

April 30, 2010

Senator Hank Wilkins, IV
Representative Allen Maxwell
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Wilkins and Representative Maxwell,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2010. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with Act 751 of 2007.

If there are questions about the information contained in the report, please contact me at (501) 682-5148.

Sincerely,



Claire Bailey
Director, Department of Information Systems

cc: Andrew Parker



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Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending March 2010

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 3/31/2010 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions:	3
Total number of recommendations provided to Agencies, Boards and Commissions:	3

TOP AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas Massage Therapy Board	1
Employment Security Department 0810	1
Henderson State University 0100	1

TOP FIVE CATEGORIES FOR ADVICE

Product or Service Utilization	3
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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.

Agency Name:	Arkansas Massage Therapy Board
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Professional Services
Project Scope:	
Assist Arkansas Massage Therapy Board's move from Hot Springs to Little Rock and provide professional services for start-up.	
Advice Requested:	
Ms. Marilyn Graham requested assistance in developing a plan for relocation, connectivity and telephony for new offices located at Main St. Mall.	
Detail of Recommendation:	
The initial visit with Ms. Graham provided a direction for this relocation. Moving to Main St. Mall will require coordination of installation of Internet connectivity, installation of voice services, email on the state domain and DIS Desktop support in purchasing computer equipment and installation.	

Agency Name:	Employment Security Department 0810
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Providing unified communications to customer through existing VOIP solution.	
Advice Requested:	
The customer was interested in the new unified communication services available with VOIP.	
Detail of Recommendation:	
We provided a demo and will establish test accounts for product review.	

Agency Name:	Henderson State University 0100
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	DIS Internet Access / E-mail
Project Scope:	
The customer was exploring the option of replacing their existing exchange environment.	
Advice Requested:	
The customer is looking for options to enhance their exchange email service to the campus.	
Detail of Recommendation:	
We recommended using DIS professional services to review existing exchange environment. Customer agreed.	

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

Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	2,416	48.78 %
State Agencies	1,653	33.37 %
Higher Education	393	7.93 %
Other Customers	172	3.47 %
Boards and Commissions	168	3.39 %
Local Government	90	1.82 %
Libraries	61	1.23 %
All Customers	4,953	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	1,781	35.96 %
Security	1,092	22.05 %
APSCN	722	14.58 %
Telecomm	441	8.90 %
Information	178	3.59 %
Auto ticket	130	2.62 %
AASIS Monitor	110	2.22 %
Billing	110	2.22 %
Software Appl.	80	1.62 %
Mainframe Appl.	69	1.39 %
Hardware	47	0.95 %
Email	46	0.93 %
Circuit Orders	35	0.71 %
UNIX	32	0.65 %
Network	20	0.40 %
Data Warehouse	16	0.32 %
Configuration (not for DIS)	13	0.26 %
EOMIS	10	0.20 %
Internet	10	0.20 %
Parks&Tourism	5	0.10 %
AWIN	3	0.06 %
Photo ID	2	0.04 %
Facilities	1	0.02 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	1,158	25.04 %
MISC	793	17.15 %
MARS Stage 1	527	11.39 %
information	373	8.06 %
	1	0.02 %
Configuration	167	3.61 %
Information	8	0.17 %
Misc	16	0.35 %
User Request	115	2.49 %
Printer Error	109	2.36 %
Trouble cleared	91	1.97 %
Long Run Process	78	1.69 %
Access	69	1.49 %
Service Request	54	1.17 %
Bad Cable Pair	55	1.19 %
LAN Problem	51	1.10 %
Duplicate Call	53	1.15 %
Hardware	52	1.12 %
Alarm Clear after Outage	49	1.06 %
Switch	49	1.06 %
Password	46	0.99 %
Password-Reset	35	0.76 %
False Positive	34	0.74 %
Reboot	34	0.74 %
Bad Telephone	32	0.69 %
VMX-reset	33	0.71 %
Duplicate Ticket	31	0.67 %
Bad Cord	26	0.56 %
Cancelled Job	26	0.56 %
Outage	26	0.56 %
No Trouble	25	0.54 %
No TroubleFound	21	0.45 %
DNS Change	19	0.41 %
Circuit order/install	11	0.24 %
User error	17	0.37 %
VMX	18	0.39 %
Account Cleanup	17	0.37 %
Billing Error	17	0.37 %
Corrupt/Missing	17	0.37 %
Connection Fail	16	0.35 %
Bad Cable	13	0.28 %
Circuit Failure	12	0.26 %
HW Failure	12	0.26 %
Traffic	12	0.26 %

Calls Closed by Cause

Cause	Call Count	Percentage
Configuration Error	9	0.19 %
Unplugged	11	0.24 %
Bad Power Supply	10	0.22 %
New Equip	7	0.15 %
Virus	9	0.19 %
Bad card	8	0.17 %
HW Malfunction	6	0.13 %
Maintenance Complete	8	0.17 %
Bad Len	7	0.15 %
CO Features	6	0.13 %
Software	6	0.13 %
Untrained	6	0.13 %
Bad Jumper	5	0.11 %
DNS Problems	3	0.06 %
File Transfer	5	0.11 %
Profile Change	5	0.11 %
Replaced card	5	0.11 %
Spoofed IP	5	0.11 %
ViolationsClear	5	0.11 %
BO Access	4	0.09 %
Installation Complete	2	0.04 %
Internet	4	0.09 %
Program Phone	4	0.09 %
Resources	4	0.09 %
Site Up At Testing	4	0.09 %
Bad Jack	3	0.06 %
Duplicate ticket	4	0.09 %
Network Down	3	0.06 %
Password-reset	4	0.09 %
Patched to spare	3	0.06 %
Transfer Call	3	0.06 %
Unplug/Plug	3	0.06 %
Fiber Cut	2	0.04 %
Inquiry	2	0.04 %
Malfunction	2	0.04 %
Routing	2	0.04 %
Security	2	0.04 %
Access Granted	1	0.02 %
Alarm Removed	1	0.02 %
AUTH Code	1	0.02 %
Bad Link	1	0.02 %
Circuit Information	1	0.02 %
Customer Request	1	0.02 %
Cut over to spare	1	0.02 %

Calls Closed by Cause

Cause	Call Count	Percentage
Database	1	0.02 %
Disk Space	1	0.02 %
Diversion Point	1	0.02 %
DMarc	1	0.02 %
Entered Radio/ID into System	1	0.02 %
Installation	1	0.02 %
OS Problems	1	0.02 %
Power Outage	1	0.02 %
Profile Updated	1	0.02 %
Pulled Jumper	1	0.02 %
Replaced Smartjack	1	0.02 %
Router Disabled	1	0.02 %
Scanning	1	0.02 %
Server Down	1	0.02 %
Service Interruption	1	0.02 %
User Error	2	0.04 %
Vendor Error	1	0.02 %
WAN Net. Issue	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	391	23.65 %
Department of Human Services	299	18.09 %
Crime Information Center	222	13.43 %
Department of Finance & Administration - Revenue Services Division	190	11.49 %
Department of Parks and Tourism	122	7.38 %
Department of Community Correction	74	4.48 %
Department of Health	66	3.99 %
Department of Finance and Administration	60	3.63 %
Arkansas State Police	51	3.09 %
Military Department	34	2.06 %
State Building Services	23	1.39 %
Public Employees Retirement System	19	1.15 %
Department of Labor	18	1.09 %
Insurance Department	14	0.85 %
Development Finance Authority	11	0.67 %
Science and Technology Authority	11	0.67 %
Commission on Law Enforcement Standards and Training	10	0.60 %
Department of Higher Education	8	0.48 %
Bank Department	5	0.30 %
Department of Veteran Affairs	4	0.24 %
Game and Fish Commission	4	0.24 %
Highway and Transportation Department	4	0.24 %
Department of Correction	3	0.18 %
Department of Parks and Tourism - History Commission	2	0.12 %
Teacher Retirement System	2	0.12 %
	2	0.12 %
Department of Finance & Administration - Division of Racing	1	0.06 %
Department of Finance & Administration - Revenue - Office of Child Sup	1	0.06 %
Securities Department	1	0.06 %
Student Loan Authority	1	0.06 %
All State Agencies	1,653	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	663	40.11 %
Security	278	16.82 %
Telecomm	164	9.92 %
Information	133	8.05 %
AASIS Monitor	110	6.65 %
Mainframe Appl.	66	3.99 %
Software Appl.	62	3.75 %
Auto ticket	45	2.72 %
Billing	40	2.42 %
Circuit Orders	17	1.03 %
Hardware	16	0.97 %
Data Warehouse	14	0.85 %
Configuration (not for DIS)	12	0.73 %
EOMIS	9	0.54 %
Parks&Tourism	5	0.30 %
UNIX	4	0.24 %
AWIN	3	0.18 %
Email	3	0.18 %
Internet	3	0.18 %
Network	3	0.18 %
Photo ID	2	0.12 %
Facilities	1	0.06 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	427	28.00 %
MISC	216	14.16 %
information	218	14.30 %
MARS Stage 1	82	5.38 %
	1	0.07 %
Long Run Process	78	5.11 %
User Request	55	3.61 %
Duplicate Call	43	2.82 %
Trouble cleared	40	2.62 %
Cancelled Job	26	1.70 %
Configuration	18	1.18 %
Hardware	19	1.25 %
Reboot	19	1.25 %
Bad Cable Pair	17	1.11 %
Duplicate Ticket	18	1.18 %
Alarm Clear after Outage	16	1.05 %
Switch	15	0.98 %
Bad Telephone	13	0.85 %
Service Request	13	0.85 %
No Trouble	11	0.72 %
Bad Cord	9	0.59 %
Circuit Failure	8	0.52 %
Connection Fail	9	0.59 %
LAN Problem	9	0.59 %
Outage	9	0.59 %
VMX	9	0.59 %
Access	8	0.52 %
VMX-reset	8	0.52 %
Circuit order/install	4	0.26 %
Bad Cable	6	0.39 %
Billing Error	6	0.39 %
No TroubleFound	6	0.39 %
Password	6	0.39 %
Bad Len	5	0.33 %
Unplugged	5	0.33 %
Bad card	4	0.26 %
Maintenance Complete	4	0.26 %
Spoofed IP	4	0.26 %
Traffic	4	0.26 %
Bad Jumper	3	0.20 %
DNS Change	3	0.20 %
False Positive	3	0.20 %
Installation Complete	1	0.07 %
Profile Change	3	0.20 %

Calls Closed by Cause

Cause	Call Count	Percentage
Transfer Call	3	0.20 %
Untrained	3	0.20 %
BO Access	2	0.13 %
CO Features	2	0.13 %
Printer Error	1	0.07 %
Program Phone	2	0.13 %
Software	2	0.13 %
Unplug/Plug	2	0.13 %
User error	2	0.13 %
ViolationsClear	2	0.13 %
Access Granted	1	0.07 %
Account Cleanup	1	0.07 %
Alarm Removed	1	0.07 %
Bad Power Supply	1	0.07 %
Circuit Information	1	0.07 %
Corrupt/Missing	1	0.07 %
DNS Problems	1	0.07 %
Entered Radio/ID into System	1	0.07 %
Fiber Cut	1	0.07 %
Installation	1	0.07 %
Internet	1	0.07 %
Malfunction	1	0.07 %
Network Down	1	0.07 %
Password-reset	4	0.26 %
Patched to spare	1	0.07 %
Power Outage	1	0.07 %
Profile Updated	1	0.07 %
Replaced card	1	0.07 %
Vendor Error	1	0.07 %
WAN Net. Issue	1	0.07 %

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	14.88 %
Forestry Commission	21	12.50 %
Central Arkansas Planning and Development	10	5.95 %
Arkansas Economic Development Commission	8	4.76 %
Arkansas Massage Therapy Board	6	3.57 %
Public Service Commision	6	3.57 %
Real Estate Commission	6	3.57 %
Minority Health Commission	5	2.98 %
Natural Resources Commision	5	2.98 %
State Land Commission	5	2.98 %
Workers Compensation Commision	5	2.98 %
Arkansas Lottery Commission Claims Office	4	2.38 %
Central Arkansas Planning and Developement	4	2.38 %
Oil and Gas Commission	4	2.38 %
State Medical Board	4	2.38 %
Board of Nursing	3	1.79 %
Board of Pharmacy	3	1.79 %
Livestock and Poultry Comm	3	1.79 %
Martin Luther King Com.	3	1.79 %
Motor Vehicle Commission	3	1.79 %
Parole Board	3	1.79 %
Arkansas Geological Survey	2	1.19 %
Board of Accountancy	2	1.19 %
Manufactured Home Comm.	2	1.19 %
Spinal Cord Commission	2	1.19 %
Tobacco Control Board	2	1.19 %
Tobacco Settlement Comm	2	1.19 %
Arkansas Board of Private Careers Education	1	0.60 %
Arkansas State Athletic Commission	1	0.60 %
Arkansas State Board of Licensure for Pro.....	1	0.60 %
Arkansas State Land Surveyors	1	0.60 %
Arkansas Teacher Housing Developement Foundation	1	0.60 %
AR State Plant Board	1	0.60 %
Board of Chiropractic Examiners	1	0.60 %
Board of Registration for Professional Geologists	1	0.60 %
Capitol Zoning District Commission	1	0.60 %
Central Arkansas Planning and Delevelopment	1	0.60 %
Central Planning and Development	1	0.60 %
Claims Commission	1	0.60 %

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Contractors Licensing Board	1	0.60 %
Ethics Commission	1	0.60 %
Fair Housing Commision	1	0.60 %
Plant Board	1	0.60 %
Public Defenders Comm	1	0.60 %
Sentencing Comm.	1	0.60 %
State Board of Elect. Com	1	0.60 %
WORKERS COMPENSATION COMMISSION	1	0.60 %
All Boards and Commissions	168	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	54	32.14 %
Connectivity	52	30.95 %
Billing	18	10.71 %
Security	17	10.12 %
Software Appl.	8	4.76 %
Auto ticket	4	2.38 %
Hardware	4	2.38 %
Email	3	1.79 %
Information	2	1.19 %
Internet	2	1.19 %
Network	2	1.19 %
Mainframe Appl.	1	0.60 %
UNIX	1	0.60 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	27	19.29 %
MISC	25	17.86 %
Service Request	12	8.57 %
Switch	12	8.57 %
Configuration	8	5.71 %
VMX-reset	8	5.71 %
Information	8	5.71 %
Bad Telephone	4	2.86 %
HW Malfunction	2	1.43 %
MARS Stage 1	3	2.14 %
User Request	3	2.14 %
Alarm Clear after Outage	2	1.43 %
Bad Cord	2	1.43 %
Corrupt/Missing	2	1.43 %
Hardware	2	1.43 %
LAN Problem	2	1.43 %
Trouble cleared	2	1.43 %
Access	1	0.71 %
Bad Cable Pair	1	0.71 %
Bad card	1	0.71 %
Bad Jumper	1	0.71 %
Bad Len	1	0.71 %
Billing Error	1	0.71 %
CO Features	1	0.71 %
Customer Request	1	0.71 %
Maintenance Complete	1	0.71 %
Malfunction	1	0.71 %
No Trouble	1	0.71 %
Outage	1	0.71 %
Profile Change	1	0.71 %
Reboot	1	0.71 %
Software	1	0.71 %
VMX	1	0.71 %

Call Center Tickets Received from Education During the Reporting Period

Calls Received by School

School Name	Call Count	Percentage
Dewitt Elementary School	33	1.37 %
Edgewood Elementary School	19	0.79 %
Blytheville Charter Schools and ALC	18	0.75 %
Calico Rock High School	17	0.70 %
Broadmoor Elementary School	16	0.66 %
School for the Deaf Admin Office	15	0.62 %
Huntsville School District Admin Office	14	0.58 %
Magnolia School District Admin Office	14	0.58 %
White Co. Central School Dist. Admin Office	14	0.58 %
Academic Plus Charter School	13	0.54 %
Magazine School District Admin Office	13	0.54 %
Batesville School District Admin Office	12	0.50 %
DeQueen High School	12	0.50 %
Sixth Grade Annex and Technology Building	12	0.50 %
Helena West Helena School Dist. Admin Office	11	0.46 %
West Memphis School District Admin Office	11	0.46 %
Wickes School District Admin Office	11	0.46 %
Ashdown High School	10	0.41 %
Lakeside School District Admin Office	10	0.41 %
Marion School District Admin Office	10	0.41 %
North Little Rock School District Admin Office	10	0.41 %
Pine Bluff School District Admin Office	10	0.41 %
Trumann School District Admin Office	10	0.41 %
Wonderview School District Admin Office	10	0.41 %
Acorn High School	9	0.37 %
Cedarville School District Admin Office	9	0.37 %
Centerpoint High School	9	0.37 %
Central Elementary School	9	0.37 %
Ozarks Unlimited Resource Cooperative	9	0.37 %
School for the Blind Admin Office	9	0.37 %
Centerpoint Primary School	8	0.33 %
Dewitt School District Admin Office	8	0.33 %
Dierks High School	8	0.33 %
El Dorado High School	8	0.33 %
McGehee High School	8	0.33 %
Newport School District Admin Office	8	0.33 %
Oak Ridge Central High School	8	0.33 %
Oden High School	8	0.33 %
Smackover High School	8	0.33 %

Calls Received by School

School Name	Call Count	Percentage
So. Miss County Elementary at Wilson	8	0.33 %
Arkansas Correctional School Admin Office	7	0.29 %
Blytheville School District Admin Office	7	0.29 %
Centerpoint Intermediate School	7	0.29 %
DeWitt Middle School	7	0.29 %
Forrest City School District Admin Office	7	0.29 %
Junction City School District Admin Office	7	0.29 %
Lakeside High School	7	0.29 %
Lincoln High School	7	0.29 %
Magnet Cove High School	7	0.29 %
Magnolia Jr. High School	7	0.29 %
Mountain Home High School	7	0.29 %
Mountain View School District Admin Office	7	0.29 %
Paragould High School	7	0.29 %
Rogers School District Admin Office	7	0.29 %
Rose Bud High School	7	0.29 %
Strong High School	7	0.29 %
Washington Middle School	7	0.29 %
West Fork School District Admin Office	7	0.29 %
Wonderview High School	7	0.29 %
Yellville-Summit School Dist. Admin Office	7	0.29 %
Arkansas River Education Coop	6	0.25 %
Bayou Meto Elementary School	6	0.25 %
Benton County School of the Arts Admin Office	6	0.25 %
Bergman High School	6	0.25 %
Berryville School District Admin Office	6	0.25 %
Camden Fairview Middle	6	0.25 %
Camden Fairview School District Admin Office	6	0.25 %
Cedar Ridge School District Admin Office	6	0.25 %
Clarendon Elementary School	6	0.25 %
Clinton School District Admin Office	6	0.25 %
Corning High School	6	0.25 %
Delight High School	6	0.25 %
Dover School District Admin Office	6	0.25 %
El Dorado School Dist Admin Office	6	0.25 %
El Dorado Technology and Food Service Center	6	0.25 %
Eureka Springs School District Admin Office	6	0.25 %
Foreman High School	6	0.25 %
Fountain Lake School District Admin Office	6	0.25 %
Hope School District Admin Office	6	0.25 %
Horatio School District Admin Office	6	0.25 %
Hoxie School District Admin Office	6	0.25 %
Kipp Delta Preparatory Middle School	6	0.25 %
Lockesburg Elementary School	6	0.25 %

Calls Received by School

School Name	Call Count	Percentage
Mansfield High School	6	0.25 %
Mansfield School District Admin Office	6	0.25 %
McCrary High School	6	0.25 %
Mount Vernon/Enola High School	6	0.25 %
North Little Rock Admin. Annex	6	0.25 %
Northwest Arkansas Education Service Coop	6	0.25 %
Ozark Mountain School District Admin Office	6	0.25 %
Pine Bluff School District Administration Annex	6	0.25 %
Quitman High School	6	0.25 %
Riverside School District Admin Office	6	0.25 %
Rural Special High School	6	0.25 %
So. Miss County Elementary at Luxora	6	0.25 %
Strong-Huttig School District Admin Office	6	0.25 %
Taylor Elementary School	6	0.25 %
Taylor High School	6	0.25 %
Van Cove High School	6	0.25 %
Viola High School	6	0.25 %
Warren School District Admin Office	6	0.25 %
West Memphis High School	6	0.25 %
Westside School District Admin Office	6	0.25 %
Wilbur D. Mills Education Service Cooperative	6	0.25 %
Alpena High School	5	0.21 %
Blytheville Primary School	5	0.21 %
Bradford School District Admin Office	5	0.21 %
Cabot Academic Center of Excellence	5	0.21 %
Cedarville Middle School	5	0.21 %
Covenant Keepers College Prep. Charter School	5	0.21 %
Cutter-Morning Star Sch. Dist. Admin Office	5	0.21 %
Decatur High School	5	0.21 %
Deer High School	5	0.21 %
DeQueen School District Admin Office	5	0.21 %
DeWitt High School	5	0.21 %
Dreamland Academy of Performing and Comm. Arts	5	0.21 %
Drew Central High School	5	0.21 %
Eagle Mountain Magnet School	5	0.21 %
Earle High School	5	0.21 %
Emmett High School	5	0.21 %
Fayetteville School District Admin Office	5	0.21 %
Fuller Annex	5	0.21 %
Greenville Elementary School	5	0.21 %
Hamburg High School	5	0.21 %
Hamburg School District Admin Office	5	0.21 %
Harmony Grove School District Admin Office	5	0.21 %
Harrisburg Elementary School	5	0.21 %

Calls Received by School

School Name	Call Count	Percentage
Hope High School	5	0.21 %
Jasper School District Admin Office	5	0.21 %
Lead Hill High School	5	0.21 %
Lockesburg High School	5	0.21 %
Malvern School District Admin Office	5	0.21 %
Manila School District Admin Office	5	0.21 %
Marshall High School	5	0.21 %
Marvell High School	5	0.21 %
Miller Junior High School	5	0.21 %
Monticello School District Admin Office	5	0.21 %
Mountain Pine High School	5	0.21 %
Mount Ida High School	5	0.21 %
Mt. Judea High School	5	0.21 %
Oaklawn Magnet School	5	0.21 %
Omaha School District Admin Office	5	0.21 %
Ouachita High School	5	0.21 %
Ozark School District Admin Office	5	0.21 %
Palestine-Wheatley Senior High	5	0.21 %
Pottsville Elementary School	5	0.21 %
Poyen High School	5	0.21 %
Poyen School District Admin Office	5	0.21 %
South Central Arkansas Education Cooperative	5	0.21 %
Southeast Service Coop	5	0.21 %
South Side High School	5	0.21 %
Southside School District Admin Office	5	0.21 %
Timbo High School	5	0.21 %
Umpire High School	5	0.21 %
Waldron High School	5	0.21 %
Walker Pre-Kindergarten Center	5	0.21 %
Western Grove High School	5	0.21 %
White Hall High School	5	0.21 %
Bauxite School District Admin Office	4	0.17 %
Benton Middle School	4	0.17 %
Blevins High School	4	0.17 %
Blytheville School Administration Service Center	4	0.17 %
Bradford High School	4	0.17 %
Bruno-Pyatt High School	4	0.17 %
Caddo Hills School District Admin Office	4	0.17 %
Camden Fairview Intermediate School	4	0.17 %
Clarendon High School	4	0.17 %
Clarendon School District Admin Office	4	0.17 %
Clarksville Primary School	4	0.17 %
Clarksville School District Admin Office	4	0.17 %
Coleman Elementary School	4	0.17 %

Calls Received by School

School Name	Call Count	Percentage
Conway High West	4	0.17 %
Conway School District Admin Office	4	0.17 %
Cord Charlotte High School	4	0.17 %
Cotter High School	4	0.17 %
Crossett High School	4	0.17 %
DeQueen/Mena Education Coop	4	0.17 %
Dermott School District Admin Office	4	0.17 %
Des Arc Elementary School	4	0.17 %
Dollarway High School	4	0.17 %
Dollarway Middle School	4	0.17 %
Dumas High School	4	0.17 %
Dumas School District Admin Office	4	0.17 %
Earle School District Admin Office	4	0.17 %
East Poinsett Co. School Dist. Admin Office	4	0.17 %
Eastside Primary School	4	0.17 %
Elkins High School	4	0.17 %
Elkins School District Admin Office	4	0.17 %
England School District Admin Office	4	0.17 %
E-STEM Public Charter Schools, Inc.-Central Office	4	0.17 %
Eudora Elementary	4	0.17 %
Farmington School District Admin Office	4	0.17 %
Flippin High School	4	0.17 %
Fordyce High School	4	0.17 %
Fordyce School District Admin Office	4	0.17 %
Gifford Kindergarten	4	0.17 %
Great Rivers Educational Coop	4	0.17 %
Guy-Perkins High School	4	0.17 %
Hector School District Admin Office	4	0.17 %
Hermitage High School	4	0.17 %
Hot Springs High School	4	0.17 %
Hugh Goodwin Elementary School	4	0.17 %
Jack Robey Junior High School	4	0.17 %
Jessieville School District Admin Office	4	0.17 %
Junction City High School	4	0.17 %
Kirby High School	4	0.17 %
Lafayette County High School	4	0.17 %
Lafayette County School District Federal Programs	4	0.17 %
Lakeside Alternative Learning Center	4	0.17 %
Lamar High School	4	0.17 %
Lawrence County School District Admin Office	4	0.17 %
Lisa Academy	4	0.17 %
Magnolia High School	4	0.17 %
Manila High School and Jr High (see comments)	4	0.17 %
Marshall Elementary School	4	0.17 %

Calls Received by School

School Name	Call Count	Percentage
Marvell School District Admin Office	4	0.17 %
Mayflower Middle School	4	0.17 %
McGehee Elementary School	4	0.17 %
Mena Middle School (Moved into Hatfield Elementary	4	0.17 %
Mountain View High School	4	0.17 %
Norfolk School District Admin Office	4	0.17 %
Norphlet High School	4	0.17 %
North Central Arkansas Education Coop	4	0.17 %
North Little Rock High School-East Campus	4	0.17 %
Paragould School District Admin Office	4	0.17 %
Paris School District Admin Office	4	0.17 %
Perryville School District Admin Office	4	0.17 %
Prescott School District Admin Office	4	0.17 %
Quitman School District Admin Office	4	0.17 %
Rector High School	4	0.17 %
Rivercrest High School	4	0.17 %
Rose Bud School District Admin Office	4	0.17 %
School for Math and Sciences-Dorms/Distance Learni	4	0.17 %
Sheridan High School	4	0.17 %
So. Miss County School Dist Admin Office	4	0.17 %
Southside High School	4	0.17 %
Springdale School District Admin Office	4	0.17 %
Texarkana School District Admin Office	4	0.17 %
Thirty-Fourth Avenue Elementary School	4	0.17 %
Townsend Park Elementary School	4	0.17 %
Turrell Elementary School	4	0.17 %
Union Elementary and Middle School	4	0.17 %
Valley Springs High School	4	0.17 %
Valley View High School	4	0.17 %
Vilonia High School	4	0.17 %
Warren High School	4	0.17 %
West Woods Center	4	0.17 %
Wynne High School	4	0.17 %
Yocum Elementary School	4	0.17 %
Arch Ford Education Service Coop	3	0.12 %
Armored School District Admin Office	3	0.12 %
Ashdown School District Admin Office	3	0.12 %
Augusta School District Administration Office	3	0.12 %
Bald Knob Middle School	3	0.12 %
Barton Junior High School	3	0.12 %
Bauxite High School	3	0.12 %
Bay High School	3	0.12 %
Bay School District Admin Office	3	0.12 %
Bearden School District Admin Office	3	0.12 %

Calls Received by School

School Name	Call Count	Percentage
Bradley School District Admin Office	3	0.12 %
Bryant School District Admin Office	3	0.12 %
Caddo Hills High School	3	0.12 %
Calico Rock Elementary School	3	0.12 %
Camden Fairview High School	3	0.12 %
Cave City School District Admin Office	3	0.12 %
Charleston School District Admin Office	3	0.12 %
Concord High School	3	0.12 %
Crossett School District Admin Office	3	0.12 %
Deer/Mt. Judea School District Admin Office	3	0.12 %
Delight School District Admin Office	3	0.12 %
DeQueen Middle School	3	0.12 %
Des Arc High School	3	0.12 %
Dollarway School District Admin Office	3	0.12 %
Drew County Schools Transportation	3	0.12 %
Eagle Heights Elementary School	3	0.12 %
East End Intermediate School	3	0.12 %
East Junior High School	3	0.12 %
East-West Elementary School East Campus	3	0.12 %
Emerson High School	3	0.12 %
E-STEM High Public Charter	3	0.12 %
First Ward Learning Center	3	0.12 %
Foreman School District Admin Office	3	0.12 %
Forrest City High School	3	0.12 %
Forrest Park Pre-K School	3	0.12 %
Genoa Central School District Admin Office	3	0.12 %
Gentry School District Admin Office	3	0.12 %
Gravette High School	3	0.12 %
Gravette School District Admin Office	3	0.12 %
Gravette Upper Elementary	3	0.12 %
Greenbrier High School	3	0.12 %
Green Forest High School	3	0.12 %
Greenwood School District Admin Office	3	0.12 %
Gurdon High School	3	0.12 %
Harrisburg Middle School	3	0.12 %
Harrison School District Admin Office	3	0.12 %
Hope Academy	3	0.12 %
Horatio High School	3	0.12 %
Hot Springs School District Admin Office	3	0.12 %
Hughes School District Admin Office	3	0.12 %
Jacksonville Lighthouse Charter School	3	0.12 %
Jasper High School	3	0.12 %
Joe T. Robinson Elementary School	3	0.12 %
Jonesboro School District Admin Office	3	0.12 %

Calls Received by School

School Name	Call Count	Percentage
Kipp Delta College Admin Office	3	0.12 %
Kirby School District Admin Office	3	0.12 %
Lamar School District Admin Office	3	0.12 %
Lavaca High School	3	0.12 %
Leslie High School	3	0.12 %
Magnet Cove School Dist. Admin Office	3	0.12 %
Malvern High School	3	0.12 %
Malvern Junior High School	3	0.12 %
Marked Tree School District Admin Office	3	0.12 %
Marmaduke School District Admin Office	3	0.12 %
Martin Elementary School	3	0.12 %
Marvell Primary School	3	0.12 %
Matthews Elementary School	3	0.12 %
Midland Elementary School	3	0.12 %
Mildred Jackson Elementary School	3	0.12 %
Monticello Boot Camp Alternative School	3	0.12 %
Monticello High School	3	0.12 %
Mountain Home School District Admin Office	3	0.12 %
Mount Ida Elementary School	3	0.12 %
Mount Ida School District Admin Office	3	0.12 %
Murfreesboro High School	3	0.12 %
Murmil Heights Education Center	3	0.12 %
Nashville High School	3	0.12 %
Nashville Junior High School	3	0.12 %
Nevada School District Admin Office	3	0.12 %
Noble Lower Elementary School	3	0.12 %
Oark High School	3	0.12 %
Oscar Hamilton Elementary School	3	0.12 %
Osceola High School	3	0.12 %
Osceola Middle School	3	0.12 %
Ouachita River School District Admin Office	3	0.12 %
Paris High School	3	0.12 %
Parkers Chapel High School	3	0.12 %
Park Hill Elementary School	3	0.12 %
Pine Bluff High School	3	0.12 %
Rison Elementary School	3	0.12 %
Searcy County School District Admin Office	3	0.12 %
Siloam Springs High School	3	0.12 %
Smackover School District Admin Office	3	0.12 %
So. Miss. County Elementary at Keiser	3	0.12 %
South Conway County School District Admin Office	3	0.12 %
Star City School District Admin Office	3	0.12 %
Stephens Elementary School	3	0.12 %
Stephens High School (DO NOT USE)	3	0.12 %

Calls Received by School

School Name	Call Count	Percentage
Stuttgart School District Admin Office	3	0.12 %
Sulphur Rock Magnet	3	0.12 %
Thomas C. Brunson Elementary School	3	0.12 %
Tuckerman High School	3	0.12 %
Turrell High School	3	0.12 %
Two Rivers High School	3	0.12 %
Two Rivers School District Admin Office	3	0.12 %
Vilonia Middle School	3	0.12 %
Watson Chapel High School	3	0.12 %
West Fork High School	3	0.12 %
Westside Cons. School District Admin Office	3	0.12 %
Westside Elementary School	3	0.12 %
Westside High School	3	0.12 %
White Co. Central High School	3	0.12 %
White Hall School District Admin Office	3	0.12 %
Williford High School	3	0.12 %
Wilmot Elementary School	3	0.12 %
Woodlawn School District Admin Office	3	0.12 %
Academics Plus Admin Office	2	0.08 %
Alma Spikes Elementary School	2	0.08 %
Alpena School District Admin Office	2	0.08 %
Alternative Learning Center	2	0.08 %
Arkadelphia School District Admin Office	2	0.08 %
Arkansas Virtual Academy	2	0.08 %
Ashdown Junior High School	2	0.08 %
Ashdown Technology Center	2	0.08 %
Atkins High School	2	0.08 %
Atkins School District Admin Office	2	0.08 %
Bates Elementary School	2	0.08 %
Bearden High School	2	0.08 %
Bearden Middle School	2	0.08 %
Beech Crest Elementary School	2	0.08 %
Belair Middle School	2	0.08 %
Bigelow High School	2	0.08 %
Bismarck School District Admin Office	2	0.08 %
Blevins School District Admin Office	2	0.08 %
Blytheville Intermediate School	2	0.08 %
Booneville School District Admin Office	2	0.08 %
Boston Mountain Education Center	2	0.08 %
Bradley High School	2	0.08 %
Brookland High School	2	0.08 %
Brookland School District Admin Office	2	0.08 %
Brown Elementary School	2	0.08 %
Carlisle High School	2	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Carlisle School District Admin Office	2	0.08 %
Cave City High School	2	0.08 %
Cave City Middle School	2	0.08 %
C. D. Franks Elementary School	2	0.08 %
Cedarville High School	2	0.08 %
Centerpoint School District Admin Office	2	0.08 %
Central High School	2	0.08 %
Charleston High School	2	0.08 %
City Park Alternative School	2	0.08 %
Cleveland County School District Admin Office	2	0.08 %
Concord School District Admin Office	2	0.08 %
Cotton Plant Elementary School	2	0.08 %
County Line High School	2	0.08 %
Cross County High School	2	0.08 %
Cross County School District Admin Office	2	0.08 %
Crossett Elementary	2	0.08 %
Crossett Pre-K and Tutorial Center	2	0.08 %
Cutter-Morning Star High Sch.	2	0.08 %
Danville School District Admin Office	2	0.08 %
Dreamland Academy District	2	0.08 %
Dumas Junior High School	2	0.08 %
Earle Elementary School	2	0.08 %
East-West Elem. School - West Campus	2	0.08 %
El Dorado Admin - Special Ed - Carver Building	2	0.08 %
Emerson-Taylor School District Admin Office	2	0.08 %
Eureka Springs High School	2	0.08 %
Evening Shade High School (see comments)	2	0.08 %
Fairview Elementary School	2	0.08 %
Flippin School District Admin Office	2	0.08 %
Forrest City Jr. High	2	0.08 %
Forrest Park Elementary School (DO NOT USE)	2	0.08 %
Fort Smith School District Admin Office	2	0.08 %
Fouke Middle School	2	0.08 %
Fouke School District Admin Office	2	0.08 %
Fountain Hill Elem. School (DO NOT USE)	2	0.08 %
Gandy Elementary School	2	0.08 %
Glen Rose High School	2	0.08 %
Glen Rose School District Admin Office	2	0.08 %
Greenbrier School District Admin Office	2	0.08 %
Greene County Tech High School	2	0.08 %
Greenland School District Admin Office	2	0.08 %
Gurdon School District Admin Office	2	0.08 %
Hackett High School	2	0.08 %
Hampton High School	2	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Harrisburg School District Admin Office	2	0.08 %
Hartford High School	2	0.08 %
Hazen High School	2	0.08 %
Hazen School District Admin Office	2	0.08 %
Heber Springs School District Admin Office	2	0.08 %
Hector High School	2	0.08 %
Hillcrest Junior/Senior High School	2	0.08 %
Hillcrest School District Admin Office	2	0.08 %
Holly Harshman Elementary School	2	0.08 %
Hope Academy Admin	2	0.08 %
Hot Springs Middle School	2	0.08 %
Imboden Area Charter School Admin Office	2	0.08 %
Ivory Primary School	2	0.08 %
Jacksonville Junior High School	2	0.08 %
Jessieville High School	2	0.08 %
Kingsland High School	2	0.08 %
Kipp Delta High School	2	0.08 %
Lafayette County School District Admin Office	2	0.08 %
Lake Hamilton School District Admin Office	2	0.08 %
Lee County High School	2	0.08 %
Lee County School District Admin Office	2	0.08 %
L.F. Henderson Interm. Sch.	2	0.08 %
Lincoln Middle School	2	0.08 %
LISA Academy	2	0.08 %
Little Rock Preparatory Academy	2	0.08 %
Louise Durham Elementary School	2	0.08 %
Lynch Drive Elementary School	2	0.08 %
Margaret Daniels Primary	2	0.08 %
Mayflower Elementary School	2	0.08 %
Melbourne High School	2	0.08 %
Mena High School	2	0.08 %
Mena School District Admin Office	2	0.08 %
Midland School District Admin Office	2	0.08 %
Mineral Springs High School	2	0.08 %
Moody Elementary School	2	0.08 %
Morrilton Senior High School	2	0.08 %
Mount Ida Middle School	2	0.08 %
Nashville School District Admin Office	2	0.08 %
Norfolk High School	2	0.08 %
North Central Career Center	2	0.08 %
Northeast Arkansas Education Coop, Site 1	2	0.08 %
Northwest Elementary School	2	0.08 %
Oak Grove Elementary School	2	0.08 %
Oak Grove High School	2	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Oak Park Elementary School	2	0.08 %
Ola High School	2	0.08 %
Ozark High School	2	0.08 %
Pangburn School District Admin Office	2	0.08 %
Paris Middle School	2	0.08 %
Parkers Chapel School Dist. Admin Office	2	0.08 %
Park Hill Preschool	2	0.08 %
Phillips/Monroe Special Coop.	2	0.08 %
Piggott Elementary School	2	0.08 %
Pine Haven Elementary School	2	0.08 %
Plainview-Rover High School	2	0.08 %
Pocahontas School District Admin Office	2	0.08 %
Portland Elementary School	2	0.08 %
Pottsville Junior High	2	0.08 %
Prairie Grove School District Admin Office	2	0.08 %
RECTOR SCHOOL DISTRICT Admin Office	2	0.08 %
Reed Elementary School	2	0.08 %
Retta Brown Elementary School	2	0.08 %
Ridgeroad Charter Middle School	2	0.08 %
Riverview School District Admin Office	2	0.08 %
Robinson Middle School	2	0.08 %
Russellville School District Admin Office	2	0.08 %
Scranton High School	2	0.08 %
S.C. Tucker Elementary School	2	0.08 %
Sheridan School District Admin Office	2	0.08 %
Shirley School District Admin Office	2	0.08 %
Sloan-Hendrix School Dist. Admin Office	2	0.08 %
Southeast Junior High School	2	0.08 %
Southwood Elementary School	2	0.08 %
Sparkman High School	2	0.08 %
Stephens School District Admin Office	2	0.08 %
Stewart Elementary School	2	0.08 %
Stuttgart High School	2	0.08 %
Sylvan Hills Elementary School	2	0.08 %
TAC House	2	0.08 %
Townsend Park North Elementary School (DO NOT USE)	2	0.08 %
Trumann High School	2	0.08 %
Valley Springs School District Admin Office	2	0.08 %
Valley View Elementary School	2	0.08 %
Valley View Jr. High	2	0.08 %
Valley View School District Admin Office	2	0.08 %
Van Cove Elementary School	2	0.08 %
Vilonia School District Admin Office	2	0.08 %
West Elementary School	2	0.08 %

Calls Received by School

School Name	Call Count	Percentage
Western Arkansas Coop	2	0.08 %
Western Yell Co. School Dist. Admin Office	2	0.08 %
West Side School District Admin Office	2	0.08 %
White Hall Administration Technical Shop	2	0.08 %
White Hall Junior High School	2	0.08 %
Wickes Elementary School	2	0.08 %
Wonder Junior High School	2	0.08 %
Woodlawn High School	2	0.08 %
W. T. Cheney Elementary School	2	0.08 %
Wynne Intermediate School	2	0.08 %
Wynne School District Admin Office	2	0.08 %
Yellville-Summit High School	2	0.08 %
Academic Center of Excellence	1	0.04 %
Acorn Elementary School	1	0.04 %
Alma Alternative School	1	0.04 %
Argenta Academy	1	0.04 %
Arkadelphia High School	1	0.04 %
Arkansas High School	1	0.04 %
Ashdown Alternative School	1	0.04 %
Atkins Elementary School	1	0.04 %
Augusta High School	1	0.04 %
Baker Interdistrict Elementary School	1	0.04 %
Bald Knob School District Admin Office	1	0.04 %
Barton Elementary School	1	0.04 %
Barton High School	1	0.04 %
Beebe High School	1	0.04 %
Beebe Middle School	1	0.04 %
Beebe Primary/ Elementary School	1	0.04 %
Benton County School of the Arts High School	1	0.04 %
Benton High School	1	0.04 %
Benton Junior High School	1	0.04 %
Benton School District Admin Office	1	0.04 %
Beryl Henry Upper Elementary School	1	0.04 %
Bismarck Middle School	1	0.04 %
Black Rock High School	1	0.04 %
Blevins Elementary School	1	0.04 %
Blytheville High School	1	0.04 %
Blytheville Middle School	1	0.04 %
Boone Park Elementary School	1	0.04 %
Booneville Elementary	1	0.04 %
Booneville High School	1	0.04 %
Boston Mountain Ed. Coop	1	0.04 %
Bright Star Elementary School	1	0.04 %
Bryant High School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Bryant Middle School	1	0.04 %
Buffalo Island Central Highschool	1	0.04 %
Buffalo Island Central Junior High School	1	0.04 %
Buffalo Island Central School Dist. Admin Office	1	0.04 %
Buffalo Island Central West Elementary	1	0.04 %
Cabot School District Admin Office	1	0.04 %
Caddo Hills Elementary School	1	0.04 %
Carlisle Elementary 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 %
Clarksville High School	1	0.04 %
Clinton Middle School	1	0.04 %
Conway Career Center	1	0.04 %
Cord Charlotte High School (DO NOT USE)	1	0.04 %
Corning School District Admin Office	1	0.04 %
County Line School District Admin Office	1	0.04 %
Cross County Elementary	1	0.04 %
Crossett Middle School	1	0.04 %
CROWLEYS RIDGE COOP Special Ed.	1	0.04 %
Crystal Hill Elementary	1	0.04 %
Dardanelle High School	1	0.04 %
Dawson Education Service Coop	1	0.04 %
Decatur Northside Elementary School	1	0.04 %
DeQueen Elementary School	1	0.04 %
DeQueen Primary	1	0.04 %
Dierks School District Admin Office	1	0.04 %
Dover High School	1	0.04 %
Dover Middle School	1	0.04 %
Drew Central School District Admin Office	1	0.04 %
Dunbar Middle School	1	0.04 %
East End School District Admin Office	1	0.04 %
East Poinsett Co. High School	1	0.04 %
Elgin B. Milton Elem. School	1	0.04 %
Emmett Elementary School	1	0.04 %
E-STEM Elementary Public School	1	0.04 %
E-STEM Middle Public School	1	0.04 %
Eureka Springs Elem. School	1	0.04 %
Eureka Springs Middle School	1	0.04 %
Farmington High School	1	0.04 %
Flippin Middle School	1	0.04 %
Fordyce Middle School	1	0.04 %
Forest Heights Elementary School	1	0.04 %
Fouke Elementary School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Fox Meadow Elementary	1	0.04 %
Gardner Magnet School	1	0.04 %
Gardner-Strong Elementary School	1	0.04 %
Garfield Elementary School	1	0.04 %
Garland Alternative School	1	0.04 %
Gary E. Cobb Middle School	1	0.04 %
Genoa Central High School	1	0.04 %
Gentry High School	1	0.04 %
Gillett Annex Building - Old High School Building	1	0.04 %
Gosnell Elementary School	1	0.04 %
Greene County Tech School Dist. Admin Office	1	0.04 %
Greenland High School	1	0.04 %
Hampton School District Admin Office	1	0.04 %
Harmony Grove High School	1	0.04 %
Harrisburg High School	1	0.04 %
Hartford School District Admin Office	1	0.04 %
Helena Alternative School	1	0.04 %
Hermitage School District Admin Office	1	0.04 %
Hoxie Elementary School	1	0.04 %
Hoxie High School	1	0.04 %
Hughes High School	1	0.04 %
Huntsville High School	1	0.04 %
Huntsville Intermediate School	1	0.04 %
Indian Hills Elementary School	1	0.04 %
Izard Co. Cons. Elem. School	1	0.04 %
Izard Co. Cons. High School	1	0.04 %
Izard Co. Cons. School Dist. Admin Office	1	0.04 %
Jackson County School District Admin Office	1	0.04 %
Jacksonville High School	1	0.04 %
Jacksonville Middle School	1	0.04 %
Jerry "Pops" Williams Elementary	1	0.04 %
Jessieville Alternative/Excel School (SeeComments)	1	0.04 %
Jessieville Middle School	1	0.04 %
J.F. Wahl Elementary School	1	0.04 %
Joe T. Robinson High School	1	0.04 %
Kingston Elementary School	1	0.04 %
Kipp Delta Elementary Literacy	1	0.04 %
Kirby Elementary School	1	0.04 %
Lake Hamilton Primary School	1	0.04 %
Lakewood Middle School	1	0.04 %
Langston Magnet School	1	0.04 %
Lawson Elementary School	1	0.04 %
Lee County School District Alt.Learning Environ	1	0.04 %
Little Rock School District Admin Office	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Lonoke High School	1	0.04 %
Lonoke Middle School	1	0.04 %
Lonoke Primary School	1	0.04 %
Lonoke School District Admin Office	1	0.04 %
Lonoke Schools Career Center	1	0.04 %
Maddux Elementary School	1	0.04 %
Magazine Elementary School	1	0.04 %
Magnet Cove Elementary School	1	0.04 %
Malvern Special Educaton Office	1	0.04 %
Mammoth Spring School District Admin Office	1	0.04 %
Marion School District Alternative School	1	0.04 %
Marked Tree High School	1	0.04 %
Maynard High School	1	0.04 %
McCrary School District Admin Office	1	0.04 %
McGehee School District Admin Office	1	0.04 %
Meekins Middle School	1	0.04 %
Melbourne School District Admin Office	1	0.04 %
Midland High School	1	0.04 %
Mineral Springs School Dist. Admin Office	1	0.04 %
Morrilton Elementary School	1	0.04 %
Morrilton Jr. High School (DO NOT USE)	1	0.04 %
Morrilton Primary School	1	0.04 %
Mountainburg Elementary School	1	0.04 %
Mount Vernon/Enola School Dist. Admin Office	1	0.04 %
Mt. Vernon/Enola Elem. School	1	0.04 %
Mulberry High School	1	0.04 %
Murrell Taylor Elementary School	1	0.04 %
Nashville Alternative School	1	0.04 %
Nashville Elementary School	1	0.04 %
Nashville Primary School	1	0.04 %
Nemo Vista Elementary School	1	0.04 %
Nemo Vista School District Admin Office	1	0.04 %
Nettleton High School	1	0.04 %
Nettleton School District Admin Office	1	0.04 %
Norfolk Elementary School	1	0.04 %
Norphlet School District Admin Office	1	0.04 %
North Central Vocational Center (Clinton)	1	0.04 %
Northeast Arkansas Ed. Coop, Site 2 (DO NOT USE)	1	0.04 %
North Little Rock High School-West Campus	1	0.04 %
Oak Grove Middle School	1	0.04 %
Ozark Middle School	1	0.04 %
Palestine-Wheatley School Disrict Admin Office	1	0.04 %
Pangburn High School	1	0.04 %
Park Elementary School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
Pea Ridge High School	1	0.04 %
Pea Ridge Middle School	1	0.04 %
Pea Ridge School District Admin Office	1	0.04 %
Perryville High School	1	0.04 %
Piggott High School	1	0.04 %
Piggott School District Admin Office	1	0.04 %
Pinewood Elementary School	1	0.04 %
Pottsville High School	1	0.04 %
Pottsville School District Admin Office	1	0.04 %
Pulaski Co. Special School District Admin	1	0.04 %
Pulaski County Special School Dist. Transportation	1	0.04 %
Redwood Pre-School	1	0.04 %
Rison High School	1	0.04 %
Rivercrest Junior High	1	0.04 %
Riverside High School	1	0.04 %
Riverside Jr. High School	1	0.04 %
Riverside West Elementary School	1	0.04 %
Rogers High School	1	0.04 %
Rogers Professional Dev. and Technology Center	1	0.04 %
Rose Bud Elementary School	1	0.04 %
Russellville 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 Blind High School	1	0.04 %
School for the Deaf Elem.	1	0.04 %
School of Excellence	1	0.04 %
Scott Elementary School	1	0.04 %
Scranton Elementary School	1	0.04 %
Scranton School District Admin Office	1	0.04 %
Searcy School District Admin Office	1	0.04 %
Sheridan Elementary School	1	0.04 %
Sheridan Intermediate School	1	0.04 %
Sheridan Middle School	1	0.04 %
Shirley High School	1	0.04 %
Siloam Springs School District Admin Office	1	0.04 %
Sloan-Hendrix High School	1	0.04 %
Southwest Arkansas Education Coop	1	0.04 %
Southwest Arkansas Migrant Education Coop.	1	0.04 %
Southwest Junior High School	1	0.04 %
Spring Hill Elementary School	1	0.04 %
Spring Hill School District Admin Office	1	0.04 %
Star City Middle School	1	0.04 %
Stephens High School	1	0.04 %

Calls Received by School

School Name	Call Count	Percentage
St. Joe High School	1	0.04 %
St Paul High School	1	0.04 %
Texarkana Schools Food Service	1	0.04 %
Turrell School District Admin Office	1	0.04 %
Twin Rivers School District Admin Office	1	0.04 %
Van Buren High School	1	0.04 %
Van Buren School District Admin Office	1	0.04 %
Vilonia Junior High School	1	0.04 %
Viola School District Admin Office	1	0.04 %
Waldron Elementary School	1	0.04 %
Warren Middle School	1	0.04 %
Watson Primary School	1	0.04 %
Wedlock Elementary School	1	0.04 %
Weiner School District Admin Office	1	0.04 %
Western Yell Co. High School	1	0.04 %
West Junior High School	1	0.04 %
WEST MEMPHIS CAFETERIA	1	0.04 %
White Hall ROTC	1	0.04 %
Wilson Intermediate School	1	0.04 %
Wonderview Elementary School	1	0.04 %
Woodrow Wilson Elem. School	1	0.04 %
Wynne Junior High School	1	0.04 %
Yerger Junior High School	1	0.04 %
All Schools	2,416	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	837	34.64 %
APSCN	722	29.88 %
Security	628	25.99 %
Auto ticket	59	2.44 %
Email	38	1.57 %
Information	31	1.28 %
Hardware	21	0.87 %
Telecomm	17	0.70 %
UNIX	16	0.66 %
Billing	15	0.62 %
Circuit Orders	14	0.58 %
Network	10	0.41 %
Software Appl.	5	0.21 %
Internet	2	0.08 %
Configuration (not for DIS)	1	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	563	24.79 %
MISC	469	20.65 %
MARS Stage 1	323	14.22 %
Configuration	137	6.03 %
Printer Error	108	4.76 %
information	115	5.06 %
Access	59	2.60 %
User Request	45	1.98 %
LAN Problem	38	1.67 %
Password	40	1.76 %
Trouble cleared	32	1.41 %
Password-Reset	33	1.45 %
Alarm Clear after Outage	23	1.01 %
Account Cleanup	16	0.70 %
Hardware	16	0.70 %
Bad Cable Pair	15	0.66 %
User error	14	0.62 %
Outage	14	0.62 %
Corrupt/Missing	13	0.57 %
False Positive	13	0.57 %
Duplicate Ticket	12	0.53 %
HW Failure	11	0.48 %
Service Request	11	0.48 %
Circuit order/install	6	0.26 %
Configuration Error	8	0.35 %
DNS Change	10	0.44 %
Duplicate Call	10	0.44 %
No TroubleFound	10	0.44 %
New Equip	7	0.31 %
Reboot	9	0.40 %
Virus	9	0.40 %
Traffic	8	0.35 %
Bad Cable	5	0.22 %
Connection Fail	5	0.22 %
File Transfer	5	0.22 %
HW Malfunction	4	0.18 %
Replaced card	4	0.18 %
Resources	4	0.18 %
Unplugged	4	0.18 %
Circuit Failure	3	0.13 %
Maintenance Complete	3	0.13 %
No Trouble	3	0.13 %
Software	3	0.13 %
ViolationsClear	3	0.13 %

Calls Closed by Cause

Cause	Call Count	Percentage
Billing Error	2	0.09 %
DNS Problems	1	0.04 %
Inquiry	2	0.09 %
Internet	2	0.09 %
Network Down	2	0.09 %
Security	2	0.09 %
Site Up At Testing	2	0.09 %
Bad card	1	0.04 %
Bad Cord	1	0.04 %
Bad Telephone	1	0.04 %
Cut over to spare	1	0.04 %
Database	1	0.04 %
Disk Space	1	0.04 %
OS Problems	1	0.04 %
Patched to spare	1	0.04 %
Routing	1	0.04 %
Scanning	1	0.04 %
Server Down	1	0.04 %
Service Interruption	1	0.04 %
Spoofed IP	1	0.04 %
Switch	1	0.04 %
VMX-reset	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 State University - Beebe	Arkansas State University at Jonesboro Computer Se	80	20.36 %
Arkansas Tech University	Arkansas Technical University	54	13.74 %
Southeast Arkansas College	Southeast Arkansas College	20	5.09 %
University of Central Arkansas	Telecommunications	17	4.33 %
University of Arkansas at Fayetteville	U of A Fayetteville	12	3.05 %
University of Arkansas at Pine Bluff	UAPB Admin	10	2.54 %
Arkansas State University - Beebe	Arkansas State University - Student Network	9	2.29 %
Pulaski Technical College	Pulaski Technical College Saline County Adult Educ	7	1.78 %
Cossatot Technical College	Cossatot Tech.	6	1.53 %
Phillips Community College of the University of Arkansas	Phillips Community College	6	1.53 %
University of Arkansas at Little Rock	Law School	6	1.53 %
University of Arkansas at Little Rock	Reynolds	6	1.53 %
University of Arkansas at Pine Bluff	UAPB Telecommunications	6	1.53 %
Cossatot Technical College	Cossatot Technical College	5	1.27 %
Department of Workforce Education - Crowley's Ridge Technical Institu	Crowleys Ridge Technical Institute	5	1.27 %
University of Arkansas at Little Rock	University Advanceme	5	1.27 %
University of Central Arkansas	Irby Hall	5	1.27 %
Black River Technical College	Black River Technical College	4	1.02 %
Department of Workforce Education - Riverside Vocational Technical Sch	Riverside VoTech	4	1.02 %
University of Arkansas at Little Rock	Stabler Hall	4	1.02 %
University of Arkansas at Little Rock	Student Union	4	1.02 %
University of Central Arkansas	Doyne Health Science	4	1.02 %
Pulaski Technical College	Pulaski Technical College	3	0.76 %
Pulaski Technical College	Saline County Career Center (see comments)	3	0.76 %
Rich Mountain Community College	Rich Mountain Community College	3	0.76 %
Southeast Arkansas College	South East College	3	0.76 %
University of Arkansas at Fayetteville	Garvin Woodland Gardens	3	0.76 %
University of Arkansas at Fayetteville	U of A Fort Smith	3	0.76 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas at Little Rock	Admin North	3	0.76 %
University of Central Arkansas	Physical Plant	3	0.76 %
University of Central Arkansas	Police Department	3	0.76 %
	Harding University	3	0.76 %
	University of Central Arkansas	3	0.76 %
Arkansas State University - Beebe	Arkansas State University at Bald Knob	2	0.51 %
Arkansas State University - Beebe	Arkansas State University at Searcy	2	0.51 %
Mid South Community College (Mid South Technical College)	Mid-South Community College	2	0.51 %
Mississippi County Community College	Arkansas Northeastern College-Crisp Center	2	0.51 %
Mississippi County Community College	Arkansas Northeastern College Main Campus	2	0.51 %
North Arkansas College	North Arkansas College	2	0.51 %
University of Arkansas at Fayetteville	U of A Systems	2	0.51 %
University of Arkansas at Little Rock	Admin South	2	0.51 %
University of Arkansas at Little Rock	Dickinson	2	0.51 %
University of Arkansas at Little Rock	Donaghey Student Cen	2	0.51 %
University of Arkansas at Little Rock	Ross Hall	2	0.51 %
University of Arkansas at Little Rock	UALR	2	0.51 %
University of Arkansas for Medical Sciences	Telcomm Connections for MONIES	2	0.51 %
University of Arkansas for Medical Sciences	Telcommunications	2	0.51 %
University of Central Arkansas	Arkansas Hall	2	0.51 %
University of Central Arkansas	BBA	2	0.51 %
University of Central Arkansas	Brewer-Hegman Conference Center	2	0.51 %
University of Central Arkansas	Buffalo Alumni Hall	2	0.51 %
University of Central Arkansas	Harin Hall	2	0.51 %
University of Central Arkansas	Mashburn	2	0.51 %
University of Central Arkansas	McCastlain	2	0.51 %
University of Central Arkansas	Snow Fine Arts Bldg	2	0.51 %
University of Central Arkansas	Speech Pathology Center	2	0.51 %
University of Central Arkansas	Wingo Hall	2	0.51 %
	Hendrix College	2	0.51 %
Arkansas State University - Mountain Home (Mountain Home Technical Col	Arkansas State University at Mountain Home	1	0.25 %
Crime Information Center	Police Department	1	0.25 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Henderson State University	Henderson State University	1	0.25 %
Northwest Arkansas Community College	Northwest AR Comm	1	0.25 %
University of Arkansas at Little Rock	Business	1	0.25 %
University of Arkansas at Little Rock	Education	1	0.25 %
University of Arkansas at Little Rock	ETAS Bldg	1	0.25 %
University of Arkansas at Little Rock	Finance	1	0.25 %
University of Arkansas at Little Rock	Fine Arts Building	1	0.25 %
University of Arkansas at Little Rock	Larson Hall	1	0.25 %
University of Arkansas at Little Rock	Library	1	0.25 %
University of Arkansas at Little Rock	Mid South Training Academy	1	0.25 %
University of Arkansas at Little Rock	Physical Plant	1	0.25 %
University of Arkansas at Little Rock	Univeristy SB	1	0.25 %
University of Arkansas at Monticello	U of A Monticello	1	0.25 %
University of Arkansas - Community College at Batesville (Gateway Tech	U of A Community College	1	0.25 %
University of Arkansas for Medical Sciences	AHEC Jefferson (see comments)	1	0.25 %
University of Arkansas for Medical Sciences	AHEC Northwest	1	0.25 %
University of Arkansas for Medical Sciences	AHEC South Arkansas	1	0.25 %
University of Central Arkansas	Athletic Tri Plex	1	0.25 %
University of Central Arkansas	Computer Services	1	0.25 %
University of Central Arkansas	Dormitory Service	1	0.25 %
University of Central Arkansas	Farris Center	1	0.25 %
University of Central Arkansas	Housing Maintenance Warehouse	1	0.25 %
University of Central Arkansas	Lewis Science Center	1	0.25 %
University of Central Arkansas	Main Hall	1	0.25 %
University of Central Arkansas	Math/Tech Bldg	1	0.25 %
University of Central Arkansas	New Hall	1	0.25 %
University of Central Arkansas	Reynolds Per Hall	1	0.25 %
University of Central Arkansas	Stanly Russ/MasComm	1	0.25 %
	Philander Smith College - Distance Learning	1	0.25 %
All Higher Education Customers		393	

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	167	42.49 %
Security	136	34.61 %
Connectivity	46	11.70 %
Billing	23	5.85 %
Information	6	1.53 %
Auto ticket	4	1.02 %
UNIX	4	1.02 %
Circuit Orders	2	0.51 %
Software Appl.	2	0.51 %
EOMIS	1	0.25 %
Hardware	1	0.25 %
Network	1	0.25 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	106	27.89 %
MISC	55	14.47 %
Bad Cable Pair	18	4.74 %
False Positive	18	4.74 %
Switch	17	4.47 %
Alarm Cleared	15	3.95 %
Service Request	13	3.42 %
VMX-reset	12	3.16 %
Hardware	11	2.89 %
User Request	11	2.89 %
Bad Cord	9	2.37 %
Bad Telephone	8	2.11 %
information	16	4.21 %
No Trouble	8	2.11 %
Bad Power Supply	6	1.58 %
VMX	6	1.58 %
Billing Error	5	1.32 %
Alarm Clear after Outage	4	1.05 %
CO Features	3	0.79 %
Configuration	3	0.79 %
No TroubleFound	3	0.79 %
Untrained	3	0.79 %
Bad Cable	2	0.53 %
Bad card	2	0.53 %
Bad Jack	2	0.53 %
DNS Change	2	0.53 %
Duplicate ticket	4	1.05 %
Program Phone	2	0.53 %
Reboot	2	0.53 %
Trouble cleared	2	0.53 %
AUTH Code	1	0.26 %
Bad Jumper	1	0.26 %
Bad Len	1	0.26 %
Bad Link	1	0.26 %
Circuit Failure	1	0.26 %
Connection Fail	1	0.26 %
DMarc	1	0.26 %
Fiber Cut	1	0.26 %
HW Failure	1	0.26 %
Unplug/Plug	1	0.26 %
User Error	2	0.53 %

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
Hampton	7	7.78 %
Mount Ida	4	4.44 %
Murfreesboro/Pike County	4	4.44 %
Yellville	4	4.44 %
Arkansas City/Desha County	3	3.33 %
Carroll County Tax Collector	3	3.33 %
District Court of Benton	3	3.33 %
Harrison	3	3.33 %
Lee County	3	3.33 %
Madison	3	3.33 %
Monticello/Drew County	3	3.33 %
Prescott/Nevada County	3	3.33 %
Star City	3	3.33 %
DeQueen/Sevier County	2	2.22 %
Jasper/Newton County	2	2.22 %
Little Rock Community Mental Health (See Comments)	2	2.22 %
Malvern/Hot Spring County	2	2.22 %
Marshall	2	2.22 %
Saline County Offices	2	2.22 %
Van Buren County	2	2.22 %
Warren	2	2.22 %
Arkansas Local Police & Fire Retirement	1	1.11 %
Benton County District Court	1	1.11 %
Benton/Saline County	1	1.11 %
Camden/Ouachita County	1	1.11 %
Chancery	1	1.11 %
Chancery and County	1	1.11 %
City of Haskell	1	1.11 %
Clarendon/Monroe County	1	1.11 %
Conway	1	1.11 %
Danville	1	1.11 %
El Dorado/Union County	1	1.11 %
Fordyce/Dallas County	1	1.11 %
Harrisburg	1	1.11 %
Helena/Phillips County	1	1.11 %
Lake Village	1	1.11 %
Little Rock/Pulaski County	1	1.11 %
Madison County District Court	1	1.11 %
Marion	1	1.11 %

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Medical Center of South Arkansas	1	1.11 %
Melbourne/Izard County	1	1.11 %
Mountain View/Stone County	1	1.11 %
Paragould/Greene County	1	1.11 %
Perryville/Perry County	1	1.11 %
Pine Bluff	1	1.11 %
Saline County District Court - Shannon Hills Depar	1	1.11 %
Sharp County	1	1.11 %
Sheridan	1	1.11 %
St. Francis County	1	1.11 %
All Local Government Customers	90	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	65	72.22 %
Auto ticket	8	8.89 %
Security	5	5.56 %
Billing	3	3.33 %
Telecomm	3	3.33 %
Hardware	2	2.22 %
Information	2	2.22 %
Mainframe Appl.	1	1.11 %
Network	1	1.11 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	49	56.32 %
Misc	16	18.39 %
Trouble cleared	5	5.75 %
information	5	5.75 %
Password-Reset	1	1.15 %
VMX-reset	2	2.30 %
Alarm Clear after Outage	1	1.15 %
Bad Cord	1	1.15 %
Billing Error	1	1.15 %
Hardware	1	1.15 %
Installation Complete	1	1.15 %
Routing	1	1.15 %
Service Request	1	1.15 %
Unplugged	1	1.15 %
User error	1	1.15 %

Call Center Tickets Received from Libraries

During the Reporting Period

Calls Received by Library

Library Name	Call Count	Percentage
Saline County	8	13.11 %
State Library	6	9.84 %
Baldwin Memorial	5	8.20 %
Bradford	5	8.20 %
Bryant	5	8.20 %
Garland County Library	5	8.20 %
Rogers Public Libra	5	8.20 %
Malvern/Mid-Arkansas	3	4.92 %
White County	3	4.92 %
GRANT COUNTY LIBRARY	2	3.28 %
Independence	2	3.28 %
JEFFERSON COUNTY LIBRARY ALTHEIMER BRANCH	2	3.28 %
LYDIA P MILLER LIBRARY	2	3.28 %
Pine Bluff	2	3.28 %
Dallas County Library	1	1.64 %
Hempstead Public	1	1.64 %
Redfiled Library	1	1.64 %
Rose Bud Library	1	1.64 %
Watson Chapel	1	1.64 %
White Hall	1	1.64 %
All Libraries	61	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	29	47.54 %
Security	14	22.95 %
Auto ticket	3	4.92 %
Billing	3	4.92 %
Circuit Orders	2	3.28 %
Network	2	3.28 %
Telecomm	2	3.28 %
UNIX	2	3.28 %
Email	1	1.64 %
Hardware	1	1.64 %
Internet	1	1.64 %
Software Appl.	1	1.64 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	17	32.08 %
MARS Stage 1	9	16.98 %
MISC	8	15.09 %
information	5	9.43 %
Trouble cleared	3	5.66 %
DNS Problems	1	1.89 %
No TroubleFound	2	3.77 %
Bad Cable Pair	1	1.89 %
Circuit order/install	1	1.89 %
Configuration Error	1	1.89 %
Connection Fail	1	1.89 %
Duplicate Ticket	1	1.89 %
LAN Problem	1	1.89 %
Patched to spare	1	1.89 %
Pulled Jumper	1	1.89 %

Call Center Tickets Received from Other Customers During the Reporting Period

Calls Received by Customer

Customer Name	Call Count	Percentage
Disability Determination	17	9.88 %
Attorney Generals Office	9	5.23 %
Governors Mansion (see comments)	6	3.49 %
Administrative Office of the Courts	5	2.91 %
Calhoun County Clerk - SOS Project	5	2.91 %
Governors Office (see comments)	5	2.91 %
Bureau of Legislative Research	4	2.33 %
Cleveland County Clerk - SOS Project	4	2.33 %
Little River County Clerk - SOS Project	4	2.33 %
Marion County Clerk -SOS Project	4	2.33 %
Newton County Clerk - SOS Project	4	2.33 %
Secretary of State	4	2.33 %
Boone County Clerk - SOS Project	3	1.74 %
Columbia County Clerk - SOS Project	3	1.74 %
Desha County Clerk - SOS Project	3	1.74 %
House of Representatives	3	1.74 %
Lafayette County Clerk - SOS Project	3	1.74 %
Lawrence County Clerk - SOS Project	3	1.74 %
Montgomery County Clerk - SOS Project	3	1.74 %
Searcy County Clerk - SOS Project	3	1.74 %
Secretary of State B	3	1.74 %
Sevier County Clerk - SOS Project	3	1.74 %
VanBuren County - SOS Project	3	1.74 %
Arkansas County Clerk - SOS Project	2	1.16 %
Arkansas Court of Appeals	2	1.16 %
Bradley County Clerk - SOS Project	2	1.16 %
Cabot District Court	2	1.16 %
Carroll County Clerk -SOS Project	2	1.16 %
Chicot County Clerk - SOS Project	2	1.16 %
Cross County Clerk - SOS Project	2	1.16 %
Drew County Clerk -SOS Project	2	1.16 %
Grant County Clerk - SOS Project	2	1.16 %
Hot Spring County Clerk - SOS Project	2	1.16 %
Judicial Discipline & Disability	2	1.16 %
Madison County Clerk - SOS Project	2	1.16 %
Mississippi County Clerk - SOS Project	2	1.16 %
North Little Rock District Court	2	1.16 %
Office of Law Enforcement Standards	2	1.16 %
Pike County Clerk - SOS Project	2	1.16 %

Calls Received by Customer

Customer Name	Call Count	Percentage
Poinsett County Clerk - SOS Project	2	1.16 %
Randolph County Clerk - SOS Project	2	1.16 %
Stone County Clerk - SOS Project	2	1.16 %
Ashley County Clerk - SOS Project	1	0.58 %
Baxter County Clerk - SOS Project	1	0.58 %
Craighead County Clerk - SOS Project	1	0.58 %
Dallas County Clerk - SOS Project	1	0.58 %
Executive Chief Info. Office (ECIO) (see comments)	1	0.58 %
Greene County Clerk - SOS Project	1	0.58 %
Immigration & Naturalization Service (see comments)	1	0.58 %
Izard County Clerk - SOS Project	1	0.58 %
Jefferson County Clerk - SOS Project	1	0.58 %
Lee County Clerk - SOS Project	1	0.58 %
Legislative Audit (Cap)	1	0.58 %
Legislative Audit (Vic)	1	0.58 %
Legislative Council	1	0.58 %
Logan County Clerk - SOS Project	1	0.58 %
Monroe County Clerk - SOS Project	1	0.58 %
Nevada County Clerk - SOS Project	1	0.58 %
Old State House	1	0.58 %
Ouachita County Clerk - SOS Project	1	0.58 %
Perry County Clerk - SOS Project	1	0.58 %
Phillips County Clerk - SOS Project	1	0.58 %
Prairie County Clerk - SOS Project	1	0.58 %
Pulaski County Legal Department - SOS	1	0.58 %
Saline County Clerk - SOS Project	1	0.58 %
Sharp County Clerk - SOS Project	1	0.58 %
Speaker of the House	1	0.58 %
State Auditor	1	0.58 %
Union County Clerk - SOS Project	1	0.58 %
Ward District Court	1	0.58 %
Woodruff County Clerk - SOS Project	1	0.58 %
Yell County Clerk - SOS Project	1	0.58 %
All Other Customers	172	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	89	51.74 %
Telecomm	34	19.77 %
Security	14	8.14 %
Billing	8	4.65 %
Auto ticket	7	4.07 %
UNIX	5	2.91 %
Information	4	2.33 %
Data Warehouse	2	1.16 %
Hardware	2	1.16 %
Internet	2	1.16 %
Software Appl.	2	1.16 %
Email	1	0.58 %
Mainframe Appl.	1	0.58 %
Network	1	0.58 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	60	35.50 %
MISC	20	11.83 %
information	14	8.28 %
Trouble cleared	7	4.14 %
Bad Telephone	6	3.55 %
DNS Change	4	2.37 %
Bad Cord	4	2.37 %
MARS Stage 1	4	2.37 %
Service Request	4	2.37 %
Switch	4	2.37 %
Alarm Clear after Outage	3	1.78 %
Bad Cable Pair	3	1.78 %
Bad Power Supply	3	1.78 %
Hardware	3	1.78 %
Reboot	3	1.78 %
Billing Error	2	1.18 %
BO Access	2	1.18 %
No Trouble	2	1.18 %
Outage	2	1.18 %
Site Up At Testing	2	1.18 %
VMX	2	1.18 %
VMX-reset	2	1.18 %
Access	1	0.59 %
Bad Jack	1	0.59 %
Configuration	1	0.59 %
Corrupt/Missing	1	0.59 %
Diversion Point	1	0.59 %
Internet	1	0.59 %
LAN Problem	1	0.59 %
Password-Reset	1	0.59 %
Profile Change	1	0.59 %
Replaced Smartjack	1	0.59 %
Router Disabled	1	0.59 %
Unplugged	1	0.59 %
User Request	1	0.59 %