

August 16, 2019

Senator Cecile Bledsoe
Representative Jeff Wardlaw
Arkansas Legislative Council
One Capitol Mall
5th Floor, Room R-516
Little Rock, Arkansas 72201

Dear Senator Bledsoe and Representative Wardlaw,

This letter is to transmit to the Arkansas Legislative Council the Division of Information Systems' Advice and Recommendations Report for the quarter ending June 30, 2019.

This report details the information on the advice and recommendations that the Division of Information Systems has provided in compliance with A.C.A. § 25-4-106.

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

Sincerely,



Yessica Jones
Director, Division of Information Systems
Department of Transformation and Shared Services

Division of Information Systems
Arkansas. A State of Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 6/30/2019

REPORT OVERVIEW

Background

A.C.A. § 25-4-106 requires the director of the Division of Information Systems in the Department of Transformation and Shared Services 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 Division 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 Division 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 A.C.A. § 25-4-106 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 Division 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 state's wired and wireless network infrastructure.

DIS is organized as eight primary divisions: Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, 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.

Division of Information Systems

Quarterly Report on Advice and Recommendations

To State Agencies, Boards and Commissions

Executive Summary

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 6/30/2019.

In addition to the recommendations provided to agencies, boards and commissions, DIS worked around the clock in tandem with ADEM as part of a disaster response team during the historic flooding that occurred in Arkansas during the last quarter.

DIS is also in the process of implementing a statewide rollout of Microsoft Office 365. During the second quarter, migration was completed in the following agencies:

1. Arkansas Fair Housing Commission
2. Arkansas Tobacco Settlement Commission
3. Board of Dental Examiners
4. Arkansas Board of Examiners in Speech Language Pathology and Audiology
5. Arkansas Tobacco Control Board
6. Arkansas Psychology Board
7. Appraiser Licensing and Certification Board
8. Arkansas State Claims Commission
9. Arkansas Scholarship Lottery
10. Arkansas Minority Health
11. Health Services Permit Agency
12. Martin Luther King Jr. Commission
13. Arkansas GIS Office
14. AR Board of Licensure for Professional Engineers and Professional Surveyors
15. Arkansas State Board of Public Accountancy
16. Arkansas Natural Resources Commission
17. Arkansas Department of Aeronautics
18. Arkansas Towing & Recovery Board
19. Board of Barber Examiners
20. Arkansas Department of Labor
21. Capitol Zoning District Commission
22. Arkansas Fire Protection Licensing Board

23. Arkansas Department of Parks & Tourism

24. Assessment Coordination Department

25. Arkansas Board of Pharmacy

26. Arkansas Department of Health

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions and one school district: **25**

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Lottery Commission	1
Bank Department 0405	1
Board of Pharmacy 0283	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Economic Development 0790	1
Department of Education 0500	1
Department of Emergency Management 0995	1
Department of Finance and Administration 0610	1
Department of Human Services 0710	4
Department of Parks and Tourism 0900	2
Disabled Veterans Service Office 0365	1
Educational Television Division 0516	2
Insurance Department 0425	1
Manufactured Home Commission 0305	1
Military Department 0975	1
Motor Vehicle Commission 0320	1
Real Estate Commission 0248	1
Charleston School District	1
Tobacco Control Board 0261	2

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	2
Implementation	5
Planning	11
Rates or Fees	5
Technical	2

Report Detail

The 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 Lottery Commission
Type of Advice	Technical
Title	Lottery - Shared Services
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 8,196.00
Project Scope	Migrate Lottery servers into DIS shared services.
Advice Requested	Customer requested to migrate current physical servers located at Lottery to DIS shared services at State Data Center West (SDCW).
Detail of Recommendation	Recommended review of current servers and the migrations of those servers to SDCW.

2) Agency Name	Bank Department 0405
Type of Advice	Installation
Title	VoIP - Bank Department
Advisor	John Wright (DIS)
Project Name	DIS Voice over IP (VoIP)
Cost Estimate	\$ 4,800.00
Project Scope	Install switch and VoIP phones for customer.
Advice Requested	Customer request to move to VoIP solution.
Detail of Recommendation	Recommended site visit by VoIP team and customer visited DIS for phone selection. Project in flight.

3) Agency Name	Board of Pharmacy 0283
Type of Advice	Implementation
Title	Pharmacy Board Shared Services
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 5,484.00
Project Scope	Migration of applications/data to DIS shared services.
Advice Requested	Customer request quote to migrate from physical servers into DIS shared services.
Detail of Recommendation	Recommended review of current environment and provided customer a service request.

4) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Technical
Title	DAH - Shared Services
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 97,104.00
Project Scope	Migrate DAH servers into DIS shared services.
Advice Requested	Customer requested to migrate current physical servers located at DAH to DIS shared services at SDCW.
Detail of Recommendation	Recommended review of current servers and the migrations of those servers to SDCW.

5) Agency Name	Economic Development Commission 0790
Type of Advice	Implementation
Title	AEDC - Shared Services
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 52,284.00
Project Scope	Migrate servers located at AEDC into DIS shared services.
Advice Requested	Customer requested to migrate physical servers into DIS shared services.
Detail of Recommendation	Recommended review of current physical servers and the migration of the applications/data to virtual machines in DIS shared services environment.

6) Agency Name	Department of Education 0500
Type of Advice	Rates or Fees
Title	ADE Service Request Renewal
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 20,000,000.00
Project Scope	ADE asked for new statements of work for all services provided by DIS. This includes all major applications, network services and VoIP service.
Advice Requested	The customer asked for updated statements of work and details regarding all services provided by DIS, to include cost to prepare for the upcoming fiscal year.
Detail of Recommendation	DIS completed the requested and provided estimates for hosting, network and voice services to include the statewide APSCN K-12 Broadband Network.

7) Agency Name	Department of Emergency Management 0995
Type of Advice	Rates or Fees
Title	ADEM VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 30,000.00
Project Scope	The customer has asked for DIS to provide a recommendation and pricing to replace its existing Centrex telephone service.
Advice Requested	The customer asked DIS to evaluate its existing voice services and network infrastructure to determine the best solution from a cost and performance perspective.
Detail of Recommendation	DIS recommended moving to the enterprise VoIP solution and provided the appropriate pricing associated with the solution.

8) Agency Name	Department of Finance and Administration 0610
Type of Advice	Rates or Fees
Title	DFA 1509 Building VoIP Conversion
Advisor	Donald Matthews
Project Name	DIS Telephone Service VoIP
Cost Estimate	\$ 32,000.00
Project Scope	DFA asked us to move forward with the conversion of the 1509 Building from Centrex voice services to our Enterprise VoIP solution.
Advice Requested	The customer asked DIS for a cost estimate to convert its existing Centrex telephone services in the 1509 Building to DIS provided VoIP services.
Detail of Recommendation	DIS recommended moving forward with the project and provided the appropriate cost estimate, which was approved by the customer.

9) Agency Name	Department of Human Services 0710
Type of Advice	Planning
Title	DHS VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The customer asked DIS to move forward with replacing its existing Centrex voice services in Donaghey Plaza with DIS provided VoIP services.
Advice Requested	The customer has been working with DIS to replace older phone services throughout the state. They recently decided how to proceed with converting existing Centrex services in Donaghey Plaza to VoIP.
Detail of Recommendation	DIS recommended to start gathering data related to the existing solution so a plan can be developed to move these users up in the conversion timeline.

10) Agency Name	Department of Human Services 0710
Type of Advice	Planning
Title	DHS Password Resets
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	DIS currently provides call center personnel to reset passwords for the DHS enrollment and eligibility system. DIS would like to engage with the DHS contractor to make the process more efficient.
Advice Requested	DIS met with DHS to discuss the current process to reset passwords for citizens that access DHS applications.
Detail of Recommendation	DIS recommended utilizing the existing DHS process for interacting with the public and provided instruction and training on how to reset passwords within the system.

11) Agency Name	Department of Human Services 0710
Type of Advice	Planning
Title	IT Service Management Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	DIS is replacing the existing service management tool and is reaching out to customers to gather their input for what they'd like to see in the new solution.
Advice Requested	DIS met with DHS to review the new solution and answer any questions they had regarding functionality.
Detail of Recommendation	DIS met with the customer and provided a demo of the new solution and answered their questions. DIS requested their input for how the new solution will be setup to most effectively meet their needs.

12) Agency Name	Department of Human Services 0710
Type of Advice	Planning
Title	DHS Mobile Device Management
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	The customer was looking to replace its existing mobile device management solution and asked DIS for a recommendation.
Advice Requested	The customer wanted to know if the state's enterprise Microsoft agreement provided tools that could replace an existing mobile device management solution.
Detail of Recommendation	DIS recommended utilizing Microsoft Intune, which is included with the state's enterprise Microsoft agreement. DIS provided a demo of the solution and answered questions related to the application.

13) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Implementation
Title	ADPT Network Infrastructure and Security
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	Parks and Tourism will be installing new credit card transaction terminals throughout the state.
Advice Requested	Parks and Tourism is replacing several credit card terminals throughout the state and has asked DIS for recommendations on how to appropriately configure the network.
Detail of Recommendation	DIS provided a team of subject matter experts to review the new requirements and to make recommendations on how to reconfigure the network to accommodate the new solution.

14) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Planning
Title	Parks and Tourism Office 365 Discussion
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	DIS is converting all of state government to a new enterprise Microsoft Office 365 solution. The Department of Parks and Tourism asked for details around the project and wanted to plan accordingly.
Advice Requested	The customer had several questions regarding the prep-work required on their end and functionality of the new system.
Detail of Recommendation	DIS met with the customer and answered their questions regarding the new solution. They will be included in Wave 3 of the migration project plan.

15) Agency Name	Disabled Veterans Service Office 0365
Type of Advice	Implementation
Title	ADVA Shared Services Application Hosting
Advisor	John Wright (DIS)
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 1,542.00
Project Scope	Application Hosting for Welch-Allyn Point Click Care.
Advice Requested	Customer requested server to host application for passing data from medical devices to Point Click Care.
Detail of Recommendation	Customer was advised to place server in DIS shared services.

16) Agency Name	Educational Television Division 0516
Type of Advice	Planning
Title	AETN Network Connection
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	\$ 12,000.00
Project Scope	Due to changing technology, the customer has a need to connect to the Victory Building to reach local TV stations via broadband.
Advice Requested	The customer asked DIS for options to connect from its offices in Conway to the Victory Building.
Detail of Recommendation	DIS recommended using the existing fiber in the Victory Building and provided the appropriate pricing.

17) Agency Name	Educational Television Division 0516
Type of Advice	Rates or Fees
Title	AETN VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 40,000.00
Project Scope	The customer has asked for DIS to provide a recommendation and pricing to replace its existing Centrex telephone service.
Advice Requested	The customer asked DIS to evaluate its existing voice services and network infrastructure to determine the best solution from a cost and performance perspective.
Detail of Recommendation	DIS recommended moving to the enterprise VoIP solution and provided the appropriate pricing associated with the solution.

18) Agency Name	Insurance Department 0425
Type of Advice	Planning
Title	Insurance Department Office 365 Planning
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	DIS is converting all of state government to a new enterprise Microsoft Office 365 solution. The Insurance Department asked for details around the project and wanted to plan accordingly.
Advice Requested	The customer had several questions regarding the prep-work required on their end and functionality of the new system.
Detail of Recommendation	DIS met with the customer and answered their questions regarding the new solution. They will be included in Wave 6, which will migrate August 1.

19) Agency Name	Manufactured Home Commission 0305
Type of Advice	Installation
Title	Manufactured Home VoIP
Advisor	John Wright (DIS)
Project Name	DIS Voice over IP
Cost Estimate	\$ 1,469.40
Project Scope	Update switch and install 4 phones.
Advice Requested	Customer requested to move to VoIP technology.
Detail of Recommendation	Recommended site survey and installation.

20) Agency Name	Military Department 0975
Type of Advice	Planning
Title	Military Department IT Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	The State Military Department has asked DIS to provide multiple services due to new requirements related to its existing federal network.
Advice Requested	The State Military Department has users that access AASIS via the federal network today. The existing solution is going away at the end of the federal fiscal year, and the department has asked DIS for a plan to provide network connectivity, desktop support and email services.
Detail of Recommendation	DIS recommended a 100MB connection, network switches and moving to the enterprise Office 365 solution provided by the state. DIS is working with the customer to make sure that all these items are in place by the end of the federal fiscal year.

21) Agency Name	Motor Vehicle Commission 0320
Type of Advice	Planning
Title	Motor Vehicle Commission
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 3,342.00
Project Scope	Migration of applications/data to DIS shared services.
Advice Requested	Customer requested quote to migrate from physical servers into DIS shared services.
Detail of Recommendation	Recommended review of current environment and provided customer a quote.

22) Agency Name	Real Estate Commission 0248
Type of Advice	Rates or Fees
Title	Real Estate Commission VoIP
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 7,200.00
Project Scope	The customer has asked for DIS to provide a recommendation and pricing to replace its existing Centrex telephone service.
Advice Requested	The customer asked DIS to evaluate its existing voice services and network infrastructure to determine the best solution from a cost and performance perspective.
Detail of Recommendation	DIS recommended moving to the enterprise VoIP solution and provided the appropriate pricing associated with the solution.

23) Agency Name	Charleston School District
Type of Advice	Planning
Title	Charleston School District
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 13,539.00
Project Scope	Migration of applications/data to DIS shared services.
Advice Requested	Customer request quote to migrate from physical servers into DIS shared services.
Detail of Recommendation	Recommended review of current environment and provided customer a quote.

24) Agency Name	Tobacco Control Board 0261
Type of Advice	Implementation
Title	TCB - Application Enhancement
Advisor	John Wright (DIS)
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 190,000.00
Project Scope	Application Enhancements to Report Management Systems.
Advice Requested	Customer request enhancements to application developed by DIS.
Detail of Recommendation	Recommended review of enhancements with DIS developer and customer. Recommended that customer move forward to upgrades.

25) Agency Name	Tobacco Control Board 0261
Type of Advice	Planning
Title	Shared Services - Tobacco Control Board
Advisor	John Wright (DIS)
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 4,068.00
Project Scope	Migration of applications/data to DIS shared services environment.
Advice Requested	Customer requested quote to migrate from physical servers into DIS shared services.
Detail of Recommendation	Recommended review of environment and provided customer quote.