

# HANDOUT #1

## Legislative Information Systems

The Legislative Information Systems office was created to provide a single point of contact for computer related services to the Arkansas House of Representative, the Arkansas Senate and the Bureau of Legislative Research.

### Overview

- We currently support about 290 full time users, 330 during regular sessions
- Over 50 in-house developed, written and maintained computer programs
- 2 server rooms with a combined total of 21 Network and 8 Virtual servers
- 44 Wireless access devices
- Over 40 network switches
- More than 15 miles of fiber and wired infrastructure
- Over 17 Terabytes of historical and current data from the General Assembly

### We provide the following services

- Management of internal computer network services, including: email and internet, virus protection, network security, user account and permissions
- Computer application development for the legislative process, including: committee agendas, bill drafting and tracking, meeting schedules, members pay, House and Senate session payroll, chamber automation software, website We also support the voting software systems in the chambers
- Responsible for configuration, ordering, setup and deployment of all servers, desktop and laptop computers, Tablets and iPads, printers, copiers, and digital imaging solutions.
- User support for desktop applications
- Technical support and repair for desktop and laptop computers And printers.
- Digital imaging of all records, including committee agendas, handouts from meetings and minutes.
- Manage software licensing for users.
- Multimedia and sound equipment in all committee rooms.

For members, we prepare the laptops issued by the chamber for your use and provide technical support as needed, both in person and via email or telephone. We provide limited support to members for mobile devices, e.g., PDA's, Blackberry's, iPhones, etc. Due to the high number of vendors and differing models of devices, it is impossible for our staff to have a working knowledge of all these devices. It may take us some time to learn about your specific device, but we will do all we can to support you and whatever device you have.

### IT Staff

3 – Networking personnel  
6 – Programmers  
6 – User support personnel

2 – Digital Imaging technicians  
3 – Telephone switchboard personnel  
1 – Administrative Assistant