Arkansas Department of Information Systems

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inf⦿rmation
Systems

Who is DIS?

The information technology solutions provider for the state of Arkansas.

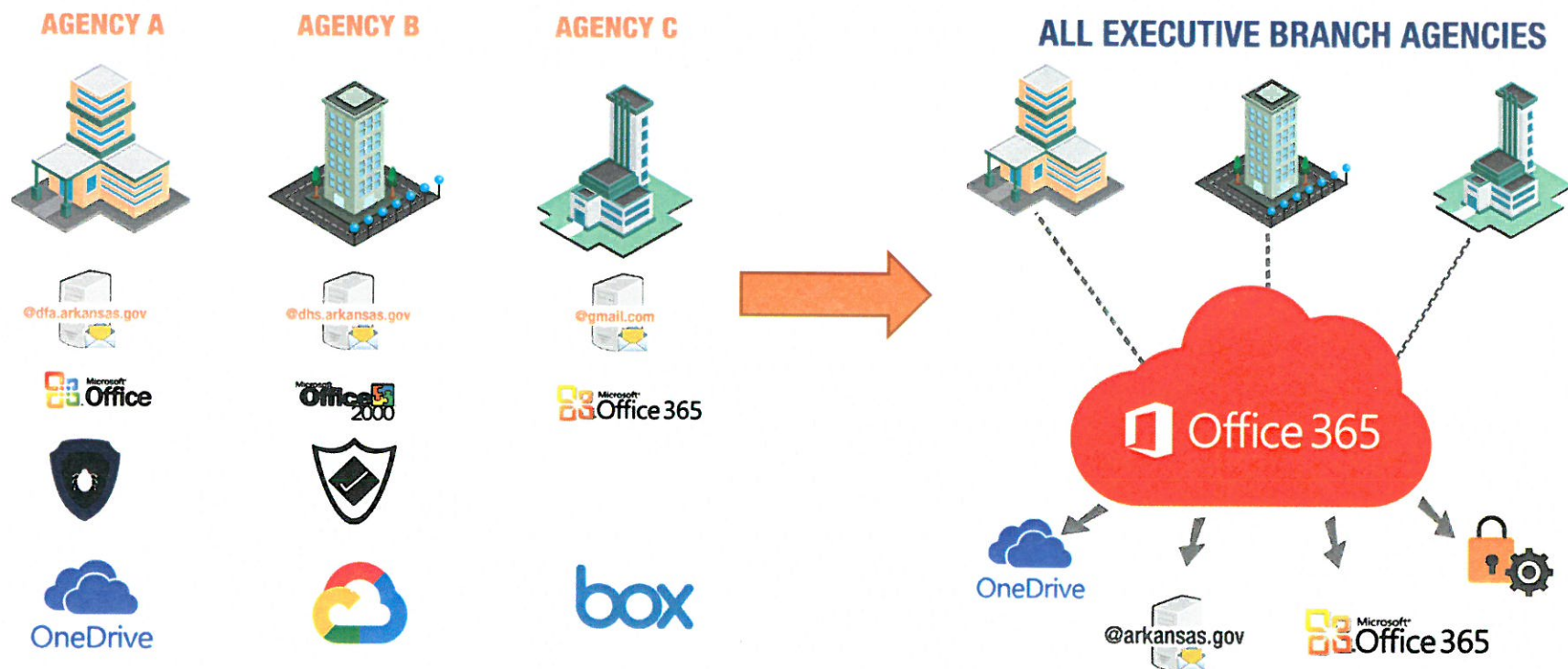Customers:

- State agencies
- Boards and commissions
- K-12 school districts
- Business & administrative departments of higher education
- City & county governments
- Public safety organizations

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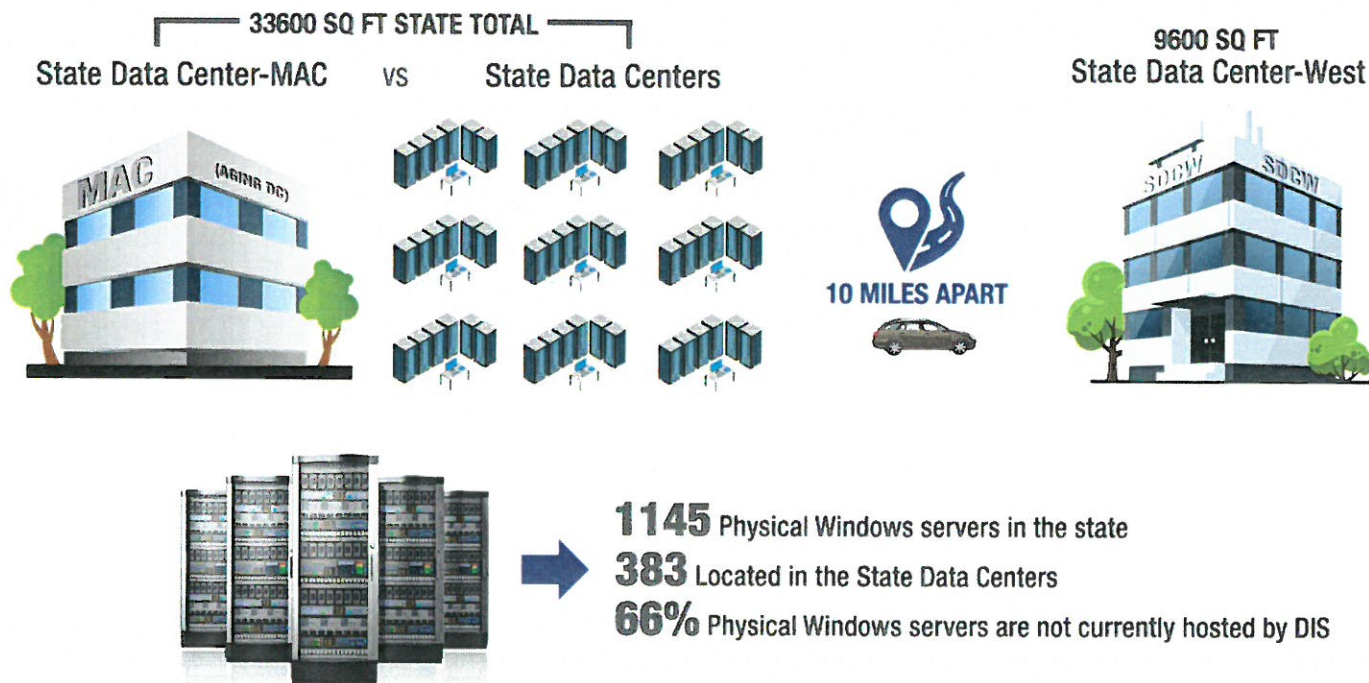Systems

What are some of our services?

- Email

- Internet connectivity

- Server & equipment hosting

- Desktop support, field support & other technical support

- Network

- Cybersecurity

- Unified communications

- Storage and backup

- Disaster recovery & business continuity

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Current IT Infrastructure Landscape

CURRENT STATE

33600 SQ FT STATE TOTAL

State Data Center-MAC   VS   State Data Centers

9600 SQ FT
State Data Center-West

10 MILES APART

1145 Physical Windows servers in the state
383 Located in the State Data Centers
66% Physical Windows servers are not currently hosted by DIS

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Data Center Optimization

FUTURE STATE

State Data Center-West

New Colocation (Only pay for what you need)

100 MILES APART

= 76% REDUCTION IN SQ FT

DIRECT CLOUD CONNECTION

DIRECT CLOUD CONNECTION

GAINS

$5.4M Annual savings starting year 4

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Statewide IT Infrastructure Optimization – *Gartner benchmarked DIS and 84 agencies against peer groups, Identified service gaps and developed a strategy to improve efficiency*

Information Gathering Scope:

- **Benchmarked DIS and 84 agencies**
  - Enterprise Computing
  - Data Storage
  - Data Network
  - Enterprise Telecom (Voice)

- **Interviewed DIS and seventeen (17) agencies**

- **Visited data centers** of DIS and eleven agencies to observe condition of each site
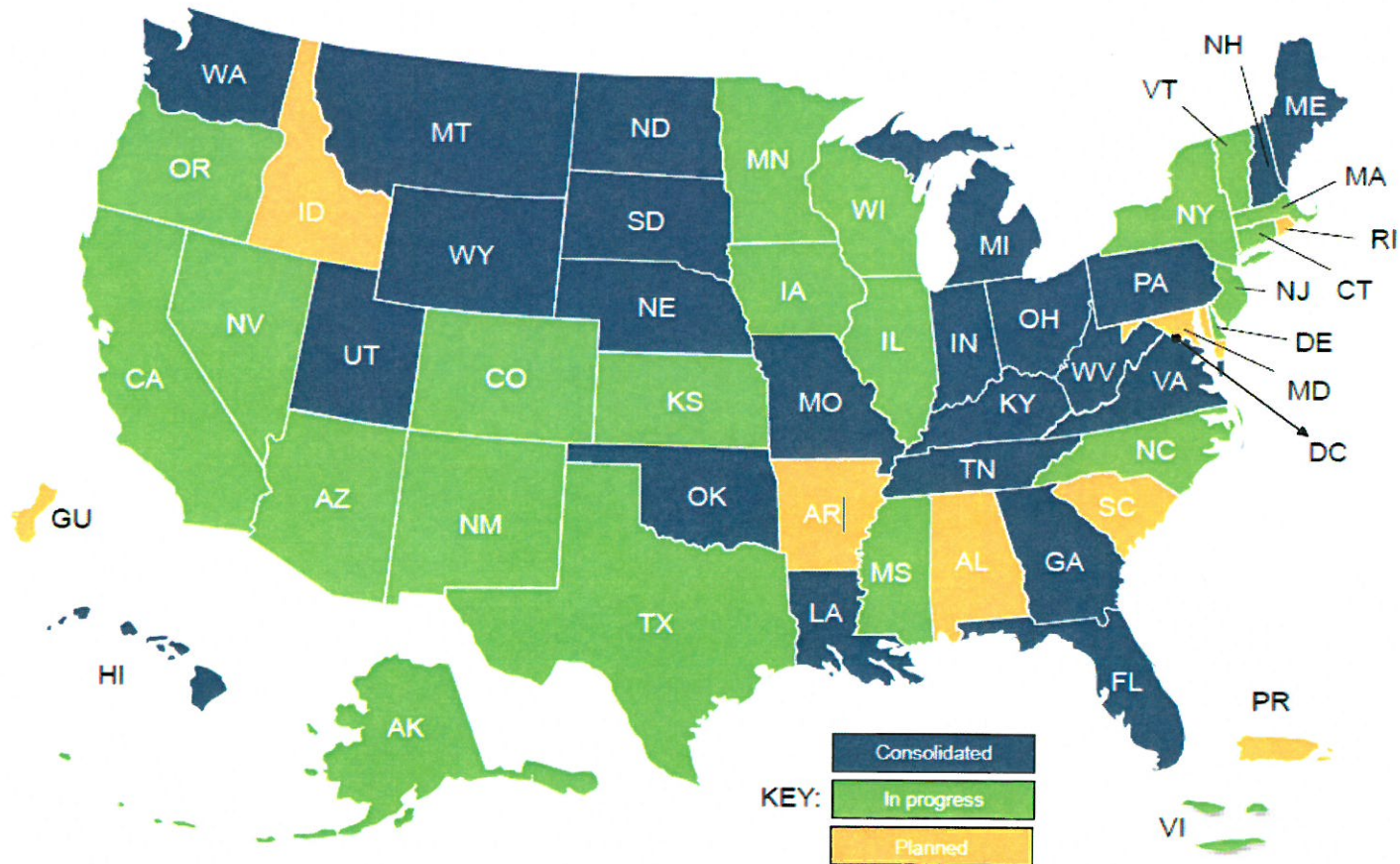
Strategic Planning Scope:

- Formed **Advisory Group** to provide input

- Identified **opportunities for service improvement**

- Identified **six alternatives for** data center **infrastructure optimization**

- **Evaluated alternatives** base on:
  - Business alignment
  - Operational excellence,
  - Operational risk
  - Cost

- Selected **best strategy**

This briefing summarizes the findings and recommends the optimum future strategy and the way forward.
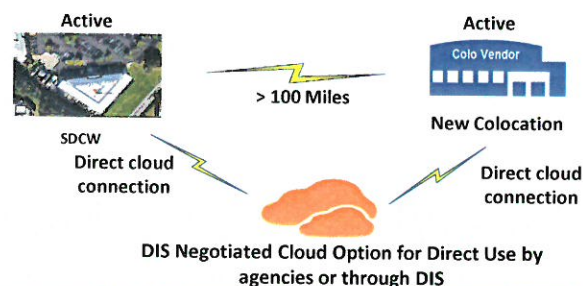
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Enterprise Data Center Consolidation

Source: NASCIO 2016 State CIO Survey with 2017 Updates

KEY:
- Consolidated
- In progress
- Planned

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Recommended Target State

State should build a shared foundation for next generation digital government that all agencies can use for current and future services
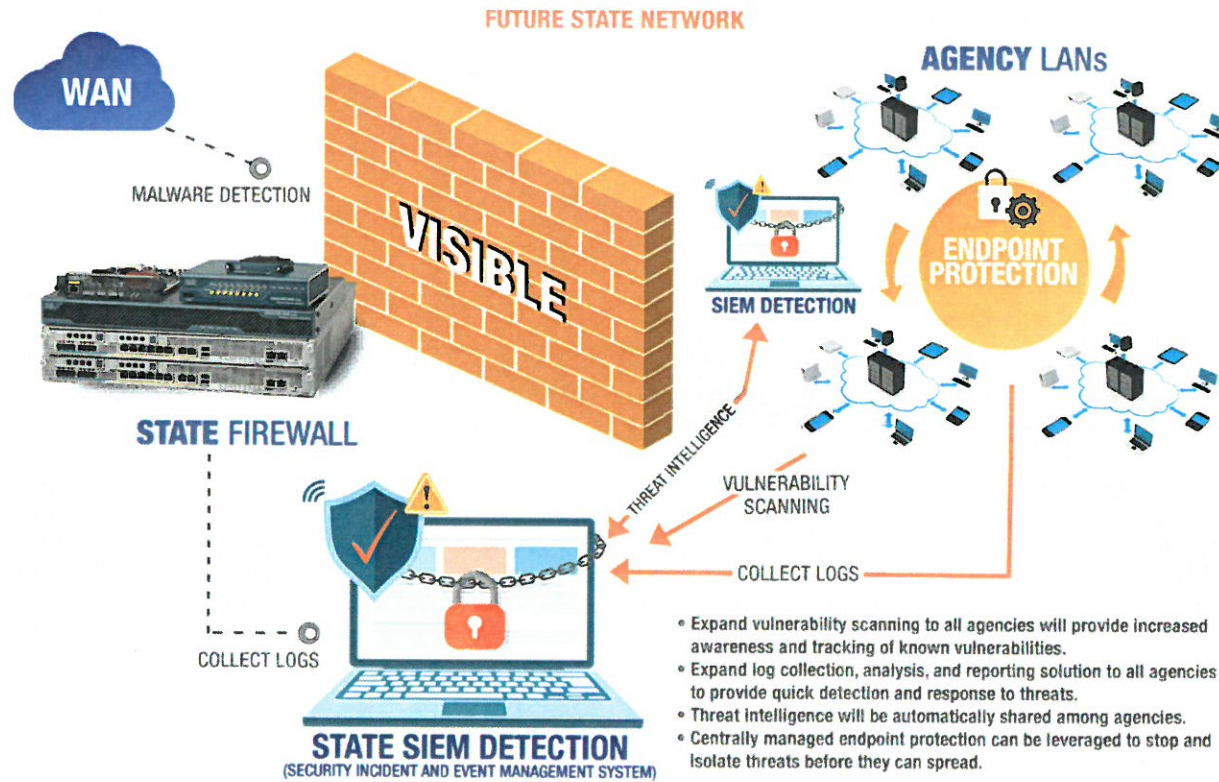
- **Mandate** for all agencies to consolidate into shared services

- **Replace MAC** with a commercial colocation data center

- **Invest in** improving DIS **service delivery**

- Direct **cloud connectivity** to major cloud providers

- **DIS** will improve **staff and skill alignment** based on project roadmap

Active — SDCW
Active — Colo Vendor / New Colocation
> 100 Miles
Direct cloud connection
Direct cloud connection
DIS Negotiated Cloud Option for Direct Use by agencies or through DIS

Business Impact (Improvements)

- Improved security
- Optimum disaster recovery posture for the state
- Cohesive state wide strategy
- Standardized infrastructure
- Improved automation
- Full statewide use of economies of scale
- Best resiliency of Data Center infrastructure
- Elasticity in capacity and cost
- Reduction of obsolete or end-of-life technology
- Alignment of staff and skills

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Cybersecurity

FUTURE STATE NETWORK

- Expand vulnerability scanning to all agencies will provide increased awareness and tracking of known vulnerabilities.
- Expand log collection, analysis, and reporting solution to all agencies to provide quick detection and response to threats.
- Threat intelligence will be automatically shared among agencies.
- Centrally managed endpoint protection can be leveraged to stop and isolate threats before they can spread.

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Tour of State Data Center West

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