

February 6, 2019

**B.1**

Senator Larry Teague  
Representative Lane Jean  
Joint Budget Committee  
One Capitol Mall  
5<sup>th</sup> Floor, Room F-504  
Little Rock, Arkansas 72201

Dear Senator Teague and Representative Jean,

This letter is to transmit to the Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending December 31, 2018.

This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with A.C.A. § 25-4-106.

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

Sincerely,



Yessica Jones  
Director, Department of Information Systems

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



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

Period Ending: 12/31/2018

## REPORT OVERVIEW

### Background

A.C.A. § 25-4-106 requires the director of the Department of Information Systems to submit a report on a quarterly basis to the Legislature regarding requests from state agencies, boards and commissions for advice related to information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans. This report is also mandated to include corresponding recommendations made by the Department of Information Systems to the requesting state agencies, boards, and commissions.

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

### Report Requirements

One of the requirements of this report is to inform the Legislature on how any recommendation fits into the information technology plan of the agency, board, or commission.

This report is to include:

- The name of the state agency, board, or commission requesting the advice
- The name and scope of the project for which advice is being sought
- The type of advice sought
- An explanation of all recommendations provided by the Department of Information Systems
- Other information as may be useful for policy making decisions by the Legislative Council or Joint Committee on Advanced Communications and Information Technology

## Report Description

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

- Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.
- Information concerning key projects undertaken by DIS on behalf of individual customers, groups of customers, or the state as a whole
- Information on the products and services provided by DIS to its customers
- Information regarding emerging issues and activities

## Agency Information

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

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

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

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

**Department of Information Systems**

**Quarterly Report on Advice and Recommendations**

**To State Agencies, Boards and Commissions**

## **Executive Summary**

**The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 12/31/2018.**

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

**Total number of recommendations provided to agencies, boards and commissions: 24**

## AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Agriculture Dept 0400	2
Arkansas Community Correction 0485	2
Arkansas State Police 0960	1
Assessment Coordination Department 0490	1
Bank Department 0405	1
Board of Pharmacy 0283	1
Capitol Zoning Commission 0315	1
Department of Career Education - Arkansas Rehabilitation Services 0520	1
Department of Correction 0480	1
Department of Emergency Management 0995	1
Department of Finance and Administration 0610	2
Department of Health 0645	1
Department of Human Services 0710	4
Department of Parks and Tourism - History Commission 0915	1
Manufactured Home Commission 0305	1
Office of the Medicaid Inspector General (OMIG)	1
Public Service Commission 0450	1
Sentencing Commission 0328	1

## CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Implementation	1
Planning	16
Product or Service Utilization	1
Rates or Fees	4
Upgrades	1



## Report Detail

DIS worked closely with customers this quarter regarding rate adjustments for fiscal year (FY) 2018. Agency customer account managers met personally with chief information officers (CIOs) from the top 25 customers, delivered personal messages to the directors of top 25 customer agencies regarding the impact of rate changes on IT budgets, and forwarded notifications regarding rate changes to all customer agencies, boards and commissions.

Following is the detail relating to requests for information by agencies, boards, commissions or other governmental entities. This section of the report is arranged first by entity, then by type of advice sought.

<b>1) Agency Name</b>	<b>Arkansas Agriculture Dept 0400</b>
<b>Type of Advice</b>	<b>Implementation</b>
<b>Title</b>	<b>Department of Agriculture Shared Services</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 14,959.20</b>
<b>Project Scope</b>	<b>Customer needs infrastructure to host third party application provided by MiCorp Solutions</b>
<b>Advice Requested</b>	<b>Customer contacted DIS to potentially stand up needed infrastructure in DIS shared services environment</b>
<b>Detail of Recommendation</b>	<b>DIS provided infrastructure to host application in shared services</b>

<b>2) Agency Name</b>	<b>Arkansas Agriculture Dept 0400</b>
<b>Type of Advice</b>	<b>Not Applicable</b>
<b>Title</b>	<b>MiCorp Form Hosting</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	<b>\$ 1,246.50</b>
<b>Project Scope</b>	<b>Provide environment to host dynamic form solution for Dept. of Agriculture</b>
<b>Advice Requested</b>	<b>Provide environment for application</b>
<b>Detail of Recommendation</b>	<b>DIS to provide development and production environments</b>

<b>3) Agency Name</b>	<b>Arkansas Community Correction 0485</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>ACC Network Upgrades</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Bandwidth/Connectivity</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer has placed orders for network upgrades throughout the state and has asked DIS to help coordinate conduit to each location.</b>
<b>Advice Requested</b>	<b>The customer needs conduit to its facilities to accommodate new fiber connections related to bandwidth upgrades.</b>
<b>Detail of Recommendation</b>	<b>DIS is working on the customer's behalf to work with conduit vendors to identify technical requirements and to provide pricing to ACC for approval.</b>

<b>4) Agency Name</b>	<b>Arkansas Community Correction 0485</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>ACC Data Center Hosting Discussion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>DIS met with ACC to discuss the data center optimization project.</b>
<b>Advice Requested</b>	<b>We met with the customer to explain the data center optimization project and to answer any questions they had about the effort.</b>
<b>Detail of Recommendation</b>	<b>We provided all the project information requested by the customer and discussed the next phase of the project which is a data gathering phase. This will allow us to determine the needs of the customer as well as the associated costs as we move forward with the project.</b>

<b>5) Agency Name</b>	<b>Arkansas State Police 0960</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>State Police Phone Systems</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer is building new facilities throughout the state that will require new phone systems.</b>
<b>Advice Requested</b>	<b>The customer came to DIS to ask us to determine what would be required to provide VoIP phone systems to each of these new locations.</b>
<b>Detail of Recommendation</b>	<b>DIS is currently performing site surveys at these locations to determine technical requirements and will provide pricing estimates to the customer once completed.</b>

<b>6) Agency Name</b>	<b>Assessment Coordination Department 0490</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Assessment Coordination Shared Services</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Customer has need for infrastructure to host database</b>
<b>Advice Requested</b>	<b>Customer has need to build out infrastructure to host database</b>
<b>Detail of Recommendation</b>	<b>DIS has provided customer with quote and will move forward at appropriate time determined by customer</b>

<b>7) Agency Name</b>	<b>Bank Department 0405</b>
<b>Type of Advice</b>	<b>Upgrades</b>
<b>Title</b>	<b>Bandwidth Upgrades</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Bandwidth/Connectivity</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Bandwidth upgrade and VoIP telephony</b>
<b>Advice Requested</b>	<b>Move to VoIP and upgrade bandwidth</b>
<b>Detail of Recommendation</b>	<b>Install VoIP and upgrade bandwidth</b>



<b>8) Agency Name</b>	<b>Board of Pharmacy 0283</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Pharmacy Board Data Center Discussion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>DIS met with the Pharmacy Board to discuss the data center optimization project.</b>
<b>Advice Requested</b>	<b>We met with the customer to explain the data center optimization project and to answer any questions they had about the effort.</b>
<b>Detail of Recommendation</b>	<b>We provided all the project information requested by the customer and discussed the next phase of the project which is a data gathering phase. This will allow us to determine the needs of the customer as well as the associated costs as we move forward with the project.</b>

<b>9) Agency Name</b>	<b>Capitol Zoning Commission 0315</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Capitol Zoning Commission VoIP Solution</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Customer has need to upgrade phone service</b>
<b>Advice Requested</b>	<b>Customer has asked for VoIP pricing to install VoIP.</b>
<b>Detail of Recommendation</b>	<b>DIS has provided pricing for upgrade to VoIP</b>

<b>10) Agency Name</b>	<b>Department of Career Education - Arkansas Rehabilitation Services 0520</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>ARS VoIP Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 72,000.00</b>
<b>Project Scope</b>	<b>The customer is interested in converting all its locations to DIS provide VoIP phone services.</b>
<b>Advice Requested</b>	<b>The customer asked for pricing and technical information related to converting their locations to DIS provide VoIP services.</b>
<b>Detail of Recommendation</b>	<b>We provided the required information and gave the customer an estimate. They are reviewing the project timeline to determine when to move forward.</b>

<b>11) Agency Name</b>	<b>Department of Correction 0480</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Department of Corrections VoIP Solution</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	<b>DIS Telephone Service VoIP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer has a need to upgrade phone systems throughout the state and has asked DIS for a solution.</b>
<b>Advice Requested</b>	<b>The customer has asked for pricing and technical information related to voice solutions throughout the state to 28 locations.</b>
<b>Detail of Recommendation</b>	<b>We have provided all the information that the customer has requested, and we are moving forward with the remaining of the conversions. We have converted 21 of 28 sites to date.</b>

<b>12) Agency Name</b>	<b>Department of Emergency Management 0995</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>ADEM VoIP Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 58,000.00</b>
<b>Project Scope</b>	<b>ADEM has an aging phone system that needs to be replaced at both of their central Arkansas locations.</b>
<b>Advice Requested</b>	<b>The customer asked DIS for technical and pricing information related to the DIS provide VoIP solution.</b>
<b>Detail of Recommendation</b>	<b>We met with the customer to present the solution and to gather requirements for the estimate. We presented the estimate, and the customer agreed to move forward once fiber has been placed to their FSP location.</b>

<b>13) Agency Name</b>	<b>Department of Finance and Administration 0610</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>DFA AASIS Move</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	<b>\$ 17,000.00</b>
<b>Project Scope</b>	<b>The customer is moving to a new location and has asked DIS to provide VoIP to the new location.</b>
<b>Advice Requested</b>	<b>The customer asked for DIS assistance to coordinate VoIP telephone services for their AASIS staff as they move to a new location. They asked for project management and cost information.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended moving to the state provide VoIP solution and provided the appropriate technical and fiscal information to the customer. The customer agreed to move forward with the solution.</b>

<b>14) Agency Name</b>	<b>Department of Finance and Administration 0610</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>DFA Single Sign On Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer has a need for a single sign on solution for some of their public facing applications.</b>
<b>Advice Requested</b>	<b>The customer asked DIS if we had a solution that allow multiple end users to use one password and for the pricing associated with the solution.</b>
<b>Detail of Recommendation</b>	<b>We provided information related to our single sign on solution and gave the appropriate per user rate, which is \$0.33/user/month.</b>

<b>15) Agency Name</b>	<b>Department of Health 0645</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Health Department Network Upgrades</b>
<b>Advisor</b>	<b>Josh Smith (DIS)</b>
<b>Project Name</b>	<b>DIS Bandwidth/Connectivity</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer has several locations that we must convert to new bandwidth contracts.</b>
<b>Advice Requested</b>	<b>The customer has a need to upgrade bandwidth to several locations around the state and asked DIS for information related to options on the new statewide contracts.</b>
<b>Detail of Recommendation</b>	<b>We provided speed and pricing information for over 20 locations and agreed to move forward with upgrades to these locations.</b>



<b>16) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>DHS VoIP Solution</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Telephone Service VoIP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer has a need to replace aging phone systems at county offices throughout the state.</b>
<b>Advice Requested</b>	<b>The customer asked DIS to review the existing phone systems at county offices throughout the state and to make a recommendation on how to move forward.</b>
<b>Detail of Recommendation</b>	<b>DIS has recommended utilizing the state's centralized VoIP solution and has dispatched technicians to perform site surveys at offices throughout the state.</b>

<b>17) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>DHS Application Development</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer asked has a need for an inspection scheduling application and asked DIS to research options.</b>
<b>Advice Requested</b>	<b>The customer asked has a need for an inspection scheduling application and asked DIS to research options and pricing for possible solutions to include a custom-built application.</b>
<b>Detail of Recommendation</b>	<b>DIS is researching options and will demo a module that has been used in a current application to see if will meet the customer's needs.</b>

<b>18) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Product or Service Utilization</b>
<b>Title</b>	<b>DHS County Office Phone Systems</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>The customer has a need to replace aging phone systems to county offices throughout the state.</b>
<b>Advice Requested</b>	<b>DHS reached out to DIS to see what we would recommend for replacing aging phone systems to county offices throughout the state.</b>
<b>Detail of Recommendation</b>	<b>DIS recommended moving to a centralized VoIP solution. We're currently making site surveys to each location to determine technical requirements, and to scope out cost in order to provide a good estimate to the customer.</b>

<b>19) Agency Name</b>	<b>Department of Human Services 0710</b>
<b>Type of Advice</b>	<b>Rates or Fees</b>
<b>Title</b>	<b>DHS Application Development</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Professional Services</b>
<b>Cost Estimate</b>	<b>\$ 500,000.00</b>
<b>Project Scope</b>	<b>The customer asked DIS for an estimate to develop an application for the adult protective services division.</b>
<b>Advice Requested</b>	<b>The customer asked DIS to provide an estimate for a custom app for their Adult Protective Services Division.</b>
<b>Detail of Recommendation</b>	<b>We've given the customer a couple of options related to the effort. They are presenting to the division and comparing to commercial off the shelf solutions.</b>

<b>20) Agency Name</b>	<b>Department of Parks and Tourism - History Commission 0915</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Parks and Tourism Fiber Projects</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Bandwidth/Connectivity</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>We met with the customer to discuss potential placement of fiber to several of their hard to reach locations throughout the state.</b>
<b>Advice Requested</b>	<b>The customer wants to upgrade bandwidth to several locations that are currently not served by fiber. They asked DIS to research options and present solutions.</b>
<b>Detail of Recommendation</b>	<b>We provided pricing information to place fiber at Devil's Den, Ouachita, Lake Ft. Smith, and Petit Jean. The customer is reviewing their budget to determine timing/feasibility.</b>

<b>21) Agency Name</b>	<b>Manufactured Home Commission 0305</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Manufactured Home VoIP Solution</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Customer has need to upgrade phone system</b>
<b>Advice Requested</b>	<b>Customer has asked for pricing to install VoIP solution in their office.</b>
<b>Detail of Recommendation</b>	<b>DIS has provided quote and customer accepted. Engaged VoIP team to move forward.</b>

<b>22) Agency Name</b>	<b>Office of the Medicaid Inspector General (OMIG)</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>OMIG VoIP Solution</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Customer has need to install VoIP solution</b>
<b>Advice Requested</b>	<b>Customer has asked for pricing to install VoIP solution</b>
<b>Detail of Recommendation</b>	<b>DIS has provided quote to customer</b>

<b>23) Agency Name</b>	<b>Public Service Commission 0450</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>PSC Data Center Hosting Discussion</b>
<b>Advisor</b>	<b>Donald Matthews</b>
<b>Project Name</b>	<b>DIS Application Hosting Services</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>DIS met with PSC to discuss the data center optimization project.</b>
<b>Advice Requested</b>	<b>We met with the customer to explain the data center optimization project and to answer any questions they had about the effort.</b>
<b>Detail of Recommendation</b>	<b>We provided all the project information requested by the customer and discussed the next phase of the project which is a data gathering phase. This will allow us to determine the needs of the customer as well as the associated costs as we move forward with the project.</b>



<b>24) Agency Name</b>	<b>Sentencing Commission 0328</b>
<b>Type of Advice</b>	<b>Planning</b>
<b>Title</b>	<b>Sentencing Commission VoIP Solution</b>
<b>Advisor</b>	<b>John Wright (DIS)</b>
<b>Project Name</b>	<b>DIS Voice over IP</b>
<b>Cost Estimate</b>	
<b>Project Scope</b>	<b>Customer has need to upgrade phone system</b>
<b>Advice Requested</b>	<b>Customer has asked for pricing to install VoIP solution in their office</b>
<b>Detail of Recommendation</b>	<b>DIS has provided quote to customer</b>