



# Department of Information Systems

Arkansas. A State of Technology.



## Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending December 2009

# **REPORT OVERVIEW**

## **BACKGROUND**

Act 751 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 12/31/2009 .**

**NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS**

**Total number of requests for advice from Agencies, Boards and Commissions: ..... 10**

**Total number of recommendations provided to Agencies, Boards and Commissions: ..... 7**

**TOP AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE**

Administrative Office of the Courts 0023	1
Arkansas Office of Courts	1
Arkansas State Library 0519	1
Department of Economic Development 0790	1
Department of Education 0500	2
Department of Environmental Quality 0930	1
Development Finance Authority 0395	1
Public Employees Retirement System 0370	1
Science and Technology Authority 0327	1

**TOP FIVE CATEGORIES FOR ADVICE**

Installation	1
Planning	1
Product or Service Utilization	8

## **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.**

<b>Agency Name:</b>	Administrative Office of the Courts 0023
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	Gigabit Ethernet Capitol Complex Connectivity
<b>Project Scope:</b>	
To provide recommendations on technologies available to tenants of 900 West Capitol	
<b>Advice Requested:</b>	
DIS was requested to provide recommendations, look at technical requirements, electrical requirements, network infrastructure, fiber connectivity, wireless connectivity, hosting, voice services and other technologies available to make 900 West Capitol a technology showcase for the state. We have been meeting with the various tenants including AOC throughout the year, most recently October 5th.	
<b>Detail of Recommendation:</b>	
We discussed primarily fiber connectivity & voice services to include VoIP, Unified Communications and other solutions.	

<b>Agency Name:</b>	Arkansas Office of Courts
<b>Type of Advice:</b>	Installation
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Telephone Service (Dialtone)
<b>Project Scope:</b>	
VoIP replacement of current PBX based voice service.	
<b>Advice Requested:</b>	
Information and price quote for VoIP solution for Arkansas Office of Courts.	
<b>Detail of Recommendation:</b>	
Mr. John Stewart request information concerning the replacement of the Courts current PBX voice service. The PBX has become antiquated and difficult to service. VoIP will offer flexibility and a current solution for immediate needs as well as future expansion. Installation was agreed upon and will begin the first part of January.	

<b>Agency Name:</b>	Arkansas State Library 0519
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	Gigabit Ethernet Capitol Complex Connectivity
<b>Project Scope:</b>	
To provide recommendations on technologies available to tenants of 900 West Capitol	
<b>Advice Requested:</b>	
DIS was requested to provide recommendations, look at technical requirements, electrical requirements, network infrastructure, fiber connectivity, wireless connectivity, hosting, voice services and other technologies available to make 900 West Capitol a technology showcase for the state. We have been meeting with the various tenants including ASL throughout the year, most recently October 5th.	
<b>Detail of Recommendation:</b>	
We discussed primarily fiber connectivity & voice services to include VoIP, digital signage and other solutions.	

<b>Agency Name:</b>	Department of Economic Development 0790
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	Gigabit Ethernet Capitol Complex Connectivity
<b>Project Scope:</b>	
To provide recommendations on technologies available to tenants of 900 West Capitol	
<b>Advice Requested:</b>	
DIS was requested to provide recommendations, look at technical requirements, electrical requirements, network infrastructure, fiber connectivity, wireless connectivity, hosting, voice services and other technologies available to make 900 West Capitol a technology showcase for the state. We have been meeting with the various tenants including AEDC throughout the year, most recently October 5th.	
<b>Detail of Recommendation:</b>	
We discussed primarily fiber connectivity & voice services to include VoIP, Unified Communications and other solutions.	

<b>Agency Name:</b>	Department of Education 0500
<b>Type of Advice:</b>	Planning
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Project Scope:</b>	
DIS has several new network services, and we wanted to make the customers aware of these service.	
<b>Advice Requested:</b>	
What type of advances are we making on the State Network.	
<b>Detail of Recommendation:</b>	
Recommended the customer consider satellite backup, unified communications, Ethernet services, 3G Wireless, and Security Enhancements through IPS.	

<b>Agency Name:</b>	Department of Education 0500
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Remote Access Services
<b>Project Scope:</b>	
Customer wants to eliminate their RAS server, and asked if we could take over the service.	
<b>Advice Requested:</b>	
The customer wanted to know if DIS could take over RAS dial up service if they eliminate their server.	
<b>Detail of Recommendation:</b>	
We recommended that we could and provided details on how to make change and pricing.	

<b>Agency Name:</b>	Department of Environmental Quality 0930
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	384 Kbps Data Circuit
<b>Project Scope:</b>	
The customer wanted to upgrade 384k circuits at (2) sites, but couldn't afford to move to a T1. We recommended using the new Satellite services from DIS.	
<b>Advice Requested:</b>	
The customer was looking for solution to replace 384k circuits.	
<b>Detail of Recommendation:</b>	
Recommended using new DIS satellite services that will provide more bandwidth without increasing costs.	

<b>Agency Name:</b>	Development Finance Authority 0395
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	Gigabit Ethernet Capitol Complex Connectivity
<b>Project Scope:</b>	
To provide recommendations on technologies available to tenants of 900 West Capitol	
<b>Advice Requested:</b>	
DIS was requested to provide recommendations, look at technical requirements, electrical requirements, network infrastructure, fiber connectivity, wireless connectivity, hosting, voice services and other technologies available to make 900 West Capitol a technology showcase for the state. We have been meeting with the various tenants including ADFA throughout the year, most recently October 5th.	
<b>Detail of Recommendation:</b>	
We discussed primarily fiber connectivity & voice services to include VoIP, Unified Communications and other solutions.	

<b>Agency Name:</b>	Public Employees Retirement System 0370
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Application Hosting Services
<b>Project Scope:</b>	
Customer interested in Legislative Tracking Services through DIS.	
<b>Advice Requested:</b>	
The customer was asking about the benefits of Legislative Tracking Service through DIS.	
<b>Detail of Recommendation:</b>	
Recommended moving to the application to stay in tune with state government leaders during session.	

<b>Agency Name:</b>	Science and Technology Authority 0327
<b>Type of Advice:</b>	Product or Service Utilization
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	Gigabit Ethernet Capitol Complex Connectivity
<b>Project Scope:</b>	
To provide recommendations on technologies available to tenants of 900 West Capitol	
<b>Advice Requested:</b>	
DIS was requested to provide recommendations, look at technical requirements, electrical requirements, network infrastructure, fiber connectivity, wireless connectivity, hosting, voice services and other technologies available to make 900 West Capitol a technology showcase for the state. We have been meeting with the various tenants including ASTA throughout the year, most recently October 5th.	
<b>Detail of Recommendation:</b>	
We discussed primarily fiber connectivity & voice services to include VoIP, Unified Communications and other solutions.	

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

### Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	2,492	55.51 %
State Agencies	1,327	29.56 %
Higher Education	240	5.35 %
Boards and Commissions	147	3.27 %
Other Customers	144	3.21 %
Local Government	97	2.16 %
Libraries	42	0.94 %
<b>All Customers</b>	<b>4,489</b>	<b>100.00 %</b>

### Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	1,683	37.49 %
Security	884	19.69 %
APSCN	781	17.40 %
Telecomm	344	7.66 %
Auto ticket	182	4.05 %
Billing	114	2.54 %
AASIS Monitor	98	2.18 %
Information	77	1.72 %
Email	76	1.69 %
Mainframe Appl.	49	1.09 %
Hardware	47	1.05 %
Software Appl.	45	1.00 %
UNIX	41	0.91 %
Circuit Orders	23	0.51 %
Network	10	0.22 %
AWIN	6	0.13 %
Data Warehouse	6	0.13 %
Parks&Tourism	6	0.13 %
Photo ID	5	0.11 %
EOMIS	4	0.09 %
Internet	4	0.09 %
Employee Change	3	0.07 %
Configuration (not for DIS)	1	0.02 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	967	22.95 %
MISC	782	18.56 %
MARS Stage 1	361	8.57 %
information	237	5.62 %
Configuration	179	4.25 %
Misc	28	0.66 %
Printer Error	123	2.92 %
User Request	113	2.68 %
Information	55	1.31 %
Bad Cable Pair	80	1.90 %
Trouble cleared	74	1.76 %
Cancelled Job	71	1.68 %
MARS Stage 2	67	1.59 %
Hardware	63	1.50 %
Access	44	1.04 %
Account Cleanup	43	1.02 %
Password	43	1.02 %
LAN Problem	37	0.88 %
Alarm Clear after Outage	40	0.95 %
Outage	39	0.93 %
Bad Telephone	36	0.85 %
Reboot	35	0.83 %
Circuit Failure	30	0.71 %
DNS Change	31	0.74 %
Service Request	31	0.74 %
Password-Reset	31	0.74 %
New Equip	25	0.59 %
Duplicate Ticket	30	0.71 %
Corrupt/Missing	22	0.52 %
Virus	23	0.55 %
Connection Fail	25	0.59 %
False Positive	24	0.57 %
No TroubleFound	24	0.57 %
Bad Cord	23	0.55 %
Circuit order/install	14	0.33 %
VMX	20	0.47 %
VMX-reset	20	0.47 %
Long Run Process	19	0.45 %
No Trouble	19	0.45 %
User error	13	0.31 %
Billing Error	14	0.33 %
HW Failure	14	0.33 %
Fiber Cut	14	0.33 %
HW Malfunction	13	0.31 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Switch	13	0.31 %
Configuration Error	11	0.26 %
Traffic	8	0.19 %
Network Down	9	0.21 %
Unplug/Plug	9	0.21 %
CO Features	8	0.19 %
Bad Cable	7	0.17 %
Database	7	0.17 %
Program Phone	7	0.17 %
Customer Request	6	0.14 %
File Transfer	6	0.14 %
Maintenance Complete	6	0.14 %
Transfer Call	4	0.09 %
Unplugged	6	0.14 %
Untrained	6	0.14 %
Bad Jack	5	0.12 %
Bad Jumper	5	0.12 %
Bad Len	5	0.12 %
Profile Change	5	0.12 %
Replaced card	5	0.12 %
Site Up At Testing	5	0.12 %
Software	5	0.12 %
ViolationsClear	5	0.12 %
Bad card	4	0.09 %
Bad Power Supply	4	0.09 %
Installation Complete	4	0.09 %
Malfunction	4	0.09 %
Patched to spare	4	0.09 %
Site closed	4	0.09 %
Auth Code Error	3	0.07 %
Inquiry	3	0.07 %
Replaced Smartjack	3	0.07 %
Spam Report	3	0.07 %
AUTH Code	2	0.05 %
Console Malfunction	2	0.05 %
Cut over to spare	2	0.05 %
DNS Problems	2	0.05 %
Expired	2	0.05 %
Server Down	2	0.05 %
Vendor Error	1	0.02 %
Access Rights	1	0.02 %
Account complete	1	0.02 %
Account is deactivated	1	0.02 %
BO Access	1	0.02 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Data Correction	1	0.02 %
Duplicate Call	1	0.02 %
Incompatible	1	0.02 %
Installation	1	0.02 %
Program Error	1	0.02 %
Resources	1	0.02 %
Service Interruption	1	0.02 %
Software Config	1	0.02 %
Software Error	1	0.02 %
T1 pulled out of service	1	0.02 %
Training Needed	1	0.02 %
User Radio Malfunction	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	327	24.64 %
Department of Finance & Administration - Revenue Services Division	216	16.28 %
Department of Human Services	168	12.66 %
Crime Information Center	161	12.13 %
Department of Parks and Tourism	132	9.95 %
Department of Community Correction	70	5.28 %
Department of Health	51	3.84 %
Department of Finance and Administration	40	3.01 %
Arkansas State Police	37	2.79 %
Public Employees Retirement System	16	1.21 %
Department of Higher Education	14	1.06 %
Military Department	12	0.90 %
Assessment Coordination Department	10	0.75 %
Teacher Retirement System	10	0.75 %
Game and Fish Commission	8	0.60 %
Insurance Department	8	0.60 %
Commission on Law Enforcement Standards and Training	6	0.45 %
Department of Labor	6	0.45 %
State Building Services	6	0.45 %
Department of Correction	5	0.38 %
Department of Veteran Affairs	5	0.38 %
Science and Technology Authority	5	0.38 %
Highway and Transportation Department	4	0.30 %
Student Loan Authority	4	0.30 %
Securities Department	2	0.15 %
Bank Department	1	0.08 %
Department of Finance & Administration - Division of Racing	1	0.08 %
Development Finance Authority	1	0.08 %
	1	0.08 %
<b>All State Agencies</b>	<b>1,327</b>	<b>100.00 %</b>

## Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	596	44.91 %
Security	218	16.43 %
Telecomm	145	10.93 %
AASIS Monitor	97	7.31 %
Auto ticket	72	5.43 %
Mainframe Appl.	45	3.39 %
Billing	33	2.49 %
Information	31	2.34 %
Hardware	20	1.51 %
Software Appl.	16	1.21 %
Circuit Orders	8	0.60 %
Email	8	0.60 %
Data Warehouse	6	0.45 %
Parks&Tourism	6	0.45 %
AWIN	5	0.38 %
Photo ID	5	0.38 %
EOMIS	4	0.30 %
Internet	3	0.23 %
Network	3	0.23 %
UNIX	3	0.23 %
Employee Change	2	0.15 %
Configuration (not for DIS)	1	0.08 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	347	27.50 %
MISC	216	17.12 %
information	117	9.27 %
Cancelled Job	71	5.63 %
MARS Stage 1	56	4.44 %
User Request	26	2.06 %
Bad Cable Pair	25	1.98 %
Trouble cleared	23	1.82 %
Configuration	21	1.66 %
Account Cleanup	20	1.58 %
Hardware	19	1.51 %
Long Run Process	19	1.51 %
MARS Stage 2	19	1.51 %
Bad Telephone	17	1.35 %
Alarm Clear after Outage	16	1.27 %
Connection Fail	16	1.27 %
Duplicate Ticket	14	1.11 %
Outage	13	1.03 %
Reboot	13	1.03 %
No Trouble	12	0.95 %
No TroubleFound	12	0.95 %
Circuit Failure	10	0.79 %
Service Request	11	0.87 %
VMX-reset	11	0.87 %
Bad Cord	10	0.79 %
Fiber Cut	9	0.71 %
Circuit order/install	6	0.48 %
VMX	8	0.63 %
LAN Problem	5	0.40 %
Access	5	0.40 %
Maintenance Complete	5	0.40 %
Password-Reset	5	0.40 %
Switch	5	0.40 %
Billing Error	4	0.32 %
CO Features	4	0.32 %
Printer Error	4	0.32 %
Transfer Call	2	0.16 %
Bad Cable	3	0.24 %
Bad Len	3	0.24 %
Malfunction	3	0.24 %
Patched to spare	3	0.24 %
Program Phone	3	0.24 %
Traffic	3	0.24 %
Unplug/Plug	3	0.24 %

## Calls Closed by Cause

Cause	Call Count	Percentage
User error	2	0.16 %
Bad card	2	0.16 %
Bad Jack	2	0.16 %
Console Malfunction	2	0.16 %
Customer Request	2	0.16 %
False Positive	2	0.16 %
Password	2	0.16 %
Site Up At Testing	2	0.16 %
Untrained	2	0.16 %
ViolationsClear	2	0.16 %
Access Rights	1	0.08 %
Account complete	1	0.08 %
Account is deactivated	1	0.08 %
AUTH Code	1	0.08 %
Bad Power Supply	1	0.08 %
BO Access	1	0.08 %
Corrupt/Missing	1	0.08 %
Database	1	0.08 %
DNS Change	1	0.08 %
Expired	1	0.08 %
HW Malfunction	1	0.08 %
Installation Complete	1	0.08 %
Network Down	1	0.08 %
Profile Change	1	0.08 %
Program Error	1	0.08 %
Replaced card	1	0.08 %
Replaced Smartjack	1	0.08 %
Resources	1	0.08 %
Service Interruption	1	0.08 %
Site closed	1	0.08 %
Software Config	1	0.08 %
Software Error	1	0.08 %
Training Needed	1	0.08 %
Unplugged	1	0.08 %
User Radio Malfunction	1	0.08 %

## 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
Arkansas Lottery Commission	25	17.01 %
Forestry Commission	17	11.56 %
Central Arkansas Planning and Developement	7	4.76 %
Central Arkansas Planning and Development	7	4.76 %
Real Estate Commission	6	4.08 %
State Medical Board	6	4.08 %
Arkansas Economic Development Commission	4	2.72 %
Board of Cosmetology	4	2.72 %
Board of Pharmacy	4	2.72 %
Contractors Licensing Board	4	2.72 %
State Land Commission	4	2.72 %
Arkansas Board of Private Careers Education	3	2.04 %
Arkansas Lottery Commission Claims Office	3	2.04 %
Bureau of Standards	3	2.04 %
Central Arkansas Planning and Delevelopment	3	2.04 %
Minority Health Commission	3	2.04 %
Public Service Commision	3	2.04 %
Workers Compensation Commision	3	2.04 %
Arkansas Geological Survey	2	1.36 %
Arkansas State Athletic Commission	2	1.36 %
Arkansas State Board of Licensure for Pro.....	2	1.36 %
Arkansas Teacher Housing Developement Foundation	2	1.36 %
Board of Chiropractic Examiners	2	1.36 %
Board of Nursing	2	1.36 %
Fair Housing Commision	2	1.36 %
Oil and Gas Commission	2	1.36 %
Parole Board	2	1.36 %
Plant Board	2	1.36 %
ARKANSAS FAIR HOUSING COMMISSION	1	0.68 %
Arkansas State Board of Landscape Architects	1	0.68 %
Arkansas State Land Surveyors	1	0.68 %
Board of Accountancy	1	0.68 %
Board of Appraiser Licensing & Certification	1	0.68 %
Board of Architects	1	0.68 %
Board of Dental Examiners	1	0.68 %
Board of Examiners in Psychology	1	0.68 %
Capitol Zoning District Commission	1	0.68 %
Central Planning and Development	1	0.68 %
HOWARD COUNTY COURTHOUSE MULTIPLE AGENCY	1	0.68 %

## Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Livestock and Poultry Comm	1	0.68 %
Manufactured Home Comm.	1	0.68 %
Motor Vehicle Commission	1	0.68 %
Sentencing Comm.	1	0.68 %
Social Work Licensing Board	1	0.68 %
Southwest Arkansas Planning & Development District	1	0.68 %
WORKERS COMPENSATION COMMISSION	1	0.68 %
<b>All Boards and Commissions</b>	<b>147</b>	<b>100.00 %</b>

## Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	38	25.85 %
Connectivity	36	24.49 %
Security	20	13.61 %
Billing	17	11.56 %
Software Appl.	9	6.12 %
Email	5	3.40 %
UNIX	5	3.40 %
Auto ticket	4	2.72 %
Information	4	2.72 %
Circuit Orders	3	2.04 %
Hardware	2	1.36 %
Network	2	1.36 %
Employee Change	1	0.68 %
Internet	1	0.68 %

## Calls Closed by Cause

Cause	Call Count	Percentage
MISC	29	21.48 %
Alarm Cleared	19	14.07 %
Information	19	14.07 %
Configuration	11	8.15 %
Service Request	6	4.44 %
Bad Telephone	3	2.22 %
DNS Change	4	2.96 %
Access	3	2.22 %
LAN Problem	3	2.22 %
MARS Stage 1	3	2.22 %
User Request	3	2.22 %
Bad Cable Pair	2	1.48 %
Circuit order/install	2	1.48 %
No Trouble	2	1.48 %
Program Phone	2	1.48 %
Trouble cleared	2	1.48 %
Account Cleanup	1	0.74 %
Bad Cord	1	0.74 %
Billing Error	1	0.74 %
Circuit Failure	1	0.74 %
CO Features	1	0.74 %
Configuration Error	1	0.74 %
Corrupt/Missing	1	0.74 %
Customer Request	1	0.74 %
Cut over to spare	1	0.74 %
Data Correction	1	0.74 %
Duplicate Ticket	2	1.48 %
HW Malfunction	1	0.74 %
Installation	1	0.74 %
MARS Stage 2	1	0.74 %
Outage	1	0.74 %
Password	1	0.74 %
Profile Change	1	0.74 %
Server Down	1	0.74 %
Unplug/Plug	1	0.74 %
VMX	1	0.74 %
VMX-reset	1	0.74 %

## Call Center Tickets Received from Education During the Reporting Period

### Calls Received by School

School Name	Call Count	Percentage
Calico Rock High School	45	1.81 %
Dewitt Elementary School	26	1.04 %
Kipp Delta Elementary Literacy	25	1.00 %
West Memphis School District Admin Office	25	1.00 %
School for the Deaf Admin Office	19	0.76 %
Huntsville School District Admin Office	18	0.72 %
Sheridan Freshman Academy	18	0.72 %
Magazine School District Admin Office	16	0.64 %
Trumann School District Admin Office	16	0.64 %
Edgewood Elementary School	15	0.60 %
Wickes School District Admin Office	15	0.60 %
Batesville School District Admin Office	14	0.56 %
White Co. Central School Dist. Admin Office	14	0.56 %
Blytheville School District Admin Office	13	0.52 %
Earle High School	12	0.48 %
Calico Rock Elementary School	11	0.44 %
Cedarville School District Admin Office	11	0.44 %
Dierks High School	11	0.44 %
So. Miss County Elementary at Luxora	11	0.44 %
Covenant Keepers College Prep. Charter School	10	0.40 %
DeQueen High School	10	0.40 %
Lakeside High School	10	0.40 %
Magnolia High School	10	0.40 %
Omaha School District Admin Office	10	0.40 %
Arkansas Correctional School Admin Office	9	0.36 %
Drew Central High School	9	0.36 %
El Dorado School Dist Admin Office	9	0.36 %
Helena West Helena School Dist. Admin Office	9	0.36 %
North Little Rock School District Admin Office	9	0.36 %
So. Miss County Elementary at Wilson	9	0.36 %
Tuckerman High School	9	0.36 %
Westside Cons. School District Admin Office	9	0.36 %
Bauxite School District Admin Office	8	0.32 %
Bradley School District Admin Office	8	0.32 %
Caddo Hills School District Admin Office	8	0.32 %
Centerpoint High School	8	0.32 %
Conway School District Admin Office	8	0.32 %
Dollarway School District Admin Office	8	0.32 %
Fountain Lake School District Admin Office	8	0.32 %

## Calls Received by School

School Name	Call Count	Percentage
Hughes School District Admin Office	8	0.32 %
Marion School District Admin Office	8	0.32 %
Marshall High School	8	0.32 %
McGehee High School	8	0.32 %
North Central Arkansas Education Coop	8	0.32 %
North Little Rock Admin. Annex	8	0.32 %
Ozark School District Admin Office	8	0.32 %
Park Elementary School	8	0.32 %
Pine Bluff School District Admin Office	8	0.32 %
Valley View School District Admin Office	8	0.32 %
Academic Plus Charter School	7	0.28 %
Brown Elementary School	7	0.28 %
Calico Rock School District Admin Office	7	0.28 %
Cedar Ridge School District Admin Office	7	0.28 %
Clarksville High School	7	0.28 %
Conway High West	7	0.28 %
DeQueen Middle School	7	0.28 %
Dunbar Middle School	7	0.28 %
Foreman High School	7	0.28 %
Hamburg High School	7	0.28 %
Jonesboro School District Admin Office	7	0.28 %
Magnolia School District Admin Office	7	0.28 %
Manila School District Admin Office	7	0.28 %
Mount Ida High School	7	0.28 %
Ozark Mountain School District Admin Office	7	0.28 %
Pea Ridge School District Admin Office	7	0.28 %
Prairie Grove School District Admin Office	7	0.28 %
South Central Arkansas Education Cooperative	7	0.28 %
Southside High School	7	0.28 %
Washington Middle School	7	0.28 %
Watson Chapel School District Admin Office	7	0.28 %
Wonderview School District Admin Office	7	0.28 %
Yellville-Summit School Dist. Admin Office	7	0.28 %
Brookland School District Admin Office	6	0.24 %
Centerpoint School District Admin Office	6	0.24 %
Cleveland County School District Admin Office	6	0.24 %
Cotter School District Admin Office	6	0.24 %
Cross County School District Admin Office	6	0.24 %
Des Arc High School	6	0.24 %
Dewitt School District Admin Office	6	0.24 %
Emerson High School	6	0.24 %
Forrest City School District Admin Office	6	0.24 %
Genoa Central School District Admin Office	6	0.24 %
Gurdon High School	6	0.24 %

## Calls Received by School

School Name	Call Count	Percentage
Guy-Perkins School District Admin Office	6	0.24 %
Harmony Grove High School	6	0.24 %
Hillcrest School District Admin Office	6	0.24 %
Horatio School District Admin Office	6	0.24 %
Joe T. Robinson Elementary School	6	0.24 %
Kipp Delta College Admin Office	6	0.24 %
Mena Middle School (Moved into Hatfield Elementary	6	0.24 %
Monticello School District Admin Office	6	0.24 %
Mountain Pine High School	6	0.24 %
Ouachita High School	6	0.24 %
Ozarks Unlimited Resource Cooperative	6	0.24 %
Poyen High School	6	0.24 %
Rose Bud High School	6	0.24 %
School for the Blind Admin Office	6	0.24 %
Sheridan High School	6	0.24 %
So. Miss County School Dist Admin Office	6	0.24 %
Stuttgart School District Admin Office	6	0.24 %
Taylor High School	6	0.24 %
Turrell Elementary School	6	0.24 %
Arkansas River Education Coop	5	0.20 %
Barton Junior High School	5	0.20 %
Booneville School District Admin Office	5	0.20 %
Brinkley High School	5	0.20 %
Brookland High School	5	0.20 %
Camden Fairview Intermediate School	5	0.20 %
Cedarville High School	5	0.20 %
Central Elementary School	5	0.20 %
Clarendon School District Admin Office	5	0.20 %
Cutter-Morning Star High Sch.	5	0.20 %
Delight School District Admin Office	5	0.20 %
DeQueen/Mena Education Coop	5	0.20 %
Des Arc Elementary School	5	0.20 %
East Junior High School	5	0.20 %
Eastside Primary School	5	0.20 %
El Dorado Technology and Food Service Center	5	0.20 %
Elkins School District Admin Office	5	0.20 %
Fuller Annex	5	0.20 %
Hampton High School	5	0.20 %
Hector High School	5	0.20 %
Hope School District Admin Office	5	0.20 %
Huntsville High School	5	0.20 %
Izard Co. Cons. School Dist. Admin Office	5	0.20 %
Jackson County School District Admin Office	5	0.20 %
Jacksonville Lighthouse Charter School	5	0.20 %

## Calls Received by School

School Name	Call Count	Percentage
Junction City School District Admin Office	5	0.20 %
Lawrence County School District Admin Office	5	0.20 %
LISA Academy	5	0.20 %
Lonoke School District Admin Office	5	0.20 %
Mansfield School District Admin Office	5	0.20 %
Marvin Elementary School	5	0.20 %
Mountain Home High School	5	0.20 %
Mountain View School District Admin Office	5	0.20 %
Norfolk High School	5	0.20 %
Norphlet High School	5	0.20 %
Norphlet School District Admin Office	5	0.20 %
Northeast Arkansas Education Coop, Site 1	5	0.20 %
North Little Rock High School-West Campus	5	0.20 %
Oark High School	5	0.20 %
Oden High School	5	0.20 %
Parkers Chapel High School	5	0.20 %
Riverview School District Admin Office	5	0.20 %
Rural Special High School	5	0.20 %
School for Math and Sciences-Dorms/Distance Learni	5	0.20 %
Sheridan School District Admin Office	5	0.20 %
Sparkman High School	5	0.20 %
Spring Hill High School	5	0.20 %
Stephens School District Admin Office	5	0.20 %
Strong High School	5	0.20 %
Swifton Middle School	5	0.20 %
Tolleson Elementary School	5	0.20 %
Townsend Park Elementary School	5	0.20 %
Trumann High School	5	0.20 %
Turrell High School	5	0.20 %
Union Elementary and Middle School	5	0.20 %
Valley Springs High School	5	0.20 %
Waldron School District Admin Office	5	0.20 %
Weiner School District Admin Office	5	0.20 %
Alpena School District Admin Office	4	0.16 %
Armored High School	4	0.16 %
Ashdown School District Admin Office	4	0.16 %
Bald Knob School District Admin Office	4	0.16 %
Bentonville School District Admin Office	4	0.16 %
Blevins High School	4	0.16 %
Broadmoor Elementary School	4	0.16 %
Camden Fairview Middle	4	0.16 %
Carlisle High School	4	0.16 %
Cave City School District Admin Office	4	0.16 %
Centerpoint Primary School	4	0.16 %

## Calls Received by School

School Name	Call Count	Percentage
City Park Alternative School	4	0.16 %
Clarendon High School	4	0.16 %
Clarksville Primary School	4	0.16 %
Clinton Elementary School	4	0.16 %
Clinton School District Admin Office	4	0.16 %
County Line School District Admin Office	4	0.16 %
Dawson Education Service Coop	4	0.16 %
Des Arc School District Admin Office	4	0.16 %
Dover School District Admin Office	4	0.16 %
Dumas School District Admin Office	4	0.16 %
East Poinsett Co. School Dist. Admin Office	4	0.16 %
El Dorado High School	4	0.16 %
Emmett Elementary School	4	0.16 %
First Ward Learning Center	4	0.16 %
Foreman School District Admin Office	4	0.16 %
Fouke School District Admin Office	4	0.16 %
Fountain Lake High School	4	0.16 %
Gandy Elementary School	4	0.16 %
Greenbrier School District Admin Office	4	0.16 %
Greenland School District Admin Office	4	0.16 %
Hamburg School District Admin Office	4	0.16 %
Harmony Grove School District Admin Office	4	0.16 %
Harrison School District Admin Office	4	0.16 %
Hazen High School	4	0.16 %
Hazen School District Admin Office	4	0.16 %
Helena Alternative School	4	0.16 %
Hermitage High School	4	0.16 %
Holly Harshman Elementary School	4	0.16 %
Hope High School	4	0.16 %
Horatio High School	4	0.16 %
Hughes High School	4	0.16 %
Imboden Area Charter School Admin Office	4	0.16 %
Lafayette County High School	4	0.16 %
Lafayette County School District Admin Office	4	0.16 %
Lamar High School	4	0.16 %
Lamar School District Admin Office	4	0.16 %
Lead Hill High School	4	0.16 %
Little Rock Preparatory Academy	4	0.16 %
Magnolia Jr. High School	4	0.16 %
Mayflower Elementary School	4	0.16 %
Mayflower High School	4	0.16 %
Melbourne High School	4	0.16 %
Midland School District Admin Office	4	0.16 %
Morrilton Senior High School	4	0.16 %

## Calls Received by School

School Name	Call Count	Percentage
Mountain Home School District Admin Office	4	0.16 %
Mountain View High School	4	0.16 %
Murfreesboro School District Admin Office	4	0.16 %
Nettleton Intermediate Center	4	0.16 %
Norfolk School District Admin Office	4	0.16 %
North Central Vocational Center (Clinton)	4	0.16 %
Oak Ridge Central High School	4	0.16 %
Omaha Middle School	4	0.16 %
Osceola High School	4	0.16 %
Pine Bluff School District Administration Annex	4	0.16 %
Poyen School District Admin Office	4	0.16 %
Rivercrest High School	4	0.16 %
Rogers Pre-K Center	4	0.16 %
Rose Bud School District Admin Office	4	0.16 %
Shirley High School	4	0.16 %
Smackover High School	4	0.16 %
Sulphur Rock Magnet	4	0.16 %
Texarkana School District Admin Office	4	0.16 %
Timbo High School	4	0.16 %
Vilonia Middle School	4	0.16 %
Viola High School	4	0.16 %
Walker Pre-Kindergarten Center	4	0.16 %
Western Grove High School	4	0.16 %
West Memphis High School	4	0.16 %
White Hall Junior High School	4	0.16 %
Whitten Elementary School	4	0.16 %
Williford High School	4	0.16 %
Alpena High School	3	0.12 %
Anna Strong Middle School	3	0.12 %
Anne Watson Elementary School	3	0.12 %
Auditorium	3	0.12 %
Bay School District Admin Office	3	0.12 %
Bearden School District Admin Office	3	0.12 %
Beebe School District Admin Office	3	0.12 %
Benton School District Admin Office	3	0.12 %
Beryl Henry Upper Elementary School	3	0.12 %
Bismarck School District Admin Office	3	0.12 %
Blytheville Charter Schools and ALC	3	0.12 %
Brinkley School District Admin Office	3	0.12 %
Bruno-Pyatt High School	3	0.12 %
Buffalo Island Central School Dist. Admin Office	3	0.12 %
Clarksville School District Admin Office	3	0.12 %
Clinton High School	3	0.12 %
Cord Charlotte High School	3	0.12 %

## Calls Received by School

School Name	Call Count	Percentage
County Line High School	3	0.12 %
Crossett High School	3	0.12 %
Cutter-Morning Star Sch. Dist. Admin Office	3	0.12 %
Decatur High School	3	0.12 %
Deer High School	3	0.12 %
Deer/Mt. Judea School District Admin Office	3	0.12 %
Delight High School	3	0.12 %
DeQueen School District Admin Office	3	0.12 %
Dermott School District Admin Office	3	0.12 %
DeWitt High School	3	0.12 %
Dierks School District Admin Office	3	0.12 %
Dollarway High School	3	0.12 %
Drew County Schools Transportation	3	0.12 %
East End Intermediate School	3	0.12 %
Emmett High School	3	0.12 %
Eudora Elementary	3	0.12 %
Fairview Elementary School	3	0.12 %
Faulk Elementary School	3	0.12 %
Flippin School District Admin Office	3	0.12 %
Garland Alternative School	3	0.12 %
Glen Rose High School	3	0.12 %
Greenwood School District Admin Office	3	0.12 %
Hardin Elementary School	3	0.12 %
Ivory Primary School	3	0.12 %
Izard Co. Cons. High School	3	0.12 %
Junction City Elem. School	3	0.12 %
Kipp Delta Preparatory Middle School	3	0.12 %
Kirby School District Admin Office	3	0.12 %
Lakeside School District Admin Office	3	0.12 %
Lavaca High School	3	0.12 %
Lead Hill School District Admin Office	3	0.12 %
Lee County School District Admin Office	3	0.12 %
Lincoln Consolidated School District Admin Office	3	0.12 %
Malvern Elementary School	3	0.12 %
Malvern Junior High School	3	0.12 %
Malvern School District Admin Office	3	0.12 %
Marion School District Alternative School	3	0.12 %
Marmaduke School District Admin Office	3	0.12 %
Matthews Elementary School	3	0.12 %
Mayflower Middle School	3	0.12 %
Mena Alternative School	3	0.12 %
Mena High School	3	0.12 %
Midland High School	3	0.12 %
Mineral Springs High School	3	0.12 %

## Calls Received by School

School Name	Call Count	Percentage
Monticello High School	3	0.12 %
Mount Ida Elementary School	3	0.12 %
Mt. Vernon/Enola Elem. School	3	0.12 %
Mulberry School District Admin Office	3	0.12 %
Nashville High School	3	0.12 %
Nemo Vista School District Admin Office	3	0.12 %
Nettleton School District Admin Office	3	0.12 %
Newark High School	3	0.12 %
North Central Vocational Center (DO NOT USE)	3	0.12 %
North Little Rock High School-East Campus	3	0.12 %
Oak Grove Elementary School	3	0.12 %
Osceola Communications, Art & Business School	3	0.12 %
Osceola Middle School	3	0.12 %
Ouachita School District Admin Office	3	0.12 %
Pea Ridge High School	3	0.12 %
Perryville High School	3	0.12 %
Perryville School District Admin Office	3	0.12 %
Pine Bluff High School	3	0.12 %
Plainview-Rover High School	3	0.12 %
Pottsville Junior High	3	0.12 %
Prescott School District Admin Office	3	0.12 %
Quitman High School	3	0.12 %
Ridgeroad Charter Middle School	3	0.12 %
Rogers School District Admin Office	3	0.12 %
Russellville High School	3	0.12 %
RUSSELLVILLE SCHOOL DISTRICT ADMIN Annex-Supt. Srv	3	0.12 %
Searcy County School District Admin Office	3	0.12 %
Shirley School District Admin Office	3	0.12 %
Siloam Springs School District Admin Office	3	0.12 %
Smackover School District Admin Office	3	0.12 %
South Side High School	3	0.12 %
Southwest Arkansas Migrant Education Coop.	3	0.12 %
Stephens Elementary School	3	0.12 %
Strong-Huttig School District Admin Office	3	0.12 %
Stuttgart High School	3	0.12 %
Townsend Park North Elementary School (DO NOT USE)	3	0.12 %
Turrell School District Admin Office	3	0.12 %
Umpire High School	3	0.12 %
Valley View High School	3	0.12 %
Van Cove High School	3	0.12 %
Waldron High School	3	0.12 %
Warren High School	3	0.12 %
Washington Special Services Technology Center	3	0.12 %
Western Arkansas Coop	3	0.12 %

## Calls Received by School

School Name	Call Count	Percentage
Western Yell Co. School Dist. Admin Office	3	0.12 %
West Fork High School	3	0.12 %
West Fork School District Admin Office	3	0.12 %
West Junior High School	3	0.12 %
West Side School District Admin Office	3	0.12 %
White Co. Central High School	3	0.12 %
Wilmot Elementary School	3	0.12 %
Yocum Elementary School	3	0.12 %
Academic Center of Excellence	2	0.08 %
Adult Community and Education	2	0.08 %
Alma School District Admin Office	2	0.08 %
Arch Ford Education Service Coop	2	0.08 %
Arnold Drive Elementary School	2	0.08 %
Ashdown Alternative School	2	0.08 %
Ashdown High School	2	0.08 %
Ashdown Junior High School	2	0.08 %
Ashdown Technology Center	2	0.08 %
Augusta School District Administration Office	2	0.08 %
Barton High School	2	0.08 %
Barton-Lexa School District Admin Office	2	0.08 %
Bauxite High School	2	0.08 %
Bay High School	2	0.08 %
Bearden High School	2	0.08 %
Beech Crest Elementary School	2	0.08 %
Belair Middle School	2	0.08 %
Benton County School of the Arts Admin Office	2	0.08 %
Benton County School of the Arts Elem. and Middle	2	0.08 %
Benton High School	2	0.08 %
Bergman High School	2	0.08 %
Berryville School District Admin Office	2	0.08 %
Blytheville High School	2	0.08 %
Blytheville Intermediate School	2	0.08 %
Blytheville Middle School	2	0.08 %
Blytheville Primary School	2	0.08 %
Boone Park Elementary School	2	0.08 %
Boston Mountain Ed. Coop	2	0.08 %
Cabot School District Admin Office	2	0.08 %
Caddo Hills High School	2	0.08 %
Camden Fairview High School	2	0.08 %
Carlisle Elementary School	2	0.08 %
Cato Elementary School	2	0.08 %
Central Park at Morning Star	2	0.08 %
Concord High School	2	0.08 %
Crowley's Ridge Education Coop	2	0.08 %

## Calls Received by School

School Name	Call Count	Percentage
Crystal Hill Elementary	2	0.08 %
Dardanelle High School	2	0.08 %
DeWitt Middle School	2	0.08 %
Dreamland Academy District	2	0.08 %
Dreamland Academy of Performing and Comm. Arts	2	0.08 %
Drew Central Middle School	2	0.08 %
Earle Elementary School	2	0.08 %
East Poinsett Co. High School	2	0.08 %
East-West Elementary School East Campus	2	0.08 %
East-West Elem. School - West Campus	2	0.08 %
England High School	2	0.08 %
England School District Admin Office	2	0.08 %
Eureka Springs High School	2	0.08 %
Fordyce School District Admin Office	2	0.08 %
Forrest City Jr. High	2	0.08 %
Fouke Middle School	2	0.08 %
Garfield Elementary School	2	0.08 %
Gentry Primary School	2	0.08 %
Gifford Kindergarten	2	0.08 %
Glen Rose School District Admin Office	2	0.08 %
Gosnell Jr. / High School	2	0.08 %
Great Rivers Educational Coop	2	0.08 %
Greene County Tech Primary School	2	0.08 %
Greene County Tech School Dist. Admin Office	2	0.08 %
Green Forest High School	2	0.08 %
Green Forest Intermediate School	2	0.08 %
Green Forest School District Admin Office	2	0.08 %
Greenland High School	2	0.08 %
Greenville Elementary School	2	0.08 %
Gurdon School District Admin Office	2	0.08 %
Guy-Perkins High School	2	0.08 %
Harrisburg School District Admin Office	2	0.08 %
Hartford School District Admin Office	2	0.08 %
Highland School District Admin Office	2	0.08 %
Hillcrest Junior/Senior High School	2	0.08 %
Hot Springs Maintenance and Transportation Dept.	2	0.08 %
Hot Springs Middle School	2	0.08 %
Hot Springs School District Admin Office	2	0.08 %
Hugh Goodwin Elementary School	2	0.08 %
Izard Co. Cons. Elem. School	2	0.08 %
Jack Robey Junior High School	2	0.08 %
Jessieville High School	2	0.08 %
Jessieville Middle School	2	0.08 %
Kingston High School	2	0.08 %

## Calls Received by School

School Name	Call Count	Percentage
Kipp Delta High School	2	0.08 %
Kirby High School	2	0.08 %
Lafayette County Middle School (DO NOT USE)	2	0.08 %
Lafayette County School District Federal Programs	2	0.08 %
Lake Hamilton School District Admin Office	2	0.08 %
Lakeside Alternative Learning Center	2	0.08 %
Landmark Elementary School	2	0.08 %
Leslie High School	2	0.08 %
L.F. Henderson Interm. Sch.	2	0.08 %
Madison Alternative Learning Center	2	0.08 %
Magnet Cove High School	2	0.08 %
Magnet Cove School Dist. Admin Office	2	0.08 %
Malvern High School	2	0.08 %
Mammoth Spring School District Admin Office	2	0.08 %
Manila High School and Jr High (see comments)	2	0.08 %
Marked Tree Elementary School	2	0.08 %
Marked Tree School District Admin Office	2	0.08 %
Marvell Primary School	2	0.08 %
Maynard School District Admin Office	2	0.08 %
McCrory High School	2	0.08 %
Mena School District Admin Office	2	0.08 %
Miller Junior High School	2	0.08 %
Mineral Springs School Dist. Admin Office	2	0.08 %
Monticello Boot Camp Alternative School	2	0.08 %
Morrilton Elementary School	2	0.08 %
Morrilton Junior High School	2	0.08 %
Morrilton Primary School	2	0.08 %
Mountain Pine School District Admin Office	2	0.08 %
Mt. Judea High School	2	0.08 %
Nashville Alternative School	2	0.08 %
Nashville Primary School	2	0.08 %
Nashville School District Admin Office	2	0.08 %
Nevada School District Admin Office	2	0.08 %
North Central Career Center	2	0.08 %
North Elementary School	2	0.08 %
North Little Rock School District Food Services	2	0.08 %
North Little Rock School District Plant Services	2	0.08 %
Northwest Arkansas Education Service Coop	2	0.08 %
Northwood Middle School	2	0.08 %
Oaklawn Magnet School	2	0.08 %
Ola High School	2	0.08 %
Oscar Hamilton Elementary School	2	0.08 %
Ozark High School	2	0.08 %
Palestine-Wheatley School Disrict Admin Office	2	0.08 %

## Calls Received by School

School Name	Call Count	Percentage
Pangburn School District Admin Office	2	0.08 %
Paragould High School	2	0.08 %
Paris School District Admin Office	2	0.08 %
Parkers Chapel School Dist. Admin Office	2	0.08 %
Piggott Elementary School	2	0.08 %
Piggott School District Admin Office	2	0.08 %
Pine Haven Elementary School	2	0.08 %
Pocahontas School District Admin Office	2	0.08 %
Portland Elementary School	2	0.08 %
Prescott High School	2	0.08 %
Retta Brown Elementary School	2	0.08 %
Riverview High School	2	0.08 %
School for Mathematics and Sciences	2	0.08 %
Scranton High School	2	0.08 %
Searcy School District Admin Office	2	0.08 %
Seventh Street Elem. School	2	0.08 %
Siloam Springs Alternative School	2	0.08 %
Sloan-Hendrix High School	2	0.08 %
South Conway County School District Admin Office	2	0.08 %
Southeast Junior High School	2	0.08 %
Southeast Service Coop	2	0.08 %
Southwest Arkansas Education Coop	2	0.08 %
Spring Hill Elementary School	2	0.08 %
Spring Hill School District Admin Office	2	0.08 %
Star City School District Admin Office	2	0.08 %
Success Achievement Academy	2	0.08 %
Taylor Elementary School	2	0.08 %
Townsend Park North Elementary School	2	0.08 %
Twin Rivers School District Admin Office	2	0.08 %
Two Rivers High School	2	0.08 %
Two Rivers School District Admin Office	2	0.08 %
Van Buren High School	2	0.08 %
Van Cove Elementary School	2	0.08 %
Vilonia Junior High School	2	0.08 %
Vilonia Primary School	2	0.08 %
Warren School District Admin Office	2	0.08 %
Western Yell Co. High School	2	0.08 %
West Side Elementary School	2	0.08 %
West Woods Center	2	0.08 %
Wickes High School Secondary Building	2	0.08 %
Wilbur D. Mills Education Service Cooperative	2	0.08 %
Wonder Junior High School	2	0.08 %
Woodlawn High School	2	0.08 %
W. T. Cheney Elementary School	2	0.08 %

## Calls Received by School

School Name	Call Count	Percentage
Wynne High School	2	0.08 %
Wynne School District Admin Office	2	0.08 %
Yellville-Summit High School	2	0.08 %
Yerger Junior High School	2	0.08 %
Academics Plus Admin Office	1	0.04 %
Acorn High School	1	0.04 %
Alma Spikes Elementary School	1	0.04 %
Alternative Learning Center	1	0.04 %
Argenta Academy	1	0.04 %
Armored School District Admin Office	1	0.04 %
Atkins Middle School	1	0.04 %
Augusta High School	1	0.04 %
Baker Interdistrict Elementary School	1	0.04 %
Beebe High School	1	0.04 %
Beebe Primary/ Elementary School	1	0.04 %
Belwood Elementary School	1	0.04 %
Bergman Elementary School	1	0.04 %
Bergman School District Admin Office	1	0.04 %
Bigelow High School	1	0.04 %
Bismarck High School	1	0.04 %
Blevins School District Admin Office	1	0.04 %
Booneville High School	1	0.04 %
Boston Mountain Education Center	1	0.04 %
Bradford High School	1	0.04 %
Bradford School District Admin Office	1	0.04 %
Bradley High School	1	0.04 %
Bright Star Elementary School	1	0.04 %
Bryant Middle School	1	0.04 %
Bryant School District Admin Office	1	0.04 %
Buffalo Island Central Junior High School	1	0.04 %
Buffalo Island Central West Elementary	1	0.04 %
Cabot Academic Center of Excellence	1	0.04 %
Caddo Career Consortium	1	0.04 %
Camden Fairview School District Admin Office	1	0.04 %
Carlisle School District Admin Office	1	0.04 %
C. D. Franks Elementary School	1	0.04 %
Cedarville Middle School	1	0.04 %
Centerpoint Intermediate School	1	0.04 %
Central Middle School	1	0.04 %
Charleston School District Admin Office	1	0.04 %
Clarendon Elementary School	1	0.04 %
Clarksville Junior High School	1	0.04 %
Coleman Elementary School	1	0.04 %
College Hill Elementary International Studies Magn	1	0.04 %

## Calls Received by School

School Name	Call Count	Percentage
Collegeville Elementary School	1	0.04 %
Corning High School	1	0.04 %
Corning School District Admin Office	1	0.04 %
Cotter High School	1	0.04 %
Cotton Plant Elementary School	1	0.04 %
Cross County Elementary	1	0.04 %
Cross County High School	1	0.04 %
Crossett Elementary	1	0.04 %
Crossett Pre-K and Tutorial Center	1	0.04 %
Crossett School District Admin Office	1	0.04 %
CROWLEYS RIDGE COOP Special Ed.	1	0.04 %
Dardanelle School District Admin Office	1	0.04 %
Decatur Middle School	1	0.04 %
Decatur Northside Elementary School	1	0.04 %
Decatur School District Admin Office	1	0.04 %
Dollarway Middle School	1	0.04 %
Dover Middle School	1	0.04 %
Dumas High School	1	0.04 %
Dumas Junior High School	1	0.04 %
Earle School District Admin Office	1	0.04 %
East End Elementary School	1	0.04 %
East Poinsett County Elementary	1	0.04 %
El Dorado Admin - Special Ed - Carver Building	1	0.04 %
Emerson-Taylor School District Admin Office	1	0.04 %
England Elementary School	1	0.04 %
E-STEM Elementary Public School	1	0.04 %
E-STEM High Public Charter	1	0.04 %
E-STEM Public Charter Schools, Inc.-Central Office	1	0.04 %
Eureka Springs Elem. School	1	0.04 %
Eureka Springs School District Admin Office	1	0.04 %
Evening Shade High School (see comments)	1	0.04 %
Fayetteville School District Admin Office	1	0.04 %
Flippin High School	1	0.04 %
Fordyce High School	1	0.04 %
Forrest Park Elementary School (DO NOT USE)	1	0.04 %
Forrest Park Pre-K School	1	0.04 %
Fort Smith School District Admin Office	1	0.04 %
Fountain Hill Elem. School (DO NOT USE)	1	0.04 %
Fourche Valley Elementary School (DO NOT USE)	1	0.04 %
Fourche Valley High School (DO NOT USE)	1	0.04 %
Fox Meadow Intermediate Center	1	0.04 %
Gary E. Cobb Middle School	1	0.04 %
Genoa Central Elem. School	1	0.04 %
Gentry Middle School	1	0.04 %

## Calls Received by School

School Name	Call Count	Percentage
Gentry School District Admin Office	1	0.04 %
Gillett Annex Building - Old High School Building	1	0.04 %
Gillett Elementary School	1	0.04 %
Gillett High School (DO NOT USE)	1	0.04 %
Gosnell School District Admin Office	1	0.04 %
Goza Middle School	1	0.04 %
Gravette High School	1	0.04 %
Greenbrier High School	1	0.04 %
Hackett High School	1	0.04 %
Hackett School District Admin Office	1	0.04 %
Hamburg Junior High School	1	0.04 %
Hampton School District Admin Office	1	0.04 %
Harrisburg Middle School	1	0.04 %
Harris Elementary School	1	0.04 %
Harrison Alternative School	1	0.04 %
Hazen Elementary School	1	0.04 %
Hector School District Admin Office	1	0.04 %
Highland High School	1	0.04 %
H.L. Lubker Elementary School	1	0.04 %
Hope Academy	1	0.04 %
Hope Academy Admin	1	0.04 %
HOT SPRINGS ALTERNATIVE	1	0.04 %
Hot Springs High School	1	0.04 %
Hoxie Elementary School	1	0.04 %
Hoxie School District Admin Office	1	0.04 %
Huntsville Intermediate School	1	0.04 %
Indian Hills Elementary School	1	0.04 %
International Studies Magnet School	1	0.04 %
Jackson Elementary School	1	0.04 %
Jasper High School	1	0.04 %
Jasper School District Admin Office	1	0.04 %
Jessieville Alternative/Excel School (SeeComments)	1	0.04 %
Joe T. Robinson High School	1	0.04 %
Jonesboro High School	1	0.04 %
Jonesboro Vo-Tech	1	0.04 %
Kingsland Elementary School	1	0.04 %
Kingsland High School	1	0.04 %
Lake Hamilton Primary School	1	0.04 %
Langston Magnet School	1	0.04 %
Lavaca Middle School	1	0.04 %
Lavaca School District Admin Office	1	0.04 %
Lawrence County School District Admin #2 Office	1	0.04 %
Lee County High School	1	0.04 %
Lincoln High School	1	0.04 %

## Calls Received by School

School Name	Call Count	Percentage
Lisa Academy	1	0.04 %
Lisa Academy North Elementary	1	0.04 %
Little Rock School District Admin Office	1	0.04 %
Lockesburg High School	1	0.04 %
London Elementary School	1	0.04 %
Lonoke High School	1	0.04 %
Lonoke Primary School	1	0.04 %
Malvern Special Educaton Office	1	0.04 %
Mansfield Elementary School	1	0.04 %
Mansfield High School	1	0.04 %
Mansfield Middle School	1	0.04 %
Marion High School	1	0.04 %
Marshall Elementary School	1	0.04 %
Martin Elementary School	1	0.04 %
Marvell High School	1	0.04 %
McClellan Magnet High School	1	0.04 %
McGehee School District Admin Office	1	0.04 %
Meekins Middle School	1	0.04 %
Mena School Bus Garage	1	0.04 %
Mena School District Technology Office	1	0.04 %
Microsociety Magnet School	1	0.04 %
Mildred Jackson Elementary School	1	0.04 %
Mineral Springs Elem. School	1	0.04 %
Moody Elementary School	1	0.04 %
Morrilton Intermediate School	1	0.04 %
Mountainburg Elementary School	1	0.04 %
Mountainburg School District Admin Office	1	0.04 %
Mount Ida School District Admin Office	1	0.04 %
Mount Pleasant High School (DO NOT USE)	1	0.04 %
Mount Vernon/Enola High School	1	0.04 %
Mt. Judea Elementary School	1	0.04 %
Murmil Heights Education Center	1	0.04 %
Murrell Taylor Elementary School	1	0.04 %
Nashville Elementary School	1	0.04 %
Nashville Junior High School	1	0.04 %
Newport High School	1	0.04 %
Newport School District Admin Office	1	0.04 %
Noble Lower Elementary School	1	0.04 %
North Central Vocational Center	1	0.04 %
North Little Rock School Dist. Transportation	1	0.04 %
Northwest Elementary School	1	0.04 %
Oak Grove Middle School	1	0.04 %
Oak Park Elementary School	1	0.04 %
Omaha Elementary School	1	0.04 %

## Calls Received by School

School Name	Call Count	Percentage
Osceola School District Admin Office	1	0.04 %
Palestine-Wheatley Elementary School	1	0.04 %
Palestine-Wheatley Senior High	1	0.04 %
Paragould School District Admin Office	1	0.04 %
Paris High School	1	0.04 %
Paris Middle School	1	0.04 %
Park Avenue Elementary/ Middle School	1	0.04 %
Park Hill Preschool	1	0.04 %
Pea Ridge Elementary School	1	0.04 %
Phillips/Monroe Special Coop.	1	0.04 %
Pike View Elementary School	1	0.04 %
Pine Forest Elementary School	1	0.04 %
Pinewood Elementary School	1	0.04 %
Pocahontas Upper Elem. School	1	0.04 %
Poplar Street Middle School	1	0.04 %
Poyen Elementary School	1	0.04 %
Pulaski Co. Special School District Admin	1	0.04 %
Pulaski County Special School Dist. Transportation	1	0.04 %
Pulaski County Special School Transportation North	1	0.04 %
Quitman School District Admin Office	1	0.04 %
Redfield Junior High School	1	0.04 %
Reed Elementary School	1	0.04 %
Richland Elementary School	1	0.04 %
Ringgold Elementary School	1	0.04 %
Rison Elementary School	1	0.04 %
Rison High School	1	0.04 %
Rison School District Admin Office DO NOT USE!	1	0.04 %
Rivercrest Junior High	1	0.04 %
Riverside East Elementary School	1	0.04 %
Riverside Jr. High School	1	0.04 %
Riverside School District Admin Office	1	0.04 %
Riverside West Elementary School	1	0.04 %
Rogers Heritage High School	1	0.04 %
Salem High School	1	0.04 %
Salem School District Admin Office	1	0.04 %
Saratoga High School	1	0.04 %
School for the Deaf H.S.	1	0.04 %
Scott Elementary School	1	0.04 %
Scranton School District Admin Office	1	0.04 %
Searcy High School	1	0.04 %
Searcy Schools Support Services	1	0.04 %
Sheridan Elementary School	1	0.04 %
Sloan-Hendrix School Dist. Admin Office	1	0.04 %
Southside Elementary School	1	0.04 %

## Calls Received by School

School Name	Call Count	Percentage
Southside School District Admin Office	1	0.04 %
South Side School District Admin Office	1	0.04 %
Southwood Elementary School	1	0.04 %
Sparkman Elementary School	1	0.04 %
Springdale School District Admin Office	1	0.04 %
Star City Middle School	1	0.04 %
Stephens High School	1	0.04 %
Stephens High School (DO NOT USE)	1	0.04 %
Stewart Elementary School	1	0.04 %
Strong-Huttig Middle School (DO NOT USE)	1	0.04 %
TAC House	1	0.04 %
Thirty-Fourth Avenue Elementary School	1	0.04 %
Thomas C. Brunson Elementary School	1	0.04 %
Townsend Park South Elementary School (DO NOT USE)	1	0.04 %
Valley Springs School District Admin Office	1	0.04 %
Valley View Elementary School	1	0.04 %
Van Cove School District Admin Office	1	0.04 %
Vilonia School District Admin Office	1	0.04 %
Waldron Middle School	1	0.04 %
Warren Middle School	1	0.04 %
Washington Intermediate	1	0.04 %
Watson Chapel High School	1	0.04 %
West Elementary School	1	0.04 %
Western Yell Co. Elem. School	1	0.04 %
Westside Elementary School	1	0.04 %
Westside High School	1	0.04 %
West Side High School	1	0.04 %
White Hall Administration Technical Shop	1	0.04 %
White Hall ROTC	1	0.04 %
White Hall School District Admin Office	1	0.04 %
Wickes Elementary School	1	0.04 %
Wickes High School	1	0.04 %
William Jefferson Clinton Primary	1	0.04 %
Wilmar Schools	1	0.04 %
Wilson Intermediate School	1	0.04 %
Wonderview High School	1	0.04 %
Woodlawn School District Admin Office	1	0.04 %
Woodrow Wilson Elem. School	1	0.04 %
Woodruff Elementary School	1	0.04 %
W T Daniels Gifted/Talented & Special Education	1	0.04 %
Wynne Intermediate School	1	0.04 %
<b>All Schools</b>	<b>2,492</b>	<b>100.00 %</b>

## Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	850	34.11 %
APSCN	781	31.34 %
Security	581	23.31 %
Auto ticket	77	3.09 %
Email	61	2.45 %
Information	32	1.28 %
UNIX	24	0.96 %
Hardware	20	0.80 %
Billing	18	0.72 %
Telecomm	18	0.72 %
Software Appl.	13	0.52 %
Circuit Orders	12	0.48 %
Network	4	0.16 %
AASIS Monitor	1	0.04 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	478	20.73 %
MISC	478	20.73 %
MARS Stage 1	264	11.45 %
Configuration	144	6.24 %
Printer Error	119	5.16 %
information	114	4.94 %
User Request	78	3.38 %
MARS Stage 2	39	1.69 %
Password	39	1.69 %
Trouble cleared	39	1.69 %
Access	35	1.52 %
Hardware	32	1.39 %
New Equip	25	1.08 %
LAN Problem	25	1.08 %
Bad Cable Pair	26	1.13 %
Virus	23	1.00 %
Password-Reset	26	1.13 %
Corrupt/Missing	19	0.82 %
Account Cleanup	22	0.95 %
False Positive	21	0.91 %
Alarm Clear after Outage	20	0.87 %
Outage	20	0.87 %
DNS Change	18	0.78 %
Circuit Failure	16	0.69 %
HW Failure	14	0.61 %
Duplicate Ticket	14	0.61 %
HW Malfunction	11	0.48 %
No TroubleFound	12	0.52 %
Reboot	12	0.52 %
User error	10	0.43 %
Configuration Error	10	0.43 %
Circuit order/install	6	0.26 %
Connection Fail	9	0.39 %
Network Down	8	0.35 %
Traffic	5	0.22 %
Database	6	0.26 %
File Transfer	6	0.26 %
Service Request	5	0.22 %
Software	5	0.22 %
Unplugged	4	0.17 %
Bad Cord	3	0.13 %
Fiber Cut	3	0.13 %
Installation Complete	3	0.13 %
Profile Change	3	0.13 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Site Up At Testing	3	0.13 %
ViolationsClear	3	0.13 %
Auth Code Error	2	0.09 %
Bad Cable	2	0.09 %
Bad Jack	2	0.09 %
DNS Problems	2	0.09 %
Inquiry	2	0.09 %
Replaced card	2	0.09 %
Replaced Smartjack	2	0.09 %
Site closed	2	0.09 %
Spam Report	2	0.09 %
Unplug/Plug	2	0.09 %
Bad Jumper	1	0.04 %
Bad Telephone	1	0.04 %
Billing Error	1	0.04 %
Cut over to spare	1	0.04 %
Duplicate Call	1	0.04 %
Incompatible	1	0.04 %
Malfunction	1	0.04 %
Patched to spare	1	0.04 %
Server Down	1	0.04 %
Untrained	1	0.04 %
VMX	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	37	15.42 %
University of Central Arkansas	Telecommunications	11	4.58 %
Phillips Community College of the University of Arkansas	Phillips Community College	9	3.75 %
Southeast Arkansas College	Southeast Arkansas College	9	3.75 %
University of Arkansas at Little Rock	Reynolds	7	2.92 %
	University of Central Arkansas	7	2.92 %
Arkansas State University - Beebe	Arkansas State University - Student Network	6	2.50 %
Department of Workforce Education - Riverside Vocational Technical Sch	Riverside VoTech	6	2.50 %
University of Arkansas at Fayetteville	U of A Fayetteville	6	2.50 %
University of Arkansas at Little Rock	Admin South	6	2.50 %
Arkansas State University - Beebe	Arkansas State University at Jonesboro Computer Se	5	2.08 %
Department of Workforce Education - Crowley's Ridge Technical Institu	Crowleys Ridge Technical Institute	5	2.08 %
University of Arkansas for Medical Sciences	Telcomm Connections for MONIES	5	2.08 %
	Hendrix College	5	2.08 %
University of Arkansas at Little Rock	ETAS Bldg	4	1.67 %
University of Arkansas at Little Rock	Law School	4	1.67 %
University of Arkansas at Little Rock	UALR	4	1.67 %
University of Arkansas at Monticello	U of A Monticello	4	1.67 %
University of Arkansas at Fayetteville	Garvin Woodland Gardens	3	1.25 %
University of Arkansas at Little Rock	Admin North	3	1.25 %
University of Arkansas at Little Rock	Athletic Dept	3	1.25 %
University of Arkansas at Little Rock	Fine Arts Building	3	1.25 %
University of Arkansas for Medical Sciences	Telecommunications	3	1.25 %
University of Central Arkansas	MaCalister	3	1.25 %
University of Central Arkansas	Physical Plant	3	1.25 %
University of Central Arkansas	Wingo Hall	3	1.25 %
Arkansas State University - Beebe	Arkansas State University at Bald Knob	2	0.83 %
Cossatot Technical College	Cossatot Technical College	2	0.83 %

## Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Department of Workforce Education - Northwest Technical Institute	Northwest Technical Institute	2	0.83 %
Garland County Community College	National Park Community College	2	0.83 %
Mississippi County Community College	Arkansas Northeastern College-ANC Main Campus	2	0.83 %
Pulaski Technical College	Saline County Career Center (see comments)	2	0.83 %
Rich Mountain Community College	Rich Mountain Community College	2	0.83 %
University of Arkansas at Little Rock	Donaghey Student Cen	2	0.83 %
University of Arkansas at Little Rock	Ross Hall	2	0.83 %
University of Arkansas at Little Rock	Stabler Hall	2	0.83 %
University of Arkansas at Pine Bluff	UAPB Telecommunications	2	0.83 %
University of Arkansas for Medical Sciences	University Towers	2	0.83 %
University of Central Arkansas	Arkansas Hall	2	0.83 %
University of Central Arkansas	Bernard Hall	2	0.83 %
University of Central Arkansas	Library building	2	0.83 %
University of Central Arkansas	Main Hall	2	0.83 %
University of Central Arkansas	New Hall	2	0.83 %
University of Central Arkansas	Stadium Park Apartments	2	0.83 %
Arkansas State University - Beebe	Arkansas State University at Beebe	1	0.42 %
Cossatot Technical College	Cossatot Nashville	1	0.42 %
Department of Workforce Education - Arkansas Valley Technical Institut	Ark Tech University at Ozark	1	0.42 %
Mid South Community College (Mid South Technical College)	Mid-South Community College	1	0.42 %
Mississippi County Community College	Arkansas Northeastern College Main Campus	1	0.42 %
Mississippi County Community College	Arkansas Northeastern College at Burdette	1	0.42 %
North Arkansas College	North Arkansas College	1	0.42 %
Northwest Arkansas Community College	Northwest AR Comm	1	0.42 %
Ouachita Technical College	Ouachita Technical College (see comments)	1	0.42 %
Pulaski Technical College	Pulaski Technical College	1	0.42 %
Pulaski Technical College	Pulaski Technical College Saline County Adult Educ	1	0.42 %
Southeast Arkansas College	South East College	1	0.42 %
University of Arkansas at Fayetteville	U of A Community College at Morrilton	1	0.42 %

## Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas at Fayetteville	U of A Coop Ext Marianna	1	0.42 %
University of Arkansas at Fayetteville	U of A Fort Smith	1	0.42 %
University of Arkansas at Fayetteville	U of A Systems	1	0.42 %
University of Arkansas at Little Rock	Business	1	0.42 %
University of Arkansas at Little Rock	Dickinson	1	0.42 %
University of Arkansas at Little Rock	Finance	1	0.42 %
University of Arkansas at Little Rock	Physical Plant	1	0.42 %
University of Arkansas at Little Rock	Public Safety	1	0.42 %
University of Arkansas at Little Rock	Student Union	1	0.42 %
University of Arkansas at Little Rock	Theatre	1	0.42 %
University of Arkansas at Little Rock	Trio Bldg	1	0.42 %
University of Arkansas at Little Rock	Univeristy SB	1	0.42 %
University of Arkansas at Pine Bluff	UAPB Admin	1	0.42 %
University of Arkansas for Medical Sciences	AHEC Jefferson (see comments)	1	0.42 %
University of Arkansas for Medical Sciences	AHEC Union County	1	0.42 %
University of Arkansas for Medical Sciences	HELENA REGIONAL MEDICAL CENTER	1	0.42 %
University of Arkansas for Medical Sciences	Schmeiding Developement Center	1	0.42 %
University of Arkansas for Medical Sciences	Texarkana MRI	1	0.42 %
University of Central Arkansas	Brewer-Hegman Conference Center	1	0.42 %
University of Central Arkansas	Harin Hall	1	0.42 %
University of Central Arkansas	Housing Maintenance Warehouse	1	0.42 %
University of Central Arkansas	Marketing Management	1	0.42 %
University of Central Arkansas	Reynolds Per Hall	1	0.42 %
University of Central Arkansas	Speech Pathology Center	1	0.42 %
University of Central Arkansas	UCA Dormitory Service	1	0.42 %
University of Central Arkansas	UCA Farris Center	1	0.42 %
	Philander Smith College	1	0.42 %
<b>All Higher Education Customers</b>		<b>240</b>	

## Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	114	47.50 %
Security	43	17.92 %
Connectivity	32	13.33 %
Billing	31	12.92 %
Information	8	3.33 %
Software Appl.	5	2.08 %
Hardware	4	1.67 %
Auto ticket	2	0.83 %
UNIX	1	0.42 %

## Calls Closed by Cause

Cause	Call Count	Percentage
MISC	34	14.41 %
MARS Stage 1	28	11.86 %
Bad Cable Pair	24	10.17 %
Information	26	11.02 %
Bad Telephone	12	5.08 %
VMX	8	3.39 %
VMX-reset	8	3.39 %
Bad Cord	7	2.97 %
Alarm Cleared	6	2.54 %
Billing Error	6	2.54 %
Hardware	6	2.54 %
MARS Stage 2	6	2.54 %
Switch	5	2.12 %
No Trouble	4	1.69 %
Service Request	4	1.69 %
Trouble cleared	4	1.69 %
User Request	4	1.69 %
Circuit Failure	3	1.27 %
Customer Request	3	1.27 %
LAN Problem	3	1.27 %
Reboot	3	1.27 %
Unplug/Plug	3	1.27 %
Untrained	3	1.27 %
Bad Cable	2	0.85 %
Bad card	2	0.85 %
Bad Jumper	2	0.85 %
Bad Len	2	0.85 %
Bad Power Supply	2	0.85 %
Access	1	0.42 %
Alarm Clear after Outage	1	0.42 %
AUTH Code	1	0.42 %
Auth Code Error	1	0.42 %
Bad Jack	1	0.42 %
CO Features	1	0.42 %
Configuration	1	0.42 %
DNS Change	1	0.42 %
False Positive	1	0.42 %
Inquiry	1	0.42 %
Password	1	0.42 %
Program Phone	1	0.42 %
Site closed	1	0.42 %
T1 pulled out of service	1	0.42 %
Transfer Call	1	0.42 %
Vendor Error	1	0.42 %

## 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
Madison	5	5.15 %
Arkansas City/Desha County	4	4.12 %
Monticello/Drew County	4	4.12 %
Van Buren County	4	4.12 %
Warren	4	4.12 %
Jasper/Newton County	3	3.09 %
Lake Village	3	3.09 %
Little Rock Municipal District Court	3	3.09 %
Melbourne/Izard County	3	3.09 %
Saline County Offices	3	3.09 %
Sheridan	3	3.09 %
Star City	3	3.09 %
Yellville	3	3.09 %
Augusta/Woodruff County	2	2.06 %
Hampton	2	2.06 %
Hope/Hempstead County	2	2.06 %
Lee County	2	2.06 %
Marshall	2	2.06 %
Mount Ida	2	2.06 %
Prescott/Nevada County	2	2.06 %
Salem	2	2.06 %
Western Arkansas Counseling	2	2.06 %
Ashdown/Little River County	1	1.03 %
Benton County District Court	1	1.03 %
Blytheville/Mississippi County	1	1.03 %
Camden/Ouachita County	1	1.03 %
Carroll County Tax Collector	1	1.03 %
Chancery	1	1.03 %
Chancery and County	1	1.03 %
Chancery Clerk	1	1.03 %
City of Haskell	1	1.03 %
City of Little Rock	1	1.03 %
Clarksville	1	1.03 %
Craighead County Clerk - Election Committee	1	1.03 %
DeQueen/Sevier County	1	1.03 %
Des Arc/Prairie County	1	1.03 %
District Court of Benton	1	1.03 %
El Dorado/Union County	1	1.03 %
Fort Smith	1	1.03 %

## Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Greenwood/Sebastian County	1	1.03 %
Harrison	1	1.03 %
Jones Center for Families	1	1.03 %
Lafayette County	1	1.03 %
Malvern/Hot Spring County	1	1.03 %
Mountain Home	1	1.03 %
Mountain View/Stone County	1	1.03 %
Murfreesboro/Pike County	1	1.03 %
Nashville	1	1.03 %
Ozark Health Medical Center	1	1.03 %
Pine Bluff	1	1.03 %
Prescott	1	1.03 %
Saint Bernards Medical Center	1	1.03 %
Saline County District Court - Shannon Hills Depar	1	1.03 %
Searcy/White County	1	1.03 %
Texarkana	1	1.03 %
Waldron/Scott County	1	1.03 %
<b>All Local Government Customers</b>	<b>97</b>	<b>100.00 %</b>

## Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	72	74.23 %
Auto ticket	10	10.31 %
Security	5	5.15 %
Mainframe Appl.	3	3.09 %
Billing	2	2.06 %
UNIX	2	2.06 %
AWIN	1	1.03 %
Hardware	1	1.03 %
Information	1	1.03 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	53	56.99 %
MISC	16	17.20 %
information	6	6.45 %
Reboot	5	5.38 %
Outage	2	2.15 %
Replaced card	2	2.15 %
Service Request	1	1.08 %
Trouble cleared	2	2.15 %
Bad Cable Pair	1	1.08 %
DNS Change	1	1.08 %
Expired	1	1.08 %
Hardware	1	1.08 %
Maintenance Complete	1	1.08 %
User error	1	1.08 %

## Call Center Tickets Received from Libraries

### During the Reporting Period

#### Calls Received by Library

Library Name	Call Count	Percentage
State Library	5	11.90 %
Central Library	4	9.52 %
Hempstead Public	4	9.52 %
White Hall	4	9.52 %
Garland County Library	3	7.14 %
GRANT COUNTY LIBRARY	3	7.14 %
Redfiled Library	3	7.14 %
Baldwin Memorial	2	4.76 %
Dallas County Library	2	4.76 %
White County	2	4.76 %
Ashdown	1	2.38 %
Bradford	1	2.38 %
Bryant	1	2.38 %
Independence	1	2.38 %
JEFFERSON COUNTY LIBRARY ALTHEIMER BRANCH	1	2.38 %
Malvern/Mid-Arkansas	1	2.38 %
Pine Bluff	1	2.38 %
Rogers Public Libra	1	2.38 %
Saline County	1	2.38 %
Watson Chapel	1	2.38 %
<b>All Libraries</b>	<b>42</b>	<b>100.00 %</b>

#### Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	21	50.00 %
Security	7	16.67 %
UNIX	5	11.90 %
Auto ticket	4	9.52 %
Billing	2	4.76 %
Telecomm	2	4.76 %
Software Appl.	1	2.38 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	11	26.19 %
DNS Change	5	11.90 %
MISC	9	21.43 %
MARS Stage 1	4	9.52 %
Trouble cleared	3	7.14 %
Bad Cable Pair	1	2.38 %
Bad Telephone	1	2.38 %
Hardware	1	2.38 %
Information	4	9.52 %
MARS Stage 2	1	2.38 %
Service Request	1	2.38 %
Transfer Call	1	2.38 %

## Call Center Tickets Received from Other Customers

### During the Reporting Period

#### Calls Received by Customer

Customer Name	Call Count	Percentage
Secretary of State	8	5.56 %
Governors Office (see comments)	7	4.86 %
Disability Determination	5	3.47 %
Governors Mansion (see comments)	5	3.47 %
Judicial Discipline & Disability	5	3.47 %
Administrative Office of the Courts	4	2.78 %
Legislative Audit (Vic)	4	2.78 %
Madison County Clerk - SOS Project	4	2.78 %
Attorney Generals Office	3	2.08 %
Bradley County Clerk - SOS Project	3	2.08 %
Bureau of Legislative Research	3	2.08 %
Desha County Clerk - SOS Project	3	2.08 %
Jefferson County Clerk - SOS Project	3	2.08 %
Legislative Audit (Cap)	3	2.08 %
Marion County Clerk -SOS Project	3	2.08 %
Mississippi County Clerk - SOS Project	3	2.08 %
Newton County Clerk - SOS Project	3	2.08 %
Arkansas Geographic Information Office	2	1.39 %
Benton County Clerk - SOS Project	2	1.39 %
Chicot County Clerk - SOS Project	2	1.39 %
Columbia County Clerk - SOS Project	2	1.39 %
Crawford County Clerk - SOS Project	2	1.39 %
Dallas County Clerk - SOS Project	2	1.39 %
Drew County Clerk -SOS Project	2	1.39 %
Grant County Clerk - SOS Project	2	1.39 %
Hempstead County Clerk - SOS Project	2	1.39 %
Lee County Clerk - SOS Project	2	1.39 %
Logan County Clerk - SOS Project	2	1.39 %
Montgomery County Clerk - SOS Project	2	1.39 %
Nevada County Clerk - SOS Project	2	1.39 %
Ouachita County Clerk - SOS Project	2	1.39 %
Prosecutor Coord Office	2	1.39 %
Secretary of State B	2	1.39 %
Sharp County Clerk - SOS Project	2	1.39 %
Supreme Court Chief Justice	2	1.39 %
Union County Clerk - SOS Project	2	1.39 %
VanBuren County - SOS Project	2	1.39 %
Arkansas Court of Appeals	1	0.69 %
Ashley County Clerk - SOS Project	1	0.69 %

## Calls Received by Customer

Customer Name	Call Count	Percentage
Baxter County Clerk - SOS Project	1	0.69 %
Boone County Clerk - SOS Project	1	0.69 %
Carroll County Clerk -SOS Project	1	0.69 %
Clark County Clerk - SOS Project	1	0.69 %
Cleveland County Clerk - SOS Project	1	0.69 %
Craighead County Clerk - SOS Project	1	0.69 %
Crittenden County Clerk - SOS Project	1	0.69 %
Cross County Clerk - SOS Project	1	0.69 %
Fulton County Clerk - SOS Project	1	0.69 %
Hot Spring County Clerk - SOS Project	1	0.69 %
House of Representatives	1	0.69 %
Howard County Clerk - SOS Project	1	0.69 %
Immigration & Naturalization Service (see comments	1	0.69 %
Independence County Clerk - SOS Project	1	0.69 %
Izard County Clerk - SOS Project	1	0.69 %
Lafayette County Clerk - SOS Project	1	0.69 %
Little River County Clerk - SOS Project	1	0.69 %
Lt. Governor	1	0.69 %
Miller County Clerk - SOS Project	1	0.69 %
North Little Rock District Court	1	0.69 %
Polk County Clerk - SOS Project	1	0.69 %
Prairie County Clerk - SOS Project	1	0.69 %
Randolph County Clerk - SOS Project	1	0.69 %
Scott County Clerk - SOS Project	1	0.69 %
Searcy County Clerk - SOS Project	1	0.69 %
Sebastian County Clerk - SOS Project	1	0.69 %
Sevier County Clerk - SOS Project	1	0.69 %
State Auditor	1	0.69 %
State Senate	1	0.69 %
State Treasurer	1	0.69 %
Stone County Clerk - SOS Project	1	0.69 %
White County Clerk - SOS Project	1	0.69 %
Woodruff County Clerk - SOS Project	1	0.69 %
<b>All Other Customers</b>	<b>144</b>	<b>100.00 %</b>

## Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	76	52.78 %
Telecomm	27	18.75 %
Auto ticket	13	9.03 %
Billing	11	7.64 %
Security	10	6.94 %
Email	2	1.39 %
Information	1	0.69 %
Mainframe Appl.	1	0.69 %
Network	1	0.69 %
Software Appl.	1	0.69 %
UNIX	1	0.69 %

## Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	53	37.86 %
Misc	28	20.00 %
MARS Stage 1	6	4.29 %
Information	6	4.29 %
Hardware	4	2.86 %
Alarm Clear after Outage	3	2.14 %
Billing Error	2	1.43 %
Outage	3	2.14 %
Service Request	3	2.14 %
Switch	3	2.14 %
Bad Cord	2	1.43 %
Bad Jumper	2	1.43 %
Bad Telephone	2	1.43 %
CO Features	2	1.43 %
Configuration	2	1.43 %
Fiber Cut	2	1.43 %
Reboot	2	1.43 %
User Request	2	1.43 %
VMX	2	1.43 %
Bad Cable Pair	1	0.71 %
Bad Power Supply	1	0.71 %
Corrupt/Missing	1	0.71 %
DNS Change	1	0.71 %
LAN Problem	1	0.71 %
MARS Stage 2	1	0.71 %
No Trouble	1	0.71 %
Program Phone	1	0.71 %
Spam Report	1	0.71 %
Trouble cleared	1	0.71 %
Unplugged	1	0.71 %