Department of Information Systems

DIS.ARKANSAS.GOV

Arkansas
A State of Technology

Products & Services Guide

A Message from the DIS Director

The Arkansas Department of Information Systems (DIS) is a state agency, established in 1977, that provides information technology solutions to agencies, boards, and commissions to assist in better serving the citizens of Arkansas. Our staff of more than 250 IT professionals provides services such as telecommunications, hosting, data networking, and much more.

Whether it's providing project management to ensure agency budget dollars are wisely spent or securing our State Network, we're constantly working to deliver the best service to our customers at the city, county, and state level. Our agency vision is 'Customer satisfaction every time.' This sounds fairly basic, but there are more than 2500 locations on the information technology network that serves the State of Arkansas. State agencies, and ultimately the citizens they serve, depend on those locations to have services ready the moment the services are needed. We work everyday - 24 hours a day - to ensure that we address our customers' needs and that our customers are satisfied with the service they receive.

Thank you for the opportunity to serve you. We hope that this guide to our products and services will be a good resource for you as you are searching for the right technology solution for your agency. Please contact your Customer Account Representative with any questions. They will be happy to assist you in any way possible.

Mark E. Myers

Mark Myers

Vision

Customer satisfaction every time.

Mission

Provide technology leadership and solutions to assist our customers in their delivery of public services.

Values

Integrity, Customer Focus, Teamwork, Communication, Innovation, Credibility, Continuous Improvement.

Exchange Email

The State of Arkansas Enterprise Exchange e-mail package includes e-mail access, calendaring, anti-spam and anti-virus technology, as well as all the rich features associated with a Microsoft Exchange environment. This highly available quality email is provided at a competitive price and supported by experienced and professional personnel focused on customer service and satisfaction.

The State of Arkansas Exchange E-Mail offering includes:

- Microsoft Exchange 2007 Environment
- 200MB of e-mail storage per user (see your account rep for additional storage needs)
- Global address list
- Outlook Anywhere - For remote connections, Outlook offers Outlook Anywhere, an alternative to VPN connections that allows you to use Outlook just as you normally do at your organization, without the need for any special connections or hardware, such as smart cards and security tokens.
- New & Improved Outlook Web Access
- Outbound Compliance Capabilities
- Advanced IronMail SPAM and Anti-Virus protection with custom filtering available
- Highly available configuration to help maintain uninterrupted access to email
- Disaster recovery/availability protection
- Mobile device support through Microsoft Exchange ActiveSync

Add-on services include:

- Blackberry Enterprise Server synchronization
- Larger e-mail attachment size
- Additional e-mail storage per user

This service is available to customers 24 x 7, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for scheduled changes that have been implemented through the DIS Change Management Process. In addition to the Standard DIS Maintenance Windows, site-specific and service-specific changes may be coordinated with customers at non-standard times. Standard Maintenance Windows are defined as - 6:00 a.m. to 12:00 p.m. each Sunday.

Microsoft Domain & Active Directory

Microsoft Active Directory Services eliminate the hassle of expensive hardware and software, bringing you all the benefits of a Directory Service account. This service is appropriate for customers that don't have the time or resources to maintain an active directory domain server.

Active Directory services include:

- Hosted Active Directory Domain
- Hosted Domain Services
- Account Management
- Hardware Management

Active Directory helps small and medium size organizations with a reliable working environment, which offers the highest levels of reliability and performance. This allows users to perform as efficiently as possible, as well as providing a more secure and manageable environment.

Some of the benefits of Active Directory Services:

- Increasing the Productivity of Users
- Reducing the Burden of IT Administration
- Improving Fault Tolerance to Minimize Downtime
- Enhancing Security to Provide Better Peace of Mind
- Leveraging the Capabilities of Active Directory-enabled Applications

Windows Server Hosting

DIS offers Windows Server Hosting for customers who want a comprehensive hosting solution. DIS provides the hardware, and the customer provides the software. Actual server specifics may vary based on hardware availability at the time of service setup. The system will be housed in the DIS Data Center.

Windows Server Hosting includes:

- 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 will perform regular security vulnerability scans, and firewall configuration is available at customer request. Hardware support is included and a new server will be provided after 48 months in use, but before 54 months in use. Also at the customer's 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. DIS will not be responsible for problems outside the control of DIS, but will work with the customer to help resolve problems. Such costs are not included in the rates associated with this service.

Customer Rack Housing

The Customer Rack Housing option is for customers who want to house racks of computer equipment they already own in the DIS Data Center.

DIS Responsibilities:

- DIS will provide a 42U rack, at the customer's choice of locations, either SDC-MAC or SDC-West
- Rack will be supplied with two in-rack Power Distribution Units (PDUs), each PDU will provide (36) C13 , (6) C19 & (2) 5-20 connections. All connections are 208V, except the 5-20s which are 110V.
- Each PDU will be connected to a different UPS to provide dual power feeds.
  - DIS will provide 24x365 escorted access to the Data Center.
  - Racks will be secured with card key access control system
  - Up to two (2) 10-Gigabit Ethernet connections to DIS core network will be provided. These connections will be extended from the DIS Core Network to the designated rack location.
- Dual Fabric Storage Area Network (SAN) Fiber Channel connections for access to enterprise storage are available upon request.
- Subnet of IP addresses for use by customer
- Basic firewall services are also available
- For customer supplied racks:
  - DIS will provide two (2) electric feeds, one from each UPS.
  - DIS will provide the standard card key access control lock equipment used on a DIS standard rack. Custom adaptors may be available from the lock manufacturer at additional cost to the customer.

Customer Responsibilities :

- Notify the DIS Command Bridge @ 501-682-4905 to gain access to Data Center.
- Provide a list of personnel that will be authorized to work on customer equipment
- Information about who to contact for issues related to the equipment.
- Provide DIS with electrical receptacle requirements in writing, 3 week minimum lead time, otherwise customer could incur manufacturer expedite fees.

The customer should expect a secure, environmentally friendly environment to host customer provided equipment. At the customer's 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. Such costs are not included in the rates associated with this service.

Mainframe Services

Utilizing the most powerful computing resource on the State Data Center floor, the Mainframe Transaction Processing service provides computer automation through online transactions, batch jobs and interactive sessions via TSO/CMS. This allows Arkansas agencies, boards and commissions to efficiently store, access, and process information using a highly available system.

Online Transaction Processing

Online transaction processing provides customers with immediate, real time access to data. By allowing customers to complete business transactions in sub-second time, this service supports the most efficient use of customer resources. Included is support for large numbers of customers executing millions of transactions at the same time. Online processing offers high availability and performance and the assurance of security for transactions and user data, supporting some of the state's most mission critical applications.

Batch Job Processing

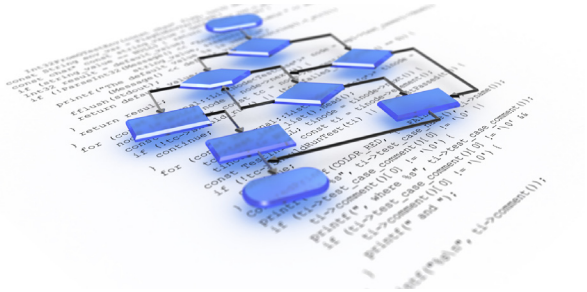
Mainframe batch jobs are processed without customer interaction. DIS job scheduling software submits, manages, and tracks jobs that process data in large volumes. These jobs update databases, backup files, and produce printed reports and other output. Off-hour rates provide windows for processing large jobs/streams at a reduced cost.

Mainframe Transaction Processing includes:

- Off-hour rates to provide cost effective processing windows for large jobs/streams
- Time tested and highly available mainframe configuration provides uninterrupted access to customer information
- Backup and disaster recovery/availability protection
- Multi-layered security
- Application development and Abend support services
- Thin Client architecture
- 24x7 Operations Support and Monitoring
- Automated production scheduling services
- Streamlined integration with legacy applications
- Robust backend performance for large Online Transaction Processing (OLTP) or Relational Database Management (RDBMS) Systems
- Problem and Change Management
- Comprehensive product and tool sets available for customer use

This service is available to customers 24 x 7, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for scheduled changes that have been implemented through the DIS Change Management Process. In addition to the Standard DIS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times. Standard maintenance windows are defined as 6:00 a.m. to 12:00 p.m. each Sunday.

SharePoint Hosting



Microsoft SharePoint is a browser-based platform used to facilitate collaboration, provide content management features, implement business processes, and supply access to essential information. SharePoint is a user-friendly product and can be used for many different functions, including records repository, developing workflows, and building team sites, among other essential business functions.

There are different options of the SharePoint Hosting Service to include the following:

1. Agency Internal - This service provides for a SharePoint Hosting environment for a site collection (multiple sites) for an agency to use internally. This offering requires participation in the State Active Directory Forest. This offering includes the following features:
   - State SharePoint Shared Hosting Environment
   - Up to 25 Named Users
   - Up to 5GB of Storage and Backup with Disaster Recovery
   - Shared SQL Cluster
   - $4.00 per user for additional named users
   - 24 X 7 X 365 support
   - Access to State Templates
   - Additional features not listed but included in the detail offering sheet
2. Agency Internal (plus public facing sites) – This service, which will be available in the near future, provides for a SharePoint Hosting environment for a site collection (multiple sites) for an agency to use for public facing sites. This offering requires participation in the State Active Directory Forest. This offering includes all of the above features plus unlimited unnamed users.
3. Interagency - This service, which will be available in the near future, provides for a SharePoint Hosting environment for a site collection (multiple sites) for an agency to use for interagency collaboration. This offering requires participation in the State Active Directory Forest. This offering includes all of the above features plus unlimited unnamed users.
4. State Applications (example: Legislative Tracking) – This service provides access to state developed SharePoint applications, in this case, Legislative Tracking. This offering requires participation in the State Active Directory Forest and subscription to one of the State SharePoint hosting plans listed above. This offering includes the following features:
   - Ability to use state developed SharePoint applications – Legislative Tracking
   - Ability to participate in state enterprise architecture team sponsored by the State Technology Council

The customer should expect:

- Access to a DIS hosted and secure SharePoint environment.
- Guidance on employing features and functionality within the Office SharePoint Server 2007 platform.
- Professional and technical resources to assist in the management of the effort, business requirements identification, development and/or implementation of the SharePoint applications, provide problem resolution and enhancement support, etc. as requested.

UNIX/Linux Dedicated Server Hosting

DIS offers UNIX and Linux Dedicated Server Hosting for customers who want a cost-effective hosting solution. DIS provides the hardware, as well as a comprehensive suite of Open Source Software (OSS) and the customer provides any additional software. Actual server specifics may vary based on hardware availability at the time of service setup. The system will be housed in the State Data Center.

UNIX/Linux Dedicated Server Hosting includes:

- IBM AIX v5.3, Red Hat Enterprise Linux v5.x, or Scientific Linux v5.x Environment
- Installation of system in the State Data Center
- At least one 10/100/1000 Ethernet connection
- Advanced server/service monitoring with Nagios
- Subnet of IP addresses
- Basic firewall services
- All available Open Source Software – Web server, FTP server, OpenLDAP, etc

Add-on services include:

- DB2 Universal Database Installation
- WebSphere Application Server - IBM's Java EE 1.4 compliant application server
- Access to our Enterprise Data Storage –Disk and Tape
- File and Database backups performed by our Enterprise Backup System

Highly trained professionals will perform regular security vulnerability scans and firewall configuration is available at customer request. Hardware support is included and a new server will be provided after 48 months in use, but before 54 months in use. Also at the customer's 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. DIS will work with the customer to help resolve any problems if they arise. Such costs are not included in the rates associated with this service.

Network Services

Internet Connectivity

DIS provides Internet access through the secure and highly reliable State Network as an optional service to basic data network connectivity. Connection speeds depend on the physical network connection and range from 56 kilobits per second to 1 gigabit per second. Internet access includes three redundant connections to the major Internet provider totaling 990 megabits per second, transport to the DIS core for access to hosted service, and 24/7 maintenance support service. Internet content filtering is also available for an additional charge depending on bandwidth.

Network connection options are:

- 56K Band 1, 2, 3, or 4 (band options vary by city)
- 384K Band 1, 2, 3, or 4 (band options vary by city)
- T1 Band 1, 2, 3, or 4 (band options vary by city)
- 10MB (multi-agency facility; capitol campus)
- 50MB (single agency)
- 100MB (single agency; capitol campus)
- 1GB (capitol campus)

What should you expect?

DIS conducts network monitoring 24 hours a day, seven days a week, and 365 days a year with eHealth and Spectrum, network management tools used to pinpoint problems and provide performance reports. DIS dedicates significant time and resources to provide a secure and highly reliable State Network. Performance reports are available to customers upon request. Network availability target is 99.5% or greater.

- Monitored and managed cyber security firewall
- Network and cyber security monitoring
- Intrusion prevention systems
- Cyber security assistance through the State Cyber Security Office

Network Security

The increasing number of cyber threats makes information security measures a necessary part of doing business. DIS security management professionals offer security solutions to ensure the protection of your network. We monitor and manage router and server security, monitor networks for server and router vulnerabilities, and will assist customers with router and server-based security tools based on the state cyber security architecture. DIS Security also assists in setting up virtual private networks for authorized individuals seeking secure remote access to state computing resources and information. The costs of many DIS security features are included in other DIS services.

DIS Security includes:

- Firewalls
- Intrusion detection systems
- Notification of infected computers
- Offer advice regarding system clean-up
- Notification of current cyber threats
- Information security consulting
- Security awareness training
- Assist agency with understanding and interpreting statewide security policies and standards
- Protection from cyber threats at the Internet gateway

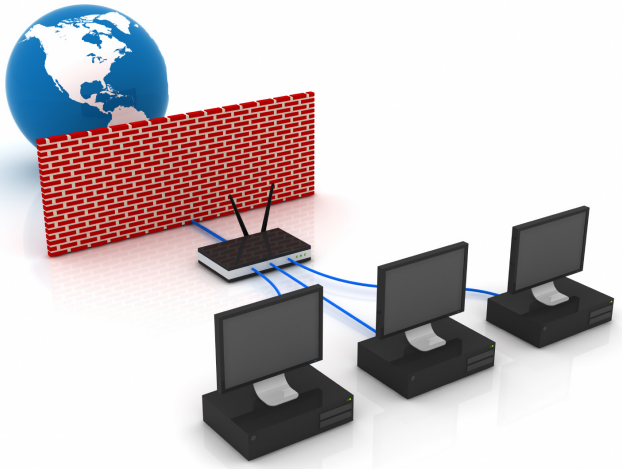
CyberSecure ARKANSAS

Networking Equipment

If you are already a subscriber to any DIS network data service, you are eligible for Networking Equipment Rental. DIS will rent equipment to customers that can send packets to the correct LAN segment, and propose other equipment solutions to meet your agency's specific requirements.

Equipment available for rent from DIS includes:

- Routers with security features
- Switches
- Firewalls



DSL (Digital Subscriber Line)

DIS' Digital Subscriber Line (DSL) is a digital line service providing users with simultaneous voice and data connections over a Remote LAN (RLAN) to the State Network. RLANDSL can also provide small offices with a more cost effective solution than a frame relay connection. DSL is designed to provide greater downstream bandwidth than upstream. Service and bandwidth availability are dependent on the distance between the customer's location and the telephone company's central office or nearest hub. This service includes a DSL circuit including router and Internet access. DSL options depend on the distance between the customer's location and the telephone company's central office or nearest hub. These options include:

AT&T:

- Basic DSL (128K upstream, 384K to 1536K downstream)
- Premium DSL (384K upstream, 1536K to 6000K downstream)

Windstream:

- Incumbent Territories DSL (0K to 512K upstream, 0K to 512K downstream)
- Competitive Territories DSL (256K upstream, 0K to 3000K downstream)

CenturyLink:

- Primary DSL (256K upstream, 0K to 384K downstream)

DIS conducts network monitoring 24/7 with network management tools that pinpoints problems for corrective action and produce performance reports. This is a proactive approach so the customer will incur the minimum amount of downtime. The network availability target is 99.5% or greater.

VPN Remote Access

Does your business take you out of the office? Not to worry. With DIS Virtual Private Network (VPN) remote access, you can access the State Network securely from your home or while on the road. All you need is your own PC or laptop.

VPN includes:

- Secure connectivity to the State Network
- User friendly account setup procedures
- Technical assistance during setup

The customer should expect:

- Extended geographic connectivity.
- Improved security where data lines have not been ciphered.
- Reduced operational costs versus traditional WAN.
- Reduced transit time and transportation costs for remote users.
- Ability to provide telecommuter support.
- Ability to provide broadband networking compatibility.

Video Conferencing

DIS can help you lower travel and lodging costs, help facilitate distance education, and accommodate telemedicine through our Interactive Video Conferencing Services. To establish a site on the statewide interactive video network, the location must have video equipment, connectivity, and interactive video service.

A site must be equipped with video cameras, a video encoding unit (CODEC), monitors, and audio equipment for the site to connect to the video network. A DIS contract is available for ordering premise video conferencing hardware. If the location has connectivity to the State Network that has available bandwidth and is capable of supporting video traffic (generally an ATM connection), then the site can be connected to the network for interactive video service. This service provides for unlimited conferencing, unlimited scheduling, system support, troubleshooting, and help desk support. DIS Interactive Video Conferencing services include:

Interactive Bridging and Scheduling

- Unlimited conferencing
- Bridging (more than one site in a conference)
- Scheduling (operating the bridge or reserving conference on the bridge)
- Routing of video traffic
- Video back-bone

Video End Point Management

- Diagnostics, configuration, and support for CODECS
- End user support provided by AT&T or DIS

CSU

- Support or replacement of CSU

Professional Services

Applications Management & Development

DIS provides a wide variety of applications management efforts to Arkansas government entities, including development, maintenance and support services. These services are performed by experienced business analysts who utilize best practices of the industry.

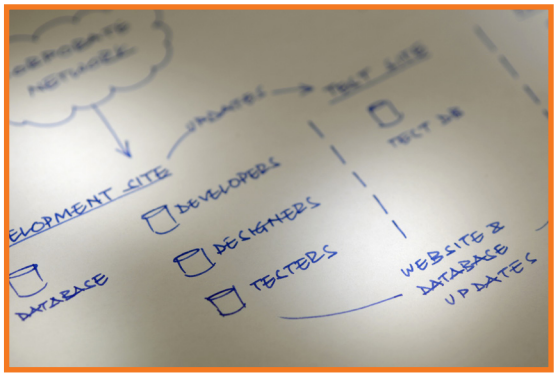
Applications Management services include:

- The development of a software product in a planned and structured process
- Website planning, design, development, testing, implementation, and maintenance
- Business process management to improve an organization's business processes
- Requirements analysis to capture a detailed understanding of the business need
- Support of purchased software products

The customer should expect:

- Professionally trained experienced developers, business analysts, project leaders
- Professional and personal customer service
- Monitored and supported systems 24 hours a day, 7 days a week

Database Administration



Data is one of the most important resources for any organization. DIS Database Administration (DBA) employs state-of-the-art database technologies to provide secure, accurate and timely access to this resource. DBA supports most of today's common current database management systems (DB2, SQL Server, Informix, Oracle, etc.) and many legacy data storage systems. DBA also provides guidance in the implementation and maintenance of customer applications including database design and creation, advice on most efficient methods for data access and use and guidance regarding the long term impact of implementation decisions to ongoing hardware, software and support costs.

The DBA Team staffs certified database analysts, many of which hold multiple database management system certifications.

Database Administration services include:

- Database backup and recovery including log management and business continuity planning
- Security management at the database level
- Proactive monitoring to ensure data is available when needed
- Database management systems which are regularly updated to current vendor supported levels
- Development, creation and maintenance of physical databases from logical data models
- Assists software implementers with tuning, testing and optimizing of database accesses including stored procedures, triggers and user defined functions.
- Assists with capacity planning related to database management systems including continuous disk space management.

Disaster Recovery / Business Continuity

DIS Disaster Recovery and Business Continuity Services are provided to assist DIS employees, customers, and state and local agencies in developing business and disaster recovery plans. Plans are designed to keep resources free from interruption in the event of unforeseen catastrophes.

DIS Disaster Recovery and Business Continuity Services include:

- Business Impact Analysis
  - Assistance
  - Consultation
- Disaster Recovery Software
  - Assistance
  - Consultation
- Policy Development
- Risk Management/Assessment
- Business Continuity Consultation
- Disaster Recovery Plan Consultation

ACOOP
Arkansas Continuity of Operations Program

Educational E-Rate Assistance

The E-Rate Program for schools and public libraries provides discounts and reimbursements to eligible entities for technology expenditures used to facilitate education of K-12 students and service library patrons. DIS assists schools and libraries in filing applications for the E-Rate program.

DIS will assist customers in obtaining federal E-Rate Program support funds for the State of Arkansas. The collection of these funds has the potential to exceed $15 million per year for the Arkansas K-12 schools and public libraries. The level of support provided by the E-Rate Program is based on the poverty level of the school, which is determined by the National School Lunch Data and ranges between 20% - 90%.

The customer should expect:

- E-Rate training
- Assistance in filing applications
- Escalation of E-Rate issues
- Interceding with Program Administrators on behalf of Arkansas applicants
- Assistance in filing appeals
- Interfacing with Arkansas Legislators and Congressional Delegates

e-RATE
"Funding Connectivity for Learning"

IT Contractor Services

DIS offers a simple and convenient way for governmental entities to hire temporary technical experts to help agencies accomplish and support their current technical needs. DIS sponsors a state contract that provides a wide range of technical expertise from pre-authorized contracting vendors based on job qualification and skill set. The IT Staff Augmentation contract supports the state's strategic initiative aimed at reducing costs, improving productivity and processes, increasing competition for IT service suppliers, and raising opportunities for minority suppliers for its IT commodities and services. As a result, DIS partners with Computer Aid, Inc. to continuously find new and better ways to source and manage a contingent workforce.

Computer Aid, Inc (CAI) receives a customer's statement of work which is sent to pre-authorized vendors requesting candidates for consideration. For process documentation see Agency Guide to Using the IT Staff Augmentation Contract. Once a choice is made, CAI notifies DIS. DIS prepares a Memorandum of Understanding between the customer and DIS. DIS will receive the vendor invoice. DIS will pay CAI and bill the customer the invoiced amount. By combining the strengths of an experienced on-site account management team, an automated web-based system, and continuous improvement practices, the State, CAI, and the open network of valued suppliers are able to work as one cohesive team.

The customer should expect:

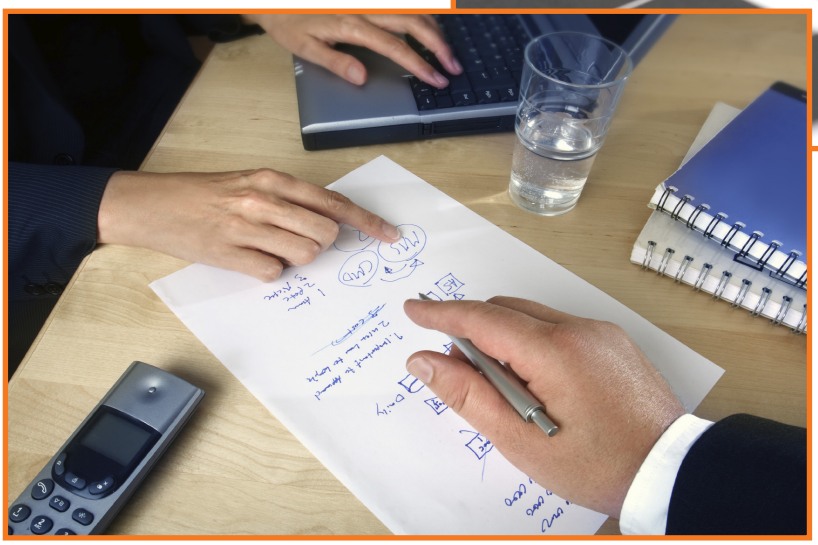
- An experienced and knowledgeable managed service provider with a proven track record for high performance and customer satisfaction in the state government arena
- An open network of more than 80 vendors available to respond to the state's IT needs
- Competitive fixed pricing categorized by job description and skills (see Arkansas Job Titles and Descriptions and Arkansas Bill Rate Card for more information)
- A web-based management system that uses process automation and workflow management to enhance:
  - Requisitioning
  - Approval
  - Engaging the Vendor
  - Sourcing/Screening Candidates
  - Interviewing
  - Hiring
  - Time Reporting/Approval
- A senior account management team composed of IT industry experts who leverage vast knowledge of IT Consulting, Human Capital Management, Business Process Outsourcing, Human Resource Outsourcing, Recruiting and Sales, Project Management and Vendor Partnering
- A set of performance-based service level agreements (based on speed of delivery, accuracy of match, and the quality of the resource) that ensure accountability
- Customized reports that provide detailed metrics of state, CAI, and vendor performance

Project Management

DIS offers a variety of project management skills and services to Arkansas government entities for individual project management needs, as well as multi-agency and statewide projects affecting state government. The Project Management service utilizes a consistent approach for IT project management that is based on proven methods, techniques, and best practices defined by Project Management Institute (PMI). DIS can provide this service for customers that may not have in-house IT project management resources available or budget to maintain full-time staff for this role. DIS staff includes experienced Project Management Professionals (PMP) who have internationally recognized PMP certifications through PMI. Guided by experience, methodology, standards, and templates, DIS Project Managers can provide:

- Project Progress Reporting
- Project planning
- Scheduling
- Lifecycle development
- Risk management
- Resource management
- Cost and budget control
- Contract negotiations
- Change management
- Product quality

Arkansas Project Management Methodology: Project Management Methodology is the online set of procedures and techniques set forth as a guide to managing all types of projects. The DIS Project Manager's goal is to fully satisfy the customer's objectives within defined scope, budget, and schedule. The customer will have experienced leadership, documented plans, and regular progress reports, including cost and schedule status.



Website Development

DIS provides a wide variety of applications management efforts to Arkansas government entities, including development and maintenance of websites. These services are performed by experienced business analysts and developers who utilize best practices of the Information Technology Industry. The customer should expect professionally trained experienced developers, business analysts, project leaders, and professional and personal customer service.

DIS provides website development at two levels:

Level I

The design of the site is very basic, containing customer provided graphics and content in a Word document. The website will contain a maximum of 10 web pages, up to 10 links, and up to 20 customer-supplied, web-ready graphics. This level of service could also be applied to a website redesign request, since the main content and structure would already exist.

Service includes:

1. Meet with customer to identify requirements
2. Develop timelines and recommendations
3. Develop project requirements and project goals
4. Establish site structure and basic navigation
5. Develop website prototype
6. Review site flow, standards compliancy, and accessibility with customer
7. Deploy website

NOTE: The following tasks are not included in Level I website development:

- Design or edits to web graphics. Graphics received are web-ready.
- Interface with database or other application(s)
- Website Hosting
- Training

Level II

The design of the site is more involved, with the developer designing graphics and content for the site. The website will contain a maximum of 20 web pages, up to 20 links, and one custom graphic or 20 customer-supplied, web-ready graphics.

Service includes:

- All levels of services listed under level 1
- Review site flow, standards compliancy, accessibility with customer
- Develop graphics and page content

NOTE: The following tasks are not included in Level II website development:

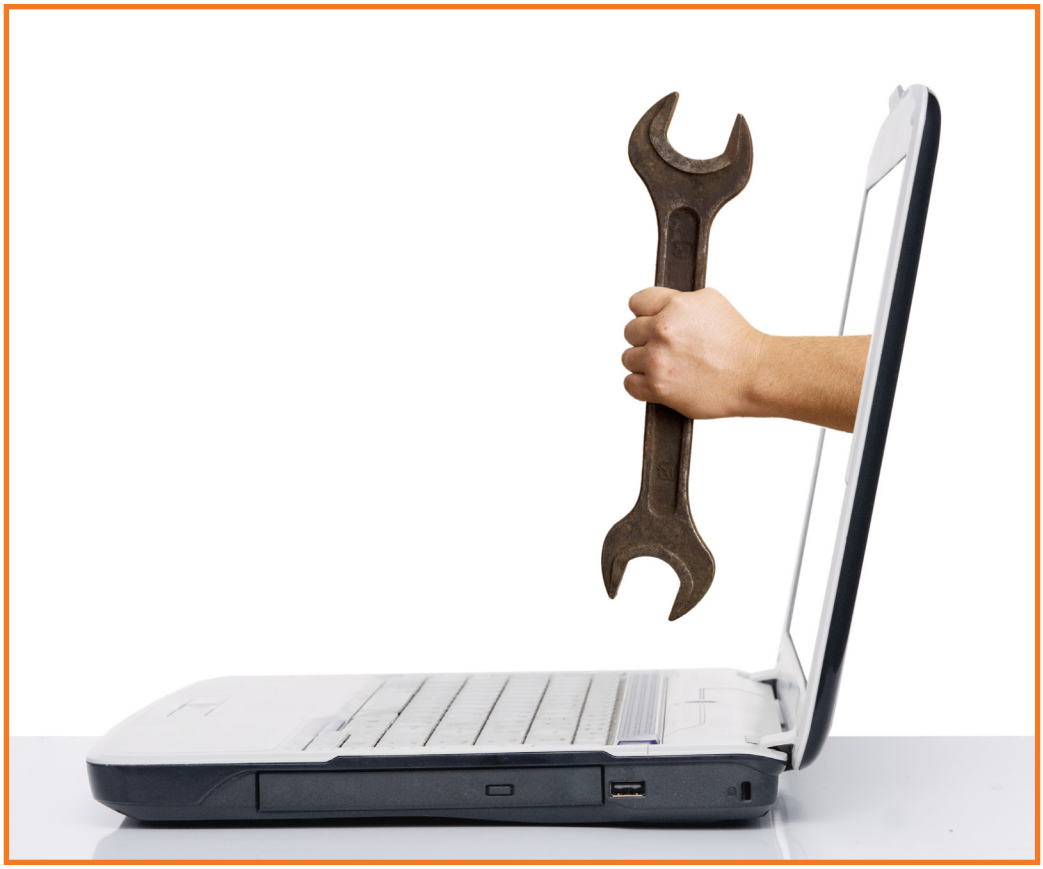
- Interface with database or other application(s)
- Website Hosting
- Training

Windows Desktop Support

DIS Windows Desktop Support provides desktop and LAN services support onsite and by phone, and remote assistance to contracted agencies, boards, and commissions. DIS Windows Desktop Support staff is also available to troubleshoot connectivity problems.

DIS Windows Desktop Support services include:

- System configuration recommendations
- File server configuration
  - Installation
  - Upgrade
  - Support
- Workstation configuration
  - Windows Operating System
  - Software Installation
  - Software Configuration
- Peripheral Setup
  - Printers
  - Scanners
  - Cameras
  - Phones and PDA's



Data Warehouse and Reporting

DIS Data Warehouse services provide easily accessible, consistent and reconciled business information which is based on operational data , decision support data and external data to all requiring the information.

DIS Data Warehouse services include:

- Business Analysis -Analyze the business needs of clients and stakeholders to help identify business needs and propose solutions.
- Business Process Modeling -Identify and document business activities and events that occur within business processes.
- System design and data modeling - Create a representation of data entities and relationship(s), including key attributes. Also includes defining and managing data definitions (metadata).
- Data cleansing - Detection, corrections, and/or removal of data that is incorrect, out-of-date, redundant, incomplete, or incorrectly formatted.
- Data Integration - Extraction, Transformation and Loading (ETL) – Extract data from across multiple systems and/or database platforms, transform extracted data into required format for consistency, and load the data into a target database.
- Managed Query and Reporting - Provide quick and easy access to business information through pre-defined reporting, ad-hoc query and analysis, report scheduling, and dashboards.
- Security – Ensure stored data cannot be read or compromised by any unauthorized individual.
- Training – Provide instruction and training documentation.

The customer should expect professionally trained personnel who will assist with the analysis, design, development, and support of capturing data and providing quick and easy access to business information through reporting, query, and analysis in a secure environment. Customers will receive the benefit of being able to make better decision faster by using powerful and easy reporting and analysis capabilities. Customers should expect indirect cost reductions that can be gained through improved insight into business operations and the automation of manual processes or migration of existing reporting solutions from expensive legacy systems to more cost effective and powerful platforms.

Enterprise Data Storage

The DIS Enterprise Data Storage service is designed to deliver robust, flexible, highly available, and cost effective disk storage to support continuous operations for critical workloads.

The Enterprise Data Storage service includes:

- External Storage for use with Highly Available System Configurations
- Redundant Storage Area Network Fabrics
- Outstanding performance with support for 2-4gb fiber channel connectivity
- RAID controllers with the following features:
  - Automated Self Healing
  - Multiple Clusters
  - RAID 1, 5 and 10.
  - Fiber Channel Backplane
  - Caching and Read Ahead algorithms for robust performance
  - Open Standards for interoperability with other devices
  - Online device updating to allow for continuous operations

Using the Enterprise Data Storage service provides DIS customers with access to highly available storage that protects against loss of critical data. All components are redundant to protect against single points of failure and keep important data available to you 24 x 7 x 365.

Enterprise Tape Storage

The DIS Enterprise Tape Storage service is designed to deliver robust, flexible, highly available, and cost effective tape storage to support data integrity and recoverability.

Enterprise Tape Storage includes:

- Scheduled backups for maintaining copies of data
- Redundant backups stored offsite for disaster recovery purposes
- Outstanding performance with support for 2-4gb fiber channel connectivity
- Encryption capable drives for maintaining security of data stored offsite
- On demand restores for retrieving lost or corrupted data

Using the Enterprise Tape Storage service provides DIS customers with access to highly available storage that protects against loss of critical data 24 x 7 x 365.

Imaging Services

Document Imaging and Content Management (eDOCS) captures and transforms static documents into digital images ready for storage and retrieval. Using our optional Workflow and other custom features, customers can update databases through an online interface, then route the information to others for approval, or insert it into a document repository for future retrieval. Document Imaging and Content Management provides additional functionality for information reporting and management. Customers will gain the ability to manage millions of records and retrieve what is needed in seconds. Customers can share documents with colleagues while protecting confidential information.

Imaging Support services include:

- Business Analysis
- Business Process Modeling
- Data Modeling
- Data Integration
- Managed Query and Reporting
- Document Imaging Application Development; Software access licensing & support
- Imaging Workflow development & Software Access licensing
- Security
- Training

The customer should expect professionally trained personnel who will assist with the analysis, design, development, and support of capturing documents into electronic images for online storage, retrieval, and management of electronic images of documents in a secure environment.

Voice Services

Audio Conferencing

A convenient form of audio conference calling that provides you with the utmost in flexibility along with a wide array of useful features. World Class Conferencing puts this convenient state of the art service is available 24 hours a day, seven days a week, eliminating the need to make a reservation for those day-to-day conference calls. Simply provide dial in information to participants and open the call with a moderator PIN at the time designated. In addition, there is a multitude of features to choose from to help enhance your conferencing experience. Features like dialing out to an additional participant, holding a pre-conference roll call, or even recording a live session on the fly are all available.

Secure access is controlled through the conference host. Audio technical support is available at anytime by phone. Online assistance by WCC conference operators is available during conference calls by dialing a feature code. Conference participants can self mute. Robust conference host features are available for conference call management. Conference bridge is available at anytime and can be reached from any touch tone phone.

Centrex Telephone Service

DIS Centrex Telephone Service is a full-service telecommunications system that offers many features and functions of private branch exchange (PBX) or key systems. Centrex service is housed in a central office and offers more than 100 features compatible with most existing telephone sets. Trained technicians monitor your system using sophisticated support systems which act to safeguard the service. The DIS Centrex Telephone Service comes standard with a multitude of features. Some of the most used features are:

- Call Forwarding
- Call Park
- Call Return
- Call Transfer
- Call Waiting-Incoming
- Caller I D
- Direct Inward and Outward Dialing
- Hunting
- Message Waiting Indicator
- Speed Calling
- Three-Way Calling
- Leased telephone sets upon request

Telephone Set Options

- Aastra Call-Waiting Visual Telephone
- Meridian M5316 Business Set
- Meridian M522 Add-on

Benefits of Centrex:

- Centrex does not require a large up-front investment in equipment or allocation of valuable floor space to house the system. You can often re-use your existing station sets, which is helpful for set-up of temporary sites or a tight budget. Plus, you pay nothing extra for battery back-ups, redundancy, maintenance, insurance, or upgrades to the system.
- Centrex service gives you virtually unlimited room for growth. You can add locations, lines, and features to your existing Centrex system based on your business needs. Because Centrex service is easy to learn, you don't have to worry about business disruptions while users grow accustomed to the system.
- With Centrex, your local telephone service provider constantly upgrades Centrex service at the central office to keep pace with the latest in technology. This guarantees that you are never locked into an obsolete system.
- Centrex is engineered as a fully redundant system, following rigorous standards established for the public network. In fact, it uses the same platform that you depend on for 800 service, 911 emergencies, and residential service. Even during a power outage, Centrex remains operational to allow you to meet commitments to customers.
- Centrex service from your local telephone company lets you integrate all communications services, without hiring a telecommunications manager. With a call to DIS, you can resolve billing questions or inquire about your service. Skilled personnel are always available to help you fine-tune your Centrex service to keep producing the business results you need.

Long Distance

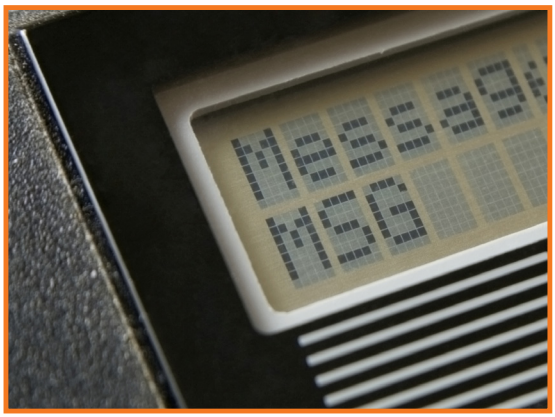
DIS offers a wide variety of long distance service options. Much of your critical business communications takes place on a voice network, and it is simply good business to have the best. DIS Long Distance services include outbound long distance, international calling, and toll fee services.

Long Distance services include:

- Monthly call detail
- Authorization code capabilities
- Network monitoring
- Call Center with 24 x 7 support
- Service Order processing

The customer should expect:

- 24-hour end-to-end network monitoring and disaster avoidance, providing an exceptional 99.99% uptime
- Long distance calling backed by centrally managed customer service operations
- Crisp, fast connections to an advanced fiber-optic network



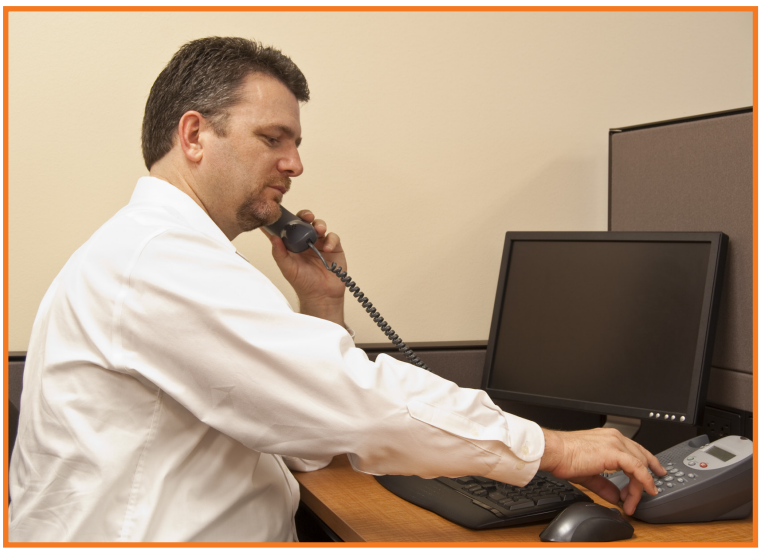
DIS has the ability to offer several voice mail features to our Centrex telephone service. Most organizations have invested in various types of messaging technology, each addressing a different business challenge. For example, information retrieval may be offered via Interactive Voice Response (IVR), while messaging is offered via voice mail. These technologies, typically from different vendors, seldom can communicate with each other. DIS Centrex Voice Mail solutions enable you to mix these various technologies.

DIS Voice Mail service includes:

- Easy to use prompts
- Auto Attendant capabilities
- Storage of up to 30 messages
- Messages accessible from anywhere
- Enabled Voice Mail (EVM) Capabilities where available
- IVR capabilities

The customer should expect:

- Standard Voice Mail
  - Easy and familiar messaging: All mailboxes are accessed through a simple to use, logical, and powerful Telephone User Interface (TUI)
  - Seamless networked connections
  - Broad range of implementation and support options
  - Go to our website for an electronic version of the prompts that are used in our voice mail system
- Web-based Voice Mail (EVM)
  - All of your messages, both voice and e-mail can be accessed in one location
  - Listen, forward, or reply to voicemail messages using your multimedia PC
  - The application generates an e-mail notification to any electronic address you specify
  - Send notifications to a desktop location, wireless PDA, or your digital cell phone
  - Saves time and money by eliminating the constant need to check for new messages



Unified Communications

DIS Teams continue to work to provide our customers with the latest in technology to meet daily business needs. With enhancements to the Unified Communications (UC) infrastructure, DIS is proud to offer more UC services to our customers, including:

Voice Over Internet Protocol (Voice Over IP)

Voice-Over Internet Protocol (VoIP) telephony is a cutting edge telecommunications technology that eliminates the need for separate data and voice telephone service networks. VoIP can reduce long distance charges by carrying voice transmissions over an IP (data) network. A host of features are available with VoIP including:

- Call forwarding
- Call transfer
- Ad hoc conferencing for four people
- Local and long distance dial tone
- Caller ID
- Corporate directory look up by name
- Missed and received calls manager
- Ethernet switch
- UPS with two hours reserve

VoIP services include unassisted phone move, or plug and play, capabilities. IP Telephony services do not require separate wiring for LAN and telephone services. Service availability is 90% to 95% and depends on cable facilities in the service area. Attendant console and paging is available at no extra charge.

Single number reach

Single number reach is a feature of UC which allows users to build remote locations and move seamlessly between calls on separate devices to provide enhanced mobility for users.

Soft phone

The soft phone feature of UC provides customers voice capabilities through PC and Internet connection. With the simple addition of a headset and microphone, a PC becomes a voice connection.

PC voicemail access

With the voicemail service provided by DIS, customers have the ability to check voicemail through email.

Desktop presence client

DIS also offers a web-based presence client that provides customers with more UC and collaboration features. The solution allows users to collaborate online with chosen users within state government, using the following features:

- Instant messaging
- Desktop video
- Desktop phone control
- Status indication

For more information visit the DIS website

DIS.Arkansas.gov

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