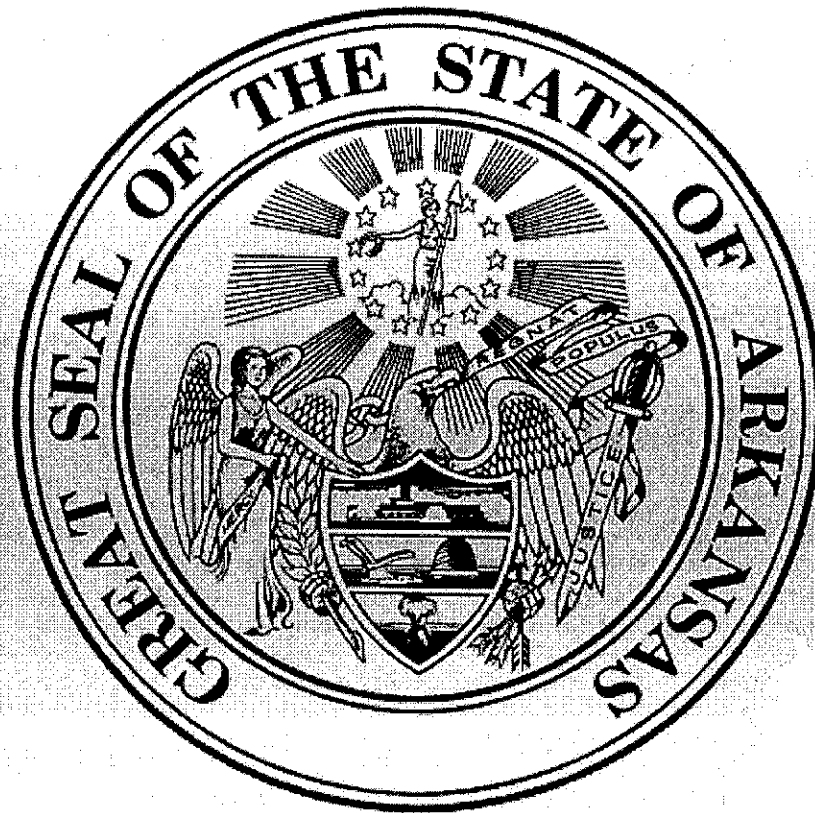# ⟨DIS⟩

# Department of Information Systems
### Arkansas. A State of Technology.

# Quarterly Report to the Legislature
### Advice and Recommendations to State Agencies

⟨ Period Ending December 2011 ⟩

# 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.

# 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:** | |
| **Type of Advice:** | Installation |
| **Advisor:** | Curtis Eubanks |
| **Project Name:** | DIS Telephone Service (Dialtone) |

**Project Scope:**

Replace existing 'on premises' phone system with Windstream Centrex dialtone and instruments. Replace existing bandwidth with DSL solution.

**Advice Requested:**

Feasibility of replacing existing equipment with Centrex solution and provide quote for monthly service offering.

**Detail of Recommendation:**

DIS would be responsible for the replacement of existing ATT equipment and offer broadband solution for Internet connectivity.

| | |
|---|---|
| **Agency Name:** | |
| **Type of Advice:** | Planning |
| **Advisor:** | Curtis Eubanks |
| **Project Name:** | DIS Professional Services |

**Project Scope:**

Develop / discuss avenues to reduce the amount of paper in communication with Board members by applying Social Media strategy.

**Advice Requested:**

Mr Haralson requested a meeting to discuss ideas for Social Media implementation. Discussion centered around various venues and how each may apply.

**Detail of Recommendation:**

Recommendations centered around the top five Social Media venues. Each was discussed for applicability. Decisions will be made after the next Board meeting.

| Agency Name: | |
|---|---|
| Type of Advice: | Planning |
| Advisor: | Curtis Eubanks |
| Project Name: | IT Planning |

**Project Scope:**

Develop strategies to replace current notification scenarios with Internet/web based solutions.

**Advice Requested:**

Mr. Haralson requested a meeting to discuss options for replacing paper notification for licensure and paperless communication with Board members.

**Detail of Recommendation:**

A number of recommendations were suggested including social media 'push' applications. research will continue to use the current web based license application to push content to constituents.

| | |
|---|---|
| **Agency Name:** | |
| **Type of Advice:** | Rates or Fees |
| **Advisor:** | Donald Matthews |
| **Project Name:** | DIS Data Circuitry and Connectivity |

**Project Scope:**

The customer has a need to upgrade bandwidth to schools throughout the district.

**Advice Requested:**

The customer has requested pricing for high bandwidth options at all locations.

**Detail of Recommendation:**

We provided pricing for each location.