



State of Arkansas Strategic Plan for Information Technology

Fiscal Year 2011



November 8, 2010

It is my pleasure to present the State of Arkansas Strategic Plan for Information Technology for Fiscal Year 2011. Each year the Arkansas State Technology Council (STC) and the Arkansas Department of Information Systems (DIS) publish the plan to provide an overview of current strategic initiatives of state agencies as well as an overall picture of the direction of technology throughout state government. This plan includes the goals and business strategies that will direct our operations and activities throughout the year to pursue new technology, business models, and public-private partnerships to position the state to deliver new applications and services.

With a focus on solutions which optimize efficiency and cost-effectiveness, reduce needless redundancy, optimize state resources, and improve delivery of public services while striving to meet the five major strategic goals of this plan, DIS continues to develop strong partnerships that leverage Arkansas state government resources so all government organizations can take advantage of and realize the benefits of technology.

I believe our vision for the State of Arkansas's Information Technology function can be fully realized by leveraging the state's experienced team of IT professionals with the guidance and support of executive and legislative branches to build on the established foundation and set a future direction for technology in Arkansas. This will help guide IT leaders to make enterprise decisions, maintain our investments, promote cooperative efforts, reduce the cost of delivering state services, and continue to make great strides in providing improved and more secure services to citizens.

On behalf of the Arkansas State Technology Council and the Arkansas Department of Information Systems, I look forward to working with you to advance the goals and strategies presented in this plan.

Sincerely,

Claire Bailey
Chief Technology Officer
Director, Department of Information Systems





Contents

- 2 Executive Summary
- 4 Technology Governance
- 6 Goals and Strategies
- 8 Enterprise State Initiatives
- 20 Technology Trends Impacting Arkansas
- 28 Contact Information
- 29 Resource Links

Executive Summary

Numerous technology opportunities have become available to meet the challenges of the State. The recession has forced rapid and repeated changes to citizen-facing services like unemployment benefits and healthcare. Federal recovery fund tracking requirements have changed the way grants are managed and how data is made transparent to citizens. Advancement in web-based and mobile communications has changed how and where Arkansans perform their jobs, and citizens are demanding more from their government. Privacy is a priority for secure exchange of education and healthcare records, and at the same time social networking has become a vital technology for services like real-time traffic information.

Meanwhile, the state faces continuing budget reductions, and every available avenue is being pursued to reduce costs while improving services to citizens. The state is aiming to modernize legacy systems and ensure the privacy and security of our citizens, while providing timely and accurate information and services.

Each biennium, state agencies, boards, and commissions participate in statewide technology planning. A technology plan is prepared each year of the biennium, detailing both projects and plans for future technology investments. The projects and plans are analyzed to identify opportunities to support the Governor's strategic vision through five major strategic goals:

1. Improve Education for Arkansans
2. Improve Economic Development
3. Increase Efficiency in State Government
4. Improve Citizen Access to State Services
5. Protect the Environment

The types of information collected during the planning process are:

- ◆ Current inventory of hardware and software
- ◆ Projected purchases of hardware and software
- ◆ Projected IT projects
- ◆ Major applications utilized
- ◆ Aspects of compliance, security, and facilities for hosted data

This strategic plan outlines these five major goals and supporting actions to assist the state in achieving a 21st century government capable of providing excellent customer service.

Our Mission

The Arkansas State Technology Council provides statewide leadership with representation from both the private and public sector to promote cost savings, elimination of needless redundancies, better support of state government services and operational efficiencies. The council will also strive to identify and support cost-effective innovation.

We Strive To Be

| | |
|-------------------------|--|
| SERVICE ORIENTED | Partnering with public service entities, technology stakeholders, and citizens |
| LEADERS | Working with public service providers to move Arkansas forward |
| FACILITATORS | Communicating effectively with public service entities, technology stakeholders, and citizens |
| UNIFIERS | Continually looking across public services to unify service delivery and ease of access for citizens |
| INNOVATORS | Seeking and facilitating innovation in service delivery and ease of access for citizens |

Principles of State Technology

- ◆ Technology is integral to our state. We effectively implement business processes, best practices, and technology standards in order to increase our operational effectiveness.
- ◆ Technology efforts must be streamlined to ensure technology investments are maximized and costs are contained.
- ◆ State information must be secure and available.
- ◆ Critical information must be protected and redundant to ensure the availability of critical public services.
- ◆ Our state must be able to bridge older technologies to newer technologies, ensure technologies are interoperable, and eliminate needless redundancies.

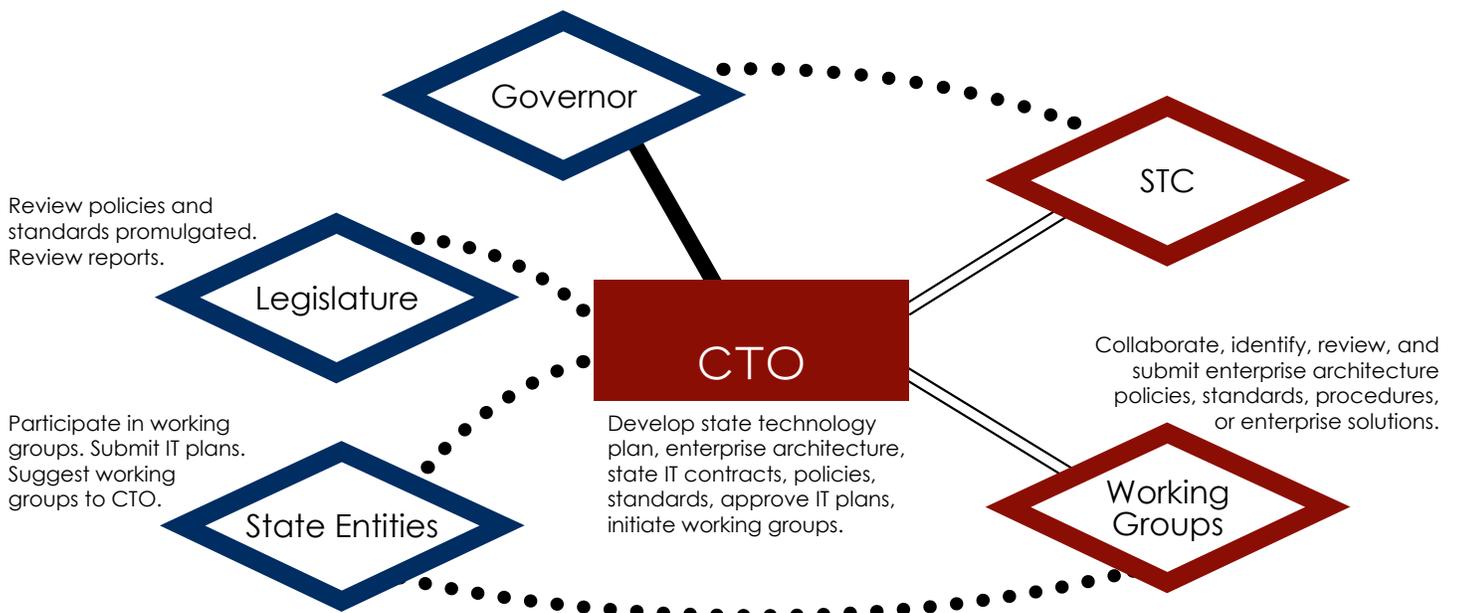
Technology Governance

Legislation

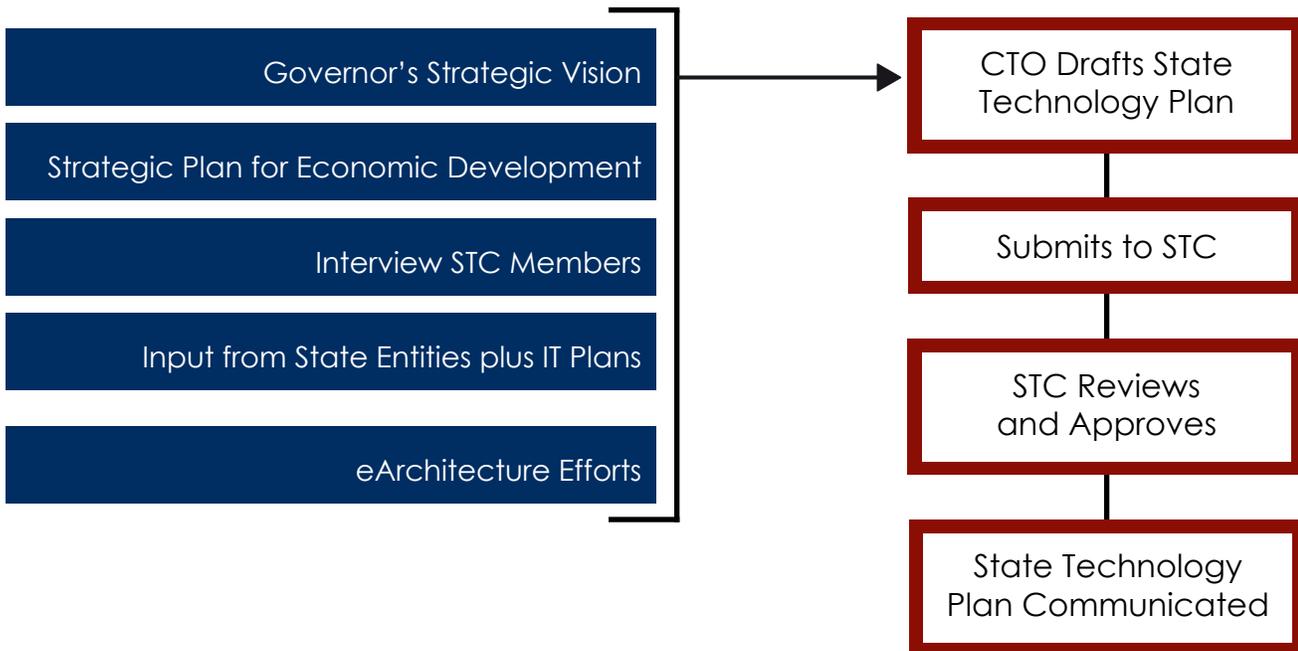
Formed in 2007 through Act 751 of the 86th Arkansas General Assembly, the Arkansas State Technology Council (ASTC) consists of members from the Arkansas Department of Information Systems, Department of Finance and Administration, and four members appointed by our Governor. Two of the appointees represent the public sector, and two appointees represent the private sector. The goal of this representation from across the state is to provide insight to technology services and efforts, as well as to focus on improving the delivery of public services.

Through Act 648 of 2009, the state realigned the technology governance structure. This centralized technology standards development and oversight to ensure maximum operational and cost effective use of technology. The information technology planning function is guided by the Chief Technology Officer. Tasked with the implementation and oversight of enterprise architecture, a key goal of the State Technology Council is to review and approve the state's enterprise architecture and identify technology strategies.

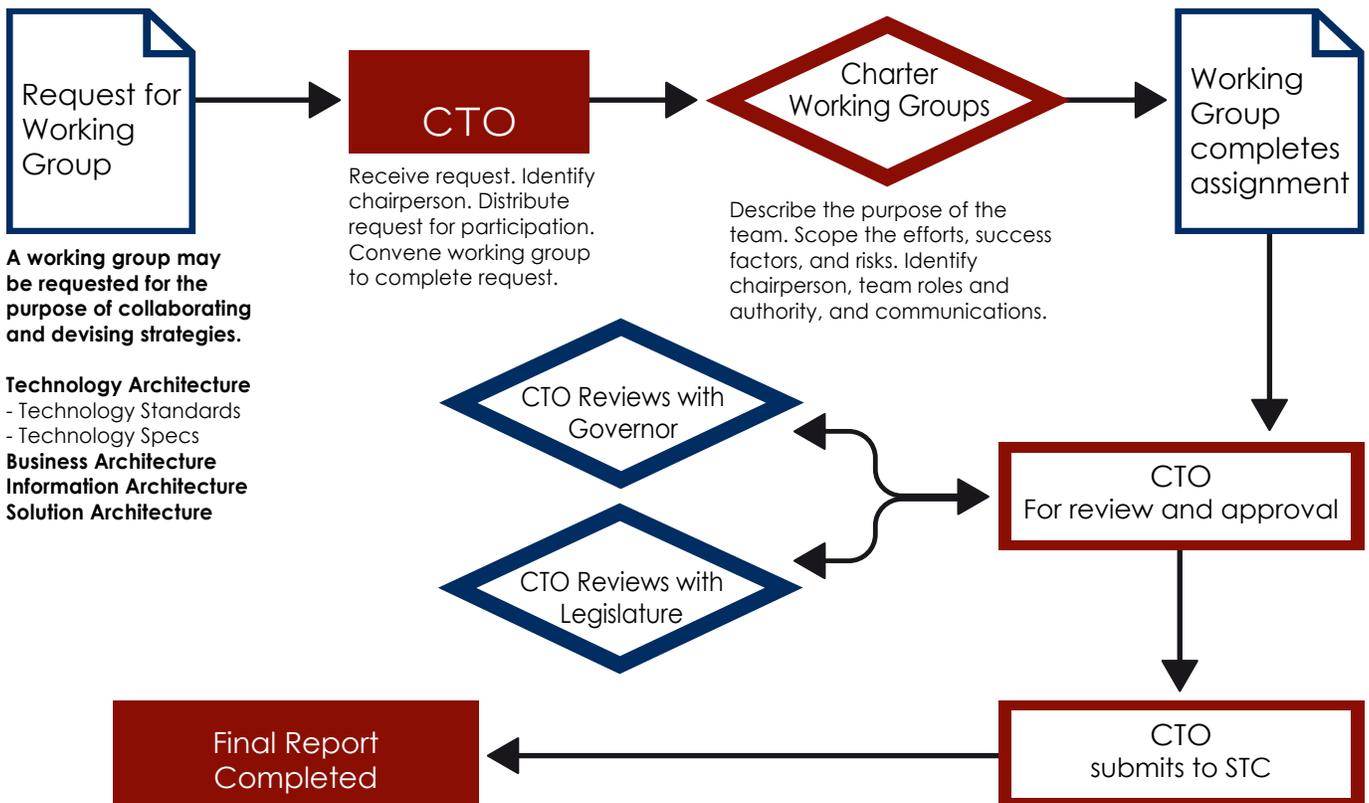
eArchitecture Governance Structure



State Technology Council Member Role in Approving State Information Technology Plan



eArchitecture Governance Workflow



Goals and Strategies

As part of the information technology planning process to coordinate efforts across state agencies, boards, and commissions, the State Technology Council's aligns with the Governor's strategic vision to produce a business strategy-based methodology to the service needs of the public.

Goal 1 Improve Education for Arkansans

Providing excellence in education is imperative to the success of Arkansas. Technology can be utilized in such ways as creating new opportunities in teaching and learning by integrating networking and digital and audio visual technologies. Offering improved access to education will open the doors for increased participation and higher quality education overall. Projects such as enhancing the [YOUuniversal portal](#) for non-traditional students to apply for aid, electronically consolidating educational transcripts, and implementation of a new scholarship application system are only a few ways in which technology can assist in improving education for all Arkansans.

Goal 2 Improve Economic Development

Arkansas feels the impact of the recession along with the rest of the United States. With a renewed focus on building a stronger infrastructure, the opportunity exists for technology to play a fundamental role in putting Arkansans back to work and increasing business and tourism to the state. Technology improvements such as implementing a governance model to track spending and the progress of awarded grants will assist in fund management. Upgrading the State Data Center will control costs while remaining competitive resulting in higher reliability and availability. Even small technology enhancements, such as highlighting Arkansas businesses on the state shopping mall, will provide increased visibility to local businesses and in turn increase revenue.

Goal 3 Increase Efficiency in State Government

Efficiency is defined as an accomplishment or ability to accomplish a job with a minimum expenditure of time and effort. Technology can play an integral role in enhancing efficiency through such ways as the automation of processes and centralizing information for easier access. Specifically, goals are set to establish a state shopping mall by 2012, create an employee intranet site of shared information by 2012, identify, standardize, improve, and implement one statewide business process per year for the next biennium, and safeguards are in place for all vital state information.

Goal 4 Improve Citizen Access

Technology is at the forefront of information delivery and is vital to improving citizens' access to government; it is critical that information is delivered in a timely manner. In our world of constant change, delivering out-of-date information is unacceptable. To improve citizen access, specific goals are established to increase utilization of library services by 10-25% through 2014, create a virtual shopping mall of state services by 2012, increase the number of services available through the portal by 10-25% throughout the next two years, and increase the number of applications optimized for mobile devices by 25-50% throughout the next two years.

Goal 5 Protect the Environment

Arkansans are extremely proud of our state and want to protect our environment for all future generations. Technology is an essential participant in these efforts. As green efforts continue to grow, technology can play a meaningful role, for example, in the establishment of monitoring programs to measure success. In addition, strategies can be deployed for the replacement, recycling, or environmentally friendly disposal of electronic equipment throughout the state. Above all, government employees utilizing environmentally friendly efforts will undoubtedly set a solid example for all Arkansans to adopt.

Enterprise State Initiatives

| State Initiatives | Goal 1 Improve Education | Goal 2 Economic Development | Goal 3 Government Efficiency | Goal 4 Citizen Access | Goal 5 Protect Environment |
|--|--------------------------------|-----------------------------------|------------------------------------|-----------------------------|----------------------------------|
| Arkansas Courts Automation Project (ACAP) | | | ✓ | x | x |
| Arkansas Integrated Revenue System (AIRS) | | | ✓ | x | x |
| Arkansas Research & Education Optical Network (ARE-ON) | ✓ | x | | x | |
| Arkansas State Capitol Complex Network Upgrade | | | ✓ | x | |
| Arkansas Telehealth Oversight and Management (ATOM) | x | x | x | ✓ | |
| Arkansas Wireless Information Network (AWIN) | | | ✓ | x | |
| Arkansas.gov Portal | | | x | ✓ | x |
| Arkansas.gov Mobile | | | x | ✓ | x |
| Bill and Melinda Gates Foundation-Arkansas State Library | ✓ | | x | x | |
| Commercial Vehicle Information Exchange Window (CVIEW) | | | | ✓ | x |
| Connect Arkansas | | ✓ | x | x | x |
| Education-LDS Data System Enhancement | ✓ | | x | x | x |
| Arkansas Geographic Information Office (AGIO) | | ✓ | x | x | |
| Green Technology Initiative | | x | | | ✓ |
| Green.Arkansas.gov | | x | | | ✓ |
| Health Information Exchange (HIE) | | x | x | ✓ | x |
| Health-Electronic Health Records | | x | x | ✓ | x |
| Human Services-Division of County Operations-Supplemental Nutrition Assistance Program (SNAP) | | x | x | ✓ | x |
| Human Services-Division of Medical Services (DMS)-Medicaid Management Information Systems (MMIS) | | x | x | ✓ | x |

✓ - primary category
x - secondary category

| State Initiatives | Goal 1 Improve Education | Goal 2 Economic Development | Goal 3 Government Efficiency | Goal 4 Citizen Access | Goal 5 Protect Environment |
|---|--------------------------------|-----------------------------------|------------------------------------|-----------------------------|----------------------------------|
| Humans Services-Division of County Operations-Document Imaging Project | | | ✓ | x | x |
| Information Network of Arkansas (INA) | | x | x | ✓ | x |
| Next Generation State Network | | | ✓ | x | x |
| Public Employees Retirement System-Replacement of Current Pension Administration System | | | x | ✓ | x |
| Rural Health Care Program | | | x | ✓ | |
| Schools and Libraries Program E-Rate | ✓ | | | x | |
| State Fusion Center | | | ✓ | x | |
| State Government Shopping Portal | | x | ✓ | | x |
| The American Recovery and Reinvestment Act (ARRA) | x | ✓ | x | x | x |
| The Governor's Workforce Cabinet: Integrating Education, Workforce and Economic Development | ✓ | x | x | x | x |
| Workforce Services- Unemployment Insurance Tax 21 | | | x | ✓ | x |
| Workforce Services-Temporary Assistance for Needy Families (TANF) | | | x | ✓ | x |

✓ - primary category
x - secondary category



*The initiatives listed in this plan were the projects from IT Plan for Fiscal Year 2010-2011 and Fiscal Year 2012-2013 with a budget of over \$500,000.

Arkansas Research & Education Optical Network (ARE-ON)

The mission of ARE-ON is to promote, develop, and apply advanced application and communication technologies to support and enhance education, research, public service and economic development.

Bill and Melinda Gates Foundation-Arkansas State Library

In November 2009, the Bill and Melinda Gates Foundation awarded a two-year grant of \$735,207 to the Arkansas State Library to improve Internet connections in state public libraries lacking high-speed broadband and establish sustainability strategies that will support the provision and improvement of connectivity over time. The grant funds provided will supply:

- ◆ Technical support and training to assist individual public libraries in upgrading and maintaining quality Internet connection speeds (1.5 MB minimum).
- ◆ E-Rate application assistance to increase public library participation in the federal technology funded E-Rate program.
- ◆ Bridge funding to actuate investments in ongoing connectivity costs.

Education-LDS Data System Enhancement

This project is a comprehensive, three-year project that addresses a broad range of expansion and improvement initiatives focusing on deploying improved, visually-oriented, and easy to use applications. This system will integrate key data collections related to higher education, teacher licensure, teacher professional development, special education and child nutrition. This project continues in Fiscal Year 2011 with estimated costs of \$3.5 Million in Fiscal Year 2012 and \$3.2 Million in Fiscal Year 2013. The funding source percentage is 100% federal funds.

E-Rate

The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). The E-Rate Program provides discounts to assist most schools and libraries to obtain affordable telecommunications and Internet access. It is one of four support programs funded through a Universal Service fee charged to companies that provide interstate and/or international telecommunications services.



The Governor's Workforce Cabinet: Integrating Education, Workforce and Economic Development

The primary goal of this cabinet is a prepared workforce and a strong state economy. Under the guidance of the Workforce Cabinet, Arkansas Works, which is the state's College and Career Planning System, was expanded and helps equip students and adults with the skills and education required for opportunities that await them. This online resource provides tools and new information that will guide career and college plans.

*Note: The Workforce Cabinet is comprised of the Arkansas Association of Two-Year Colleges, Department of Education, Department of Higher Education, Department of Career Education, Department of Workforce Services, Economic Development Commission, State Chamber of Commerce, and Science and Technology Authority.



Goal 2

Improve Economic Development

Connect Arkansas

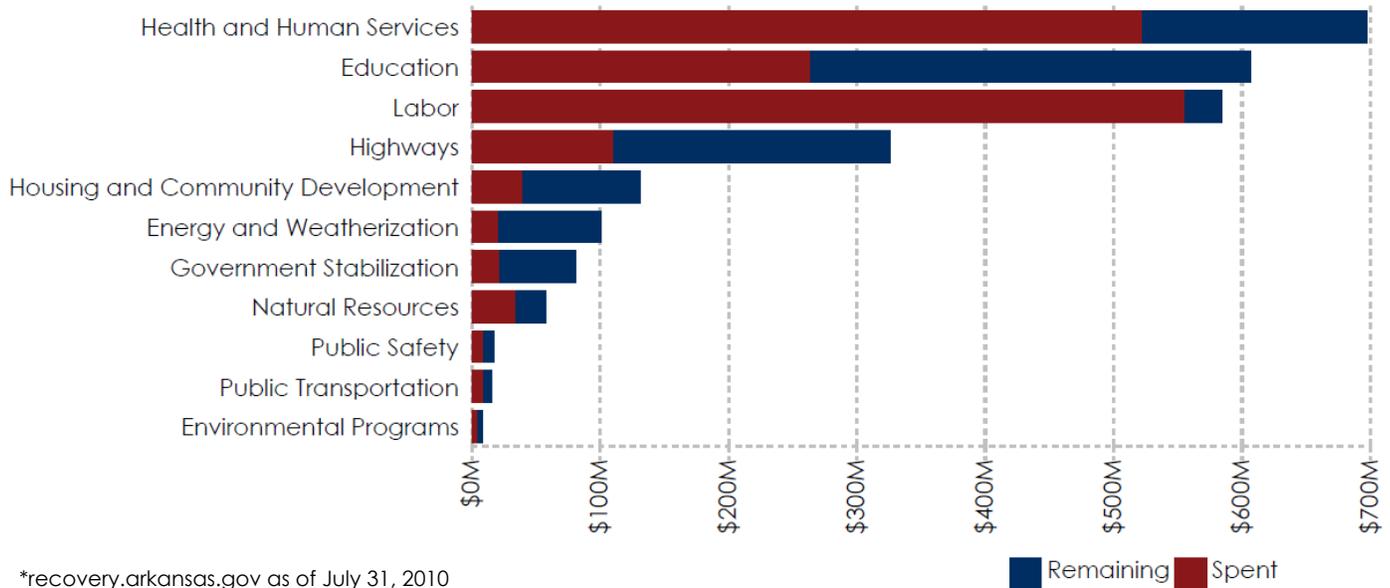
Connect Arkansas, a private, non-profit organization, is implementing a community-based initiative to promote Internet access and education. The Connect Arkansas Broadband Act was signed into law by Governor Beebe on March 28, 2007, to ensure the creation of a competitive broadband, or high speed internet, infrastructure that will not only improve personal lives, but also the economic capabilities of all Arkansans. Broadband is a key strategic component in economic development, education, and healthcare.

Arkansas Geographic Information Office (AGIO)

The AGIO serves as the functional arm of the Arkansas Geographic Information Systems Board (ACT 244 of 2009). Major activities include providing administrative and technical support to the board. The board supports economic development and an improved quality of life for Arkansas citizens by providing basic spatial data infrastructure, coordinating geographic information activities, and creating short and long-term strategies that will result in improved decision making, effective asset management and reduced costs. The premier service is GeoStor, which is the state's geographic information systems platform.

The American Recovery and Reinvestment Act (ARRA)

The American Recovery and Reinvestment Act is a long-term effort to both restore economic expansion in the short-term as well as prepare the nation's economy for stable, healthy long-term growth. Under the terms of the Recovery Act, support for Arkansas's economy will include both investments made directly by the federal government and investments of federal funds that are made under the oversight of Arkansas's state government. The graph below demonstrates spending thus far related to the amount awarded under the act.



Goal 3 Increase Efficiency in State Government

Arkansas Court Automation Project (ACAP)

This project, sponsored by the Administrative Office of the Courts (AOC), is a statewide automation project with the ultimate goal to provide statewide case management to all Arkansas courts. The project began as a pilot project with both circuit and district courts to determine the feasibility and suitability of such a project and to customize the software for Arkansas's court needs.

Arkansas Integrated Revenue System (AIRS)

This Department of Finance and Administration-Office of Information Services project is an Integrated Tax Solution (ITS) for taxes administered at the Arkansas Department of Finance and Administration - Revenue. AIRS will replace current tax systems and legacy technologies that are no longer supportable. It will streamline operations and interaction across taxes, functions and processes; enhance tax education, and taxpayer access and tax compliance programs.

Next Generation State Network

This project will enhance the overall State Network capabilities to provide for the growing demands of all state agencies and institutions and will support increased efficiency in state government and improved citizen access. This project will be a partnership with commercial telecommunication companies and state government. The scheduled start date for this project is Fiscal Year 2011 with estimated costs of \$27.7 Million in Fiscal Year 2012 and \$27.2 Million in Fiscal Year 2013. The funding source percentage is 100% cost recovery.

Arkansas State Capitol Complex Network Upgrade

This enterprise project will enhance the Capitol Campus Complex portion of the State Network. It will improve redundancy by upgrading the campus fiber network from multimode fiber to new single mode fiber. This project will also convert the existing campus network from a star topology to a multi-ring topology with dual connections to the core network using either state-placed fiber or vendor provided networks.

Arkansas Wireless Information Network (AWIN)

AWIN is a multi-phased program to leverage new and existing wireless resources to create a statewide interoperable digital wireless communications network for emergency responders and public service entities all across Arkansas. The over 17,000 AWIN users consist of law enforcement, fire and other emergency services at the city, county, state and federal levels. The P-25 digital 700/800 MHz radio system averages 40,500 calls per day.

Current projects within the AWIN Program scheduled for Fiscal Year 2011 completion are: A third SmartZone Controller will be installed providing for redundant operations for the AWIN Radio System,



satellite based communications radios will be distributed to jurisdictions and Emergency Support Function agencies to provide communication in the event that a disaster renders AWIN unusable, and provisioning of network interconnect equipment across the state to provide a "bridge" for local systems to connect to AWIN, or other systems, to provide interoperable communications to responders in the event of a disaster.

Humans Services-Division of County Operations - Document Imaging Project

This project will allow the Division of County Operations to maintain paperless case records. Applications and documents needed to establish eligibility will be scanned in local county offices and filed electronically in the client case record. This will allow eligible Arkansans to receive the help they need in a timely manner and will increase the division's ability to reallocate caseloads according to staffing needs. This project continues in Fiscal Year 2011 with estimated costs of \$1.9 Million in Fiscal Year 2012 and \$1.9 Million in FY2013. The funding source percentage is 51% federal funds, 0.15% state general revenue funds, and 48.85% state general improvement funds.

State Fusion Center

State law enforcement fusion centers are central locations where local, state, and federal officials work in close proximity to receive, integrate, and analyze information and intelligence. Fusion centers are instrumental in improving quality of intelligence by closing information gaps that previously hampered counterterrorism efforts at the state and local level. As a result, fusion centers have become a major focus of homeland security programs in several states.

The Arkansas Fusion Center will provide enhanced enforcement capabilities with accurate and timely law enforcement information. Law enforcement, potential crime victims, and the general public will receive benefit from the center. The fusion center will also provide and coordinate terrorist information for law enforcement purposes.

Fusion centers are instrumental in information sharing to address all threats to public safety including criminal and environmental hazards.

State Government Shopping Portal

This project will establish a state shopping portal for use by public sector agencies and institutions which will provide standardization and require compliance with state procurement processes. The shopping mall site will identify products that are green or have recycled content and provide the ability to identify and prioritize small and minority businesses. In order for this site to be best utilized, educating the public sector and publicizing the shopping mall is imperative. To streamline processes and reporting, the shopping portal will be integrated with and pass expenditure information to the appropriate financial systems.

Goal 4

Improve Citizen Access

Arkansas Telehealth Oversight and Management (ATOM)

ATOM is a project to integrate isolated community anchor networks to expand healthcare services and broadband. This network is comprised of a group of community anchor institutions including healthcare centers and clinics, higher education, public safety, research services and the Arkansas Research and Education Optical Network (ARE-ON). The ATOM and ARE-ON networks will serve as the foundation for this project. The project will add nearly 300 network sites to create a comprehensive statewide network of 441 community anchor institutions.

Arkansas.gov Portal

The Information Network of Arkansas (INA) currently maintains and hosts the State of Arkansas's web site, www.arkansas.gov, and partners with virtually all major offices, agencies, and state associations and several Arkansas counties and municipalities. This site continues to win numerous national awards and receives high rankings compared to other states. Awards and rankings for the site are listed below.

| Year | Organization | Award |
|------|--|---|
| 2010 | Center for Digital Government Digital Best of Web Award | 2nd Place |
| 2010 | Juggle | Top Government Website |
| 2009 | Center for Digital Government Digital Best of Web Award | 3rd Place |
| 2009 | Center for Digital Government Achievement Award | Winner - Recovery.Arkansas.gov, iPhone Application Honorable Mention - Arkansas Department of Finance and Administration Commercial Driver Alcohol and Drug Reporting System |
| 2008 | National Electronic Commerce Coordinating Council | 1st Place - Arkansas.gov State Portal and Payment Processor Security Initiative 1st Place - Governor Mike Beebe – News Room and Website |
| 2008 | Center for Digital Government Digital Best of Web | Finalist |
| 2008 | Digital States Survey | 12th Place |
| 2007 | Center for Digital Government Achievement Award | Winner: Arkansas Secretary of State Franchise Tax Suite |
| 2002 | Brown University eGovernment Survey | Availability of Online Services - 1st Place |
| 2002 | Arkansas Business Best of the Web | Government Website - 1st Place |

Arkansas.gov Mobile

This Arkansas.gov mobile web site is part of the official website that can be accessed from any available smartphone operating platforms, including iPhone, Blackberry, Google Android, Windows Mobile, and Palm. The mobile site allows users to search for state agencies, departments, state personnel, and online services available through Arkansas.gov.

Arkansas was the first state in the nation to provide secure credit card payment available for three high-volume online government services, including the inmate deposit service, probation and parole payments, and personal property and real estate taxes. All Visa, MasterCard, and Discover mobile transactions are processed through Arkansas.gov's secure payment system.

Smartphone applications developed for Arkansas agencies are:

- ◆ Arkansas Game and Fish Commission's Game Check application that allows hunters throughout the state to check their deer and turkey kills.
- ◆ Arkansas Secretary of State's Voter View application that allows Arkansans to search for their voter registration by entering their first and last name and date of birth. Results let users know if they are registered, where to register, and where to vote.
- ◆ Funding Search application at Recovery.Arkansas.gov where users can search projects in their area by county or search by keywords to see related projects under the American Recovery and Reinvestment Act.

Other agency iPhone applications are also available including the Arkansas Educational Television Network (AETN) for program schedules, blogs, notices, and videos, as well as Arkansas Hot Deals from the Arkansas Department of Parks and Tourism with coupons for lodging, food, shopping, events and more.

Commercial Vehicle Information Exchange Window (CVIEW)

The CVIEW system will provide manual and automated queries from the roadside (enforcement vehicles) and desk side (enforcement offices) from interfaces with state and national legacy systems. This system is being developed to meet all of the requirements for certification as Commercial Vehicle Information Systems and Networks compliant by the Federal Motor Carrier Safety Administration.

Health Information Exchange (HIE)

At the direction of the Governor, the Arkansas Surgeon General formed a Health Information Technology (HIT) task force to build upon the progress of Regional Quality Initiatives and develop a strategic plan for Health Information Exchange (HIE). The Arkansas Office of Health Information Technology was established to provide leadership for the development of HIE and direct the implementation of the strategic plan to guide statewide development and utilization of HIT. The Arkansas State Health Alliance for Records Exchange (SHARE) will be based on proven industry standard technologies utilized across the state coupled with emerging technology to ensure SHARE will be scalable, interoperable, and encompass standards to meet Nationwide Health Information Network requirements.



Health-Electronic Health Records

This project provides for the development of an Electronic Health Record (EHR) and management system which will allow non-duplication of documentation, billing directly from the EHR, and will dramatically increase patient safety and decrease medication and procedure errors. This project will continue in Fiscal Year 2011 with estimated costs of \$4 Million in Fiscal Year 2012 and \$2 Million in Fiscal Year 2013. The funding source percentage is 100% federal funds.

Human Services-Division of County Operations-SNAP DOD

This project will provide better tools and technologies to support the determination of Supplemental Nutrition Assistance Program (SNAP) eligibility and manage the delivery of SNAP benefits by developing automated processes that enhance the provision of accurate and timely services to Arkansas citizens. The scheduled start date for this project is Fiscal Year 2011 with estimated project costs of \$1.5 Million in Fiscal Year 2011 and \$.5 Million in Fiscal Year 2012. The funding source is 100% SNAP Department of Defense (DoD) funds.

Human Services-Division of Medical Services (DMS)- Medicaid Management Information Systems (MMIS)

This project will improve medical services for all Medicaid eligible citizens. DMS is developing a strategy and requirements to issue an RFP to replace the MMIS and related support services. The scheduled start date for the project is Fiscal Year 2012 with estimated project costs of \$80 Million in FY2012 and \$70 Million in FY2013. The implementation funding source percentage is 90% federal and 10% state general revenue funds.

The Medicaid Management Information Systems (MMIS) is the largest budgeted project underway in the State of Arkansas.

Information Network of Arkansas (INA)

The Information Network of Arkansas (INA) Board was created by law in 1995 to develop and implement an electronic gateway to provide access to public information, electronic commerce, improving citizen access to government services.

Arkansas Public Employees Retirement System (APERS) - Replacement of Current Pension Administration System

This project provides for the replacement of the current pension administration system providing value to the agency through better work flow, increased overall production, and reduction of human errors, while members, both active and retired, of APERS administered retirement plans will reap the benefits as well. The scheduled start date for this project is Fiscal Year 2012 with estimated costs of \$2.3 Million in Fiscal Year 2012 and \$2.3 Million in Fiscal Year 2012. The funding source percentage is 100% APERS trust fund.

Rural Health Care Program

The Rural Health Care Program is one of the four support programs funded through the Universal Service Fund providing reduced rates to eligible rural healthcare providers for telecommunications and Internet services used for the provision of healthcare. Discounts are provided so that rural providers do not pay more than their urban counterparts for the same or similar services. The program offers discounts on services such as basic telephone services, Internet access, advanced telecom, and wireless services.

Workforce Services-Temporary Assistance for Needy Families (TANF)

This is a project to acquire and automate a TANF case management and reporting system with the ability to determine program eligibility to support the requirements Act 514 of the 86th General Assembly. This project will result in accurate, timely, and consistent eligibility outcomes for citizens. The scheduled start date for this project is Fiscal Year 2011 with estimated project costs of \$9.6 Million in Fiscal Year 2012 and \$2.4 Million in Fiscal Year 2013. The funding source percentage is 100% federal funds.

Workforce Services- Unemployment Insurance Tax 21

This is a project to modernize the current legacy unemployment insurance tax system to better serve citizens and excel in levels of achievement to benefit employers and claimants alike. Workforce Services will gain revenue through enhancing the lien collection and bankruptcy process, and manual processes will be automated across all sections. The scheduled start date for this project is Fiscal Year 2011 with estimated projects costs of \$964,570 for Fiscal Year 2012 and \$107,171 for Fiscal Year 2013. The funding source percentage is 100% federal funds.

Goal 5

Protect the Environment

Green Technology Initiative

The primary goal of Act 1494 of 2009 and Governor Beebe's Executive Order (EO 09-07), is to reduce energy consumption of state agencies by 20% by 2014 and 30% by 2017. Several technology efforts are underway that will aid in the goal including server virtualization, PC power management and printer consolidation/modernization. Virtualization should improve efficiencies, decrease costs, maximize the use of resources, and reduce redundancies. PC power management tools will reduce PC related electricity use by transferring PCs to low power states when not in use. Phasing out personal on-desk printers and establishing multi-user, multi-function print stations that are duplex capable will save on paper, toner and cost.

Procurement strategies ensure that the state is purchasing products that align with the Environmental Protection Agency's Energy Star qualified products program and a preference for products that are made from and packaged with recycled materials. Recycling programs are in place within state agencies for paper, aluminum, and plastic waste and equipment recycling. Each agency is encouraged to promote recycling efforts in support of a Green Arkansas.

Green Technology Initiative continued

As necessary, state buildings are being built or updated to incorporate environmental and energy saving features. Several state buildings have achieved the United States Green Building Council's Leadership in Energy & Environmental Design (LEED) award.

The Arkansas Department of Environmental Quality (ADEQ) strives for environmental quality through programs of regulation, education and assistance. This includes offering citizens the tools and resources to protect natural resources. ADEQ works to raise understanding of environmental requirements and responsibilities by conducting workshops and helping citizens understand green alternatives in their daily lives.

Green.Arkansas.gov

This website promotes "Bright Ideas for a Better Arkansas" and was created to serve as a central information repository for state agencies as well as the general public, providing information on 'Go Green' initiatives and energy saving ideas at the state and national level. The site includes links and resources related to goals and legislation, news, resources, partners, events, and strategic energy plans in one easy to find location.

The screenshot displays the Green.Arkansas.gov website. At the top, there is a navigation bar with links for 'Home', 'Goals & Legislation', 'Newsroom', 'Go Green', 'Strategic Energy Plans', 'Green Resources', 'Green Partners', and 'Events'. A search bar is located on the left side. The main content area features a 'Welcome to the Arkansas Green Portal' message with a quote from Governor Mike Beebe. Below this, there are sections for 'Green Events', 'Green Partners', and 'Sustainable Revolving Loan Fund'. The 'Green Partners' section lists several state agencies. At the bottom, there are three columns: 'Energy', 'Environment', and 'Planning', each with a brief description and a list of related links.

Arkansas.gov Agencies | Online Services | State Directory A+ | A- | Text | Print

Green.Arkansas.gov

Bright Ideas for a Better Arkansas

Home | Goals & Legislation | Newsroom | Go Green | Strategic Energy Plans | Green Resources | Green Partners | Events | Contact Us

Search Green.Arkansas.gov

Welcome to the Arkansas Green Portal

The world as we once knew it has changed, and the world we're living in is going to require new behavior from all of us. I believe that all Arkansans can take steps that will help protect our precious natural environment and move us toward a greener economy. ~ Gov. Mike Beebe

Green Events

Upcoming Events
More Information

Green Partners

- Office of the Governor
- Arkansas Building Authority
- Arkansas Energy Office
- Office of State Procurement | DFA
- Arkansas Department of Environmental Quality
- Clinton Climate Initiative
- Arkansas Department of Information Systems

Sustainable Revolving Loan Fund

The Arkansas Building Authority has information available outlining the program procedures for the Sustainable Revolving Loan Fund. More Information >

Energy

We're committed to finding new energy sources and conserving the ones we have.

- Conservation
- Energy Statistics
- Alternative Fuels
- Efficiency Guidelines

Environment

It's up to all of us to do our part to keep Arkansas the Natural State.

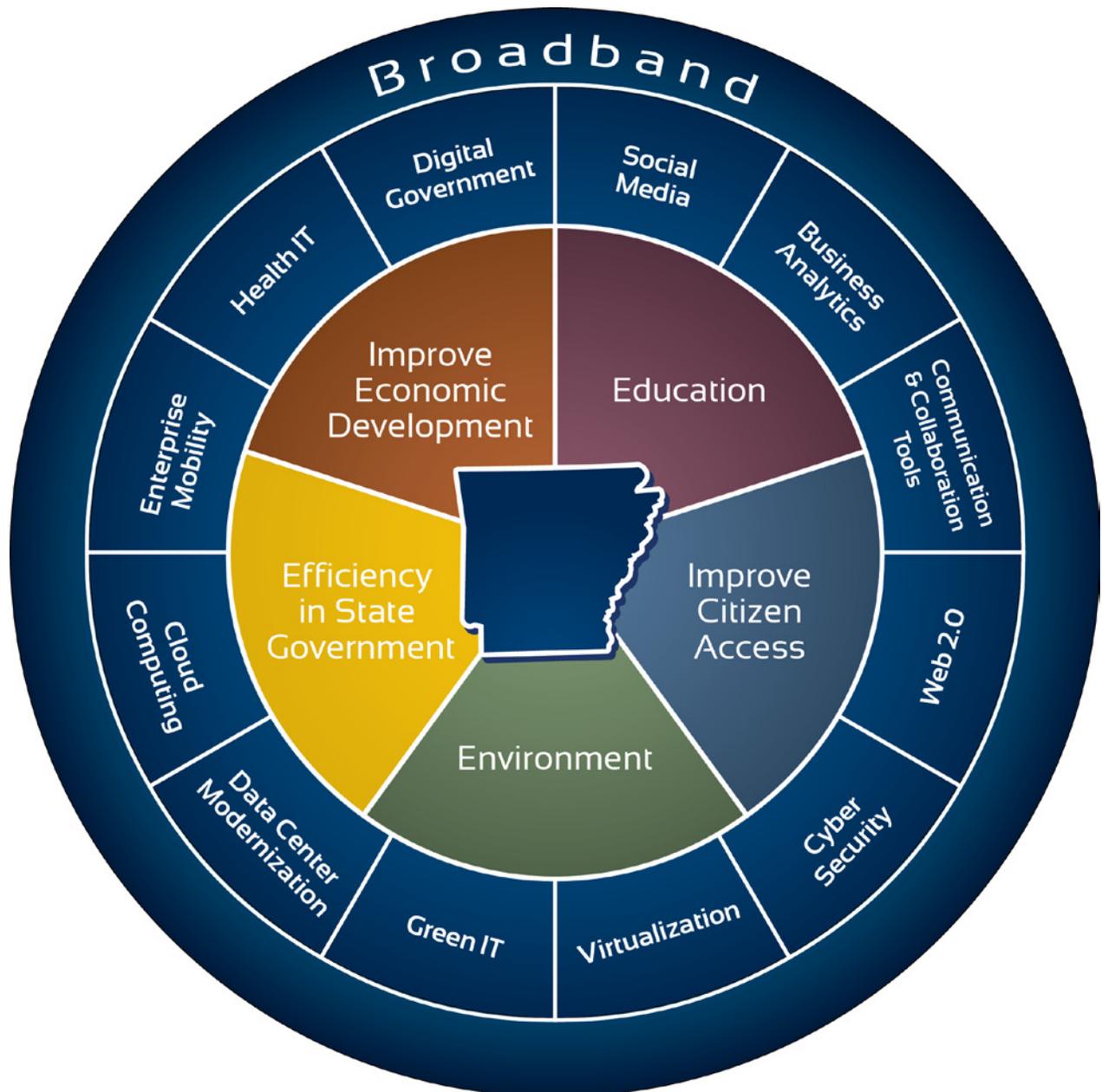
- Recycle Programs
- The Workplace
- Carpooling
- Global Warming

Planning

A little knowledge goes a long way. Learn how you can help make a difference.

- Learn the Terms
- At Home
- Community Initiatives
- Green Guide

Technology Trends Impacting Arkansas



Broadband

Broadband refers to telecommunications providing a high-speed, 'always-on' service connection to allow large amounts of information to be conveyed quickly, such as digital content, applications graphic files, and video.

Impact: The National Broadband Plan, Connecting America, is an important enabler for 21st century care, economic opportunity, job creation, education, healthcare, energy and environment, government performance, civic engagement, and public safety. It is changing how we educate children, deliver healthcare, manage energy, ensure public safety, engage government, and access, organize and disseminate knowledge.

Arkansas Approach: Connect Arkansas, the Arkansas Research and Education Optical Network (ARE-ON), Arkansas Telehealth Oversight and Management (ATOM), and the Next Generation State Network are examples of broadband-based initiatives in the state that will improve personal lives and economic capabilities, while supporting key strategic efforts for economic development, education, and healthcare. The existing telemedicine program at UAMS has already produced a significant drop in infant mortality because pregnant women in rural areas are receiving better care. In August 2010, UAMS applied for and was awarded a \$102 million grant, supplemented by \$26.2 Million of matching funds, that will vastly expand broadband access across the state. People living in the most remote corners of Arkansas will be able to receive care and benefits from medical specialists through online video chats. Students and faculty at the state's two-year colleges will receive substantial improvements in broadband bandwidth and benefit from the same access to national and international research and education networks currently available to the state's four-year public universities.

Business Analytics

Business analytics is a technique that makes it easier to visualize and analyze business data to improve decision making. Maximizing decision impact increases effectiveness at all levels of the enterprise, contributing to mission or goals by enabling both workers and management to direct business or mission decisions toward a desired outcome. A Collaborative Decision Making platform addresses this by combining BI (Business Intelligence) technologies, decision tools, social networking, collaboration and workflow to enable knowledge workers to find the information and expertise they need, and to work together to define a problem, analyze it, explore options, assess decision outcomes, and record the decision process and best practices for future use.

Impact: As the amount of structured and unstructured data grows rapidly, business analytics is used for performance reporting and as a planning and forecasting tool to gain insight into the future allowing optimization of resources.

Arkansas Approach: The amount of data the state is collecting through the services it provides is growing exponentially. It is more important to turn the data into information for analysis and forecasting to enhance timely decision making effectiveness. Business intelligence tools are in place so that all workers, managers and senior leaders can take the most effective action in a given business situation. Dashboards are being created to help visualize the information of important business processes or indicators to improve understanding. Also, compliance with electronic discovery is necessitating the creation of processes for identifying, preserving and collecting data for legal and regulatory investigations.

Cloud Computing/ Software-as-a-Service

Cloud computing is a style of computing in which scalable and elastic IT- services are provided as a service to customers using Internet technologies. In the broadest terms, private cloud computing is a form of cloud computing in which service access is limited, and/or the customer has some control/ownership of the service implementation. This contrasts with public cloud computing, where access to the service is completely open, and the service implementation is completely hidden from the customer.

Impact: A private cloud that is accessible to only state agencies could enhance the delivery of critical government services and potentially reduce risks and costs of these services.

Arkansas Approach: The state currently has private cloud services such as Exchange Email, virtualized servers, and backup and recovery services. Currently the state data center is hosting 19,277 email accounts which is 72% of state employees. The state data center also has the data storage capacity to serve as a backup for all essential state data. Some state agencies are utilizing public cloud services for agency specific requirements.



Communication and Collaboration Tools

Effective communication and collaboration tools allows agencies and institutions to work together electronically on common goals and projects.

Impact: Collaboration tools may have a direct impact on how education is accessed and delivered within the state. The trend may foster knowledge sharing and learning across the state.

Arkansas Approach: Enterprise applications and services such as SharePoint, distance learning, video conferencing, and video arraignment are examples of these tools currently in use in Arkansas. The Unified Communications (UC) project under development integrates real-time communication services, such as instant messaging, presence information, telephone, video conferencing, and other types of communication. Also, UC offers business process integration to simplify and integrate all forms of communications to optimize business processes and reduce response time, manage workflows, and eliminate device and media dependencies.

Cyber Security

Cyber security deals with the security of digital and information technology. Attacks on technology assets is expected to grow and could hamper delivery of essential services if not promptly addressed or mitigated.



Impact: Increased cyber security threats will increase the need to protect and secure the technology assets and information and safeguard citizen privacy. Cyber threats will pose a significant risk to the state's business continuity and disaster recovery efforts. Zero fault tolerance will be required for certain assets.

Arkansas Approach: The State Security Working Group identified end-point protection and anti-virus solutions to be purchased by agencies, boards, commissions and administrative sections of Arkansas's institutions of higher education, as well as K-12 schools, counties, and cities that are also eligible to purchase from the state contract (SP-09-0208). In an effort to take advantage of economies of scale and to manage diversity, three solutions were chosen, potentially saving the state \$117,000 annually. The working group and Office of State Procurement has developed a state contract to address the requirement for laptop/desktop encryption software in the same manner. The contract has reduced the price by 20% over what was paid last year.

Data Center Modernization

A data center is a facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (e.g., air conditioning, fire suppression) and security devices. Data center modernization involves customizing data center strategies according to business plans, regulatory requirements, skills availability and changing technology issues. This can include but is not limited to activities such as building internal clouds, implementing virtualization and automation, managing storage and the information life cycle, enhancing data center networking and computing devices, increasing high availability, providing energy efficiency, and improving business continuity and disaster planning. It is important to evaluate the technology and vendors to capitalize on opportunities to improve operational and energy efficiency.

Impact: Modernization of the state data center will reduce downtime of essential services and benefit all state agencies, boards, commissions and Arkansas citizens utilizing state technology services. The data center can also provide a secondary/failover site for state agencies and schools who are currently housing their mission critical information technology assets. The facility will integrate a sustainable design using Leadership in Energy and Environmental Design (LEED) and "Green" initiatives to ensure the most efficient use of energy and resources.

Arkansas Approach: Innovative funding approaches are being researched for renovating or building a new state data center, as well as determining possible rate impacts to state customers. Modern data centers are more cost effective, more secure, energy efficient, and provide increased availability and reliability for essential state services.

Digital Government

Digital Government includes innovative applications that foster improved interaction between government and citizens, such as one-stop solutions, expanded access to government services, and automated and central licensing. Digital government also refers to how document, content, record and email are managed to support the Freedom of Information Act (FOIA). Increase in FOIA requests will demand systems that can produce reports promptly to citizens without over utilizing human resources.

Impact: Digital government may accelerate the provision of essential public services like licensing. It may also foster the adoption of green IT solutions which could lead to enterprise cost savings. The trend could improve compliance for record retention systems.

Arkansas Approach: Through the Arkansas.gov portal, there are approximately 430 online services supporting state, county, and city governments including licensing, regulation, and information. Arkansas was the first state in the nation to provide secure payment processing services initially including three high-volume, online government services to include inmate trust account deposits, probation and parole supervision and restitution payments, and Pulaski County property tax payments. Arkansas residents renew car tags via the Streamline Auto Renewal (STAR). Online car tag renewal via the Internet saves residents time and reduces staffing needs.

Enterprise Mobility

Enterprise Mobility refers to processes and technology focused on managing the increasing array of mobile devices, wireless networks, and related services. In 2011, over 85% of handsets shipped globally will include some form of web browser, and about 1.2 billion people are expected to have mobile devices capable of commerce which could act as a catalyst for the convergence of mobility and Web. Technology advancements and improved design have driven consumers to become new mobile users.



Impact: Enterprise mobility provides quicker secure access to essential public services. Also, the technology provides the foundation for other trends such as green IT, cloud computing, and virtualization.

Arkansas Approach: Highly portable devices are enabling the workforce (i.e. social workers, health inspectors, etc.) to provide a wide variety of tasks at any location making them more efficient and productive. In addition, new web sites are being developed with cross-platform capability specifically for smartphones and Enterprise e-mail servers are providing native support for mobile devices.

Green IT

Green IT refers to environmentally sustainable computing. This focus on energy efficient methods and processes in the workplace is expected to grow exponentially. Green IT initiatives such as reducing energy consumption, through the use of Energy Star certified equipment and electronic documents, will become widespread as the communication infrastructure of the agencies advance.

Impact: The state needs to continue to reduce paper consumption by going to electronic documents and communication, identify and implement initiatives to reduce power consumption, develop and provide green awareness training for employees, and develop new or revise existing standards and criteria for purchasing materials, products and services.



Arkansas Approach: Each agency has addressed the Governor's Executive Order as is evidenced by successful initiatives. Multiple agencies shifted to purchasing equipment that meets the ENERGY STAR certification and/or EPEAT rating requirements. The current IT Plan reports that approximately 47% of technology equipment utilized in state agencies meets these standards. In addition, the State Data Center reduced its energy use by 15.71% for Fiscal Year 2010 compared to the benchmark year of Fiscal Year 2008. As green technologies continue to emerge and education on the benefits of these initiatives is realized, efforts should continue to further the reduction in consumption of energy and keep Arkansas green.

Health IT

Health information technology (Health IT) makes it possible for health care providers to better manage patient care through secure use and sharing of health information. Health IT includes the use of electronic health records (EHRs) instead of paper medical records to maintain people's health information.

Impact: With the help of health IT, doctors will have accurate and complete information about a patient's health enabling the best possible care, whether during a routine visit or a medical emergency. Widespread use of health IT can also make our health care system more efficient and reduce paperwork for patients and doctors, expand access to affordable care and build a healthier future for our state.

Arkansas Approach: The update and replacement of Arkansas State Medicaid Management Information System (MMIS) environment is being analyzed. A new modern system is envisioned within the upcoming biennium that will meet or exceed all requirements and regulations while committed to provide quality services within available resources.

The Arkansas Health Information Exchange (HIE) Project is the collaborative effort of public and private stakeholders to plan a technology-based, secure Health Information Exchange system that will improve the health care experience for patients, providers and insurers. The Arkansas and federal goal for an interoperable HIE will ultimately allow health information to follow individuals whenever and wherever they engage the health care system in order to improve access and quality of healthcare services, reduce inefficiencies and avoidable costs, and create better health outcomes. A consortium of stakeholders within the state are involved in developing, implementing, and supporting goals of the Arkansas statewide HIE system, which is known as the State Health Alliance for Records Exchange (SHARE).

Social media

Social media is a category of websites that are based on user participation, user-generated content, and centered on user interaction. Social media provides organizations with the ability to increase awareness, demonstrate leadership, and gain insight from the group. Policies need to be established outlining acceptable use.

Impact: Social media has presented a challenge to traditional marketing and communication methods. What is less certain is how any specific organization can successfully take advantage of this every growing technology. Social media presents challenges associated with access to information in order to support the Freedom of Information Act (FOIA). FOIA requests will be directly impacted as governance processes are migrated to social media networks. Dissemination of confidential or inappropriate information may stifle the use of this medium.



Arkansas Approach: Several agencies are using Facebook, Twitter, and other social media software. Preliminary information extracted from the current IT planning cycle indicates approximately 20% of agencies, boards and commissions are using social media for official business. Going forward, social media usage will expand. The first step in getting value from social media requires organizations to define their goals for the use of social media: what they want to accomplish, where they will engage, what contributions they expect to collect from social networks and how they will use the information.

Virtualization

Virtualization is a process or software designed to reduce server management costs through automation, while providing more control over service levels. Virtualization offers new ways of packaging client computing applications, storage, and capabilities.

Impact: Virtualization reduces capital costs and will reduce the cost of operations and enable faster service delivery. It's primarily attractive to the business because it enables agility.

Arkansas Approach: It is not uncommon to see server utilization as low as 8% to 12%. By utilizing virtualization technology, it is possible to consolidate individual servers and provide for high availability, as well as reducing initial and ongoing costs. Using the State Enterprise Data Storage service provides 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 at all times.

The current IT plan data shows a shift towards the use of thin clients in desktop virtualization for state agencies. A thin client is a low-cost, centrally-managed computer devoid of CD-ROM players, diskette drives, and expansion slots. The term derives from the fact that small computers in networks tend to be clients and not servers. Since the idea is to limit the capabilities of these computers to only essential applications, they tend to be purchased and remain "thin" in terms of the client applications they include. As software as a service gains popularity, it is expected that thin clients may replace desktop PCs in many work and educational environments. In general, thin clients are not as vulnerable to malware attacks, have a longer life cycle, use less power, and are less expensive to purchase.

Web 2.0

Web 2.0 is the term for advanced Internet technology and applications. The major components of Web 2.0 are technological, social and business issues surrounding the Web, and the related impact of the consumerization of IT. It also refers to a more dynamic Web that is more organized and based on serving Web applications to users.

Impact: Web 2.0 will improve accessibility to essential public services.

Arkansas Approach: Web 2.0 provides the state another avenue to better help government achieve its goals by being transparent, participatory, and collaborative. The benefits of this approach include increased efficiency, improved services, and greater accessibility of public services, as well as more accountability. Web 2.0 allows for mobile services such as county property tax payments, the Game and Fish Commission's Game Check, and the Secretary of State's Voter View, and Recovery.Arkansas.gov, which are all available from mobile.ar.gov, the Arkansas.gov mobile web site.

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<http://stc.arkansas.gov/>

Additional Information Online

Arkansas Geographic Information Office

<http://www.gis.arkansas.gov/>

Arkansas.gov Portal

<http://portal.arkansas.gov/>

Arkansas.gov Mobile

<http://portal.arkansas.gov/services/Pages/ServicesMobile.aspx>

Arkansas Research & Education Optical Network (ARE-ON)

<http://areon.net/>

Arkansas Telehealth Oversight and Management (ATOM)

<http://www.arktelehealth.org/ArkTelehealth/Home.html>

Arkansas Wireless Information Network (AWIN)

<http://www.awin.arkansas.gov/>

Arkansas Works

<http://arworks.arkansas.gov/>

Connect Arkansas

<http://connect-arkansas.org/>

Cyber Secure Arkansas

<http://www.dis.arkansas.gov/security/>

Department of Information Systems (DIS)

<http://www.dis.arkansas.gov>

E-Rate

<http://www.e-ratecentral.com/>

Green.Arkansas.Gov

<http://green.arkansas.gov/>

Recovery.Arkansas.Gov

<http://recovery.arkansas.gov/>

State Technology Council (STC)

<http://www.stc.arkansas.gov/>

University of Arkansas for Medical Sciences

<http://www.uamshealth.com/>

YOUiversal Portal

https://www.ark.org/adhe_financialaid/login.aspx