‹DIS›
Department of Information Systems
D I S . A R K A N S A S . G O V

Claire Bailey
Director

Mike Beebe
Governor

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April 30, 2014

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

Dear Senator Sample 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, 2014. 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

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 June 30, 2013.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to Agencies, Boards and Commissions: 27

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Administrative Office of the Courts 0023	1
Arkansas Lottery Commission	1
Arkansas State Library 0519	1
Board of Accountancy 0203	1
Board of Examiners In Counseling 0228	1
Crime Information Center 0990	1
Department of Community Correction 0485	1
Department of Correction 0480	1
Department of Economic Development 0790	1
Department of Education 0500	2
Department of Emergency Management 0995	1
Department of Finance and Administration 0610	1
Department of Human Services 0710	1
Department of Parks and Tourism 0900	1
Department of Workforce Services 4081	1
Development Finance Authority 0395	1
Highway and Transportation Department 0090	1
Insurance Department 0425	1
Legislative Audit 0009	1
Natural Resources Commission 0455	2
Public Employees Retirement System 0370	2
Securities Department 0410	1
Tobacco Control Board 0261	1
Waterways Commission 0341	1

CATEGORIES FOR ADVICE

Implementation	1
Installation	4
Product or Service Utilization	22

RECOMMENDATIONS DETAILS

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.

Administrative Office of the Courts

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope

Administrative Office of the Courts is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Arkansas Lottery Commission

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope
ALC is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Arkansas State Library

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services

Project Scope

The State Library is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Board of Accountancy

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope

The Board of Accountancy is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Board of Examiners In Counseling

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services

Project Scope
Install Secure Wireless Access for Board access to a secure network.

Advice Requested
Dr. Pogue requested a quote and timeframe for installation from DIS for the installation of secure wireless network.

Detail of Recommendation
Acceptance of quote - DIS dispatched a network engineer to install a wireless router and access point for wireless access.

Crime Information Center

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	

ACIC is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Department of Community Correction

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope

DCC is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Department of Correction

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope
The Department of Corrections is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Department of Economic Development

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

Project Scope

The Department of Economic Development is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Department of Education

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

Project Scope

The customer has a need to write a new application to provide direct certification for the child nutrition program.

Advice Requested

The customer asked us to be part of a team to help determine the best solution.

Detail of Recommendation

We provided pricing and technical recommendations for DIS to host the application. The customer agreed and signed the appropriate service request.

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

Project Scope

ADE is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Department of Emergency Management

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

Project Scope
ADEM is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Department of Finance and Administration

Type of Advice	Product or Service Utilization
Advisor	BJ Wyrick
Project Name	DIS Application Hosting Services

Project Scope

DF&A is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Department of Human Services

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services

Project Scope
DHS is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Department of Parks and Tourism

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

Project Scope

Parks and Tourism is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is making a decision on which option to choose.

Department of Workforce Services

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

Project Scope

DWS is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Development Finance Authority

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services

Project Scope
ADFA is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Highway and Transportation Department

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Network Equipment

Project Scope
Develop a stradgey for a redundant backup streaming video server for Arkansas Highway Department.

Advice Requested
Mr. Danny Straessle requested information for the development of a redundant streaming video server in a secure environment.

Detail of Recommendation
Several options were discussed for deployment of equiptment to the State Data Center -West to be used as a 'fail-over' streaming video solution.

Insurance Department

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope

The Insurance Department is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Legislative Audit

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	DIS Application Hosting Services

Project Scope
Legislative Audit is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Natural Resources Commission

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Video Conferencing

Project Scope
Develop a video strategy for conferencing, allowing Natural Resources personal to travel less and use video technology to communicate.

Advice Requested
Natural Resources requested a DIS/Vendor assessment of equipment and software that would be required to bring video conferencing to two specific areas within their location.

Detail of Recommendation
Preliminary meeting to discuss location of video equipment and specification for quote. Vendor will provide the essential blueprint for placement of equipment and time frame for installation.

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope
The Natural Resources Commission is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house a rack of servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer chose the appropriate solution.

Public Employees Retirement System

Type of Advice	Product or Service Utilization
Advisor	Donald Matthews
Project Name	DIS Telephone Service (Dialtone)

Project Scope

The customer is looking for a voice solution that will integrate with a planned CRM system to be installed at some point in the future.

Advice Requested

The customer wanted to konw if the DIS provide VOIP solution could effectively integrate with a possible CRM solution that would be part of a planned migration to a new retirement application solution.

Detail of Recommendation

We verified that our Cisco VOIP solution met the requirements and provided the appropriate cost and technical recommendation.

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

Project Scope

APERS is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested

The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation

DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Securities Department

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services

Project Scope
The Securities Department is looking for an off-site hosting solution to store critical data in the event of a disaster at their primary location.

Advice Requested
The customer toured the Arkansas State Data Center-West to determine if it was a suitable location to house servers to back up critical data.

Detail of Recommendation
DIS recommended utilizing SDC West as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options.

Tobacco Control Board

Type of Advice	Implementation
Advisor	Curtis Eubanks
Project Name	DIS Professional Services

Project Scope

Develop an interium solution for database development, involving Access Database.

Advice Requested

Tobacco Control Board has requested funds to do an extensive database development. In the interium, their existing Access database required updating to handle the additional responsibilities to be tracked and recorded.

Detail of Recommendation

DIS met with Tobacco Control Board to discuss the necessary additions to the existing Access database and a quote was developed. Development began and inplementation followed.

Waterways Commission

Type of Advice	Installation
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services

Project Scope
Install secure wireless access for office and Waterway Commission Board access.

Advice Requested
Mr. Higgingbotham requested a quote and installation time frame for a secure wireless network for staff and Board members.

Detail of Recommendation
Acceptance of quote - DIS dispatched a network engineer to install wireless router and access point for Internet access.