Department of Information Systems

Arkansas. A State of Technology.

Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

〈 **Period Ending September 30, 2014** 〉

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 September 30, 2014.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to Agencies, Boards and Commissions: 21

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas Center for Health Improvement	1
Board of Pharmacy 0283	1
City of Jacksonville	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Correction 0480	1
Department of Education 0500	2
Department of Environmental Quality 0930	2
Department of Health 0645	2
Department of Human Services 0710	1
Department of Labor 0800	1
Department of Workforce Services 4081	1
Educational Television Division 0516	1
Game and Fish Commission 0080	1
Public Defender Commission 0324	1
Public Employees Retirement System 0370	1
School for the Blind 0510	1
Student Loan Authority 0347	1
University of Arkansas at Little Rock 0145	1

CATEGORIES FOR ADVICE

Planning	6
Product or Service Utilization	15

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.

Arkansas Center for Health Improvement

Type of Advice	Product or Service Utilization
Advisor	Mitch Beaver
Project Name	DIS Professional Services

Project Scope

The customer is losing a subject matter expert, and has asked DIS to provide support until the position is field.

Advice Requested

The customer has asked DIS to help setup a new server environment while they are attempting to fill a technical position. The customer asked about costs and time frames for installation.

Detail of Recommendation

DIS recommended utilizing our server support staff to complete the project. The customer agreed, and the DIS team completed the project to the customer's satisfaction.

Board of Pharmacy

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

Project Scope
The Pharmacy Board 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.

City of Jacksonville

Type of Advice	Product or Service Utilization
Advisor	Mitch Beaver
Project Name	DIS Application Hosting Services

Project Scope

The City of Jacksonville 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 Arkansas Heritage - Central Administration

Type of Advice	Planning
Advisor	Josh Smith (DIS)
Project Name	DIS Network Equipment

Project Scope
The customer is looking to expand wireless network access for all of their locations.

Advice Requested
The customer is researching the possibility of expanding wireless access points throughout their facilities in Central Arkansas. They've asked DIS for guidance on how to most effectively deploy their solution.

Detail of Recommendation
DIS network engineers presented the latest wireless technology and discussed the pros and cons of each solution.

Department of Correction

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

Project Scope
DIS has a new desktop video solution and is presenting the solution to customers throughout the state.

Advice Requested
The customer has historically had a need for video conferencing services. They're interested in learning more abou the DIS desktop video solution.

Detail of Recommendation
DIS provided service and rate information related to our new video solution. The customer has agreed to trial the product in a couple of locations.

Department of Education

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Telephone Service (Dialtone)

Project Scope
The customer has an old phone system that no longer has maintenance. They've asked about telephone service options through DIS.

Advice Requested
The customer has asked for cost and feature information related to DIS provided telephone service.

Detail of Recommendation
We presented all of the costs and features associated with DIS Centrex and VOIP solutions. The customer reviewed all options and chose the DIS Centrex solution.

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

Project Scope
The Department of Education 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 Environmental Quality

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
The Department of Environmental Quality 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-MAC to determine if it was a suitable location to house servers to back up critical data.	
Detail of Recommendation	
DIS recommended utilizing SDC MAC as a backup solution for their primary location. We provided the appropriate pricing and technical information, and the customer is reviewing their options. The customer has agreed to utilize the hosting services at MAC.	

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	Voice Telephony and / or Long Distance Service
Project Scope	
The customer is planning to convert to the DIS provided VOIP telephone solution.	
Advice Requested	
The customer is converting to the DIS provided VOIP telephone service. They've asked DIS for price and service information related to the required hardware.	
Detail of Recommendation	
DIS provided the appropriate information, and the customer is on target for a late October conversion.	

Department of Health

Type of Advice	Planning
Advisor	Curtis Eubanks
Project Name	DIS Data Circuitry and Connectivity
Project Scope	
The customer has a need for redundant connectivity for their offices throughout the state.	
Advice Requested	
The customer asked DIS for guidance on how to most effectively provide a backup data connection for sites throughout the state.	
Detail of Recommendation	
We provided pricing and service information related to a 4G backup solution that DIS provides.	

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	DIS Application Hosting Services
Project Scope	
The customer has a need for disaster recovery services to backup critical data.	
Advice Requested	
The customer asked DIS to provide cost and service information related to backup hosting services for critical Health Department Data.	
Detail of Recommendation	
DIS provided the appropriate cost and service information, and will be hosting the data in the DIS enterprise backup hosting environment.	

Department of Human Services

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

The customer has developed a new application is exploring hosting options.

Advice Requested	

The customer has asked DIS for pricing and service information related to the hosting of a new application they've developed.

Detail of Recommendation	

We provided the appropriate information and the customer is reviewing their options.

Department of Labor

Type of Advice	Planning
Advisor	Scott Utley
Project Name	DIS Professional Services

Project Scope

The customer is investigating possible alternatives for a licensing solution that the Department of Labor can utilize since their current vendor has gone out of business.

Advice Requested

The customer has asked for DIS to assist in researching possible alternatives to their current licensing solution.

Detail of Recommendation

DIS is working with Labor to evaluate several vendors in this space, while collecting data regarding their solutoins and the potential costs of a new solution. The process is ongoing.

Department of Workforce Services

Type of Advice	Planning
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services

Project Scope
The customer has a need to manage wireless devices throughout the agency.

Advice Requested
The customer is interested in learning more about DIS provided mobile device management services.

Detail of Recommendation
DIS provided the appropriate cost and service information to DWS regarding our mobile device management solution. The customer has agreed to move forward with the solution.

Educational Television Division

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	Voice Telephony and / or Long Distance Service

Project Scope

The customer has asked about telephone service options through DIS.

Advice Requested

The customer has asked for cost and feature information related to DIS provided VOIP telephone service.

Detail of Recommendation

We presented all of the costs and features associated with the DIS VOIP solution. The customer is reviewing the information prior to making a decision.

Game and Fish Commission

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

Project Scope
The Game and Fish 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 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.

Public Defender Commission

Type of Advice	Product or Service Utilization
Advisor	Curtis Eubanks
Project Name	Voice Telephony and / or Long Distance Service

Project Scope
The customer is interested in learning about DIS provided VOIP telephone services.

Advice Requested
The customer asked for cost and service information related to DIS VOIP telephone services.

Detail of Recommendation
DIs provided the appropriate cost and service information and the customer has chosen the DIS VOIP solution.

Public Employees Retirement System

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

Project Scope

The customer has chosen a new retirement system application, and is exploring options related to the hosting of the new solution.

Advice Requested

The customer has asked for DIS to provide cost and service information related to the hosting of the State's new retirement system application. The customer is comparing this option to the option of hosting the solution with the system vendor.

Detail of Recommendation

DIS provided cost and service information related to what it would take for DIS to host the application in the State's Data Center, while backing up the critical data in the State's secondary data center (SDC West). The customer is reviewing the information and has not made a decision on where to host the application.

School for the Blind

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

Project Scope

The customer has asked DIS for information regarding our enterprise tape backup solution.

Advice Requested

The customer has a need to backup critical data off-site. They've asked DIS to provide the appropriate pricing and service information.

Detail of Recommendation

DIS recommended the enterprise tape backup solution. We provided pricing and service information, and the customer agreed to utilize the solution.

Student Loan Authority

Type of Advice	Product or Service Utilization
Advisor	Josh Smith (DIS)
Project Name	Voice Telephony and / or Long Distance Service

Project Scope
The customer has asked about telephone service options through DIS.

Advice Requested
The customer has asked for cost and feature information related to DIS provided VOIP telephone service.

Detail of Recommendation
We presented all of the costs and features associated with the DIS VOIP solution. The customer is reviewing the information prior to making a decision.

University of Arkansas at Little Rock

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

Project Scope

UALR 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.