

January 31, 2012


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 December 31, 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
Director, Department of Information Systems

cc: Marc Harrison



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending December 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 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
- * 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 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.

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 12/31/2011 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to Agencies, Boards and Commissions:	8
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AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE	8
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CATEGORIES FOR ADVICE

Installation	2
Planning	4
Product or Service Utilization	1
Rates or Fees	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:	
Type of Advice:	Installation
Advisor:	Curtis Eubanks
Project Name:	DIS Telephone Equipment
Project Scope:	
Request to replace the existing Centrex phone service with Cisco VoIP.	
Advice Requested:	
Mr. Glasgow was requested by the State Board of Architects to upgrade their existing phone service.	
Detail of Recommendation:	
WE met with the staff of the State Board of Architects to discuss options for telephony. Their Board had requested a more up to date phone solution. Cisco VoIP solution will give the Board the flexibility for more advanced features.	

Agency Name:	
Type of Advice:	Installation
Advisor:	Curtis Eubanks
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
Replace existing 'on premises' phone system with Windstream Centrex dialtone and instruments. Replace existing bandwidth with DSL solution.	
Advice Requested:	
Feasibility of replacing existing equipment with Centrex solution and provide quote for monthly service offering.	
Detail of Recommendation:	
DIS would be responsible for the replacement of existing ATT equipment and offer broadband solution for Internet connectivity.	

Agency Name:	
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
The current centrex contract is due to expire in February.	
Advice Requested:	
The customer is contemplating a move to VOIP for any new sites.	
Detail of Recommendation:	
We recommended that DIS would be offer to offer Centrex and VOIP at a reduced rate, and that we could work with them to establish a smooth transition.	

Agency Name:	
Type of Advice:	Planning
Advisor:	Curtis Eubanks
Project Name:	DIS Professional Services
Project Scope:	
Develop / discuss avenues to reduce the amount of paper in communication with Board members by applying Social Media strategy.	
Advice Requested:	
Mr Haralson requested a meeting to discuss ideas for Social Media implementation. Discussion centered around various venues and how each may apply.	
Detail of Recommendation:	
Recommendations centered around the top five Social Media venues. Each was discussed for applicability. Decisions will be made after the next Board meeting.	

Agency Name:	
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
The customer has a need to upgrade bandwidth throughout the state.	
Advice Requested:	
The customer has asked for pricing and technical details regarding our new state network services.	
Detail of Recommendation:	
We discussed the technical aspects of the network and provided pricing estimates.	

Agency Name:	
Type of Advice:	Planning
Advisor:	Curtis Eubanks
Project Name:	IT Planning
Project Scope:	
Develop strategies to replace current notification scenarios with Internet/web based solutions.	
Advice Requested:	
Mr. Haralson requested a meeting to discuss options for replacing paper notification for licensure and paperless communication with Board members.	
Detail of Recommendation:	
A number of recommendations were suggested including social media 'push' applications. research will continue to use the current web based license application to push content to constituents.	

Agency Name:	
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	DIS Professional Services
Project Scope:	
Demonstrate the Compass Dashboard to Arkansas State Police personal.	
Advice Requested:	
Demonstration of the DIS Dashboard for review.	
Detail of Recommendation:	
Meeting involved the IT staff at the Arkansas State Police. The Dashboard demonstration will give their staff the ability to see the state of their network in a concise website.	

Agency Name:	
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
The customer has a need to upgrade bandwidth to schools throughout the district.	
Advice Requested:	
The customer has requested pricing for high bandwidth options at all locations.	
Detail of Recommendation:	
We provided pricing for each location.	