April 30, 2013

Senator Paul Bookout
Representative John Charles Edwards
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Bookout and Representative Edwards,

This letter is to transmit to the Legislative Council the Department of Information Systems'
Advice and Recommendation Report for the quarter ending March 31, 2013. 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 March 2013

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 information 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.

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 March 31, 2013.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS
Total number of recommendations provided to Agencies, Boards and Commissions: 3;

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas State University - Beebe 0120	1
Board of Nursing 0277	1
Commission on Law Enforcement Standards and Training 0950	1
Crime Information Center 0990	1
Crime Laboratory 0955	1
Department of Arkansas Heritage - Old State House Commission 0875	1
Department of Education 0500	1
Department of Health 0645	1
Department of Human Services 0710	2
Department of Parks and Tourism 0900	2
Department of Veteran Affairs 0385	1
Geological Commission 0420	1
Highway and Transportation Department 0090	1
Soil and Water Conservation Commission 0455	1
University of Arkansas - Community College at Hope 0167	1
Workforce Services 4081	2

CATEGORIES FOR ADVICE

Implementation	6
Installation	2
Planning	2
Product or Service Utilization	3
Rates or Fees	6

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.

The Department of Information Systems (DIS) provides advice and recommendations for IT solutions that align with the State of Arkansas shared enterprise architecture. DIS Advice and Recommendations always consider the best interest of the state and the agency. DIS staff is knowledgeable about IT solutions in place throughout state government and have resources available to provide advice on upcoming trends that could impact agencies. In some instances, recommendations may not be included in agency plans and are for informational purposes so that agencies can plan for the future to take advantage of new, innovative or cost effective technologies to provide public sector services.

Agency Name	Arkansas State University - Beebe 0120
Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Internet and E-mail Services
Project Scope	
UA Community College at Beebe exploring new Ethernet connection for higher speed connectivity	
Advice Requested	
UA Community College at Beebe requested advice and recommendations regarding Ethernet connection for higher speed connectivity	
Detail of Recommendation	
DIS provided UA Community College at Beebe advice and recommendations regarding Ethernet connection for higher speed connectivity	

Agency Name	Board of Nursing 0277
Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Remote Access Services

Project Scope

Develop a disaster recovery / back solution for the Arkansas Board of Nursing utilizing DIS VM server and tape management services.

Advice Requested

Exploratory meeting revealed a need for remote backup for multiple servers utilizing VM and DIS provided tape management services and the need for disaster recovery.

Detail of Recommendation

A detailed list of server addresses were added to the TMS services for remote backup as well as VM server allocation for real-time disaster recovery.

Agency Name	Commission on Law Enforcement Standards and Training 0950
Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Internet and E-mail Services

Project Scope
Arkansas Commission on Law Enforcement Standards & Training exploring fiber utilization for higher speed connectivity

Advice Requested
Arkansas Commission on Law Enforcement Standards & Training requested advice and recommendations regarding fiber utilization for higher speed connectivity

Detail of Recommendation
DIS provided Arkansas Commission on Law Enforcement Standards & Training advice and recommendations regarding fiber utilization for higher speed connectivity

Agency Name	Crime Information Center 0990
Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Mainframe Processing

Project Scope

Develop a solution for mainframe migration from the DIS mainframe to a Windows Server platform.

Advice Requested

Develop a migration plan for ACIC and a cost breakdown for moving data from the mainframe to Win Server platform.

Detail of Recommendation

Scheduled meetins with customer to discuss delopyment and customer requirements, as well as cost per customer for conversion.

Agency Name	Crime Laboratory 0955
Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Professional Services

Project Scope

Requested development of a video explaining the virtues of video testimony and the time, expense and safety involved.

Advice Requested

Mr. Channell requested the development of a video that demonstrates the success in several surrounding states that are utilizing video testimony.

Detail of Recommendation

Details involved several meetings to define the scope of the project. DIS Communications developed the video and utilized the success of several states that are currently using this technology to save time, expense and the safety of officers.

Agency Name	Department of Arkansas Heritage - Old State House Commission 0875
Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Internet and E-mail Services

Project Scope
Arkansas Department of Heritage exploring new Ethernet connection for higher speed connectivity

Advice Requested
Arkansas Department of Heritage requested advice and recommendations regarding Ethernet connection for higher speed connectivity

Detail of Recommendation
DIS provided Arkansas Department of Heritage advice and recommendations regarding Ethernet connection for higher speed connectivity

Agency Name	Department of Education 0500
Type of Advice	Installation
Advisor	Donald Matthews
Project Name	DIS Video Conferencing

Project Scope

The customer asked DIS for a recommendation on the appropriate video conferencing equipment and software for their professional licensure board room.

Advice Requested

The customer had a need for video conferencing equipment in an existing conference room and asked us for a recommendation on the type of equipment to purchase.

Detail of Recommendation

We solicited three proposals on behalf of the customer and made a recommendation on the type of equipment they should purchase. We also recommended adding the location to the state video network.

Agency Name	Department of Health 0645
Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	Voice Telephony and / or Long Distance Service

Project Scope

Replace existing Centrex service in a newly evloved section of the Health Department, Immunization Information System.

Advice Requested

Requested advice centered on future growth and flexibility of the telephony solution for the new section, a high volume call center for nationwide use. VoIP offeres that solution.

Detail of Recommendation

Details involved investigating the type of phone instrument that would best fit the scenario, cost on a monthly basis, training and feature flexibility.

Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services
Project Scope	
Arkansas Department of Human Services implementing new Social Program Management Solution	
Advice Requested	
Arkansas Department of Human Services requested advice and recommendations with implementing and hosting a new social program management solution for the state.	
Detail of Recommendation	
DIS provided Arkansas Department of Human Services with advice and recommendations for implementing and hosting a new social program management solution for the state.	

Agency Name	Department of Human Services 0710
Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Mainframe Processing

Project Scope

DIS is migrating off of the older mainframe platform. Arkansas Department of Human Services has asked for a cost estimate to migrate to a temporary re-hosting solution, versus the costs of remaining on the mainframe until the conversion project is complete.

Advice Requested

Arkansas Department of Human Services requested advice and recommendations regarding migration to a temporary re-hosted solution versus remaining on the mainframe until the conversion project is complete.

Detail of Recommendation

DIS provided Arkansas Department of Human Services with advice and recommendations for migration to a temporary re-hosted solution versus remaining on the mainframe until the conversion project is complete.

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

Project Scope

DIS is migrating to a new network. Parks and Tourism sites throughout the state will need to migrate to a new technology for connectivity.

Advice Requested

The customer has asked for the most cost effective solution to replace existing 384k Circuits.

Detail of Recommendation

We have recommended migrating to a 4G wireless solution in some of the smaller locations, and we continue to work with the vendors to provide additional alternatives where available.

Agency Name	Department of Parks and Tourism 0900
Type of Advice	Planning
Advisor	Donald Matthews
Project Name	Voice Telephony and / or Long Distance Service

Project Scope

The customer has a need to update several phone systems throughout the state.

Advice Requested

The customer has asked us to provide a telephone system solution for their locations throughout the state.

Detail of Recommendation

We have provided pricing and technical recommendations on how to most effectively provide the service.

Agency Name	Department of Veteran Affairs 0385
Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	DIS Internet and E-mail Services

Project Scope
Arkansas Department of Veterans Affairs exploring LTE network capabilities

Advice Requested
Arkansas Department of Veterans Affairs requested advice and recommendations regarding utilizing new LTE network capabilities

Detail of Recommendation
DIS provided Arkansas Department of Veterans Affairs advice and recommendations regarding utilizing new LTE network capabilities

Agency Name	Geological Commission 0420
Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services

Project Scope

Replace existing antiquated Access database used for licensure with development that will allow growth and flexibility in the future.

Advice Requested

Ms. White requested meeting with DIS application development team to review past successful developments and seek out best solution for cost saving development.

Detail of Recommendation

Recommendations were focused on foundational development that has been implemented with other agencies for licensure that will minimize development time.

Agency Name	Highway and Transportation Department 0090
Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Mainframe Processing

Project Scope
Mainframe Platform Migration - IBM Mainframe To Windows Server Assessment Study for Arkansas Highway and Transportation.

Advice Requested
Mr. Stewart requested a cost analysys for the conversion of his mainframe data, to be a partner in the project.

Detail of Recommendation
Identifying a more accurate cost and a plan for migrating off of the mainframe to a new, more affordable platform, projected ROI and training of individuals for new Win Server platform.

Agency Name	Soil and Water Conservation Commission 0455
Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services

Project Scope

Assist Mr. Sweeney with advice and cost for VM server environment.

Advice Requested

Mr. Jon Sweeney asked for advice concerning the cost and deployment of a VM environment for Arkansas Natural Resources Commission.

Detail of Recommendation

Mr. Sweeney was provided structured monthly rates developed by the Dept. of Information Systems as well as advice on deployment of a VM environment.

Agency Name	University of Arkansas - Community College at Hope 0167
Type of Advice	Rates or Fees
Advisor	Josh Smith (DIS)
Project Name	Voice Telephony and / or Long Distance Service
Project Scope	
University of Arkansas Community College at Hope exploring DIS for a VoIP Solution	
Advice Requested	
University of Arkansas Community College at Hope requested advice and recommendations regarding a DIS VoIP Solution	
Detail of Recommendation	
DIS provided University of Arkansas Community College at Hope advice and recommendations regarding a DIS VoIP Solution	

Agency Name	Workforce Services 4081
Type of Advice	Planning
Advisor	Donald Matthews
Project Name	Voice Telephony and / or Long Distance Service
Project Scope	
The customer asked us for a review of a proposal received from an alternative vendor.	
Advice Requested	
The customer had received a proposal from an alternative vendor for VOIP services that are currently provided by DIS.	
Detail of Recommendation	
We reviewed the proposal against the current solution and determined that existing services were more cost effective.	

Agency Name	Workforce Services 4081
Type of Advice	Product or Service Utilization
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services

Project Scope

The customer asked for guidance as it related to Cloud Computing.

Advice Requested

The customer wanted to learn more about cloud computing and how it compared to DIS provided hosting services.

Detail of Recommendation

We discussed the different types of cloud computing, including the State Cloud that is currently managed by DIS.