

October 31, 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 September 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
Empowering the Citizens of Arkansas Through Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 9/30/2018

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 Arkansas 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 code cited 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.

DIS is the premier information technology products and solutions provider for the state, providing over \$80 million in IT products and solutions to approximately 300 state agencies, boards and commissions, K-12 public schools, business and administrative departments of higher education, cities and counties, and public safety organizations across the state.

DIS is the engine that keeps public systems operational. It is responsible for managing the private state network dedicated for the sole use of over 1,500 governmental sites throughout the state. DIS works 24/7/365 to ensure that the network is constantly available to these sites responsible for delivering public services to the citizens of Arkansas. Some examples include systems for motor vehicle registrations, driver's license renewal, child support information, unemployment insurance claims, public financial and food assistance programs, electronic offender tracking and management, and the public school computer network financial management software.

Because information and data are considered to be strategic assets, security is a key decision driver at DIS. The department is home to the State Cybersecurity Office which serves as the front line of defense in keeping the state's data safe from intrusion. The agency maintains network monitoring tools that also function 24/7/365 to ensure that citizen and government data flowing across the network is kept secure, private and confidential and is inaccessible to hackers. These tools help block over 300,000 emails per day categorized as threats each day and correlate billions of events daily looking for malicious traffic.

DIS hosts some of the state's most critical applications, including the state's web portal, Arkansas.gov. This portal allows citizens to access online public services and showcases the state's economic benefits and exceptional quality of life to visitors to the state, as well as prospective business and industry.

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 9/30/2018.

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 Agriculture Dept 0400	1
Arkansas Community Correction 0485	2
Arkansas State Police 0960	1
City of Little Rock	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Correction 0480	3
Department of Economic Development 0790	1
Department of Emergency Management 0995	1
Department of Finance & Administration -	1
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	3
Development Finance Authority 0395	1
Governor's Mansion Commission 0314	1
Health Services Permit Agency 0665	1
Martin Luther King, Jr. Commission 0318	1
Secretary of State 0063	1
Workers' Compensation Commission 0390	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Implementation	2
Planning	5
Product or Service Utilization	18

1) Agency Name	Arkansas Agriculture Dept 0400
Type of Advice	Product or Service Utilization
Title	Agriculture Bandwidth
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	\$ 30000.00
Project Scope	The customer needs more bandwidth at their location and asked DIS for a solution.
Advice Requested	The customer wanted to know their options for increasing bandwidth to their location due to increased needs for transport due to the evolution of technology.
Detail of Recommendation	DIS recommended moving to the new statewide Ethernet contract, which will allow the customer to increase bandwidth significantly for the same amount of monthly expense.

2) Agency Name	Arkansas Community Correction 0485
Type of Advice	Product or Service Utilization
Title	Arkansas Community Correction VoIP
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The customer has a need to replace aging phone systems at many locations throughout the state.
Advice Requested	The customer asked DIS to convert existing systems to VoIP and take over management of non-DIS phone systems across the state.
Detail of Recommendation	DIS is in the process of converting existing systems to VoIP and taking over management of non-DIS phone systems across the state.

3) Agency Name	Arkansas Community Correction 0485
Type of Advice	Product or Service Utilization
Title	Arkansas Community Correction Network Upgrades
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The customer needs more cost effective bandwidth at its locations and asked DIS for a solution.
Advice Requested	The customer needed new options for increasing bandwidth to its locations.
Detail of Recommendation	DIS is converting all ACC offices to the new statewide Ethernet contract which will allow the customer to increase bandwidth significantly for the same amount of monthly expense.

4) 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	Work continues during the quarter to upgrade all ASP troop locations to the DIS-managed VoIP solution and improve connectivity via the new state contract for connectivity.
Advice Requested	ASP asked DIS for 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.

5) Agency Name	City of Little Rock
Type of Advice	Product or Service Utilization
Title	City of Little Rock Fiber
Advisor	Donald Matthews
Project Name	DIS Data Circuitry and Connectivity
Cost Estimate	\$ 24000.00
Project Scope	The customer has a need for redundant bandwidth to its backup location at State Data Center West.
Advice Requested	The customer asked DIS for network engineering advice on how to most effectively provide redundant bandwidth to its hardware at State Data Center West.
Detail of Recommendation	DIS recommended a 1GB internet connection that would allow them to connect to the networks they need at the speeds they needed. The customer agreed to move forward.

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	
Project Scope	Work continues during the quarter to upgrade all Heritage locations to DIS managed VoIP and improve connectivity via the new state contract.
Advice Requested	DAH asked DIS for reduced cost and improved functionality for 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 Correction 0480
Type of Advice	Product or Service Utilization
Title	Arkansas Department Correction VoIP
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The customer has a need to replace aging phone systems at its many correctional facilities throughout the state.
Advice Requested	The customer asked DIS to convert existing systems to VoIP and take over management of non-DIS phone systems at correctional facilities across the state.
Detail of Recommendation	DIS is in the process of converting existing systems to VoIP and take over management of non-DIS phone systems across the state.

8) Agency Name	Department of Correction 0480
Type of Advice	Product or Service Utilization
Title	Arkansas Community Correction Network Upgrades
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	The customer needs more cost effective bandwidth at their locations and asked DIS for a solution. With previous contracts, certain unit locations have been unserviceable. With the new contract, we're able to get service to previously unserviceable locations.
Advice Requested	The customer needed new options for increasing bandwidth to their locations.
Detail of Recommendation	DIS is converting all ADC units to the new statewide Ethernet contract, which will allow the customer to increase bandwidth significantly for the same amount of monthly expense and deliver service to previously unserviceable locations.

9) Agency Name	Department of Correction 0480
Type of Advice	Product or Service Utilization
Title	ADC & ACC eOMIS Upgrades
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS is working with ADC and ACC to make improvements to the Electronic Offender Management Information System (eOMIS). The work will address needed performance and security improvements with the application.
Advice Requested	ACIC is requiring needed eOMIS improvements. ADC and ACC are working with DIS to make these needed improvements.
Detail of Recommendation	DIS is working with ADC and ACC to make needed improvements to the eOMIS application.

10) Agency Name	Department of Economic Development 0790
Type of Advice	Product or Service Utilization
Title	AEDC Server Infrastructure Migration
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	During the quarter, DIS finished up the AEDC server migration. AEDC has been very satisfied with the performance of its environment since the migration was completed.
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.

11) Agency Name	Department of Emergency Management 0995
Type of Advice	Product or Service Utilization
Title	ADEM Bandwidth
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	\$ 34800.00
Project Scope	The customer needs more bandwidth at its location and asked DIS for a solution.
Advice Requested	The customer wanted to know their options for increasing bandwidth to their location due to increased needs for transport due to the evolution of technology.
Detail of Recommendation	DIS recommended moving to the new statewide Ethernet contract which will allow the customer to increase bandwidth significantly for the same amount of monthly expense.

12) Agency Name	Department of Finance & Administration
Type of Advice	Planning
Title	AASIS VoIP
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	
Project Scope	The AASIS Support Center is moving to a new location in November and asked DIS for a recommendation regarding phone systems when they move.
Advice Requested	The customer wanted to know if it made sense to keep the existing phone system for the move or to convert to the new solution during the move.
Detail of Recommendation	DIS recommended the customer convert to DIS VoIP solution to allow for a more robust voice solution.

13) Agency Name	Department of Health 0645
Type of Advice	Implementation
Title	Department of Health VoIP
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 234000.00
Project Scope	The customer asked DIS to review its current phone system and to make a recommendation on how to effectively upgrade.
Advice Requested	DIS recommended the customer convert to the DIS VoIP solution to allow for a more robust voice solution.
Detail of Recommendation	We did a site survey and collected all of the data required to give an appropriate estimate and to get them converted. We provided the estimate and the customer agreed to move forward.

14) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	DHS Application Development
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 430000.00
Project Scope	The customer has a need to replace an aging application for the Adult Protective Services Division.
Advice Requested	The customer asked DIS for a proposal to replace an aging application within its department.
Detail of Recommendation	DIS reviewed the needs and presented a proposal to replace the existing application. The customer is reviewing internally to determine next steps.

15) Agency Name	Department of Labor 0800
Type of Advice	Product or Service Utilization
Title	Labor Department Bandwidth
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer needs more bandwidth at their location and asked DIS for a solution.
Advice Requested	The customer wanted to know their options for increasing bandwidth to their location due to increased needs for transport due to the evolution of technology.
Detail of Recommendation	DIS recommended moving to the new statewide Ethernet contract which will allow the customer to increase bandwidth significantly for the same amount of monthly expense.

16) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Planning
Title	Queen Wilhelmina Bandwidth
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer is considering a project to allow a cell tower to be placed at the location. They've asked DIS for advice on the type of service to request to allow them to provide adequate bandwidth to the park.
Advice Requested	The customer asked DIS to review a proposal to provide a cell tower at the park location and to see how it could be used to provide more bandwidth to the office.
Detail of Recommendation	DIS recommended extending any fiber that would be placed as a result of the cell tower to the remaining of the structures at the location. This would allow for more robust bandwidth for data and voice.

17) Agency Name	Department of Workforce Services 4081
Type of Advice	Planning
Title	DWS Data Warehouse
Advisor	Donald Matthews
Project Name	DIS Data Warehouse Access
Cost Estimate	
Project Scope	The customer is looking for an easier way to provide executive level reporting within the agency.
Advice Requested	The customer asked DIS if we could assist with providing on demand reporting for its senior leadership and fiscal teams.
Detail of Recommendation	DIS recommended that the agency utilize the DIS Business Objects reporting tool to access current data and to begin discussions around creating a DWS Data Warehouse that would allow for more robust reporting in the future.

18) Agency Name	Department of Workforce Services 4081
Type of Advice	Product or Service Utilization
Title	DWS Bandwidth Upgrades
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	
Project Scope	The customer needs more bandwidth at their locations and asked DIS for a solution.
Advice Requested	The customer wanted to know their options for increasing bandwidth to their locations due to increased needs for transport due to the evolution of technology.
Detail of Recommendation	DIS recommended moving to the new statewide Ethernet contract, which will allow the customer to increase bandwidth significantly for the same amount of monthly expense.

19) Agency Name	Department of Workforce Services 4081
Type of Advice	Product or Service Utilization
Title	DWS Wi-Fi
Advisor	Donald Matthews
Project Name	DIS Wireless Services
Cost Estimate	
Project Scope	The customer has a need to increase Wi-Fi capabilities in its location at 2 Capitol Mall.
Advice Requested	The customer asked DIS for a solution to meet its needs for increased Wi-Fi in the building.
Detail of Recommendation	DIS recommended utilizing a managed Meraki solution. We have scheduled a site survey with the customer to determine proper coverage areas and will use this to generate an estimate.

20) 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	
Project Scope	During the quarter, DIS performed a server migration for ADFA. ADFA has been pleased with the migration and hosted solution. A few final details are pending.
Advice Requested	ADFA has requested a secured stable hosting environment.
Detail of Recommendation	DIS has provided ADFA with a secured stable hosting environment within the state data center.

21) Agency Name	Governor's Mansion Commission 0314
Type of Advice	Product or Service Utilization
Title	Governor's Mansion Bandwidth
Advisor	Donald Matthews
Project Name	DIS Bandwidth/Connectivity
Cost Estimate	\$ 12000.00
Project Scope	The customer needs more bandwidth at its location and asked DIS for a solution.
Advice Requested	The customer wanted to know their options for increasing bandwidth to their location due to increased needs for transport due to the evolution of technology.
Detail of Recommendation	DIS recommended moving to the new statewide Ethernet contract which will allow the customer to increase bandwidth significantly for the same amount of monthly expense.

22) Agency Name	Health Services Permit Agency 0665
Type of Advice	Planning
Title	Arkansas Health Service Permit Agency Move
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS has been coordinating with Health Services Permit Agency in regards to their early November agency move to get all their needed services secured.
Advice Requested	Health Services Permit Agency asked DIS to assist with coordinating their early November agency move to get all their needed services secured.
Detail of Recommendation	DIS is assisting Health Services Permit Agency with coordinating their early November agency move to get all their needed services secured.

23) Agency Name	Martin Luther King, Jr. Commission 0318
Type of Advice	Planning
Title	Martin Luther King Jr. Commission Move
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	DIS has been coordinating with the Martin Luther King Jr. Commission in regard securing its needed services in preparation for its move in early November.
Advice Requested	Martin Luther King Jr. Commission asked DIS to assist with coordinating and securing its services in preparation for its move in early November.
Detail of Recommendation	DIS is assisting Martin Luther King Jr. Commission with coordinating and securing its services in preparation for its agency move in early November.

24) Agency Name	Secretary of State 0063
Type of Advice	Product or Service Utilization
Title	Securities Department VoIP
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 10000.00
Project Scope	The customer asked DIS to review current phone system and to make a recommendation on how to effectively upgrade.
Advice Requested	DIS recommended the customer convert to the DIS VoIP solution to allow for a more robust voice solution.
Detail of Recommendation	We did a site survey and collected all of the data required to give an appropriate estimate and to get them converted. We provided the estimate and the customer agreed to move forward.

25) Agency Name	Workers' Compensation Commission 0390
Type of Advice	Implementation
Title	AWCC VoIP Solution
Advisor	Donald Matthews
Project Name	DIS Voice over IP
Cost Estimate	\$ 76000.00
Project Scope	The customer asked DIS to review current phone system and to make a recommendation on how to effectively upgrade.
Advice Requested	DIS recommended the customer convert to DIS VoIP solution to allow for a more robust voice solution.
Detail of Recommendation	We did a site survey and collected all of the data required to give an appropriate estimate and to get them converted. We provided the estimate and the customer agreed to move forward.