⟨DIS⟩
Department of Information Systems
Arkansas. A State of Technology.

Claire Bailey
Director

Mike Beebe
Governor

July 30, 2010

Senator Hank Wilkins, IV
Representative Allen Maxwell
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Wilkins and Representative Maxwell,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending June 30, 2010. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with Act 751 of 2007.

If there are questions about the information contained in the report, please contact me at (501) 682-5148.

Sincerely,

Claire Bailey
Director, Department of Information Systems

(DIS)

Department of Information Systems

Arkansas. A State of Technology.

GREAT SEAL OF THE STATE OF ARKANSAS

REGNAT POPULUS

Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending June 2010

REPORT OVERVIEW

BACKGROUND

Act 751 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.

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 6/30/2010 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions: **11**

Total number of recommendations provided to Agencies, Boards and Commissions: **11**

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Department of Health 0645	2
Board of Collection Agencies 0221	1
Department of Education 0500	1
Department of Parks and Tourism 0900	1
Department of Workforce Education - Arkansas Rehabilitation Services 0520	1
Legislative Council 0011	1
Minority Health Commission 0319	1
Non-State Agency, Board, or Commission 9999	1
Sentencing Commission 0328	1
Social Work Licensing Board 0254	1

CATEGORIES FOR ADVICE

Planning	7
Product or Service Utilization	3
Implementation	1

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.

Agency Name:	Board of Collection Agencies 0221
Type of Advice:	Planning
Advisor:	Scott Utley
Project Name:	IT Planning

Project Scope:

Provided advice on how to complete the IT Plan. What should be included, what is excluded and special instructions.

Advice Requested:

DIS received a request from several small boards and commissions to conduct a workshop to share information and assistance in completing the IT Plan.

Detail of Recommendation:

DIS hosted a workshop that was attended by IT contacts from 8 different organizations. Information on how to complete the plan and to what level of detail was conveyed. Also there were discussions between organizations on what their plans were and everyone found the sharing of information beneficial.

Agency Name:	Department of Education 0500
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	10 Mbps Capitol Complex Connectivity

Project Scope:

Customer moving locations and seeking advice on bandwith availability.

Advice Requested:

Customer wanted a recommendation on the type of bandwidth to use at new location

Detail of Recommendation:

Recommended using 10MB fiber connection to plan for growth and speed requirements.

Agency Name:	Department of Health 0645
Type of Advice:	Implementation
Advisor:	Penny Rubow
Project Name:	DIS Professional Services

Project Scope:

Arkansas Department of Health is implementing a system to provide communications to ambulance transport for state and inbound traffic. In addition to this service, ADH desires to be in contact with ChemPack hospitals around the state using the same system. ChemPack hospitals are storage areas for stockpiling medicines for disaster recovery operations. Ambulance transport VHF analog communication frequencies are prescribed by national standards. This purpose is for inbound transports that are bound for unfamiliar territory to receive real-time, accurate directions.

Advice Requested:

Project Management Support, as well as assistance with FCC licensing of VHF Frequencies.

Detail of Recommendation:

DIS is providing the requested project management support to ensure that project goals are met, and risks are addressed. Further, DIS will provide limited support for the frequency licensing, however, licensing will have to be primarily coordinated with an external to state government entity.

Agency Name:	Department of Health 0645
Type of Advice:	Planning
Advisor:	Jeff Dean
Project Name:	DIS Professional Services

Project Scope:

Evaluate, verify and gage presentations.

Advice Requested:

Help review MMIS vendor presentations for solution fit.

Detail of Recommendation:

Asked questions and clairified with presenters to help ADH evalution of archetecture, solution completeness, managability, security.

Agency Name:	Department of Parks and Tourism 0900
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	DIS Telephone Service (Dialtone)

Project Scope:

Customer moving several people witin the building and looking for advice regarding cabling, data, and voice services.

Advice Requested:

How should the customer proceed with the move as it relates to voice and data cabling.

Detail of Recommendation:

Reviewed customers plan to make sure all bases were covered from a cabling perspective.

Agency Name:	Department of Workforce Education - Arkansas Rehabilitation Services 0520
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	DIS Internet and E-mail Services

Project Scope:
Customer looking for higher bandwidth options.

Advice Requested:
Customer needed higher bandwidth at new location.

Detail of Recommendation:
Recommended fiber connectivity to state network.

Agency Name:	Legislative Council 0011
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	Voice Telephony and / or Long Distance Service

Project Scope:
Customer moving to new location and look and looking for options to upgrade telephone service.

Advice Requested:
What type of phone service should we use when we move?

Detail of Recommendation:
Recommend VOIP based on customer requirements and cost.

Agency Name:	Minority Health Commission 0319
Type of Advice:	Planning
Advisor:	Scott Utley
Project Name:	IT Planning

Project Scope:

Provided advice on how to complete the IT Plan. What should be included, what is excluded and special instructions.

Advice Requested:

DIS received a request from several small boards and commissions to conduct a workshop to share information and assistance in completing the IT Plan.

Detail of Recommendation:

DIS hosted a workshop that was attended by IT contacts from 8 different organizations. Information on how to complete the plan and to what level of detail was conveyed. Also there were discussions between organizations on what their plans were and everyone found the sharing of information beneficial.

Agency Name:	Non-State Agency, Board, or Commission 9999
Type of Advice:	Planning
Advisor:	Kevin Grace
Project Name:	DIS Professional Services
Project Scope:	
Worked with ACHI to review Request for Information Responses for new Health Information Exchange	
Advice Requested:	
Technical review of all vendor RFI responses	
Detail of Recommendation:	
Recommendations given to RFI review panel	

Agency Name:	Sentencing Commission 0328
Type of Advice:	Planning
Advisor:	Scott Utley
Project Name:	IT Planning

Project Scope:

Provided advice on how to complete the IT Plan. What should be included, what is excluded and special instructions.

Advice Requested:

DIS received a request from several small boards and commissions to conduct a workshop to share information and assistance in completing the IT Plan.

Detail of Recommendation:

DIS hosted a workshop that was attended by IT contacts from 8 different organizations. Information on how to complete the plan and to what level of detail was conveyed. Also there were discussions between organizations on what their plans were and everyone found the sharing of information beneficial.

Agency Name:	Social Work Licensing Board 0254
Type of Advice:	Planning
Advisor:	Scott Utley
Project Name:	IT Planning

Project Scope:
Provided advice on how to complete the IT Plan. What should be included, what is excluded and special instructions.

Advice Requested:
DIS received a request from several small boards and commissions to conduct a workshop to share information and assistance in completing the IT Plan.

Detail of Recommendation:
DIS hosted a workshop that was attended by IT contacts from 8 different organizations. Information on how to complete the plan and to what level of detail was conveyed. Also there were discussions between organizations on what their plans were and everyone found the sharing of information beneficial.

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

As DIS migrates to a new Call Center ticket tracking application, the additional statistics on the following pages accurately reflect only 15 days out of the 90 day reporting period.

Calls Received by Customer Type

Customer Type	Call Count	Percentage
Education	671	52.10 %
State Agencies	391	30.36 %
Higher Education	79	6.13 %
Other Customers	50	3.88 %
Boards and Commissions	45	3.49 %
Local Government	32	2.48 %
Libraries	20	1.55 %
All Customers	**1,288**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	532	41.30 %
Security	248	19.25 %
APSCN	215	16.69 %
Telecomm	86	6.68 %
Billing	52	4.04 %
Software Appl.	32	2.48 %
AASIS Monitor	25	1.94 %
Information	22	1.71 %
Hardware	16	1.24 %
Circuit Orders	13	1.01 %
Mainframe Appl.	13	1.01 %
Configuration (not for DIS)	7	0.54 %
UNIX	6	0.47 %
Email	5	0.39 %
Network	4	0.31 %
Parks&Tourism	4	0.31 %
Data Warehouse	3	0.23 %
EOMIS	2	0.16 %
Auto ticket	1	0.08 %
AWIN	1	0.08 %
Internet	1	0.08 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	361	30.59 %
MISC	176	14.92 %
MARS Stage 1	140	11.86 %
information	80	6.78 %
User Request	36	3.05 %
Printer Error	30	2.54 %
Information	13	1.10 %
Configuration	29	2.46 %
Service Request	28	2.37 %
Long Run Process	18	1.53 %
Hardware	17	1.44 %
Password	16	1.36 %
User error	11	0.93 %
Trouble cleared	10	0.85 %
Access	9	0.76 %
Duplicate Ticket	9	0.76 %
Traffic	8	0.68 %
Installation Complete	8	0.68 %
No Trouble	8	0.68 %
Reboot	8	0.68 %
Account Cleanup	7	0.59 %
Bad Telephone	7	0.59 %
Billing Error	7	0.59 %
Circuit order/install	4	0.34 %
Connection Fail	7	0.59 %
Switch	7	0.59 %
VMX-reset	7	0.59 %
Alarm Clear after Outage	6	0.51 %
Bad Cable Pair	6	0.51 %
Circuit Failure	6	0.51 %
LAN Problem	6	0.51 %
Cancelled Job	5	0.42 %
DNS Change	5	0.42 %
No TroubleFound	5	0.42 %
Password-Reset	3	0.25 %
VMX	5	0.42 %
Outage	4	0.34 %
Virus	4	0.34 %
Bad Len	3	0.25 %
Diversion Point	2	0.17 %
HW Malfunction	3	0.25 %
New Equip	2	0.17 %
Password-reset	5	0.42 %
Profile Change	3	0.25 %

Calls Closed by Cause

Cause	Call Count	Percentage
ViolationsClear	3	0.25 %
Bad Cable	2	0.17 %
Bad Cord	2	0.17 %
CO Features	2	0.17 %
Corrupt/Missing	2	0.17 %
Database	2	0.17 %
File Transfer	2	0.17 %
Patched to spare	2	0.17 %
Routing	1	0.08 %
Unplugged	2	0.17 %
Access Granted	1	0.08 %
Bad card	1	0.08 %
Bad Jumper	1	0.08 %
Circuit Information	1	0.08 %
Configuration Error	1	0.08 %
Connectivity	1	0.08 %
Customer Request	1	0.08 %
DNS Problems	1	0.08 %
Duplicate Call	1	0.08 %
Duplicate ticket	1	0.08 %
Fiber Cut	1	0.08 %
HW Failure	1	0.08 %
Local Admin Rights	1	0.08 %
Maintenance Complete	1	0.08 %
Malfunction	1	0.08 %
Program Phone	1	0.08 %
Q&A	1	0.08 %
Replaced card	1	0.08 %
Replaced Smartjack	1	0.08 %
Scanning	1	0.08 %
Site closed	1	0.08 %
Site Up At Testing	1	0.08 %
Software	1	0.08 %
Software Config	1	0.08 %
Transfer Call	1	0.08 %
Untrained	1	0.08 %

Call Center Tickets Received from State Agencies During the Reporting Period

Calls Received by Agency Name

Agency Name	Call Count	Percentage
Department of Information Systems	86	21.99 %
Department of Human Services	78	19.95 %
Crime Information Center	54	13.81 %
Department of Finance & Administration - Revenue Services Division	49	12.53 %
Department of Parks and Tourism	36	9.21 %
Department of Community Correction	19	4.86 %
Department of Health	11	2.81 %
Arkansas State Police	9	2.30 %
Department of Finance and Administration	7	1.79 %
Public Employees Retirement System	7	1.79 %
Department of Labor	5	1.28 %
State Building Services	5	1.28 %
Military Department	4	1.02 %
Department of Higher Education	3	0.77 %
Development Finance Authority	3	0.77 %
AR AGRICULTURE DEPT	2	0.51 %
Commission on Law Enforcement Standards and Training	2	0.51 %
Game and Fish Commission	2	0.51 %
Insurance Department	2	0.51 %
Bank Department	1	0.26 %
Department of Parks and Tourism - History Commission	1	0.26 %
Department of Veteran Affairs	1	0.26 %
Highway and Transportation Department	1	0.26 %
Science and Technology Authority	1	0.26 %
Student Loan Authority	1	0.26 %
Teacher Retirement System	1	0.26 %
All State Agencies	**391**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	179	45.78 %
Security	63	16.11 %
Telecomm	28	7.16 %
AASIS Monitor	25	6.39 %
Billing	16	4.09 %
Software Appl.	16	4.09 %
Information	15	3.84 %
Mainframe Appl.	13	3.32 %
Hardware	8	2.05 %
Configuration (not for DIS)	7	1.79 %
Circuit Orders	6	1.53 %
Parks&Tourism	4	1.02 %
Data Warehouse	3	0.77 %
EOMIS	2	0.51 %
Network	2	0.51 %
Auto ticket	1	0.26 %
AWIN	1	0.26 %
Internet	1	0.26 %
UNIX	1	0.26 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	110	30.56 %
MISC	56	15.56 %
information	46	12.78 %
MARS Stage 1	25	6.94 %
Long Run Process	18	5.00 %
Service Request	10	2.78 %
Installation Complete	7	1.94 %
User Request	6	1.67 %
Cancelled Job	5	1.39 %
Configuration	4	1.11 %
Bad Cable Pair	4	1.11 %
Circuit Failure	4	1.11 %
Connection Fail	4	1.11 %
Duplicate Ticket	4	1.11 %
Hardware	4	1.11 %
VMX-reset	4	1.11 %
Bad Telephone	3	0.83 %
Traffic	3	0.83 %
Trouble cleared	3	0.83 %
Alarm Clear after Outage	2	0.56 %
Bad Len	2	0.56 %
Circuit order/install	1	0.28 %
Diversion Point	1	0.28 %
No Trouble	2	0.56 %
Password	2	0.56 %
Password-Reset	2	0.56 %
Reboot	2	0.56 %
Unplugged	2	0.56 %
VMX	2	0.56 %
Access Granted	1	0.28 %
Bad Cable	1	0.28 %
Bad Jumper	1	0.28 %
Billing Error	1	0.28 %
CO Features	1	0.28 %
Connectivity	1	0.28 %
Customer Request	1	0.28 %
DNS Problems	1	0.28 %
Fiber Cut	1	0.28 %
Maintenance Complete	1	0.28 %
New Equip	1	0.28 %
Outage	1	0.28 %
Patched to spare	1	0.28 %
Profile Change	1	0.28 %
Q&A	1	0.28 %

Calls Closed by Cause

Cause	Call Count	Percentage
Replaced card	1	0.28 %
Replaced Smartjack	1	0.28 %
Routing	1	0.28 %
Site closed	1	0.28 %
Software Config	1	0.28 %
Switch	1	0.28 %
Transfer Call	1	0.28 %

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	5	11.11 %
Public Service Commision	5	11.11 %
Real Estate Commission	3	6.67 %
Arkansas Lottery Commission	2	4.44 %
Central Arkansas Planning and Developement	2	4.44 %
Central Arkansas Planning and Development	2	4.44 %
Livestock and Poultry Comm	2	4.44 %
Oil and Gas Commission	2	4.44 %
Plant Board	2	4.44 %
Public Defenders Comm	2	4.44 %
Tobacco Control Board	2	4.44 %
Workers Compensation Commision	2	4.44 %
WORKERS COMPENSATION COMMISSION	2	4.44 %
AR Activities Association	1	2.22 %
Arkansas Board of Private Careers Education	1	2.22 %
ARKANSAS FAIR HOUSING COMMISSION	1	2.22 %
Board of Speech Pathology	1	2.22 %
Bureau of Standards	1	2.22 %
Central Arkansas Planning and Delevelopment	1	2.22 %
Central Planning and Development	1	2.22 %
Claims Commission	1	2.22 %
Contractors Licensing Board	1	2.22 %
Ethics Commission	1	2.22 %
Natural Resources Commision	1	2.22 %
Spinal Cord Commission	1	2.22 %
All Boards and Commissions	**45**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	17	37.78 %
Telecomm	13	28.89 %
Security	9	20.00 %
Billing	4	8.89 %
Hardware	2	4.44 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	10	26.32 %
MARS Stage 1	5	13.16 %
MISC	1	2.63 %
Configuration	2	5.26 %
Hardware	2	5.26 %
Service Request	2	5.26 %
Switch	2	5.26 %
Traffic	2	5.26 %
Bad card	1	2.63 %
Bad Telephone	1	2.63 %
Billing Error	1	2.63 %
Duplicate Call	1	2.63 %
Duplicate ticket	1	2.63 %
Information	1	2.63 %
No Trouble	1	2.63 %
No TroubleFound	1	2.63 %
Software	1	2.63 %
Trouble cleared	1	2.63 %
Virus	1	2.63 %
VMX	1	2.63 %

Call Center Tickets Received from Education During the Reporting Period

Calls Received by School

School Name	Call Count	Percentage
Dewitt Elementary School	10	1.49 %
So. Miss County Elementary at Wilson	10	1.49 %
Adult Education	7	1.04 %
Edgewood Elementary School	7	1.04 %
Calico Rock High School	6	0.89 %
Clarendon High School	6	0.89 %
Lockesburg High School	5	0.75 %
Dardanelle School District Admin Office	4	0.60 %
Fountain Lake School District Admin Office	4	0.60 %
Hugh Goodwin Elementary School	4	0.60 %
Ozark School District Admin Office	4	0.60 %
Pine Bluff School District Admin Office	4	0.60 %
Stuttgart School District Admin Office	4	0.60 %
Arch Ford Education Service Coop	3	0.45 %
Blevins High School	3	0.45 %
Central Elementary School	3	0.45 %
Concord School District Admin Office	3	0.45 %
Crossett School District Admin Office	3	0.45 %
DeWitt Middle School	3	0.45 %
Dewitt School District Admin Office	3	0.45 %
Drew Central High School	3	0.45 %
El Dorado School Dist Admin Office	3	0.45 %
Emerson High School	3	0.45 %
Fayetteville School District Admin Office	3	0.45 %
Forrest City School District Admin Office	3	0.45 %
Gosnell Jr. / High School	3	0.45 %
Greenland School District Admin Office	3	0.45 %
Hamburg School District Admin Office	3	0.45 %
Helena West Helena School Dist. Admin Office	3	0.45 %
Horatio School District Admin Office	3	0.45 %
Jonesboro School District Admin Office	3	0.45 %
Magnolia High School	3	0.45 %
Magnolia Jr. High School	3	0.45 %
Nettleton School District Admin Office	3	0.45 %
Palestine-Wheatley School Disrict Admin Office	3	0.45 %
Quitman School District Admin Office	3	0.45 %
School for the Blind Admin Office	3	0.45 %
Sheridan High School	3	0.45 %
Sheridan School District Admin Office	3	0.45 %

Calls Received by School

School Name	Call Count	Percentage
Smackover High School	3	0.45 %
Two Rivers School District Admin Office	3	0.45 %
Van Cove High School	3	0.45 %
West Memphis School District Admin Office	3	0.45 %
White Co. Central School Dist. Admin Office	3	0.45 %
Arkadelphia High School	2	0.30 %
Ashdown High School	2	0.30 %
Bearden School District Admin Office	2	0.30 %
Bismarck School District Admin Office	2	0.30 %
Brookland School District Admin Office	2	0.30 %
Bruno-Pyatt Elementary School	2	0.30 %
Bryant High School	2	0.30 %
Camden Fairview Intermediate School	2	0.30 %
Carlisle High School	2	0.30 %
Carl Stuart Middle School	2	0.30 %
Cave City School District Admin Office	2	0.30 %
Cedar Ridge High School	2	0.30 %
Cedarville School District Admin Office	2	0.30 %
County Line School District Admin Office	2	0.30 %
Dawson Education Service Coop	2	0.30 %
Deer/Mt. Judea School District Admin Office	2	0.30 %
DeQueen High School	2	0.30 %
DeQueen Middle School	2	0.30 %
Dierks High School	2	0.30 %
Dumas School District Admin Office	2	0.30 %
Dunbar Middle School	2	0.30 %
East End Elementary School	2	0.30 %
East End Intermediate School	2	0.30 %
East Poinsett Co. School Dist. Admin Office	2	0.30 %
East-West Elem. School - West Campus	2	0.30 %
El Dorado High School	2	0.30 %
Eudora Elementary	2	0.30 %
Fordyce School District Admin Office	2	0.30 %
Forrest Park Pre-K School	2	0.30 %
Fouke School District Admin Office	2	0.30 %
Fuller Annex	2	0.30 %
Hackett School District Admin Office	2	0.30 %
Hamburg High School	2	0.30 %
Harrison School District Admin Office	2	0.30 %
Hartford School District Admin Office	2	0.30 %
Hazen School District Admin Office	2	0.30 %
Hermitage High School	2	0.30 %
Hermitage School District Admin Office	2	0.30 %
Hope Academy	2	0.30 %

Calls Received by School

School Name	Call Count	Percentage
Huntsville High School	2	0.30 %
Jack Robey Junior High School	2	0.30 %
Kipp Delta College Admin Office	2	0.30 %
Kirby High School	2	0.30 %
Lafayette County School District Admin Office	2	0.30 %
Lake Hamilton School District Admin Office	2	0.30 %
Lakeside School District Admin Office	2	0.30 %
Lisa Academy	2	0.30 %
Lonoke School District Admin Office	2	0.30 %
Lynch Drive Elementary School	2	0.30 %
Magnet Cove High School	2	0.30 %
Manila High School and Jr High (see comments)	2	0.30 %
Manila School District Admin Office	2	0.30 %
Mansfield High School	2	0.30 %
Mayflower High School	2	0.30 %
McGehee High School	2	0.30 %
Mena High School	2	0.30 %
Miller Junior High School	2	0.30 %
Mountain Pine High School	2	0.30 %
Mountain View High School	2	0.30 %
Noble Lower Elementary School	2	0.30 %
Norfork School District Admin Office	2	0.30 %
Northwest Arkansas Education Service Coop	2	0.30 %
Northwest Elementary School	2	0.30 %
Omaha School District Admin Office	2	0.30 %
Osceola High School	2	0.30 %
Paragould High School	2	0.30 %
Paris High School	2	0.30 %
Parkers Chapel High School	2	0.30 %
Pine Bluff High School	2	0.30 %
Pine Bluff School District Administration Annex	2	0.30 %
Pine Forest Elementary School	2	0.30 %
Plainview-Rover High School	2	0.30 %
Poyen School District Admin Office	2	0.30 %
Rivercrest High School	2	0.30 %
Rogers Heritage High School	2	0.30 %
Rose Bud High School	2	0.30 %
School for the Deaf Admin Office	2	0.30 %
School for the Deaf H.S.	2	0.30 %
School of Excellence	2	0.30 %
Searcy Schools Support Services	2	0.30 %
Sheridan Freshman Academy	2	0.30 %
Southeast Junior High School	2	0.30 %
Southeast Service Coop	2	0.30 %

Calls Received by School

School Name	Call Count	Percentage
Spring Hill Elementary School	2	0.30 %
Strong High School	2	0.30 %
Thomas C. Brunson Elementary School	2	0.30 %
Townsend Park Elementary School	2	0.30 %
Transportation Little Rock Compound	2	0.30 %
Turrell School District Admin Office	2	0.30 %
Valley Springs School District Admin Office	2	0.30 %
Van Buren School District Admin Office	2	0.30 %
Waldron High School	2	0.30 %
Waldron School District Admin Office	2	0.30 %
Walker Pre-Kindergarten Center	2	0.30 %
Warren High School	2	0.30 %
Washington Intermediate	2	0.30 %
Washington Middle School	2	0.30 %
White Co. Central High School	2	0.30 %
White Hall School District Admin Office	2	0.30 %
Wickes School District Admin Office	2	0.30 %
Wilmot Elementary School	2	0.30 %
Wonderview High School	2	0.30 %
Academic Plus Charter School	1	0.15 %
Academics Plus Admin Office	1	0.15 %
Acorn High School	1	0.15 %
Alpena School District Admin Office	1	0.15 %
Alternative Learning Center	1	0.15 %
Arkansas Correctional School Admin Office	1	0.15 %
Arkansas High School Activities Association	1	0.15 %
Arkansas River Education Coop	1	0.15 %
Armorel School District Admin Office	1	0.15 %
Ashdown Alternative School	1	0.15 %
Atkins School District Admin Office	1	0.15 %
Auditorium	1	0.15 %
Augusta High School	1	0.15 %
Augusta School District Administration Office	1	0.15 %
Barton High School	1	0.15 %
Barton Junior High School	1	0.15 %
Barton-Lexa School District Admin Office	1	0.15 %
Bates Elementary School	1	0.15 %
Batesville School District Admin Office	1	0.15 %
Bauxite School District Admin Office	1	0.15 %
Bay High School	1	0.15 %
Bearden High School	1	0.15 %
Beech Crest Elementary School	1	0.15 %
Belair Middle School	1	0.15 %
Benton Junior High School	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Bentonville School District Admin Office	1	0.15 %
Berryville School District Admin Office	1	0.15 %
Bigelow High School	1	0.15 %
Bismarck Elementary School	1	0.15 %
Blevins Elementary School	1	0.15 %
Blytheville Charter Schools and ALC	1	0.15 %
Blytheville Primary School	1	0.15 %
Blytheville School District Admin Office	1	0.15 %
Booneville School District Admin Office	1	0.15 %
Boston Mountain Ed. Coop	1	0.15 %
Bradford School District Admin Office	1	0.15 %
Bradley High School	1	0.15 %
Bradley School District Admin Office	1	0.15 %
Broadmoor Elementary School	1	0.15 %
Brown Elementary School	1	0.15 %
Bryant School District Admin Office	1	0.15 %
Buffalo Island Central Junior High School	1	0.15 %
Buffalo Island Central School Dist. Admin Office	1	0.15 %
Cabot Academic Center of Excellence	1	0.15 %
Cabot School District Admin Office	1	0.15 %
Caddo Hills School District Admin Office	1	0.15 %
Calico Rock School District Admin Office	1	0.15 %
Camden Fairview High School	1	0.15 %
Camden Fairview School Disrict Admin Office	1	0.15 %
Cave City High School	1	0.15 %
Cedar Ridge School District Admin Office	1	0.15 %
Cedarville High School	1	0.15 %
Centerpoint School District Admin Office	1	0.15 %
Central High School	1	0.15 %
Chenal Elementary School	1	0.15 %
City Park Alternative School	1	0.15 %
Clarksville High School	1	0.15 %
Clinton Elementary School	1	0.15 %
Clinton High School	1	0.15 %
Clinton School District Admin Office	1	0.15 %
Coleman Elementary School	1	0.15 %
Coleman Junior High School	1	0.15 %
Collegeville Elementary School	1	0.15 %
Community Center (See Comments)	1	0.15 %
Conway High West	1	0.15 %
Conway School District Admin Office	1	0.15 %
Cord-Charlotte School District Admin Office DO NO	1	0.15 %
Corning High School	1	0.15 %
Corning School District Admin Office	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Covenant Keepers College Prep. Charter School	1	0.15 %
Cross County School District Admin Office	1	0.15 %
Crossett Elementary	1	0.15 %
Crossett High School	1	0.15 %
Crossett Pre-K and Tutorial Center	1	0.15 %
Danville School District Admin Office	1	0.15 %
Dawson Education Service Coop Annex	1	0.15 %
Delight School District Admin Office	1	0.15 %
Dermott School District Admin Office	1	0.15 %
Des Arc High School	1	0.15 %
Des Arc School District Admin Office	1	0.15 %
Dollarway Middle School	1	0.15 %
Dollarway School District Admin Office	1	0.15 %
Dover Elementary School	1	0.15 %
Dover High School	1	0.15 %
Dover Intermediate School (DO NOT USE)	1	0.15 %
Dover Middle School	1	0.15 %
Dover Middle School (Lower Building, grades 5-6)	1	0.15 %
Dover Primary School (DO NOT USE)	1	0.15 %
Drew Central Middle School	1	0.15 %
Drew County Schools Transportation	1	0.15 %
Dumas High School	1	0.15 %
Earle Elementary School	1	0.15 %
Earle High School	1	0.15 %
East Poinsett Co. High School	1	0.15 %
Eastside Primary School	1	0.15 %
East-West Elementary School East Campus	1	0.15 %
El Dorado Admin - Special Ed - Carver Building	1	0.15 %
El Dorado Technology and Food Service Center	1	0.15 %
Elkins High School	1	0.15 %
Emmett High School	1	0.15 %
England School District Admin Office	1	0.15 %
Eureka Springs Elem. School	1	0.15 %
Evening Shade High School (see comments)	1	0.15 %
Fairview Elementary School	1	0.15 %
First Ward Learning Center	1	0.15 %
Flippin School District Admin Office	1	0.15 %
Fordyce High School	1	0.15 %
Fordyce School District Admin Office (DO NOT USE)	1	0.15 %
Foreman School District Admin Office	1	0.15 %
Forrest Park Elementary School (DO NOT USE)	1	0.15 %
Fountain Lake High School	1	0.15 %
Gandy Elementary School	1	0.15 %
Genoa Central School District Admin Office	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Gillett High School (DO NOT USE)	1	0.15 %
Glen Rose School District Admin Office	1	0.15 %
Gosnell School District Admin Office	1	0.15 %
Gravette School District Admin Office	1	0.15 %
Great Rivers Educational Coop	1	0.15 %
Greenbrier School District Admin Office	1	0.15 %
Green Forest High School	1	0.15 %
Greenland High School	1	0.15 %
Greenville Elementary School	1	0.15 %
Greenwood School District Admin Office	1	0.15 %
Gurdon High School	1	0.15 %
Gurdon School District Admin Office	1	0.15 %
Guy-Perkins High School	1	0.15 %
Guy-Perkins School District Admin Office	1	0.15 %
Hackett High School	1	0.15 %
Hamburg Junior High School	1	0.15 %
Hampton School District Admin Office	1	0.15 %
Harmony Grove School District Admin Office	1	0.15 %
Harrisburg Elementary School	1	0.15 %
Harrison Jr. High School	1	0.15 %
Hazen Elementary School	1	0.15 %
Hector Elementary School	1	0.15 %
Hector High School	1	0.15 %
Highland High School	1	0.15 %
HOT SPRINGS ALTERNATIVE	1	0.15 %
Hughes School District Admin Office	1	0.15 %
Huntsville School District Admin Office	1	0.15 %
Ivory Primary School	1	0.15 %
Izard Co. Cons. Elem. School	1	0.15 %
Jackson County School District Admin Office	1	0.15 %
Jacksonville Lighthouse Charter School	1	0.15 %
Jasper High School	1	0.15 %
Jasper School District Admin Office	1	0.15 %
J.F. Wahl Elementary School	1	0.15 %
Junction City High School	1	0.15 %
Junction City School District Admin Office	1	0.15 %
Kingsland High School	1	0.15 %
Kipp Delta Preparatory College	1	0.15 %
Lafayette County School District Federal Programs	1	0.15 %
Lake Hamilton Primary School	1	0.15 %
Lakeside Alternative Learning Center	1	0.15 %
Lakeside High School	1	0.15 %
Lakewood Middle School	1	0.15 %
Lamar School District Admin Office	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Langston Magnet School	1	0.15 %
Lavaca High School	1	0.15 %
Lavaca School District Admin Office	1	0.15 %
Lawson Elementary School	1	0.15 %
Lead Hill High School	1	0.15 %
Learning Academy	1	0.15 %
Lepanto Elementary	1	0.15 %
Lisa Academy North Elementary	1	0.15 %
Little Rock Urban Collegiate Public Charter School	1	0.15 %
Maddux Elementary School	1	0.15 %
Magazine School District Admin Office	1	0.15 %
Magnet Cove School Dist. Admin Office	1	0.15 %
Magnolia School District Admin Office	1	0.15 %
Malvern Elementary School	1	0.15 %
Malvern High School	1	0.15 %
Mansfield Middle School	1	0.15 %
Marion School District Admin Office	1	0.15 %
Marion School District Alternative School	1	0.15 %
Marked Tree Elementary School	1	0.15 %
Marked Tree High School	1	0.15 %
Matthews Elementary School	1	0.15 %
Maumelle Middle School	1	0.15 %
Mayflower Elementary School	1	0.15 %
Maynard School District Admin Office	1	0.15 %
McCrory High School	1	0.15 %
McCrory School District Admin Office	1	0.15 %
Meadow Park Elementary School	1	0.15 %
Melbourne High School	1	0.15 %
Mena School District Admin Office	1	0.15 %
Mena School District Technology Office	1	0.15 %
Midland High School	1	0.15 %
Monticello Boot Camp Alternative School	1	0.15 %
Moody Elementary School	1	0.15 %
Morrilton Elementary School	1	0.15 %
Mountainburg School District Admin Office	1	0.15 %
Mountain Home School District Admin Office	1	0.15 %
Mountain Pine School District Admin Office	1	0.15 %
Mount Ida High School	1	0.15 %
Mount Ida School District Admin Office	1	0.15 %
Mulberry School District Admin Office	1	0.15 %
Murfreesboro High School	1	0.15 %
Murfreesboro School District Admin Office	1	0.15 %
Murmil Heights Education Center	1	0.15 %
Nashville Elementary School	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Newport School District Admin Office	1	0.15 %
Norphlet High School	1	0.15 %
North Little Rock Admin. Annex	1	0.15 %
North Pulaski High School	1	0.15 %
Oak Grove Elementary School	1	0.15 %
Oak Park Elementary School	1	0.15 %
Oak Ridge Central High School	1	0.15 %
Oscar Hamilton Elementary School	1	0.15 %
Osceola School District Admin Office	1	0.15 %
Ouachita School District Admin Office	1	0.15 %
Ozark Junior High School	1	0.15 %
Ozark Middle School	1	0.15 %
Ozark Mountain School District Admin Office	1	0.15 %
Ozarks Unlimited Resource Cooperative	1	0.15 %
Palestine-Wheatley Elementary School	1	0.15 %
Palestine-Wheatley Senior High	1	0.15 %
Pangburn School District Admin Office	1	0.15 %
Parkers Chapel School Dist. Admin Office	1	0.15 %
Paron High School (DO NOT USE)	1	0.15 %
Pea Ridge Elementary School	1	0.15 %
Pea Ridge School District Admin Office	1	0.15 %
Perryville High School	1	0.15 %
Piggott High School	1	0.15 %
Piggott School District Admin Office	1	0.15 %
Pleasant View High School	1	0.15 %
Poplar Street Middle School	1	0.15 %
Portland Elementary School	1	0.15 %
Prescott High School	1	0.15 %
Pulaski Co. Special School District Admin	1	0.15 %
Pulaski County Special School Dist. Transportation	1	0.15 %
Quitman High School	1	0.15 %
Rector High School	1	0.15 %
Retta Brown Elementary School	1	0.15 %
Rison Elementary School	1	0.15 %
Riverside East Elementary School	1	0.15 %
Riverside High School	1	0.15 %
Riverview School District Admin Office	1	0.15 %
Robinson Middle School	1	0.15 %
Rose Bud Elementary School	1	0.15 %
Rose Bud School District Admin Office	1	0.15 %
Rural Special High School	1	0.15 %
Russellville School District Admin Office	1	0.15 %
School for Math and Sciences-Dorms/Distance Learni	1	0.15 %
Sheridan Intermediate School	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
Smackover School District Admin Office	1	0.15 %
So. Miss County Elementary at Luxora	1	0.15 %
South Central Arkansas Education Cooperative	1	0.15 %
Southside High School	1	0.15 %
South Side High School	1	0.15 %
Southside School District Admin Office	1	0.15 %
Southwest Arkansas Education Coop	1	0.15 %
Southwood Elementary School	1	0.15 %
Sparkman High School	1	0.15 %
Star City School District Admin Office	1	0.15 %
Stephens Elementary School	1	0.15 %
Stephens School District Admin Office	1	0.15 %
Stewart Elementary School	1	0.15 %
Strong-Huttig School District Admin Office	1	0.15 %
Sylvan Hills Middle School	1	0.15 %
Taylor Elementary School	1	0.15 %
Taylor High School	1	0.15 %
Texarkana School District Admin Office	1	0.15 %
Thirty-Fourth Avenue Elementary School	1	0.15 %
Timbo High School	1	0.15 %
Townsend Park North Elementary School (DO NOT USE)	1	0.15 %
Trumann School District Admin Office	1	0.15 %
Turrell Elementary School	1	0.15 %
Twin Rivers School District Admin Office	1	0.15 %
Umpire High School	1	0.15 %
Union Elementary and Middle School	1	0.15 %
Valley Springs High School	1	0.15 %
Van Cove Elementary School	1	0.15 %
Vilonia School District Admin Office	1	0.15 %
Warren Middle School	1	0.15 %
Watson Chapel School District Admin Office	1	0.15 %
Wedlock Elementary School	1	0.15 %
Weiner High School	1	0.15 %
Western Yell Co. High School	1	0.15 %
Western Yell Co. School Dist. Admin Office	1	0.15 %
West Fork High School	1	0.15 %
West Fork School District Admin Office	1	0.15 %
West Memphis High School	1	0.15 %
Westside Cons. School District Admin Office	1	0.15 %
West Side High School	1	0.15 %
Westside School District Admin Office	1	0.15 %
West Woods Center	1	0.15 %
West Woods Charter Elementary (DO NOT USE)	1	0.15 %
White Hall Administration Technical Shop	1	0.15 %

Calls Received by School

School Name	Call Count	Percentage
White Hall Junior High School	1	0.15 %
White Hall ROTC	1	0.15 %
William Jefferson Clinton Primary	1	0.15 %
Williford High School	1	0.15 %
Wonder Junior High School	1	0.15 %
Woodlawn High School	1	0.15 %
W. T. Cheney Elementary School	1	0.15 %
Wynne Junior High School	1	0.15 %
Wynne School District Admin Office	1	0.15 %
Yocum Elementary School	1	0.15 %
All Schools	**671**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	258	38.45 %
APSCN	215	32.04 %
Security	151	22.50 %
Software Appl.	12	1.79 %
Information	7	1.04 %
Email	5	0.75 %
Hardware	5	0.75 %
Telecomm	5	0.75 %
UNIX	5	0.75 %
Billing	4	0.60 %
Circuit Orders	2	0.30 %
Network	2	0.30 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	187	30.66 %
MISC	104	17.05 %
MARS Stage 1	87	14.26 %
Printer Error	30	4.92 %
information	33	5.41 %
User Request	25	4.10 %
Configuration	23	3.77 %
Password	14	2.30 %
User error	11	1.80 %
Access	9	1.48 %
Account Cleanup	7	1.15 %
LAN Problem	6	0.98 %
Reboot	6	0.98 %
DNS Change	5	0.82 %
Hardware	5	0.82 %
Duplicate Ticket	4	0.66 %
Trouble cleared	4	0.66 %
Connection Fail	3	0.49 %
HW Malfunction	3	0.49 %
Outage	3	0.49 %
Password-reset	5	0.82 %
Traffic	2	0.33 %
ViolationsClear	3	0.49 %
Virus	3	0.49 %
Alarm Clear after Outage	2	0.33 %
Circuit Failure	2	0.33 %
Corrupt/Missing	2	0.33 %
Database	2	0.33 %
File Transfer	2	0.33 %
New Equip	1	0.16 %
No TroubleFound	2	0.33 %
Service Request	2	0.33 %
Bad Cable	1	0.16 %
Bad Cable Pair	1	0.16 %
Billing Error	1	0.16 %
Configuration Error	1	0.16 %
HW Failure	1	0.16 %
Installation Complete	1	0.16 %
Local Admin Rights	1	0.16 %
Malfunction	1	0.16 %
No Trouble	1	0.16 %
Patched to spare	1	0.16 %
Profile Change	1	0.16 %
Scanning	1	0.16 %

Calls Closed by Cause

Cause	Call Count	Percentage
Site Up At Testing	1	0.16 %

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 State University - Beebe	Arkansas State University at Jonesboro Computer Se	7	8.86 %
Arkansas Tech University	Arkansas Technical University	5	6.33 %
University of Central Arkansas	Telecommunications	5	6.33 %
Pulaski Technical College	Pulaski Technical College	4	5.06 %
University of Arkansas for Medical Sciences	Telcomm Connections for MONIES	4	5.06 %
University of Arkansas at Fayetteville	U of A Fayetteville	3	3.80 %
University of Arkansas at Little Rock	UALR	3	3.80 %
University of Central Arkansas	Harin Hall	3	3.80 %
Mississippi County Community College	Arkansas Northeastern College-Crisp Center	2	2.53 %
Ouachita Technical College	Ouachita Technical College (see comments)	2	2.53 %
Pulaski Technical College	Pulaski Technical College Saline County Adult Educ	2	2.53 %
University of Arkansas at Little Rock	Fine Arts Building	2	2.53 %
University of Arkansas at Little Rock	Univeristy SB	2	2.53 %
University of Arkansas at Pine Bluff	UAPB Admin	2	2.53 %
University of Arkansas at Pine Bluff	UAPB Telecommunications	2	2.53 %
	University of Central Arkansas	2	2.53 %
Arkansas State University - Beebe	Arkansas State University at Bald Knob	1	1.27 %
Arkansas State University - Beebe	Arkansas State University - Student Network	1	1.27 %
Black River Technical College	Black River Technical College	1	1.27 %
Northwest Arkansas Community College	Northwest AR Comm	1	1.27 %
Phillips Community College of the University of Arkansas	Phillips Community College	1	1.27 %
University of Arkansas at Little Rock	Admin North	1	1.27 %
University of Arkansas at Little Rock	Admin South	1	1.27 %
University of Arkansas at Little Rock	Education	1	1.27 %
University of Arkansas at Little Rock	ETAS Bldg	1	1.27 %
University of Arkansas at Little Rock	Finance	1	1.27 %
University of Arkansas at Little Rock	Friburgh Hall	1	1.27 %
University of Arkansas at Little Rock	Physical Plant	1	1.27 %

Calls Received by Higher Education Customer

BA Description	Customer Name	Call Count	Percentage
University of Arkansas at Little Rock	Public Safety	1	1.27 %
University of Arkansas at Little Rock	Reynolds	1	1.27 %
University of Arkansas at Little Rock	Ross Hall	1	1.27 %
University of Arkansas at Little Rock	Student Union	1	1.27 %
University of Arkansas for Medical Sciences	AHEC Fort Smith Office	1	1.27 %
University of Arkansas for Medical Sciences	AHEC Jefferson (see comments)	1	1.27 %
University of Arkansas for Medical Sciences	Schmieding Center for Senior Health and Education	1	1.27 %
University of Arkansas for Medical Sciences	Technical Support Center (Help Desk)	1	1.27 %
University of Central Arkansas	Library building	1	1.27 %
University of Central Arkansas	Main Hall	1	1.27 %
University of Central Arkansas	McCastlain	1	1.27 %
University of Central Arkansas	Snow Fine Arts Bldg	1	1.27 %
University of Central Arkansas	Student Center	1	1.27 %
University of Central Arkansas	Wingo Hall	1	1.27 %
	College of Business	1	1.27 %
	Hendrix College	1	1.27 %
	Philander Smith College	1	1.27 %
	All Higher Education Customers	**79**	

Calls Received by Call Type

Call Type	Call Count	Percentage
Telecomm	27	34.18 %
Security	24	30.38 %
Billing	18	22.78 %
Connectivity	9	11.39 %
Software Appl.	1	1.27 %

Calls Closed by Cause

Cause	Call Count	Percentage
MARS Stage 1	23	29.87 %
MISC	9	11.69 %
Information	8	10.39 %
Service Request	8	10.39 %
Hardware	5	6.49 %
Billing Error	4	5.19 %
Alarm Cleared	2	2.60 %
No Trouble	2	2.60 %
Switch	2	2.60 %
User Request	2	2.60 %
VMX	2	2.60 %
Alarm Clear after Outage	1	1.30 %
Bad Cable Pair	1	1.30 %
Bad Cord	1	1.30 %
Bad Len	1	1.30 %
Bad Telephone	1	1.30 %
CO Features	1	1.30 %
Diversion Point	1	1.30 %
Program Phone	1	1.30 %
Untrained	1	1.30 %
VMX-reset	1	1.30 %

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
Monticello/Drew County	3	9.38 %
Chancery	2	6.25 %
Lafayette County	2	6.25 %
Malvern/Hot Spring County	2	6.25 %
Mountain View/Stone County	2	6.25 %
Pine Bluff	2	6.25 %
Arkansas City/Desha County	1	3.13 %
Camden/Ouachita County	1	3.13 %
Chancery and County	1	3.13 %
City of Little Rock	1	3.13 %
El Dorado/Union County	1	3.13 %
Fort Smith	1	3.13 %
Greenwood/Sebastian County	1	3.13 %
Hampton	1	3.13 %
Lake Village	1	3.13 %
Little Rock Community Mental Health (See Comments)	1	3.13 %
Little Rock Municipal District Court	1	3.13 %
Murfreesboro/Pike County	1	3.13 %
Pike County District Court	1	3.13 %
Rogers District Court	1	3.13 %
Salem	1	3.13 %
Sebastian Couty Public Defenders Office	1	3.13 %
Sheridan	1	3.13 %
Waldron/Scott County	1	3.13 %
Warren	1	3.13 %
All Local Government Customers	**32**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	26	81.25 %
Billing	2	6.25 %
Hardware	1	3.13 %
Security	1	3.13 %
Software Appl.	1	3.13 %
Telecomm	1	3.13 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	21	70.00 %
MISC	2	6.67 %
Service Request	2	6.67 %
Alarm Clear after Outage	1	3.33 %
Bad Telephone	1	3.33 %
information	1	3.33 %
No TroubleFound	1	3.33 %
Password-Reset	1	3.33 %

Call Center Tickets Received from Libraries

During the Reporting Period

Calls Received by Library

Library Name	Call Count	Percentage
Beebe	2	10.00 %
GRANT COUNTY LIBRARY	2	10.00 %
Pine Bluff	2	10.00 %
Watson Chapel	2	10.00 %
White County	2	10.00 %
WHITE HALL BRANCH/JEFFERSON COUNTY LIBRARIES	2	10.00 %
Baldwin Memorial	1	5.00 %
Cleveland County Library	1	5.00 %
Dallas County Library	1	5.00 %
JEFFERSON COUNTY LIBRARY ALTHEIMER BRANCH	1	5.00 %
LYDIA P MILLER LIBRARY	1	5.00 %
Malvern/Mid-Arkansas	1	5.00 %
Pangburn Public Library	1	5.00 %
Saline County	1	5.00 %
All Libraries	**20**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	16	80.00 %
Circuit Orders	4	20.00 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	7	43.75 %
MISC	2	12.50 %
Circuit order/install	2	12.50 %
Trouble cleared	2	12.50 %
Circuit Information	1	6.25 %
Duplicate Ticket	1	6.25 %
Traffic	1	6.25 %

Call Center Tickets Received from Other Customers
During the Reporting Period

Calls Received by Customer

Customer Name	Call Count	Percentage
Attorney Generals Office	4	8.00 %
Disability Determination	3	6.00 %
Governors Office (see comments)	3	6.00 %
Secretary of State	3	6.00 %
Ashley County Clerk - SOS Project	2	4.00 %
Columbia County Clerk - SOS Project	2	4.00 %
Jefferson County Clerk - SOS Project	2	4.00 %
Secretary of State B	2	4.00 %
State Auditor	2	4.00 %
Union County Clerk - SOS Project	2	4.00 %
Administrative Office of the Courts	1	2.00 %
Baxter County Clerk - SOS Project	1	2.00 %
Benton County Clerk - SOS Project	1	2.00 %
Bradley County Clerk - SOS Project	1	2.00 %
Calhoun County Clerk - SOS Project	1	2.00 %
Chicot County Clerk - SOS Project	1	2.00 %
Cleveland County Clerk - SOS Project	1	2.00 %
Conway County Clerk - SOS Project	1	2.00 %
Desha County Clerk - SOS Project	1	2.00 %
Drew County Clerk -SOS Project	1	2.00 %
Governors Mansion (see comments)	1	2.00 %
Grant County Clerk - SOS Project	1	2.00 %
Hot Spring County Clerk - SOS Project	1	2.00 %
Lafayette County Clerk - SOS Project	1	2.00 %
Legislative Audit (Cap)	1	2.00 %
Legislative Audit (Vic)	1	2.00 %
Office of Health Information Technology (ASTA)	1	2.00 %
Ouachita County Clerk - SOS Project	1	2.00 %
Prosecutor Coord Office	1	2.00 %
Scott County Clerk - SOS Project	1	2.00 %
Sebastian County Clerk - SOS Project	1	2.00 %
State Treasurer	1	2.00 %
St. Francis County Clerk - SOS Project	1	2.00 %
Stone County Clerk - SOS Project	1	2.00 %
US Marshall Office	1	2.00 %
All Other Customers	**50**	**100.00 %**

Calls Received by Call Type

Call Type	Call Count	Percentage
Connectivity	27	54.00 %
Telecomm	12	24.00 %
Billing	8	16.00 %
Software Appl.	2	4.00 %
Circuit Orders	1	2.00 %

Calls Closed by Cause

Cause	Call Count	Percentage
Alarm Cleared	24	48.98 %
Information	4	8.16 %
Service Request	4	8.16 %
User Request	3	6.12 %
MISC	2	4.08 %
No Trouble	2	4.08 %
Switch	2	4.08 %
VMX-reset	2	4.08 %
Bad Cord	1	2.04 %
Bad Telephone	1	2.04 %
Circuit order/install	1	2.04 %
Hardware	1	2.04 %
No TroubleFound	1	2.04 %
Profile Change	1	2.04 %