

May 2, 2018

Senator Bill Sample
Representative Jim Dotson
Arkansas Legislative Council
One Capitol Mall
5th Floor, Room R-516
Little Rock, Arkansas 72201

Dear Senator Sample and Representative Dotson,

This letter is to transmit to the Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2018.

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
Director
Department of Information Systems

Arkansas Department of Information Systems
Empowering the Citizens of Arkansas Through Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 3/31/2018

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 3/31/2018.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 25

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
13th Judicial District Drug Task Force	2
Arkansas Commission on Law Enforcement Standards and Training 4095	1
Arkansas Community Correction 0485	1
Arkansas State Police 0960	1
Claims Commission 0360	1
Crime Information Center 0990	1
Crime Laboratory 0955	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Correction 0480	1
Department of Education 0500	1
Department of Emergency Management 0995	1
Department of Finance & Administration - Alcoholic Beverage Control Division 0611	4
Department of Higher Education 0700	1
Department of Human Services 0710	1
Department of Parks and Tourism - History Commission 0915	1
Department of Parks and Tourism 0900	1
Department of Workforce Services 4081	2
Development Finance Authority 0395	1
Motor Vehicle Commission 0320	1
Secretary of State 0063	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Implementation	2
Planning	8
Product or Service Utilization	13
Rates or Fees	1
Technical	1

1) Agency Name	13th Judicial District Drug Task Force
Type of Advice	Product or Service Utilization
Title	Arkansas Economic Development Commission (AEDC) IT Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	Department of Information Systems (DIS) provided IT support to AEDC. In addition to the traditional IT services and assistance provided to AEDC, we discussed migrating AEDC to the state's Exchange email solution. We advised AEDC to hold off on the migration in favor of waiting to come on board to the state's new enterprise agreement with Microsoft for Office 365.
Advice Requested	AEDC requested assistance from DIS regarding Exchange email hosting.
Detail of Recommendation	DIS provided assistance to AEDC regarding Exchange email hosting.

2) Agency Name	13th Judicial District Drug Task Force
Type of Advice	Product or Service Utilization
Title	IT solutions for Arkansas Attorney General's Office
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT solutions for the Arkansas Attorney General's Office to include DIS-managed VoIP and SharePoint application development solutions. The AG's Office needed a telephone solution to improve upon its ability to manage the call flow that comes into the office. They needed an ability to have a high functioning call center and to have reporting capabilities for those calls. We also discussed developing a SharePoint Constituent Tracking solution to manage the requests that come into the office. DIS is currently working with the AG's personnel to meet their needs going forward.
Advice Requested	The Arkansas Attorney General's Office requested DIS's guidance with regard to its initiatives with being highly responsive to requests coming into the office.
Detail of Recommendation	DIS provided guidance with regard to Arkansas Attorney General's Office initiatives.

3) Agency Name	Arkansas Commission on Law Enforcement Standards and Training 4095
Type of Advice	Planning
Title	IT consulting for Arkansas Commission on Law Enforcement Standards and Training (CLEST)
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT consulting for CLEST. With likely changes on the way toward consolidated IT for the state, CLEST met with DIS leadership to discuss its IT initiatives for the coming year. They wanted to ensure that they were in line with what the state is doing in terms of a unified approach. DIS provided guidance to CLEST regarding upcoming initiatives and in their approach. Also, the Little Rock CLEST office converted to DIS managed VoIP.
Advice Requested	CLEST requested DIS's guidance with regard to its IT initiatives for the coming year to ensure that they were in line with what the state is doing in terms of a unified approach.
Detail of Recommendation	DIS provided guidance with regard to CLEST IT initiatives.

4) Agency Name	Arkansas Community Correction 0485
Type of Advice	Product or Service Utilization
Title	IT Support for Arkansas Community Correction (ACC)
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT support to ACC. In addition to the traditional IT services and assistance provided to ACC, DIS has been working with ACC on connectivity upgrades at multiple locations and also implementing VoIP telephony at several ACC locations across the state.
Advice Requested	ACC requested assistance from DIS in a number of IT support areas, most notably with connectivity upgrades and VoIP telephony.
Detail of Recommendation	DIS provided IT support and assistance to ACC in a number of IT support areas mentioned above.

5) Agency Name	Arkansas State Police 0960
Type of Advice	Product or Service Utilization
Title	Arkansas State Police (ASP) Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT support to ASP. ASP utilizes DIS for a number of IT service offerings. In addition to the traditional IT service offerings, DIS has been working with ASP on connectivity upgrades at multiple locations and also implementing VoIP telephony at several ASP troop locations.
Advice Requested	ASP requested assistance from DIS ASP on connectivity upgrades at multiple locations and also implementing VoIP telephony at several ASP troop locations.
Detail of Recommendation	DIS provided IT support and assistance to ASP in a number of IT support areas mentioned above.

6) Agency Name	Claims Commission 0360
Type of Advice	Technical
Title	Video Conferencing
Advisor	Curtis Eubanks
Project Name	DIS Video Conferencing
Cost Estimate	
Project Scope	Correct issues with the current video conferencing scenario.
Advice Requested	Ms. Irby has had issues with video 'freeze' while conducting video hearings with the Dept. of Correction.
Detail of Recommendation	DIS video/VoIP team conducted tests and redesigned network configuration. After testing the video test were successful and was monitored by DIS staff.

7) Agency Name	Crime Information Center 0990
Type of Advice	Planning
Title	Statewide DSL Conversion
Advisor	Curtis Eubanks
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	ACIC has DSL connections throughout the state that need to be migrated to a new contract.
Advice Requested	The customer asked for a meeting with DIS to determine the best solutions moving forward with the new contract, and the speeds that would meet their needs.
Detail of Recommendation	We worked with the customer to examine the needs at each location, and made recommendations on the types of speeds and technology that is available at each location.

8) Agency Name	Crime Laboratory 0955
Type of Advice	Planning
Title	Network Equipment Hosting
Advisor	Curtis Eubanks
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Mr. Channel requested meeting time with the DIS director to discuss moving Crime Lab equipment from the in-house location to the state data center.
Advice Requested	The advice requested centered on the cost of monthly hosting for a replacement of existing equipment in the SDC-W location. The limitation will be the lack of bandwidth for a full access to the hosted information.
Detail of Recommendation	DIS is working on a 'dark fiber' connection to the Crime Lab. Time frame undetermined. This will move this project forward.

9) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Product or Service Utilization
Title	Department of Arkansas Heritage (DAH) IT Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided a great deal of IT support to DAH. IT services and assistance provided to DAH included TSM backup solutions to all DAH locations, data backup solutions, network upgrades, desktop and server support, and consulting on DAH software applications.
Advice Requested	DAH requested assistance from DIS in a number of IT support areas mentioned above.
Detail of Recommendation	DIS provided IT support and assistance to DAH in a number of IT support areas mentioned above.

10) Agency Name	Department of Correction 0480
Type of Advice	Product or Service Utilization
Title	IT Support for Arkansas Department of Correction (ADC)
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT support to ADC. In addition to the traditional IT services and assistance provided to ADC, DIS has been working with ADC on connectivity upgrades at multiple locations and also implementing VoIP telephony at several ADC locations.
Advice Requested	ADC requested assistance from DIS in a number of IT support areas, most notably with connectivity upgrades and VoIP telephony.
Detail of Recommendation	DIS provided IT support and assistance to ADC in a number of IT support areas mentioned above.

11) Agency Name	Department of Education 0500
Type of Advice	Planning
Title	Inactive Database Discussion
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	The customer came to DIS for a recommendation on what to do with inactive databases for old school districts.
Advice Requested	The customer has a need to retain data from school districts that are no longer active. They've asked DIS for a recommendation on how to address the need.
Detail of Recommendation	DIS recommended storing the information in a file share that is less costly than maintaining it in the existing environment. Working with customer to identify the data and to determine which environments can be shut down.

12) Agency Name	Department of Emergency Management 0995
Type of Advice	Product or Service Utilization
Title	ADEM Connectivity Needs
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	ADEM has a location on Remount Rd. in North Little Rock (Federal Surplus Property), and they've asked DIS for a recommendation on how to get more bandwidth.
Advice Requested	ADEM asked DIS for a plan to get more bandwidth to its Federal Surplus Property location located near the North Little Rock Airport. The location has very limited connectivity, and it's causing problems with the applications they are running.
Detail of Recommendation	DIS has recommended that we utilize services that become available with the award of a new contract for network services that is due to be awarded in the spring. We're hopeful that more reasonably priced bandwidth will be available via fiber as a result of the bid.

13) Agency Name	Department of Finance & Administration - Alcoholic Beverage Control Division 0611
Type of Advice	Implementation
Title	DFA Legislative Tracking
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	DFA wanted to track legislation during the 2018 fiscal session, and asked DIS for assistance.
Advice Requested	The customer asked DIS for advice related to the state's legislative tracking application written and housed in the SharePoint environment.
Detail of Recommendation	DIS provided technical recommendations and information related to the application, and utilized existing expertise to meet the needs of the customer.

14) Agency Name	Department of Finance & Administration - Alcoholic Beverage Control Division 0611
Type of Advice	Planning
Title	DFA Fiber Ring
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	\$ 91,200.00
Project Scope	DFA is interested in utilizing dark fiber to create a ring between its locations and the state data center.
Advice Requested	The customer asked DIS for an option to utilize dark fiber for higher speed connectivity at a decreased rate.
Detail of Recommendation	DIS made a recommendation to utilize dark fiber that was recently implemented via a new contract, and to utilize the fiber ring for redundancy and fail over capabilities. The customer agreed to move forward with the project.

15) Agency Name	Department of Finance & Administration - Alcoholic Beverage Control Division 0611
Type of Advice	Planning
Title	DFA New Application Hosting Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 11,000.00
Project Scope	DFA is implementing new software and has asked DIS for a recommendation on the most effective way to host the new application.
Advice Requested	DFA has new facial recognition software and asked DIS for a recommendation on the most effective way to host the application. They've asked for technical and pricing information related to the project.
Detail of Recommendation	DIS recommended hosting the new application in State Data Center-West. We provided the appropriate pricing, and the customer agreed to move forward. We're now in the project planning phase.

16) Agency Name	Department of Finance & Administration - Alcoholic Beverage Control Division 0611
Type of Advice	Planning
Title	Statewide DSL Conversion
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The Department of Finance and Administration has DSL connections throughout the state that need to be migrated to a new contract.
Advice Requested	The customer asked for a meeting with DIS to determine the best solutions moving forward with the new contract, and the speeds that would meet its needs.
Detail of Recommendation	We worked with the customer to examine the needs at each location, and made recommendations on the types of speeds and technology that is available at each location.

17) Agency Name	Department of Higher Education 0700
Type of Advice	Product or Service Utilization
Title	Arkansas Department of Higher Education (ADHE) DIS provided IT Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT support to ADHE. In addition to the traditional IT services and assistance provided to ADHE, DIS has been working with ADHE on a solution to manage reporting for performance-based funding for Arkansas institutions. During the reporting period, there has been a few scope changes with this project. DIS continues to work with ADHE to deliver the desired technology solution to meet ADHE needs and objectives.
Advice Requested	ADHE requested assistance from DIS in a number of IT support areas, most notably with technology solution needs for performance based funding initiatives.
Detail of Recommendation	DIS provided IT support and assistance to ADHE in a number of IT support areas mentioned above.

18) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	Arkansas Department of Human Services (DHS) DIS provided IT Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided IT support to DHS. In addition to the traditional IT services and assistance provided to DHS, DIS has been working with DHS on a statewide VoIP conversion. Currently DHS manages its own Microsoft Lync VoIP system in many central Arkansas locations utilizing Polycom hardware. In other central Arkansas locations, as well as a few outside of Central Arkansas, DHS utilizes DIS-managed Centrex telephony. At many DHS county offices, DHS utilizes Mitel telephone systems. We've been in discussions for some time around a statewide DIS managed Cisco VoIP system. We're also in process of identifying connectivity upgrades at multiple locations across the state.
Advice Requested	DHS requested assistance from DIS in a number of IT support areas, most notably with DIS managed VoIP telephony.
Detail of Recommendation	DIS provided IT support and assistance to DHS in a number of IT support areas mentioned above.

19) Agency Name	Department of Parks and Tourism - History Commission 0915
Type of Advice	Implementation
Title	ADPT Hardware Refresh
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 12,000.00
Project Scope	The Department of Parks and Tourism is utilizing DIS hardware that is due to be refreshed and has asked DIS for a plan to move forward.
Advice Requested	The customer provided technical requirements for the types of applications that will be hosted in the new environment and asked DIS for a solution to meet the needs moving forward.
Detail of Recommendation	DIS recommended utilizing the state's shared virtual environment to meet the needs of the applications. We're working on an enterprise solution that will be in place in late spring, and we will migrate the customer to the new environment at that time.

20) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Product or Service Utilization
Title	War Memorial Stadium Phones
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 13,000.00
Project Scope	ADPT has asked us to review the current phone solution at War Memorial Stadium and to make a recommendation on how to move forward.
Advice Requested	War Memorial Stadium has an older phone system that needs to be replaced, and ADPT reached out to us to see what type of solution we would recommend, and to see how much it would cost.
Detail of Recommendation	DIS recommended migrating to the DIS-hosted VoIP solution, and we provided the appropriate pricing for the solution. The customer is reviewing the proposal.

21) Agency Name	Department of Workforce Services 4081
Type of Advice	Product or Service Utilization
Title	DWS Reporting Needs
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 15,000.00
Project Scope	DWS has a need to produce multiple reports for multiple audiences, and has asked DIS to provide a solution.
Advice Requested	DWS is responsible for several reports that are utilized routinely by DWS leadership and the legislature. They asked DIS for a solution to the issue, and related cost.
Detail of Recommendation	DIS recommended utilizing the existing data warehouse to house the data, and to use the DIS Business Objects reporting solution to extract the data in a format that meets the needs of the end users. The customer agreed to move forward and we provided the appropriate development, licensing, and training.

22) Agency Name	Department of Workforce Services 4081
Type of Advice	Rates or Fees
Title	DWS Web Farm Hosting
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 169,494.00
Project Scope	The customer has asked DIS to provide an estimate to migrate from existing customer purchased hardware to the DIS shared hosting environment.
Advice Requested	The customer currently uses hardware that they purchased to host applications in the state data center. It's time for a refresh, and they've asked DIS for an estimate to provide hosting in our shared environment.
Detail of Recommendation	We've identified the needs of the customer, and we have made a recommendation on how to move forward. We provided the appropriate pricing and technical advice.

23) Agency Name	Development Finance Authority 0395
Type of Advice	Product or Service Utilization
Title	Arkansas Development Finance Authority (ADFA) IT Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS provided a great deal of IT support to ADFA. IT services and assistance provided to ADFA included TSM data backup solutions, desktop and server support, and consulting on AFDA's IT environment. ADFA lost its sole IT support person during the reporting period. ADFA has someone on staff who is filling in at the moment, and DIS has been supporting that person with regularity. ADFA is considering utilizing DIS data center hosting solutions going forward.
Advice Requested	ADFA requested assistance from DIS in a number of IT support areas mentioned above.
Detail of Recommendation	DIS provided IT support and assistance to ADFA in a number of IT support areas mentioned above.

24) Agency Name	Motor Vehicle Commission 0320
Type of Advice	Product or Service Utilization
Title	DIS Products and Services
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The new director of the Arkansas Motor Vehicle Commission requested an overview of DIS products and services.
Advice Requested	The director is new to state government and, as a new director, requested services available to the Motor Vehicle Commission and how to contact and utilize the services.
Detail of Recommendation	Complete review of the monthly billing as well as a review of products and services.

25) Agency Name	Secretary of State 0063
Type of Advice	Planning
Title	Statewide DSL Conversion
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The Secretary of State's Office has DSL connections throughout the state that need to be migrated to a new contract.
Advice Requested	The customer asked for a meeting with DIS to determine the best solutions moving forward with the new contract, and the speeds that would meet their needs.
Detail of Recommendation	We worked with the customer to examine the needs at each location, and made recommendations on the types of speeds and technology that is available at each location.