April 27, 2011

Senator Mary Anne Salmon
Representative Tommy Lee Baker
Legislative Council
State Capitol, Room 315
Little Rock, Arkansas 72203

Dear Senator Salmon and Representative Baker,

This letter is to transmit to the Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending March 31, 2011. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with Act 15 of 2010.

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

Sincerely,

Claire Bailey
Director, Department of Information Systems

cc: Marc Harrison

Department of Information Systems

Arkansas. A State of Technology.

Quarterly Report to the Legislature

Advice and Recommendations to State Agencies

Period Ending March 2011

REPORT OVERVIEW

BACKGROUND

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

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

REPORT 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.

1.1

REPORT DESCRIPTION

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

* Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.

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

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

* Information regarding emerging issues and activities

AGENCY INFORMATION

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

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

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

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

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

Executive Summary

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending   3/31/2011 .

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of requests for advice from Agencies, Boards and Commissions: **3**

Total number of recommendations provided to Agencies, Boards and Commissions: **3**

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Department of Environmental Quality 0930	1
Department of Parks and Tourism 0900	1
Department of Workforce Education 0590	1

CATEGORIES FOR ADVICE

Planning	2
Product or Service Utilization	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 first by agency, then by type of advice sought.

Agency Name:	Department of Environmental Quality 0930
Type of Advice:	Planning
Advisor:	Donald Matthews
Project Name:	10 Mbps Capitol Complex Connectivity

Project Scope:

The customer is experiencing an increase in bandwidth utilization.

Advice Requested:

The customer is experiencing maxed out bandwidth in some locations around the state and asked for advice.

Detail of Recommendation:

We recommend a short term plan to upgrade bandwidth and will be meeting with the customer to determine a long term plan for getting the most out of their network.

Agency Name:	Department of Parks and Tourism 0900
Type of Advice:	Product or Service Utilization
Advisor:	Donald Matthews
Project Name:	DIS Professional Services

Project Scope:

The customer has several areas that need application development assistance.

Advice Requested:

The customer is looking to solve business problems by utilizing technology.

Detail of Recommendation:

We recommended a DIS Business Analyst to work with the customer to determine the appropriate technology to meet their needs.

Agency Name:	Department of Workforce Education 0590
Type of Advice:	Planning
Advisor:	Scott Utley
Project Name:	IT Planning

Project Scope:

Records management for the Department of Workforce Education

Advice Requested:

Does DIS use Google Docs and does DIS have a policy for use or non-use of Google Docs?

Detail of Recommendation:

DIS does not have a policy on Google Docs. Based on what I know it is a capable and cost effective tool. However it does have risks. Access requires an Internet connection and there is a risk in being able to retrieve agency records. For instance, if an employee who has created documents that fall within the Arkansas Records Retention Schedule is no longer with the agency or deletes/revises them for any reason, there will be issues.   Some users will continue to need the advanced features of Microsoft Office. It would probably cost far more to move these users off Microsoft than would ever be saved, so these users will likely continue using Microsoft Office. Organizations that want a single product that can suit all users' needs will generally have little choice but to deploy Microsoft Office to everyone.