

February 1, 2017

B.2

Senator Larry Teague
Representative Lane Jean
Joint Budget Committee
One Capitol Mall
5th Floor, Room R-516
Little Rock, Arkansas 72201

Dear Senator Teague and Representative Jean,

This letter is to transmit to the Joint Budget Committee the Department of Information Systems' Advice and Recommendation Report for the quarter ending December 31, 2016. 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
Arkansas. A State of Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 12/31/2016

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 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 for the states wired and wireless network infrastructure.

DIS is organized as nine primary divisions: Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Arkansas Wireless Information Network, Cybersecurity Office, Customer Relationship Management, Fiscal and Human Resources.

DIS currently provides services to a base of approximately 400 customers, including state agencies, board 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 12/31/2016.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 27

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Community Correction 0485	2
Arkansas State Police 0960	1
Assessment Coordination Department 0490	1
Board of Registration for Professional Engineers & Land Surveyors 0236	1
City of Little Rock	1
Crime Laboratory 0955	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Correction 0480	2
Department of Economic Development 0790	2
Department of Education 0500	1
Department of Health 0645	1
Department of Higher Education 0700	2
Department of Parks and Tourism 0900	2
Department of Workforce Services 4081	1
Development Finance Authority 0395	2
Liquefied Petroleum Gas Board 0430	1
Mayflower School District	1
Public Employees Retirement System 0370	1
Real Estate Commission 0248	1
Teacher Retirement System 0375	1
Treasurer of State 0069	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	3
Implementation	2
Planning	1
Product or Service Utilization	7
Rates or Fees	1
Security	11
Technical	2

Report Detail

DIS worked closely with customers this quarter regarding rate adjustments for fiscal year (FY) 2016. Agency customer account managers met personally with chief information officers (CIOs) from the top 25 customers, delivered personal messages to the directors of top 25 customer agencies regarding the impact of rate changes on IT budgets, and forwarded notifications regarding rate changes to all customer agencies, boards and commissions.

Following is the detail relating to requests for information by agencies, boards, commissions or other governmental entities. This section of the report is arranged first by entity, then by type of advice sought.

1) Agency Name	Arkansas Community Correction 0485
Type of Advice	Installation
Title	Fiber Installation - ACC
Advisor	Curtis Eubanks
Project Name	
Cost Estimate	
Project Scope	Arkansas Community Correction moved the Womens' Unit from the Pine Bluff area to West Memphis. DIS provided support in managing the installation of fiber and cabling at the new location.
Advice Requested	Arkansas Community Correction moved the Womens' Unit from the Pine Bluff area to West Memphis. DIS provided support in managing the installation of fiber and cabling at the new location.
Detail of Recommendation	DIS provided technical support to Arkansas Community Correction with engineering and installation of infrastructure to meet startup due date.

2) Agency Name	Arkansas Community Correction 0485
Type of Advice	Installation
Title	New Office Startup - Ar. Community Corrections
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Arkansas Community Corrections requested technical support from DIS to start a new office in Danville, Ar. This office is an extension and managed by the area supervisor in the Russellville area.
Advice Requested	Arkansas Community Corrections requested phone service and bandwidth for the new office.
Detail of Recommendation	DIS network support and DIS service orders worked with the local vendor, ArkWest, to provide telephony in the new office. DIS provided a 4G connection for bandwidth needs.

3) Agency Name	Arkansas State Police 0960
Type of Advice	Security
Title	Kroll Security Site Visit - Arkansas State Police State Police
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	State initiative to assess the security vulnerability of agencies and work to with each agency to better secure its data.
Advice Requested	State initiative to assess the security vulnerability of agencies and work to with each agency to better secure its data.
Detail of Recommendation	Arkansas State Police site visit consisted of a full day of analysis, interviews and hardware/software inspection.

4) Agency Name	Assessment Coordination Department 0490
Type of Advice	Implementation
Title	Data Backup Services
Advisor	Curtis Eubanks
Project Name	
Cost Estimate	
Project Scope	Assessment Coordination Department (ACD) requested data backup services via DIS.
Advice Requested	Assessment Coordination Department requested data backup support for their servers in an offsite secure location.
Detail of Recommendation	DIS provided the necessary technical support to achieve a full backup of onsite servers.

5) Agency Name	Board of Registration for Professional Engineers & Land Surveyors 0236
Type of Advice	Installation
Title	Relocation to MAC Building - Board of Engineers
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The Board of Registration for Professional Engineers & Land Surveyors moved from its existing building to the MAC building for renovation.
Advice Requested	The Board of Registration for Professional Engineers & Land Surveyors moved from its existing building to the MAC building for renovation. Provide infrastructure connectivity and telephony as well as desktop support.
Detail of Recommendation	DIS provided a detailed outline for the migration that included data connectivity, hardware/software move to MAC, desktop support to bring the commission back online.

6) Agency Name	City of Little Rock
Type of Advice	Product or Service Utilization
Title	Legislative Tracking Application
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 11,000
Project Scope	The customer is looking for a solution to track legislation during the upcoming legislative session.
Advice Requested	The customer asked DIS if we could provide a legislative tracking solution to the city to track legislation during the upcoming legislative session.
Detail of Recommendation	We recommended the DIS legislative tracking solution that is hosted in the state data center. We discussed the features and benefits of the solution, and presented the appropriate costs.

7) Agency Name	Crime Laboratory 0955
Type of Advice	Technical
Title	Backup Hosting Hardware - State Crime Lab
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	The Arkansas State Crime Lab is seeking help with budgeting for upgrading its NetApp device hosted in the MAC data center.
Advice Requested	Mr. Rick Gallagher is seeking to get advice for moving forward with a complete upgrade of the 'offsite' backup appliance for the Crime Lab database.
Detail of Recommendation	The budgeted funds are in the process of review.

8) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Product or Service Utilization
Title	DAH SharePoint Legislative Tracking System
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 4,740
Project Scope	DAH needed legislative tracking solution to track legislation and the ability to collaborate across state agencies during the upcoming legislative session.
Advice Requested	We recommended the DIS SharePoint legislative tracking solution that enables user agencies to track legislation and provides the capability to collaborate across state agencies. This solution is hosted in the state data center.
Detail of Recommendation	We discussed with DAH the features and benefits of the solution, and presented the appropriate costs.

9) Agency Name	Department of Correction 0480
Type of Advice	Implementation
Title	Software Development and Implementation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Arkansas Department of Correction and Community Correction has requested additional development and deployment for an eOMIS component, Pentaho.
Advice Requested	Arkansas Department of Correction and Community Correction has requested additional development and deployment for an eOMIS component, Pentaho.
Detail of Recommendation	DIS met and received requested development outline and will work to develop the requested addition to eOMIS.

10) Agency Name	Department of Correction 0480
Type of Advice	Security
Title	Kroll Security Site Visit - Arkansas Dept. of Correction
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	State initiated security project to assess the security integrity and vulnerability agency data, and work to secure data infrastructure.
Advice Requested	State initiated security project to assess the security integrity and vulnerability agency data, and work to secure data infrastructure.
Detail of Recommendation	The Arkansas Department of Correction site visit consisted of a full day of analysis, hardware and software inspection. Recommendations included storage of printed documents as well as access points within the administrative areas.

11) Agency Name	Department of Economic Development 0790
Type of Advice	Product or Service Utilization
Title	AEDC SharePoint Legislative Tracking System
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 4,740
Project Scope	AEDC needed legislative tracking solution to track legislation and the ability to collaborate across state agencies during the upcoming legislative session.
Advice Requested	We recommended the DIS SharePoint legislative tracking solution that enables user agencies to track legislation and provides the capability to collaborate across state agencies. This solution is hosted in the state data center.
Detail of Recommendation	We discussed with AEDC the features and benefits of the solution, and presented the appropriate costs.

12) Agency Name	Department of Economic Development 0790
Type of Advice	Security
Title	AEDC Cybersecurity Assessment
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	DIS worked with AEDC to gather information related to its current cybersecurity environment, processes, and practices.
Advice Requested	DIS and the subject matter experts at Kroll made recommendations regarding best practices for cybersecurity as it relates to AEDC.
Detail of Recommendation	Several recommendations were made while we were on-site, and additional recommendations will be included in an overall cybersecurity assessment report.

13) Agency Name	Department of Education 0500
Type of Advice	Security
Title	ADE Cybersecurity Assessment
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The state of Arkansas contracted with Kroll Security services to perform cyber risk assessments for state agencies, board and commissions.
Advice Requested	We worked directly with ADE to gather more information related to their current cybersecurity processes and practices.
Detail of Recommendation	DIS and the Kroll team made recommendations regarding best practices for cybersecurity as it relates to DWS. Several recommendations while we were on-site, and additional recommendations will be included in an overall assessment report.

14) Agency Name	Department of Health 0645
Type of Advice	Security
Title	Kroll Security Site Visit- Arkansas Department of Health
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	State initiative to assess the security vulnerability of agencies and work to better secure data infrastructure.
Advice Requested	State initiative to assess the security vulnerability of agencies and work to better secure data infrastructure
Detail of Recommendation	This security site visit consisted of a half day of analysis, hardware and software review and physical inspection.

15) Agency Name	Department of Higher Education 0700
Type of Advice	Product or Service Utilization
Title	ADHE SharePoint Legislative Tracking System
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 4,740
Project Scope	ADHE needed legislative tracking solution to track legislation and the ability to collaborate across state agencies during the upcoming legislative session.
Advice Requested	We recommended the DIS SharePoint legislative tracking solution that enables user agencies to track legislation and provides the capability to collaborate across state agencies. This solution is hosted in the state data center.
Detail of Recommendation	We discussed with ADHE the features and benefits of the solution, and presented the appropriate costs.

16) Agency Name	Department of Higher Education 0700
Type of Advice	Security
Title	ADHE Cybersecurity Assessment
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	DIS worked with ADHE to gather information related to their current cybersecurity environment, processes, and practices.
Advice Requested	DIS and the subject matter experts at Kroll made recommendations regarding best practices for cybersecurity as it relates to ADHE.
Detail of Recommendation	Several recommendations were made while we were on-site, and additional recommendations will be included in an overall cybersecurity assessment report.

17) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Rates or Fees
Title	ADPT WiFi Project
Advisor	Mitch Beaver
Project Name	DIS Wireless Services
Cost Estimate	\$ 36,000
Project Scope	ADPT needs bandwidth upgrades at each site to provide adequate WiFi coverage for guests of the parks.
Advice Requested	ADPT requested the pricing and the speeds from local vendors of 7 sites from the WiFi priority list to make a decision to upgrade the connection speeds and wireless access points at each site.
Detail of Recommendation	All pricing and monthly rates were provided to ADPT for the 7 sites. All 7 sites were approved for the upgrades.

18) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Security
Title	ADPT Cybersecurity Assessment Kroll
Advisor	Mitch Beaver
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The state of Arkansas contracted with Kroll Security services to perform cyber risk assessments for state agencies, board and commissions
Advice Requested	We worked directly with ADE to gather more information related to their current cybersecurity processes and practices
Detail of Recommendation	DIS and the Kroll team made recommendations regarding best practices for cybersecurity as it relates to DWS. Several recommendations while we were on-site, and additional recommendations will be included in an overall assessment report.

19) Agency Name	Department of Workforce Services 4081
Type of Advice	Security
Title	DWS Cybersecurity Assessment
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The state of Arkansas contracted with Kroll Security services to perform cyber risk assessments for state agencies, board and commissions.
Advice Requested	We worked directly with DWS to gather more information related to their current cybersecurity processes and practices.
Detail of Recommendation	DIS and the Kroll team made recommendations regarding best practices for cybersecurity as it relates to DWS. Several recommendations while we were on-site, and additional recommendations will be included in an overall assessment report.

20) Agency Name	Development Finance Authority 0395
Type of Advice	Product or Service Utilization
Title	ADFA SharePoint Legislative Tracking System
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 4,740
Project Scope	ADFA needed legislative tracking solution to track legislation and the ability to collaborate across state agencies during the upcoming legislative session.
Advice Requested	We recommended the DIS SharePoint legislative tracking solution that enables user agencies to track legislation and provides the capability to collaborate across state agencies. This solution is hosted in the state data center.
Detail of Recommendation	We discussed with ADFA the features and benefits of the solution, and presented the appropriate costs.

21) Agency Name	Development Finance Authority 0395
Type of Advice	Security
Title	ADFA Cybersecurity Assessment
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	DIS worked with ADFA to gather information related to their current cybersecurity environment, processes, and practices.
Advice Requested	DIS and the subject matter experts at Kroll made recommendations regarding best practices for cybersecurity as it relates to ADFA.
Detail of Recommendation	Several recommendations were made while we were on-site, and additional recommendations will be included in an overall cybersecurity assessment report.

22) Agency Name	Liquefied Petroleum Gas Board 0430
Type of Advice	Technical
Title	Website development
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	\$ 3,800
Project Scope	Liquefied Petroleum Gas Board requested a refresh of their existing website.
Advice Requested	Liquefied Petroleum Gas Board requested a refresh of their existing website.
Detail of Recommendation	DIS met with the staff and discussed the requested changes and implemented the changes.

23) Agency Name	Mayflower School District
Type of Advice	Product or Service Utilization
Title	VoIP Telephone Solution
Advisor	Donald Matthews
Project Name	DIS Telephone Service VoIP
Cost Estimate	\$ 27,192
Project Scope	The customer is looking for options to replace an aging telephone system.
Advice Requested	The Mayflower School District has an aging phone system that needs to be replaced. They reached out to DIS to learn more about our VoIP solution.
Detail of Recommendation	We provided information related to our solution, and we reviewed their current costs vs. a DIS solution. We've presented the solution and are awaiting a decision from the customer.

24) Agency Name	Public Employees Retirement System 0370
Type of Advice	Security
Title	APERS Cybersecurity Assessment
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The state of Arkansas contracted with Kroll Security services to perform cyber risk assessments for state agencies, board and commissions.
Advice Requested	We worked directly with APERS to gather more information related to their current cybersecurity processes and practices.
Detail of Recommendation	DIS and the Kroll team made recommendations regarding best practices for cybersecurity as it relates to APERS. Several recommendations while we were on-site, and additional recommendations will be included in an overall assessment report.

25) Agency Name	Real Estate Commission 0248
Type of Advice	Product or Service Utilization
Title	Application Development - Real Estate Commission
Advisor	Curtis Eubanks
Project Name	
Cost Estimate	\$ 600,000
Project Scope	The Arkansas Real Estate Commission will replace its existing G L Suite application and has asked DIS to respond with a quote for the development
Advice Requested	Mr. Gary Isom, executive director of the Real Estate Commission, requested a high level quote for replacing their existing database application.
Detail of Recommendation	DIS application team met, on several occasions to develop a high level quote that involved anticipated hours of development.

26) Agency Name	Teacher Retirement System 0375
Type of Advice	Security
Title	ATRS Cybersecurity Assessment
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	DIS worked with ATRS to gather information related to its current cybersecurity environment, processes, and practices.
Advice Requested	DIS and the subject matter experts at Kroll made recommendations regarding best practices for cybersecurity as it relates to ATRS.
Detail of Recommendation	Several recommendations were made while we were on-site, and additional recommendations will be included in an overall cybersecurity assessment report.

27) Agency Name	Treasurer of State 0069
Type of Advice	Planning
Title	Hosting Discussion
Advisor	Donald Matthews
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	The treasurer's office was interested in learning more about DIS solutions and services.
Advice Requested	The customer asked to learn more about DIS IT solutions and services. They specifically asked for a tour of the state data center.
Detail of Recommendation	We coordinated a tour of the State Data Center-West, and discussed the solutions we provide as they relate to their IT needs.