

November 2007 Customer Newsletter

Recent Web-site Updates

DIS Customer Relationship Management Teams recently updated important information on the DIS web site at www.dis.arkansas.gov. The Product and Services tab provides updated information about all DIS service offerings. You can find each product or service through the Table of Contents or the

pop up list on the left side of the screen.

The rate sheet accessible on the DIS home page as the Guide / Rate Comparison is also updated. The rate guide is available in an Adobe Acrobat or a Microsoft Excel format and provides costs for each DIS provided service.

When you have the opportunity, please take a moment to check out the newly updated DIS web site. If you would like to provide any feedback, please click on the mailbox on the home page of the site, or you can contact your Customer Account Representative or the DIS Call Center at 501.682.HELP (4357). We would love to hear from you!



Customer Feedback

We want to hear from our customers! If you have any feedback, comments, or problems that you would like to share with us, please go to www.dis.arkansas.gov and click on the Customer Feedback Mailbox. Fill out the feedback form, and the message will be forwarded directly to our Customer Relationship Management Administrator. Feedback from you will allow us to continually improve the service we provide our customers.

DIS Call Center

The DIS Call Center operates 24 hours a day, seven days a week, 365 days a year. Call Center Agents are always available to help you with any problems you are experiencing with DIS provided services. Agents will log information about your trouble and forward a trouble ticket to the appropriate DIS staff.

To contact the Call Center, you may call 501.682.HELP (4357), 1-800-435-7989, or e-mail information to DIS. CallCenter@arkansas.gov.

State Technology Meeting for Public Sector IT Leaders

- When: Tuesday, November 27, 2007
- Where: U of A Cooperative Extension Office Auditorium
2301 University Avenue, Little Rock
2:30 – 4:30 p.m.

Service Spotlight

Exchange E-mail

The DIS Enterprise Exchange E-mail package includes e-mail access, calendars, anti-spam and anti-virus technology, as well as additional features associated with Microsoft Exchange server. Exchange e-mail is highly reliable and DIS provides customers with an experienced and professional support team that is focused on customer service and satisfaction.

The DIS Exchange E-mail package includes:

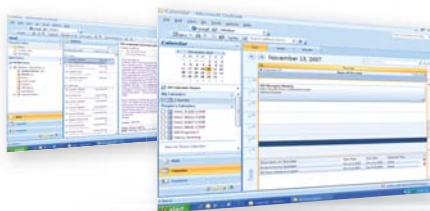
- 50MB of e-mail storage per user
- Global address list
- SPAM filtering
- E-mail virus protection
- E-mail attachment size of 5MB per message
- Microsoft Exchange ActiveSync
- Outlook Web Access
- Redundant and load balanced configuration

Disaster recovery Some additional services that are available with Exchange e-mail are Blackberry Enterprise Server synchronization, the option for larger e-mail attachment size, and additional e-mail available to customers 24 hours a day, seven days a week, excluding planned outages, system maintenance, and unavoidable events. Maintenance windows are scheduled from 6:00 a.m. to 12:00 p.m. each Sunday and are used only when needed for scheduled changes.

Some tips for Exchange E-mail users to aid in management of mailbox capacity:

- Delete and purge e-mail that is no longer needed
- Refrain from forwarding large files to multiple users if possible
- Delete attachments prior to storing e-mail if no longer needed
- Create personal or local folders to archive/store e-mail
- Follow best practice guidelines, State policies, or established agency policies for acceptable e-mail use

For more information about exchange e-mail and related costs, please contact your Customer Account Representative or go to www.dis.arkansas.gov.



DIAMONDS milestone



DIS is celebrating the one year anniversary of the DIAMONDS billing system. DIAMONDS was implemented in October 2006, and the system has been through several changes and upgrades since the implementation.

DIAMONDS was upgraded recently to allow customers the option to run reports for individual accounts. Customers can now compile reports according to an assortment of details and export the reports into several different formats, depending on their needs. Some DIS customers recently had problems printing reports from the DIAMONDS system. If you are not able to print reports within the billing system, please contact your desktop support staff or the DIS Call Center. To print reports, you will need administrative rights to install Active X Crystal Reports Viewer. Once the viewer is installed on your profile, you should be able to print needed reports.

Electronic billing is also available for customers through DIAMONDS. There is a newly formatted invoice that is available either on-line or on paper. If you would like to eliminate paper bills, you can click on www.dis.arkansas.gov and instructions are

available on the DIAMONDS section of the DIS website. Also, there are changes to customer invoices for Windstream services. A new process allows for Windstream calls made using an authorization code to appear as one line item on a customer invoice to eliminate any confusion about billed calls.

The DIAMONDS Team is currently working on several items to enhance the system. Staff members are developing work flows for services, which will help minimize the time it takes to order services from DIS. Also, customers that enroll in electronic billing will soon receive an email notification, sent to an authorized user, to inform the customer that there is a new invoice available.

If you have any problems that you need to discuss with a DIS Billing Team member, you can reach the department at 501.682.4010 or send an email to dis.billing@arkansas.gov. In the near future, a new form for billing inquiries will be available on the DIS website that will allow customers to forward information through the site. When the form is submitted, it will automatically create a service ticket for the Billing Team to address.

Meet your Customer Account Representative



Nancy Jauernig is the Customer Relationship Management Division Administrator and a member of the DIS Executive Leadership Team. Ms. Jauernig has dedicated more than 19 years to the State of Arkansas and DIS, and she has more than 31 years of experience in the

technology field. Ms. Jauernig has worked with four agency directors in just about every area of the agency. She developed and directed the first DIS Customer Service division, acting as the Division Director for more than 10 years.

Ms. Jauernig began her career in technology as a Communications Consultant for the former Southwestern Bell, moving on to AT&T and Bell Atlantic as a Marketing Manager. At DIS, she manages a functional area of more than 30 employees with a variety of responsibilities, including Customer Account Management, Customer Billing, Customer Service Ordering, Project Management, Contracts, and Communications. Ms. Jauernig served as the supervisor of the Centrex conversion project, migrating more than 25,000 telephone lines on time and within budget.

Ms. Jauernig is a 2003 Dale Carnegie Graduate and a Certified Hardware and Software Manager by the International Association of IT Asset Managers (IAITAM). She is also a past President, Vice President, and Executive Board member of the Association for Users of Telecommunications and Information Systems (AUTIS), as well as a former President of the Arkansas Chapter of the FOCUS AT&T User Group.

Away from the office, Ms. Jauernig is usually on the golf course. She loves to play golf and spend time with her family.

Tech Tips

Personal computers can be taken over by another person for malicious intent without notice. These compromised machines are called "bots" and can be used to attack other computers, steal personal information, and send spam and viruses. Prevent your pc from becoming a "bot" by:

- Use anti-virus and anti-spyware software – This software protects computers against viruses and spyware, so you can detect and remove harmful software before it does any damage.
- Install a firewall - Firewalls prevent infection by blocking malicious traffic before it enters a computer. Some operating systems include a firewall; make sure it's enabled.
- Passwords - Select passwords that are difficult to guess and change them periodically. Don't choose options that allow your computer to remember your passwords.
- Keep software up to date - Install patches to prevent attackers from taking advantage of problems or vulnerabilities. Enable automatic updates if offered through your operating system.