

August 1, 2018

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

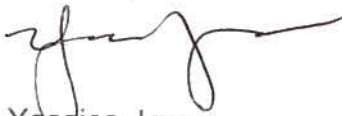
Dear Senator Sample and Representative Dotson,

This letter is to transmit to the Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending June 30, 2018.

This report details the information on the advice and recommendations that the Department 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, 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: 6/30/2018

REPORT OVERVIEW

Background

A.C.A. § 25-4-106 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 6/30/2018.

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
Arkansas Attorney General Office	1
Arkansas Community Correction 0485	2
Arkansas Fair Housing Commission 0229	1
Arkansas State Police 0960	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Career Education - Arkansas Rehabilitation Services 0520	2
Department of Correction 0480	2
Department of Economic Development 0790	1
Department of Emergency Management 0995	2
Department of Environmental Quality 0930	1
Department of Finance & Administration - Alcoholic Beverage Control Division 0611	2
Department of Health 0645	1
Department of Human Services 0710	1
Department of Labor 0800	1
Department of Parks and Tourism 0900	1
Department of Workforce Services 4081	2
Development Finance Authority 0395	1
Geological Commission 0420	1
Securities Department 0410	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Implementation	13
Planning	1
Product or Service Utilization	11

1) Agency Name	Arkansas Attorney General's Office
Type of Advice	Product or Service Utilization
Title	DIS Managed VoIP for AG's Office
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 6,000
Project Scope	The Attorney General's Office was looking for a managed VoIP system to meet the needs of its high call volume in the constituent tracking division. Moving this division was a phase one approach to implementing DIS managed VoIP for the entire AG's Office.
Advice Requested	AG's Office seeking new phone system from DIS.
Detail of Recommendation	DIS has provided a managed VoIP system to the AG's Office.

2) Agency Name	Arkansas Community Correction (ACC) 0485
Type of Advice	Product or Service Utilization
Title	ACC Statewide Network Upgrades & VoIP Implementation
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	With the implementation of DIS managed VoIP across the state already underway, a new statewide connectivity contract should lead to reduced costs and improved functionality for the ACC. ACC will be working with DIS to upgrade all of its statewide locations to higher speed network connections while also continuing to convert telephone systems to DIS managed VoIP.
Advice Requested	ACC desires reduced cost and improved functionality from network and voice solutions.
Detail of Recommendation	DIS is delivering reduced cost and improved functionality from network and voice solutions to ACC.

3) Agency Name	Arkansas Community Correction (ACC) 0485
Type of Advice	Product or Service Utilization
Title	eOMIS Data Warehouse
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 18,000
Project Scope	The ACC is seeking a solution provider for an EOMIS data warehouse that will supplement the QEOMIS query region for improved query performance, historical retention and ease of analysis. DIS is working with ACC and eOMIS developer Marquis to develop this data warehouse to meet this need. Included in the effort is a SQL back end also provided through DIS. Work continues for what will become a solution to be utilized by ACC and ADC.
Advice Requested	ACC is seeking a solution provider for an eOMIS data warehouse.
Detail of Recommendation	DIS is working with ACC to develop an eOMIS data warehouse.

4) Agency Name	Arkansas Fair Housing Commission 0229
Type of Advice	Product or Service Utilization
Title	AR Fair Housing Commission
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 3,000
Project Scope	The Fair Housing Commission was looking for a managed VoIP system to meet the needs of its office.
Advice Requested	Fair Housing Commission seeking new phone system from DIS.
Detail of Recommendation	DIS has provided a managed VoIP system to the Fair Housing Commission.

5) Agency Name	Arkansas State Police 0960
Type of Advice	Product or Service Utilization
Title	Arkansas State Police Statewide Network Upgrades & VoIP Implementation
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	With the implementation of DIS managed VoIP across the state already underway, a new statewide connectivity contract should lead to reduced costs and improved functionality for Arkansas State Police (ASP). ASP was able to take advantage of dark fiber to its headquarters to see a significant bandwidth increase while simultaneously reducing costs. ASP will be working with DIS to upgrade all of its statewide locations to higher speed network connections while also continuing to convert telephone systems to DIS managed VoIP.
Advice Requested	ASP desires reduced cost and improved functionality from network and voice solutions.
Detail of Recommendation	DIS is delivering reduced cost and improved functionality from network and voice solutions to ASP.

6) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Product or Service Utilization
Title	DAH Statewide Network Upgrades & VoIP Implementation
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 40,000
Project Scope	With the implementation of a new statewide connectivity contract, and as DIS-managed Centrex service reaches end of life, Department of Arkansas Heritage (DAH) is working with DIS to upgrade all of its statewide locations to higher speed network connections while also converting its Centrex telephone systems to DIS-managed VoIP. The end goal will result in more bandwidth per location while simultaneously reducing costs. Also, DAH will benefit from costs savings, improved functionality and eliminate a lack of support risk by implementing DIS-managed VoIP.
Advice Requested	DAH desires reduced cost and improved functionality from network and voice solutions.
Detail of Recommendation	DIS is delivering reduced cost and improved functionality from network and voice solutions to DAH.

7) Agency Name	Department of Career Education - Arkansas Rehabilitation Services 0520
Type of Advice	Implementation
Title	ACE Voice Services
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 30,000
Project Scope	The customer needs to convert from the state's old Centrex voice services contract to VoIP.
Advice Requested	The customer wanted to discuss technical questions and concerns about converting to VoIP from the current Centrex solution. They also requested the appropriate pricing to do so.
Detail of Recommendation	DIS explained the features of the new system and discussed the need to convert from the old Centrex contract prior to the end of FY19. We provided a demo of the solution and provided pricing to convert to the new solution.

8) Agency Name	Department of Career Education - Arkansas Rehabilitation Services 0520
Type of Advice	Implementation
Title	ARS Network Budget
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer has a need to upgrade bandwidth at several locations around the state and has asked DIS for recommendations.
Advice Requested	The customer asked DIS to make recommendations to increase bandwidth to its locations throughout the state.
Detail of Recommendation	DIS recommended the options available in the new state contract for bandwidth. With the new contract, customers can generally increase their bandwidth while holding monthly costs steady.

9) Agency Name	Department of Correction 0480
Type of Advice	Product or Service Utilization
Title	Network Upgrades & VoIP Implementation for ADC
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	With the implementation of DIS-managed VoIP across the state already underway, a new statewide connectivity contract should lead to reduced costs and improved functionality for Arkansas Department of Correction (ADC). ADC will be working with DIS to upgrade all of their statewide locations to higher speed network connections while also continuing to convert telephone systems to DIS managed VoIP.
Advice Requested	ADC desires reduced cost and improved functionality from network and voice solutions.
Detail of Recommendation	DIS is delivering reduced cost and improved functionality from network and voice solutions to ADC.

10) Agency Name	Department of Correction 0480
Type of Advice	Product or Service Utilization
Title	ADC/ACCeOMIS Upgrade Project
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	Arkansas Department of Correction (ADC) and Arkansas Community Correction (ACC) seeking an upgrade to the Electronic Offender Management Information System eOMIS for the purpose of improved application/system performance and functionality as well as to ensure Criminal Justice Information Services (CJIS) compliancy.
Advice Requested	ADC and ACC seeking an upgrade to the eOMIS application.
Detail of Recommendation	DIS is assisting ADC and ACC in an effort to upgrade eOMIS.

11) Agency Name	Arkansas Economic Development Commission (AEDC) 0790
Type of Advice	Product or Service Utilization
Title	AEDC Server Infrastructure Migration
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 15,000
Project Scope	AEDC made a decision to move its server infrastructure to a DIS-hosted environment. There are frequent power outages at AEDC offices on W. Capitol, and the building is not supported by generator power. This results in AEDC and other state agency tenants losing power to the server hardware infrastructure on a fairly frequent basis. This poses a significant risk as important data is hosted on the servers. The redundant, stable, power supplied data center environment reduces the risk of any data loss, ensures that servers stay powered, and that applications and data stay readily available at all times.
Advice Requested	AEDC requested a secured, stable, hosting environment.
Detail of Recommendation	DIS provided AEDC a secured, stable, hosting environment within the state data center.

12) Agency Name	Arkansas Department of Emergency Management (ADEM) 0995
Type of Advice	Implementation
Title	ADEM Network Upgrade
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	\$ 35,000
Project Scope	The customer wants to upgrade bandwidth at both of its locations and has asked DIS for a recommendation for each.
Advice Requested	The customer has a lack of bandwidth at its federal surplus property (FSP) location in North Little Rock, and asked DIS to research all options to bring fiber to the location.
Detail of Recommendation	DIS recommended utilizing services under the new state contract to place fiber at the FSP location, and to upgrade bandwidth at the emergency operations center. We presented pricing, and the customer agreed to move forward.

13) Agency Name	Arkansas Department of Emergency Management (ADEM) 0995
Type of Advice	Implementation
Title	ADEM Voice Services
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 36,000
Project Scope	The customer needs to convert from the state's old Centrex voice services contract to VoIP.
Advice Requested	The customer wanted to discuss technical questions and concerns about converting to VoIP from the current Centrex solution. They also requested the appropriate pricing to do so.
Detail of Recommendation	DIS explained the features of the new system and discussed the need to convert from the old Centrex contract prior to the end of FY19. We provided a demo of the solution and provided pricing to convert to the new solution.

14) Agency Name	Department of Environmental Quality (AEDQ) 0930
Type of Advice	Implementation
Title	ADEQ 0365 Discussion
Advisor	Donald Matthews
Project Name	DIS Exchange Email
Cost Estimate	
Project Scope	The customer will be converted to the enterprise 0365 license and has questions about the process.
Advice Requested	The customer wanted to know how the migration would impact them and when they could expect to be converted.
Detail of Recommendation	We answered the customers' questions about the technical aspects of the plan and discussed the implementation schedule. Will follow up when more is known regarding exact date.

15) Agency Name	Department of Finance & Administration - Alcoholic Beverage Control Division 0611
Type of Advice	Implementation
Title	DFA Office 365 Discussion
Advisor	Donald Matthews
Project Name	DIS Exchange Email
Cost Estimate	
Project Scope	The customer will be converted to the enterprise 0365 license and has questions about the process.
Advice Requested	The customer wanted to know how the migration would impact them and when they could expect to be converted.
Detail of Recommendation	We answered the customers' questions about the technical aspects of the plan and discussed the implementation schedule and plan to move them to the end of the project.

16) Agency Name	Department of Finance & Administration - Alcoholic Beverage Control Division 0611
Type of Advice	Implementation
Title	DFA Network Budget
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer has a need to upgrade bandwidth at several locations around the state and has asked DIS for recommendations.
Advice Requested	The customer asked DIS to make recommendations to increase bandwidth to its locations throughout the state.
Detail of Recommendation	DIS recommended the options available in the new state contract for bandwidth. With the new contract, customers can generally increase their bandwidth while holding monthly costs steady.

17) Agency Name	Department of Health 0645
Type of Advice	Implementation
Title	Health Department Voice Services
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 230,000
Project Scope	The customer needs to convert from the state's old Centrex voice services contract to VoIP.
Advice Requested	The customer wanted to discuss technical questions and concerns about converting to VoIP from the current Centrex solution. They also requested the appropriate pricing to do so.
Detail of Recommendation	DIS explained the features of the new system and discussed the need to convert from the old Centrex contract prior to the end of FY19. We provided a demo of the solution and provided pricing to convert to the new solution.

18) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	DHS Statewide Network Upgrades & VoIP Implementation
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 585,000
Project Scope	With the implementation of a new statewide connectivity contract, and as DIS-managed Centrex and Plexar telephony service reach end of life, Department of Human Services (DHS) is working with DIS to upgrade nearly all of its statewide locations to higher speed network connections while also converting its Centrex, Plexar and legacy telephone systems to DIS-managed VoIP. For DHS, the end goal will result in more bandwidth per location while also reducing costs compared to the contracted pricing in place historically. Also, for many of its locations, the price for DIS-managed VoIP will be less than DHS' current spend for telephone systems across the state.
Advice Requested	DHS desires reduced cost and improved functionality from network and voice solutions.
Detail of Recommendation	DIS is delivering reduced cost and improved functionality from network and voice solutions to DHS.

19) Agency Name	Department of Labor 0800
Type of Advice	Implementation
Title	Labor Department Voice Services
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 20,000
Project Scope	The customer needs to convert from the state's old Centrex voice services contract to VoIP.
Advice Requested	The customer wanted to discuss technical questions and concerns about converting to VoIP from the current Centrex solution. They also requested the appropriate pricing to do so.
Detail of Recommendation	DIS explained the features of the new system and discussed the need to convert from the old Centrex contract prior to the end of FY19. We provided a demo of the solution and provided pricing to convert to the new solution.

20) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Implementation
Title	Parks and Tourism Network Budget
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer has a need to upgrade bandwidth at several locations around the state and has asked DIS for recommendations.
Advice Requested	The customer asked DIS to make recommendations to increase bandwidth to its locations throughout the state.
Detail of Recommendation	DIS recommended the options available in the new state contract for bandwidth. With the new contract, customers can generally increase its bandwidth while holding monthly costs steady.

21) Agency Name	Department of Workforce Services 4081
Type of Advice	Implementation
Title	DWS Network Budget
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer has a need to upgrade bandwidth at several locations around the state and has asked DIS for recommendations.
Advice Requested	The customer asked DIS to make recommendations to increase bandwidth to its locations throughout the state.
Detail of Recommendation	DIS recommended the options available in the new state contract for bandwidth. With the new contract, customers can generally increase its bandwidth while holding monthly costs steady.

22) Agency Name	Department of Workforce Services 4081
Type of Advice	Planning
Title	DWS IVR Planning and Discussion
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The customer has asked DIS for recommendations related to the interactive voice recording system used for unemployment insurance claims.
Advice Requested	The customer wanted to know if it was possible to only accept calls on certain days of the week.
Detail of Recommendation	We explained to the customer that we could turn the system on and off as needed, but stressed the importance of coordinating any changes to the system prior to a roll out of new hours. The customer agreed and will follow up with their plan once finalized.

23) Agency Name	Development Finance Authority 0395
Type of Advice	Product or Service Utilization
Title	ADFA Server Infrastructure Migration
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 15,000
Project Scope	<p>Arkansas Development Finance Authority (ADFA) is working with DIS to move its server infrastructure to a DIS-hosted environment. ADFA's office, at 900 W Capitol, experiences frequent power outages, and the building is not supported by generator power. As a result, ADFA and other state agency tenants lose power to its server hardware infrastructure on a fairly frequent basis. This poses a significant risk as ADFA hosts important data on its servers. A redundant, stable, power supplied data center environment reduces the risk of data loss, ensures that servers stay powered, and that ADFA's applications and data stay readily available at all times.</p>
Advice Requested	ADFA has requested a secured stable hosting environment.
Detail of Recommendation	DIS is working with ADFA to provide a secured stable hosting environment within the state data center.

24) Agency Name	Geological Commission 0420
Type of Advice	Implementation
Title	Geological Commission Hosting
Advisor	Donald Matthews
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 2,000
Project Scope	The customer has a Web server that needs to be hosted in a secure environment and has asked DIS for a recommendation.
Advice Requested	The customer wanted to know if we could host the server in State Data Center-West and what the cost would be.
Detail of Recommendation	We explained to the customer that we could host in our secure data center environment and provided the appropriate costs.

25) Agency Name	Securities Department 0410
Type of Advice	Implementation
Title	Securities Department Voice Services
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 6,000
Project Scope	The customer needs to convert from the state's old Centrex voice services contract to VoIP.
Advice Requested	The customer wanted to discuss technical questions and concerns about converting to VoIP from the current Centrex solution. They also requested the appropriate pricing to do so.
Detail of Recommendation	DIS explained the features of the new system, and discussed the need to convert from the old Centrex contract prior to the end of FY19. We provided a demo of the solution and provided pricing to convert to the new solution.