1.16 %
University of Arkansas at Little Rock	UALR	3	1.16 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas at Monticello	U of A Monticello	3	1.16 %
University of Arkansas - Community College at Batesville (Gateway Tech	U of A Community College	3	1.16 %
University of Central Arkansas	Bernard Hall	3	1.16 %
University of Central Arkansas	Mashburn	3	1.16 %
	Hendrix College	3	1.16 %
Arkansas State University - Beebe	Arkansas State University - Student Network	2	0.77 %
Black River Technical College	Black River Technical College	2	0.77 %
Cossatot Technical College	Cossatot Tech.	2	0.77 %
Cossatot Technical College	Cossatot Technical College	2	0.77 %
Garland County Community College	National Park Community College	2	0.77 %
Mississippi County Community College	Arkansas Northeastern College-ANC Main Campus	2	0.77 %
Mississippi County Community College	Arkansas Northeastern College at Burdette	2	0.77 %
Ouachita Technical College	Ouachita Technical College (see comments)	2	0.77 %
Pulaski Technical College	Pulaski Technical College	2	0.77 %
Southern Arkansas University	Southern AR University	2	0.77 %
Southern Arkansas University - Technical Branch	Southern Arkansas University	2	0.77 %
University of Arkansas at Fayetteville	U of A Coop Ext Marianna	2	0.77 %
University of Arkansas at Fayetteville	U of A Fort Smith	2	0.77 %
University of Arkansas at Fayetteville	U of A Systems	2	0.77 %
University of Arkansas at Little Rock	Business	2	0.77 %
University of Arkansas at Little Rock	Dickinson	2	0.77 %
University of Arkansas at Little Rock	Education	2	0.77 %
University of Arkansas at Little Rock	ETAS Bldg	2	0.77 %
University of Arkansas at Little Rock	Fine Arts Building	2	0.77 %
University of Arkansas at Little Rock	Library	2	0.77 %
University of Arkansas at Little Rock	Stabler Hall	2	0.77 %
University of Arkansas at Little Rock	Univeristy SB	2	0.77 %
University of Arkansas at Pine Bluff	UAPB Admin	2	0.77 %
University of Arkansas for Medical Sciences	Telcomm Connections for MONIES	2	0.77 %
University of Central Arkansas	MaCalister	2	0.77 %
University of Central Arkansas	Snow Fine Arts Bldg	2	0.77 %
University of Central Arkansas	Wingo Hall	2	0.77 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
	Clinton School of Public Service	2	0.77 %
	University of Central Arkansas	2	0.77 %
Arkansas State University - Beebe	Arkansas State University at Beebe LR Air Force	1	0.39 %
Arkansas State University - Beebe	Arkansas State University at Searcy	1	0.39 %
Crime Information Center	Police Department	1	0.39 %
Department of Workforce Education - Arkansas Valley Technical Institut	Ark Tech University at Ozark	1	0.39 %
East Arkansas Community College	East Arkansas Community College	1	0.39 %
Mid South Community College (Mid South Technical College)	Mid-South Community College	1	0.39 %
Ozarka College	Ozarka College	1	0.39 %
University of Arkansas at Fayetteville	PIKE COUNTY EXTENSION CENTER	1	0.39 %
University of Arkansas at Fayetteville	U of A Community College at Morrilton	1	0.39 %
University of Arkansas at Little Rock	Athletic Dept	1	0.39 %
University of Arkansas at Little Rock	Dev Office	1	0.39 %
University of Arkansas at Little Rock	Eng, TECH & Ap SC	1	0.39 %
University of Arkansas at Little Rock	Larson Hall	1	0.39 %
University of Arkansas at Little Rock	Physical Plant	1	0.39 %
University of Arkansas at Little Rock	Physics	1	0.39 %
University of Arkansas at Little Rock	Share America/Community Dept	1	0.39 %
University of Arkansas at Little Rock	Steven's Building	1	0.39 %
University of Arkansas at Little Rock	Student Union	1	0.39 %
University of Arkansas at Pine Bluff	UAPB Lonoke Farms	1	0.39 %
University of Arkansas for Medical Sciences	AHEC Fort Smith Office	1	0.39 %
University of Arkansas for Medical Sciences	AHEC Northwest	1	0.39 %
University of Arkansas for Medical Sciences	Psychiatry	1	0.39 %
University of Arkansas for Medical Sciences	Schmeiding Developement Center	1	0.39 %
University of Central Arkansas	Baseball House	1	0.39 %
University of Central Arkansas	BBA	1	0.39 %
University of Central Arkansas	Harin Hall	1	0.39 %
University of Central Arkansas	Laney Hall-Chemistry	1	0.39 %
University of Central Arkansas	Lewis Science Center	1	0.39 %
University of Central Arkansas	Math/Tech Bldg	1	0.39 %
University of Central Arkansas	Physical Plant	1	0.39 %
University of Central Arkansas	Prince Center	1	0.39 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Central Arkansas	UCA Doyne Health Science	1	0.39 %
University of Central Arkansas	UCA Farris Center	1	0.39 %
	Harding	1	0.39 %
	Philander Smith College	1	0.39 %
	Philander Smith College - Distance Learning	1	0.39 %
All Higher Education Customers		259	

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	128	49.42 %
Connectivity	39	15.06 %
Billing	33	12.74 %
Security	32	12.36 %
Information	7	2.70 %
Auto ticket	5	1.93 %
UNIX	4	1.54 %
Circuit Orders	3	1.16 %
Software Appl.	3	1.16 %
Email	2	0.77 %
Hardware	2	0.77 %
Network	1	0.39 %

Calls Closed by Cause

Cause	Call Count	Percentage
Bad Cable Pair	26	10.44 %
MARS Stage 1	25	10.04 %
Information	22	8.84 %
Alarm Cleared	11	4.42 %
Bad Cord	11	4.42 %
Service Request	10	4.02 %
Bad Telephone	9	3.61 %
Switch	9	3.61 %
No Trouble	8	3.21 %
Billing Error	5	2.01 %
User Request	6	2.41 %
Misc	43	17.27 %
Unplug/Plug	5	2.01 %
Bad Len	4	1.61 %
DNS Change	4	1.61 %
VMX-reset	4	1.61 %
Bad Power Supply	3	1.20 %
Customer Request	3	1.20 %
Program Phone	3	1.20 %
Software	3	1.20 %
Trouble cleared	3	1.20 %
Access	2	0.80 %
Alarm Clear after Outage	2	0.80 %
Auth Code Error	2	0.80 %
Bad Jack	2	0.80 %
Circuit Failure	2	0.80 %
Circuit order/install	1	0.40 %
Configuration	2	0.80 %
LAN Problem	2	0.80 %
VMX	2	0.80 %
Bad card	1	0.40 %
Bad Jumper	1	0.40 %
Circuit Information	1	0.40 %
CO Features	1	0.40 %
Duplicate ticket	1	0.40 %
False Positive	1	0.40 %
Hardware	1	0.40 %
No TroubleFound	1	0.40 %
Profile	1	0.40 %
Reboot	1	0.40 %
Replaced card	1	0.40 %
Replaced Smartjack	1	0.40 %
Traffic	1	0.40 %
Untrained	1	0.40 %

Calls Closed by Cause

Cause	Call Count	Percentage
User error	1	0.40 %

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
Murfreesboro/Pike County	9	6.92 %
Saline County Offices	9	6.92 %
Star City	9	6.92 %
Walnut Ridge/Lawrence County	9	6.92 %
Helena/Phillips County	7	5.38 %
Little Rock Community Mental Health (See Comments)	6	4.62 %
Arkansas Local Police & Fire Retirement	4	3.08 %
Augusta/Woodruff County	4	3.08 %
Danville	4	3.08 %
Hampton	4	3.08 %
District Court of Benton	3	2.31 %
Madison	3	2.31 %
Mena/Polk County	3	2.31 %
Rogers District Court	3	2.31 %
Ashdown/Little River County	2	1.54 %
Benton County District Court	2	1.54 %
City of Little Rock	2	1.54 %
City of Marion	2	1.54 %
Clarendon/Monroe County	2	1.54 %
Jones Center for Families	2	1.54 %
Marion	2	1.54 %
Mountain View/Stone County	2	1.54 %
Mount Ida	2	1.54 %
Newport/Jackson County	2	1.54 %
Ozark Health Medical Center	2	1.54 %
Warren	2	1.54 %
Western Arkansas Counseling	2	1.54 %
White County District Court	2	1.54 %
Arkansas City/Desha County	1	0.77 %
Batesville/Independence County	1	0.77 %
Benton/Saline County	1	0.77 %
Chancery and County	1	0.77 %
Clarksville	1	0.77 %
Conway/Faulkner County	1	0.77 %
Craighead County Clerk - Election Committee	1	0.77 %
Des Arc/Prairie County	1	0.77 %
Fordyce/Dallas County	1	0.77 %
Lee County	1	0.77 %
Little Rock Municipal District Court	1	0.77 %

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Little Rock/Pulaski County	1	0.77 %
Madison County District Court	1	0.77 %
Morrilton	1	0.77 %
Nashville	1	0.77 %
Paris	1	0.77 %
Polk County/Mena	1	0.77 %
Prescott	1	0.77 %
Siloam Springs Memorial	1	0.77 %
Texarkana	1	0.77 %
Van Buren County	1	0.77 %
Van Buren/Crawford County	1	0.77 %
Waldron/Scott County	1	0.77 %
Wynne/Cross County	1	0.77 %
Yellville	1	0.77 %
All Local Government Customers	130	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	61	46.92 %
Security	27	20.77 %
Auto ticket	12	9.23 %
Telecomm	12	9.23 %
Billing	11	8.46 %
Mainframe Appl.	2	1.54 %
AWIN	1	0.77 %
Circuit Orders	1	0.77 %
Information	1	0.77 %
Internet	1	0.77 %
Software Appl.	1	0.77 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	42	34.15 %
MARS Stage 1	14	11.38 %
Misc	19	15.45 %
information	9	7.32 %
Trouble cleared	5	4.07 %
Alarm Clear after Outage	4	3.25 %
Password-reset	4	3.25 %
Reboot	3	2.44 %
Service Request	3	2.44 %
Billing Error	2	1.63 %
Configuration	1	0.81 %
LAN Problem	2	1.63 %
Vendor Error	2	1.63 %
Access	1	0.81 %
Account Cleanup	1	0.81 %
Bad Cord	1	0.81 %
Bad Len	1	0.81 %
Bad Telephone	1	0.81 %
Circuit order/install	1	0.81 %
No Trouble	1	0.81 %
Outage	1	0.81 %
Program Phone	1	0.81 %
Service Ordered Incorrectly	1	0.81 %
Switch	1	0.81 %
Unplugged	1	0.81 %
VMX	1	0.81 %

Call Center Tickets Received from Libraries

During the Reporting Period

Calls Received by Library

Library Name	Call Count	Percentage
Saline County	7	15.22 %
State Library	7	15.22 %
Independence	4	8.70 %
Bryant	3	6.52 %
Garland County Library	3	6.52 %
JEFFERSON COUNTY LIBRARY ALTHEIMER BRANCH	3	6.52 %
Rogers Public Libra	3	6.52 %
White County	3	6.52 %
Hempstead Public	2	4.35 %
Malvern/Mid-Arkansas	2	4.35 %
Paron Center Library	2	4.35 %
Baldwin Memorial	1	2.17 %
Bradford	1	2.17 %
Central Library	1	2.17 %
Crossett Public Lib	1	2.17 %
GRANT COUNTY LIBRARY	1	2.17 %
Pine Bluff	1	2.17 %
White Hall	1	2.17 %
All Libraries	46	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Security	12	26.09 %
Connectivity	11	23.91 %
Auto ticket	5	10.87 %
Network	4	8.70 %
Telecomm	4	8.70 %
Billing	3	6.52 %
UNIX	3	6.52 %
Information	2	4.35 %
APSCN	1	2.17 %
Circuit Orders	1	2.17 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	10	22.73 %
MISC	10	22.73 %
Alarm Cleared	3	6.82 %
DNS Change	3	6.82 %
Configuration	2	4.55 %
No TroubleFound	2	4.55 %
Access	1	2.27 %
Bad Telephone	1	2.27 %
Circuit order/install	1	2.27 %
Hardware	1	2.27 %
information	4	9.09 %
LAN Problem	1	2.27 %
New Equip	1	2.27 %
Reboot	1	2.27 %
Service Request	1	2.27 %
Switch	1	2.27 %
Trouble cleared	1	2.27 %

Call Center Tickets Received from Other Customers

During the Reporting Period

Calls Received by Customer

Customer Name	Call Count	Percentage
Disability Determination	12	7.32 %
Prosecutor Coord Office	10	6.10 %
Legislative Audit (Vic)	8	4.88 %
Bureau of Legislative Research	6	3.66 %
Attorney Generals Office	5	3.05 %
Secretary of State	5	3.05 %
VanBuren County - SOS Project	5	3.05 %
Woodruff County Clerk - SOS Project	5	3.05 %
Yell County Clerk - SOS Project	5	3.05 %
Calhoun County Clerk - SOS Project	4	2.44 %
Lee County Clerk - SOS Project	4	2.44 %
Madison County Clerk - SOS Project	4	2.44 %
Polk County Clerk - SOS Project	4	2.44 %
Secretary of State B	4	2.44 %
Franklin County Clerk - SOS Project	3	1.83 %
Governors Mansion (see comments)	3	1.83 %
Governors Office (see comments)	3	1.83 %
Jefferson County Clerk - SOS Project	3	1.83 %
Lt. Governor	3	1.83 %
Mississippi County Clerk - SOS Project	3	1.83 %
State Auditor	3	1.83 %
State Treasurer	3	1.83 %
Administrative Office of the Courts	2	1.22 %
Arkansas Court of Appeals	2	1.22 %
Ashley County Clerk - SOS Project	2	1.22 %
Bradley County Clerk - SOS Project	2	1.22 %
Cabot District Court	2	1.22 %
Crittenden County Clerk - SOS Project	2	1.22 %
Cross County Clerk - SOS Project	2	1.22 %
Jackson County Clerk - SOS Project	2	1.22 %
Judicial Discipline & Dis	2	1.22 %
Lawrence County Clerk - SOS Project	2	1.22 %
Legislative Audit (Cap)	2	1.22 %
Little River County Clerk - SOS Project	2	1.22 %
Miller County Clerk - SOS Project	2	1.22 %
Monroe County Clerk - SOS Project	2	1.22 %
Pike County Clerk - SOS Project	2	1.22 %
Supreme Court Chief Justice	2	1.22 %
Arkansas County Clerk - SOS Project	1	0.61 %

Calls Received by Customer

Customer Name	Call Count	Percentage
Benton County Clerk - SOS Project	1	0.61 %
Clark County Clerk - SOS Project	1	0.61 %
Cleburne County Clerk - SOS Project	1	0.61 %
Conway County Clerk - SOS Project	1	0.61 %
Craighead County Clerk - SOS Project	1	0.61 %
Crawford County Clerk - SOS Project	1	0.61 %
Desha County Clerk - SOS Project	1	0.61 %
Geographic Information Office	1	0.61 %
House of Representatives	1	0.61 %
Howard County Clerk - SOS Project	1	0.61 %
Independence County Clerk - SOS Project	1	0.61 %
Izard County Clerk - SOS Project	1	0.61 %
Johnson County Clerk - SOS Project	1	0.61 %
Logan County Clerk - SOS Project	1	0.61 %
Marion County Clerk -SOS Project	1	0.61 %
Montgomery County Clerk - SOS Project	1	0.61 %
North Little Rock District Court	1	0.61 %
Phillips County Clerk - SOS Project	1	0.61 %
Prairie County Clerk - SOS Project	1	0.61 %
Pulaski County Clerk - SOS Project	1	0.61 %
Randolph County Clerk - SOS Project	1	0.61 %
Saline County Clerk - SOS Project	1	0.61 %
Sebastian County Clerk - SOS Project	1	0.61 %
Sevier County Clerk - SOS Project	1	0.61 %
Sharp County Clerk - SOS Project	1	0.61 %
Stone County Clerk - SOS Project	1	0.61 %
All Other Customers	164	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	75	45.73 %
Telecomm	42	25.61 %
Security	18	10.98 %
Auto ticket	16	9.76 %
Billing	4	2.44 %
Hardware	2	1.22 %
Information	2	1.22 %
AWIN	1	0.61 %
Circuit Orders	1	0.61 %
Email	1	0.61 %
Network	1	0.61 %
UNIX	1	0.61 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	43	26.71 %
Misc	27	16.77 %
MARS Stage 1	9	5.59 %
Trouble cleared	8	4.97 %
Alarm Clear after Outage	5	3.11 %
Bad Telephone	5	3.11 %
False Positive	5	3.11 %
Bad Cord	4	2.48 %
Configuration	4	2.48 %
No Trouble	4	2.48 %
Switch	4	2.48 %
Bad Power Supply	3	1.86 %
information	8	4.97 %
Reboot	3	1.86 %
CO Features	2	1.24 %
Connection Fail	2	1.24 %
Hardware	2	1.24 %
Outage	2	1.24 %
Transfer Call	2	1.24 %
User error	1	0.62 %
User Request	2	1.24 %
Bad Cable Pair	1	0.62 %
Bad Jumper	1	0.62 %
Circuit Failure	1	0.62 %
DNS Change	1	0.62 %
Duplicate Ticket	1	0.62 %
LAN Problem	1	0.62 %
No TroubleFound	1	0.62 %
Password	1	0.62 %
Program Phone	1	0.62 %
Service Request	1	0.62 %
Software	1	0.62 %
Training Needed	1	0.62 %
Unplugged	1	0.62 %
Untrained	1	0.62 %
Virus	1	0.62 %
VMX-reset	1	0.62 %