

October 30, 2009

Senator Hank Wilkins, IV
Representative Allen Maxwell
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Wilkins and Representative Maxwell,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending September 30, 2009. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with Act 751 of 2007.

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: Andrew Parker



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending September 2009

REPORT OVERVIEW

BACKGROUND

Act 794 of 2007 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 regarding 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 to also 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 acts 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 regarding service providing by DIS to its customers. This information is provided through reports of the system used to track contacts to the DIS Customer Call Center, referred to as HEAT tickets. This information would include services provided to state agencies, boards and commissions not identified as advice or recommendations, as well as services provided to customers not identified as state agencies, boards or commissions.
- * Information concerning key projects undertaken by DIS on behalf on 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 10 primary divisions: Administrative, Communications, Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Customer Relationship Management, Project and Enterprise Program Management, Fiscal, and Human Resources.

DIS currently provides services to a base of 490 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 9/30/2009 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions:	8
Total number of recommendations provided to Agencies, Boards and Commissions:	8

TOP AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas Lottery Commission
Department of Environmental Quality
Department of Workforce Education - Arkansas Rehabilitation Services
University of Arkansas at Fayetteville
Employment Security Department
Department of Parks and Tourism
Minority Health Commission

TOP FIVE CATEGORIES FOR ADVICE

Planning	3
Product or Service Utilization	2
Implementation	1
Rates or Fees	1
Installation	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 by first by agency, then by type of advice sought.

Agency Name:	Arkansas Lottery Commission
Type of Advice:	Implementation
Advisor:	Curtis Eubanks
Project Name:	DIS Internet and E-mail Services
Project Scope:	
Bring expertise to this new Commission in bandwidth connectivity, email and advice on procuring laptop computers for expanding staff.	
Advice Requested:	
Ms. Baldridge requested help in procuring laptop computers for the commissions expanding staff. DIS provided a quote from Dell for Latitude 6400 with docking stations.	
Detail of Recommendation:	
After the initial connectivity needs are met, quotes from Dell for fifteen laptop computers with docking stations was provided.	

Agency Name:	Arkansas Lottery Commission
Type of Advice:	Product or Service Utilization
Advisor:	Curtis Eubanks
Project Name:	100 Mbps Multi Agency/Non-Capitol Complex Connectivity
Project Scope:	
The Arkansas Lottery Commission began development on July 1, 2009. By September 28 2009, the commission was utilizing DIS provided network engineering, security and firewall implementation, VoIP telephony, Internet connectivity and Exchange email.	
Advice Requested:	
The Lottery Commission requested advise on establishing a redundant network secured behind firewalls. They also requested advise on establishing and maintaining a SharePoint site.	
Detail of Recommendation:	
DIS team members met with the leadership of the Arkansas Lottery Commission daily to discuss startup processes as well as ongoing network support. Because the time frame was very narrow DIS applied subject matter experts to each of the areas of need...Exchange mail, Internet access, network design and security, VoIP telephony, and hardware/software support.	

Agency Name:	Department of Environmental Quality
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
Talked to ADEQ about upgrading field office connectivity.	
Advice Requested:	
What to do about network connectivity in field offices.	
Detail of Recommendation:	
Recommended using DIS network services for increased security/reliability.	

Agency Name:	Department of Workforce Education - Arkansas Rehabilitation Services
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
Rehab Services is potentially moving to a new building and asked us to advise regarding the move.	
Advice Requested:	
What needs to be done to maintain connectivity and dial tone.	
Detail of Recommendation:	
Recommended to move existing Centrex service and install new circuits with at least 4 weeks lead time.	

Agency Name:	University of Arkansas at Fayetteville
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)
Project Scope:	
The UA Systems Office in Little Rock requested advice regarding the replacement of their current telephone system.	
Advice Requested:	
The customer wanted information on what type of system we recommended based on their needs, and the appropriate rates.	
Detail of Recommendation:	
Recommended the DIS Centrex solution to the customer and provided pricing information.	

Agency Name:	Employment Security Department
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Application Hosting Services
Project Scope:	
The customer is looking at replacing their existing IVR application and has asked for our advice.	
Advice Requested:	
Thinking about replacing IVR, and asking DIS for advice.	
Detail of Recommendation:	
We are replacing ours also, and we've recommended that DWS be included in the discussions to discover a solution that accomodates everyone's needs.	

Agency Name:	Department of Parks and Tourism
Type of Advice:	Installation
Advisor:	Donald Matthews
Project Name:	DIS Data Circuitry and Connectivity
Project Scope:	
Reviewing Parks and Tourism network and making appropriate recommendations.	
Advice Requested:	
The customer wanted to know if they had any options to decrease network costs around the state.	
Detail of Recommendation:	
Recommended moving to RLAN DSL where available.	

Agency Name:	Minority Health Commission
Type of Advice:	Product or Service Utilization
Advisor:	Josh Smith
Project Name:	DIS Professional Services
Project Scope:	
Develop solutions that will automate current business process to make AMHC more efficient. Capture data electronically.	
Advice Requested:	
AMHC was interested in knowing what DIS could do for them to help automate some of their business processes and make them more efficient.	
Detail of Recommendation:	
Recommended multiple solutions such as a customized application and several other solutions to assist in the goal.	

Call Center Tickets Received from All DIS Customers During the Reporting Period

Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	3,160	56.47 %
State Agencies	1,594	28.48 %
Higher Education	301	5.38 %
Boards and Commissions	200	3.57 %
Other Customers	174	3.11 %
Local Government	118	2.11 %
Libraries	49	0.88 %
All Customers	5,596	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	2,197	39.26 %
APSCN	1,095	19.57 %
Security	942	16.83 %
Telecomm	405	7.24 %
AASIS Monitor	189	3.38 %
Billing	104	1.86 %
Email	94	1.68 %
Auto ticket	93	1.66 %
Information	84	1.50 %
Software Appl.	78	1.39 %
Circuit Orders	75	1.34 %
Hardware	55	0.98 %
Mainframe Appl.	51	0.91 %
Network	41	0.73 %
UNIX	30	0.54 %
Photo ID	18	0.32 %
Parks&Tourism	14	0.25 %
Data Warehouse	8	0.14 %
Configuration (not for DIS)	6	0.11 %
EOMIS	4	0.07 %
Facilities	4	0.07 %
Internet	4	0.07 %
Employee Change	3	0.05 %
Customer Issues	1	0.02 %
Green Energy	1	0.02 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	1,154	21.85 %
MISC	787	14.90 %
Configuration	304	5.76 %
information	174	3.29 %
MARS Stage 1	198	3.75 %
	1	0.02 %
Trouble cleared	173	3.28 %
User Request	170	3.22 %
MARS Stage 2	128	2.42 %
Printer Error	126	2.39 %
Cancelled Job	127	2.40 %
Alarm Clear after Outage	93	1.76 %
Bad Cable Pair	92	1.74 %
Misc	177	3.35 %
Information	182	3.45 %
Password	71	1.34 %
Reboot	70	1.33 %
Duplicate Ticket	68	1.29 %
Access	67	1.27 %
Circuit order/install	50	0.95 %
Hardware	66	1.25 %
Outage	55	1.04 %
Long Run Process	50	0.95 %
Password-Reset	47	0.89 %
LAN Problem	47	0.89 %
Corrupt/Missing	43	0.81 %
Connection Fail	43	0.81 %
No TroubleFound	34	0.64 %
No Trouble	34	0.64 %
Circuit Failure	33	0.62 %
False Positive	32	0.61 %
Bad Telephone	31	0.59 %
Bad Cord	29	0.55 %
Service Request	27	0.51 %
New Equip	26	0.49 %
Switch	27	0.51 %
HW Failure	25	0.47 %
DNS Change	23	0.44 %
User error	19	0.36 %
Configuration Error	21	0.40 %
Database	20	0.38 %
Site Up At Testing	18	0.34 %
Unplugged	16	0.30 %
VMX-reset	16	0.30 %

Calls Closed by Cause

Cause	Call Count	Percentage
HW Malfunction	15	0.28 %
File Transfer	13	0.25 %
Virus	10	0.19 %
VMX	12	0.23 %
Bad Len	11	0.21 %
Bad Power Supply	11	0.21 %
Billing Error	10	0.19 %
Installation Complete	7	0.13 %
Network Down	10	0.19 %
Software	10	0.19 %
Transfer Call	10	0.19 %
Unplug/Plug	10	0.19 %
Untrained	9	0.17 %
Maintenance Complete	7	0.13 %
ViolationsClear	7	0.13 %
Bad card	6	0.11 %
Patched to spare	6	0.11 %
CO Features	5	0.09 %
Diversion Point	5	0.09 %
Malfunction	5	0.09 %
Password-reset	6	0.11 %
Account Cleanup	3	0.06 %
Bad Jack	4	0.08 %
Customer Request	4	0.08 %
Power Outage	3	0.06 %
Alarm Removed	3	0.06 %
Connectivity	3	0.06 %
Power outage	4	0.08 %
Profile	3	0.06 %
Profile Change	3	0.06 %
Program Phone	3	0.06 %
Replaced card	3	0.06 %
Replaced Smartjack	3	0.06 %
Routing	3	0.06 %
Security	3	0.06 %
Service Interruption	3	0.06 %
Traffic	3	0.06 %
Access Granted	2	0.04 %
AUTH Code	2	0.04 %
BO Access	2	0.04 %
Circuit Information	1	0.02 %
Data Correction	2	0.04 %
Disk Space	2	0.04 %
DNS Problems	2	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Duplicate ticket	3	0.06 %
Expired	2	0.04 %
Inquiry	2	0.04 %
Maestro	2	0.04 %
Questions	2	0.04 %
Server Down	2	0.04 %
Software Config	2	0.04 %
Account is deactivated	1	0.02 %
Adware/Spyware	1	0.02 %
Auth Code Error	1	0.02 %
Bad Jumper	1	0.02 %
Cut over to spare	1	0.02 %
Duplicate Call	1	0.02 %
Facilities Issues	1	0.02 %
Facilities Maint.	1	0.02 %
Fiber Cut	1	0.02 %
Internet	1	0.02 %
Order Error	1	0.02 %
Other Hardware	1	0.02 %
Phone line down	1	0.02 %
Print Server	1	0.02 %
Profile Updated	1	0.02 %
Program Issue	1	0.02 %
Reserv. Issue	1	0.02 %
Resources	1	0.02 %
Site closed	1	0.02 %
Software Error	1	0.02 %
Spoofed IP	1	0.02 %
test ticket closed	1	0.02 %
Unknown Error	1	0.02 %
Vendor Error	1	0.02 %

Call Center Tickets Received from State Agencies

During the Reporting Period

Calls Received by Agency Name

Agency Name	Call Count	Percentage
Department of Information Systems	452	28.36 %
Department of Finance & Administration - Revenue Services Division	265	16.62 %
Department of Human Services	209	13.11 %
Crime Information Center	199	12.48 %
Department of Parks and Tourism	150	9.41 %
Department of Community Correction	82	5.14 %
Department of Health	47	2.95 %
Department of Finance and Administration	38	2.38 %
Arkansas State Police	34	2.13 %
Military Department	17	1.07 %
Highway and Transportation Department	10	0.63 %
Insurance Department	10	0.63 %
State Building Services	10	0.63 %
Public Employees Retirement System	9	0.56 %
Game and Fish Commission	7	0.44 %
Department of Higher Education	6	0.38 %
Science and Technology Authority	6	0.38 %
Department of Veteran Affairs	5	0.31 %
Teacher Retirement System	5	0.31 %
Assessment Coordination Department	4	0.25 %
Bank Department	4	0.25 %
Commission on Law Enforcement Standards and Training	4	0.25 %
Department of Correction	4	0.25 %
Securities Department	4	0.25 %
Department of Finance & Administration - Division of Racing	3	0.19 %
	3	0.19 %
Department of Parks and Tourism - History Commission	2	0.13 %
Development Finance Authority	2	0.13 %
Department of Finance & Administration - Revenue - Office of Child Sup	1	0.06 %
Department of Labor	1	0.06 %
Department of Rural Services	1	0.06 %
All State Agencies	1,594	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	715	44.86 %
Security	270	16.94 %
AASIS Monitor	189	11.86 %
Telecomm	143	8.97 %
Mainframe Appl.	50	3.14 %
Auto ticket	32	2.01 %
Billing	32	2.01 %
Circuit Orders	31	1.94 %
Information	28	1.76 %
Hardware	23	1.44 %
Photo ID	18	1.13 %
Software Appl.	15	0.94 %
Parks&Tourism	14	0.88 %
Data Warehouse	8	0.50 %
Email	8	0.50 %
Configuration (not for DIS)	5	0.31 %
Network	5	0.31 %
EOMIS	3	0.19 %
Employee Change	2	0.13 %
Facilities	1	0.06 %
Green Energy	1	0.06 %
Internet	1	0.06 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	390	25.64 %
Cancelled Job	127	8.35 %
information	122	8.02 %
MARS Stage 1	65	4.27 %
Trouble cleared	60	3.94 %
Long Run Process	50	3.29 %
User Request	46	3.02 %
	1	0.07 %
Alarm Clear after Outage	38	2.50 %
Configuration	36	2.37 %
MARS Stage 2	35	2.30 %
Misc	177	11.64 %
Circuit order/install	21	1.38 %
Reboot	24	1.58 %
Bad Cable Pair	21	1.38 %
Duplicate Ticket	23	1.51 %
Hardware	20	1.31 %
Bad Telephone	19	1.25 %
Connection Fail	17	1.12 %
No Trouble	16	1.05 %
Outage	16	1.05 %
Bad Cord	15	0.99 %
No TroubleFound	14	0.92 %
Service Request	10	0.66 %
Circuit Failure	10	0.66 %
Switch	10	0.66 %
Access	9	0.59 %
LAN Problem	7	0.46 %
False Positive	6	0.39 %
Bad Power Supply	5	0.33 %
Maintenance Complete	5	0.33 %
Site Up At Testing	5	0.33 %
Transfer Call	5	0.33 %
VMX-reset	5	0.33 %
Database	4	0.26 %
Installation Complete	3	0.20 %
Password	4	0.26 %
Unplugged	4	0.26 %
Unplug/Plug	4	0.26 %
ViolationsClear	4	0.26 %
Billing Error	3	0.20 %
Connectivity	3	0.20 %
Malfunction	3	0.20 %
Power outage	4	0.26 %

Calls Closed by Cause

Cause	Call Count	Percentage
BO Access	2	0.13 %
Corrupt/Missing	2	0.13 %
Data Correction	2	0.13 %
Diversion Point	2	0.13 %
Maestro	2	0.13 %
Password-reset	3	0.20 %
Routing	2	0.13 %
Security	2	0.13 %
Software Config	2	0.13 %
VMX	2	0.13 %
Access Granted	1	0.07 %
Account Cleanup	1	0.07 %
Account is deactivated	1	0.07 %
Adware/Spyware	1	0.07 %
Alarm Removed	1	0.07 %
AUTH Code	1	0.07 %
Bad Len	1	0.07 %
CO Features	1	0.07 %
Customer Request	1	0.07 %
Disk Space	1	0.07 %
Facilities Issues	1	0.07 %
HW Failure	1	0.07 %
HW Malfunction	1	0.07 %
Network Down	1	0.07 %
New Equip	1	0.07 %
Other Hardware	1	0.07 %
Patched to spare	1	0.07 %
Phone line down	1	0.07 %
Printer Error	1	0.07 %
Profile Change	1	0.07 %
Program Issue	1	0.07 %
Program Phone	1	0.07 %
Replaced card	1	0.07 %
Replaced Smartjack	1	0.07 %
Reserv. Issue	1	0.07 %
Resources	1	0.07 %
Server Down	1	0.07 %
Service Interruption	1	0.07 %
Site closed	1	0.07 %
Spoofed IP	1	0.07 %
test ticket closed	1	0.07 %
Traffic	1	0.07 %
Unknown Error	1	0.07 %
Untrained	1	0.07 %

Call Center Tickets Received from Boards and Commissions During the Reporting Period

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Arkansas Lottery Commission	22	11.00 %
Real Estate Commission	22	11.00 %
Forestry Commission	20	10.00 %
Bureau of Standards	12	6.00 %
Board of Pharmacy	10	5.00 %
Central Arkansas Planning and Developement	10	5.00 %
Arkansas State Board of Licensure for Pro.....	9	4.50 %
Board of Accountancy	9	4.50 %
Arkansas Geological Survey	6	3.00 %
Public Service Commision	6	3.00 %
Arkansas Economic Development Commission	5	2.50 %
Central Arkansas Planning and Development	5	2.50 %
Livestock and Poultry Comm	5	2.50 %
State Medical Board	5	2.50 %
Spinal Cord Commission	4	2.00 %
Board of Cosmetology	3	1.50 %
Board of Dental Examiners	3	1.50 %
Board of Registration for Professional Geologists	3	1.50 %
Capitol Zoning District Commission	3	1.50 %
Central Planning and Development	3	1.50 %
Fair Housing Commision	3	1.50 %
Natural Resources Commision	3	1.50 %
Southwest Arkansas Planning & Development District	3	1.50 %
State Board of Elect. Com	3	1.50 %
Arkansas Board of Private Careers Education	2	1.00 %
Central Arkansas Planning and Delevelopment	2	1.00 %
Minority Health Commission	2	1.00 %
Motor Vehicle Commission	2	1.00 %
Workers Compensation Commision	2	1.00 %
Arkansas Board of Registration for Foresters	1	0.50 %
Arkansas State Land Surveyors	1	0.50 %
Board of Bail Bonds	1	0.50 %
Board of Barber Examiners	1	0.50 %
Board of Chiropractic Examiners	1	0.50 %
Board of Collection Agenc	1	0.50 %
Board of Nursing	1	0.50 %
Martin Luther King Com.	1	0.50 %
Plant Board	1	0.50 %
Sentencing Comm.	1	0.50 %

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
State Land Commission	1	0.50 %
Tobacco Control Board	1	0.50 %
WORKERS COMPENSATION COMMISSION	1	0.50 %
All Boards and Commissions	200	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	59	29.50 %
Telecomm	42	21.00 %
Software Appl.	37	18.50 %
Security	24	12.00 %
Billing	13	6.50 %
Network	7	3.50 %
Email	6	3.00 %
Circuit Orders	3	1.50 %
Hardware	3	1.50 %
Information	3	1.50 %
UNIX	2	1.00 %
Auto ticket	1	0.50 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	52	28.89 %
Alarm Cleared	23	12.78 %
User Request	8	4.44 %
MARS Stage 2	7	3.89 %
information	16	8.89 %
Configuration	5	2.78 %
Service Request	5	2.78 %
Bad Cord	4	2.22 %
MARS Stage 1	4	2.22 %
No TroubleFound	4	2.22 %
Outage	4	2.22 %
Trouble cleared	4	2.22 %
Alarm Clear after Outage	3	1.67 %
Connection Fail	3	1.67 %
No Trouble	3	1.67 %
Profile	3	1.67 %
Bad Power Supply	2	1.11 %
DNS Change	2	1.11 %
Password-Reset	2	1.11 %
Transfer Call	2	1.11 %
Unplug/Plug	2	1.11 %
VMX-reset	2	1.11 %
Access	1	0.56 %
Bad Cable Pair	1	0.56 %
Bad card	1	0.56 %
Bad Telephone	1	0.56 %
Billing Error	1	0.56 %
Circuit order/install	1	0.56 %
Configuration Error	1	0.56 %
Corrupt/Missing	1	0.56 %
Duplicate Ticket	1	0.56 %
False Positive	1	0.56 %
Hardware	1	0.56 %
Installation Complete	1	0.56 %
Patched to spare	1	0.56 %
Profile Change	1	0.56 %
Site Up At Testing	1	0.56 %
Software	1	0.56 %
Software Error	1	0.56 %
Unplugged	1	0.56 %
User error	1	0.56 %
VMX	1	0.56 %

Call Center Tickets Received from Education During the Reporting Period

Calls Received by School

School Name	Call Count	Percentage
School for the Deaf Admin Office	25	0.79 %
Wonderview School District Admin Office	25	0.79 %
Centerpoint High School	20	0.63 %
Huntsville School District Admin Office	20	0.63 %
West Memphis School District Admin Office	20	0.63 %
Poyen High School	19	0.60 %
Trumann School District Admin Office	18	0.57 %
Batesville School District Admin Office	16	0.51 %
Clarksville Primary School	16	0.51 %
DeQueen/Mena Education Coop	16	0.51 %
Jacksonville Lighthouse Charter School	16	0.51 %
North Little Rock School District Admin Office	16	0.51 %
Calico Rock High School	15	0.47 %
Luxora Elementary School	15	0.47 %
Marion School District Admin Office	15	0.47 %
Morrilton Senior High School	15	0.47 %
Cedarville School District Admin Office	14	0.44 %
Rivercrest High School	14	0.44 %
Southeast Service Coop	14	0.44 %
Arch Ford Education Service Coop	13	0.41 %
County Line High School	13	0.41 %
DeQueen High School	13	0.41 %
North Central Arkansas Education Coop	13	0.41 %
White Co. Central School Dist. Admin Office	13	0.41 %
Conway School District Admin Office	12	0.38 %
Forrest City School District Admin Office	12	0.38 %
Fuller Annex	12	0.38 %
Harmony Grove High School	12	0.38 %
Kipp Delta College Admin Office	12	0.38 %
Benton County School of the Arts Admin Office	11	0.35 %
Clarendon High School	11	0.35 %
Magazine School District Admin Office	11	0.35 %
Magnolia School District Admin Office	11	0.35 %
Pine Bluff School District Admin Office	11	0.35 %
School for the Blind Admin Office	11	0.35 %
Weiner School District Admin Office	11	0.35 %
Carlisle High School	10	0.32 %
Cross County School District Admin Office	10	0.32 %
Deer High School	10	0.32 %

Calls Received by School

School Name	Call Count	Percentage
Dover School District Admin Office	10	0.32 %
El Dorado School Dist Admin Office	10	0.32 %
England School District Admin Office	10	0.32 %
Genoa Central School District Admin Office	10	0.32 %
Lincoln Consolidated School District Admin Office	10	0.32 %
Melbourne High School	10	0.32 %
Monticello School District Admin Office	10	0.32 %
Ozarks Unlimited Resource Cooperative	10	0.32 %
Pangburn School District Admin Office	10	0.32 %
Rural Special High School	10	0.32 %
Acorn High School	9	0.28 %
Dawson Education Service Coop	9	0.28 %
Delight School District Admin Office	9	0.28 %
Des Arc High School	9	0.28 %
Dollarway School District Admin Office	9	0.28 %
Harrison School District Admin Office	9	0.28 %
Lincoln High School	9	0.28 %
Mena High School	9	0.28 %
Morrilton Junior High School	9	0.28 %
Murfreesboro School District Admin Office	9	0.28 %
Oak Ridge Central High School	9	0.28 %
Oark High School	9	0.28 %
Pea Ridge High School	9	0.28 %
Riverside School District Admin Office	9	0.28 %
Strong-Huttig School District Admin Office	9	0.28 %
Timbo High School	9	0.28 %
Trumann High School	9	0.28 %
Van Cove High School	9	0.28 %
Wickes School District Admin Office	9	0.28 %
Atkins School District Admin Office	8	0.25 %
Brookland School District Admin Office	8	0.25 %
Charleston School District Admin Office	8	0.25 %
Decatur High School	8	0.25 %
Dreamland Academy of Performing and Comm. Arts	8	0.25 %
Drew Central High School	8	0.25 %
Dumas High School	8	0.25 %
Earle High School	8	0.25 %
Elkins High School	8	0.25 %
Foreman High School	8	0.25 %
Greenwood School District Admin Office	8	0.25 %
Gurdon High School	8	0.25 %
Guy-Perkins School District Admin Office	8	0.25 %
Harmony Grove School District Admin Office	8	0.25 %
Helena West Helena School Dist. Admin Office	8	0.25 %

Calls Received by School

School Name	Call Count	Percentage
Horatio School District Admin Office	8	0.25 %
Huntsville High School	8	0.25 %
Lamar School District Admin Office	8	0.25 %
Magnet Cove High School	8	0.25 %
Marvell School District Admin Office	8	0.25 %
Mountain Pine High School	8	0.25 %
Paris Middle School	8	0.25 %
Prairie Grove School District Admin Office	8	0.25 %
Sheridan High School	8	0.25 %
Stuttgart High School	8	0.25 %
Academic Plus Charter School	7	0.22 %
Alpena High School	7	0.22 %
Bald Knob School District Admin Office	7	0.22 %
Bearden School District Admin Office	7	0.22 %
Blevins High School	7	0.22 %
Blytheville School District Admin Office	7	0.22 %
Camden Fairview School District Admin Office	7	0.22 %
Dardanelle School District Admin Office	7	0.22 %
East Poinsett Co. School Dist. Admin Office	7	0.22 %
Glen Rose School District Admin Office	7	0.22 %
Gosnell Jr. / High School	7	0.22 %
Green Forest High School	7	0.22 %
Green Forest School District Admin Office	7	0.22 %
Hartford School District Admin Office	7	0.22 %
Hoxie School District Admin Office	7	0.22 %
Junction City School District Admin Office	7	0.22 %
Lamar High School	7	0.22 %
Little Rock Preparatory Academy	7	0.22 %
Lockesburg High School	7	0.22 %
Magnolia High School	7	0.22 %
Mansfield School District Admin Office	7	0.22 %
Marvell Primary School	7	0.22 %
Paris School District Admin Office	7	0.22 %
Pea Ridge School District Admin Office	7	0.22 %
Plainview-Rover High School	7	0.22 %
Prairie Grove High School	7	0.22 %
Riverside West Elementary School	7	0.22 %
Sheridan School District Admin Office	7	0.22 %
Star City School District Admin Office	7	0.22 %
Valley Springs High School	7	0.22 %
Wynne School District Admin Office	7	0.22 %
Anne Watson Elementary School	6	0.19 %
Arkansas Correctional School Admin Office	6	0.19 %
Barton Junior High School	6	0.19 %

Calls Received by School

School Name	Call Count	Percentage
Beebe School District Admin Office	6	0.19 %
Blytheville School Administration Service Center	6	0.19 %
Boone Park Elementary School	6	0.19 %
Bradford School District Admin Office	6	0.19 %
Caddo Hills School District Admin Office	6	0.19 %
Cave City School District Admin Office	6	0.19 %
Clarksville High School	6	0.19 %
County Line School District Admin Office	6	0.19 %
Cutter-Morning Star Sch. Dist. Admin Office	6	0.19 %
Delight High School	6	0.19 %
Des Arc Elementary School	6	0.19 %
Des Arc School District Admin Office	6	0.19 %
Dierks High School	6	0.19 %
Edgewood Elementary School	6	0.19 %
Fountain Lake School District Admin Office	6	0.19 %
Hillcrest School District Admin Office	6	0.19 %
Hot Springs High School	6	0.19 %
Hughes School District Admin Office	6	0.19 %
Junction City High School	6	0.19 %
Keiser Elementary School	6	0.19 %
Lonoke School District Admin Office	6	0.19 %
Marshall High School	6	0.19 %
McCrory High School	6	0.19 %
Midland School District Admin Office	6	0.19 %
Morrilton Primary School	6	0.19 %
Mount Ida High School	6	0.19 %
Mount Vernon/Enola High School	6	0.19 %
Norphlet School District Admin Office	6	0.19 %
North Central Vocational Center (Clinton)	6	0.19 %
Oden High School	6	0.19 %
Omaha School District Admin Office	6	0.19 %
Park Magnet School	6	0.19 %
Pea Ridge Middle School	6	0.19 %
Poyen School District Admin Office	6	0.19 %
Smackover High School	6	0.19 %
Southside Elementary School	6	0.19 %
South Side High School	6	0.19 %
Sparkman High School	6	0.19 %
Walnut Ridge High School	6	0.19 %
Western Arkansas Coop	6	0.19 %
West Memphis High School	6	0.19 %
Westside High School	6	0.19 %
Academics Plus Admin Office	5	0.16 %
Bay School District Admin Office	5	0.16 %

Calls Received by School

School Name	Call Count	Percentage
Benton Junior High School	5	0.16 %
Bergman High School	5	0.16 %
Bergman School District Admin Office	5	0.16 %
Bismarck School District Admin Office	5	0.16 %
Cedar Ridge School District Preschool	5	0.16 %
Central Elementary School	5	0.16 %
Cleveland County School District Admin Office	5	0.16 %
Cord Charlotte High School	5	0.16 %
Cross County High School	5	0.16 %
DeWitt High School	5	0.16 %
Dollarway Middle School	5	0.16 %
Dover High School	5	0.16 %
East Poinsett County Elementary	5	0.16 %
El Dorado High School	5	0.16 %
Elkins School District Admin Office	5	0.16 %
Flippin School District Admin Office	5	0.16 %
Fordyce High School	5	0.16 %
Great Rivers Educational Coop	5	0.16 %
Greenbrier School District Admin Office	5	0.16 %
Greenland School District Admin Office	5	0.16 %
Harrison Jr. High School	5	0.16 %
Hazen High School	5	0.16 %
Hazen School District Admin Office	5	0.16 %
Hillcrest Junior High and High School	5	0.16 %
Holly Harshman Elementary School	5	0.16 %
Hope Academy	5	0.16 %
Hope Academy Admin	5	0.16 %
Hot Springs School District Admin Office	5	0.16 %
Hughes High School	5	0.16 %
Jacksonville Junior High School	5	0.16 %
Jasper School District Admin Office	5	0.16 %
Kirby High School	5	0.16 %
Kirby School District Admin Office	5	0.16 %
Lakeside High School	5	0.16 %
Lavaca High School	5	0.16 %
Marvell High School	5	0.16 %
Meekins Middle School	5	0.16 %
Monticello High School	5	0.16 %
Morrilton Intermediate School	5	0.16 %
Mountain View High School	5	0.16 %
Mount Ida Middle School	5	0.16 %
Mt. Judea High School	5	0.16 %
Nettleton Intermediate Center	5	0.16 %
North Little Rock Admin. Annex	5	0.16 %

Calls Received by School

School Name	Call Count	Percentage
Ola High School	5	0.16 %
Osceola Communications, Art & Business School	5	0.16 %
Ozark School District Admin Office	5	0.16 %
Perryville High School	5	0.16 %
Rose Bud School District Admin Office	5	0.16 %
Sheridan Freshman Academy	5	0.16 %
Shirley High School	5	0.16 %
Siloam Springs High School	5	0.16 %
Sloan-Hendrix High School	5	0.16 %
So. Miss County Elementary at Luxora	5	0.16 %
South Mississippi County School Dist Admin Office	5	0.16 %
Southside School District Admin Office	5	0.16 %
Strong High School	5	0.16 %
Texarkana School District Admin Office	5	0.16 %
White Hall School District Admin Office	5	0.16 %
Yocum Elementary School	5	0.16 %
Alma School District Admin Office	4	0.13 %
Arkadelphia School District Admin Office	4	0.13 %
Arkansas River Education Coop	4	0.13 %
Barton High School	4	0.13 %
Berryville School District Admin Office	4	0.13 %
Blytheville High School	4	0.13 %
Bryant School District Admin Office	4	0.13 %
Buffalo Island Central School Dist. Admin Office	4	0.13 %
Camden Fairview Intermediate School	4	0.13 %
Cedar Ridge School District Admin Office	4	0.13 %
Cedarville High School	4	0.13 %
Centerpoint School District Admin Office	4	0.13 %
Corning School District Admin Office	4	0.13 %
Cutter-Morning Star High Sch.	4	0.13 %
Decatur School District Admin Office	4	0.13 %
Deer/Mt. Judea School District Admin Office	4	0.13 %
Dewitt School District Admin Office	4	0.13 %
Dierks School District Admin Office	4	0.13 %
Earle Elementary School	4	0.13 %
East Junior High School	4	0.13 %
East Poinsett Co. High School	4	0.13 %
El Dorado Technology and Food Service Center	4	0.13 %
England Elementary School	4	0.13 %
England High School	4	0.13 %
Eureka Springs High School	4	0.13 %
Fouke School District Admin Office	4	0.13 %
Fountain Lake High School	4	0.13 %
Garland Alternative School	4	0.13 %

Calls Received by School

School Name	Call Count	Percentage
Glen Rose High School	4	0.13 %
Guy-Perkins High School	4	0.13 %
Hackett School District Admin Office	4	0.13 %
Hamburg High School	4	0.13 %
Hampton High School	4	0.13 %
Harmony Grove Middle School	4	0.13 %
Harrisburg School District Admin Office	4	0.13 %
Helena Alternative School	4	0.13 %
Highland School District Admin Office	4	0.13 %
Howard Perrin Elementary School	4	0.13 %
Imboden Area Charter School Admin Office	4	0.13 %
Izard Co. Cons. School Dist. Admin Office	4	0.13 %
Jonesboro School District Admin Office	4	0.13 %
Lead Hill School District Admin Office	4	0.13 %
Malvern High School	4	0.13 %
Malvern School District Admin Office	4	0.13 %
Marked Tree School District Admin Office	4	0.13 %
Marmaduke Elementary School	4	0.13 %
Marmaduke School District Admin Office	4	0.13 %
Mayflower Elementary School	4	0.13 %
McCrary School District Admin Office	4	0.13 %
Mena Middle School (Moved into Hatfield Elementary	4	0.13 %
Mineral Springs High School	4	0.13 %
Mountain Home High School	4	0.13 %
Mountain Home School District Admin Office	4	0.13 %
Nettleton Central Elementary	4	0.13 %
North Little Rock High School-East Campus	4	0.13 %
Northwest Academy of Fine Arts	4	0.13 %
Northwest Arkansas Education Service Coop	4	0.13 %
Oaklawn Magnet School	4	0.13 %
Osceola Middle School	4	0.13 %
Ozark Middle School	4	0.13 %
Ozark Mountain School District Admin Office	4	0.13 %
Paragould High School	4	0.13 %
Paragould School District Admin Office	4	0.13 %
Piggott School District Admin Office	4	0.13 %
Pike View Elementary School	4	0.13 %
Pine Haven Elementary School	4	0.13 %
Pottsville Elementary School	4	0.13 %
Prescott School District Admin Office	4	0.13 %
Rector High School	4	0.13 %
Riverside High School	4	0.13 %
RUSSELLVILLE SCHOOL DISTRICT ADMIN Annex-Supt. Srv	4	0.13 %
Salem High School	4	0.13 %

Calls Received by School

School Name	Call Count	Percentage
Salem School District Admin Office	4	0.13 %
School for the Deaf H.S.	4	0.13 %
Siloam Springs School District Admin Office	4	0.13 %
South Central Arkansas Education Cooperative	4	0.13 %
South Conway County School District Admin Office	4	0.13 %
Tolleson Elementary School	4	0.13 %
Tuckerman High School	4	0.13 %
Two Rivers School District Admin Office	4	0.13 %
Valley View School District Admin Office	4	0.13 %
Viola High School	4	0.13 %
Waldron High School	4	0.13 %
Waldron School District Admin Office	4	0.13 %
Watson Chapel High School	4	0.13 %
Watson Chapel School District Admin Office	4	0.13 %
Wedlock Elementary School	4	0.13 %
West Fork School District Admin Office	4	0.13 %
Wilbur D. Mills Education Service Cooperative	4	0.13 %
Yellville-Summit School Dist. Admin Office	4	0.13 %
Academic Center of Excellence	3	0.09 %
Annie Camp Junior High School	3	0.09 %
Augusta School District Administration Office	3	0.09 %
Baldwin Elementary School	3	0.09 %
Bay High School	3	0.09 %
Bayou Meto Elementary School	3	0.09 %
Bearden High School	3	0.09 %
Benton County School of the Arts	3	0.09 %
Benton School District Admin Office	3	0.09 %
Bentonville School District Admin Office	3	0.09 %
Bigelow High School	3	0.09 %
Blytheville Middle School	3	0.09 %
Booneville High School	3	0.09 %
Bradley School District Admin Office	3	0.09 %
Brinkley High School	3	0.09 %
Brinkley School District Admin Office	3	0.09 %
Brookland Elementary School	3	0.09 %
Brookland High School	3	0.09 %
Cabot School District Admin Office	3	0.09 %
Calico Rock School District Admin Office	3	0.09 %
Cave City High School	3	0.09 %
Centerpoint Primary School	3	0.09 %
Central High School	3	0.09 %
Clary Academy - Alternative Learning Center	3	0.09 %
Clinton Elementary School	3	0.09 %
Clinton School District Admin Office	3	0.09 %

Calls Received by School

School Name	Call Count	Percentage
Cotton Plant Elementary School	3	0.09 %
Covenant Keepers Charter School	3	0.09 %
Crossett School District Admin Office	3	0.09 %
Crystal Hill Elementary	3	0.09 %
Dardanelle High School	3	0.09 %
Decatur Northside Elementary School	3	0.09 %
Dermott High School	3	0.09 %
Dermott School District Admin Office	3	0.09 %
East End Intermediate School	3	0.09 %
El Dorado Admin - Special Ed - Carver Building	3	0.09 %
Eureka Springs School District Admin Office	3	0.09 %
Fayetteville School District Admin Office	3	0.09 %
Fordyce School District Admin Office	3	0.09 %
Fort Smith School District Admin Office	3	0.09 %
Gary E. Cobb Middle School	3	0.09 %
Great Rivers Coop	3	0.09 %
Greenland High School	3	0.09 %
Gurdon School District Admin Office	3	0.09 %
Hartford High School	3	0.09 %
Heber Springs School District Admin Office	3	0.09 %
Hector High School	3	0.09 %
Highland High School	3	0.09 %
Homer Adkins Elementary School	3	0.09 %
Hope High School	3	0.09 %
Horatio High School	3	0.09 %
Izard Co. Cons. Elem. School	3	0.09 %
Izard Co. Cons. High School	3	0.09 %
Jacksonville Middle School	3	0.09 %
Jessieville Alternative/Excel School (SeeComments)	3	0.09 %
Jessieville School District Admin Office	3	0.09 %
Joe T. Robinson High School	3	0.09 %
Jonesboro High School	3	0.09 %
Jonesboro Vo-Tech	3	0.09 %
Kipp Delta Elementary Literacy	3	0.09 %
Kipp Delta Preparatory Middle School	3	0.09 %
Lafayette County High School	3	0.09 %
Lakeside School District Admin Office	3	0.09 %
Lakewood Middle School	3	0.09 %
Lawrence County School District Admin Office	3	0.09 %
Lead Hill High School	3	0.09 %
Lisa Academy	3	0.09 %
Lockesburg Elementary School	3	0.09 %
Louise Durham Elementary School	3	0.09 %
Lynch Drive Elementary School	3	0.09 %

Calls Received by School

School Name	Call Count	Percentage
Magnolia Jr. High School	3	0.09 %
Manila High School and Jr High (see comments)	3	0.09 %
Maynard High School	3	0.09 %
McCrary Elementary School	3	0.09 %
McGehee Elementary School	3	0.09 %
McGehee High School	3	0.09 %
Mena School District Admin Office	3	0.09 %
Mena School District Technology Office	3	0.09 %
Midland High School	3	0.09 %
Morrilton Elementary School	3	0.09 %
Mountain Pine School District Admin Office	3	0.09 %
Mountain View School District Admin Office	3	0.09 %
Mulberry School District Admin Office	3	0.09 %
Murrell Taylor Elementary School	3	0.09 %
Nashville Primary School	3	0.09 %
Newark High School	3	0.09 %
Northeast Arkansas Education Coop, Site 1	3	0.09 %
Northwest Academy of Fine Arts (DO NOT USE)	3	0.09 %
Oak Grove High School	3	0.09 %
Osceola High School	3	0.09 %
Ouachita River School District Admin Office	3	0.09 %
Piggott Elementary School	3	0.09 %
Pleasant View High School	3	0.09 %
Portland Elementary School	3	0.09 %
Quitman High School	3	0.09 %
Riverview School District Admin Office	3	0.09 %
Rogers School District Admin Office	3	0.09 %
School for Math and Sciences-Dorms/Distance Learni	3	0.09 %
Scranton High School	3	0.09 %
Sheridan Middle School	3	0.09 %
Sloan-Hendrix School Dist. Admin Office	3	0.09 %
Smackover School District Admin Office	3	0.09 %
So. Miss County Elementary at Wilson	3	0.09 %
Southside High School	3	0.09 %
Stephens High School	3	0.09 %
Stuttgart School District Admin Office	3	0.09 %
Success Achievement Academy	3	0.09 %
Taylor High School	3	0.09 %
Turrell Elementary School	3	0.09 %
Valley View High School	3	0.09 %
Vilonia Junior High School	3	0.09 %
Walker Pre-Kindergarten Center	3	0.09 %
Washington Special Services Technology Center	3	0.09 %
WEST MEMPHIS CAFETERIA	3	0.09 %

Calls Received by School

School Name	Call Count	Percentage
West Side School District Admin Office	3	0.09 %
Whitten Elementary School	3	0.09 %
Wilmot Elementary School	3	0.09 %
Wilson Intermediate School	3	0.09 %
Wonder Junior High School	3	0.09 %
Wynne High School	3	0.09 %
Yellville-Summit High School	3	0.09 %
Alpena School District Admin Office	2	0.06 %
Argenta Academy	2	0.06 %
Arkadelphia High School	2	0.06 %
Armored School District Admin Office	2	0.06 %
Arnold Drive Elementary School	2	0.06 %
Ashdown High School	2	0.06 %
Barton-Lexa School District Admin Office	2	0.06 %
Bauxite School District Admin Office	2	0.06 %
Benton County School of the Arts High School	2	0.06 %
Bentonville High School	2	0.06 %
Blytheville Charter Schools and ALC	2	0.06 %
Blytheville Primary School	2	0.06 %
Booneville Junior High School	2	0.06 %
Booneville School District Admin Office	2	0.06 %
Broadmoor Elementary School	2	0.06 %
Brown Elementary School	2	0.06 %
Bruno-Pyatt High School	2	0.06 %
Buffalo Island Central Junior High School	2	0.06 %
Calico Rock Elementary School	2	0.06 %
Camden Fairview Middle	2	0.06 %
Carlisle School District Admin Office	2	0.06 %
Castleberry Elementary School	2	0.06 %
Cato Elementary School	2	0.06 %
C. D. Franks Elementary School	2	0.06 %
Cedar Park Elementary School	2	0.06 %
Charleston High School	2	0.06 %
Clarendon Elementary School	2	0.06 %
Conway High West	2	0.06 %
Crossett Elementary	2	0.06 %
Crossett Pre-K and Tutorial Center	2	0.06 %
Cushman School District Admin Office	2	0.06 %
DeQueen Elementary School	2	0.06 %
DeWitt Middle School	2	0.06 %
Dreamland Academy District	2	0.06 %
Drew Central School District Admin Office	2	0.06 %
Dumas School District Admin Office	2	0.06 %
Earle School District Admin Office	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
East Elementary School	2	0.06 %
East End School District Admin Office	2	0.06 %
East-West Elementary School East Campus	2	0.06 %
Emerson High School	2	0.06 %
Emerson-Taylor School District Admin Office	2	0.06 %
Emmett Elementary School	2	0.06 %
Emmett High School	2	0.06 %
Eureka Springs Middle School	2	0.06 %
Evening Shade High School (see comments)	2	0.06 %
Farmington School District Admin Office	2	0.06 %
Faulk Elementary School	2	0.06 %
Flippin High School	2	0.06 %
Foreman School District Admin Office	2	0.06 %
Fourche Valley High School	2	0.06 %
Gardner Magnet School	2	0.06 %
Gentry Primary School	2	0.06 %
Gravette School District Admin Office	2	0.06 %
Greene County Tech Primary School	2	0.06 %
Haas Hall Academy	2	0.06 %
Hackett High School	2	0.06 %
Hamburg Junior High School	2	0.06 %
Harrisburg Elementary School	2	0.06 %
Harrisburg High School	2	0.06 %
Harris Elementary School	2	0.06 %
Harrison High School	2	0.06 %
Harrison Middle School	2	0.06 %
Hector School District Admin Office	2	0.06 %
HOT SPRINGS ALTERNATIVE	2	0.06 %
Hot Springs Maintenance and Transportation Dept.	2	0.06 %
Hot Springs Middle School	2	0.06 %
Hoxie High School	2	0.06 %
Hugh Goodwin Elementary School	2	0.06 %
Ivory Primary School	2	0.06 %
Jack Robey Junior High School	2	0.06 %
Jacksonville Elementary School	2	0.06 %
Jacksonville High School	2	0.06 %
Jessieville High School	2	0.06 %
Joe T. Robinson Elementary School	2	0.06 %
Lafayette County Elementary West	2	0.06 %
Lafayette County School District Admin Office	2	0.06 %
Lepanto Elementary	2	0.06 %
Leslie High School	2	0.06 %
Lincoln Middle School	2	0.06 %
Lucilia Wood Elementary School	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
Malvern Junior High School	2	0.06 %
Manila School District Admin Office	2	0.06 %
Mansfield High School	2	0.06 %
Maynard School District Admin Office	2	0.06 %
McGehee School District Admin Office	2	0.06 %
McRae Middle School	2	0.06 %
Melbourne School District Admin Office	2	0.06 %
Mount Ida Elementary School	2	0.06 %
Mount Ida School District Admin Office	2	0.06 %
Mt. Vernon/Enola Elem. School	2	0.06 %
Murmil Heights Education Center	2	0.06 %
Nashville High School	2	0.06 %
Nettleton High School	2	0.06 %
Norfolk School District Admin Office	2	0.06 %
North Central Alternative School	2	0.06 %
North Little Rock School District Food Services	2	0.06 %
North Pulaski High School	2	0.06 %
Northwood Middle School	2	0.06 %
Oak Grove Elementary School	2	0.06 %
Oak Grove Middle School	2	0.06 %
Oak Park Elementary School	2	0.06 %
Ouachita High School	2	0.06 %
Ouachita School District Admin Office	2	0.06 %
Ozark High School	2	0.06 %
Ozark Junior High School	2	0.06 %
Palestine-Wheatley Middle School	2	0.06 %
Palestine-Wheatley School District Admin Office	2	0.06 %
Palestine-Wheatley Senior High	2	0.06 %
Paris High School	2	0.06 %
Paron Elementary School	2	0.06 %
Perryville School District Admin Office	2	0.06 %
Pinewood Elementary School	2	0.06 %
Pottsville Junior High	2	0.06 %
Pottsville Middle Grade	2	0.06 %
Poyen Elementary School	2	0.06 %
Pre-K School	2	0.06 %
Pulaski County Special School Dist. Transportation	2	0.06 %
Pulaski County Special School Transportation North	2	0.06 %
Rison High School	2	0.06 %
Riverside East Elementary School	2	0.06 %
Riverview High School	2	0.06 %
Russellville School District Admin Office	2	0.06 %
Saratoga High School	2	0.06 %
School of Excellence	2	0.06 %

Calls Received by School

School Name	Call Count	Percentage
Scranton Elementary School	2	0.06 %
Searcy County School District Admin Office	2	0.06 %
Sheridan Intermediate School	2	0.06 %
So. Miss. County Elementary at Keiser	2	0.06 %
South Mississippi County Elementary at Wilson	2	0.06 %
South Side School District Admin Office	2	0.06 %
Southwest Arkansas Migrant Education Coop.	2	0.06 %
Spring Hill Elementary School	2	0.06 %
Stephens School District Admin Office	2	0.06 %
St Paul High School	2	0.06 %
Swifton Middle School	2	0.06 %
Sylvan Hills High School	2	0.06 %
Twin Rivers School District Admin Office	2	0.06 %
Umpire High School	2	0.06 %
Union Elementary and Middle School	2	0.06 %
Valley View Elementary School	2	0.06 %
Van Buren School District Admin Office	2	0.06 %
Vilonia High School	2	0.06 %
Vilonia Primary School	2	0.06 %
Vilonia School District Admin Office	2	0.06 %
Warren Dupree Elementary School	2	0.06 %
Warren School District Admin Office	2	0.06 %
Washington Intermediate	2	0.06 %
Weiner High School	2	0.06 %
Western Grove High School	2	0.06 %
Western Yell Co. High School	2	0.06 %
Westside Elementary School	2	0.06 %
Westside School District Admin Office	2	0.06 %
White Co. Central High School	2	0.06 %
White Hall Junior High School	2	0.06 %
Wickes High School	2	0.06 %
Wilbur D. Mills High School	2	0.06 %
Wonderview High School	2	0.06 %
Woodland Heights Elementary School	2	0.06 %
Woodlawn High School	2	0.06 %
Woodlawn School District Admin Office	2	0.06 %
Yerger Junior High School	2	0.06 %
Academic Center of Excellence (ACE)	1	0.03 %
Allbritton Upper Elementary School	1	0.03 %
Alma Spikes Elementary School	1	0.03 %
Alternative Learning Center	1	0.03 %
Anna Strong Elementary Building for TC Use	1	0.03 %
Anna Strong Middle School	1	0.03 %
Arkansas High School Activities Association	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Arkansas Virtual Academy	1	0.03 %
Ashdown School District Admin Office	1	0.03 %
Atkins High School	1	0.03 %
Atkins Middle School	1	0.03 %
Bald Knob High School	1	0.03 %
Bates Elementary School	1	0.03 %
Batesville High School	1	0.03 %
Batesville Junior High School	1	0.03 %
Batesville Magnet Kindergarten Center (DO NOT USE)	1	0.03 %
Batesville School District Admin ((DO NOT USE)	1	0.03 %
Batesville School District Admin Secondary Office	1	0.03 %
Bay Elementary School	1	0.03 %
Beebe High School	1	0.03 %
Beebe Primary/ Elementary School	1	0.03 %
Beech Crest Elementary School	1	0.03 %
Benton High School	1	0.03 %
Bismarck Middle School	1	0.03 %
Black Rock High School	1	0.03 %
Blevins School District Admin Office	1	0.03 %
Blytheville Intermediate School	1	0.03 %
Bob Courtway Middle School	1	0.03 %
Bradford High School	1	0.03 %
Bradley High School	1	0.03 %
Bryant Elementary School	1	0.03 %
Bryant High School	1	0.03 %
Buffalo Island Central Highschool	1	0.03 %
Buffalo Island Central West Elementary	1	0.03 %
Butterfield Trail Junior High School	1	0.03 %
Cabot Academic Center of Excellence	1	0.03 %
Caddo Career Consortium	1	0.03 %
Caddo Hills High School	1	0.03 %
Caldwell Elementary School	1	0.03 %
Camden Fairview High School	1	0.03 %
Cave City Elementary School	1	0.03 %
Cedarville Elementary School	1	0.03 %
Centerpoint Intermediate School	1	0.03 %
Central Elementary School (DO NOT USE)	1	0.03 %
Central School of Greene County (ALE)	1	0.03 %
Chenal Elementary School	1	0.03 %
City Park Alternative School	1	0.03 %
Clarendon School District Admin Office	1	0.03 %
Clarksville Junior High School	1	0.03 %
Clinton High School	1	0.03 %
Clinton Middle School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Collegeville Elementary School	1	0.03 %
Concord High School	1	0.03 %
Corning High School	1	0.03 %
Cotter School District Admin Office	1	0.03 %
Covenant Keepers College Prep. Charter School	1	0.03 %
Craighead County Special Education Coop	1	0.03 %
Cross County Elementary	1	0.03 %
Crossett High School	1	0.03 %
Crowley's Ridge Education Coop	1	0.03 %
Dardanelle Elementary School	1	0.03 %
DeQueen Middle School	1	0.03 %
DeQueen School District Admin Office	1	0.03 %
Dollarway High School	1	0.03 %
Dover Middle School	1	0.03 %
Drew County Schools Transportation	1	0.03 %
Dumas Junior High School	1	0.03 %
Dunbar Middle School	1	0.03 %
Eagle Heights Elementary School	1	0.03 %
East End Elementary School	1	0.03 %
East-West Elem. School - West Campus	1	0.03 %
Elkins Primary School	1	0.03 %
E-STEM Middle Public School	1	0.03 %
E-STEM Public Charter Schools, Inc.-Central Office	1	0.03 %
Eureka Springs Elem. School	1	0.03 %
Farmington High School	1	0.03 %
Florence Mattison Elementary School	1	0.03 %
Forest Heights Elementary School	1	0.03 %
Forrest City Jr. High	1	0.03 %
Forrest City School District Warehouse	1	0.03 %
Forrest Park Elementary School (DO NOT USE)	1	0.03 %
Forrest Park Pre-K School	1	0.03 %
Fouke Middle School	1	0.03 %
Fountain Hill Elem. School (DO NOT USE)	1	0.03 %
Fourche Valley Elementary School	1	0.03 %
Gandy Elementary School	1	0.03 %
Gardner-Strong Elementary School	1	0.03 %
Garfield Elementary School	1	0.03 %
Genoa Central Elem. School	1	0.03 %
Gentry Middle School	1	0.03 %
Gentry School District Admin Office	1	0.03 %
George Elementary School	1	0.03 %
Gifford Kindergarten	1	0.03 %
Gillett High School	1	0.03 %
Glen Rose Middle School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Gosnell School District Admin Office	1	0.03 %
Goza Middle School	1	0.03 %
Greenbrier Eastside Elementary	1	0.03 %
Greenbrier High School	1	0.03 %
Greene County Tech High School	1	0.03 %
Greene County Tech School Dist. Admin Office	1	0.03 %
Hampton School District Admin Office	1	0.03 %
Hardin Elementary School	1	0.03 %
Harrisburg Middle School	1	0.03 %
Harrison Alternative School	1	0.03 %
Hermitage High School	1	0.03 %
Hermitage School District Admin Office	1	0.03 %
Hillcrest Elementary School	1	0.03 %
Hope School District Admin Office	1	0.03 %
Hoxie Elementary School	1	0.03 %
Humphrey Elementary School	1	0.03 %
Humphrey Elementary School (DO NOT USE)	1	0.03 %
Hurricane Creek Elementary	1	0.03 %
Jasper High School	1	0.03 %
J.F. Wahl Elementary School	1	0.03 %
Jonesboro Juvenile Detention School	1	0.03 %
Jonesboro Pre-K Center	1	0.03 %
Judsonia Elementary School	1	0.03 %
Junction City Elem. School	1	0.03 %
Kingston High School	1	0.03 %
Kipp Delta High School	1	0.03 %
Kirby Elementary School	1	0.03 %
Kraus Middle School	1	0.03 %
Lake Hamilton Primary School	1	0.03 %
Lake Hamilton School District Admin Office	1	0.03 %
Langston Magnet School	1	0.03 %
Lavaca Middle School	1	0.03 %
Lawson Elementary School	1	0.03 %
Lee County High School	1	0.03 %
Lee County School District Admin Office	1	0.03 %
Lee County School District Alt.Learning Environ	1	0.03 %
L.F. Henderson Interm. Sch.	1	0.03 %
Lincoln Alternative School	1	0.03 %
Lincoln Alternative School (DO NOT USE)	1	0.03 %
Lincoln Elementary School	1	0.03 %
Little Rock School District Admin Office	1	0.03 %
Lonoke Elementary School	1	0.03 %
Lonoke High School	1	0.03 %
Lonoke Middle School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Lonoke Primary School	1	0.03 %
Lucilia Wood Elementary School (DO NOT USE)	1	0.03 %
Maddux Elementary School	1	0.03 %
Madison Alternative Learning Center	1	0.03 %
Magnet Cove Elementary School	1	0.03 %
Magnet Cove School Dist. Admin Office	1	0.03 %
Malvern Elementary School	1	0.03 %
Mammoth Spring School District Admin Office	1	0.03 %
Manila Elementary School	1	0.03 %
Mansfield Elementary School	1	0.03 %
Mansfield Middle School	1	0.03 %
Marion School District Alternative School	1	0.03 %
Marmaduke High School	1	0.03 %
Martin Elementary School	1	0.03 %
Matthews Elementary School	1	0.03 %
Maumelle Middle School	1	0.03 %
Mayflower High School	1	0.03 %
McRae Elementary School	1	0.03 %
Mena Alternative School	1	0.03 %
Mena School Bus Garage	1	0.03 %
Metropolitan Vo-Tech School	1	0.03 %
Midland Elementary School	1	0.03 %
Mildred Jackson Elementary School	1	0.03 %
Miller Junior High School	1	0.03 %
Mineral Springs School Dist. Admin Office	1	0.03 %
Mountainburg Elementary School	1	0.03 %
Mountainburg High School	1	0.03 %
Mountainburg School District Admin Office	1	0.03 %
Mount Pleasant High School (DO NOT USE)	1	0.03 %
Mount Vernon/Enola School Dist. Admin Office	1	0.03 %
Mulberry High School	1	0.03 %
Murfreesboro High School	1	0.03 %
Nemo Vista School District Admin Office	1	0.03 %
Nettleton School District Admin Office	1	0.03 %
Nevada School District Admin Office	1	0.03 %
New Horizon's Alternative School	1	0.03 %
Norfolk High School	1	0.03 %
Norphlet High School	1	0.03 %
North Central Vocational Center	1	0.03 %
North Elementary School	1	0.03 %
North Heights Elementary School	1	0.03 %
North Little Rock High School-West Campus	1	0.03 %
North Little Rock School District Computer Room	1	0.03 %
Northside Elementary School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Omaha Middle School	1	0.03 %
Oscar Hamilton Elementary School	1	0.03 %
Osceola School District Admin Office	1	0.03 %
Ozark Kindergarten	1	0.03 %
Ozarks Unlimited Resource Cooperative (DO NOT USE)	1	0.03 %
Palestine-Wheatley Elementary School	1	0.03 %
Pangburn Elementary School	1	0.03 %
Pangburn High School	1	0.03 %
Paris Elementary School	1	0.03 %
Park Avenue Elementary/ Middle School	1	0.03 %
Park Elementary School	1	0.03 %
Parkers Chapel High School	1	0.03 %
Park Hill Elementary School	1	0.03 %
Park Hill Preschool	1	0.03 %
Park International Baccalaureate Magnet School	1	0.03 %
Patterson Grammar School	1	0.03 %
Pea Ridge Elementary School	1	0.03 %
Pea Ridge K-2 Elementary	1	0.03 %
Perryville Elementary School	1	0.03 %
Piggott High School	1	0.03 %
Pine Bluff School District Administration Annex	1	0.03 %
Pine Forest Elementary School	1	0.03 %
Pocahontas High School	1	0.03 %
Pocahontas School District Admin Office	1	0.03 %
Pottsville High School	1	0.03 %
Pottsville School District Admin Office	1	0.03 %
Prescott High School	1	0.03 %
Quitman School District Admin Office	1	0.03 %
RECTOR SCHOOL DISTRICT Admin Office	1	0.03 %
Redfield Junior High School	1	0.03 %
Redwood Pre-School	1	0.03 %
Retta Brown Elementary School	1	0.03 %
Ridgeroad Charter Middle School	1	0.03 %
Rivercrest Bus Transportation Barn	1	0.03 %
River Valley Tech Center	1	0.03 %
Riverview - Kensett Elementary School	1	0.03 %
Robert L. Davis Elem. School	1	0.03 %
Rogers Pre-K Center	1	0.03 %
Rose Bud Elementary School	1	0.03 %
Rose Bud High School	1	0.03 %
Rose City Middle School	1	0.03 %
Rural Special Elem. School	1	0.03 %
Russellville Middle School	1	0.03 %
School for Mathematics and Sciences	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
School for the Blind High School	1	0.03 %
School for the Deaf Elem.	1	0.03 %
Scranton School District Admin Office	1	0.03 %
S.C. Tucker Elementary School	1	0.03 %
Searcy School District Admin Office	1	0.03 %
Searcy Schools Support Services	1	0.03 %
Sheridan Elementary School	1	0.03 %
Shirley School District Admin Office	1	0.03 %
Siloam Springs Alternative School	1	0.03 %
Sixth Grade Annex and Technology Building	1	0.03 %
Skyline Heights Elementary School	1	0.03 %
Sloan-Hendrix Elem. School	1	0.03 %
Springdale School District Admin Office	1	0.03 %
Spring Street School	1	0.03 %
Star City Middle School	1	0.03 %
Stephens Elementary School	1	0.03 %
St Paul Elementary School	1	0.03 %
Strong-Huttig Middle School (DO NOT USE)	1	0.03 %
Sulphur Rock Magnet	1	0.03 %
Taylor Elementary School	1	0.03 %
Theodore Jones Elem. School	1	0.03 %
Thirty-Fourth Avenue Elementary School	1	0.03 %
Thomas C. Brunson Elementary School	1	0.03 %
Townsend Park North Elementary School	1	0.03 %
Townsend Park South Elementary School	1	0.03 %
Turrell High School	1	0.03 %
Union School District Admin Office DO NOT USE!	1	0.03 %
University Heights Elementary School	1	0.03 %
Valley View Jr. High	1	0.03 %
Van Cove Elementary School	1	0.03 %
Van Cove School District Admin Office	1	0.03 %
Vilonia Elementary School	1	0.03 %
Viola School District Admin Office	1	0.03 %
Waldon Alternative School	1	0.03 %
Warren High School	1	0.03 %
Warren Middle School	1	0.03 %
Washington Middle School	1	0.03 %
Watson Primary School	1	0.03 %
Western Yell Co. Elem. School	1	0.03 %
Western Yell Co. School Dist. Admin Office	1	0.03 %
West Fork High School	1	0.03 %
Westside Cons. School District Admin Office	1	0.03 %
West Side Elementary School	1	0.03 %
West Side High School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
White Hall High School	1	0.03 %
White Hall ROTC	1	0.03 %
William Jefferson Clinton Primary	1	0.03 %
Williford High School	1	0.03 %
Wilmar Schools	1	0.03 %
Winthrop Elementary School	1	0.03 %
Winthrop Elementary School (DO NOT USE)	1	0.03 %
Wonderview Elementary School	1	0.03 %
Woodrow Wilson Elem. School	1	0.03 %
Woodruff Elementary School	1	0.03 %
W. T. Cheney Elementary School	1	0.03 %
Wynne Intermediate School	1	0.03 %
Wynne Junior High School	1	0.03 %
All Schools	3,160	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	1,168	36.96 %
APSCN	1,094	34.62 %
Security	583	18.45 %
Email	80	2.53 %
Auto ticket	47	1.49 %
Information	43	1.36 %
Circuit Orders	40	1.27 %
Telecomm	30	0.95 %
Hardware	25	0.79 %
Software Appl.	19	0.60 %
UNIX	11	0.35 %
Billing	8	0.25 %
Network	7	0.22 %
Facilities	3	0.09 %
Internet	2	0.06 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	651	21.89 %
Alarm Cleared	603	20.28 %
Configuration	258	8.68 %
Printer Error	125	4.20 %
MARS Stage 1	106	3.56 %
User Request	104	3.50 %
Trouble cleared	89	2.99 %
MARS Stage 2	71	2.39 %
Password	67	2.25 %
Access	57	1.92 %
Password-Reset	44	1.48 %
Bad Cable Pair	42	1.41 %
Corrupt/Missing	39	1.31 %
Duplicate Ticket	40	1.34 %
Reboot	40	1.34 %
LAN Problem	38	1.28 %
Hardware	38	1.28 %
Circuit order/install	27	0.91 %
Alarm Clear after Outage	32	1.08 %
Outage	30	1.01 %
New Equip	25	0.84 %
HW Failure	24	0.81 %
Configuration Error	20	0.67 %
Connection Fail	19	0.64 %
False Positive	20	0.67 %
User error	17	0.57 %
Circuit Failure	18	0.61 %
Database	16	0.54 %
Information	164	5.51 %
HW Malfunction	13	0.44 %
File Transfer	12	0.40 %
No TroubleFound	10	0.34 %
Site Up At Testing	12	0.40 %
Virus	10	0.34 %
Network Down	9	0.30 %
Software	9	0.30 %
DNS Change	8	0.27 %
Unplugged	6	0.20 %
Installation Complete	3	0.10 %
Patched to spare	4	0.13 %
Account Cleanup	2	0.07 %
Power Outage	3	0.10 %
ViolationsClear	3	0.10 %
Alarm Removed	2	0.07 %

Calls Closed by Cause

Cause	Call Count	Percentage
Maintenance Complete	2	0.07 %
Malfunction	2	0.07 %
No Trouble	2	0.07 %
Questions	2	0.07 %
Replaced card	2	0.07 %
Replaced Smartjack	2	0.07 %
Service Interruption	2	0.07 %
Service Request	2	0.07 %
Switch	2	0.07 %
Untrained	2	0.07 %
Access Granted	1	0.03 %
Auth Code Error	1	0.03 %
Bad card	1	0.03 %
Bad Cord	1	0.03 %
Bad Power Supply	1	0.03 %
Circuit Information	1	0.03 %
CO Features	1	0.03 %
Cut over to spare	1	0.03 %
Disk Space	1	0.03 %
DNS Problems	1	0.03 %
Duplicate Call	1	0.03 %
Facilities Maint.	1	0.03 %
Fiber Cut	1	0.03 %
Inquiry	1	0.03 %
Internet	1	0.03 %
Order Error	1	0.03 %
Print Server	1	0.03 %
Profile Change	1	0.03 %
Profile Updated	1	0.03 %
Program Phone	1	0.03 %
Routing	1	0.03 %
Server Down	1	0.03 %
Traffic	1	0.03 %
VMX-reset	1	0.03 %

Call Center Tickets Received from Higher Education Customers During the Reporting Period

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Arkansas Tech University	Arkansas Technical University	33	10.96 %
Southeast Arkansas College	Southeast Arkansas College	22	7.31 %
Phillips Community College of the University of Arkansas	Phillips Community College	10	3.32 %
University of Arkansas at Little Rock	Law School	10	3.32 %
University of Central Arkansas	Telecommunications	10	3.32 %
University of Arkansas at Little Rock	Donaghey Student Cen	8	2.66 %
University of Central Arkansas	MaCalister	8	2.66 %
University of Arkansas at Little Rock	Ross Hall	7	2.33 %
University of Central Arkansas	Lewis Science Center	7	2.33 %
Arkansas State University - Beebe	Arkansas State University at Jonesboro Computer Se	6	1.99 %
University of Arkansas at Fayetteville	U of A Fayetteville	6	1.99 %
University of Arkansas at Little Rock	Stabler Hall	6	1.99 %
Department of Workforce Education - Riverside Vocational Technical Sch	Riverside VoTech	5	1.66 %
University of Arkansas at Little Rock	UALR	5	1.66 %
University of Arkansas for Medical Sciences	Telcommunications	5	1.66 %
Pulaski Technical College	Pulaski Technical College Saline County Adult Educ	4	1.33 %
Rich Mountain Community College	Rich Mountain Community College	4	1.33 %
University of Arkansas at Fayetteville	Garvin Woodland Gardens	4	1.33 %
University of Central Arkansas	Library building	4	1.33 %
University of Central Arkansas	Student Center	4	1.33 %
University of Central Arkansas	Wingo Hall	4	1.33 %
	University of Central Arkansas	4	1.33 %
Arkansas State University - Mountain Home (Mountain Home Technical Col	Arkansas State University at Mountain Home	3	1.00 %
Cossatot Technical College	Cossatot Tech.	3	1.00 %
Department of Workforce Education - Arkansas Valley Technical Institut	Ark Tech University at Ozark	3	1.00 %
University of Arkansas for Medical Sciences	Technical Support Center (Help Desk)	3	1.00 %
University of Central Arkansas	BBA	3	1.00 %
University of Central Arkansas	Main Hall	3	1.00 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Central Arkansas	Math/Tech Bldg	3	1.00 %
University of Central Arkansas	UCA Farris Center	3	1.00 %
	Hendrix College	3	1.00 %
Arkansas State University - Beebe	Arkansas State University - Student Network	2	0.66 %
Black River Technical College	Black River Technical College	2	0.66 %
Cossatot Technical College	Cossatot Technical College	2	0.66 %
Department of Workforce Education - Crowley's Ridge Technical Institu	Crowleys Ridge Technical Institute	2	0.66 %
Mid South Community College (Mid South Technical College)	Mid-South Community College	2	0.66 %
Mississippi County Community College	Arkansas Northeastern College-Crisp Center	2	0.66 %
Mississippi County Community College	Arkansas Northeastern College Main Campus	2	0.66 %
Ozarka College	Ozarka College	2	0.66 %
University of Arkansas at Fayetteville	U of A Coop Ext Marianna	2	0.66 %
University of Arkansas at Fayetteville	U of A Systems	2	0.66 %
University of Arkansas at Little Rock	Admin South	2	0.66 %
University of Arkansas at Little Rock	Dickinson	2	0.66 %
University of Arkansas at Little Rock	Education	2	0.66 %
University of Arkansas at Little Rock	ETAS Bldg	2	0.66 %
University of Arkansas at Little Rock	Larson Hall	2	0.66 %
University of Arkansas at Little Rock	Library	2	0.66 %
University of Arkansas at Little Rock	Otinheimer Library	2	0.66 %
University of Arkansas at Little Rock	Reynolds	2	0.66 %
University of Arkansas at Little Rock	Speech Communication	2	0.66 %
University of Arkansas - Community College at Hope	U of A Hope	2	0.66 %
University of Arkansas for Medical Sciences	AHEC Jefferson (see comments)	2	0.66 %
University of Arkansas for Medical Sciences	Mid Delta Community Consortium	2	0.66 %
University of Central Arkansas	Arkansas Hall	2	0.66 %
University of Central Arkansas	Brewer-Hegman Conference Center	2	0.66 %
University of Central Arkansas	Mashburn	2	0.66 %
University of Central Arkansas	McCastlain	2	0.66 %
University of Central Arkansas	Speech Pathology Center	2	0.66 %
University of Central Arkansas	Thompson Hall	2	0.66 %
	Harding University - Northwest Arkansas Prof. Cent	2	0.66 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Arkansas State University - Beebe	Arkansas State University at Beebe LR Air Force	1	0.33 %
Arkansas State University - Beebe	Arkansas State University at Beebe	1	0.33 %
Cossatot Technical College	Cossatot Nashville	1	0.33 %
Department of Workforce Education - Northwest Technical Institute	Northwest Technical Institute	1	0.33 %
North Arkansas College	North Arkansas College	1	0.33 %
Ouachita Technical College	Ouachita Technical College (see comments)	1	0.33 %
Pulaski Technical College	Pulaski Technical College	1	0.33 %
Pulaski Technical College	Saline County Career Center (see comments)	1	0.33 %
Southeast Arkansas College	South East College	1	0.33 %
University of Arkansas at Fayetteville	U of A Community College at Morrilton	1	0.33 %
University of Arkansas at Little Rock	Admin North	1	0.33 %
University of Arkansas at Little Rock	Bookstore	1	0.33 %
University of Arkansas at Little Rock	Business	1	0.33 %
University of Arkansas at Little Rock	Eng, TECH & Ap SC	1	0.33 %
University of Arkansas at Little Rock	Finance	1	0.33 %
University of Arkansas at Little Rock	Fine Arts Building	1	0.33 %
University of Arkansas at Little Rock	Friburgh Hall	1	0.33 %
University of Arkansas at Little Rock	Nursing	1	0.33 %
University of Arkansas at Little Rock	Physical Plant	1	0.33 %
University of Arkansas at Little Rock	Steven's Building	1	0.33 %
University of Arkansas at Little Rock	Student Union	1	0.33 %
University of Arkansas at Little Rock	Univeristy SB	1	0.33 %
University of Arkansas at Monticello	U of A Monticello	1	0.33 %
University of Arkansas at Pine Bluff	UAPB Telecommunications	1	0.33 %
University of Arkansas for Medical Sciences	AHEC Northeast	1	0.33 %
University of Arkansas for Medical Sciences	Medicaid	1	0.33 %
University of Arkansas for Medical Sciences	Schmieding Center for Senior Health and Education	1	0.33 %
University of Arkansas for Medical Sciences	Telcomm Connections for MONIES	1	0.33 %
University of Central Arkansas	Harin Hall	1	0.33 %
University of Central Arkansas	Hyper	1	0.33 %
University of Central Arkansas	Irby Hall	1	0.33 %
University of Central Arkansas	Laney Hall-Chemistry	1	0.33 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Central Arkansas	New Hall	1	0.33 %
University of Central Arkansas	Prince Center	1	0.33 %
University of Central Arkansas	Snow Fine Arts Bldg	1	0.33 %
University of Central Arkansas	Stadium Park Apartments	1	0.33 %
University of Central Arkansas	Stanly Russ/MasComm	1	0.33 %
University of Central Arkansas	UCA Doyne Health Science	1	0.33 %
University of Central Arkansas	UCA Estes Stadium	1	0.33 %
	Clinton School of Public Service	1	0.33 %
All Higher Education Customers		301	

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	156	51.83 %
Connectivity	53	17.61 %
Billing	33	10.96 %
Security	33	10.96 %
Information	8	2.66 %
Software Appl.	5	1.66 %
UNIX	5	1.66 %
Hardware	2	0.66 %
APSCN	1	0.33 %
Auto ticket	1	0.33 %
Circuit Orders	1	0.33 %
Configuration (not for DIS)	1	0.33 %
EOMIS	1	0.33 %
Network	1	0.33 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	48	16.33 %
Bad Cable Pair	24	8.16 %
Alarm Cleared	18	6.12 %
MARS Stage 1	11	3.74 %
No Trouble	11	3.74 %
Bad Len	10	3.40 %
Bad Cord	9	3.06 %
Bad Telephone	9	3.06 %
Switch	9	3.06 %
information	36	12.24 %
MARS Stage 2	8	2.72 %
VMX	8	2.72 %
Service Request	7	2.38 %
VMX-reset	7	2.38 %
No TroubleFound	6	2.04 %
Untrained	6	2.04 %
User Request	6	2.04 %
Alarm Clear after Outage	5	1.70 %
False Positive	5	1.70 %
Bad Jack	4	1.36 %
DNS Change	4	1.36 %
Trouble cleared	4	1.36 %
Bad card	3	1.02 %
Bad Power Supply	3	1.02 %
Customer Request	3	1.02 %
Unplug/Plug	3	1.02 %
Billing Error	2	0.68 %
Configuration	2	0.68 %
Connection Fail	2	0.68 %
Hardware	2	0.68 %
LAN Problem	2	0.68 %
Transfer Call	2	0.68 %
AUTH Code	1	0.34 %
Circuit Failure	1	0.34 %
Circuit order/install	1	0.34 %
CO Features	1	0.34 %
Diversion Point	1	0.34 %
Duplicate ticket	3	1.02 %
File Transfer	1	0.34 %
Inquiry	1	0.34 %
Program Phone	1	0.34 %
Reboot	1	0.34 %
Security	1	0.34 %
Traffic	1	0.34 %

Calls Closed by Cause

Cause	Call Count	Percentage
Unplugged	1	0.34 %

Call Center Tickets Received from Local Government Customers During the Reporting Period

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Saline County Offices	8	6.78 %
Hampton	6	5.08 %
Little Rock Community Mental Health (See Comments)	5	4.24 %
Salem	5	4.24 %
Augusta/Woodruff County	4	3.39 %
Madison	4	3.39 %
Sheridan	4	3.39 %
Benton County District Court	3	2.54 %
Clarendon/Monroe County	3	2.54 %
DeQueen/Sevier County	3	2.54 %
Mountain Home	3	2.54 %
Murfreesboro/Pike County	3	2.54 %
Star City	3	2.54 %
Walnut Ridge/Lawrence County	3	2.54 %
Arkansas Local Police & Fire Retirement	2	1.69 %
Batesville/Independence County	2	1.69 %
Chancery	2	1.69 %
Chancery Clerk	2	1.69 %
Fordyce/Dallas County	2	1.69 %
Harrisburg	2	1.69 %
Harrison	2	1.69 %
Little Rock/Pulaski County	2	1.69 %
Madison County District Court	2	1.69 %
Melbourne/Izard County	2	1.69 %
Mena/Polk County	2	1.69 %
Monticello/Drew County	2	1.69 %
Mountain View/Stone County	2	1.69 %
Perryville/Perry County	2	1.69 %
Pine Bluff	2	1.69 %
Van Buren County	2	1.69 %
Yellville	2	1.69 %
Arkansas City/Desha County	1	0.85 %
Benton/Saline County	1	0.85 %
Blytheville/Mississippi County	1	0.85 %
Chancery and County	1	0.85 %
City of Little Rock	1	0.85 %
Des Arc/Prairie County	1	0.85 %
Farmington District Court	1	0.85 %
Helena/Phillips County	1	0.85 %

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Hot Springs/Garland County	1	0.85 %
Jasper/Newton County	1	0.85 %
Jones Center for Families	1	0.85 %
Lee County	1	0.85 %
Little Rock Municipal District Court	1	0.85 %
Lonoke	1	0.85 %
Marshall	1	0.85 %
Melbourne	1	0.85 %
Mississippi County/Blytheville	1	0.85 %
Morrilton	1	0.85 %
Mount Ida	1	0.85 %
Newport/Jackson County	1	0.85 %
Paris	1	0.85 %
Prescott/Nevada County	1	0.85 %
Randolph County Circuit Clerk	1	0.85 %
Saline County District Court - Shannon Hills Depar	1	0.85 %
Texarkana	1	0.85 %
Van Buren/Crawford County	1	0.85 %
Wynne/Cross County	1	0.85 %
All Local Government Customers	118	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	70	59.32 %
Network	19	16.10 %
Security	11	9.32 %
Billing	5	4.24 %
Telecomm	5	4.24 %
Auto ticket	4	3.39 %
Customer Issues	1	0.85 %
Mainframe Appl.	1	0.85 %
Software Appl.	1	0.85 %
UNIX	1	0.85 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	38	39.18 %
MISC	11	11.34 %
Trouble cleared	7	7.22 %
Alarm Clear after Outage	6	6.19 %
MARS Stage 1	6	6.19 %
Reboot	3	3.09 %
Bad Cable Pair	2	2.06 %
Connection Fail	2	2.06 %
Information	5	5.15 %
Billing Error	1	1.03 %
Circuit Failure	1	1.03 %
Corrupt/Missing	1	1.03 %
DNS Change	1	1.03 %
Duplicate Ticket	1	1.03 %
Hardware	1	1.03 %
MARS Stage 2	1	1.03 %
No Trouble	1	1.03 %
Outage	1	1.03 %
Password-reset	3	3.09 %
Service Request	1	1.03 %
Transfer Call	1	1.03 %
Unplugged	1	1.03 %
Vendor Error	1	1.03 %
VMX	1	1.03 %

Call Center Tickets Received from Libraries

During the Reporting Period

Calls Received by Library

Library Name	Call Count	Percentage
State Library	6	12.24 %
Rogers Public Libra	5	10.20 %
GRANT COUNTY LIBRARY	4	8.16 %
Saline County	4	8.16 %
Baldwin Memorial	3	6.12 %
Garland County Library	3	6.12 %
Redfiled Library	3	6.12 %
Rose Bud Library	3	6.12 %
White County	3	6.12 %
Dallas County Library	2	4.08 %
LYDIA P MILLER LIBRARY	2	4.08 %
Pine Bluff	2	4.08 %
White Hall	2	4.08 %
Beebe	1	2.04 %
Bradford	1	2.04 %
Bryant	1	2.04 %
Conway County	1	2.04 %
Pangburn Public Library	1	2.04 %
Southeast Regional	1	2.04 %
Watson Chapel	1	2.04 %
All Libraries	49	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	30	61.22 %
Security	7	14.29 %
Billing	4	8.16 %
UNIX	4	8.16 %
Auto ticket	1	2.04 %
Information	1	2.04 %
Network	1	2.04 %
Telecomm	1	2.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	19	40.43 %
Information	8	17.02 %
MARS Stage 1	4	8.51 %
Alarm Clear after Outage	2	4.26 %
User Request	3	6.38 %
DNS Change	2	4.26 %
MISC	3	6.38 %
Trouble cleared	2	4.26 %
Bad Cable Pair	1	2.13 %
DNS Problems	1	2.13 %
Switch	1	2.13 %
User error	1	2.13 %

Call Center Tickets Received from Other Customers

During the Reporting Period

Calls Received by Customer

Customer Name	Call Count	Percentage
Disability Determination	13	7.47 %
Governors Office (see comments)	7	4.02 %
Madison County Clerk - SOS Project	7	4.02 %
Arkansas Geographic Information Office	6	3.45 %
Attorney Generals Office	6	3.45 %
Bureau of Legislative Research	6	3.45 %
Calhoun County Clerk - SOS Project	6	3.45 %
Jefferson County Clerk - SOS Project	5	2.87 %
Prairie County Clerk - SOS Project	5	2.87 %
Secretary of State	5	2.87 %
Governors Mansion (see comments)	4	2.30 %
Grant County Clerk - SOS Project	4	2.30 %
North Little Rock District Court	4	2.30 %
Secretary of State B	4	2.30 %
Administrative Office of the Courts	3	1.72 %
Benton County Clerk - SOS Project	3	1.72 %
Legislative Audit (Vic)	3	1.72 %
Little Rock Air Base	3	1.72 %
Logan County Clerk - SOS Project	3	1.72 %
Monroe County Clerk - SOS Project	3	1.72 %
Randolph County Clerk - SOS Project	3	1.72 %
Searcy County Clerk - SOS Project	3	1.72 %
Woodruff County Clerk - SOS Project	3	1.72 %
Yell County Clerk - SOS Project	3	1.72 %
Arkansas Court of Appeals	2	1.15 %
Attorney Ad Lidem's Office	2	1.15 %
Baxter County Clerk - SOS Project	2	1.15 %
Clay County Clerk - SOS Project	2	1.15 %
Crawford County Clerk - SOS Project	2	1.15 %
Dallas County Clerk - SOS Project	2	1.15 %
Drew County Clerk -SOS Project	2	1.15 %
Franklin County Clerk - SOS Project	2	1.15 %
Fulton County Clerk - SOS Project	2	1.15 %
Izard County Clerk - SOS Project	2	1.15 %
Judicial Discipline & Dis	2	1.15 %
Marion County Clerk -SOS Project	2	1.15 %
Perry County Clerk - SOS Project	2	1.15 %
Poinsett County Clerk - SOS Project	2	1.15 %
Prosecutor Coord Office	2	1.15 %

Calls Received by Customer

Customer Name	Call Count	Percentage
Scott County Clerk - SOS Project	2	1.15 %
Sevier County Clerk - SOS Project	2	1.15 %
Sharp County Clerk - SOS Project	2	1.15 %
Stone County Clerk - SOS Project	2	1.15 %
White County Clerk - SOS Project	2	1.15 %
Arkansas County Clerk - SOS Project	1	0.57 %
Carroll County Clerk -SOS Project	1	0.57 %
Cleburne County Clerk - SOS Project	1	0.57 %
Columbia County Clerk - SOS Project	1	0.57 %
Desha County Clerk - SOS Project	1	0.57 %
Immigration & Naturalization Service (see comments	1	0.57 %
Jackson County Clerk - SOS Project	1	0.57 %
Johnson County Clerk - SOS Project	1	0.57 %
Lee County Clerk - SOS Project	1	0.57 %
Mississippi County Clerk - SOS Project	1	0.57 %
Montgomery County Clerk - SOS Project	1	0.57 %
Newton County Clerk - SOS Project	1	0.57 %
Phillips County Clerk - SOS Project	1	0.57 %
Pope County Clerk - SOS Project	1	0.57 %
Saline County Clerk - SOS Project	1	0.57 %
Sebastian County Clerk - SOS Project	1	0.57 %
Social Security Administration	1	0.57 %
State Auditor	1	0.57 %
State Treasurer	1	0.57 %
US Customs Enforceme	1	0.57 %
VanBuren County - SOS Project	1	0.57 %
Washington County Clerk - SOS Project	1	0.57 %
All Other Customers	174	100.00 %

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	102	58.62 %
Telecomm	28	16.09 %
Security	14	8.05 %
Billing	9	5.17 %
Auto ticket	7	4.02 %
UNIX	7	4.02 %
Hardware	2	1.15 %
Employee Change	1	0.57 %
Information	1	0.57 %
Internet	1	0.57 %
Network	1	0.57 %
Software Appl.	1	0.57 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	63	37.28 %
MISC	22	13.02 %
Alarm Clear after Outage	7	4.14 %
Trouble cleared	7	4.14 %
DNS Change	6	3.55 %
MARS Stage 2	6	3.55 %
Switch	5	2.96 %
Hardware	4	2.37 %
Information	5	2.96 %
Outage	4	2.37 %
Billing Error	3	1.78 %
Circuit Failure	3	1.78 %
Configuration	3	1.78 %
Duplicate Ticket	3	1.78 %
Unplugged	3	1.78 %
User Request	3	1.78 %
Bad Telephone	2	1.18 %
CO Features	2	1.18 %
Diversion Point	2	1.18 %
Expired	2	1.18 %
MARS Stage 1	2	1.18 %
Password-Reset	1	0.59 %
Reboot	2	1.18 %
Service Request	2	1.18 %
Bad Cable Pair	1	0.59 %
Bad card	1	0.59 %
Bad Jumper	1	0.59 %
HW Malfunction	1	0.59 %
No Trouble	1	0.59 %
Unplug/Plug	1	0.59 %
VMX-reset	1	0.59 %