(DIS)

Department of Information Systems

Arkansas. A State of Technology.

Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending March 2009

REPORT OVERVIEW

BACKGROUND

Act 794 of 2007 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 regarding 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 to also 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 REQUIRMENTS

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 acts 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 regarding service providing by DIS to its customers. This information is provided through reports of the system used to track contacts to the DIS Customer Call Center, referred to as HEAT tickets. This information would include services provided to state agencies, boards and commissions not identified as advice or recommendations, as well as services provided to customers not identified as state agencies, boards or commissions.

* Information concerning key projects undertaken by DIS on behalf on individual customers, groups of customers, or the state as a whole.

* Information on the products and services provided by DIS to its customers

* Information regarding emerging issues and activities

AGENCY INFORMATION

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

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

DIS is organized as 10 primary divisions: Administrative, Communications, Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Customer Relationship Management, Project and Enterprise Program Management, Fiscal, and Human Resources.

DIS currently provides services to a base of 490 customers, including state agencies, boards and commissions, colleges and universities, public schools, cities and counties, and other customers.

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Department of Information Systems

Quarterly Report on Advice and Recommendations

To State Agencies, Boards and Commissions

Executive Summary

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The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 3/31/2009 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions: 21

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

TOP AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Arkansas State Police	4
Department of Education	2
Department of Higher Education	2
Employment Security Department	2
Board of Registration for Professional Engineers & Land Surveyors	1
Department of Community Correction	1
Department of Emergency Management	1
Department of Environmental Quality	1
Department of Finance & Administration - Revenue Services Division	1
Department of Workforce Education	1
House of Representatives	1
Military Department	1
Newton County Judge	1
State Building Services	1

TOP FIVE CATEGORIES FOR ADVICE

Product or Service Utilization	6
Rates or Fees	5
Planning	4
Implementation	3
Upgrades	2

Report Detail

Following is the detail relating to each agency's, board's or commission's requests for information. This section of the report is arranged by first by agency, then by type of advice sought.

Call ID	00924974
Agency Name:	
Type of Advice:	Product or Service Utilization
Advisor:	Kevin Grace
Project Name:	

Project Scope:

Advice Requested:

Detail of Recommendation:
Advised several other agencies (DWS, DHS, etc) regarding the cost savings of using a centralized Sharepoint Solution. A cost breakout was given showing what it would cost the state for the other agencies to license and procure the Sharepoint hardware and software versus running their application on a centralized Sharepoint environment at DIS. The savings for the State of Arkansas was calculated to be approximately 1.5 million dollars using the top 25 DIS customers as the basis.

Call ID	00924833
Agency Name:	Arkansas State Police
Type of Advice:	Implementation
Advisor:	Penny Rubow
Project Name:	

Project Scope:

Advice Requested:

Lincoln County emergency responders need training that leads to credit hours (continuing credit).

Detail of Recommendation:

AWIN Support suggested that she contact Joesph Traylor who provides a certification level course for AWIN users through ALETA.

Call ID	00924833
Agency Name:	Arkansas State Police
Type of Advice:	Implementation
Advisor:	Penny Rubow

Call ID	00924841
Agency Name:	Arkansas State Police
Type of Advice:	Implementation
Advisor:	Penny Rubow
Project Name:	
Project Scope:	

Advice Requested:

Arkansas National Guard used borrowed AWIN radios during the ice storm. They were successful, but felt that their personnel would benefit from additional training.

Detail of Recommendation:

ANG was directed to discuss their training with Joseph Traylor.

Call ID	00924841
Agency Name:	Arkansas State Police
Type of Advice:	Implementation

Call ID	00924800
Agency Name:	Arkansas State Police
Type of Advice:	Rates or Fees
Advisor:	Penny Rubow
Project Name:	
Project Scope:	
Advice Requested:	
Reducing the cost of the AWIN Maintenance Contract.	
Detail of Recommendation:	
AWIN Management and Operations advised Arkansas State Police that the costs for the maintenance contract for the AWIN Network were increasing during the coming fiscal year and that the State could recieve a discount if the payment could be made in a lump sum payment. We recommended that they determine if this was possible. ASP worked with the Department of Finance and Administration and determined that a lump sum payment was possible. This has resulted in a substantial savings on the maintenance contract for the state.	

Call ID	00924809
Agency Name:	Arkansas State Police
Type of Advice:	Upgrades
Advisor:	Penny Rubow
Project Name:	

Project Scope:

Advice Requested:

Chicot County is having coverage issues inside the hospital and is purchasing equipment to correct this problem. They called with a request for guidance on the type of equipment to purchase.

Detail of Recommendation:

AWIN Support advised that they should purchase equipment that would function in both the 700 MHz and 800 MHz frequency range.

Call ID	00924809
Agency Name:	Arkansas State Police
Type of Advice:	Upgrades
Advisor:	Penny Rubow

Call ID	00924928
Agency Name:	Board of Registration for Professional Engineers & Land Surveyors
Type of Advice:	Upgrades
Advisor:	Romany Tougaw
Project Name:	DIS Professional Services

Project Scope:
No Formal Project Name or Scope Defined

Advice Requested:
Upgrade current ACCESS licensing system to web based application that allows online application processing, tracking, and review.

Detail of Recommendation:
Reviewed customer procedures and provided high level cost estimate for a new web application that would replace their existing ACCESS system and also provide several enhancement to existing processes.

Call ID	00924353
Agency Name:	Department of Community Correction
Type of Advice:	Product or Service Utilization
Advisor:	Robert McGough
Project Name:	EOMIS Supplemental Reporting

Project Scope:

Supplemental reporting for selected tables in six modules of the Electronic Offender Management Information System (EOMIS)

Advice Requested:

The Department of Community Corrections has asked for a cost estimate and advice in providing supplemental reporting capabilities to the Electronic Offender Management Information System (EOMIS). The current reporting interface for EOMIS requires users to be familiar with the physical database structure and to write queries in structured query language (SQL), which is not conducive to end user reporting. Report formatting in EOMIS is also limited.

Detail of Recommendation:

The Department of Information Systems (DIS) recommended that DCC use business intelligence software from SAP Business Objects to provide supplemental reporting capabilities for EOMIS data. The solution recommended provides an easy to use semantic layer that allows end users to create queries using business terminology and a simple drag-and-drop user interface that requires no knowledge of SQL or the underlying physical database structure. Business Objects also provides extensive formatting and report distribution options.

Call ID	00924580
Agency Name:	Department of Education
Type of Advice:	Product or Service Utilization
Advisor:	Earlanette Blackmon
Project Name:	DIS Data Warehouse Access

Project Scope:

No Formal Project Name or Scope Defined

Advice Requested:

Chris Barry of ADE wanted to know about products and services that DIS could offer to assist with his document storage needs.

Detail of Recommendation:

Chris was presented with a demo of the imaging tool, empower, hosted by DIS. He was told about options for having documents scanned to CD/DVD by a third party for importing into the empower system. He was also told about analysis services that DIS offered to assist with planning the best process to use for his office's imaging needs. Chris was also presented with the problems that could arise with finding his documents in the future if he decided to only have images scanned to CD/DVD.

Call ID	00924704
Agency Name:	Department of Education
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	n/a

Project Scope:

n/a

Advice Requested:

What are the options to upgrade 10MB connection.

Detail of Recommendation:

We recommended upgrading to a 100MB connection to the state network. We made the upgrade, and the customer is happy with the solution.

Call ID	00924698
Agency Name:	Department of Emergency Management
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	n/a

Project Scope:

providing desktop support to field sites.

Advice Requested:

Can DIS support field offices desktops

Detail of Recommendation:

We have provided detail on the type of service we can provide and pricing. We're still working on the details of how we will bill for this service.

Call ID	00924614
Agency Name:	Department of Environmental Quality
Type of Advice:	Installation
Advisor:	Donald Matthews
Project Name:	None

Project Scope:
Upgrading connectivity

Advice Requested:
Upgrade

Detail of Recommendation:
Recommended RLAN DSL in Jonesboro ADEQ Office to take the place of 384k Circuit.

Call ID	00925317
Agency Name:	Department of Finance & Administration - Revenue Services Division
Type of Advice:	Rates or Fees
Advisor:	B.J. Wyrick
Project Name:	DIS Telephone Equipment

Project Scope:

No Formal Project Name or Scope Defined

Advice Requested:

cost for 22 plexar station

Detail of Recommendation:

provided cost

3.13

Call ID	00925098
Agency Name:	Department of Higher Education
Type of Advice:	Product or Service Utilization
Advisor:	Kevin Grace
Project Name:	

Project Scope:

Advice Requested:

Detail of Recommendation:

Discussed the benefits of using the State Email System with ADHE. A cost benefit analysis was provided showing that use of the state email system would provide more functionality and better compliance with regulatory meausres at a lower cost to the State of Arkansas (ADHE) than running their own email system. ADHE is in the process of migrating to the State Email System.

Call ID	00925098
Agency Name:	Department of Higher Education

Call ID	00925328
Agency Name:	Department of Higher Education
Type of Advice:	Product or Service Utilization
Advisor:	Kevin Grace
Project Name:	ADHE Email Migration

Project Scope:

Migration ADHE users to the State Email solution.

Advice Requested:

ADHE was ready to migrate to the State Email Service

Detail of Recommendation:

Discussed the benefits of using the State Email System with ADHE. A cost benefit analysis was provided showing that use of the state email system would provide more functionality and better compliance with regulatory meausres at a lower cost to the State of Arkansas (ADHE) than running their own email system. ADHE is in the process of migrating to the State Email System.

Call ID	00924706
Agency Name:	Department of Workforce Education
Type of Advice:	Implementation
Advisor:	Donald Matthews
Project Name:	n/a

Project Scope:
n/a

Advice Requested:
What can be done to control bandwidth utilization?

Detail of Recommendation:
We recommended utilizing Internet Content Filtering solution through DIS. Customer has been very pleased with the results.

Call ID	00925103
Agency Name:	Employment Security Department
Type of Advice:	Planning
Advisor:	Kevin Grace
Project Name:	Sharepoint

Project Scope:

Discuss benefit of Enterprise Sharepoint environment versus singe Sharepint environment at each agency.

Advice Requested:

Several agencies were interested in the benefit of using the DIS Enteprise Sharepoint Platform versus deploying thier own separate enviorment.

Detail of Recommendation:

We discussed with several agencies the cost benefit of using a single, enterprise version of the Microsoft Sharepoint environment, versus procuring and licensing a installation at each Stage Agency. The cost savings for the State of Arkansas were calulated to be 1.5 million assuming the top 25 DIS customers. Most agencies are using the State Sharepoint environment versus running their own.

Call ID	00924931
Agency Name:	Employment Security Department
Type of Advice:	Product or Service Utilization
Advisor:	Judy Whitaker
Project Name:	Unemployment Insurance Continuous Claims Arkline Message

Project Scope:

The Arkline System was being overloaded with calls primarily on Sundays. Individuals were getting busy signals and trying over and over again.

Advice Requested:

What can be done to help reduce the number of calls getting busy signals at peak times.

Detail of Recommendation:

Don McDanial contacted Windstream. Windstream first offered a message but that was declined because it would cost the claimant a phone call to get the message. I approached Don on how can this be done with out cost to the claimant. Don discussed further with Windstream and Windstream then offered a solution that would not be a charge to the claimant or DWS for the message service. The message offers the callers an option to go to the DWS internet site-ARKNET, to register their weekly report. Within 2 weeks, this increased ArkNet usage means over 1/3 of our weekly claimants are now using ArkNet

Call ID	00924293
Agency Name:	House of Representatives
Type of Advice:	Rates or Fees
Advisor:	B.J. Wyrick
Project Name:	DIS Data Circuitry and Connectivity

Project Scope:

No Formal Project Name or Scope Defined

Advice Requested:

cost for dsl and sattelite services

Detail of Recommendation:

spreadsheet prepared for 2,000 sites

Call ID	00924725
Agency Name:	Military Department
Type of Advice:	Rates or Fees
Advisor:	Donald Matthews
Project Name:	n/a

Project Scope:
n/a

Advice Requested:
What type of phone service does DIS offer around the state?

Detail of Recommendation:
We made a recommendation of our standard 1FB telephone service to provide consolidated billing for the Military Department

Call ID	00925274
Agency Name:	Newton County Judge
Type of Advice:	Planning
Advisor:	Glen Rhea
Project Name:	GIS Data Development for Locatable Addressing & Mapping

Project Scope:

Arkansas Centerline File for Newton County

Advice Requested:

Pre-project Coordination, Planning, Project Management, Implementation through 3rd party contractor, Installation of data and software, Workflow and Maintenance Training.

Detail of Recommendation:

Develop Newton County s road centerline and physical address GIS database in accordance with ACF, USPS, and NENA standards. This includes creation and attribution of all features necessary to document the existing system and to perform development and conversion of locatable (E9-1-1 viable) features.

Call ID	00925129
Agency Name:	State Building Services
Type of Advice:	Planning
Advisor:	Josh Smith
Project Name:	

Project Scope:

Advice Requested:
Several state agencies are preparing to move this fall and winter. These agencies include AR State Library, AR Economic Development Commission, AR Science and Technology Authority, AR Development Finance Authority, and the Administrative Office of the Courts. These agencies are relocating to 900 West Capitol Ave., former home of the Dillard s Department Store headquarters. DIS was asked to provide advice and recommendations to all agencies involved regarding IT issues.

Detail of Recommendation:
DIS has been working with AR Building Authority as well as the previously mentioned agencies providing advice and recommendations regarding many aspects of the move to include cabling, electrical requirements, networking solutions, connectivity, equipment hosting, and more. DIS will continue working with all named entities in the future to assist them in accomplishing all of their technology related goals.

Call Center Tickets Received from All DIS Customers During the Reporting Period

Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	2,911	50.29 %
State Agencies	2,152	37.17 %
Higher Education	244	4.21 %
Other Customers	206	3.56 %
Boards and Commissions	143	2.47 %
Local Government	105	1.81 %
Libraries	28	0.48 %
All Customers	**5,789**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	2,072	35.79 %
Security	1,251	21.61 %
APSCN	979	16.91 %
Telecomm	451	7.79 %
Photo ID	311	5.37 %
Email	112	1.93 %
Billing	87	1.50 %
Mainframe Appl.	85	1.47 %
AASIS Monitor	79	1.36 %
Circuit Orders	78	1.35 %
Information	70	1.21 %
Hardware	47	0.81 %
Software Appl.	42	0.73 %
Auto ticket	22	0.38 %
Network	18	0.31 %
AWIN	17	0.29 %
Data Warehouse	15	0.26 %
Parks&Tourism	14	0.24 %
UNIX	14	0.24 %
EOMIS	9	0.16 %
Configuration (not for DIS)	7	0.12 %
SNA/TN3270 IDs	6	0.10 %
ANSWER	1	0.02 %
Facilities	1	0.02 %
Internet	1	0.02 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	847	15.27 %
Alarm Cleared	787	14.19 %
MARS Stage 1	548	9.88 %
information	239	4.31 %
Configuration	256	4.61 %
Connection Fail	261	4.70 %
Outage	207	3.73 %
Alarm Clear after Outage	207	3.73 %
Trouble cleared	163	2.94 %
User Request	156	2.81 %
Printer Error	139	2.51 %
Duplicate Ticket	134	2.42 %
Duplicate Call	114	2.05 %
Information	151	2.72 %
Access	87	1.57 %
Bad Cable Pair	79	1.42 %
Circuit order/install	53	0.96 %
Cancelled Job	69	1.24 %
Hardware	56	1.01 %
Virus	57	1.03 %
Reboot	56	1.01 %
Circuit Failure	50	0.90 %
Password	43	0.78 %
Bad Cord	42	0.76 %
Bad Telephone	40	0.72 %
LAN Problem	36	0.65 %
Corrupt/Missing	33	0.59 %
No Trouble	33	0.59 %
User error	31	0.56 %
No TroubleFound	30	0.54 %
Switch	30	0.54 %
Password-Reset	26	0.47 %
HW Failure	21	0.38 %
Configuration Error	20	0.36 %
False Positive	20	0.36 %
Service Request	20	0.36 %
HW Malfunction	19	0.34 %
Network Down	18	0.32 %
Software	18	0.32 %
Unplugged	18	0.32 %
Account Cleanup	18	0.32 %
VMX-reset	18	0.32 %
New Equip	13	0.23 %
VMX	13	0.23 %

Calls Closed by Cause

Cause	Call Count	Percentage
Unplug/Plug	12	0.22 %
DNS Change	11	0.20 %
Installation Complete	10	0.18 %
Bad card	10	0.18 %
Traffic	10	0.18 %
Transfer Call	10	0.18 %
Billing Error	9	0.16 %
File Transfer	9	0.16 %
Program Phone	8	0.14 %
ViolationsClear	8	0.14 %
CO Features	7	0.13 %
Diversion Point	7	0.13 %
Bad Jack	6	0.11 %
Long Run Process	6	0.11 %
Untrained	6	0.11 %
Vendor Error	6	0.11 %
Customer Request	5	0.09 %
MQ-Series	5	0.09 %
Password-reset	8	0.14 %
Profile Change	5	0.09 %
Replaced card	5	0.09 %
Security	5	0.09 %
Bad Jumper	4	0.07 %
BO Access	4	0.07 %
Circuit Information	3	0.05 %
Connectivity	4	0.07 %
Database	4	0.07 %
Fiber Cut	4	0.07 %
Installation	4	0.07 %
Power outage	4	0.07 %
Replaced Smartjack	3	0.05 %
Bad Power Supply	3	0.05 %
Cut over to spare	3	0.05 %
Inquiry	3	0.05 %
Maintenance Complete	3	0.05 %
NTF- No Trouble Found	3	0.05 %
Patched to spare	3	0.05 %
Profile Updated	3	0.05 %
Resources	3	0.05 %
Server Down	3	0.05 %
Service Interruption	3	0.05 %
Alarm Removed	2	0.04 %
Bad Len	2	0.04 %
Disk Space	2	0.04 %

Calls Closed by Cause

Cause	Call Count	Percentage
Equip Failure	1	0.02 %
Incompatible	2	0.04 %
Internet	2	0.04 %
Malfunction	2	0.04 %
MS Outlook	2	0.04 %
Power Failure or Surge	2	0.04 %
User Radio Malfunction	2	0.04 %
Console Malfunction	1	0.02 %
Data Correction	1	0.02 %
IQ	1	0.02 %
Master Site Issue	1	0.02 %
Network Problem Connectivity	1	0.02 %
New Employee	1	0.02 %
New Equipment	1	0.02 %
Order Error	1	0.02 %
Printer Config	1	0.02 %
Program Issue	1	0.02 %
Q&A	1	0.02 %
Questions	1	0.02 %
Repair, cabling, replace equipment	1	0.02 %
Restored	1	0.02 %
Scanning	1	0.02 %
Service Ordered Incorrectly	1	0.02 %
Site Up At Testing	1	0.02 %
Software Config	1	0.02 %
Spam Report	1	0.02 %
SW Install	1	0.02 %
Unknown Error	1	0.02 %

Call Center Tickets Received from State Agencies

During the Reporting Period

Calls Received by Agency Name

Agency Name	Call Count	Percentage
Department of Finance & Administration - Revenue Services Division	615	28.58 %
Department of Information Systems	513	23.84 %
Department of Human Services	256	11.90 %
Crime Information Center	192	8.92 %
Department of Parks and Tourism	154	7.16 %
Department of Community Correction	115	5.34 %
Department of Health	84	3.90 %
Arkansas State Police	55	2.56 %
Department of Finance and Administration	34	1.58 %
Public Employees Retirement System	20	0.93 %
Department of Veteran Affairs	13	0.60 %
Science and Technology Authority	12	0.56 %
Teacher Retirement System	12	0.56 %
Military Department	10	0.46 %
Development Finance Authority	9	0.42 %
Insurance Department	8	0.37 %
Department of Higher Education	7	0.33 %
Department of Labor	6	0.28 %
Securities Department	6	0.28 %
Game and Fish Commission	5	0.23 %
State Building Services	4	0.19 %
Department of Correction	3	0.14 %
Department of Finance & Administration - Division of Racing	3	0.14 %
Department of Parks and Tourism - History Commission	3	0.14 %
	3	0.14 %
Assessment Coordination Department	2	0.09 %
Commission on Law Enforcement Standards and Training	2	0.09 %
Highway and Transportation Department	2	0.09 %
Student Loan Authority	2	0.09 %
Bank Department	1	0.05 %
Department of Finance & Administration - Alcoholic Beverage Control Di	1	0.05 %
All State Agencies	**2,152**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	858	39.87 %
Security	371	17.24 %
Photo ID	311	14.45 %
Telecomm	187	8.69 %
Mainframe Appl.	82	3.81 %
AASIS Monitor	79	3.67 %
Circuit Orders	47	2.18 %
Billing	45	2.09 %
Information	29	1.35 %
Hardware	27	1.25 %
Software Appl.	17	0.79 %
Email	16	0.74 %
Data Warehouse	15	0.70 %
AWIN	14	0.65 %
Parks&Tourism	14	0.65 %
Auto ticket	9	0.42 %
EOMIS	9	0.42 %
Configuration (not for DIS)	6	0.28 %
Network	6	0.28 %
SNA/TN3270 IDs	6	0.28 %
UNIX	2	0.09 %
ANSWER	1	0.05 %
Facilities	1	0.05 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	300	14.48 %
Connection Fail	253	12.21 %
MISC	189	9.12 %
MARS Stage 1	164	7.92 %
information	218	10.52 %
Duplicate Ticket	108	5.21 %
Alarm Clear after Outage	81	3.91 %
Outage	80	3.86 %
Trouble cleared	79	3.81 %
Cancelled Job	69	3.33 %
Configuration	53	2.56 %
User Request	49	2.36 %
Circuit order/install	32	1.54 %
Circuit Failure	30	1.45 %
Bad Telephone	26	1.25 %
Hardware	19	0.92 %
Bad Cable Pair	18	0.87 %
Reboot	18	0.87 %
Access	15	0.72 %
Bad Cord	16	0.77 %
Account Cleanup	15	0.72 %
No TroubleFound	13	0.63 %
Switch	11	0.53 %
False Positive	10	0.48 %
Network Down	10	0.48 %
No Trouble	10	0.48 %
Service Request	9	0.43 %
Transfer Call	9	0.43 %
Password	8	0.39 %
Unplugged	7	0.34 %
HW Malfunction	7	0.34 %
LAN Problem	7	0.34 %
VMX-reset	7	0.34 %
Long Run Process	6	0.29 %
Billing Error	5	0.24 %
MQ-Series	5	0.24 %
Unplug/Plug	5	0.24 %
BO Access	4	0.19 %
CO Features	4	0.19 %
Connectivity	4	0.19 %
Software	4	0.19 %
Untrained	4	0.19 %
VMX	4	0.19 %
Bad card	3	0.14 %

Calls Closed by Cause

Cause	Call Count	Percentage
Circuit Information	2	0.10 %
Installation	3	0.14 %
NTF- No Trouble Found	3	0.14 %
Password-reset	6	0.29 %
Profile Updated	3	0.14 %
Security	3	0.14 %
User error	3	0.14 %
Alarm Removed	2	0.10 %
Bad Jack	2	0.10 %
Bad Jumper	2	0.10 %
Configuration Error	2	0.10 %
Corrupt/Missing	2	0.10 %
Diversion Point	2	0.10 %
Equip Failure	1	0.05 %
Fiber Cut	2	0.10 %
Installation Complete	2	0.10 %
Maintenance Complete	2	0.10 %
MS Outlook	2	0.10 %
Power Failure or Surge	2	0.10 %
Power outage	2	0.10 %
Vendor Error	2	0.10 %
ViolationsClear	2	0.10 %
Virus	2	0.10 %
Bad Len	1	0.05 %
Bad Power Supply	1	0.05 %
Console Malfunction	1	0.05 %
Customer Request	1	0.05 %
Cut over to spare	1	0.05 %
DNS Change	1	0.05 %
Duplicate Call	1	0.05 %
Incompatible	1	0.05 %
Inquiry	1	0.05 %
Master Site Issue	1	0.05 %
Network Problem Connectivity	1	0.05 %
New Equip	1	0.05 %
New Equipment	1	0.05 %
Patched to spare	1	0.05 %
Printer Error	1	0.05 %
Profile Change	1	0.05 %
Program Issue	1	0.05 %
Program Phone	1	0.05 %
Q&A	1	0.05 %
Repair, cabling, replace equipment	1	0.05 %
Replaced card	1	0.05 %

Calls Closed by Cause

Cause	Call Count	Percentage
Replaced Smartjack	1	0.05 %
Restored	1	0.05 %
Server Down	1	0.05 %
Service Intreruption	1	0.05 %
Software Config	1	0.05 %
Spam Report	1	0.05 %
SW Install	1	0.05 %
Traffic	1	0.05 %
Unknown Error	1	0.05 %

Call Center Tickets Received from Boards and Commissions During the Reporting Period

Calls Received by Board or Commission

Board or Commission Name	Call Count	Percentage
Forestry Commission	19	13.29 %
State Medical Board	8	5.59 %
Arkansas Economic Development Commission	7	4.90 %
Board of Pharmacy	7	4.90 %
Central Arkansas Planning and Developement	7	4.90 %
Central Arkansas Planning and Development	7	4.90 %
Real Estate Commission	7	4.90 %
Oil and Gas Commission	6	4.20 %
Board of Engineers	5	3.50 %
Livestock and Poultry Comm	5	3.50 %
Natural Resources Commision	5	3.50 %
Public Service Commision	5	3.50 %
Tobacco Control Board	5	3.50 %
Arkansas Geological Survey	4	2.80 %
Minority Health Commission	4	2.80 %
Sentencing Comm.	4	2.80 %
Board of Nursing	3	2.10 %
Fair Housing Commision	3	2.10 %
Southwest Arkansas Planning & Development District	3	2.10 %
Workers Compensation Commision	3	2.10 %
Board of Accountancy	2	1.40 %
Board of Appraiser Licensing & Certification	2	1.40 %
Board of Cosmetology	2	1.40 %
Bureau of Standards	2	1.40 %
Fire Protection Lic. Brd.	2	1.40 %
Motor Vehicle Commission	2	1.40 %
Parole Board	2	1.40 %
Plant Board	2	1.40 %
Tobacco Settlement Comm	2	1.40 %
Abstracter's Board of Examiners	1	0.70 %
Board of Architects	1	0.70 %
Board of Chiropractic Examiners	1	0.70 %
Burial Association Board	1	0.70 %
Central Planning and Development	1	0.70 %
Social Work Licensing Board	1	0.70 %
Spinal Cord Commission	1	0.70 %
Waterways Commision	1	0.70 %
All Boards and Commissions	**143**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	51	35.66 %
Security	33	23.08 %
Connectivity	27	18.88 %
Software Appl.	11	7.69 %
Billing	6	4.20 %
Email	4	2.80 %
Circuit Orders	3	2.10 %
Information	3	2.10 %
Hardware	2	1.40 %
Network	2	1.40 %
UNIX	1	0.70 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	30	22.39 %
MARS Stage 1	15	11.19 %
Alarm Cleared	11	8.21 %
Configuration	8	5.97 %
information	15	11.19 %
No Trouble	6	4.48 %
Switch	5	3.73 %
Access	3	2.24 %
Bad Cord	3	2.24 %
Bad Telephone	3	2.24 %
Circuit order/install	2	1.49 %
False Positive	3	2.24 %
CO Features	2	1.49 %
Customer Request	2	1.49 %
Outage	2	1.49 %
Trouble cleared	2	1.49 %
Unplug/Plug	2	1.49 %
Alarm Clear after Outage	1	0.75 %
Bad Cable Pair	1	0.75 %
Bad card	1	0.75 %
Bad Jack	1	0.75 %
Bad Jumper	1	0.75 %
Circuit Failure	1	0.75 %
Data Correction	1	0.75 %
DNS Change	1	0.75 %
Hardware	1	0.75 %
HW Malfunction	1	0.75 %
LAN Problem	1	0.75 %
Malfunction	1	0.75 %
No TroubleFound	1	0.75 %
Password-reset	1	0.75 %
Program Phone	1	0.75 %
Reboot	1	0.75 %
Service Request	1	0.75 %
Software	1	0.75 %
User Request	1	0.75 %
Virus	1	0.75 %

Call Center Tickets Received from Education
During the Reporting Period

Calls Received by School

School Name	Call Count	Percentage
River Valley Tech Center	99	3.40 %
Ashdown High School	42	1.44 %
Blevins High School	19	0.65 %
DeQueen Middle School	17	0.58 %
Dover School District Admin Office	17	0.58 %
Pine Bluff School District Admin Office	17	0.58 %
School for the Deaf Admin Office	16	0.55 %
Trumann School District Admin Office	16	0.55 %
Central Elementary School	15	0.52 %
Crossett School District Admin Office	15	0.52 %
Lamar School District Admin Office	15	0.52 %
Jonesboro School District Admin Office	14	0.48 %
Rogers School District Admin Office	14	0.48 %
Cave City School District Admin Office	12	0.41 %
Dewitt School District Admin Office	12	0.41 %
L.F. Henderson Interm. Sch.	12	0.41 %
School for the Blind Admin Office	12	0.41 %
Batesville School District Admin Office	11	0.38 %
Blytheville School District Admin Office	11	0.38 %
Conway School District Admin Office	11	0.38 %
El Dorado School Dist Admin Office	11	0.38 %
Sheridan School District Admin Office	11	0.38 %
Westside High School	11	0.38 %
Barton High School	10	0.34 %
Batesville School District Admin Secondary Office	10	0.34 %
Clarksville High School	10	0.34 %
Clarksville School District Admin Office	10	0.34 %
County Line High School	10	0.34 %
Cross County High School	10	0.34 %
Huntsville School District Admin Office	10	0.34 %
Magnet Cove High School	10	0.34 %
Manila High School and Jr High (see comments)	10	0.34 %
Northwest Arkansas Education Service Coop	10	0.34 %
Star City School District Admin Office	10	0.34 %
Trumann High School	10	0.34 %
Weiner School District Admin Office	10	0.34 %
Arkansas River Education Coop	9	0.31 %
Centerpoint High School	9	0.31 %
Dumas Junior High School	9	0.31 %

Calls Received by School

School Name	Call Count	Percentage
England School District Admin Office	9	0.31 %
Forrest City Jr. High	9	0.31 %
Fountain Lake School District Admin Office	9	0.31 %
Kipp Delta College Admin Office	9	0.31 %
Magnolia Jr. High School	9	0.31 %
Mountain Home High School	9	0.31 %
North Little Rock School District Admin Office	9	0.31 %
Salem School District Admin Office	9	0.31 %
Watson Chapel School District Admin Office	9	0.31 %
Bauxite School District Admin Office	8	0.27 %
Bentonville School District Admin Office	8	0.27 %
Bryant Middle School	8	0.27 %
Conway High West	8	0.27 %
Greenland High School	8	0.27 %
Guy-Perkins School District Admin Office	8	0.27 %
Lafayette County School District Admin Office	8	0.27 %
Lakeside School District Admin Office	8	0.27 %
Lawrence County School District Admin Office	8	0.27 %
Lisa Academy	8	0.27 %
Lonoke Elementary School	8	0.27 %
Mammoth Spring School District Admin Office	8	0.27 %
Melbourne High School	8	0.27 %
North Little Rock High School-West Campus	8	0.27 %
Pea Ridge High School	8	0.27 %
Viola High School	8	0.27 %
Barton Junior High School	7	0.24 %
Brookland School District Admin Office	7	0.24 %
Bryant School District Admin Office	7	0.24 %
Buffalo Island Central Junior High School	7	0.24 %
Clarendon High School	7	0.24 %
Clinton School District Admin Office	7	0.24 %
Cord Charlotte High School	7	0.24 %
Corning High School	7	0.24 %
Fayetteville School District Admin Office	7	0.24 %
Fouke School District Admin Office	7	0.24 %
Gosnell Jr. / High School	7	0.24 %
Haas Hall Academy	7	0.24 %
Helena Alternative School	7	0.24 %
Lincoln Consolidated School District Admin Office	7	0.24 %
Magnolia High School	7	0.24 %
Manila School District Admin Office	7	0.24 %
Marion School District Admin Office	7	0.24 %
Marvell High School	7	0.24 %
Mena High School	7	0.24 %

Calls Received by School

School Name	Call Count	Percentage
Miller Junior High School	7	0.24 %
Mountain View School District Admin Office	7	0.24 %
Murfreesboro School District Admin Office	7	0.24 %
Northeast Arkansas Education Coop, Site 1	7	0.24 %
Ozark Mountain School District Admin Office	7	0.24 %
Paragould High School	7	0.24 %
Perryville School District Admin Office	7	0.24 %
Prescott School District Admin Office	7	0.24 %
Rector High School	7	0.24 %
Seventh Street Elem. School	7	0.24 %
Smackover High School	7	0.24 %
Springdale School District Admin Office	7	0.24 %
Tolleson Elementary School	7	0.24 %
Tuckerman High School	7	0.24 %
Turrell Elementary School	7	0.24 %
Valley View School District Admin Office	7	0.24 %
Watson Chapel High School	7	0.24 %
Westside Cons. School District Admin Office	7	0.24 %
Ashdown Junior High School	6	0.21 %
Ashdown School District Admin Office	6	0.21 %
Benton School District Admin Office	6	0.21 %
Buffalo Island Central School Dist. Admin Office	6	0.21 %
Dardanelle High School	6	0.21 %
Dollarway School District Admin Office	6	0.21 %
Faulk Elementary School	6	0.21 %
Greene County Tech School Dist. Admin Office	6	0.21 %
Harmony Grove School District Admin Office	6	0.21 %
Hoxie High School	6	0.21 %
Lakeside High School	6	0.21 %
Magazine School District Admin Office	6	0.21 %
Marshall High School	6	0.21 %
Nettleton High School	6	0.21 %
Osceola Middle School	6	0.21 %
Park Magnet School	6	0.21 %
Riverside Jr. High School	6	0.21 %
Searcy School District Admin Office	6	0.21 %
Sheridan High School	6	0.21 %
Shirley High School	6	0.21 %
Siloam Springs High School	6	0.21 %
South Central Arkansas Education Cooperative	6	0.21 %
South Conway County School District Admin Office	6	0.21 %
Stuttgart High School	6	0.21 %
Texarkana School District Admin Office	6	0.21 %
Two Rivers School District Admin Office	6	0.21 %

Calls Received by School

School Name	Call Count	Percentage
West Memphis School District Admin Office	6	0.21 %
White Co. Central School Dist. Admin Office	6	0.21 %
Yellville-Summit High School	6	0.21 %
Academics Plus Admin Office	5	0.17 %
Alpena High School	5	0.17 %
Amboy Elementary School	5	0.17 %
Arch Ford Education Service Coop	5	0.17 %
Arkansas Correctional School Admin Office	5	0.17 %
Arkansas Virtual Academy	5	0.17 %
Bald Knob School District Admin Office	5	0.17 %
Bay School District Admin Office	5	0.17 %
Berryville School District Admin Office	5	0.17 %
Blytheville High School	5	0.17 %
Booneville High School	5	0.17 %
Booneville School District Admin Office	5	0.17 %
Camden Fairview Middle	5	0.17 %
Carlisle High School	5	0.17 %
Carlisle School District Admin Office	5	0.17 %
Cleveland County School District Admin Office	5	0.17 %
Cross County School District Admin Office	5	0.17 %
Delight High School	5	0.17 %
Delight School District Admin Office	5	0.17 %
Dollarway Middle School	5	0.17 %
Drew Central High School	5	0.17 %
Dumas High School	5	0.17 %
Dumas School District Admin Office	5	0.17 %
Dunbar Middle School	5	0.17 %
East End School District Admin Office	5	0.17 %
El Dorado Technology and Food Service Center	5	0.17 %
Flippin School District Admin Office	5	0.17 %
Fuller Annex	5	0.17 %
Greenwood School District Admin Office	5	0.17 %
Gurdon School District Admin Office	5	0.17 %
Hampton School District Admin Office	5	0.17 %
Highland School District Admin Office	5	0.17 %
Hoxie School District Admin Office	5	0.17 %
Lead Hill High School	5	0.17 %
Lincoln Middle School	5	0.17 %
Malvern School District Admin Office	5	0.17 %
Margaret Daniels Primary	5	0.17 %
Marvell Primary School	5	0.17 %
Morrilton Senior High School	5	0.17 %
Mountain Pine High School	5	0.17 %
Mt. Judea High School	5	0.17 %

Calls Received by School

School Name	Call Count	Percentage
North Central Arkansas Education Coop	5	0.17 %
North Pulaski High School	5	0.17 %
Northwest Academy of Fine Arts	5	0.17 %
Osceola Communications, Art & Business School	5	0.17 %
Osceola High School	5	0.17 %
Ozark School District Admin Office	5	0.17 %
Piggott School District Admin Office	5	0.17 %
Poyen High School	5	0.17 %
Reed Elementary School	5	0.17 %
Riverside School District Admin Office	5	0.17 %
Riverside West Elementary School	5	0.17 %
Rose Bud School District Admin Office	5	0.17 %
Shirley School District Admin Office	5	0.17 %
Smackover School District Admin Office	5	0.17 %
Strong High School	5	0.17 %
Weiner High School	5	0.17 %
Western Grove High School	5	0.17 %
West Fork High School	5	0.17 %
WEST MEMPHIS CAFETERIA	5	0.17 %
Wonderview School District Admin Office	5	0.17 %
Arkadelphia School District Admin Office	4	0.14 %
Atkins School District Admin Office	4	0.14 %
Barton-Lexa School District Admin Office	4	0.14 %
Bearden School District Admin Office	4	0.14 %
Beebe Intermediate	4	0.14 %
Bergman High School	4	0.14 %
Bismarck School District Admin Office	4	0.14 %
Cabot School District Admin Office	4	0.14 %
Caddo Hills School District Admin Office	4	0.14 %
Camden Fairview High School	4	0.14 %
Cave City High School	4	0.14 %
Cedarville High School	4	0.14 %
Cedarville School District Admin Office	4	0.14 %
Central High School	4	0.14 %
Clarksville Primary School	4	0.14 %
Clinton Elementary School	4	0.14 %
Crowley's Ridge Education Coop	4	0.14 %
Deer High School	4	0.14 %
DeQueen School District Admin Office	4	0.14 %
Des Arc High School	4	0.14 %
Des Arc School District Admin Office	4	0.14 %
DeWitt High School	4	0.14 %
East Junior High School	4	0.14 %
Emerson-Taylor School District Admin Office	4	0.14 %

Calls Received by School

School Name	Call Count	Percentage
England High School	4	0.14 %
E-STEM Public Charter Schools, Inc.-Central Office	4	0.14 %
Eureka Springs Middle School	4	0.14 %
Forrest City High School	4	0.14 %
Forrest City School District Admin Office	4	0.14 %
Fourche Valley High School	4	0.14 %
Great Rivers Coop	4	0.14 %
Greenbrier School District Admin Office	4	0.14 %
Green Forest High School	4	0.14 %
Hampton High School	4	0.14 %
Harrisburg School District Admin Office	4	0.14 %
Hartford School District Admin Office	4	0.14 %
Highland High School	4	0.14 %
Hillcrest Junior High and High School	4	0.14 %
Hot Springs School District Admin Office	4	0.14 %
Huntsville High School	4	0.14 %
Jessieville School District Admin Office	4	0.14 %
Kirby School District Admin Office	4	0.14 %
Lead Hill School District Admin Office	4	0.14 %
Lee County High School	4	0.14 %
Lonoke School District Admin Office	4	0.14 %
Louise Durham Elementary School	4	0.14 %
Mansfield School District Admin Office	4	0.14 %
Marked Tree School District Admin Office	4	0.14 %
Marmaduke School District Admin Office	4	0.14 %
Maynard High School	4	0.14 %
McRae School District Admin Office DO NOT USE!	4	0.14 %
Meekins Middle School	4	0.14 %
Mena School District Admin Office	4	0.14 %
Midland High School	4	0.14 %
Monticello School District Admin Office	4	0.14 %
Mountain Home School District Admin Office	4	0.14 %
Mount Ida High School	4	0.14 %
Nettleton Intermediate Center	4	0.14 %
Nettleton School District Admin Office	4	0.14 %
Norfork School District Admin Office	4	0.14 %
North Little Rock Admin. Annex	4	0.14 %
Oaklawn Magnet School	4	0.14 %
Ozarks Unlimited Resource Coop	4	0.14 %
Pangburn School District Admin Office	4	0.14 %
Paragould School District Admin Office	4	0.14 %
Pocahontas School District Admin Office	4	0.14 %
Prairie Grove School District Admin Office	4	0.14 %
Riverside East Elementary School	4	0.14 %

Calls Received by School

School Name	Call Count	Percentage
Rogers Pre-K Center	4	0.14 %
Southside High School	4	0.14 %
Southwest Arkansas Migrant Education Coop.	4	0.14 %
Stephens School District Admin Office	4	0.14 %
Strong-Huttig School District Admin Office	4	0.14 %
Swifton MIddle School	4	0.14 %
Timbo High School	4	0.14 %
Valley View Jr. High	4	0.14 %
Van Buren School District Admin Office	4	0.14 %
West Fork School District Admin Office	4	0.14 %
White Co. Central High School	4	0.14 %
Williford High School	4	0.14 %
Wonderview High School	4	0.14 %
Wynne High School	4	0.14 %
Wynne School District Admin Office	4	0.14 %
Academic Center of Excellence	3	0.10 %
Academic Plus Charter School	3	0.10 %
Acorn High School	3	0.10 %
Alpena School District Admin Office	3	0.10 %
Alternative Learning Center	3	0.10 %
Bates Elementary School	3	0.10 %
Bay High School	3	0.10 %
Beebe Middle School	3	0.10 %
Berryville High School	3	0.10 %
Black Rock High School	3	0.10 %
Blytheville Primary School	3	0.10 %
Bradford School District Admin Office	3	0.10 %
Calico Rock High School	3	0.10 %
Calico Rock School District Admin Office	3	0.10 %
Camden Fairview Intermediate School	3	0.10 %
Camden Fairview School Disrict Admin Office	3	0.10 %
Cedar Ridge School District Admin Office	3	0.10 %
Cedar Ridge School District Preschool	3	0.10 %
Centerpoint Primary School	3	0.10 %
City Park Alternative School	3	0.10 %
Clinton High School	3	0.10 %
Cotton Plant Elementary School	3	0.10 %
Crossett Pre-K and Tutorial Center	3	0.10 %
Cushman School District Admin Office	3	0.10 %
Dawson Education Service Coop	3	0.10 %
Decatur Middle School	3	0.10 %
Decatur Northside Elementary School	3	0.10 %
DeQueen High School	3	0.10 %
DeQueen/Mena Education Coop	3	0.10 %

Calls Received by School

School Name	Call Count	Percentage
Dermott School District Admin Office	3	0.10 %
DeWitt Middle School	3	0.10 %
Dollarway High School	3	0.10 %
Dreamland Academy District	3	0.10 %
Dreamland Academy of Performing and Comm. Arts	3	0.10 %
Eagle Heights Elem. School	3	0.10 %
Edgewood Elementary School	3	0.10 %
Elkins High School	3	0.10 %
Elkins School District Admin Office	3	0.10 %
Eureka Springs Elem. School	3	0.10 %
Eureka Springs High School	3	0.10 %
Eureka Springs School District Admin Office	3	0.10 %
Evening Shade High School (see comments)	3	0.10 %
Flippin Middle School	3	0.10 %
Foreman High School	3	0.10 %
Foreman School District Admin Office	3	0.10 %
Gardner Magnet School	3	0.10 %
Genoa Central School District Admin Office	3	0.10 %
Gentry School District Admin Office	3	0.10 %
Glen Rose High School	3	0.10 %
Gravette High School	3	0.10 %
Greene County Tech High School	3	0.10 %
Greene County Tech Primary School	3	0.10 %
Greenland School District Admin Office	3	0.10 %
Gurdon Primary School	3	0.10 %
Hackett School District Admin Office	3	0.10 %
Hamburg High School	3	0.10 %
Harrison School District Admin Office	3	0.10 %
Hartford High School	3	0.10 %
Hazen High School	3	0.10 %
Hazen School District Admin Office	3	0.10 %
Heber Springs School District Admin Office	3	0.10 %
Hope Academy	3	0.10 %
Hope School District Admin Office	3	0.10 %
Hot Springs High School	3	0.10 %
Humphrey Elementary School	3	0.10 %
Imboden Area Charter School Admin Office	3	0.10 %
Jasper School District Admin Office	3	0.10 %
Jerry "Pops" Williams Elementary	3	0.10 %
J.F. Wahl Elementary School	3	0.10 %
Joe T. Robinson High School	3	0.10 %
Junction City School District Admin Office	3	0.10 %
Kipp Delta High School	3	0.10 %
Kirby High School	3	0.10 %

Calls Received by School

School Name	Call Count	Percentage
Lakeside Intermediate School	3	0.10 %
Lamar High School	3	0.10 %
Leslie High School	3	0.10 %
Lincoln Alternative School	3	0.10 %
LISA Academy	3	0.10 %
Magnolia School District Admin Office	3	0.10 %
Malvern High School	3	0.10 %
Mayflower Elementary School	3	0.10 %
Mayflower School District Admin Office	3	0.10 %
McGehee Elementary School	3	0.10 %
Midland Elementary School	3	0.10 %
Mineral Springs High School	3	0.10 %
Mountain Pine School District Admin Office	3	0.10 %
Nashville School District Admin Office	3	0.10 %
North Central Alternative School	3	0.10 %
North Central Vocational Center	3	0.10 %
Northwest Elementary School	3	0.10 %
Oak Ridge Central High School	3	0.10 %
Oden High School	3	0.10 %
Ouachita River School District Admin Office	3	0.10 %
Ozark High School	3	0.10 %
Palestine-Wheatley Junior High	3	0.10 %
Park Elementary School	3	0.10 %
Pea Ridge Elementary School	3	0.10 %
Pea Ridge School District Admin Office	3	0.10 %
Perryville High School	3	0.10 %
Piggott High School	3	0.10 %
Pine Bluff School District Administration Annex	3	0.10 %
Pleasant View High School	3	0.10 %
Pottsville Elementary School	3	0.10 %
Poyen School District Admin Office	3	0.10 %
Pulaski County Special School Transportation North	3	0.10 %
RECTOR SCHOOL DISTRICT Admin Office	3	0.10 %
Redfield Junior High School	3	0.10 %
Rison High School	3	0.10 %
Riverside High School	3	0.10 %
Riverview - Kensett Elementary School	3	0.10 %
Riverview School District Admin Office	3	0.10 %
Rogers High School	3	0.10 %
Rural Special High School	3	0.10 %
Russellville High School	3	0.10 %
School for the Deaf H.S.	3	0.10 %
Scranton School District Admin Office	3	0.10 %
Sheridan Freshman Academy	3	0.10 %

Calls Received by School

School Name	Call Count	Percentage
Sloan-Hendrix Elem. School	3	0.10 %
Sloan-Hendrix High School	3	0.10 %
Sloan-Hendrix School Dist. Admin Office	3	0.10 %
Southeast Service Coop	3	0.10 %
South Mississippi County Elementary at Wilson	3	0.10 %
Southside School District Admin Office	3	0.10 %
Southwest Arkansas Education Coop	3	0.10 %
University Heights Elementary School	3	0.10 %
Valley View High School	3	0.10 %
Van Cove School District Admin Office	3	0.10 %
Waldron Elementary School	3	0.10 %
Waldron High School	3	0.10 %
Waldron School District Admin Office	3	0.10 %
Warren Middle School	3	0.10 %
Western Arkansas Coop	3	0.10 %
Western Yell Co. School Dist. Admin Office	3	0.10 %
West Memphis High School	3	0.10 %
Westside Elementary School	3	0.10 %
Wilbur D. Mills High School	3	0.10 %
Woodrow Cummins Elementary	3	0.10 %
Yellville-Summit School Dist. Admin Office	3	0.10 %
Adult Community and Education	2	0.07 %
Alma Alternative School	2	0.07 %
Alma Spikes Elementary School	2	0.07 %
Baldwin Elementary School	2	0.07 %
Bayou Meto Elementary School	2	0.07 %
Bearden High School	2	0.07 %
Bearden Middle School	2	0.07 %
Beebe School District Admin Office	2	0.07 %
Benton County School of the Arts Admin Office	2	0.07 %
Benton High School	2	0.07 %
Bergman School District Admin Office	2	0.07 %
Bigelow High School	2	0.07 %
Blytheville Charter Schools and ALC	2	0.07 %
Blytheville Middle School	2	0.07 %
Bob Folsom Elementary	2	0.07 %
Boston Mountain Education Center	2	0.07 %
Bradford High School	2	0.07 %
Broadmoor Elementary School	2	0.07 %
Bruno-Pyatt High School	2	0.07 %
Bryant High School	2	0.07 %
Castleberry Elementary School	2	0.07 %
Cedarville Middle School	2	0.07 %
Central School of Greene County (ALE)	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Charleston School District Admin Office	2	0.07 %
Clinton Middle School	2	0.07 %
College Station Elementary School	2	0.07 %
Conway Career Center	2	0.07 %
Conway High East	2	0.07 %
County Line School District Admin Office	2	0.07 %
CROWLEYS RIDGE COOP Special Ed.	2	0.07 %
Crystal Hill Elementary	2	0.07 %
Cutter-Morning Star Sch. Dist. Admin Office	2	0.07 %
Dardanelle School District Admin Office	2	0.07 %
Deer/Mt. Judea School District Admin Office	2	0.07 %
Delta College Preparatory School	2	0.07 %
DeQueen Elementary School	2	0.07 %
Des Arc Elementary School	2	0.07 %
Dover Middle School	2	0.07 %
Drew Central School District Admin Office	2	0.07 %
Drew County Schools Transportation	2	0.07 %
Earle High School	2	0.07 %
Earle School District Admin Office	2	0.07 %
East Elementary School	2	0.07 %
East Poinsett Co. High School	2	0.07 %
East Poinsett Co. School Dist. Admin Office	2	0.07 %
El Dorado High School	2	0.07 %
Emerson High School	2	0.07 %
E-STEM High Public Charter	2	0.07 %
Fordyce High School	2	0.07 %
Forest Heights Elem. School	2	0.07 %
Fort Smith School District Admin Office	2	0.07 %
Fox Meadow Intermediate Center	2	0.07 %
Gentry Primary School	2	0.07 %
Glen Rose School District Admin Office	2	0.07 %
Greenbrier High School	2	0.07 %
Greenville Elementary School	2	0.07 %
Greenwood High School	2	0.07 %
Gurdon High School	2	0.07 %
Guy-Perkins High School	2	0.07 %
Hackett Elementary School	2	0.07 %
Hackett High School	2	0.07 %
Hamburg School District Admin Office	2	0.07 %
Harmony Grove High School	2	0.07 %
Harrisburg Elementary School	2	0.07 %
Harrisburg Middle School	2	0.07 %
Harrison Jr. High School	2	0.07 %
Harrison Middle School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Hazen Elementary School	2	0.07 %
Health, Wellness and Environment Magnet School	2	0.07 %
Hector High School	2	0.07 %
Hector School District Admin Office	2	0.07 %
Hermitage Elementary School	2	0.07 %
Hillcrest Elementary School	2	0.07 %
H.L. Lubker Elementary School	2	0.07 %
Holly Harshman Elementary School	2	0.07 %
Homer Adkins Elementary School	2	0.07 %
Horatio School District Admin Office	2	0.07 %
Hot Springs Middle School	2	0.07 %
Hoxie Elementary School	2	0.07 %
Hurricane Creek Elementary	2	0.07 %
Ivory Primary School	2	0.07 %
Izard Co. Cons. Elem. School	2	0.07 %
Izard Co. Cons. High School	2	0.07 %
Jacksonville Elementary School	2	0.07 %
Jacksonville High School	2	0.07 %
Jacksonville Lighthouse Charter School	2	0.07 %
Jasper High School	2	0.07 %
J.D. Leftwich High School	2	0.07 %
Jonesboro Juvenile Detention School	2	0.07 %
Lafayette County School District Federal Programs	2	0.07 %
Lake Hamilton Primary School	2	0.07 %
Lake Hamilton School District Admin Office	2	0.07 %
Lakeside Alternative Learning Center	2	0.07 %
Lavaca Middle School	2	0.07 %
Learning Academy	2	0.07 %
Lee County School District Admin Office	2	0.07 %
Lincoln High School	2	0.07 %
Little Rock Preparatory Academy	2	0.07 %
Lockesburg Elementary School	2	0.07 %
Lockesburg High School	2	0.07 %
Luxora Elementary School	2	0.07 %
Malvern Special Educaton Office	2	0.07 %
Marked Tree Elementary School	2	0.07 %
Marshall Elementary School	2	0.07 %
Maynard School District Admin Office	2	0.07 %
McGehee High School	2	0.07 %
McGehee School District Admin Office	2	0.07 %
McRae Middle School	2	0.07 %
Monticello Boot Camp Alternative School	2	0.07 %
Monticello Intermediate School	2	0.07 %
Morrilton Junior High School	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Mountainburg Elementary School	2	0.07 %
Mountain View High School	2	0.07 %
Mount Vernon/Enola High School	2	0.07 %
Mulberry High School	2	0.07 %
Mulberry School District Admin Office	2	0.07 %
Murmil Heights Education Center	2	0.07 %
Nemo Vista High School	2	0.07 %
Nemo Vista School District Admin Office	2	0.07 %
Nettleton Central Elementary	2	0.07 %
Nettleton Junior High School	2	0.07 %
Nevada School District Admin Office	2	0.07 %
Newark High School	2	0.07 %
Newport School District Admin Office	2	0.07 %
Norfork High School	2	0.07 %
North Elementary School	2	0.07 %
Oak Grove Elementary School	2	0.07 %
Oark High School	2	0.07 %
Omaha Middle School	2	0.07 %
Omaha School District Admin Office	2	0.07 %
Oscar Hamilton Elementary School	2	0.07 %
Ozark Middle School	2	0.07 %
Ozark Secretary and Federal Coordinator	2	0.07 %
Palestine-Wheatley Sch. Dist. Admin Office	2	0.07 %
Paris High School	2	0.07 %
Paris Middle School	2	0.07 %
Park Avenue Elementary/ Middle School	2	0.07 %
Piggott Elementary School	2	0.07 %
Pine Bluff High School	2	0.07 %
Pine Haven Elementary School	2	0.07 %
Pottsville School District Admin Office	2	0.07 %
Prairie Grove High School	2	0.07 %
Pulaski County Special School Dist. Transportation	2	0.07 %
Quitman High School	2	0.07 %
Redwood Pre-School	2	0.07 %
Rogers Heritage High School	2	0.07 %
Rose City Middle School	2	0.07 %
RUSSELLVILLE SCHOOL DISTRICT ADMIN Annex-Supt. Srv	2	0.07 %
Scranton High School	2	0.07 %
Searcy County School District Admin Office	2	0.07 %
Searcy High School	2	0.07 %
South Central Arkansas Ed. Coop. Early Childhood	2	0.07 %
South Mississippi County School Dist Admin Office	2	0.07 %
South Side High School	2	0.07 %
South Side School District Admin Office	2	0.07 %

Calls Received by School

School Name	Call Count	Percentage
Spring Hill High School	2	0.07 %
Stephens High School	2	0.07 %
Sulphur Rock Magnet	2	0.07 %
Taylor High School	2	0.07 %
Turrell High School	2	0.07 %
Union Elementary and Middle School	2	0.07 %
Valley Springs High School	2	0.07 %
Van Buren High School	2	0.07 %
Van Cove Elementary School	2	0.07 %
Vilonia Junior High School	2	0.07 %
Vilonia School District Admin Office	2	0.07 %
Warren High School	2	0.07 %
Washington Special Services Technology Center	2	0.07 %
Wedlock Elementary School	2	0.07 %
West Elementary School	2	0.07 %
West Junior High School	2	0.07 %
White Hall School District Admin Office	2	0.07 %
Whitten Elementary School	2	0.07 %
Wilbur D. Mills Education Service Cooperative	2	0.07 %
Wilson Elementary School	2	0.07 %
Woodrow Wilson Elem. School	2	0.07 %
Acorn School District Admin Office	1	0.03 %
Ahlf Junior High School	1	0.03 %
Allbritton Upper Elementary School	1	0.03 %
Alma High School	1	0.03 %
Anna Strong Elementary School	1	0.03 %
Anna Strong Middle School	1	0.03 %
Anne Watson Elementary School	1	0.03 %
Annie Camp Junior High School	1	0.03 %
A. R. Hederick Elem. School	1	0.03 %
Arkansas Association of Educational Administrators	1	0.03 %
Armorel High School	1	0.03 %
Ashdown Alternative School	1	0.03 %
Augusta High School	1	0.03 %
Augusta School District Administration Office	1	0.03 %
Bald Knob Middle School	1	0.03 %
Barton Elementary School	1	0.03 %
Batesville High School	1	0.03 %
Batesville Juvenile Detention Center	1	0.03 %
Bauxite High School	1	0.03 %
Beebe High School	1	0.03 %
Beebe Junior High School	1	0.03 %
Beebe Primary/ Elementary School	1	0.03 %
Beech Crest Elementary School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Belair Middle School	1	0.03 %
Belwood Elementary School	1	0.03 %
Benton Junior High School	1	0.03 %
Bentonville High School	1	0.03 %
Berryville Middle School	1	0.03 %
Bismarck High School	1	0.03 %
Bismarck Middle School	1	0.03 %
Blevins School District Admin Office	1	0.03 %
Blytheville Intermediate School	1	0.03 %
Blytheville School Administration Service Center	1	0.03 %
Bob Courtway Middle School	1	0.03 %
Boone Park Elementary School	1	0.03 %
Booneville Middle School	1	0.03 %
Boston Mountain Ed. Coop	1	0.03 %
Bradley High School	1	0.03 %
Brinkley High School	1	0.03 %
Brinkley School District Admin Office	1	0.03 %
Brown Elementary School	1	0.03 %
Butterfield Trail Junior High School	1	0.03 %
Cabot Academic Center of Excellence	1	0.03 %
Cabot High School	1	0.03 %
Caddo Hills High School	1	0.03 %
Calico Rock Elementary School	1	0.03 %
Cato Elementary School	1	0.03 %
C.B. Partee Elementary School	1	0.03 %
C. D. Franks Elementary School	1	0.03 %
Centerpoint Intermediate School	1	0.03 %
Charleston High School	1	0.03 %
Clarendon Elementary School	1	0.03 %
Clarendon School District Admin Office	1	0.03 %
Clarksville Junior High School	1	0.03 %
Concord High School	1	0.03 %
Concord School District Admin Office	1	0.03 %
Cotter High School	1	0.03 %
County Line Elementary School	1	0.03 %
Covenant Keepers Charter School	1	0.03 %
Craighead County Special Education Coop	1	0.03 %
Cross County Intermediate	1	0.03 %
Cross County Primary	1	0.03 %
Danville High School	1	0.03 %
Dawson Education Service Coop Annex	1	0.03 %
Decatur High School	1	0.03 %
Decatur School District Admin Office	1	0.03 %
Delight Elementary School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Dierks School District Admin Office	1	0.03 %
Dover High School	1	0.03 %
Earle Elementary School	1	0.03 %
East End Intermediate School	1	0.03 %
East Poinsett County Elementary	1	0.03 %
East-West Elementary School East Campus	1	0.03 %
East-West Elem. School - West Campus	1	0.03 %
El Dorado Admin - Special Ed - Carver Building	1	0.03 %
Emmett Elementary School	1	0.03 %
England Elementary School	1	0.03 %
E-STEM Elementary Public School	1	0.03 %
Farmington High School	1	0.03 %
Farmington School District Admin Office	1	0.03 %
Felder Unit Alternative School	1	0.03 %
Flippin High School	1	0.03 %
Forrest City Alternative Learning Center	1	0.03 %
Forrest Park Elementary School (DO NOT USE)	1	0.03 %
Fouke Middle School	1	0.03 %
Fountain Lake High School	1	0.03 %
Fourche Valley Elementary School	1	0.03 %
Fourche Valley School District Admin Office DO NO	1	0.03 %
Fox Meadow Elementary	1	0.03 %
Fuller Middle School	1	0.03 %
Gandy Elementary School	1	0.03 %
Garfield Elementary School	1	0.03 %
Genoa Central High School	1	0.03 %
Gentry High School	1	0.03 %
Gentry Middle School	1	0.03 %
Gillett High School	1	0.03 %
Gosnell School District Admin Office	1	0.03 %
Gravette School District Admin Office	1	0.03 %
Green Forest Elementary School	1	0.03 %
Green Forest Intermediate School	1	0.03 %
Green Forest School District Admin Office	1	0.03 %
Greenland Elementary School	1	0.03 %
Hampton Elementary School	1	0.03 %
Har-ber High School	1	0.03 %
Hardin Elementary School	1	0.03 %
Harrisburg High School	1	0.03 %
Harrison Alternative School	1	0.03 %
Harrison High School	1	0.03 %
Hatfield Elementary School	1	0.03 %
Hector Elementary School	1	0.03 %
Helena West Helena School Dist. Admin Office	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Hermitage High School	1	0.03 %
Hermitage School District Admin Office	1	0.03 %
Hillcrest School District Admin Office	1	0.03 %
Hope High School	1	0.03 %
Hot Springs Intermediate School	1	0.03 %
Howard Perrin Elementary School	1	0.03 %
Hughes High School	1	0.03 %
Hugh Goodwin Elementary School	1	0.03 %
Huntsville Middle School	1	0.03 %
Indian Hills Elementary School	1	0.03 %
Izard Co. Cons. School Dist. Admin Office	1	0.03 %
Jackson County School District Admin Office	1	0.03 %
Jackson Elementary School	1	0.03 %
Jacksonville Junior High School	1	0.03 %
Jacksonville Middle School	1	0.03 %
Jessieville Alternative/Excel School (SeeComments)	1	0.03 %
Jessieville High School	1	0.03 %
Jessieville Middle School	1	0.03 %
Joe T. Robinson Elementary School	1	0.03 %
Jonesboro High School	1	0.03 %
Jonesboro Pre-K Center	1	0.03 %
Jonesboro Vo-Tech	1	0.03 %
Judsonia Elementary School	1	0.03 %
Judsonia Middle School (DO NOT USE)	1	0.03 %
Keiser Elementary School	1	0.03 %
Kingsland Elementary School	1	0.03 %
Kingsland High School	1	0.03 %
Kirby Elementary School	1	0.03 %
Lafayette County High School	1	0.03 %
Lafayette County Middle School (DO NOT USE)	1	0.03 %
Lake Hamilton Elementary School	1	0.03 %
Lake Hamilton High School	1	0.03 %
Lake Hamilton Intermediate School	1	0.03 %
Lake Hamilton Jr. High School	1	0.03 %
Lake Hamilton Middle School	1	0.03 %
Landmark Elementary School	1	0.03 %
Langston Magnet School	1	0.03 %
Lavaca School District Admin Office	1	0.03 %
Lawson Elementary School	1	0.03 %
Lee County School District Alt.Learning Environ	1	0.03 %
Lepanto Elementary	1	0.03 %
Lincoln Elementary School	1	0.03 %
Lingle Middle School	1	0.03 %
L. L. Owen Elementary School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Lonoke Primary School	1	0.03 %
Lucilia Wood Elementary School	1	0.03 %
Lucilia Wood Elementary School (DO NOT USE)	1	0.03 %
Lynch Drive Elementary School	1	0.03 %
Magazine Elementary School	1	0.03 %
Magnet Cove School Dist. Admin Office	1	0.03 %
Malvern Elementary School	1	0.03 %
Malvern Junior High School	1	0.03 %
Mammoth Spring High School	1	0.03 %
Manila Elementary School	1	0.03 %
Marion Middle School	1	0.03 %
Marion School District Alternative School	1	0.03 %
Marmaduke Elementary School	1	0.03 %
Marmaduke High School	1	0.03 %
Marvell School District Admin Office	1	0.03 %
Marvin Elementary School	1	0.03 %
Mayflower High School	1	0.03 %
Mayflower Middle School	1	0.03 %
McClellan Magnet High School	1	0.03 %
Melbourne School District Admin Office	1	0.03 %
Mena School Bus Garage	1	0.03 %
Mildred Jackson Elementary School	1	0.03 %
Mineral Springs School Dist. Admin Office	1	0.03 %
Monticello High School	1	0.03 %
Monticello Middle School	1	0.03 %
Moody Elementary School	1	0.03 %
Morrilton Elementary School	1	0.03 %
Morrilton Primary School	1	0.03 %
Mountainburg School District Admin Office	1	0.03 %
Mount Ida Elementary School	1	0.03 %
Mount Judea High School DO NOT USE!	1	0.03 %
Mount Pleasant Elementary School	1	0.03 %
Mount Pleasant High School (DO NOT USE)	1	0.03 %
Mt. Vernon/Enola Elem. School	1	0.03 %
Murfreesboro High School	1	0.03 %
Nevada High School	1	0.03 %
North Central Vocational Center (Clinton)	1	0.03 %
North Little Rock High School-East Campus	1	0.03 %
North Little Rock School District Food Services	1	0.03 %
North Little Rock School District Plant Services	1	0.03 %
Northridge Middle School	1	0.03 %
Oak Grove Middle School	1	0.03 %
Ola High School	1	0.03 %
Osceola School District Admin Office	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Ouachita High School	1	0.03 %
Ozark Kindergarten	1	0.03 %
Palestine-Wheatley Elem. Sch.	1	0.03 %
Palestine-Wheatley Senior High	1	0.03 %
Paragould Junior High	1	0.03 %
Park Hill Elementary School	1	0.03 %
Pea Ridge Middle School	1	0.03 %
Perry-Casa Alternative School	1	0.03 %
Pinewood Elementary School	1	0.03 %
Plainview-Rover High School	1	0.03 %
Pocahontas High School	1	0.03 %
Poplar Street Middle School	1	0.03 %
Pottsville Junior High	1	0.03 %
Pottsville Middle Grade	1	0.03 %
Prairie Grove Jr. High School	1	0.03 %
Quitman School District Admin Office	1	0.03 %
Ray/Phyllis Simon Intermediate School	1	0.03 %
Rivercrest High School	1	0.03 %
Rivercrest Junior High	1	0.03 %
Robinson Middle School	1	0.03 %
Rose Bud Elementary School	1	0.03 %
Rose Bud High School	1	0.03 %
Russellville School District Admin Office	1	0.03 %
Ruth Doyle Intermediate School	1	0.03 %
Salem High School	1	0.03 %
Saratoga High School	1	0.03 %
School for Math and Sciences-Dorms/Distance Learni	1	0.03 %
School for Mathematics and Sciences	1	0.03 %
School of Excellence	1	0.03 %
School of The 21st Century	1	0.03 %
Searcy Schools Support Services	1	0.03 %
Sheridan Elementary School	1	0.03 %
Sheridan Intermediate School	1	0.03 %
Sherwood Elementary School	1	0.03 %
Shirley Elementary School	1	0.03 %
Siloam Springs Middle School	1	0.03 %
Siloam Springs School District Admin Office	1	0.03 %
Skyline Heights Elem. School	1	0.03 %
Southside Elementary School	1	0.03 %
Sparkman High School	1	0.03 %
Spring Street School	1	0.03 %
Star City High School	1	0.03 %
St. Joe High School	1	0.03 %
St Paul High School	1	0.03 %

Calls Received by School

School Name	Call Count	Percentage
Stuttgart School District Admin Office	1	0.03 %
Success Achievement Academy	1	0.03 %
Sulphur Rock Elementary School (DO NOT USE)	1	0.03 %
Texarkana Schools Food Service	1	0.03 %
Thirty-Fourth Avenue Elementary School	1	0.03 %
Townsend Park North Elementary School	1	0.03 %
Tuckerman Elementary School	1	0.03 %
Turrell School District Admin Office	1	0.03 %
Twin Rivers School District Admin Office	1	0.03 %
Umpire High School	1	0.03 %
Van Buren Service Center	1	0.03 %
Van Cove High School	1	0.03 %
Vilonia High School	1	0.03 %
Walker Pre-Kindergarten Center	1	0.03 %
Walnut Ridge High School (DO NOT USE)	1	0.03 %
Warren School District Admin Office	1	0.03 %
Washington Elementary School	1	0.03 %
Washington Intermediate	1	0.03 %
Washington Middle School	1	0.03 %
Watson Chapel Jr. High School	1	0.03 %
Weiner Elementary School	1	0.03 %
Western Yell Co. Elem. School	1	0.03 %
Western Yell Co. High School	1	0.03 %
West Side High School	1	0.03 %
West Side Kindergarten (DO NOT USE)	1	0.03 %
West Side School District Admin Office	1	0.03 %
White County Alternative Learning School	1	0.03 %
White Hall High School	1	0.03 %
Wickes School District Admin Office	1	0.03 %
Wilbur D. Mills Education Coop	1	0.03 %
Wilson Elementary School (DO NOT USE)	1	0.03 %
Wilson Intermediate School	1	0.03 %
Winthrop Elementary School	1	0.03 %
Wonderview Elementary School	1	0.03 %
Woodland Heights Elem. School	1	0.03 %
Woodlawn School District Admin Office	1	0.03 %
All Schools	**2,911**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
APSCN	978	33.60 %
Connectivity	950	32.63 %
Security	790	27.14 %
Email	91	3.13 %
Information	25	0.86 %
Circuit Orders	23	0.79 %
Hardware	16	0.55 %
Auto ticket	12	0.41 %
Software Appl.	8	0.27 %
UNIX	8	0.27 %
Network	7	0.24 %
Telecomm	3	0.10 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	554	19.97 %
Alarm Cleared	374	13.48 %
MARS Stage 1	337	12.15 %
Configuration	190	6.85 %
Printer Error	138	4.97 %
Duplicate Call	111	4.00 %
User Request	101	3.64 %
Alarm Clear after Outage	97	3.50 %
Outage	91	3.28 %
Access	64	2.31 %
Trouble cleared	63	2.27 %
Virus	52	1.87 %
Password	35	1.26 %
Corrupt/Missing	31	1.12 %
Hardware	31	1.12 %
Reboot	30	1.08 %
LAN Problem	25	0.90 %
User error	26	0.94 %
Password-Reset	25	0.90 %
Duplicate Ticket	23	0.83 %
HW Failure	21	0.76 %
Circuit order/install	16	0.58 %
Bad Cable Pair	20	0.72 %
Configuration Error	18	0.65 %
Circuit Failure	17	0.61 %
New Equip	12	0.43 %
Software	13	0.47 %
No TroubleFound	12	0.43 %
HW Malfunction	11	0.40 %
File Transfer	9	0.32 %
Information	125	4.51 %
Installation Complete	8	0.29 %
Network Down	8	0.29 %
Traffic	9	0.32 %
Unplugged	8	0.29 %
Connection Fail	6	0.22 %
DNS Change	7	0.25 %
ViolationsClear	6	0.22 %
Database	4	0.14 %
False Positive	4	0.14 %
Replaced card	4	0.14 %
Profile Change	3	0.11 %
Replaced Smartjack	2	0.07 %
Resources	3	0.11 %

Calls Closed by Cause

Cause	Call Count	Percentage
Account Cleanup	2	0.07 %
Cut over to spare	2	0.07 %
Disk Space	2	0.07 %
Fiber Cut	2	0.07 %
Internet	2	0.07 %
Patched to spare	2	0.07 %
Power outage	2	0.07 %
Security	2	0.07 %
Server Down	2	0.07 %
Service Intreruption	2	0.07 %
Circuit Information	1	0.04 %
Incompatible	1	0.04 %
Inquiry	1	0.04 %
IQ	1	0.04 %
Malfunction	1	0.04 %
No Trouble	1	0.04 %
Printer Config	1	0.04 %
Scanning	1	0.04 %
Site Up At Testing	1	0.04 %
VMX	1	0.04 %

Call Center Tickets Received from Higher Education Customers During the Reporting Period

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Arkansas Tech University	Arkansas Technical University	62	25.41 %
Southeast Arkansas College	Southeast Arkansas College	14	5.74 %
University of Arkansas at Little Rock	Ross Hall	11	4.51 %
University of Arkansas at Little Rock	Law School	8	3.28 %
Black River Technical College	Black River Technical College	7	2.87 %
Phillips Community College of the University of Arkansas	Phillips Community College	7	2.87 %
Mississippi County Community College	Arkansas Northeastern College Main Campus	6	2.46 %
University of Arkansas at Monticello	U of A Monticello	5	2.05 %
Department of Workforce Education - Northwest Technical Institute	Northwest Technical Institute	4	1.64 %
University of Arkansas at Little Rock	Admin South	4	1.64 %
University of Arkansas at Little Rock	UALR	4	1.64 %
University of Arkansas at Pine Bluff	UAPB Telecommunications	4	1.64 %
University of Central Arkansas	Telecommunications	4	1.64 %
	Hendrix College	4	1.64 %
Arkansas State University - Beebe	Arkansas State University at Searcy	3	1.23 %
Ozarka College	Ozarka College	3	1.23 %
Southern Arkansas University - Technical Branch	Southern Arkansas University	3	1.23 %
University of Arkansas for Medical Sciences	AHEC Northeast	3	1.23 %
University of Arkansas for Medical Sciences	Telcommunications	3	1.23 %
University of Central Arkansas	MaCalister	3	1.23 %
University of Central Arkansas	UCA Doyne Health Science	3	1.23 %
University of Central Arkansas	UCA Farris Center	3	1.23 %
	University of Central Arkansas	3	1.23 %
Department of Workforce Education - Crowley's Ridge Technical Institu	Crowleys Ridge Technical Institute	2	0.82 %
Department of Workforce Education - Riverside Vocational Technical Sch	Riverside VoTech	2	0.82 %
Mid South Community College (Mid South Technical College)	Mid-South Community College	2	0.82 %
North Arkansas College	North Arkansas College	2	0.82 %

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Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
Ouachita Technical College	Ouachita Technical College (see comments)	2	0.82 %
Pulaski Technical College	Saline County Career Center (see comments)	2	0.82 %
University of Arkansas at Little Rock	Admin North	2	0.82 %
University of Arkansas at Little Rock	Dev Office	2	0.82 %
University of Arkansas at Little Rock	Dickinson	2	0.82 %
University of Arkansas for Medical Sciences	Telcomm Connections for MONIES	2	0.82 %
University of Central Arkansas	Brewer-Hegman Conference Center	2	0.82 %
University of Central Arkansas	Mashburn	2	0.82 %
Arkansas State University - Beebe	Arkanasas State University at Beebe LR Air Force	1	0.41 %
Arkansas State University - Beebe	Arkansas State University at Jonesboro Computer Se	1	0.41 %
Arkansas State University - Beebe	Arkansas State University - Student Network	1	0.41 %
Cossatot Technical College	Cossatot Nashville	1	0.41 %
Cossatot Technical College	Cossatot Tech.	1	0.41 %
Department of Human Services	East Arkansas Community College	1	0.41 %
Department of Workforce Education - Arkansas Valley Technical Institut	Ark Tech University at Ozark	1	0.41 %
Henderson State University	Henderson State University	1	0.41 %
Mississippi County Community College	Arkansas Northeastern College-Crisp Center	1	0.41 %
Mississippi County Community College	Arkansas Northestern College at Burdette	1	0.41 %
Northwest Arkansas Community College	Northwest AR Comm	1	0.41 %
Pulaski Technical College	Pulaski Technical College	1	0.41 %
University of Arkansas at Fayetteville	Garvin Woodland Gardens	1	0.41 %
University of Arkansas at Fayetteville	SEBASTIAN COUNTY EXTENSION CENTER GREENWOOD	1	0.41 %
University of Arkansas at Fayetteville	University of Arkansas Police Dept.	1	0.41 %
University of Arkansas at Fayetteville	U of A Coop Ext Marianna	1	0.41 %
University of Arkansas at Fayetteville	U of A Fayetteville	1	0.41 %
University of Arkansas at Little Rock	Bookstore	1	0.41 %
University of Arkansas at Little Rock	Eng, TECH & Ap SC	1	0.41 %
University of Arkansas at Little Rock	ETAS Bldg	1	0.41 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas at Little Rock	Larson Hall	1	0.41 %
University of Arkansas at Little Rock	Physical Plant	1	0.41 %
University of Arkansas at Little Rock	Public Safety	1	0.41 %
University of Arkansas at Little Rock	Reynolds	1	0.41 %
University of Arkansas at Little Rock	Share America/Community Dept	1	0.41 %
University of Arkansas at Little Rock	Speech Communication	1	0.41 %
University of Arkansas at Little Rock	Student Union	1	0.41 %
University of Arkansas at Pine Bluff	UAPB Lonoke Farms	1	0.41 %
University of Arkansas for Medical Sciences	AHEC South Arkansas	1	0.41 %
University of Arkansas for Medical Sciences	Medicaid	1	0.41 %
University of Arkansas for Medical Sciences	Schmieding Center for Senior Health and Education	1	0.41 %
University of Central Arkansas	Athletic Tri Plex	1	0.41 %
University of Central Arkansas	Baridon Hall	1	0.41 %
University of Central Arkansas	Bear Village Apartments	1	0.41 %
University of Central Arkansas	Harin Hall	1	0.41 %
University of Central Arkansas	Housing Maintenance Warehouse	1	0.41 %
University of Central Arkansas	Irby Hall	1	0.41 %
University of Central Arkansas	Library building	1	0.41 %
University of Central Arkansas	Main Hall	1	0.41 %
University of Central Arkansas	McCastlain	1	0.41 %
University of Central Arkansas	Reynolds Per Hall	1	0.41 %
University of Central Arkansas	Snow Fine Arts Bldg	1	0.41 %
University of Central Arkansas	Student Center	1	0.41 %
University of Central Arkansas	UCA Buffalo Alumni Hall	1	0.41 %
University of Central Arkansas	UCA Burdick Business Admi	1	0.41 %
University of Central Arkansas	Wingo Hall	1	0.41 %
	Clinton School of Public Service	1	0.41 %
	Harding	1	0.41 %
	Philander Smith College - Distance Learning	1	0.41 %
	All Higher Education Customers	**244**	

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	136	55.74 %
Connectivity	44	18.03 %
Billing	26	10.66 %
Security	24	9.84 %
Information	5	2.05 %
Software Appl.	3	1.23 %
Circuit Orders	2	0.82 %
APSCN	1	0.41 %
AWIN	1	0.41 %
Hardware	1	0.41 %
UNIX	1	0.41 %

Calls Closed by Cause

Cause	Call Count	Percentage
MISC	38	15.83 %
Bad Cable Pair	36	15.00 %
MARS Stage 1	18	7.50 %
Bad Cord	14	5.83 %
Information	17	7.08 %
Alarm Cleared	12	5.00 %
No Trouble	10	4.17 %
Switch	9	3.75 %
Bad Telephone	7	2.92 %
VMX	7	2.92 %
VMX-reset	7	2.92 %
Alarm Clear after Outage	5	2.08 %
Outage	5	2.08 %
Billing Error	4	1.67 %
Program Phone	4	1.67 %
Service Request	4	1.67 %
Trouble cleared	4	1.67 %
Configuration	3	1.25 %
No TroubleFound	3	1.25 %
Unplug/Plug	3	1.25 %
User Request	3	1.25 %
Vendor Error	3	1.25 %
Access	2	0.83 %
Bad card	2	0.83 %
Bad Jack	2	0.83 %
Circuit order/install	1	0.42 %
Customer Request	2	0.83 %
Circuit Failure	1	0.42 %
CO Features	1	0.42 %
Connection Fail	1	0.42 %
Diversion Point	1	0.42 %
False Positive	1	0.42 %
Inquiry	1	0.42 %
LAN Problem	1	0.42 %
New Employee	1	0.42 %
Order Error	1	0.42 %
Questions	1	0.42 %
Service Ordered Incorrectly	1	0.42 %
Transfer Call	1	0.42 %
Untrained	1	0.42 %
User error	1	0.42 %
User Radio Malfunction	1	0.42 %

Call Center Tickets Received from Local Government Customers During the Reporting Period

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Saline County Offices	5	4.76 %
Arkansas Local Police & Fire Retirement	4	3.81 %
City of Little Rock	4	3.81 %
Little Rock/Pulaski County	4	3.81 %
Madison	4	3.81 %
Sheridan	4	3.81 %
Benton County District Court	3	2.86 %
Chancery	3	2.86 %
Jones Center for Families	3	2.86 %
Melbourne/Izard County	3	2.86 %
Salem	3	2.86 %
Star City	3	2.86 %
White County District Court	3	2.86 %
Yellville	3	2.86 %
Danville	2	1.90 %
Hampton	2	1.90 %
Jasper/Newton County	2	1.90 %
Little Rock Community Mental Health (See Comments)	2	1.90 %
Monticello/Drew County	2	1.90 %
Mountain Home	2	1.90 %
Mountain View/Stone County	2	1.90 %
Murfreesboro/Pike County	2	1.90 %
Ozark Health Medical Center	2	1.90 %
Rison	2	1.90 %
Texarkana	2	1.90 %
Walnut Ridge/Lawerence County	2	1.90 %
Arkansas City/Desha County	1	0.95 %
Arkansas Health Center-DO NOT USE (see comments)	1	0.95 %
Benton/Saline County	1	0.95 %
Blytheville/Mississippi County	1	0.95 %
Carroll County Tax Collector	1	0.95 %
Centerton City Court	1	0.95 %
Chancery and County	1	0.95 %
City of Marion	1	0.95 %
Craighead County Clerk - Election Committee	1	0.95 %
Des Arc/Prairie County	1	0.95 %
DeWitt	1	0.95 %
Fordyce/Dallas County	1	0.95 %
Harrisburg	1	0.95 %

Calls Received by Local Government Customer

Local Government Customer Name	Call Count	Percentage
Harrison	1	0.95 %
Helena/Phillips County	1	0.95 %
Hot Springs	1	0.95 %
Hot Springs/Garland County	1	0.95 %
Lonoke	1	0.95 %
Madison County District Court	1	0.95 %
Marion	1	0.95 %
Marshall	1	0.95 %
Mount Ida	1	0.95 %
Murfreesboro	1	0.95 %
Newport/Jackson County	1	0.95 %
North Arkansas Regional Medical Center	1	0.95 %
Paragould/Greene County	1	0.95 %
Perryville/Perry County	1	0.95 %
Pocahontas	1	0.95 %
Rogers District Court	1	0.95 %
Searcy	1	0.95 %
Van Buren/Crawford County	1	0.95 %
Warren	1	0.95 %
All Local Government Customers	**105**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	67	63.81 %
Security	15	14.29 %
Telecomm	9	8.57 %
Billing	3	2.86 %
Information	3	2.86 %
AWIN	2	1.90 %
Circuit Orders	2	1.90 %
Mainframe Appl.	2	1.90 %
Software Appl.	2	1.90 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	31	30.69 %
Outage	12	11.88 %
Alarm Clear after Outage	10	9.90 %
MISC	9	8.91 %
MARS Stage 1	7	6.93 %
information	6	5.94 %
Trouble cleared	4	3.96 %
Access	3	2.97 %
Bad Cord	2	1.98 %
Circuit order/install	1	0.99 %
Duplicate Ticket	3	2.97 %
Service Request	2	1.98 %
Bad Len	1	0.99 %
Bad Telephone	1	0.99 %
Circuit Failure	1	0.99 %
LAN Problem	1	0.99 %
No Trouble	1	0.99 %
Password-reset	1	0.99 %
Profile Change	1	0.99 %
Reboot	1	0.99 %
User error	1	0.99 %
User Radio Malfunction	1	0.99 %
VMX	1	0.99 %

Call Center Tickets Received from Libraries

During the Reporting Period

Calls Received by Library

Library Name	Call Count	Percentage
State Library	6	21.43 %
Saline County	4	14.29 %
Dallas County Library	2	7.14 %
Garland County Library	2	7.14 %
Paron Center Library	2	7.14 %
Pine Bluff	2	7.14 %
Rogers Public Libra	2	7.14 %
Baldwin Memorial	1	3.57 %
Bradford	1	3.57 %
GRANT COUNTY LIBRARY	1	3.57 %
Independence	1	3.57 %
JEFFERSON COUNTY LIBRARY ALTHEIMER BRANCH	1	3.57 %
Pangburn Public Library	1	3.57 %
Redfiled Library	1	3.57 %
Rose Bud Library	1	3.57 %
All Libraries	**28**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	14	50.00 %
Security	6	21.43 %
Telecomm	4	14.29 %
Circuit Orders	1	3.57 %
Internet	1	3.57 %
Software Appl.	1	3.57 %
UNIX	1	3.57 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	8	28.57 %
MISC	4	14.29 %
Bad Cord	2	7.14 %
Duplicate Call	2	7.14 %
MARS Stage 1	2	7.14 %
Trouble cleared	2	7.14 %
Circuit order/install	1	3.57 %
Connection Fail	1	3.57 %
Diversion Point	1	3.57 %
DNS Change	1	3.57 %
Hardware	1	3.57 %
Installation	1	3.57 %
Reboot	1	3.57 %
Virus	1	3.57 %

Call Center Tickets Received from Other Customers During the Reporting Period

Calls Received by Customer

Customer Name	Call Count	Percentage
Bureau of Legislative Research	15	7.28 %
State Senate	12	5.83 %
Attorney Generals Office	11	5.34 %
Madison County Clerk - SOS Project	8	3.88 %
House of Representatives	7	3.40 %
Yell County Clerk - SOS Project	7	3.40 %
Clay County Clerk - SOS Project	6	2.91 %
Governors Mansion (see comments)	6	2.91 %
Secretary of State	6	2.91 %
Administrative Office of the Courts	5	2.43 %
Baxter County Clerk - SOS Project	5	2.43 %
Governors Office (see comments)	5	2.43 %
Legislative Audit (Vic)	5	2.43 %
Izard County Clerk - SOS Project	4	1.94 %
Judicial Discipline & Dis	4	1.94 %
Lt. Governor	4	1.94 %
Mississippi County Clerk - SOS Project	4	1.94 %
Newton County Clerk - SOS Project	4	1.94 %
Prosecutor Coord Office	4	1.94 %
Sharp County Clerk - SOS Project	4	1.94 %
Cabot District Court	3	1.46 %
Calhoun County Clerk - SOS Project	3	1.46 %
Disability Determination	3	1.46 %
Faulkner County Clerk - SOS Project	3	1.46 %
Fulton County Clerk - SOS Project	3	1.46 %
Randolph County Clerk - SOS Project	3	1.46 %
Arkansas County Clerk - SOS Project	2	0.97 %
Franklin County Clerk - SOS Project	2	0.97 %
Greene County Clerk - SOS Project	2	0.97 %
Jefferson County Clerk - SOS Project	2	0.97 %
Lawrence County Clerk - SOS Project	2	0.97 %
Legislative Audit (Cap)	2	0.97 %
Legislative Council	2	0.97 %
Marion County Clerk -SOS Project	2	0.97 %
Scott County Clerk - SOS Project	2	0.97 %
Secretary of State B	2	0.97 %
Stone County Clerk - SOS Project	2	0.97 %
Supreme Court Chief Justice	2	0.97 %
Arkansas Court of Appeals	1	0.49 %

Calls Received by Customer

Customer Name	Call Count	Percentage
Benton County Clerk - SOS Project	1	0.49 %
Boone County Clerk - SOS Project	1	0.49 %
Bradley County Clerk - SOS Project	1	0.49 %
Carroll County Clerk -SOS Project	1	0.49 %
Chicot County Clerk - SOS Project	1	0.49 %
Cleveland County Clerk - SOS Project	1	0.49 %
Columbia County Clerk - SOS Project	1	0.49 %
Craighead County Clerk - SOS Project	1	0.49 %
Crawford County Clerk - SOS Project	1	0.49 %
Dallas County Clerk - SOS Project	1	0.49 %
Garland County Clerk - SOS Project	1	0.49 %
Geographic Information Office	1	0.49 %
Grant County Clerk - SOS Project	1	0.49 %
Hempstead County Clerk - SOS Project	1	0.49 %
Hot Spring County Clerk - SOS Project	1	0.49 %
Immigration & Naturalization Service (see comments	1	0.49 %
Independence County Clerk - SOS Project	1	0.49 %
Jackson County Clerk - SOS Project	1	0.49 %
Lee County Clerk - SOS Project	1	0.49 %
Little River County Clerk - SOS Project	1	0.49 %
Lonoke County Clerk - SOS Project	1	0.49 %
Nevada County Clerk - SOS Project	1	0.49 %
North Little Rock District Court	1	0.49 %
OFFICE OF TREASURY	1	0.49 %
Perry County Clerk - SOS Project	1	0.49 %
Poinsett County Clerk - SOS Project	1	0.49 %
Polk County Clerk - SOS Project	1	0.49 %
Pope County Clerk - SOS Project	1	0.49 %
Prairie County Clerk - SOS Project	1	0.49 %
Pulaski County Legal Department - SOS	1	0.49 %
Searcy County Clerk - SOS Project	1	0.49 %
Sebastian County Clerk - SOS Project	1	0.49 %
State Treasurer	1	0.49 %
Union County Clerk - SOS Project	1	0.49 %
US Customs Enforceme	1	0.49 %
US Marshall Office	1	0.49 %
Washington County Clerk - SOS Project	1	0.49 %
All Other Customers	**206**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	112	54.37 %
Telecomm	61	29.61 %
Security	12	5.83 %
Billing	7	3.40 %
Information	5	2.43 %
Network	3	1.46 %
Auto ticket	1	0.49 %
Configuration (not for DIS)	1	0.49 %
Email	1	0.49 %
Hardware	1	0.49 %
Mainframe Appl.	1	0.49 %
UNIX	1	0.49 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	51	25.63 %
MISC	23	11.56 %
Outage	17	8.54 %
Alarm Clear after Outage	13	6.53 %
Trouble cleared	9	4.52 %
Information	9	4.52 %
Bad Cord	5	2.51 %
MARS Stage 1	5	2.51 %
No Trouble	5	2.51 %
Reboot	5	2.51 %
Switch	5	2.51 %
Bad Cable Pair	4	2.01 %
Bad card	4	2.01 %
Hardware	4	2.01 %
Service Request	4	2.01 %
VMX-reset	4	2.01 %
Bad Telephone	3	1.51 %
Diversion Point	3	1.51 %
Unplugged	3	1.51 %
Bad Power Supply	2	1.01 %
Configuration	2	1.01 %
False Positive	2	1.01 %
Program Phone	2	1.01 %
Unplug/Plug	2	1.01 %
User Request	2	1.01 %
Account Cleanup	1	0.50 %
Bad Jack	1	0.50 %
Bad Jumper	1	0.50 %
DNS Change	1	0.50 %
LAN Problem	1	0.50 %
Maintenance Complete	1	0.50 %
No TroubleFound	1	0.50 %
Password-Reset	1	0.50 %
Untrained	1	0.50 %
Vendor Error	1	0.50 %
Virus	1	0.50 %