

EXHIBIT E-1

January 31, 2018

Senator Bill Sample
Representative Stephen Meeks
Joint Committee on Advanced Communications and Information Technology
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Sample and Representative Meeks,

This letter is to transmit to the Joint Committee on Advanced Communications and Information Technology, the Department of Information Systems' Advice and Recommendation Report for the quarter ending December 31, 2017.

This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with act 15 of 2010.

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

Sincerely,



Yessica Jones
Acting Director, Department of Information Systems

Department of Information Systems
Empowering the Citizens of Arkansas Through Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 12/31/2017

REPORT OVERVIEW

Background

Act 15 of 2010 requires the director of the Department of Information Systems to submit a report on a quarterly basis to the Legislature regarding requests from state agencies, boards and commissions for advice related to information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans. This report is also mandated to include corresponding recommendations made by the Department of Information Systems to the requesting state agencies, boards, and commissions.

The report is to be submitted to the Arkansas Legislative Council between regular sessions of the General Assembly, the Joint Budget Committee during a session of the General Assembly, and the Joint Committee on Advanced Communications and Information Technology regarding the status of the agency's information technology responsibilities in state government.

Report Requirements

One of the requirements of this report is to inform the Legislature on how any recommendation fits into the information technology plan of the agency, board, or commission.

This report is to include:

- The name of the state agency, board, or commission requesting the advice
- The name and scope of the project for which advice is being sought
- The type of advice sought
- An explanation of all recommendations provided by the Department of Information Systems
- Other information as may be useful for policy making decisions by the Legislative Council or Joint Committee on Advanced Communications and Information Technology

Report Description

The following information is included in this report in order to meet the requirements of the act listed above and to provide the Legislature with information useful to their decision-making process and oversight of information technology in state government.

- Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.
- Information concerning key projects undertaken by DIS on behalf of individual customers, groups of customers, or the state as a whole
- Information on the products and services provided by DIS to its customers
- Information regarding emerging issues and activities

Agency Information

The Arkansas Department of Information Systems (DIS) is a cabinet level agency of Arkansas state government and is the premier information technology products and solutions provider for the state.

DIS operates as a cost recovery agency that does not receive direct state general revenue funding, but charges its customers for products and services. DIS provides over \$80 million in IT products and solutions to approximately 300 state agencies, boards and commissions, K-12 public schools, business and administrative departments of higher education, cities and counties, and public safety organizations across the state.

DIS is the engine that keeps public systems operational. It is responsible for managing the private state network dedicated for the sole use of over 1,500 governmental sites throughout the state. DIS works 24/7/365 to ensure that the network is constantly available to these sites responsible for delivering public services to the citizens of Arkansas.

The primary services provided by DIS are in the area of telecommunications, information systems development and support, system hosting services, project management, and network development and support for the states wired and wireless network infrastructure.

Department of Information Systems

Quarterly Report on Advice and Recommendations

To State Agencies, Boards and Commissions

Summary

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 12/31/2017.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 22

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Agriculture Dept 0400	1
Arkansas Community Correction 0485	1
Arkansas Fair Housing Commission 0229	1
Assessment Coordination Department 0490	1
Board of Election Commissioners 0232	1
Department of Aeronautics 0402	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Economic Development 0790	1
Department of Education 0500	1
Department of Environmental Quality 0930	1
Department of Finance and Administration 0610	2
Department of Health 0645	2
Department of Human Services 0710	1
Department of Parks and Tourism 0900	1
Department of Veteran Affairs 0385	1
Department of Workforce Services 4081	1
Development Finance Authority 0395	1
Governor's Mansion Commission 0314	1
Highway and Transportation Department 0090	1
Public Employees Retirement System 0370	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	3
Implementation	1
Planning	3
Integration	1
Product or Service Utilization	8
Rates or Fees	3
Technical	2
Upgrades	1

1) Agency Name	Arkansas Agriculture Dept 0400
Type of Advice	Integration
Title	Network/Exchange Email Migration to DIS
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	A multi-phase project that incorporated both network, unified communication and Exchange email migration. This project will incorporate three entities - Forestry, Plant Board, and Livestock & Poultry and will span several months.
Advice Requested	Cynthia Edwards and Wes Ward requested DIS move toward a consolidated network configuration.
Detail of Recommendation	DIS team members are working closely with the Agriculture network team to develop a step by step approach for migration.

2) Agency Name	Arkansas Community Correction 0485
Type of Advice	Product or Service Utilization
Title	Cisco Video Equipment Demo
Advisor	Curtis Eubanks
Project Name	DIS Video Conferencing
Cost Estimate	
Project Scope	Requested meeting with Arkansas Community Correction - Kevin Murphey and Chris Glewen, to demonstrate to Cisco Unified Communication options.
Advice Requested	Mr. Murphey is interested in utilizing the DIS Cisco solution for communication between correctional sites to save money on travel and as a safeguard.
Detail of Recommendation	DIS provided a wide array of products for video conferences with the DX 70 and DX80 monitors as well as the 8800 series video phone.

3) Agency Name	Arkansas Fair Housing Commission 0229
Type of Advice	Installation
Title	Cisco VoIP Installation
Advisor	Curtis Eubanks
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	Continuing issues with the current Windstream Centrex has prompted a request for DIS provided VoIP.
Advice Requested	After meeting with Ms. Carol Johnson, DIS moved forward with a quote to provide VoIP for the Arkansas Fair Housing Commission and installation cost.
Detail of Recommendation	Ms. Johnson agreed to the quote and DIS will proceed to provide 15 lines and instruments. This site will be added to the current schedule.

4) Agency Name	Assessment Coordination Department 0490
Type of Advice	Implementation
Title	Network / Exchange Email Migration
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Mr. Chaney and Ms. Hill, representing Assessment Coordination Dept., met with DIS leadership to begin a project to migrate existing infrastructure to include Exchange email and new VoIP phones.
Advice Requested	DIS will review current server status as well as desktop concerns. DIS will begin creating new email accounts for migration to the state Exchange server. DIS network team will move existing data to new environment in the state data center. ACD will move physical locations the first of January and DIS will move existing telephone numbers and install VoIP.
Detail of Recommendation	All DIS teams will be ready for the physical location move the first week in January. Migration will be complete.

5) Agency Name	Board of Election Commissioners 0232
Type of Advice	Installation
Title	Election Commissioners Support
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Newly installed Dell laptops are having issues. Communicated with vendor (Dell) and SBEC to resolve issues.
Advice Requested	SBEC ordered new computers from Dell (two in the spring FY17 and two more in the summer FY18) and DIS took care of the installation. Functional issues prompted DIS to advise device replacement.
Detail of Recommendation	Contact made with Dell. New computers/monitors have been ordered as replacement.

6) Agency Name	Department of Aeronautics 0402
Type of Advice	Upgrades
Title	Increase Connectivity - Additional
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	<p>The Arkansas Dept. of Aeronautics, located at 2315 Crisp Drive, Hangar 8, is currently sharing internet service with the Arkansas State Police Aviation Unit which is located in the same hangar.</p> <p>DIS is assisting with options for internet service to resolve slow and unreliable DSL service. One of the possibilities is a "stand alone" option to separate Aeronautics from ASP.</p>
Advice Requested	Mr. Chism request that DIS provide a quote for additional bandwidth or other options for connectivity.
Detail of Recommendation	DIS was able to provide a very fist solution. 4G option that involved the installation of a 4G card in their existing router.

7) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Product or Service Utilization
Title	DAH IT Assistance
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	<p>During the reporting period, Department of Arkansas Heritage (DAH) continues to rely on DIS for IT assistance in several areas. DIS continues to provide hosting and support to DAH, quite a bit of desktop and server support for DAH's multiple users across multiple locations, telephony, and IT as needed. DIS will continue to work toward cost efficiencies to DAH and to provide advice and recommendations as needed.</p> <p>As DAH's IT infrastructure migration continues to move forward, DIS is working toward a proposal that would entail a near turnkey IT solution for DAH.</p>
Advice Requested	DAH requested DIS assistance in several IT areas.
Detail of Recommendation	DIS is providing IT assistance to DAH.

8) Agency Name	Department of Economic Development 0790
Type of Advice	Product or Service Utilization
Title	AEDC IT Assistance
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	During the reporting period, DIS has provided assistance to Arkansas Economic Development Commission (AEDC). DIS provided AEDC application support, network and telephony support, and disaster recovery, site co-location hosting services, and consulting with AEDC's new IT manager hired during the reporting period. DIS will continue to assist with whatever is requested.
Advice Requested	AEDC requested DIS assistance as their IT manager resigned from the agency.
Detail of Recommendation	DIS is providing IT assistance as needed to AEDC.

9) Agency Name	Department of Education 0500
Type of Advice	Rates or Fees
Title	Application Development Solution
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 7,000.00
Project Scope	ADE has an application that was developed by DIS for its child nutrition services. They've asked for some changes to the system.
Advice Requested	The customer has requested changes to the existing child nutrition system, and has asked DIS to review the changes and to provide a proposal for a solution.
Detail of Recommendation	We met with the customer to gather requirements for enhancements to the existing system. We provided an estimate and the customer agreed to move forward.

10) Agency Name	Department of Environmental Quality 0930
Type of Advice	Product or Service Utilization
Title	ADEQ IT Assistance
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	During the reporting period, DIS has provided assistance to ADEQ in a number of areas including connectivity to ADEQ locations across the state, hosting, telephony, and professional services. DIS will continue to assist ADEQ in working toward efficiencies and with whatever is requested.
Advice Requested	ADEQ requested DIS assistance as their IT manager is getting up to speed.
Detail of Recommendation	DIS is providing IT assistance as needed to ADEQ.

11) Agency Name	Department of Finance and Administration 0610
Type of Advice	Planning
Title	DFA Hosting Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	The customer has a new application that will be installed in March. They've asked DIS for technical advice on the best way to handle the new solution.
Advice Requested	The customer provided DIS with the technical specifications for the new solution and asked for our recommendation related to network, security, and physical location.
Detail of Recommendation	DIS recommended placement of the new solution in State Data Center-West. We met with the vendor to review technical requirements and made the appropriate recommendations for connectivity.

12) Agency Name	Department of Finance and Administration 0610
Type of Advice	Rates or Fees
Title	DFA VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Telephone Service VoIP
Cost Estimate	\$ 140,000.00
Project Scope	DFA has an aging phone system and has asked DIS to provide a VoIP solution for several of their offices in Little Rock.
Advice Requested	DFA currently uses the DIS Centrex telephone solution. They've asked DIS to review their existing needs and to make a recommendation for a VoIP solution moving forward.
Detail of Recommendation	DIS met with several of the DFA offices to gather data and to determine requirements for a new system. We recommended moving to the DIS provide VoIP solution and have provided estimates for the appropriate offices.

13) Agency Name	Department of Health 0645
Type of Advice	Planning
Title	Health Dept. - Disaster Recovery and Backup System
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Request - Invitation to quote on Disaster Recovery and Backup System.
Advice Requested	Details were sparse in what was to be backed up and amount of data to be backed up. Greenway certified partner was problematic.
Detail of Recommendation	This request was forwarded to DIS leadership to respond to this request.

14) Agency Name	Department of Health 0645
Type of Advice	Technical
Title	Medical Marijuana
Advisor	Curtis Eubanks
Project Name	DIS Telephone Service VoIP
Cost Estimate	
Project Scope	Medical Marijuana Hotline number issues
Advice Requested	Worked with the Department of Health to setup ability to handle increased call volume related to medicinal marijuana requests
Detail of Recommendation	DIS is currently working with AT&T to facilitate a solution on the customer's behalf.

15) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	DHS IT Assistance
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	<p>During the reporting period, Department of Human Services (DHS) relies on DIS for IT assistance in several areas across nearly all DIS areas of IT service. DIS provides a critical application hosting, network services, critical security services, voice services, application development, call center services, professional services, and more to thousands of DHS employees across Arkansas who provide critical services to Arkansans.</p> <p>DIS has been working with DHS staff on a project that would entail a statewide VoIP and unified communications system for DHS.</p>
Advice Requested	DHS requested DIS assistance in several IT areas.
Detail of Recommendation	DIS is providing IT assistance to DHS.

16) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Technical
Title	Mather Lodge Fiber
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	Petit Jean State Park is trying to get fiber to Mather Lodge to provide more effective bandwidth for employees and visitors.
Advice Requested	The customer is trying to provide conduit to the lodge to allow for fiber to be placed that will provide increased internet speeds and Wi-Fi to the public. They have asked DIS for recommendations for the most effective way to place the conduit.
Detail of Recommendation	DIS and ADPT developed a plan for the most effective way to place the conduit, and recommended that ADPT seek proposals from various vendors to accomplish the task.

17) Agency Name	Department of Veteran Affairs 0385
Type of Advice	Product or Service Utilization
Title	Arkansas Department of Veterans Affairs
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	During the reporting period, DIS provided IT assistance to Arkansas Department of Veterans Affairs (ADVA) in a number of IT areas such as network connectivity & support to users across the state, exchange email, professional IT services, and other IT services. AVDA lost its IT manager during the reporting period, so DIS has filled in with daily support for ADVA's IT needs. We will continue to provide IT support as requested.
Advice Requested	Arkansas Department of Veterans Affairs (ADVA) has relied heavily upon DIS to provide IT assistance to their agency.
Detail of Recommendation	DIS provided IT assistance to meet the ADVA needs mentioned above.

18) Agency Name	Department of Workforce Services 4081
Type of Advice	Planning
Title	Secure Hosting Environment
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 300,000.00
Project Scope	DIS is working with DWS to create a hosting environment that is in line with specific IRS requirements.
Advice Requested	DWS has asked DIS to provide an environment that meets specific IRS requirements for networking and data hosting.
Detail of Recommendation	DIS is recommending a new hosting solution that takes advantage of existing technology and will meet the specifications lined out by the IRS. The solution includes network, architecture, and application changes.

19) Agency Name	Development Finance Authority 0395
Type of Advice	Product or Service Utilization
Title	ADFA IT Assistance
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	During the reporting period, DIS has provided IT assistance and guidance to Arkansas Development Finance Authority's (ADFA). DIS has also provided data backup, hosting, on-call support, professional and technical support with ADFA's network and telephony assisting ADFA's single IT support person. DIS will continue to assist with whatever is requested.
Advice Requested	ADFA requested DIS assistance as their IT manager resigned from the agency.
Detail of Recommendation	DIS is providing IT assistance as needed to ADFA.

20) Agency Name	Governor's Mansion Commission 0314
Type of Advice	Product or Service Utilization
Title	Unified Communication
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The governor's mansion had a need to send messages from the offices to the kitchen staff.
Advice Requested	The governor's mansion staff had a need to get messages to the kitchen staff and asked DIS for the most effective way to meet their needs.
Detail of Recommendation	DIS recommended utilizing the existing unified communication licensing. We provided a desktop application that sends messages to a large monitor in the kitchen. It took advantage of licensing technology that was part of the existing unified communication platform.

21) Agency Name	Highway and Transportation Department 0090
Type of Advice	Installation
Title	Connectivity - Department of Transportation
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity
Cost Estimate	
Project Scope	Mr. Bryan Stewart seeking options for a DOT location in Ft. Smith.
Advice Requested	Need for estimate for a 1Gb internet circuit at the Dept. of Transportation Barling complex (Ft. Smith).
Detail of Recommendation	Cox Cable is the vendor for this location in Ft Smith. The monthly cost for a 1 Gb. monthly is \$18,650.00

22) Agency Name	Public Employees Retirement System 0370
Type of Advice	Rates or Fees
Title	APERS Hosting Solution
Advisor	Donald Matthews
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 28,000.00
Project Scope	The customer has two applications that they would like to be hosted in the state data center.
Advice Requested	APERS has two applications that they've asked DIS to host in the state data center. They asked DIS for technical recommendations regarding a solution and how much it would cost to provide the service.
Detail of Recommendation	DIS recommended putting the two applications in our shared virtual environment in the state data center. We provided a technical proposal and estimate based on the customer's request.