

March 2008 Customer Newsletter

DIAMONDS

Through recent enhancements to DIAMONDS and an ongoing upgrade to the system, customers will see increased accuracy and timeliness in their billing information. DIS teams are in the process of performing the upgrade which is scheduled to be complete by mid-March. The upgrade includes several improvements to the system and online invoice reports.

Improvements to DIAMONDS through the software upgrade are mostly related to the on-line invoice and reports. The upgrade underway will allow for a more timely release of the on-line invoice report. Additional improvements to the system that will soon be noticeable to customers include the consistency of filenames for drill down reports, internal order numbers sorted in the same order each month, and customers will be able to see more than 10 entries on the report list.

Also, DIS teams have made additional updates to DIAMONDS that will be valuable to customers. A new password change function is available that prompts users to change passwords every 90 days. In our efforts to "go green," customers can now choose to receive invoices on-line instead of a paper copy. Customers can also contact an account representative for more information about a billing data-mart that has been created. Lastly, all AT&T authorization codes have been converted to reduce processing time and increase billing accuracy.

DIS will release a new DIAMONDS training schedule in the near future. If you have any questions or concerns about DIAMONDS or billing, please contact our Billing Team at 501.682.4010 or dis.billing.inquiries@arkansas.gov.

Upcoming rebates

Customers may soon see a rebate included with monthly billing. DIS will issue rebates in the form of a credit memo in conjunction with the March billing cycle. Rebates are for over recoveries in Fiscal Year 2007 for services in the categories

of Long Distance, Telephone, 800 service, Internet, Broadband, and Application Hosting. If you have any questions about the upcoming rebate, please contact your Customer Account Representative.

Enterprise Content Management



DIS recently installed an Enterprise Content Management System and kicked-off a pilot project to test the use of the system. The

system will be used for records retention, and during the six-week pilot project, DIS, along with two customers, will use the application for email management. By April 1, 2008, DIS will decide if the pilot was a success and if the email system is ready to offer as a service. The project implementation team is currently working to define and outline business rules to automate processes for records retention, making managing compliance easier for

agencies using the service.

The application works through a web browser interface and users are assigned an ID to log in and manage records. Customers are able to customize access control security so that only permitted users

are able to view contents of the repository. Once documents are copied into the repository, records can be searched several different ways, including through email content, attachments, subject, etc. Documents cannot be changed or deleted once copied into the system.

The projected rate for Enterprise Content Management services is \$2.50 per mailbox per month, which is in addition to email charges. Customers will have the option of DIS managing information within the system, or managing the information themselves. With the completion of the pilot project in April, further information will be released to customers regarding this service offering. For further information about Records Retention Guidelines, click on http://www.state.ar.us/dfa/igs/igs_records.html.

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.

IT Showcase 2007

The 2nd annual DIS Technology Showcase was again a wonderful opportunity to hear from our customers, as well as provide you with



further information about our services. More than 100 customers visited the 2007 Showcase which was held at the Victory Building. Thank you to all of our customers that took a few minutes to stop by in December to meet with DIS leadership, Customer Account Representatives, and subject matter experts. We also hope you enjoyed the opportunity to see some of the interactive demonstrations.

If you would like to share some ideas or feedback with DIS regarding the IT Showcase, we would love to hear from you. Please go to www.dis.arkansas.gov and click on the Customer Mailbox to send us a message. We hope to see each of our customers at the 2008 Showcase!

Meet your Customer Account Representative



Donnie Matthews is a Senior Customer Account Representative in the DIS Customer Relationship Management (CRM) Division. Donnie has worked as a DIS account representative for nearly nine years, managing an account base of more

than 70 customers. Prior to his employment with DIS, Donnie received years of experience in customer outreach within the investment banking and manufacturing industries.

At DIS, Donnie has played an integral role in many successful projects, including the 2001 conversion of more

than 25,000 phone lines from PBX to a Central Office based solution, the creation and coordination of the DIS Technology Showcase, and the enhancement of the DIS Product and Service Guide, which is available on the DIS website and in hard copy. Donnie enjoys working with DIS customers and meeting their technology needs on a daily basis.

Donnie holds a Bachelor's Degree in Finance from the University of Central Arkansas. He is a Dale Carnegie Graduate and has certifications as a Customer Relationship Manager and in Customer Satisfaction. He will also graduate from the Arkansas Public Administration Consortium (APAC) Certified Public Manager program in May 2008. Away from the office, Donnie enjoys golf, following the Razorbacks, and spending time with his wife and young son.

Tech Tips

IRS Phishing Scam and Identity Theft

Recently, users within state government reported receiving emails that appear to be from the Internal Revenue Service (IRS). The IRS has confirmed that it does not solicit any information via email. The phishing email claims to offer a tax refund and requests users to click on a link to provide personal and possibly sensitive information. Identity thieves could use this information to compromise the identity and personal information of unsuspecting victims. Be cautious when receiving unsolicited email that could be a potential phishing email. Here are a few measures to prevent the occurrence of phishing attacks:

- Do not follow unsolicited web links received in email messages.
- Contact your financial institution and file a complaint with the Federal Trade Commission (FTC) immediately if you believe your account or financial information has been compromised.
- Review the FTC's website on how to protect yourself from identity theft.
- Go to www.OnGuardOnline.gov for some practical tips to guard against Internet fraud, secure your computer, and protect your personal information.