

July 2008 Customer Newsletter

Agency vision released



"Customer satisfaction every time."

We want to direct our everyday focus on the customers we serve and to strive as an agency to meet our customers' needs.

On Friday, June 27th, DIS eagerly kicked off a new vision statement for Fiscal Year 2009,

Along with the new vision for the agency, new mission and values statements, decision drivers, and goals were released as well. To view each of these in detail you can go to www.dis.arkansas.gov and click on the [Get to Know DIS](#) tab.

If you have any feedback that would help us improve our customer service, please submit your comments through the [Customer Feedback Mailbox](#) on the home page of the DIS website.

New spam and anti-virus email solution

In May, DIS deployed a new primary spam and anti-virus email solution, migrating from Sybari Advance Spam Defense to IronMail. You should no longer receive quarantine reports from Sybari, and rules that you established in Sybari did not move to the new product. Information and instructions for IronMail were distributed to customers prior

to the migration to the new product.

If you need instructions for the use of IronMail or further information about the product, go to www.dis.arkansas.gov and click on the appropriate link under announcements. If you have any further questions, please contact your email administrator or your Customer Account Representative.

Introduction to the AGIO



Act 751 of 2007 dissolved the Office of Information Technology and incorporated the Arkansas Geographic Information Office (AGIO) into DIS. The AGIO employs five GIS experts, including the Geographic Information Coordinator who reports directly to the DIS Director.

The AGIO was created to provide information regarding land and mapping data resources to various entities throughout the state, as well as educate the public regarding Geographic Information Systems (GIS). The AGIO coordinates state and federal geospatial data projects across Arkansas and works in conjunction with the Arkansas State Land Information Board.

The AGIO is the operational host of GeoStor, which is the state's geographic

information systems clearinghouse. In 2007, GeoStor produced more than 1.2 Million feature and image views of map layers contained in the enterprise system. These maps and information are viewed by the general public or GIS users and analysts across the state.

The AGIO works to continually update the multitude of information included within the GIS clearinghouse. Many state agencies and other entities use GeoStor as a resource for daily operations or special projects. Last year, more than 18,000 map files were downloaded from GeoStor by GIS users and analysts. "Research that took a significant amount of time and state dollars prior to the implementation of GeoStor, now takes agencies a matter of minutes with no costs," said Shelby Johnson, State Geographic Information Coordinator.

With the addition of newly published interactive map applications to GeoStor, Johnson expects the system to continue to grow through the remainder of 2008. For more information about the AGIO and how your agency can use GIS, go to http://www.gis.state.ar.us/AGIO_index.htm or contact Shelby Johnson at Shelby.johnson@arkansas.gov or 501.682.2767.

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.

Service spotlight

DIS provides business analyst services for customer projects. A business analyst is responsible for determining and analyzing customer's business needs to identify business problems and propose solutions. A business analyst is able to study areas of business and make recommendations about procedural, personnel, and policy changes, as well as recommending software to improve the business system.

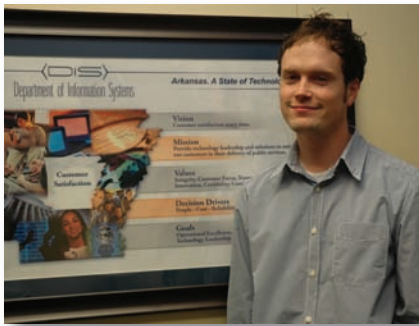
Business Analyst services include, but are not limited to:

- Analyzing the business needs of customers to help identify business problems and propose solutions
- Developing customer requirements and business processes through interviews and meetings

- Analyzing business requirements to ensure all customer requests are needed
- Proposing procedural changes
- Recommending software packages

Services are available Monday through Friday from 8:00 am to 4:30 pm. Please see the [DIS Rate Sheet \(EXCEL\)](#) for all product and service rate information. Lead times vary and depend upon the details of the service needed. For information about business analyst services, please contact your [Customer Account Representative](#).

Meet your Customer Account Representative



Josh Smith is a Customer Account Representative in the DIS Customer Relationship Management (CRM) Division. Josh began his career with the State of Arkansas four years ago at the Arkansas

the Department of Human Services and Arkansas Teacher Retirement System, as well as two year colleges such as Pulaski Technical College. Josh says his experience working with the legislature gives him a unique perspective on his role as an account representative.

Josh graduated from the University of Central Arkansas (UCA) with a Bachelor's Degree in Business Administration. Josh recently completed the "Strictly Business" Dale Carnegie Immersion Seminar. He also completed requirements for the DIS Leadership Institute in April 2007 conducted by IATP. Josh's goal as an account representative is to provide excellent customer service and continually learn about new technologies.

Away from the office, Josh enjoys spending time with his family and friends. Josh is married to Danica, and they have an 11-year old Chocolate Lab/Chow mix named Champ.

Senate and Bureau of Legislative Research offices. Josh was hired about a year later at DIS working primarily with the Arkansas Wireless Information Network (AWIN) in the Project Enterprise Program Management Office (PEPMO). He moved to the CRM division in January 2007. Josh's customer base consists of mostly state agencies, including

Tech Tips

Browser Attacks!

In April 2008, computer security and anti-virus publisher Panda Labs announced that more than 280,000 web sites were altered to redirect computers to malicious websites which would attack in a variety of ways. The SANS Institute, a computer security research and training organization, recently declared browser attacks to be the "Top Cyber Security Menace" for 2008.

What Can You Do To Protect Yourself From Browser Attacks?

- Keep your browser(s) and operating system updated and patched.
- Use up-to-date anti-virus and antispyware software.
- Keep your applications (programs) updated and patched, particularly if they work with your browser, such as multi-media programs used for viewing videos.
- Install a firewall between your computer and the Internet and keep it updated and patched.
- Block pop-up windows, some of which may be malicious and hide attacks. This may block malicious software from being downloaded to your computer.
- Tighten the security settings on your browsers. Check the settings in the security, privacy, and content sections in your browser. The minimum level should be medium.
- Consider disabling JavaScript, Java, and ActiveX controls.