

April 30, 2015

Senator Bill Sample  
Representative David Branscum  
Arkansas Legislative Council  
One Capitol Mall  
5<sup>th</sup> Floor, Room R-516  
Little Rock, Arkansas 72201

Dear Senator Sample and Representative Branscum,

This letter is to transmit to the Joint Budget Committee the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2015. 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,



Mark Myers  
Director, Department of Information Systems

cc: Marjorie Greenberg



# Department of Information Systems

Arkansas. A State of Technology.



## Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending March 31, 2015

## **REPORT OVERVIEW**

### **BACKGROUND**

Act 15 of 2010 requires the Director of the Department of Information Systems to submit a report on a quarterly basis to the Legislature regarding requests from state agencies, boards and commissions for advice related to information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans. This report is also mandated to include corresponding recommendations made by the Department of Information Systems to the requesting state agencies, boards, and commissions.

The report is to be submitted to the Arkansas Legislative Council between regular sessions of the General Assembly, the Joint Budget Committee during a session of the General Assembly, and the Joint Committee on Advanced Communications and Information Technology regarding the status of the agency's information technology responsibilities in state government.

### **REPORT REQUIREMENTS**

One of the requirements of this report is to inform the Legislature on how any recommendation fits into the information technology plan of the agency, board, or commission.

This report is to include:

- \* The name of the state agency, board, or commission requesting the advice
- \* The name and scope of the project for which advice is being sought
- \* The type of advice sought
- \* An explanation of all recommendations provided by the Department of Information Systems
- \* Other information as may be useful for policy making decisions by the Legislative Council or Joint Committee on Advanced Communications and Information Technology.

## REPORT DESCRIPTION

The following information is included in this report in order to meet the requirements of the Act listed above and to provide the Legislature with information useful to their decision-making process and oversight of information technology in state government.

- \* Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.
- \* Information concerning key projects undertaken by DIS on behalf of individual customers, groups of customers, or the state as a whole.
- \* Information on the products and services provided by DIS to its customers
- \* Information regarding emerging issues and activities

## AGENCY INFORMATION

The Department of Information Systems (DIS) operates as a cost recovery agency, serving the needs of state government and the educational community. DIS does not receive direct state general revenue funding, but charges its customers for products and services.

The primary services provided by DIS are in the area of telecommunications, information systems development and support, system hosting services, project management, and network development and support for the state's wired and wireless network infrastructure.

DIS is organized as nine primary divisions: Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Arkansas Wireless Information Network, Cybersecurity Office, Customer Relationship Management, Fiscal, and Human Resources.

DIS currently provides services to a base of approximately 400 customers, including state agencies, boards and commissions, colleges and universities, public schools, cities and counties, and other customers.

**Department of Information Systems**  
**Quarterly Report on Advice and Recommendations**  
**To State Agencies, Boards and Commissions**

**Executive Summary**

**The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending March 31, 2015.**

**NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS**

**Total number of recommendations provided to Agencies, Boards and Commissions: 46**

**AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE**

<b>Agency Name</b>	<b>Recommendations</b>
Department of Human Services 0710	5
Department of Health 0645	4
Department of Education 0500	3
Department of Workforce Services 4081	2
13th Judicial District Drug Task Force	1
Arkansas Commission on Law Enforcement Standards and Training 4095	1
Arkansas County	1
Arkansas Office of Courts	1
Arkansas State Police 0960	1
Auditor of State 0059	1
Cabot Public Schools	1
City of Bald Knob	1
City of Fairfield Bay	1
City of Pottsville	1
City of Waldron	1
City of Ward	1
Crowley's Ridge Technical Institute	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Correction 0480	1
Department of Veteran Affairs 0385	1
Development Finance Authority 0395	1
Johnson County District Court	1
Minority Health Commission 0319	1
Office of the Attorney General 0053	1
Office of the Governor 0034	1
Office of the Lieutenant Governor 0051	1

<b>Agency Name</b>	<b>Recommendations</b>
Plant Board 0445	1
Public Employees Retirement System 0370	1
Pulaski County School District	1
Science and Technology Authority 0327	1
Securities Department 0410	1
Student Loan Authority 0347	1
Union County	1
University of Arkansas at Pine Bluff 0160	1
University of Arkansas - Community College at Morrilton	1
White County	1

## **CATEGORIES FOR ADVICE**

<b>Type of Advice</b>	<b>Recommendations</b>
Installation	5
Planning	15
Product or Service Utilization	13
Rates or Fees	5
Upgrades	1



## **Report Detail**

**DIS worked closely with customers this quarter regarding rate adjustments for fiscal year (FY) 2015. Agency customer account managers met personally with chief information officers (CIOs) from the top 25 customers, delivered personal messages to the the directors of top 25 customer agencies regarding the impact of rate changes on IT budgets, and forwarded notifications regarding rate changes to all customer agencies, boards and commissions.**

**Following is the detail relating to requests for information by agencies, boards, commissions or other governmental entities. This section of the report is arranged first by entity, then by type of advice sought.**

<b>Agency Name:</b>	13th Judicial District Drug Task Force
<b>Type of Advice:</b>	Upgrades
<b>Title</b>	State Email Accounts for 13th Judicial District Drug Task Force
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	DIS Internet and E-mail Services
<b>Cost Estimate</b>	\$350.00
<b>Project Scope:</b>	
State email addresses for drug task force for the ability to communicate under security compliance with the DEA and FBI.	
<b>Advice Requested:</b>	
Customer requested information related to the process of obtaining state email accounts for employees to have the security clearance for communication to federal offices.	
<b>Detail of Recommendation:</b>	
Pricing information was forwarded to the customer along with the master service agreement. DIS requested necessary information from the customer to create the accounts requested.	



<b>Agency Name:</b>	Arkansas Commission on Law Enforcement Standards and Training 4095
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	ALETA secured data backup solution
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$4,020.00
<b>Project Scope:</b>	
The Arkansas Law Enforcement Training Academy (ALETA) contacted DIS with a need for a secured data backup solution for a Dell AppAssure Backup, Replication and Recovery system, as well as new connection for the Springdale training facility to connect the academy to the state network in order to utilize the data backup solution. DIS discussed the need and recommended state data center (SDC) West as well as the network connection needed to meet the requirement.	
<b>Advice Requested:</b>	
ALETA requested assistance from DIS for a secured data backup solution and new data connection to one of the academy's facilities.	
<b>Detail of Recommendation:</b>	
DIS provided assistance to ALETA and will deliver a secured data backup solution and new data connection to the Springdale facility.	

<b>Agency Name:</b>	Arkansas County
<b>Type of Advice:</b>	Planning
<b>Title</b>	DIS Services Discussed with Arkansas County
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	IT Planning
<b>Cost Estimate</b>	\$3,600.00
<b>Project Scope:</b>	
DIS provided Arkansas County with information regarding current email, phone system and backup solution services offered by DIS.	
<b>Advice Requested:</b>	
Arkansas County requested pricing and analysis of current IT systems utilized by each county office for compliance and profitability.	
<b>Detail of Recommendation:</b>	
DIS discussed current phone systems and functionality along with email accounts and shared calendars between offices. Suggested the option of backing up each office at SDC West and the pricing involved.	

<b>Agency Name:</b>	Arkansas Office of Courts
<b>Type of Advice:</b>	Planning
<b>Title</b>	Microsoft 365 Migration - Arkansas Office of Courts
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$3,060.00
<b>Project Scope:</b>	
Assist Arkansas Office of Courts (AOC) with the migration of Exchange mail accounts to the Microsoft 365 solution.	
<b>Advice Requested:</b>	
The AOC requested assistance from DIS to migrate the office's Exchange accounts to cloud services.	
<b>Detail of Recommendation:</b>	
The DIS Exchange staff will communicate with the contractor, Oakwood Systems, and staff at AOC to migrate the Exchange accounts.	

<b>Agency Name:</b>	Arkansas State Police 0960
<b>Type of Advice:</b>	Installation
<b>Title</b>	Cisco ASA Security Appliance - Disaster Recovery
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Network Equipment
<b>Cost Estimate</b>	\$1,160.00
<b>Project Scope:</b>	
Arkansas State Police requested the design and implementation of a redundant backup solution connecting the main headquarters to the backup site.	
<b>Advice Requested:</b>	
Arkansas State Police requested Cisco ASA intelligence switch solution for a backup disaster recovery (DR) design/implementation.	
<b>Detail of Recommendation:</b>	
Provided the customer with information related to the request. The 3850 12 port switch is \$610.00 per month to include the hardware, support and maintenance. The Cisco ASA quote is \$275.00 per month per ASA.	

<b>Agency Name:</b>	Auditor of State 0059
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	Auditor of State's Office Phone System
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$6,360.00
<b>Project Scope:</b>	
<p>The Arkansas Auditor of State's Office came to the DIS for assistance with installation and set up of the office phone system prior to taking office. The primary focus was getting the right phones in the proper places and setting up the system properly including the ACD system for Unclaimed Property. This administration was extremely cost conscious, so when the office contacted DIS the system was required to meet the office's needs in a cost effective fashion. DIS worked hard to assist the customer reduce costs where applicable, and the office has achieved a significant cost savings through this process. DIS thoroughly enjoyed working with the new administration and will continue to do so through researching other cost saving measures and alternatives.</p>	
<b>Advice Requested:</b>	
<p>The auditor's office contacted DIS to procure the proper phone system and install the equipment in the proper locations. The office requested that DIS get the system up and working properly to include the ACD system for Unclaimed Property, and do so in the most cost effective way possible.</p>	
<b>Detail of Recommendation:</b>	
<p>DIS worked hard to help the office reduce costs where applicable and the auditor's office has achieved significant cost savings through this process.</p>	

<b>Agency Name:</b>	Cabot Public Schools
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	Backup and Hosting Solution for Cabot Public Schools
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	DIS Data Storage Services
<b>Cost Estimate</b>	\$13,600.00
<b>Project Scope:</b>	
Moving Backup Servers that are currently utilized on Campus into a dedicated rack at State Data Center (SDC) West.	
<b>Advice Requested:</b>	
Customer requested a pricing estimate for 6U plus rack fees for DIS to host three 2U servers with additional cost to manage the nightly backups.	
<b>Detail of Recommendation:</b>	
Informed the potential client that there is a need to host the servers they are utilizing for disaster recovery (DR) at SDC West instead of having these on campus in case of any type of disaster scenario. The district currently has three servers that are 2U each. Discussed the level of security and access that administrators would have to the data.	

<b>Agency Name:</b>	City of Bald Knob
<b>Type of Advice:</b>	Planning
<b>Title</b>	Backup Solution for City of Bald Knob
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	DIS Data Storage Services
<b>Cost Estimate</b>	\$220.00
<b>Project Scope:</b>	
DIS provided cost and accessibility of data information to the city of Bald Knob to utilize the State Data Center (SDC) West for backup services.	
<b>Advice Requested:</b>	
The city of Bald Knob requested pricing and terms and conditions of backing up all data to SDC West.	
<b>Detail of Recommendation:</b>	
DIS discussed current systems and functionality along with accessibility and location of data in all offices. DIS suggested the option of backing up each office at SDC West and the pricing involved.	



<b>Agency Name:</b>	City of Fairfield Bay
<b>Type of Advice:</b>	Planning
<b>Title</b>	DIS Services Offered to City of Fairfield Bay
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	IT Planning
<b>Cost Estimate</b>	\$6,000.00
<b>Project Scope:</b>	
Provide phone system and email account analysis, as well as pricing for an updated phone system and email accounts through DIS.	
<b>Advice Requested:</b>	
The customer requested a comparison between the current phone system and email accounts currently utilized along with a disaster recovery (DR) plan and backup solution at SDC West. Once the city receives a federal grant, the city will have WiFi needs. The city would like to place towers around the lake for coverage of docks and campsites for tourists.	
<b>Detail of Recommendation:</b>	
Discussed the current phone systems and functionality along with email accounts and shared calendars between offices. DIS suggested the option of backing up each office at SDC West and the pricing involved with procuring backup services.	

<b>Agency Name:</b>	City of Pottsville
<b>Type of Advice:</b>	Planning
<b>Title</b>	Security Audit Review and Recommendations
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$160.00
<b>Project Scope:</b>	
DIS cybersecurity professionals met with Pottsville Mayor Williams to review state audit findings and provide a review of security procedures.	
<b>Advice Requested:</b>	
The customer requested that DIS review state audit findings concerning access to online databases.	
<b>Detail of Recommendation:</b>	
DIS provided the city of Pottsville written recommendations based on the audit findings.	

<b>Agency Name:</b>	City of Waldron
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	Backup Solution for City of Waldron
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	DIS Data Storage Services
<b>Cost Estimate</b>	\$500.00
<b>Project Scope:</b>	
The customer requested a backup solution for all city offices to state data center (SDC) West to meet disaster recovery (DR) and compliance requirements.	
<b>Advice Requested:</b>	
The customer requested pricing and frequency of backup along with accessibility and DR Testing schedule to meet compliance requirements.	
<b>Detail of Recommendation:</b>	
DIS provided the utilization of the SDC West backup solution and discussed all security compliance issues and location of the data with the customer.	

<b>Agency Name:</b>	City of Ward
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	VoIP Solution for City of Ward
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	DIS Telephone Service (Dialtone)
<b>Cost Estimate</b>	\$2,185.00
<b>Project Scope:</b>	
The customer requested for DIS to replace the existing Centrex phone service with voice over Internet protocol (VoIP).	
<b>Advice Requested:</b>	
The customer requested pricing to replace 12 phones and lines with VoIP.	
<b>Detail of Recommendation:</b>	
DIS replaced each line with the Cisco VoIP option and added voice mail to each line.	

<b>Agency Name:</b>	Crowley's Ridge Technical Institute
<b>Type of Advice:</b>	Planning
<b>Title</b>	Student Management System
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$1,800.00
<b>Project Scope:</b>	
Crowley's Ridge Technical Institute was in the process of choosing a new student management solution, and asked that DIS provide guidance for choosing the solution.	
<b>Advice Requested:</b>	
The customer asked DIS to review the student management solutions that were researched to see if DIS could assist in the decision making.	
<b>Detail of Recommendation:</b>	
The DIS business analyst team performed a high level overview of the costs and risks associated with each option the customer was reviewing, and developed a document with the pros and cons of each from an Enterprise IT perspective.	

<b>Agency Name:</b>	Department of Arkansas Heritage - Central Administration 0865
<b>Type of Advice:</b>	Planning
<b>Title</b>	DAH Advice and Recommendations
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$3,600.00
<b>Project Scope:</b>	
The Department of Arkansas Heritage (DAH) came to the DIS for advice and recommendations related to the IT director accepting a position with another state agency. DIS has historically performed and continues to do a significant amount of business with DAH and will continue to do so into the future. DAH's executive staff interviewed DIS and asked a multitude of questions related to network, applications, security, etc., and solicited feedback as to the current state of IT at the department. It was a pleasure to be called upon and trusted to advise the DAH executive leadership regarding IT for the agency.	
<b>Advice Requested:</b>	
DAH contacted DIS for advice and recommendations related to the agency's IT director accepting a position with another state agency.	
<b>Detail of Recommendation:</b>	
DIS provided the DAH executive leadership advice and related information regarding IT planning for the agency.	

<b>Agency Name:</b>	Department of Correction 0480
<b>Type of Advice:</b>	Installation
<b>Title</b>	State Data Center Hosting
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Data Storage Services
<b>Cost Estimate</b>	\$6,360.00
<b>Project Scope:</b>	
Customer requested information regarding the relocation of server hardware for Department of Corrections to state data center (SDC) West.	
<b>Advice Requested:</b>	
The Department of Corrections requested rates for rack space for a hardware relocation.	
<b>Detail of Recommendation:</b>	
The discussion involved relocating equipment for the Malvern unit to the SDC West location. DIS provided rates for individual 'u' space and entire rack cost per month.	



<b>Agency Name:</b>	Department of Education 0500
<b>Type of Advice:</b>	Planning
<b>Title</b>	ADE Central Office Bandwidth
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	Gigabit Ethernet Capitol Complex Connectivity
<b>Cost Estimate</b>	\$4,265.00
<b>Project Scope:</b>	
The Arkansas Department of Education (ADE) location at 4 Capitol Mall is currently limited to 100Mbps of network connectivity. This is due to distance limitations associated with multi-mode fiber. ADE anticipates requiring additional bandwidth in the future, and has asked DIS for a recommendation.	
<b>Advice Requested:</b>	
ADE requested information regarding what would be technically required to upgrade the location at 4 Capitol Mall to multi-mode fiber connectivity to the state network, which would allow the agency to upgrade network connectivity to 1Gbps. ADE also asked for an estimated cost to complete the project.	
<b>Detail of Recommendation:</b>	
DIS recommended the placement of multi-mode fiber. This type of fiber would allow the customer to receive 1Gbps worth of network bandwidth. DIS would have the fiber placed on the customer's behalf, and bill the customer the published 1Gbps rate of \$4265.00/month.	

<b>Agency Name:</b>	Department of Education 0500
<b>Type of Advice:</b>	Planning
<b>Title</b>	ADE System Upgrade
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$7,600.00
<b>Project Scope:</b>	
DIS hosts an application for the Department of Education Scholastic Audit Unit. The application is written in an old code, and needs to be upgraded.	
<b>Advice Requested:</b>	
DIS reached out to the contact in the Scholast Audit Unit to recommend that DIS move forward with upgrading the code to the application.	
<b>Detail of Recommendation:</b>	
DIS recommends converting the application from Visual Studio 2005 to Visual Studio 2013. DIS estimates the upgrade to require approximately 80 hours worth of labor at \$95.00/hour. The customer is discussing internally, and will decide if it wishes to move forward.	

<b>Agency Name:</b>	Department of Education 0500
<b>Type of Advice:</b>	Rates or Fees
<b>Title</b>	ADE Informatica Hosting
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$16,000.00
<b>Project Scope:</b>	
The Arkansas Department of Education (ADE) has a new application named Informatica. The agency reviewed the hosting options and contacted DIS for a cost estimate.	
<b>Advice Requested:</b>	
The customer asked DIS to provide a cost estimate to host the agency's recently purchased Informatica software.	
<b>Detail of Recommendation:</b>	
DIS reviewed the technical specifications provided by the vendor and recommended hosting the new application in the state data center. DIS provided an estimate of approximately \$16,000 per year to host the new application. The customer signed off on the service request, and DIS will work with ADE to install the new application.	

<b>Agency Name:</b>	Department of Health 0645
<b>Type of Advice:</b>	Planning
<b>Title</b>	Retarus E-Fax Solution
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Document Management and Imaging Services
<b>Cost Estimate</b>	\$3,060.00
<b>Project Scope:</b>	
The Arkansas Department of Health requested information to further understand the new Retarus E-Fax solution, and is interested in possibly migrating the department from existing fax system to the e-fax solution.	
<b>Advice Requested:</b>	
The Department of Health requested a cost comparative for e-fax and a migration plan.	
<b>Detail of Recommendation:</b>	
Retarus technical and sales staff provided a Q&A session to meet with customers individually and provide more information regarding the e-fax solution.	

<b>Agency Name:</b>	Department of Health 0645
<b>Type of Advice:</b>	Planning
<b>Title</b>	SAP Business Intelligence Resources
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$1,800.00
<b>Project Scope:</b>	
DIS provided recommendations to the Arkansas Department of Health regarding the agency's Business Objects environment.	
<b>Advice Requested:</b>	
The Department of Health requested that DIS provide the agency with the available options and cost estimates to upgrade the agency's SAP Business Objects business intelligence platform.	
<b>Detail of Recommendation:</b>	
DIS team met with the health department staff to define details for a quote for the platform upgrade. Further scope of the project will be provided to the agency in the near future.	

<b>Agency Name:</b>	Department of Health 0645
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	Connect Care ACD
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$6,360.00
<b>Project Scope:</b>	
The Arkansas Department of Health came to DIS requesting assistance with modifying and improving a large ACD system used to manage the call activity of the Connect Care Program through the health department. The different DIS groups internally, as well as our vendor partner, worked to produce the required outcome of the Connect Care group.	
<b>Advice Requested:</b>	
The Department of Health contacted DIS to request assistance with modifying and improving a large ACD system used to manage the call activity of the Connect Care Program.	
<b>Detail of Recommendation:</b>	
DIS worked internally and with the vendor to provide the requested system requirements.	

<b>Agency Name:</b>	Department of Health 0645
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	Hosting DHS Statewide Care Coordination and Resource Planning Platform
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$135,354.00
<b>Project Scope:</b>	
<p>The Arkansas Department of Health contacted DIS last year with an opportunity to provide a hosting environment for a new Statewide Care Coordination and Resource Planning platform. The selected CoCENTRIX Platform will include Universal Assessments to optimize financial and clinical services throughout the health department and coordinate care amongst Arkansas' 40,000+ service providers. Another element of this effort may include the hosting of a platform that provides the health department the ability to utilize Electronic Health Records (EHR) to more effectively serve those who are involved in the department's many service areas. This effort would possibly begin with the Arkansas State Hospital as a pilot for the project.</p>	
<b>Advice Requested:</b>	
<p>The Department of Health requested a secure and redundant hosting environment for a new statewide platform.</p>	
<b>Detail of Recommendation:</b>	
<p>DIS assisted the health department by providing advice and recommendations related to how to provide a secure and redundant hosting environment in the most effective and efficient way possible. DIS is providing an automatic call distribution (ACD) network to assist in meeting the agency's needs.</p>	



<b>Agency Name:</b>	Department of Human Services 0710
<b>Type of Advice:</b>	Planning
<b>Title</b>	DIS to Participate in DHS Disaster Recovery and Business Continuity Exercises
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$0.00
<b>Project Scope:</b>	
The Department of Human Services (DHS) requested that DIS be an active participant in an ongoing effort to develop and maintain a very current and regularly tested disaster recovery and business continuity exercise. DIS participates actively in these efforts that include recurring mock disaster scenarios where essential DHS information technology (IT) staff simulate a disaster and work through each scenario in preparation of how critical systems that DHS provides would be brought back online to serve citizens of Arkansas. Work will continue going forward with this effort.	
<b>Advice Requested:</b>	
DHS asked that DIS actively participate in efforts that include recurring mock disaster scenarios where essential DHS IT staff simulate a natural disaster and work through each scenario in preparation of how critical systems that DHS provides would be brought back online to serve citizens of Arkansas.	
<b>Detail of Recommendation:</b>	
DIS participates actively in efforts requested by DHS to ensure disaster recovery and business continuity.	

<b>Agency Name:</b>	Department of Human Services 0710
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	DHS Arkansas Eligibility & Enrollment Framework (EEF) Environment
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$37,440.00
<b>Project Scope:</b>	
Work continues between the Department of Human Services (DHS) and DIS to support the Arkansas Eligibility & Enrollment Framework (EEF) environment. This is a day to day partnership between DIS and DHS that will continue into the future. At the end of the FY15 3rd quarter DIS recommended that DHS add additional server capacity as part of the Medicaid eligibility and EEF project.	
<b>Advice Requested:</b>	
DHS requested DIS to provide optimal hosting and support for the EEF environment and meet day to day requests in order to provide services as part of the EEF project.	
<b>Detail of Recommendation:</b>	
DIS will provide optimal hosting and support for the EEF environment and meet day to day requests in order to provide services as part of the EEF project.	

<b>Agency Name:</b>	Department of Human Services 0710
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	DIS Hosting Services
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	DIS Application Hosting Services
<b>Cost Estimate</b>	\$150,000.00
<b>Project Scope:</b>	
The customer has developed a new application is exploring hosting options.	
<b>Advice Requested:</b>	
The customer has asked DIS for pricing and service information related to the hosting of a new application they've developed.	
<b>Detail of Recommendation:</b>	
We provided the appropriate information and the customer is reviewing their options.	

<b>Agency Name:</b>	Department of Human Services 0710
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	DIS to Provide DHS with Upgraded Medicaid Eligibility and Enrollment Framework (EEF)
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$3,800.00
<b>Project Scope:</b>	
DIS will provide the Department of Human Services (DHS) with an upgraded version of the Medicaid Eligibility and Enrollment Framework (EEF) Web service. The current Web service was written in Visual Studio 2008 and needs to be upgraded to Visual Studio 2013 in order to ensure support for the application. Additionally, this web service does not meet necessary security standards required by EEF and those modifications must be made as well. In order to ensure that this application meets the proper security standards the modifications will have to be written in Windows Communication Foundation (WCF).	
<b>Advice Requested:</b>	
DHS requests that DIS provide a current environment that ensures support for the application meets necessary security standards.	
<b>Detail of Recommendation:</b>	
DIS will provide a current environment that ensures support for the application meets necessary security standards.	

<b>Agency Name:</b>	Department of Human Services 0710
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	DIS to Provide DHS with Upgraded Version of the Workforce and Employment Security I
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$3,800.00
<b>Project Scope:</b>	
DIS will provide the Department of Human Services (DHS) with an upgraded version of the Workforce and Employment Security Data (WESD) Web service. The current Web service was written in Visual Studio 2005 and needs to be upgraded to Visual Studio 2013 in order to ensure support for the application.	
<b>Advice Requested:</b>	
DHS requests this web service to be updated to ensure support for the application.	
<b>Detail of Recommendation:</b>	
DIS will provide a a current version of the web servie to ensure proper support.	

<b>Agency Name:</b>	Department of Veteran Affairs 0385
<b>Type of Advice:</b>	Installation
<b>Title</b>	Arkansas Veterans Home at Fayetteville Wi-Fi
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$6,360.00
<b>Project Scope:</b>	
DIS provided advice and recommendations to the Arkansas Veterans Home at Fayetteville for a wireless (Wi-Fi) network that would be available to patients at the facility as well as guests. With the issue of budget constraints, the Veterans Home at Fayetteville had to be very creative in order to meet this need that was requested on many occasions. Working in partnership with UAMS, Cox Communications and DIS, the Veterans Home at Fayetteville has the wireless network in place and is now able to meet the needs of those who the agency serves.	
<b>Advice Requested:</b>	
Arkansas Veterans Home at Fayetteville requested advice and recommendations to the Arkansas Veterans Home at Fayetteville for a Wi-Fi network that would be available to patients at the facility as well as guests.	
<b>Detail of Recommendation:</b>	
DIS provided the connectivity for the Wi-fi network at the Arkansas Veterans Home in Fayetteville that is available patients and guests.	

<b>Agency Name:</b>	Department of Workforce Services 4081
<b>Type of Advice:</b>	Rates or Fees
<b>Title</b>	Collaboration Services
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Application Hosting Services
<b>Cost Estimate</b>	\$285.00
<b>Project Scope:</b>	
The Department of Workforce Services (DWS) has a program that will require files to be shared with some individuals that are not on the state network.	
<b>Advice Requested:</b>	
DWS asked DIS how to most effectively establish a collaboration site to allow individuals that are not on the state network to access and edit files related to the WIOA program. The agency also wanted to know the appropriate cost for this solution.	
<b>Detail of Recommendation:</b>	
DIS recommended using the existing DWS SharePoint infrastructure to allow access to these files. By using the existing infrastructure, DIS was able to keep the costs of the project low, while maintaining the appropriate level of security.	



<b>Agency Name:</b>	Department of Workforce Services 4081
<b>Type of Advice:</b>	Rates or Fees
<b>Title</b>	DWS-Mobile Device Management
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$3,060.00
<b>Project Scope:</b>	
The Department of Workforce Services (DWS) needs a tool to manage mobile devices within the department. The agency reached out to DIS for advice, and to see if DIS had a solution to meet the need.	
<b>Advice Requested:</b>	
The customer asked for feature and rate information regarding the DIS mobile device management solution, and how it could be implemented to meet the agency's needs to protect critical data on mobile devices.	
<b>Detail of Recommendation:</b>	
DIS recommended using the mobile iron solution through DIS. DIS will procure the licenses and maintain the system, and DWS will be allowed to manage it for the agency end users via a web portal. The customer has agreed to pilot the solution for three of the agency users with unique operating systems.	

<b>Agency Name:</b>	Development Finance Authority 0395
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	ADFA Bandwidth Increase
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$10,386.00
<b>Project Scope:</b>	
DIS provides the data connection to all agencies located in the building at 900 West Capitol in Little Rock. Recently, a new AT&T ASE Ethernet circuit was installed at the building and DIS converted the previous circuit in that location to the new ASE circuit. This is a newer technology that will give each agency its own wide area network (WAN) virtual local area network (VLAN). As part of the process, DIS worked with each agency occupying space at the building to provide the agencies with information regarding network utilization. DIS discussed the previous three month average utilization, peak utilization over the past three months and made recommendations on how much bandwidth the agency needed. As a result, the Arkansas Development Finance Authority (ADFA) made the decision to increase bandwidth for the office.	
<b>Advice Requested:</b>	
During a recent service improvement at the 900 W Capitol location, DIS was asked to provide bandwidth utilization for the ADFA network.	
<b>Detail of Recommendation:</b>	
DIS recommended a bandwidth increase for ADFA to meet the agency's current bandwidth needs.	

<b>Agency Name:</b>	Johnson County District Court
<b>Type of Advice:</b>	Installation
<b>Title</b>	State Data Center - Backup Hosting
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$3,060.00
<b>Project Scope:</b>	
Customer requested quote backup hosting services for Johnson County District Court.	
<b>Advice Requested:</b>	
The District Court Clerk for Johnson County requested information and a quote for hosting backup services for Johnson County.	
<b>Detail of Recommendation:</b>	
DIS conducted a conference call with the customer and established pricing for backup services. DIS installed the Tivoli client (TSM) to meet the customer's needs for backup services.	

<b>Agency Name:</b>	Minority Health Commission 0319
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	DIS Managed WiFi for AMHC
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$1,500.00
<b>Project Scope:</b>	
The Arkansas Minority Health Commission (AMHC) contacted DIS seeking advice and recommendations on a DIS managed wireless (Wi-Fi) network for staff and guests. With budget constraints being an issue for many agencies, the AMHC needed this wireless solution to be as cost effective as possible. DIS staff decided to demonstrate some new access points that provided adequate coverage to meet the needs of the AMHC. AMHC is very satisfied with the solution DIS provided.	
<b>Advice Requested:</b>	
AMHC contacted DIS seeking advice and recommendations on a DIS managed wireless (Wi-Fi) network for staff and guests.	
<b>Detail of Recommendation:</b>	
DIS provided AMHC a managed Wi-Fi solution that met the cost and functionality requirements provided by the AMHC.	

<b>Agency Name:</b>	Office of the Attorney General 0053
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	AG's Office Legislative Tracking
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$4,140.00
<b>Project Scope:</b>	
The Arkansas Attorney General's Office contacted DIS for assistance in installing and implementing some IT services upon taking office in January. DIS provided assistance in different areas. The primary focus for DIS was to provide a SharePoint Legislative Tracking Application to allow the new administration to monitor and track pertinent legislating during the 2015 Legislative Session. DIS implemented the office's SharePoint Legislative Tracking application, and met all of the other IT needs that pertained to DIS.	
<b>Advice Requested:</b>	
The Attorney General's Office contact DIS for assistance with the SharePoint Legislative Tracking Application to allow the new administration to monitor and track pertinent legislating during the 2015 Legislative Session.	
<b>Detail of Recommendation:</b>	
DIS worked hard to get a SharePoint Legislative Tracking Application in place to allow the new attorney general's administration to monitor and track pertinent legislation during the 2015 Legislative Session.	

<b>Agency Name:</b>	Office of the Governor 0034
<b>Type of Advice:</b>	Rates or Fees
<b>Title</b>	Governor's Office Support
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$152,653.00
<b>Project Scope:</b>	
The administrative staff of the governor's office approached DIS to determine if DIS could provide the appropriate level of IT support for the new administration.	
<b>Advice Requested:</b>	
The governor's office staff asked DIS to put together a proposal and cost estimate for DIS to provide a complete IT solution for the new administration. The required solution would need to include voice, data, hosting and professional services.	
<b>Detail of Recommendation:</b>	
DIS presented a proposal for a complete IT solution and recommended using the state data center to house critical applications and data. DIS also recommended utilizing the state's secure data network, as well as our enterprise voice solution. All solutions are to be monitored and maintained by DIS subject matter experts. The governor's office accepted the proposal, and the support began immediately.	

<b>Agency Name:</b>	Office of the Lieutenant Governor 0051
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	Arkansas Lieutenant Governor's Office
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$2,040.00
<b>Project Scope:</b>	
<p>The Arkansas Lieutenant Governor's Office contacted DIS for assistance in getting their office network, computers, systems, phones, etc. up and working upon taking office in January. DIS provided assistance in many areas. The goal of DIS was to allow the new administration to focus on all of the other elements of taking over an new office, and let DIS take care of all the IT and telephony issues. DIS personnel got the office's network, PC's and email up and running, installed new phones and configured the phone system to meet the office's needs. DIS provided further information regarding the other applications DIS provides to determine if there was a need.</p>	
<b>Advice Requested:</b>	
<p>Arkansas Lieutenant Governor's Office contacted DIS for assistance with set up of the office network, computers, systems, phones, etc. upon taking office in January.</p>	
<b>Detail of Recommendation:</b>	
<p>DIS provided all of the equipment and software to meet the customer's needs.</p>	

<b>Agency Name:</b>	Plant Board 0445
<b>Type of Advice:</b>	Planning
<b>Title</b>	Network Bandwidth Increase - Arkansas State Plant Board
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$3,060.00
<b>Project Scope:</b>	
Analyze the network traffic and assess bandwidth utilization for Plant Board. Make recommendations for additional bandwidth.	
<b>Advice Requested:</b>	
Slow network traffic prompted the customer to request analysis and recommendations regarding bandwidth utilization.	
<b>Detail of Recommendation:</b>	
Network monitoring and evaluation indicated a move to a 50Mb circuit to be shared with the Arkansas Livestock and Poultry Commission.	



<b>Agency Name:</b>	Public Employees Retirement System 0370
<b>Type of Advice:</b>	Rates or Fees
<b>Title</b>	APERS Hosting Opportunity
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Application Hosting Services
<b>Cost Estimate</b>	\$150,000.00
<b>Project Scope:</b>	
The Arkansas Public Employees Retirement System (APERS) is in the process of converting the existing retirement system which is currently hosted in the DIS mainframe environment. The agency has chosen a new retirement application vendor and are in the process of deciding where to host the new application.	
<b>Advice Requested:</b>	
APERS asked DIS to review the technical specifications from the new retirement sytem vendor, and to provide a cost estimate to provide equivalent services to those proposed by the vendor.	
<b>Detail of Recommendation:</b>	
DIS reviewed the technical specifications, and recommended hosting the solution in the state data center to take advantage of existing resources, and to ensure proper disaster recovery processes. DIS took the customer on a tour of both data center facilities, and provided an estimate of roughly \$150,000 for equivalent services. The customer is still in the process of reviewing the options.	

<b>Agency Name:</b>	Pulaski County School District
<b>Type of Advice:</b>	Planning
<b>Title</b>	New Jacksonville School District
<b>Advisor:</b>	Donald Matthews
<b>Project Name:</b>	DIS Data Circuitry and Connectivity
<b>Cost Estimate</b>	\$1,160.00
<b>Project Scope:</b>	
DIS currently provides network connectivity services for the Pulaski County School District. Several of the existing schools will break away from the district to form the new Jacksonville School District. The customer wanted to discuss the potential impact on the services that are currently being provided.	
<b>Advice Requested:</b>	
The customer wanted to discuss the needs of the new school district, and how DIS could provide services moving forward. They also wanted to know how the billing could be separated once the change was made.	
<b>Detail of Recommendation:</b>	
It was explained to the customer that DIS could continue to provide service as in the past, and that DIS could easily make the changes in the billing system to accomodate the district's needs. Representatives of the new district appreciated the information, and will contact DIS as soon as the new administration is in place.	

<b>Agency Name:</b>	Science and Technology Authority 0327
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	ASTA Internet Increase
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$16,356.00
<b>Project Scope:</b>	
<p>DIS provides a data connection to all agencies occupied the building at 900 West Capitol in Little Rock. Recently, A new AT&amp;T ASE Ethernet circuit was been installed at the 900 W. Capitol Building, and DIS converted the previous circuit into that location to the new ASE circuit. This is a newer technology that will give each agency its own wide area network (WAN) virtual local area network (VLAN). As part of the process, DIS worked with each agency occupying space at the building to provide information regarding network utilization. DIS provided the agency's previous three month average utilization, peak utilization over the past three months and made recommendations on how much bandwidth the agency needed. As a result, the Arkansas Science &amp; Technology Authority (ASTA) made the decision to increase bandwidth for the office.</p>	
<b>Advice Requested:</b>	
<p>ASTA requested bandwidth utilization recommendations after service improvements were made to the building where the agency office is located.</p>	
<b>Detail of Recommendation:</b>	
<p>DIS recommended a bandwidth increase for ASTA to meet the agency's current bandwidth needs.</p>	

<b>Agency Name:</b>	Securities Department 0410
<b>Type of Advice:</b>	Installation
<b>Title</b>	Backup / Hosting at State Data Center
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Professional Services
<b>Cost Estimate</b>	\$120.00
<b>Project Scope:</b>	
Arkansas Securities requested cost and installation/implementation of network equipment hosted in the state data center.	
<b>Advice Requested:</b>	
Arkansas Securities requested a cost estimate for rack hosting at the state data center as well as the cost differential between DIS hosting equipment and customer provided equipment.	
<b>Detail of Recommendation:</b>	
DIS provided the cost estimates for rack space. The customer will provide equipment, and the vendor will install the equipment.	

<b>Agency Name:</b>	Student Loan Authority 0347
<b>Type of Advice:</b>	Product or Service Utilization
<b>Title</b>	ASLA Need for Additional Bandwidth
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$2,760.00
<b>Project Scope:</b>	
The Arkansas Student Loan Authority (ASLA) contacted DIS with a need for more bandwidth for networking. Due to ASLA's network requirements in how data flows back and forth between the agency and EdFinancial Services in Knoxville, Tennessee, ASLA's requirements are unique. DIS worked with ASLA to determine a network solution to meet the requirements.	
<b>Advice Requested:</b>	
ASLA contacted DIS with a need for more bandwidth for networking with unique requirements.	
<b>Detail of Recommendation:</b>	
DIS worked with ASLA to come up with a network solution to meet the requirements.	

<b>Agency Name:</b>	Union County
<b>Type of Advice:</b>	Planning
<b>Title</b>	Union County Hosting at SDC West
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	IT Planning
<b>Cost Estimate</b>	\$1,500.00
<b>Project Scope:</b>	
Requested hosted server at SDC West for replication	
<b>Advice Requested:</b>	
Customer requested pricing for racking equipment and replicating county data for offsite backup to meet compliance standards.	
<b>Detail of Recommendation:</b>	
Included the DIS network team in a discussion regarding all of the options offered by DIS and forwarded pricing information to the customer.	

<b>Agency Name:</b>	University of Arkansas at Pine Bluff 0160
<b>Type of Advice:</b>	Planning
<b>Title</b>	Secondary Internet Path -DR
<b>Advisor:</b>	Curtis Eubanks
<b>Project Name:</b>	DIS Network Equipment
<b>Cost Estimate</b>	\$3,060.00
<b>Project Scope:</b>	
The University of Arkansas at Pine Bluff (UAPB) would like to design a secondary path to the Internet for disaster recovery (DR) purposes.	
<b>Advice Requested:</b>	
The UAPB Director of Technical Services requested information and a quote for a secondary path to the Internet at the university.	
<b>Detail of Recommendation:</b>	
DIS network provisioning developed an option using an existing port on a resident switch located on the UAPB campus to meet the customer's needs.	

<b>Agency Name:</b>	University of Arkansas - Community College at Morrilton
<b>Type of Advice:</b>	Rates or Fees
<b>Title</b>	UACCM VoIP Telephone System
<b>Advisor:</b>	Josh Smith (DIS)
<b>Project Name:</b>	
<b>Cost Estimate</b>	\$19,335.00
<b>Project Scope:</b>	
The University of Arkansas Community College at Morrilton (UACCM) asked DIS to make recommendations for a campus voice over Internet protocol (VoIP) telephone system to replace the current telephone system. UACCM also asked DIS to provide an estimate for a DIS managed VoIP telephone system. DIS met with UACCM to discuss the different options available and to send a cost estimate for DIS to provide that system.	
<b>Advice Requested:</b>	
UACCM requested that DIS make recommendations for a campus VoIP telephone system to replace the current telephone system.	
<b>Detail of Recommendation:</b>	
DIS met with UACCM to discuss the different options available and provided a cost estimate for DIS to provide that system.	



<b>Agency Name:</b>	White County
<b>Type of Advice:</b>	Planning
<b>Title</b>	Services Offerings Provided to White County
<b>Advisor:</b>	Mitch Beaver
<b>Project Name:</b>	IT Planning
<b>Cost Estimate</b>	\$9,500.00
<b>Project Scope:</b>	
The county requested information regarding email accounts and current phone system upgrades and the management of those systems by DIS.	
<b>Advice Requested:</b>	
The county requested information regarding DIS hosted email accounts with shared calendars between all county agencies along with Cisco voice over Internet protocol (VoIP) system, as well as disaster recovery (DR) planning for all backup solutions at SDC West.	
<b>Detail of Recommendation:</b>	
DIS discussed current phone systems and functionality along with email accounts and shared calendars between offices. DIS suggested the option of backing up each office at SDC West and the pricing involved.	