

October 31, 2017

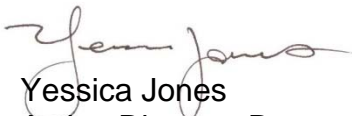
Senator Bill Sample  
Representative David Branscum  
Arkansas Legislative Council  
One Capitol Mall  
5<sup>th</sup> Floor, Room R-516  
Little Rock, Arkansas 72201

Dear Senator Sample and Representative Branscum,

This letter is to transmit to the Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending September 30, 2017. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with act 15 of 2010.

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

Sincerely,



Yessica Jones  
Acting Director, Department of Information Systems

**Department of Information Systems**  
Arkansas. A State of Technology



**Quarterly Report to the Legislature**  
Advice and Recommendations to State Agencies

Period Ending: 9/30/2017

## REPORT OVERVIEW

### Background

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

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

### Report Requirements

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

This report is to include:

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

## Report Description

The following information is included in this report in order to meet the requirements of the act listed above and to provide the Legislature with information useful to its 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 9/30/2017.**

### **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 Agriculture Department 0400	1
Arkansas Attorney General Office	1
Assessment Coordination Department 0490	1
Board of Dental Examiners 0268	1
City of Jacksonville	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Career Education - Arkansas Rehabilitation Services 0520	2
Department of Economic Development 0790	1
Department of Environmental Quality 0930	1
Department of Finance and Administration 0610	1
Department of Health 0645	1
Department of Higher Education 0700	1
Department of Human Services 0710	1
Department of Labor 0800	1
Department of Parks and Tourism 0900	2
Development Finance Authority 0395	1
Educational Television Division 0516	1
Hazen School District	1
Highway and Transportation Department - Retirement 0091	1
Insurance Department 0425	1
Public Defender Commission 0324	1

Tobacco Control Board 0261	1
University of Arkansas at Fayetteville 0135	1



## CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	3
Implementation	2
Planning	6
Product or Service Utilization	10
Technical	2
Upgrades	1

<b>1) Agency Name</b>	<b>Arkansas Agriculture Dept. 0400</b>
<b>Type of Advice</b>	<b>Upgrades</b>
<b>Title</b>	<b>Database review - Agriculture Dept.</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Review and advice concerning an outdated Paradox database. DIS met with Agriculture to review an older Paradox database to consider redevelopment in a SQL format.</b>
<b>Advice Requested</b>	<b>Richard Moix asked requested the database team at DIS for suggestions on the conversion of Paradox to SQL, to be hosted on at Agriculture.</b>
<b>Detail of Recommendation</b>	<b>After the review, the work to scrub the data and convert to SQL would not be expedient.</b>

<b>2) Agency Name</b>	<b>Arkansas Attorney General Office</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Attorney General's Office IT Service Utilization</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 8,800.00</b>
<b>Project Scope</b>	<b>During the reporting period, Arkansas Attorney General's Office (AG) consulted with DIS regarding its new office location in Lowell, Arkansas, as well as for a new call center at its main location in downtown Little Rock. DIS was able to provide IT services/support to the Lowell office location. DIS will continue to work with the AG's office in Little Rock in deploying VoIP and call center management.</b>
<b>Advice Requested</b>	<b>AG requested DIS assistance setting up remote office and with voice service at the main office.</b>
<b>Detail of Recommendation</b>	<b>DIS is working to provide assist the AG's office.</b>

<b>3) Agency Name</b>	<b>Assessment Coordination Department 0490</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Relocation - Assessment Coordination</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Arkansas Assessment Coordination Department has been relocated to a new area at 900 Capitol. DIS will assist in the move with infrastructure and connectivity.</b>
<b>Advice Requested</b>	<b>Mr. Chaney and Ms. Hill met with Director Jones to discuss a collapse of current infrastructure at Assessment Coordination and a migration to DIS hosted services.</b>
<b>Detail of Recommendation</b>	<b>This relocation will involve the migration of Exchange server to Arkansas.gov domain. Also the relocation of existing equipment to the state data center.</b>

<b>4) Agency Name</b>	<b>Board of Dental Examiners 0268</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Access Database Review - Dental Board</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Review the Dental Board Access Database and issues over billing by third party vendor.</b>
<b>Advice Requested</b>	<b>Requested advice was centered on discontent with existing vendor maintaining its Access Database. The request was for DIS to redevelop the existing Access Database and maintain.</b>
<b>Detail of Recommendation</b>	<b>DIS no longer develops Access Database, and unable to host the existing database. The need for a DIS solution for Boards and Commissions/licensing entities, to have DIS support.</b>

<b>5) Agency Name</b>	<b>City of Jacksonville</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>City of Jacksonville Hosting</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 15,000.00</b>
<b>Project Scope</b>	<b>The customer is in the process of upgrading its network. When completed, they will be looking for off-site hosting options.</b>
<b>Advice Requested</b>	<b>Once the customer has completed its network upgrade they will be researching hosting alternatives that are off-site. They have asked for information about the state data center and the services that DIS provides.</b>
<b>Detail of Recommendation</b>	<b>We discussed several possible solutions and providing pricing for planning purposes. The customer agreed to revisit the issue once the network has been upgrade.</b>

<b>6) Agency Name</b>	<b>Department of Arkansas Heritage - Central Administration 0865</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DAH IT Assistance</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>During the reporting period, Department of Arkansas Heritage (DAH) continues to rely on DIS for IT assistance in several areas. The migration of DAH server infrastructure, as well as domain and active directory is complete, and DAH has an IT manager in place, but DIS still provides quite a bit of desktop support for DAH's multiple users across multiple locations. DIS will continue to work toward cost efficiencies to DAH and to provide advice and recommendations as needed.</b>
<b>Advice Requested</b>	<b>DAH requested DIS assistance in several IT areas.</b>
<b>Detail of Recommendation</b>	<b>DIS is providing IT assistance to DAH.</b>

<b>7) Agency Name</b>	<b>Department of Career Education - Arkansas Rehabilitation Services 0520</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Arkansas Rehab Services VoIP Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voiceover IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Arkansas Rehabilitation Services is planning to convert several field offices to the DIS provided VoIP solution.</b>
<b>Advice Requested</b>	<b>The customer asked us to review existing infrastructure for several of its field offices to see if we could provide a VoIP solution to replace aging phone systems.</b>
<b>Detail of Recommendation</b>	<b>We reviewed the infrastructure and provided the appropriate information. We're working with the customer to plan cutovers based on the needs of the local offices.</b>



<b>8) Agency Name</b>	<b>Department of Career Education - Arkansas Rehabilitation Services 0520</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Arkansas Rehabilitation Services VoIP Expansion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voiceover IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Met with Arkansas Rehabilitation Services to discuss the ongoing VoIP telephone conversion.</b>
<b>Advice Requested</b>	<b>They asked what infrastructure should be used for the project to see if they would be ready to move forward with the project.</b>
<b>Detail of Recommendation</b>	<b>We recommended utilizing the new gateway infrastructure for the project and the customer agreed to move forward.</b>

<b>9) Agency Name</b>	<b>Department of Economic Development 0790</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>AEDC IT Assistance</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<p>During the reporting period, Arkansas Economic Development Commission's (AEDC) IT manager resigned. Therefore, AEDC asked DIS to come in an assist the agency where assistance was/is needed. DIS has provided assistance to AEDC with server and application tasks/management. DIS has also provided technical support with AEDC network and telephony. AEDC still has a very capable IT person on staff, but may fill the IT manager position in time. Until then DIS will continue to assist with whatever is requested.</p>
<b>Advice Requested</b>	AEDC requested DIS assistance as its IT manager resigned from the agency.
<b>Detail of Recommendation</b>	DIS is providing IT assistance as needed to AEDC.

<b>10) Agency Name</b>	<b>Department of Environmental Quality 0930</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ADEQ IT Assistance</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>During the reporting period, Arkansas Department of Environmental Quality (ADEQ) hired a new IT manager. Therefore, ADEQ asked DIS to come in and assist the new it manager get up to speed on ADEQ product service utilization with DIS. DIS has provided assistance to ADEQ in a number of ways. DIS will continue to assist with whatever is requested.</b>
<b>Advice Requested</b>	<b>ADEQ requested DIS assistance as its IT manager is getting up to speed.</b>
<b>Detail of Recommendation</b>	<b>DIS is providing IT assistance as needed to ADEQ.</b>

<b>11) Agency Name</b>	<b>Department of Finance and Administration 0610</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>DFA VoIP Conversion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voiceover IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer is ready to move forward with a conversion to a new phone solution for the Ragland Building.</b>
<b>Advice Requested</b>	<b>The customer has asked DIS for a plan and pricing to convert the Ragland building from an aging phone system to the DIS VoIP solution.</b>
<b>Detail of Recommendation</b>	<b>We're working with the DFA technical teams to determine the hardware needs for the new solution, and to gather the data necessary to provide estimates.</b>

<b>12) Agency Name</b>	<b>Department of Health 0645</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Health Department's Suicide Prevention Hotline</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Voiceover IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Request for VoIP phones to be installed in the Health Department's Suicide Prevention Center.</b>
<b>Advice Requested</b>	<b>Mr. Joe Martin, Injury &amp; Violence Prevention Section Chief Arkansas Department of Health Injury &amp; Violence Prevention asked DIS to provide VoIP service for the prevention center.</b>
<b>Detail of Recommendation</b>	<b>Health Department elected to purchase its phones and DIS provided the training and engineering.</b>

<b>13) Agency Name</b>	<b>Department of Higher Education 0700</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ADHE Application Development</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 233,850.00</b>
<b>Project Scope</b>	<b>During the reporting period, Arkansas Department of Higher Education notified DIS that they had received move forward direction from the Governor's Office for the development of the Student Information System (SIS) Application to assist in the reporting of key information used for performance based funding formula for Institutions of Higher Education in Arkansas.</b>
<b>Advice Requested</b>	<b>ADHE requested DIS assistance in the development of the Student Information System (SIS) Application.</b>
<b>Detail of Recommendation</b>	<b>DIS is providing application development to ADHE.</b>

<b>14) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DHS IT Assistance</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>During the reporting period, Department of Human Services (DHS) relies on DIS for IT assistance in several areas across nearly all DIS areas of IT service. DIS provides a critical application hosting, network services, critical security services, voice services, application development; call center services, professional services, and more to thousands of DHS employees across Arkansas who provide critical services to Arkansans.</b>
<b>Advice Requested</b>	<b>DHS requested DIS assistance in several IT areas.</b>
<b>Detail of Recommendation</b>	<b>DIS is providing IT assistance to DHS.</b>

<b>15) Agency Name</b>	<b>Department of Labor 0800</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Labor Department Phone Needs</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voiceover IP</b>
<b>Cost Estimate</b>	<b>\$ 23,000.00</b>
<b>Project Scope</b>	<b>The customer was interested in learning more about the DIS VoIP solution as a replacement for its existing Centrex phones.</b>
<b>Advice Requested</b>	<b>The customer is on an aging phone system and asked DIS to review the existing system and to offer pricing for an alternative solution.</b>
<b>Detail of Recommendation</b>	<b>We reviewed the customer's existing infrastructure, discussed their needs, and identified the DIS VoIP solution is the best solution moving forward. We provided pricing for planning purposes.</b>



<b>16) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Parks and Tourism Central Office Telephone Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voiceover IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Parks and Tourism central office in One Capitol Mall is interested in converting to the DIS VoIP solution.</b>
<b>Advice Requested</b>	<b>The customer asked us to review the existing infrastructure and to upgrade where needed to help convert from an older phone system to a more modern VoIP solution.</b>
<b>Detail of Recommendation</b>	<b>We met with the customer and reviewed their existing switch infrastructure. We made recommendations for what needed to be upgraded and agreed to begin the conversion to the new system in July.</b>

<b>17) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>War Memorial Stadium Technology Needs</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>IT Planning</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Parks and Tourism is planning to offer credit card transactions for the first time during the upcoming razorback game. They asked us for advice on how to secure the network.</b>
<b>Advice Requested</b>	<b>The customer asked us for assistance with setting up a secure network to handle credit card transactions at War Memorial Stadium. They also asked us to assist with an ongoing issue with instant replay at the stadium.</b>
<b>Detail of Recommendation</b>	<b>We worked with the customer to make the necessary adjustment to the network to accommodate security for credit card transactions. We also worked with the vendor to re-engineer the existing connection to accommodate the bandwidth needs for instant replay.</b>

<b>18) Agency Name</b>	<b>Development Finance Authority 0395</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>ADFA IT Assistance</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<p>During the reporting period, Arkansas Development Finance Authority's (ADFA) IT manager resigned. Therefore, ADFA asked DIS to come in and assist the agency where assistance was/is needed. DIS has provided assistance to ADFA with server and application tasks/management. DIS has also provided technical support with ADFA network and telephony. ADFA still has a very capable IT person on staff, but may fill the IT manager position in time. Until then DIS will continue to assist with whatever is requested.</p>
<b>Advice Requested</b>	ADFA requested DIS assistance as their IT manager resigned from the agency.
<b>Detail of Recommendation</b>	DIS is providing IT assistance as needed to ADFA.

<b>19) Agency Name</b>	<b>Educational Television Division 0516</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>AETN Email &amp; VoIP Service Utilization</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 7,740.00</b>
<b>Project Scope</b>	<b>During the reporting period, Arkansas Education Television Network (AETN) consulted with DIS regarding Email &amp; VoIP Service Utilization. AETN is looking at Microsoft Office 365 and is interested in coming into an agreement with DIS for Office 365 as opposed to the current locally hosted/managed Exchange scenario. AETN is also interested in DIS provided/managed VoIP but would only be able to do so cost wise utilizing SIP Trunking as opposed to utilizing PRI's on site. DIS is working on both of these service areas to be able to accommodate AETN and other customer agencies to provide the services they are seeking.</b>
<b>Advice Requested</b>	<b>AETN requested DIS assistance in email and voice service.</b>
<b>Detail of Recommendation</b>	<b>DIS is working to provide email and voice service AETN.</b>

<b>20) Agency Name</b>	<b>Hazen School District</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Hazen School District Phone System</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Telephone Service VoIP</b>
<b>Cost Estimate</b>	<b>\$ 22,900.00</b>
<b>Project Scope</b>	<b>The Hazen School District is looking to upgrade their phone system now that they have upgraded bandwidth on APSCN.</b>
<b>Advice Requested</b>	<b>The customer asked for an estimate to convert to the DIS VoIP solution. As part of this effort, we also needed to review their LAN architecture to make sure it was capable of supporting the new system.</b>
<b>Detail of Recommendation</b>	<b>We sent two technicians on-site to review the existing infrastructure/hardware. We recommended that the existing switches be upgraded, and that certain areas of the campus upgrade its cabling.</b>

<b>21) Agency Name</b>	<b>Highway and Transportation Department - Retirement 0091</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Connectivity - Highway Department Rest Areas</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 270.00</b>
<b>Project Scope</b>	<b>Continued project with DOT to provide internet connectivity for additional rest areas. Big Piney and White River rest areas will be installed with a 4G connection and Meraki Access Points.</b>
<b>Advice Requested</b>	<b>The first site in this project was Social Hill Rest Area; the next two sites will be Big Piney and White River Rest Areas. DOT requested a quote for connectivity and wiring for these additional sites.</b>
<b>Detail of Recommendation</b>	<b>Site visit by Network provisioning and wireless access device placement determined. Quote provided as to monthly cost as well as one time installation.</b>

<b>22) Agency Name</b>	<b>Insurance Department 0425</b>
<b>Type of Advice</b>	<b>Not Applicable</b>
<b>Title</b>	<b>Insurance policy coverage of hosted Equipment</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Request from the Ar. Insurance Dept. for a DIS Insurance policy review of hosted equipment that would help by comparison.</b>
<b>Advice Requested</b>	<b>Insurance is seeking information for hosted equipment in the DIS hosting environment. Would each entity be required to insure its respective equipment?</b>
<b>Detail of Recommendation</b>	<b>DIS provided insurance for our infrastructure only.</b>

<b>23) Agency Name</b>	<b>Public Defender Commission 0324</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Relocation - Public Defender Office</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Provide wiring and internet access for Arkansas Public Defender Office for additional office space.</b>
<b>Advice Requested</b>	<b>Arkansas Public Defender Commission requested DIS to assist in network cable and internet access for an additional office space at Main St. Mall.</b>
<b>Detail of Recommendation</b>	<b>Assessment of the required wiring and switch to provide access to internet for additional office space.</b>



<b>24) Agency Name</b>	<b>Tobacco Control Board 0261</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Application Development - Phase two - Tobacco Control</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 145,125.00</b>
<b>Project Scope</b>	<b>After completion and deployment of Phase 1, ATC requested Phase II begin.</b>
<b>Advice Requested</b>	<b>ATC has requested Phase II work for the ATC system. Phase 1 is complete but will not be deployed to production until August at the request of the customer. ATC asked for the Phase II estimates so they can secure funding to move forward.</b>
<b>Detail of Recommendation</b>	<b>Quote for Phase II development delivered to ATC and signed. Requested quote for on premises server refresh or hosting at DIS</b>

<b>25) Agency Name</b>	<b>University of Arkansas at Fayetteville 0135</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Partners for Inclusive Communities - U of A</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 465.00</b>
<b>Project Scope</b>	<b>The Little Rock Office for U of A - Partners for Inclusive Communities requesting internet services and a better understanding how DIS can benefit this local office.</b>
<b>Advice Requested</b>	<b>Provide a 100Mb fiber connection and internet access. Also discussed was desktop support.</b>
<b>Detail of Recommendation</b>	<b>The 100Mb circuit was engineered and installed (9.14.17) with an increase from AT&amp;T DSL to high speed fiber connection.</b>