



Department of Information Systems

Arkansas. A State of Technology.



Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending December 31, 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 inform the Legislature on how any recommendation fits into the information technology plan of the agency, board or commission.

This report is to include:

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

REPORT DESCRIPTION

The following information is included in this report in order to meet the requirements of the 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 December 31, 2014.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

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| Total number of recommendations provided to Agencies, Boards and Commissions: | 25 |
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AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

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| Administrative Office of the Courts 0023 | 3 |
| Board of Registration for Professional Engineers & Land Surveyors 0236 | 1 |
| City of Jacksonville | 2 |
| Contractor's Licensing Board 0224 | 1 |
| Department of Career Education - Arkansas Rehabilitation Services 0520 | 2 |
| Department of Economic Development 0790 | 1 |
| Department of Education 0500 | 3 |
| Department of Environmental Quality 0930 | 2 |
| Department of Finance and Administration 0610 | 1 |
| Department of Human Services 0710 | 1 |
| Department of Labor 0800 | 1 |
| Department of Workforce Services 4081 | 1 |
| Game and Fish Commission 0080 | 1 |
| Lonoke County | 2 |
| Office of the Lieutenant Governor 0051 | 1 |
| Public Employees Retirement System 0370 | 1 |
| School for the Blind 0510 | 1 |

CATEGORIES FOR ADVICE

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| Planning | 10 |
| Product or Service Utilization | 12 |
| Rates or Fees | 3 |

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

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| Type of Advice | Planning |
| Advisor | Curtis Eubanks |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| The customer was looking for a redundant connection from SDC West back to SDC Mac. | |
| Advice Requested | |
| The customer is interested in building in network redundancy between servers housed at SDC West and SDC MAC, and any associated costs. | |
| Detail of Recommendation | |
| Our network engineers recommended a path to the co-location point on the state network back to SDC MAC. The recommendation provides for the appropriate redundancy. | |

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| Type of Advice | Product or Service Utilization |
| Advisor | Curtis Eubanks |
| Project Name | DIS Video Conferencing |
| Project Scope | |
| The customer has a need for video conferencing services, and would like to learn more about the service that DIS provides. | |
| Advice Requested | |
| The customer has a need to connect to sites throughout the state, and would like to learn more about the DIS video solution. | |
| Detail of Recommendation | |
| We provided the appropriate product and cost information for the customer to make an informed decision. | |

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| Type of Advice | Product or Service Utilization |
| Advisor | Curtis Eubanks |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

Board of Registration for Professional Engineers & Land Surveyors

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| Type of Advice | Product or Service Utilization |
| Advisor | Curtis Eubanks |
| Project Name | DIS Professional Services |
| Project Scope | |
| The customer has an existing application that is hosted by DIS and and was interested in making enhancements to the application. | |
| Advice Requested | |
| The customer asked DIS to make enhancement to an application that DIS developed and hosts. | |
| Detail of Recommendation | |
| DIS provided rate and timeline information to perform the requested work. The customer agreed and we are moving forward with the enhancements. | |

City of Jacksonville

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| Type of Advice | Planning |
| Advisor | Mitch Beaver |
| Project Name | DIS Telephone Service (Dialtone) |
| Project Scope | |
| The customer is looking for options to replace their existing telephone service and contacted DIS for information related to our VOIP solution. | |
| Advice Requested | |
| The customer wants to replace an older telephone solution and has asked DIS to provide information related to our VOIP telephone service. | |
| Detail of Recommendation | |
| DIS provided the appropriate cost and feature information to allow the customer to make an informed decision regarding their new system. | |

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| Type of Advice | Planning |
| 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 | |
| Service Utilization 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. | |

Contractor's Licensing Board

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| Type of Advice | Product or Service Utilization |
| Advisor | Curtis Eubanks |
| Project Name | DIS Data Circuitry and Connectivity |
| Project Scope | |
| The customer wanted to discuss all of their options for data connectivity. | |
| Advice Requested | |
| The customer is looking for the most cost effective solution for data connectivity. | |
| Detail of Recommendation | |
| DIS provided all of the available options, and discussed the pros and cons of each. We also provided the appropriate pricing for each solution. | |

Department of Career Education - Arkansas Rehabilitation Services

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| Type of Advice | Product or Service Utilization |
| Advisor | Donald Matthews |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

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| Type of Advice | Rates or Fees |
| Advisor | Donald Matthews |
| Project Name | DIS Data Circuitry and Connectivity |
| Project Scope | |
| The customer wants to explore all of the potential network connectivity options for their offices in Little Rock. | |
| Advice Requested | |
| The customer is looking for lower cost alternatives to their existing solution. | |
| Detail of Recommendation | |
| DIS provided the appropriate technical recommendations, along with the associated costs to migrate to a new type of service. | |

Department of Economic Development

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|---|----------------------------------|
| Type of Advice | Product or Service Utilization |
| Advisor | Josh Smith (DIS) |
| 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

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|---|----------------------------------|
| Type of Advice | Planning |
| Advisor | Donald Matthews |
| Project Name | DIS Telephone Service (Dialtone) |
| Project Scope | |
| The customer is moving offices in West Little Rock and has asked DIS for advice on how to most effectively move the existing telephone service. | |
| Advice Requested | |
| The customer wanted to know if DIS could provide telephone services to their new location. | |
| Detail of Recommendation | |
| We recommended moving the existing service to the new location, and provided the appropriate cost to do so. | |

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| Type of Advice | Product or Service Utilization |
| Advisor | Donald Matthews |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| The customer has recently taken over an application and has asked DIS to provide a hosting solution. | |
| Advice Requested | |
| The customer asked for a hosting solution within our hosted solutions environment. They've also asked for the appropriate costs related to the service. | |
| Detail of Recommendation | |
| We provided the appropriate cost and service information based on the requirements of the customer. | |

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| Type of Advice | Rates or Fees |
| Advisor | Donald Matthews |
| Project Name | DIS Telephone Service (Dialtone) |
| Project Scope | |
| The customer is looking for options to replace their existing telephone service for the Child Nutrition office and contacted DIS for information related to our VOIP solution. | |
| Advice Requested | |
| The customer wants to replace an older telephone solution and has asked DIS to provide information related to our VOIP telephone service. | |
| Detail of Recommendation | |
| DIS provided the appropriate cost and feature information to allow the customer to make an informed decision regarding their new system. | |

Department of Environmental Quality

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| Type of Advice | Planning |
| Advisor | Curtis Eubanks |
| Project Name | DIS Video Conferencing |
| Project Scope | |
| The customer has a need for video conferencing services, and would like to learn more about the service that DIS provides. | |
| Advice Requested | |
| The customer has field offices throughout the state, and would like to learn more about the DIS video solution. | |
| Detail of Recommendation | |
| We provided the appropriate product and cost information for the customer to make an informed decision. | |

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|---|----------------------------------|
| Type of Advice | Product or Service Utilization |
| Advisor | Curtis Eubanks |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

Department of Finance and Administration

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| Type of Advice | Product or Service Utilization |
| Advisor | BJ Wyrick |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

Department of Human Services

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| Type of Advice | Planning |
| Advisor | Josh Smith (DIS) |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DHS has a new application that they would like to host in the State Data Center. | |
| Advice Requested | |
| The customer has asked DIS for pricing and technical recommendations related to a new application. | |
| Detail of Recommendation | |
| DIS provided the appropriate rate and technical information, and the customer agreed to host the app in the State Data Center. | |

Department of Labor

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| Type of Advice | Product or Service Utilization |
| Advisor | Mitch Beaver |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

Department of Workforce Services

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| Type of Advice | Product or Service Utilization |
| Advisor | Donald Matthews |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

Game and Fish Commission

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| Type of Advice | Product or Service Utilization |
| Advisor | Curtis Eubanks |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| DIS has a new electronic faxing solution that will allow our customers to eliminate traditional fax lines and equipment. The new solution is more cost effective than traditional faxing, and provides for increased functionality. | |
| Advice Requested | |
| The customer was interested in the solution and agreed to attend a briefing to see a demo, and to learn more about the functionality. | |
| Detail of Recommendation | |
| DIS provided a full demo of the solution, and provided all of the necessary ordering and rate information for the customers. | |

Lonoke County

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|---|----------------------------------|
| Type of Advice | Planning |
| Advisor | Mitch Beaver |
| Project Name | DIS Telephone Service (Dialtone) |
| Project Scope | |
| The customer is looking for options to replace their existing telephone service and contacted DIS for information related to our VOIP solution. | |
| Advice Requested | |
| The customer wants to replace an older telephone solution and has asked DIS to provide information related to our VOIP telephone service. | |
| Detail of Recommendation | |
| DIS provided the appropriate cost and feature information to allow the customer to make an informed decision regarding their new system. | |

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| Type of Advice | Planning |
| Advisor | Mitch Beaver |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| The customer has an existing backup solution, but has asked DIS for an estimate and technical information to provide similar services. | |
| Advice Requested | |
| The customer has a service contract in place, but is looking for alternatives in the future. They've asked DIS for feature and cost information related to our solution. | |
| Detail of Recommendation | |
| DIS recommended using the DIS backup solution located within the State Data Center. We provided the appropriate cost and technical information for the customer to plan accordingly. | |

Office of the Lieutenant Governor

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| Type of Advice | Planning |
| Advisor | Josh Smith (DIS) |
| Project Name | DIS Data Circuitry and Connectivity |
| Project Scope | |
| The new Lt. Governor's Office asked to meet to discuss the services provided by DIS. | |
| Advice Requested | |
| The customer wanted to review service needs with DIS prior to taking office. They asked for our advice on the services they would need, and the appropriate costs. | |
| Detail of Recommendation | |
| DIS provided the appropriate service and cost information to the customer as requested. | |

Public Employees Retirement System

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| Type of Advice | Planning |
| Advisor | Donald Matthews |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| The customer has asked DIS to coordinate with their vendor to make sure the existing VOIP solution will integrate with one of their new systems. | |
| Advice Requested | |
| The customer wanted to know the feasibility of connecting their new application to the DIS provided VOIP solution. | |
| Detail of Recommendation | |
| We met with the customer and their vendor to scope out the requirements for connectivity to the VOIP solution. We answered all of their questions, and confirmed that the two systems can be integrated. | |

School for the Blind

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| Type of Advice | Rates or Fees |
| Advisor | Josh Smith (DIS) |
| Project Name | DIS Application Hosting Services |
| Project Scope | |
| The customer has a need for offsite backup services and has asked DIS for the cost to provide a solution. | |
| Advice Requested | |
| The customer needs an offsite backup solution. The customer needs the appropriate costs and technical recommendations to make an informed decision. | |
| Detail of Recommendation | |
| DIS provided the appropriate cost and product information at the request of the customer. | |