

July 29, 2016

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 Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending June 30, 2016. 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: 6/30/2016

## 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 states 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, board 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 6/30/2016.**

### **NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS**

**Total number of recommendations provided to agencies, boards and commissions: 30**

## AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Community Correction 0485	2
Arkansas State Police 0960	2
Assessment Coordination Department 0490	1
Board of Barber Examiners 0212	1
Capitol Zoning Commission 0315	1
Department of Arkansas Heritage - Central Administration 0865	2
Department of Correction 0480	1
Department of Education 0500	1
Department of Emergency Management 0995	1
Department of Human Services 0710	3
Department of Labor 0800	1
Department of Parks and Tourism 0900	5
Department of Rural Services 0250	1
Department of Veteran Affairs 0385	1
Department of Workforce Services 4081	1
Office of the Attorney General 0053	1
Public Service Commission 0450	1
Pulaski County School District	1
School for the Blind 0510	1
School for the Deaf 0513	1
University of Arkansas for Medical Sciences 0150	1

## CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	5
Planning	4
Product or Service Utilization	15
Rates or Fees	4
Technical	2



## Report Detail

DIS worked closely with customers this quarter regarding rate adjustments for fiscal year (FY) 2016. Agency customer account managers met personally with chief information officers (CIOs) from the top 25 customers, delivered personal messages to 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>1) Agency Name</b>	<b>Arkansas Community Correction 0485</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>VoIP / Cabling - Network Engineering</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Network Equipment</b>
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Arkansas Community Correction is relocating the women's unit in Pine Bluff to West Memphis. DIS will provide support with moving that facility, bandwidth and telephony.</b>
<b>Advice Requested</b>	<b>ACC requested DIS to provide support with cabling and installation of VoIP / Analog phones and Ethernet and fiber connectivity.</b>
<b>Detail of Recommendation</b>	<b>DIS provided network personnel for several weeks pulling Ethernet cable, terminating jacks, installing fiber for bandwidth as well as placing network equipment.</b>

<b>2) Agency Name</b>	<b>Arkansas Community Correction 0485</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Offender Management Information System (eOMIS)</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Revise outdated Offender Management Information System (eOMIS) as requested by Legislative Audit.</b>
<b>Advice Requested</b>	<b>Legislative Audit requested updated/revised service request reflecting new agency director signature and breakout of cost shared by Arkansas Department of Correction.</b>
<b>Detail of Recommendation</b>	<b>Requested updated information from DIS billing to reflect accurate 60/40 percent billing and updated language for document signature.</b>

<b>3) Agency Name</b>	<b>Arkansas State Police 0960</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>VoIP Installation</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Provide Arkansas State Police with technical support and engineering to convert existing PBX phone system to DIS supported VoIP.</b>
<b>Advice Requested</b>	<b>Provide Arkansas State Police with technical support and engineering to convert existing PBX phone system to DIS supported VoIP.</b>
<b>Detail of Recommendation</b>	<b>Allen Fitzgerald and team at ASP will be working over the next two months to convert an existing antiquated phone system to a Cisco VoIP solution.</b>

<b>4) Agency Name</b>	<b>Arkansas State Police 0960</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Arkansas State Police - VoIP</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Network Equipment</b>
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Part of the ASP VoIP conversion - POE switch conversion prior to phone installation.</b>
<b>Advice Requested</b>	<b>DIS requested to install and test POE switches - must run for a period of time for stability.</b>
<b>Detail of Recommendation</b>	<b>Assist ASP in placement and configuration.</b>

<b>5) Agency Name</b>	<b>Assessment Coordination Department 0490</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Increase Bandwidth - Judicial Discipline</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>10 Mbps Multi Agency/Non-Capitol Complex Connectivity</b>
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Requested quote for a 10Mb for the Assessment Coordination Dept.</b>
<b>Advice Requested</b>	<b>Requested quote for a 10Mb for the Assessment Coordination Dept.</b>
<b>Detail of Recommendation</b>	<b>Mr. Danny Wade requested the upgrade quote to work in tandem with a backup solution provided by DIS.</b>

<b>6) Agency Name</b>	<b>Board of Barber Examiners 0212</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Connectivity - Additional Ethernet</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Meeting to discuss movement of office equipment and need for additional Ethernet jack. Database development and hosting options.</b>
<b>Advice Requested</b>	<b>Michael Wooldridge, director requested information concerning network connectivity.</b>
<b>Detail of Recommendation</b>	<b>Meeting discussion of DIS cabling solution and hosting/backup of database development.</b>

<b>7) Agency Name</b>	<b>Capitol Zoning Commission 0315</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>Database Development</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Convert antiquated access database to a more current version.</b>
<b>Advice Requested</b>	<b>Mr. Boyd Maher, requested a meeting to discuss options for access development.</b>
<b>Detail of Recommendation</b>	<b>DIS does not provide access development at this point in time. We were able to secure a CAI developer that was able to move this project to completion.</b>



<b>8) Agency Name</b>	<b>Department of Arkansas Heritage - Central Administration 0865</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DAH IT Initiatives</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 228,025.00</b>
<b>Project Scope</b>	Department of Arkansas Heritage (DAH) has been working closely with DIS for many months related to the IT needs for its new headquarters in Little Rock that is now nearing completion of construction. DAH has also been working with DIS in an effort to use the state's data center services to host its data applications and server environment. DAH will use DIS as its primary IT support to support users, use DIS provided VoIP services, project management services, and more.
<b>Advice Requested</b>	DAH continues to work with DIS for advice and recommendations related to accomplishing its significant IT initiatives.
<b>Detail of Recommendation</b>	DIS has been providing advice and recommendations to DAH regarding significant ongoing IT initiatives.

<b>9) Agency Name</b>	<b>Department of Arkansas Heritage - Central Administration 0865</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>ASA Transition to DAH</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Arkansas State Archive (ASA), formerly Arkansas History Commission, which was a division of Arkansas Parks and Tourism, transitioned to becoming a division of Department of Arkansas Heritage (DAH). In efforts leading up to this transition, ASA and DAH began working with the DIS to prepare for this transition. DIS has been and will continue to assist with the IT needs related to this transition.</b>
<b>Advice Requested</b>	<b>DAH &amp; ASA requested advice and recommendations from DIS to accomplish the IT needs related to the effort.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendations to DAH &amp; ASA to accomplish the IT needs related to the effort.</b>

<b>10) Agency Name</b>	<b>Department of Correction 0480</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>VoIP - ADC Varner Unit</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Telephone Service VoIP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Requested quote for replacing existing PBX phone system with DIS Cisco VoIP solution.</b>
<b>Advice Requested</b>	<b>Requested quote for replacing existing PBX phone system with DIS Cisco VoIP solution.</b>
<b>Detail of Recommendation</b>	<b>Ms. Rhonda Patterson desires to move forward with VoIP at each of the ADC units across the state. DIS will provide a quote for replacing the existing phone system with VoIP.</b>

<b>11) Agency Name</b>	<b>Department of Education 0500</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Reporting Services</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The Department of Education asked DIS for a reporting solution to allow them to more effectively evaluate their monthly invoice.</b>
<b>Advice Requested</b>	<b>ADE was looking for detailed reports that would allow it to effectively monitor its monthly invoice from DIS and asked DIS for a reporting solution.</b>
<b>Detail of Recommendation</b>	<b>DIS met with ADE to identify the required elements of the report. We developed the report based on the customer's request, and established a monthly auto-generation feature that allows the customer to receive it each month.</b>

<b>12) Agency Name</b>	<b>Department of Emergency Management 0995</b>
<b>Type of Advice</b>	<b>Technical</b>
<b>Title</b>	<b>ADEM App Support and Modification</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 9,500.00</b>
<b>Project Scope</b>	Currently, ADEM is using a QA version of the application as its production system. DIS will complete work on the upgrade of the application to Visual Studio 2015, research and address the issue of adding a new event, and work with ADEM on QA deployment(s), testing, and productional deployment(s). Additionally, we will provide system support as needed during the current disaster window of May 18 – June 1. The hours provided are an estimate. The customer will only be billed for actual hours.
<b>Advice Requested</b>	ADEM requested pricing and a Service Agreement laying out the work that the App development team would be doing for this project.
<b>Detail of Recommendation</b>	ADEM was sent a quote of 100 hours @ \$95.00/hr. = \$9,500.

<b>13) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DHS One Stop Application Development</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 121,384</b>
<b>Project Scope</b>	<b>Arkansas Department of Human Services (DHS) came to DIS seeking to replace an existing application used to provide a means for call logging and referring. DIS advised DHS regarding the best approach to replace the One Stop application. DIS is currently working on this project.</b>
<b>Advice Requested</b>	<b>DHS requested advice and recommendations from DIS for replacing a dated application with a new and improved version.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendations to DHS for replacing a dated application with a new and improved version.</b>

<b>14) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DHS LTC Cost Reporting Application Development</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 165,580</b>
<b>Project Scope</b>	<b>Arkansas Department of Human Services came to DIS seeking to replace an existing application that provides an interface for long term care cost entry and reporting. DIS advised DHS regarding the best approach to replace the LTC cost reporting application. DIS is currently waiting on a move forward from DHS for this project.</b>
<b>Advice Requested</b>	<b>DHS requested advice and recommendations for replacing a dated application with a new and improved version.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendations for replacing a dated application with a new and improved version.</b>

<b>15) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Data Hosting for OMIG</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 8,793</b>
<b>Project Scope</b>	<b>Office of the Medicaid Inspector General (OMIG) came to DIS seeking guidance on a number of IT related needs. The primary effort, however, was related to replacing an existing server that had reached near end of life that contained important data. DIS advised OMIG regarding the best approach to replace this server. OMIG has agreed to host this data in a DIS server environment where the data will be secured and backed up.</b>
<b>Advice Requested</b>	<b>OMIG requested advice and recommendations related to many of its IT needs. The primary need addressed was replacing a dated server that had reached near end of life.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendations related to many OMIF IT needs. The primary need addressed was replacing a dated server that had reached near end of life.</b>



<b>16) Agency Name</b>	<b>Department of Labor 0800</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Department of Labor Laserfiche Hosting and Bandwidth Upgrade</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 40,000</b>

<p><b>Project Scope</b></p>	<p>Ken explained it to me that increasing our Laserfiche users would not have an effect if the Laserfiche processes are hosted here at ADL because Laserfiche applications, our clients and Laserfiche SQL server are all housed inside our LAN. Within our network infrastructure (LAN), our Laserfiche processes are currently processing at 1GB per second by virtue of the LAN. Transactions and bandwidth usage between the currently hosted DIS SQL databases will remain the same, and will not be affected, and would not need an increase in bandwidth, but will remain where it is for our agency at almost maximum usage of our 10 MB connection line.</p> <p>It makes sense to me that if we move all of these services to DIS, we would have to upgrade our 10 MB bandwidth line to 1GB to get to the level of what we have now. With DIS hosting the Laserfiche Server and Laserfiche applications, our clients would then have to use additional bandwidth to transact data to and from the Laserfiche processes located at DIS. This was our reasoning for wanting the Laserfiche processes kept in ADL in our 1st meeting if you remember. We didn't think that the infrastructure could support DIS hosting the Laserfiche without prohibitive costs. My apologies for not identifying this in our Thursday meeting, but I was solely thinking of how to increase our performance with additional bandwidth.</p> <p>I know that you were waiting on these specifications from John Strickland to do some cost analysis's for upgrading our bandwidth, but in light of the above information, I think that we should really take a closer look where the Laserfiche server should be hosted to get the greater benefit. I would like to meet as soon as possible to further discuss location of the Laserfiche server.</p>
<p><b>Advice Requested</b></p>	<p>ADL Requested a quote for services that DIS provides that would be acceptable on their IT amendment submitted to the EA team for review.</p>

<b>Detail of Recommendation</b>	<b>Jay Harton provided a Service Request Hosting cost estimate for ADL's LaserFiche upgrade. This quote and solution was unacceptable by ADL director and deputy director.</b>
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<b>17) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Installation</b>
<b>Title</b>	<b>Historic Davidsonville POTS Line Installation</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>Voice Telephony and / or Long Distance Service</b>
<b>Cost Estimate</b>	<b>\$ 1,500</b>
<b>Project Scope</b>	<b>CenturyLink to check availability and get a quote for an additional POTS line for historic Davidsonville. It is required for their security and alarm system.</b>
<b>Advice Requested</b>	<b>Quote for an additional POTS line.</b>
<b>Detail of Recommendation</b>	<b>A 1fb line which is a POTS line is a monthly charge of \$86.80.</b>

<b>18) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>AT&amp;T DSL Install</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>50 Mbps Single Agency Connectivity</b>
<b>Cost Estimate</b>	<b>\$ 1,700</b>
<b>Project Scope</b>	<b>Logoly State Park upgraded the connectivity speed to accommodate public Wi-Fi and VoIP phones in the new Visitor Information Center.</b>
<b>Advice Requested</b>	<b>William Cheek requested the available options through AT&amp;T plus a quote from DIS to install and manage the new connection at the VIC.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended the following: 3.0 MBPS for \$138.</b>

<b>19) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>T-1 Line Installation at the Arkansas Museum of Natural Resources</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>T1 Data Circuit</b>
<b>Cost Estimate</b>	<b>\$ 13,000</b>
<b>Project Scope</b>	<b>4G options that were currently utilized were not sufficient for the site. A faster more reliable connection was needed for daily operations at this park.</b>
<b>Advice Requested</b>	<b>Arkansas Museum of Natural Resources requested the available options for connectivity in Smackover, AR, for utilization at the park for daily operations and video marketing.</b>

<b>Detail of Recommendation</b>	<b>The following options were given to the Parks &amp; Tourism decision makers for review:</b>			
	<b>BANDWIDTH SIZE</b>	<b>CONNECTION</b>	<b>INTERNET</b>	
	<b>FILTERING</b>			
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 10.5MB</b>		<b>5170.00</b>	<b>\$</b>
	<b>80.50 \$</b>	<b>59.00</b>		
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 3MB</b>		<b>1720.00</b>	<b>\$</b>
	<b>25.25 \$</b>	<b>17.00</b>		
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 4.5MB</b>		<b>2470.00</b>	<b>\$</b>
	<b>27.50 \$</b>	<b>28.00</b>		
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 6MB</b>		<b>3150.00</b>	<b>\$</b>
	<b>48.75 \$</b>	<b>36.00</b>		
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 7.5MB</b>		<b>3840.00</b>	<b>\$</b>
	<b>62.00 \$</b>	<b>44.00</b>		
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 9MB</b>		<b>4510.00</b>	<b>\$</b>
	<b>73.00 \$</b>	<b>53.00</b>		
	<b>NGN - AT&amp;T - PPP Band 1 T1 - 1.5MB</b>		<b>1050.00</b>	<b>\$</b>
	<b>13.25 \$</b>	<b>13.25</b>		
	<b>They chose to go the 1.5MB connection.</b>			

<b>20) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Mount Magazine VoIP Conversion</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 55,000</b>
<b>Project Scope</b>	<b>Parks and Tourism want the phone system that is currently at Mount Magazine State Park and lodge converted over to a DIS VoIP system.</b>
<b>Advice Requested</b>	<b>ADPT requested a quote for a turnkey VoIP solution for park employees and all guest phones in the lodge.</b>
<b>Detail of Recommendation</b>	<b>Quote was sent and approved for the installation and configuration of 125 handsets, telecomm cleanup and fiber installation.</b>



<b>21) Agency Name</b>	<b>Department of Parks and Tourism 0900</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>VoIP Phone System for DeGray Lake State Park</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 61,000</b>
<b>Project Scope</b>	<b>DIS will be converting all ADPT phone systems to VoIP as each of the site maintenance contracts run out on its current phone systems to have all sites under the management of DIS.</b>
<b>Advice Requested</b>	<b>ADPT requested a quote for a turnkey VoIP solution to replace the current system utilized at the park and in the lodge.</b>
<b>Detail of Recommendation</b>	<b>DIS presented a quote that was approved for the install and configuration of 150 handsets.</b>

<b>22) Agency Name</b>	<b>Department of Rural Services 0250</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Arkansas Rural Services Conference</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Annual Arkansas Rural Services Conference - Meet with county officials to discuss service in their counties.</b>
<b>Advice Requested</b>	<b>Many county officials met and discussed VoIP to replace failing or antiquated phone systems.</b>
<b>Detail of Recommendation</b>	<b>DIS spent time with county officials discussing solutions provided by the department.</b>

<b>23) Agency Name</b>	<b>Department of Veteran Affairs 0385</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>ADVA IT Initiatives</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Arkansas Department of Veterans Affairs (ADVA) came to DIS seeking guidance related to the IT needs for the new veteran's home in North Little Rock nearing completion of construction. ADVA is also seeking guidance in procuring a new Electronic Medical Records Management System. DIS advised ADVA regarding these two major initiatives. This project is ongoing.</b>
<b>Advice Requested</b>	<b>ADVA requested advice and recommendations related to its significant IT initiatives.</b>
<b>Detail of Recommendation</b>	<b>DIS provided advice and recommendations related to ADVA significant IT initiatives.</b>

<b>24) Agency Name</b>	<b>Department of Workforce Services 4081</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Project Management Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 47,500</b>
<b>Project Scope</b>	<b>DWS is working on a project to modernize the TANF system and reached out to DIS for assistance.</b>
<b>Advice Requested</b>	<b>The customer asked DIS for architecture and security recommendations related to the project. They asked for a specific resource that's familiar with DWS and the project.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended utilizing an existing resource on a short term basis to help provide guidance as it related to security and infrastructure.</b>

<b>25) Agency Name</b>	<b>Office of the Attorney General 0053</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Attorney General Data Center Rack Space</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Data Warehouse Access</b>
<b>Cost Estimate</b>	<b>\$ 15,000</b>
<b>Project Scope</b>	<b>Paul Goldner (IT director) at the attorney general's office wanted to move hardware to one of the DIS data centers.</b>
<b>Advice Requested</b>	<b>Paul Goldner requested a contract for rack space at SDC West along with monthly pricing.</b>
<b>Detail of Recommendation</b>	<b>Paul was quoted \$1,150 per month for the rack and \$60 per U for the hardware being housed.</b>

<b>26) Agency Name</b>	<b>Public Service Commission 0450</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>Hard Drive Destruction</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>Secure destruction of hard drives from Public Service Commission.</b>
<b>Advice Requested</b>	<p><b>Public Service Commission requested the following devices to be shredded by DIS for security.</b></p> <p><b>40 server/ PC drives</b></p> <p><b>20 laptop drives</b></p> <p><b>92 DLT tape cartridges</b></p> <p><b>15 small tape cartridges</b></p> <p><b>200 floppy or CD disks</b></p>
<b>Detail of Recommendation</b>	<b>DIS moved forward to schedule the shredding of the listed devices and issue a certificate of destruction for audit purposes.</b>

<b>27) Agency Name</b>	<b>Pulaski County School District</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>Data Center Hosting</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 5,400</b>
<b>Project Scope</b>	<b>PCSSD had an application with critical data, and they were looking for options on where to host it.</b>
<b>Advice Requested</b>	<b>The customer reached out to DIS to discuss a potential hosting solution for an application that contains critical data. They were also looking for an off-site facility for a backup solution.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended housing the solution at the State Data Center-West in Little Rock to take advantage of built in security and redundancy. We also provided the appropriate pricing for the solution.</b>

<b>28) Agency Name</b>	<b>School for the Blind 0510</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>VM Backup for AR School for the Blind</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Backup/Hosting Service</b>
<b>Cost Estimate</b>	<b>\$ 4,000</b>
<b>Project Scope</b>	<b>AR School for the Blind needed an offsite backup solution to comply with state audit and ACOOP planning.</b>
<b>Advice Requested</b>	<b>School for the Blind needed to be compliant with all audits and ACOOP planning with its offsite backup of sensitive data.</b>
<b>Detail of Recommendation</b>	<b>Recommendation was made to utilize the VM backup services offered at \$0.40 per GB that will be backed up each night during off peak hours of network utilization.</b>



<b>29) Agency Name</b>	<b>School for the Deaf 0513</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>VoIP Phone System Purchase and Install</b>
<b>Advisor</b>	<b>Mitch Beaver</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 45,000</b>
<b>Project Scope</b>	<b>School for the Deaf is purchasing the hardware for a VoIP conversion of the old system currently in place.</b>
<b>Advice Requested</b>	<b>Quote for the purchase, programming and installation of a VoIP system.</b>
<b>Detail of Recommendation</b>	<b>DIS presented and got approved a quote for the purchase of 98 handsets along with the labor hours for the programming and installation of this system + the monthly management of this system under the DIS umbrella.</b>

<b>30) Agency Name</b>	<b>University of Arkansas for Medical Sciences 0150</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Network Collaboration</b>
<b>Advisor</b>	<b>Curtis Eubanks</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	<b>\$ 0.15</b>
<b>Project Scope</b>	<b>UAMS requested DIS personnel to meet and discuss network connectivity partnership for rural health services.</b>
<b>Advice Requested</b>	<b>UAMS requested DIS personnel to meet and discuss network connectivity partnership for rural health services.</b>
<b>Detail of Recommendation</b>	<b>UAMS is seeking opportunity to use the state network with its proprietary network to find solutions for telemedicine applications.</b>