

April 29, 2016

Senator Bill Sample
Representative Stephen Meeks
Joint Committee on Advanced Communications and Information Technology
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Sample and Representative Meeks,

This letter is to transmit to the Joint Committee on Advanced Communications and Information Technology, the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2016. 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,



Mark Myers
Director, Department of Information Systems

cc: Marjorie Greenberg

Department of Information Systems
Arkansas. A State of Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 3/31/2016

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 3/31/2016.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 27

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Appraiser Licensing and Certification Board 0205	1
Assessment Coordination Department 0490	1
Board of Registration for Professional Engineers & Land Surveyors 0236	1
City of Little Rock	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Community Correction 0485	3
Department of Education 0500	2
Department of Finance and Administration 0610	1
Department of Parks and Tourism 0900	4
Department of Veteran Affairs 0385	1
Department of Workforce Services 4081	1
Ethics Commission 0238	1
Minority Health Commission 0319	1
Oil and Gas Commission 0440	1
Public Employees Retirement System 0370	1
Pulaski County School District	1
School for the Deaf 0513	1
Student Loan Authority 0347	1
Teacher Retirement System 0375	1
Tobacco Control Board 0261	1
Towing and Recovery Board 0258	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	4
Implementation	2
Planning	4
Product or Service Utilization	16
Technical	1

Report Detail

DIS worked closely with customers this quarter regarding rate adjustments for fiscal year (FY) 2016. Agency customer account managers met personally with chief information officers (CIOs) from the top 25 customers, delivered personal messages to the directors of top 25 customer agencies regarding the impact of rate changes on IT budgets, and forwarded notifications regarding rate changes to all customer agencies, boards and commissions.

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	Appraiser Licensing and Certification Board 0205
Type of Advice	Implementation
Title	Installation Meraki Wireless Access
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services
Cost Estimate	\$ 49.00
Project Scope	Develop a wireless strategy for board / agency access to office connectivity.
Advice Requested	Mr. Lee Gordon requested cost analysis and installation of a Meraki 18 wireless access point.
Detail of Recommendation	DIS techs were dispatched to install Meraki acces point.

2) Agency Name	Assessment Coordination Department 0490
Type of Advice	Implementation
Title	DIS Backup & Data Storage
Advisor	Curtis Eubanks
Project Name	DIS Backup/Hosting Service
Cost Estimate	
Project Scope	Provide a cost analysis to Assessment Coordination for offsite storage and backup services
Advice Requested	Mr. Danny Wade requested a meeting to discuss DIS service offering for offsite backup and data storage.
Detail of Recommendation	Cost assessment provided and data will be backed up incrementally because of large amount of data. (4-6 Tb)

3) Agency Name	Board of Registration for Professional Engineers & Land Surveyors 0236
Type of Advice	Installation
Title	Renovation Planning Meeting- Engineers Board
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Provide a cost analysis for relocating the Engineers Board from their current location to the MAC building during renovation for their building. This will require replicating bandwidth and telephony for the new location on the 2nd floor, MAC building
Advice Requested	Ms. Richardson has requested DIS assistance in relocating the Engineers Board later in summer, to the MAC building. Cost breakdown for budget purposes for moving phones and connectivity.
Detail of Recommendation	Cost provided for bandwidth on the fiber network, and VoIP phones that will be used in the MAC location, as well as cost of labor/hours involved to move desktop computers.

4) Agency Name	City of Little Rock
Type of Advice	Product or Service Utilization
Title	City of Little Rock Hosting
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 13,800.00
Project Scope	The city of Little Rock approached DIS for a rack hosting solution.
Advice Requested	The customer asked DIS for a rack hosting solution and wanted to discuss the network connectivity required to host a solution at State Data Center-West.
Detail of Recommendation	We met with the customer and determined their networking needs. We provided an estimate for the hosting solution based on their requirements.

5) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Planning
Title	DIS continued partnership with DAH
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	During the quarter, DIS assisted DAH in bidding the building cabling for the new headquarters. Doing the cabling separate resulted in cost savings to DAH and leveraged the expertise of DIS in this area. In addition, DIS teams worked with DAH to make plans for the relocation and work continues in this area as well.
Advice Requested	DAH requested DIS assistance in bidding the building cabling for the new headquarters.
Detail of Recommendation	DIS assisted DAH in bidding the building cabling for the new headquarters.

6) Agency Name	Department of Community Correction 0485
Type of Advice	Installation
Title	Relocation of Ar. Community Correction in Pine Bluff
Advisor	Curtis Eubanks
Project Name	DIS Network Equipment
Cost Estimate	
Project Scope	Requested assistance in relocating the Arkansas Community Correction in Pine Bluff to West Memphis. VoIP will be moved as well as a new PRI installed and POE switched.
Advice Requested	Mr. Chris Glewen has requested a cost analysis for Plexar vs. VoIP - elected to move existing VoIP due to AT&T contract issues in the West Memphis area.
Detail of Recommendation	DIS has ordered the bandwidth and PRI for installation on June 13. VoIP will be 'plug and play' from old location to new.

7) Agency Name	Department of Community Correction 0485
Type of Advice	Planning
Title	Community Corrections Bandwidth
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity
Cost Estimate	
Project Scope	Community Corrections has asked for a plan to upgrade bandwidth at several sites around the state.
Advice Requested	The customer asked for pricing and a timeline to upgrade bandwidth for their sites around the state.
Detail of Recommendation	We worked with the customer to develop a plan to upgrade bandwidth in certain areas as their budget allows. We continue to look for economical solutions to help meet their needs.

8) Agency Name	Department of Community Correction 0485
Type of Advice	Product or Service Utilization
Title	Community Corrections Hosting Solution
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	Community Corrections has asked DIS for a solution to host and manage its applications.
Advice Requested	The customer has a need for assistance to host and manage existing solutions that reside in the Union 2 building.
Detail of Recommendation	We're working closely with the customer to identify the specific needs and requirements. We're utilizing a tool to analyze the existing infrastructure requirements and will base our solution/estimate on the results.

9) Agency Name	Department of Education 0500
Type of Advice	Product or Service Utilization
Title	ADE Project Management Solution
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 83,000.00
Project Scope	The Department of Education has historically used a DIS project manager to manage large IT projects for the agency. We had a gap in service after a recent retirement.
Advice Requested	The customer asked DIS to provide Project Management services to manage large IT projects on their behalf.
Detail of Recommendation	DIS hired an experienced project manager to fill the gap and presented the solution to ADE for approval. The customer agreed to move forward with the solution and the project manager.

10) Agency Name	Department of Education 0500
Type of Advice	Product or Service Utilization
Title	ADE Rack Hosting
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 13,800.00
Project Scope	The customer needed a hosting solution in a secure data center environment.
Advice Requested	The customer asked DIS for a solution to host a rack of servers in a secure data center environment. They also asked for the appropriate pricing.
Detail of Recommendation	DIS met with the customer and determined that the solution would be hosted at State Data Center-West. We provided the appropriate pricing and worked with the customer to install the solution.

11) Agency Name	Department of Finance and Administration 0610
Type of Advice	Product or Service Utilization
Title	DFA VoIP Discussion
Advisor	BJ Wyrick
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	DFA reached out to DIS to discuss a potential pilot project to assess DIS VoIP services.
Advice Requested	The customer asked for a meeting to discuss features and pricing related to the DIS VoIP solution to roll out to a limited number of their users.
Detail of Recommendation	DIS provided the appropriate information and began gathering requirements to determine the costs associated with the project.

12) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Product or Service Utilization
Title	DeGray Lodge Wifi
Advisor	Mitch Beaver
Project Name	DIS Wireless Services
Cost Estimate	\$ 7,500.00
Project Scope	Parks and Tourism has asked for a managed wifi solution for the lodge at DeGray State Park.
Advice Requested	The customer asked DIS to provide a managed wifi solution for the lodge at Degray State Park. They asked for information regarding the service and pricing.
Detail of Recommendation	DIS provided the appropriate information and the customer agreed to move forward with the managed solution.

13) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Product or Service Utilization
Title	Ozark Folk Center Phone System
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	\$ 48,813.00
Project Scope	The customer had a phone system at the Ozark Folk Center that was older and out of maintenance. They asked DIS to provide a solution.
Advice Requested	The customer asked DIS to provide an equivalent replacement for the existing phone system that was no longer viable. They also asked for pricing information.
Detail of Recommendation	DIS proposed a VoIP solution similar to those implemented at other parks around the state. We also provided the cost and the customer agreed to move forward with the solution.

14) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Product or Service Utilization
Title	Mt. Magazine Telephone Solution
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The customer has an older phone system that needs to be replaced at Mt. Magazine State Park.
Advice Requested	The customer asked DIS to develop a solution to replace the existing telephone system that will soon be out of maintenance. They also asked for the cost associated with the project.
Detail of Recommendation	DIS recommended using a VoIP solution similar to what has been used at other parks. We're working with the customer to determine the requirements to provide an estimate for the project.

15) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Product or Service Utilization
Title	Petit Jean Telephone Solution
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The customer has an older phone system that needs to be replaced at Petit Jean State Park.
Advice Requested	The customer asked DIS to develop a solution to replace the existing telephone system that will soon be out of maintenance. They also asked for the cost associated with the project.
Detail of Recommendation	DIS recommended using a VoIP solution similar to what has been used at other parks. We're working with the customer to determine the requirements to provide an estimate for the project.

16) Agency Name	Department of Veteran Affairs 0385
Type of Advice	Planning
Title	Veteran's Affairs Data Reporting Discussion
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The Department of Veteran's Affairs came to DIS asking for assistance with a solution to more effectively collect and analyze data.
Advice Requested	The customer asked DIS for a solution to effectively collect and manage data. They asked DIS to determine a potential solution and cost.
Detail of Recommendation	DIS recommended utilizing a DIS business analyst to effectively capture the requirements and to work with them to develop the solution.

17) Agency Name	Department of Workforce Services 4081
Type of Advice	Product or Service Utilization
Title	DWS Project Management Solution
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 60,000.00
Project Scope	The Department of Workforce Services has historically used a DIS project manager to manage large IT projects for the agency. We had a gap in service after a recent retirement.
Advice Requested	The customer asked DIS to provide project management services to manage large IT projects on their behalf.
Detail of Recommendation	DIS hired an experienced project manager to fill the gap and presented the solution to DWS for approval. The customer agreed to move forward with the solution and the project manager.

18) Agency Name	Ethics Commission 0238
Type of Advice	Installation
Title	Installation VoIP / POE Switch
Advisor	Curtis Eubanks
Project Name	DIS Voice over IP
Cost Estimate	\$ 180.00
Project Scope	Assist Ethics Commission with an office move to 501 building and install VoIP to replace existing Centrex service. Installation of POE switch.
Advice Requested	Ms. Teresa Jones requested a telephony conversion on moving their office to the 501 building. The move involved cabling and the installation of VoIP/POE switch.
Detail of Recommendation	DIS provided a cost analysis to convert to VoIP and replace older switch. Provide Ethernet cabling at new office location in 501 building

19) Agency Name	Minority Health Commission 0319
Type of Advice	Product or Service Utilization
Title	Minority Health SharePoint Development
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	\$ 8,000.00
Project Scope	The customer has a need to alter an existing SharePoint solutoin developed by DIS.
Advice Requested	The customer came to DIS to determine if we could make necessary changes to their existing SharePoint application that was previously developed by DIS. They also asked for the cost to move forward with the solution.
Detail of Recommendation	We determined that we could make the changes they required, and we presented the cost and solution to the customer. They agreed to move forward.

20) Agency Name	Oil and Gas Commission 0440
Type of Advice	Planning
Title	Oil and Gas Commission Hosting Discussion
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Cost Estimate	
Project Scope	The Oil and Gas Commission reached out to discuss hosting options for a backup solution.
Advice Requested	The customer asked for various hosting options for data backup services.
Detail of Recommendation	We discussed their high level requirements, and suggested that they take a tour of State Data Center-West to see what would meet their needs.

21) Agency Name	Public Employees Retirement System 0370
Type of Advice	Product or Service Utilization
Title	APERS CRM Solution
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 28,000.00
Project Scope	APERS is establishing a new CRM system to handle calls into its system. They've asked DIS for a solution that will provide IVR capabilities for the phone system.
Advice Requested	The customer asked DIS for expertise to develop an IVR solution for its new CRM system. They asked for a solution and the cost associated with the solution.
Detail of Recommendation	DIS recommended utilizing a third party solution to write the scripts to allow the phone system to connect with its new CRM system. We coordinated directly with the vendor on behalf of APERS.

22) Agency Name	Pulaski County School District
Type of Advice	Product or Service Utilization
Title	PCSSD Hosting Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 54,000.00
Project Scope	The customer has a need to host data off-site in a secure data center environment. They asked DIS for a solution.
Advice Requested	The customer asked DIS for a hybrid hosting solution, to include some of their equipment and some of DIS' equipment to be housed in a secured data center environment.
Detail of Recommendation	We recommended hosting the solution at State Data Center-West. We provided a proposed solution and cost. They agreed to move forward with the solution.

23) Agency Name	School for the Deaf 0513
Type of Advice	Product or Service Utilization
Title	School for the Deaf Telephone Solution
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	\$ 26,400.00
Project Scope	The School for the Deaf is looking for a VoIP solution and reached out to DIS for a discussion.
Advice Requested	The customer was looking to replace their existing Centrex telephones with a managed VoIP solution. They requested information related to features and pricing.
Detail of Recommendation	DIS discussed our hosted VoIP solution with the school and determined that it would meet their needs. We provided the appropriate pricing, and the customer agreed to move forward at the beginning of the fiscal year.

24) Agency Name	Student Loan Authority 0347
Type of Advice	Product or Service Utilization
Title	Student Loan Authority IT Assistance
Advisor	Josh Smith (DIS)
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The Student Loan Authority IT manager recently left, and the director reached out to DIS to determine if we could assist in the interim.
Advice Requested	The Student Loan Authority was concerned with the recent loss of its IT manager. They reached out to DIS to discuss the gap and to see if we would be willing to assist them in the interim until they filled the position.
Detail of Recommendation	We met with the customer and explained our desktop support solution as well as our VoIP offering through Cisco. The customer agreed that they would call with any additional needs.

25) Agency Name	Teacher Retirement System 0375
Type of Advice	Product or Service Utilization
Title	Teacher Retirement Phone System Discussion
Advisor	Josh Smith (DIS)
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The customer reached out to DIS with questions regarding VoIP.
Advice Requested	The customer has a solution that they're testing, and had technical questions for DIS related to functionality.
Detail of Recommendation	DIS recommended using the enterprise VoIP solution that the state already has and explained that we could provide a quote upon request.

26) Agency Name	Tobacco Control Board 0261
Type of Advice	Technical
Title	Excel Spreadsheet Development
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Consolidate confiscated spreadsheets into one large Excel spreadsheet for Tobacco Control.
Advice Requested	Tobacco Board agents confiscated several large spreadsheets during a raid on companies selling to minors. The requests was to merge all the spreadsheets into one Excel spreadsheet.
Detail of Recommendation	Research and work estimated at 40 hours for DIS applications development. PCR was issued for the work to begin.

27) Agency Name	Towing and Recovery Board 0258
Type of Advice	Installation
Title	Towing & Recovery Board office move
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Assist in the office relocation of the Arkansas Towing & Recovery Board and associated services...internet bandwidth, phones, web development.
Advice Requested	Mr. Steve Rogers request DIS assist in an office move from Searcy to North Little Rock.
Detail of Recommendation	The move required a quick turn around time for connectivity, phone service and web page development to reflect changes.