

November 2008 Customer Newsletter

Customer satisfaction survey released

In order to help DIS determine areas for improvement and to meet our vision of customer satisfaction every time, the annual Customer Satisfaction Survey was released via email to IT contacts across the state on Wednesday, October 29th. If you received the link to the survey, please take just a few

minutes to fill out the brief questionnaire. We want your feedback. The important survey information is analyzed and used to improve DIS' services and customer relationships. Thank you for your consideration in completing the DIS Customer Satisfaction Survey.

Arkansas geographic information system highlighted in recent federal report



In a recent report to the Federal Geographic Data Committee (FGDC) Subcommittee for Cadastral Data, titled Parcel Data for

Hurricane Ike – Lessons Learned, the State of Arkansas was recognized as a best practice for its organized and publicly available parcel data. Prior to Hurricane Ike's landfall in mid-September, the U.S. Forest Service asked the FGDC Subcommittee to provide assistance with acquiring parcel data for counties in Ike's path and in proximity to U.S. Forest Service lands. The subcommittee took on the task of gathering the requested information from counties in five states, including Arkansas.

In 2002, the Arkansas Geographic Information Office (AGIO) began the County Assessor Mapping Program as a statewide initiative to implement digital cadastral mapping in all 75 counties. The assessor's parcel data can be used to identify the types of properties as residential, commercial, agriculture, etc. Prior to the program, three counties were conducting digital cadastral data development, although none of the three counties were standardizing the information or documenting metadata. At this time, 95% of Arkansas counties are developing digital cadastral data in a consistent and standardized manner. "Data is compiled along with the assessor. The data is standardized, and then our team publishes

the data in one centralized location [GeoStor] for easy access to whoever needs the information," said Shelby Johnson, GIS Coordinator.

The FGDC and the U.S. Forest Service used the available parcel data to assess damage in 21 Arkansas counties listed in the impact area. The data provided valuable information for a request for emergency funding for recovery operations. Parcel data is helpful for rescue and response, as well as making accurate damage assessments, and a digital parcel database provides the most detailed information about the location, use and value of properties. A digital parcel database is the only source that can provide data on a parcel by parcel basis.

The report to the FGDC Subcommittee states that Arkansas was an "ideal situation," and says that "Arkansas publishes available parcel data through their data portal in a standardized, ready-to-use format. It was ready to go as soon as it was downloaded. Total resource requirements; three hours." The report later states that "FGDC Metadata was not available from any of the counties where parcel data was acquired with the exception of Arkansas. "Arkansas works with its individual counties to develop and quality control their metadata." To read the complete report to the FGDC Subcommittee for Cadastral Data, go to <http://www.nationalcad.org/showdocs.asp?docid=1055&navsrc=Report&navsrc2>. To view GeoStor, Arkansas' official geodata clearinghouse, you can go to <http://www.geostor.arkansas.gov/Portal/index.jsp>.

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.

Achievement Award

At the 14th Annual Awards Celebration on Wednesday, October 15th, DIS was named the Achievement Award winner by the Governor's Quality Award Program for Performance Excellence. DIS team members were among the more than 250 business and civic leaders from across the state that attended the celebration.

In addition to the recognition, award recipients will receive an in-depth evaluation of their management systems, as well as a written report of feedback citing strengths and areas for improvement. The goal of the Governor's Quality Award Program is to encourage Arkansas organizations to

engage in continuous quality improvement, which leads to performance excellence, and to provide significant recognition to those organizations. DIS received the Achievement Award in 2005 and 2006.



Hurricane Gustav Response

DIS teams were called into action recently to provide network and telephony support for Gustav evacuees coming in to Fort Chaffee in Northwest Arkansas. The first DIS team volunteering to travel to Fort Chaffee was deployed on Saturday, September 30th. Three teams with a total of approximately 15 volunteers rotated shifts over a period of more than a week.

At Fort Chaffee, DIS team members established an Internet café, with equipment, connectivity, and technical assistance staff. Approximately 10 telephone lines and equipment were set up in the Internet café for the evacuees to get in touch with family members in other locations. A laptop was also used to set up and project a video feed of

news reports so that the evacuees could receive information about their hometowns. DIS also provided an air card and a wireless access point for emergency first responders providing medical services.



Meet the Enterprise Systems Management Team Director



Kevin Grace is the Division Director for the Enterprise Systems Management Division; a position that he has served in for the past year. DIS' Enterprise Systems Management Division is responsible for designing, implementing, and

maintain solutions to meet customers hosting requirements on Mainframe, UNIX, and Windows server platforms, as well as end user support and database administration.

Kevin began working at DIS at 2001 in the UNIX Support Team. He served as the UNIX Support Team Manager before taking on the leadership role for the division. Kevin graduated with a Computer Systems degree from the

University of Arkansas at Little Rock. After graduation, he was hired as a contract programmer for the Arkansas Department of Human Services. He also worked as a database administrator for Alltel Information Services just prior to joining the DIS team. Kevin is a multi-platform specialist, experienced in Windows, UNIX, and Mainframe platforms.

Kevin and his wife Tracey have two sons; nine-year old Caleb and 17-year old Cody. Tracey is a real estate agent for McKimney Associates Realtors, Cody is a student at North Little Rock High School where he plays baseball, and Caleb plays Little League. Outside the office, Kevin spends much of his free time coaching baseball, and Kevin assists parents and high school baseball players with the move to playing the sport at the university level. Kevin also enjoys playing golf and music.

Service Spotlight

Dedicated Server Hosting

DIS offers a comprehensive hosting solution for customers through Dedicated Server Hosting. DIS provides the hardware, and the customer provides the software. Server specifics may vary based on hardware availability at the time of service setup. The system will be housed in the DIS Data Center. Included in this service is:

- Microsoft Windows Server 2003
- Microsoft Operations Manager 2005 "Client"
- DIS approved anti-virus software
- Installation of system in the DIS Data Center
- One 10/100/1000MB Ethernet connection
- Subnet of IP Addresses
- Basic firewall services

Highly trained professionals perform regular security vulnerability scans and firewall configuration is available at customer request. Hardware support is included. Also upon customer request, DIS may provide additional professional and technical resources such as Disaster Recovery, Project Management, Software Analysis, Server Management and Support, and Software Testing, to assist with management, requirements identification, implementation, problem resolution, and enhancement support.

Please see the DIS Rate Sheet for rate information. For further information about Dedicated Server Hosting options, please contact your Customer Account Representative.

Tech Tips

Personal Information Protection

The unauthorized acquisition of computerized data is often referred to as a security breach. Data breaches are occurring all too frequently, both in large and small organizations, as well as in the public and private sectors. The Privacy Rights Clearing House Chronology of Data Breaches has documented more than 245 Million records compromised due to security breaches since January 2005.

In 2005, the Arkansas Legislature passed Act 1526 requiring that individuals, businesses, and state agencies protect data and give notice to consumers if unencrypted personal information is disclosed to unauthorized persons. Personal information includes an individual's first name or initial and last name in combination with one or more of the following: Social Security number; driver's license number; or medical information.

Organizations and individuals must take proactive measures to minimize the risk of data breach. Everyone in an organization has a role in protecting information. The following are examples of steps you can take to help prevent data disclosure:

- Follow your organization's cyber/information security policies.
- Know how your organization classifies information and adhere to the appropriate controls in place.
- Follow proper procedures for the destruction or disposal of media that contain sensitive data.
- Participate in security awareness training.
- Encrypt sensitive data.