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Department of Information Systems
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Claire Bailey
Director

Mike Beebe
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October 31, 2011

Senator Mary Anne Salmon
Representative Tommy Lee Baker
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Salmon and Representative Baker,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending September 30, 2011. 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,

Claire Bailey

Claire Bailey
Director, Department of Information Systems

cc: Marc Harrison

Department of Information Systems

Arkansas. A State of Technology.

GREAT SEAL OF THE STATE OF ARKANSAS

REGNAT POPULUS

MERCY

JUSTICE

Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending September 2011

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 REQUIRMENTS

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

*   How the recommendation fits into the information technology plan of the agency, board, or commission

*   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 the for the state's 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, boards and commissions, colleges and universities, public schools, cities and counties, and other customers.

<h1 style="text-align:center">Department of Information Systems</h1>
<h1 style="text-align:center">Quarterly Report on Advice and Recommendations</h1>
<h1 style="text-align:center">To State Agencies, Boards and Commissions</h1>

Executive Summary

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending   9/30/2011 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions: **6**

Total number of recommendations provided to Agencies, Boards and Commissions: **6**

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Department of Parks and Tourism 0900	2
Department of Education 0500	1
Department of Health 0645	1
Department of Workforce Education - Arkansas Rehabilitation Services 0520	1
Medical Board 0274	1

CATEGORIES FOR ADVICE

Product or Service Utilization	2
Implementation	1
Planning	1
Rates or Fees	1
Technical	1

Report Detail

Following is the detail relating to each agency's, board's or commission's requests for information. This section of the report is arranged first by agency, then by type of advice sought.

Agency Name:	Department of Education 0500
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	DIS Application Hosting Services

Project Scope:

The customer has a need to host a 3rd party application within the state data center

Advice Requested:

The customer asked for pricing to host a 3rd party application within the state data center.

Detail of Recommendation:

We recommended technical specs and gave the appropriate pricing to host the reqeusted application.

Agency Name:	Department of Health 0645
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Professional Services

Project Scope:

Review and assess the Arkansas Health Department hospital database software for web development and hosting.

Advice Requested:

Ms. Connie Ardwin requested help with web development concerning hospital database software.

Detail of Recommendation:

The database in review is developed by a proprietary software developer. The task is to develop a 'wrapper' for the data and make it web accessible. Hosting will be developed by the Information Network of Arkansas.

Agency Name:	Department of Parks and Tourism 0900
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity

Project Scope:

Parks is interested in getting higher connectivity speeds around the state.

Advice Requested:

They have asked for a progress update with the next generation roll out.

Detail of Recommendation:

We met to describe the new service, the potential pricing, and availability dates for planning purposes.

Agency Name:	Department of Parks and Tourism 0900
Type of Advice:	Technical
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)

Project Scope:

The customer has had issues with the phone system and is looking for advice on how to enhance the system.

Advice Requested:

The customer wanted to know how to utilize more features that the system had to offer.

Detail of Recommendation:

We recommended the transition to digital service for some of the users to take advantage of additional features.

Agency Name:	Department of Workforce Education - Arkansas Rehabilitation Services 0520
Type of Advice:	Implementation
Advisor:	Donald Matthews
Project Name:	Voice Telephony and / or Long Distance Service
Project Scope:	
Several of the field offices have a need for updated phone systems.	
Advice Requested:	
The customer has requested pricing and features of our VOIP telephone service.	
Detail of Recommendation:	
Provided quotes for Booneville, Texarkana, El Dorado, and Texarkana. We have completed installations for 3 of the 4.	

Agency Name:	Medical Board 0274
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Remote Access Services

Project Scope:

Advise the Arkansas State Medical Board of options and availability of disaster recovery and backup solutions for their data center.

Advice Requested:

Offsite disaster recovery and real time duplication and back up of data center.

Detail of Recommendation:

Based on the current server configuration of the Arkansas State Medical Board, off-site scenarios were discussed beyond a thirty to fifty mile radius. Options involve rack space in the Fayetteville site. Also, dackup solutions were discussed with the option for deduplication.