

State of Arkansas Strategic Plan for Information Technology

Fiscal Years
2015-2017

November 5, 2014

It is my pleasure to present the Arkansas State Technology Council's (STC) State of Arkansas Strategic Plan for Information Technology 2015-2017. This plan showcases the strategic initiatives of state agencies in the area of information technology (IT) throughout state government as well as identifies technology business drivers and trends affecting Arkansas.

Arkansas is entering a period of transition. This is an amazing opportunity to rededicate the state's information technology resources to improve education and expand workforce training, enhance economic development, improve government efficiency, transparency and accountability, increase citizen access to services and information while protecting the citizens and our environment.

Improving the broadband infrastructure across the state continues to be a high priority. The Arkansas Legislature declared broadband as a critical infrastructure to the state which is essential to the fundamental activities of an advanced society including education, economic development, health, the pursuit of science and technology, and in the conduct of government at all levels. Broadband is also essential to obtaining economic and educational equality among the different counties and regions of Arkansas.

With guidance and support from the executive and legislative branches, we will continue to focus on solutions that drive innovation, maximize efficiencies and support a consumer driven government.

On behalf of the STC, I look forward to working collaboratively across all levels of government to advance the goals and strategies presented in this plan.

Sincerely,



Herschel Cleveland
Arkansas Chief Technology Officer
Acting Director, Arkansas Dept. of Information Systems





Contents

2	Executive Summary
4	Technology Governance
7	Goals and Strategies
9	State Enterprise Initiatives
38	Technology Trends Impacting Arkansas
52	Contact Information
53	Appendix
59	Online Resources

Executive Summary

Entering a period of transition in the governor's office and other political offices, Arkansas continues as a leader in delivering effective, responsive, and trusted government services and information through flexible and secure technology solutions. State government and the delivery of services to citizens have changed dramatically in recent years. The ability to provide more timely, accurate, less costly and higher quality state government services depends to a great extent upon information technology-related decisions. Tough decisions must be made on how to best prioritize agency and statewide investments in technology although Arkansas continues to be fortunate in its ability to remain on sound fiscal footing. Chief among these considerations is the need for the state's technology infrastructure to be reliable, resilient, and secure. Beyond infrastructure, agencies' service delivery models must be responsive to the needs of Arkansans. Adopting cost-effective and efficient methods for delivering services is a key priority for the state. From strengthening the state's technology infrastructure to innovating delivery of citizen services, the value of all investment decisions must be demonstrated.

With guidance and support from the executive and the legislative branches, the 2015-2017 Strategic Plan for Information Technology reflects an effort by technology leaders within state agencies from all facets of state government to work together to shape a vision for Arkansas that delivers effective, flexible, and trusted services through a safe and secure technology infrastructure.

Each biennium, state agencies, boards and commissions participate in statewide technology planning that culminates with the creation of a strategic plan for information technology detailing both initiatives and projects for future technology investments. The projects and plans are analyzed to identify opportunities that support the governor's strategic vision and five major strategic goals:

1. Improve education and expand workforce training
2. Enhance economic development and job creation
3. Protect our citizens and the environment
4. Improve citizen access to services and information
5. Increase government efficiency, transparency, and accountability

The state's investment in technology must reinforce the vision that guides us toward reaching these goals and must leverage technology to maximize efficiency in state government.

Our Mission

The Arkansas State Technology Council provides statewide leadership with representation from both sectors, private and public, to promote cost savings, elimination of needless redundancies, and 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

To advance sustainable technology solutions and strategies, our principles include the following:

- Connecting citizens to government through expanded engagement and access to services using mobile technologies
- Innovation and improved service delivery methods through strategic partnerships and transformative technologies
- Integration and identification of Shared Services opportunities to reduce complexity, redundancy, and costs
- Bolstering the trust of citizens by strengthening the state's technology infrastructure and privacy practices
- Delivering cost-effective and efficient results through appropriate technology solutions
- Improve state government through data management- managed as a state asset, enable openness, transparency and share data to enhance its value

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 the governor. Two of the appointees represent the public sector and two appointees represent the private sector. The goal of this all-inclusive 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 helps 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.

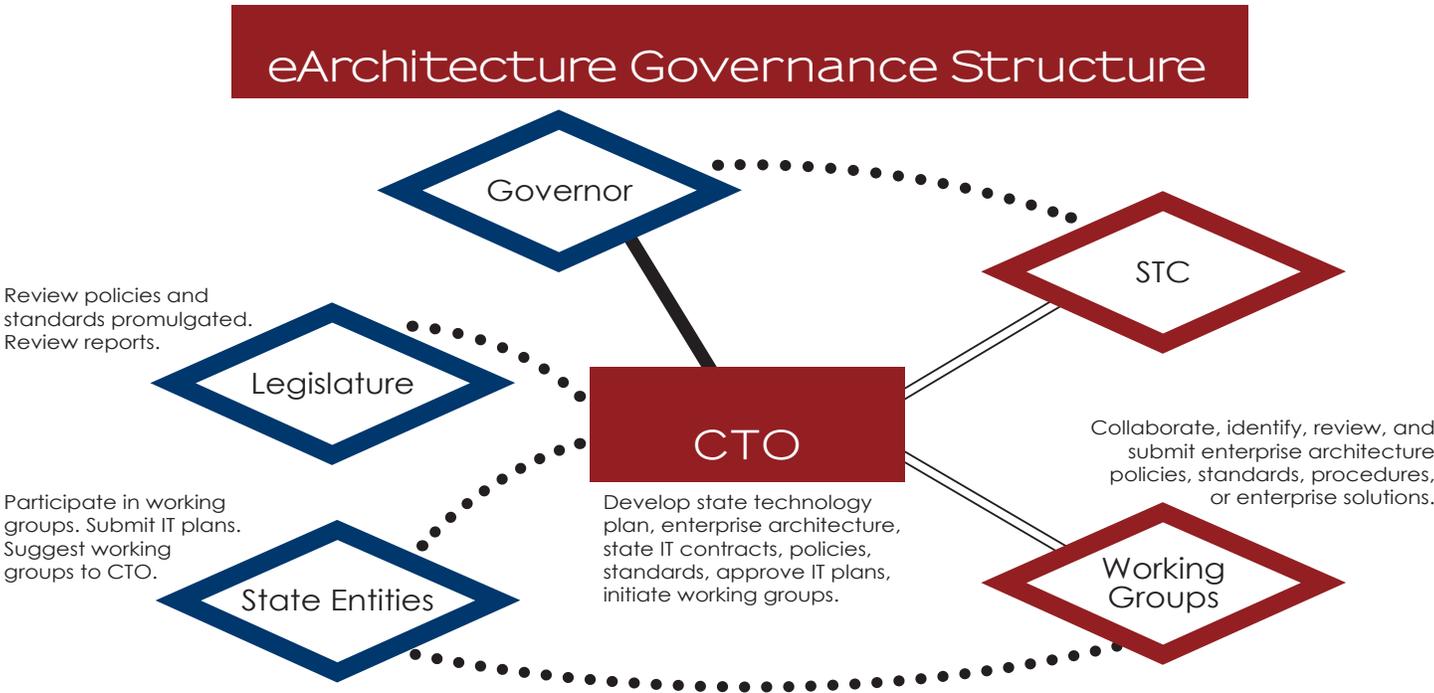
The following is technology related legislation from the 2014 Fiscal Session:

Act: 298 An act that sets up the Broadband Facilities Matching Grant Program to pay for one-time installation of fiber optic cables to connect the various buildings of school campuses.

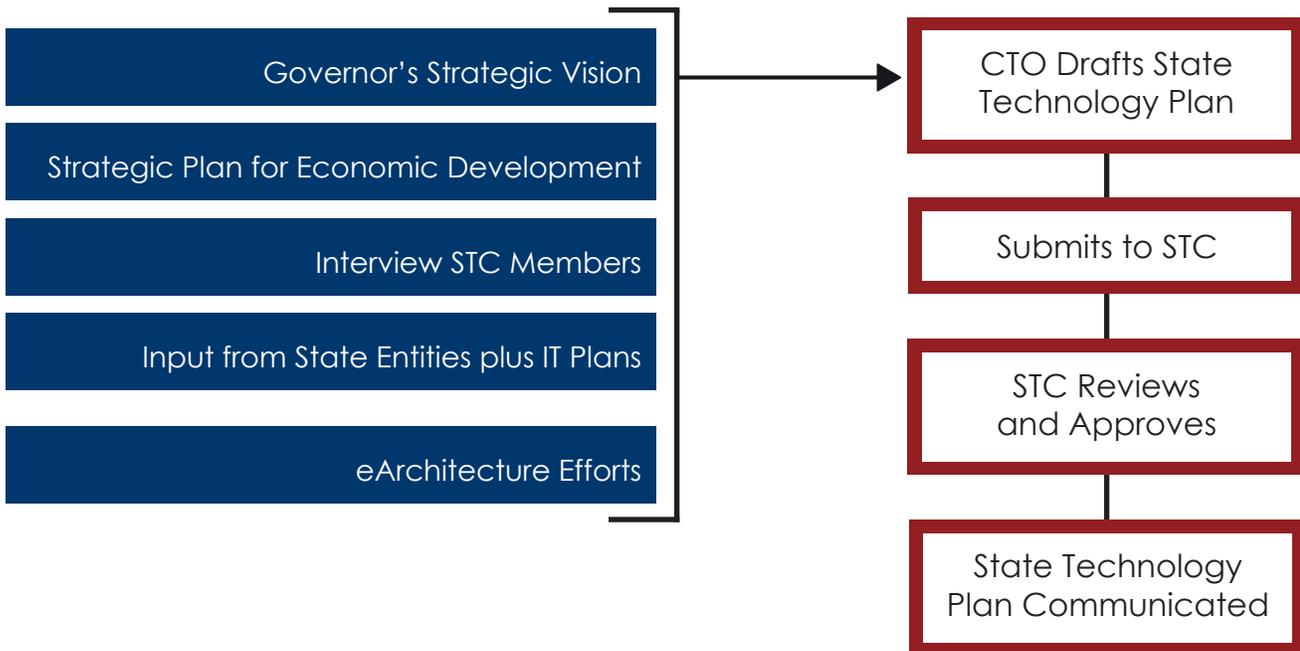
The following is technology related legislation from the 89th General Assembly in 2013:

Act Number	Official Title
Act: 1454	An act for the secretary of state - public notice calendar and broadband services enhancements and appropriation for the 2013-2014 fiscal year.
Act: 1280	To provide digital learning opportunities in public schools.
Act: 1431	To amend provisions of Title 6 of the Arkansas Code concerning cyberbullying of public school staff.
Act: 308	To amend the procurement requirements for nonvisual access technology; and to declare an emergency.
Act: 623	To assist the administration and collection of 911 emergency phone system charges; and to regulate contributions from prepaid wireless phone users.
Act: 862	An act for the University of Arkansas at Monticello - Crossett campus - broadband expansion general improvement appropriation.
Act: 865	An act for the University of Arkansas at Monticello - McGehee campus - broadband expansion general improvement appropriation.
Act: 442	To ensure continued broadband expansion in rural areas within the state; to provide 911 emergency service to rural areas within the state; to enhance the 911 emergency system and assist its funding; and to declare an emergency.

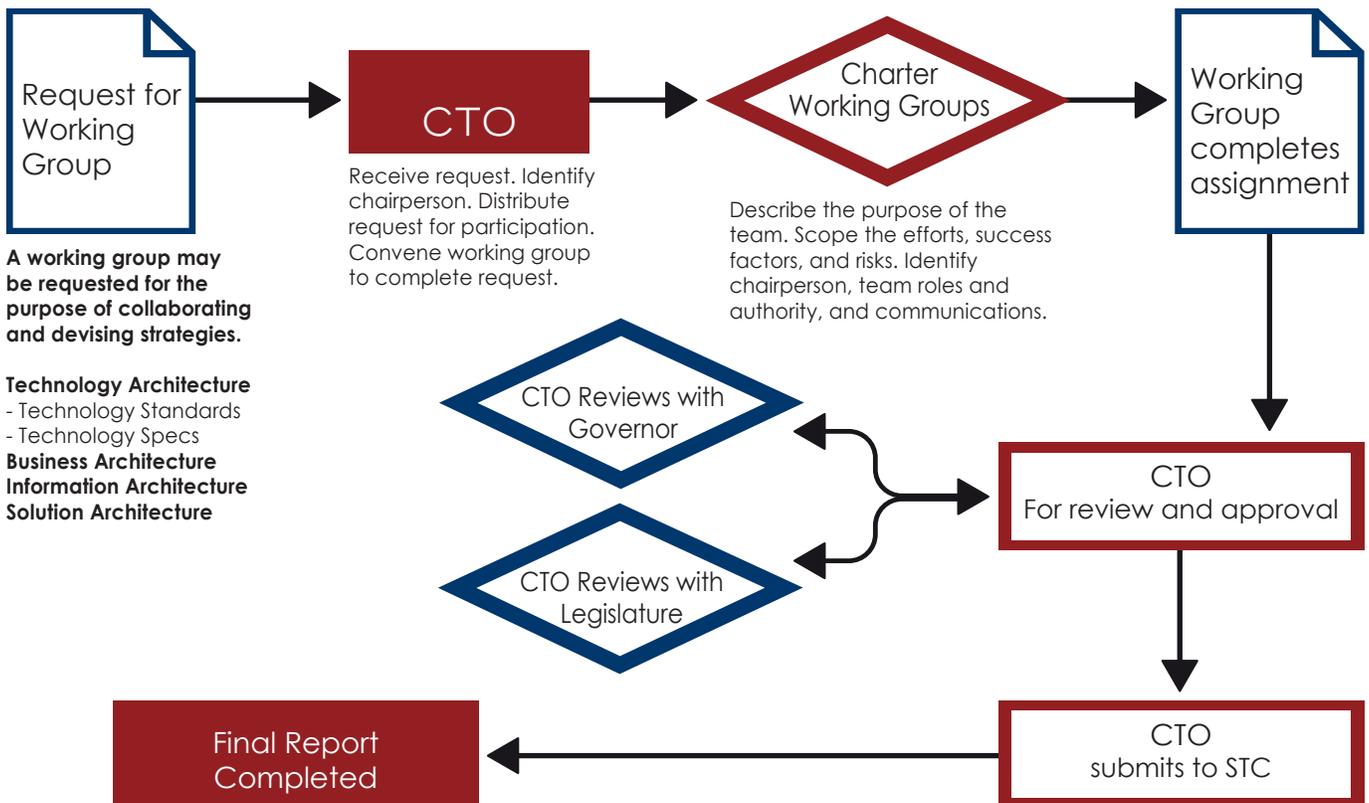
Act Number	Official Title
Act: 1168	To create a state broadband chair or other mechanism or entity to promote, develop, and coordinate broadband expansion and appropriate broadband infrastructure for all areas of the state.
Act: 1171	To establish the Arkansas Blue Ribbon Committee on local 911 systems.
Act: 276	To establish the Arkansas Video Service Act; and to declare an emergency.
Act: 1492	To amend the criminal offense of cyberbullying, 5-71-217.



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 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 and Expand Workforce Training

Excellence in education at all levels is imperative to the success of Arkansas. Along with K-12 and higher ed, pre-K, career, technical education and workforce training should also be emphasized as part of an overall goal to improve education. Technology can be utilized to create new opportunities in teaching and learning by integrating networking and digital and audio visual technologies but computer science and technology should also become an important part of required curriculum. Offering improved access to education will open the doors for increased participation and higher quality education overall.



Goal 2

Enhance Economic Development and Job Creation

Arkansas continues to address the need for greater skills training that reflects the needs of industry and business. Arkansas has several agencies responsible for providing training for today's workforce. The Arkansas Economic Development Commission (AEDC) works with six other agencies to provide a Career Readiness Certificate to demonstrate that an individual possesses the skills demanded by today's jobs. In addition, the existing Workforce Training Program and the Business & Industry Training Program both provide training to Arkansas workers. Arkansas Works and the Workforce Training Consortia both coordinate training of employees to match the needs of employers. The Department of Workforce Services and the Department of Career Education each have programs that they administer jointly or separately. These efforts help develop a workforce for new industries and companies and recruit them to Arkansas while working with existing businesses to grow and support them at the same time fostering entrepreneurship and small business.

Goal 3 Protect Our Citizens and the Environment

Arkansas takes pride in its nickname “The Natural State” and Arkansans are extremely proud of their state and want to protect the environment for all future generations. Technology is an essential factor 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 or 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.



In order to protect our citizens, Arkansas must reduce the threat of crime and provide a safe place to live, go to school and raise families. Arkansas must develop a comprehensive plan to reduce crime, ease prison overcrowding and address all levels of violence and abuse.

Goal 4 Improve Citizen Access to Services and Information

Technology is at the forefront of information and service 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. Timely access to government services is increasingly important.

Information Network of Arkansas (INA) continues to improve online citizen and business access to public services and maintains and hosts the state's official website, Arkansas.gov.

Goal 5 Increase Government Efficiency, Transparency, and Accountability

Efficiency is an accomplishment or ability to accomplish a job with minimal expenditure of time and effort. Technology can play an integral role in enhancing efficiency through automation of processes and centralizing information for easier access. Expanding citizen access to the state's financial data, online resources for driver's license and motor vehicle information, career opportunities with the state, and locating unclaimed property are among the initiatives increasing government efficiency and accelerating Arkansas as a digital state.

Focusing on the strategic goal of improving operational efficiency, Arkansas is increasingly becoming more agile in transforming IT concepts into fully functioning applications that make public information and services more accessible to citizens and maximize state resources while providing transparency and accountability.

State Enterprise Initiatives

P - primary category O - secondary category	Goal 1 Education	Goal 2 Economic Development	Goal 3 Protect Citizens and Environment	Goal 4 Citizen Access	Goal 5 Efficiency and Transparency
State Initiatives					
Arkansas Courts Automation Project (ACAP)			O	O	P
Arkansas Geographic Information Office (AGIO)		P		O	O
Arkansas Integrated Revenue System (AIRS)			O	O	P
Arkansas Open Checkbook/Financial Transparency				P	O
Arkansas Research & Education Optical Network (ARE-ON)	P	O		O	
Arkansas Wireless Information Network (AWIN)				O	P
Arkansas.gov Mobile			O	P	O
Arkansas.gov Portal			O	P	O
Capitol Zoning District				O	P
Chiropractic Examiners-Document Management			O		P
Chiropractic Examiners-Website Update				O	P
Community Correction-Disaster Recovery				O	P
Connect Arkansas	O	P	O	O	O
Crime Information Center-Arkansas VINE Enhancement Project			P	O	O
Crime Information Center-National Criminal History Improvement Program Grant Project			P	O	O
Dental Examiners				O	P
Education-Arkansas Public School Computer Network (APSCN)	P				O
Education-Partnership for Assessment of Readiness for College and Careers (PARCC)	P				O
Environmental Quality--Laboratory Information Management System (LIMS)			O	O	P
E-rate	P			O	
FASTER	P	O		O	
Forestry-Mapping and Activity Database Website			O	O	P
Forestry-Smartphones			O		P
Governor's Workforce Cabinet	P	O	O	O	O
Green Technology Initiative		O	P		

P - primary category O - secondary category	Goal 1 Education	Goal 2 Economic Development	Goal 3 Protect Citizens and Environment	Goal 4 Citizen Access	Goal 5 Efficiency and Transparency
State Initiatives					
Health-Food Inspection				O	P
Health-Immunization Registry				O	P
Health-Vital Records				P	O
Health-WIC/EBT			O	P	O
Higher Ed-Arkansas Challenge Data Warehouse	O				P
Human Services-Admin Services-Enterprise Services Framework				O	P
Human Services-Admin Services-SNAP E and E				O	P
Humans Services-AME		O	O	P	O
Human Services-Behavioral Services-Medical Records			O	O	P
Human Services-County Ops-Enterprise Framework for E and E SNAP		O	O	P	O
Human Services-Medical Services-Document Imaging			O	O	P
Human Services-Medical Services-ICD-10				O	P
Human Services-Medical Services-Arkansas Health Care Payment				O	P
Human Services-Services for the Blind-AWARE				P	O
Human Services-Youth Services-Distance Learning	P				O
Information Systems-IP Address Management				O	P
Information Systems-IT Financial Management					P
Insurance-Federal Rate Review Grant				P	
Insurance-Arkansas Navigator IT Program (2)				P	O
Insurance-Federal Exchange – Arkansas Level 1B				P	O
Insurance-Federal Exchange – Arkansas Level 1C				P	O
Insurance-Federal Exchange – Arkansas Level 1D				P	O
Labor-Code Enforcement Licensing and Inspections-Legacy System Replacement			O	O	P
Livestock and Poultry					P
Manufactured Home-Decal Program				O	P
Natural Resources-network Switches				O	P
Nursing-Document Imaging			O		P
Nursing-Equipment Replacing				O	P

P - primary category O - secondary category	Goal 1 Education	Goal 2 Economic Development	Goal 3 Protect Citizens and Environment	Goal 4 Citizen Access	Goal 5 Efficiency and Transparency
State Initiatives					
Office of Health Information Technology-Health Information Exchange			O	P	O
Public Employees Retirement System-COMPASS				P	O
Rural Health Care Program			O	P	O
Science and Technology-Asset II					P
State Data Center Modernization			O		P
State Police- Bomb Robot			P		O
State Police-CDL Improvement			O		P
State Police-Cyber Crimes			O	O	P
State Police-Microfiche Conversion					P
State Police-MOVE			O		P
State Police-PBX Upgrade			P	O	P
State Police-Private Investigator (PI) and Security Guard (SG) Testing			O	P	
State Police-Records Retention				O	P
State Police-State Fusion Center			O		P
State Police-Video Storage			O		P
Veterans Affairs-Electronic Health Records System				O	P
Workforce Services-Great Plains Phase II				O	P
Workforce Services-INET Conversion					P
Workforce Services-Tax 21				O	P
Workforce Services-UI Claims Conversion				P	O

Arkansas Research & Education Optical Network (ARE-ON)

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

ARE-ON and its members comprise a community of thought leaders focused on collaborative learning and innovation through advanced networking, technology, and research in Arkansas. ARE-ON is a not-for-profit consortium of all public degree-granting institutions in Arkansas and other selected higher education organizations.

ARE-ON provides a high-speed fiber optic backbone network throughout the state with 1Gb and 10Gb Ethernet connections to its members, affiliates, national research and education networks, regional optical networks, and commercial service providers. The network consists of approximately 1500 miles of long-haul fiber optic cable and about 40 miles of metro fiber in nine cities and four neighboring states. ARE-ON's extensive reach allows institutions to connect, collaborate, and innovate within the organization's core agendas: education, telemedicine, research, and emergency preparedness.

Source: <http://www.areon.net/>

Arkansas Department of Education

Partnership for Assessment of Readiness for College and Careers (PARCC)

PARCC is a 22 state consortium working together to develop next-generation K-12 assessments in English and math. PARCC benefits:

- Students will know if they are on track to graduate ready for college and careers
- Teachers will have regular results available to guide learning and instruction
- Parents will have clear and timely information about the progress of their children
- States will have valid results that are comparable across the member states
- The nation as it is based on college- and career-ready, internationally benchmarked the Common Core State Standards (CCSS)

The PARCC assessment, which will be administered in Arkansas during the 2014-15 school year, will be able to determine the college and career readiness of a student in mathematics and English/language arts at the end of the junior year of high school. The state's colleges and universities have agreed to utilize the results of the PARCC assessment to determine whether the student will be eligible to enroll in credit-bearing courses or engage in remedial study.

As a governing state in the PARCC initiative, Arkansas is also a part of the Advisory Committee on College Readiness (ACCR). The ACCR works with the PARCC Governing Board to shape the consortium's strategy for working with postsecondary education systems, institutions, and K-12 to ensure the successful development of college readiness assessments that will be accepted as an indicator of readiness for first-year, credit-bearing courses by all colleges and universities across PARCC consortium states.

Source: <http://www.arkansased.org/divisions/learning-services/parcc>

Arkansas Public School Computer Network (APSCN)

APSCN provides a statewide, shared service supporting fiscal and administrative services for public education in Arkansas and is utilized by 270 of the 271 Arkansas school districts. This application continues through fiscal year 2017 with estimated costs of \$16.2 million in FY 2016 and \$16 million in FY 2017.

Schools and Libraries Program (E-Rate)

E-rate is the Schools and Libraries Program of the Universal Service Fund administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). E-rate provides discounts that assist 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 providers of interstate and/or international telecommunications services.

In June 2013, President Obama announced the ConnectED initiative designed to enrich K-12 education for every student in America. ConnectEd empowers teachers with the best technology and the training to make the most of it, and empowers students through individualized learning and rich, digital content.

The FCC adopted the E-rate Modernization Order on July 11, 2014. The order takes major steps to modernize and streamline the E-rate program and focuses on expanding funding for Wi-Fi networks in eligible elementary and secondary schools and libraries across America. The program increases focus on the largest and most urgent need---closing the Wi-Fi gap, while transitioning support away from legacy technologies to 21st century broadband connectivity, ensuring E-rate money is spent smartly, and improving program administration.

The number of applicants increased to 349 with 1464 funding requested in funding year 2014. The total requested funding in 2014/15 is over \$36.9 million. This information includes public and private K-12 districts/schools, public libraries, and the state's applications.

Fast Access for Students, Teachers and Economic Results (FASTER)

In July 2013, Arkansas Governor Mike Beebe appointed a task force, FASTER (Fast Access for Students, Teachers and Economic Results) to study schools' broadband access availability statewide to support Common Core State Standards in public schools.

Human Services-Youth Services-

Distance learning and video conferencing will provide extended education courses to youth who will reintegrate into their communities after periods of time in confinement. Today's technology allows for effective and cost efficient ways of providing service delivery that will prepare youth for secondary education and/or the workforce. The system will also allow for video conferencing between facilities to allow delivery of services from a broad area of providers. The agency will be partnering with the Department of Education's Distance Learning Center. The expected completion date of this project is June 30, 2015. The total estimated project costs are \$198,670. The funding source is 100 percent state general revenue.

The Governor's Workforce Cabinet:

Integrating Education, Workforce, and Economic Development

Several state agencies are dedicated to improving Arkansas's educational system and advancing economic development. The Department of Education, Department of Higher Education, and Association of Two-Year Colleges work to ensure that every Arkansan can attain a world-class education in Arkansas. The departments of Career Education and Workforce Services focus on training citizens in technical and vocational skills and then assist Arkansans by linking job seekers with employers. Finally, the Economic Development Commission and Science and Technology Authority work to recruit new businesses and investments to the state, thereby creating new jobs, helping our existing companies grow, and incorporating leading-edge-technology resources to their benefit.



The primary goal of this cabinet is a prepared workforce and a strong state economy. Under the guidance of the Workforce Cabinet, Arkansas Works, 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.

Connect Arkansas

Connect Arkansas is a community-based, economic development initiative that is working to promote and foster the development of broadband education and access throughout Arkansas. On March 28, 2007, Governor Beebe signed the Connect Arkansas Broadband Act into law to facilitate the creation of a competitive broadband infrastructure that will improve personal lives, and also the economic capabilities and prospects of all Arkansans. Connect Arkansas's core mission is to help drive Arkansans to utilize the Internet thus increasing the demand. On a state level, the governor and Legislature are developing an understanding on what Internet infrastructure investment may be necessary. As a result, the Arkansas Broadband Council was created, as an independent entity, to make recommendations on this subject. They also have the Cyber Infrastructure Taskforce that is exploring public needs and the importance of Internet in education.

In collaboration with the Arkansas Broadband Advisory Council, Arkansas Health Information Exchange Council, Arkansas State Library System, Arkansas Literacy Council, and pilot e-Communities, Connect Arkansas addresses broadband access and adoption methods, and tracks broadband investment behaviors. It continues to develop and modify broadband strategies and share information on best practices.

Arkansas Geographic Information Office (AGIO)

The Arkansas Geographic Information Office (AGIO) serves as the functional arm of the Arkansas Geographic Information Systems Board (ACT 244 of 2009). Their 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. AGIO's premier service is GeoStor,

Arkansas Geographic Information Office (AGIO) (continued)

which is the state's geographic information systems (GIS) platform.

AGIO, in partnership with Arkansas's 75 counties, is publishing data that is created and maintained by the counties. These framework data are vital elements of the state's comprehensive GIS. They include real estate tax parcels showing basic information created by the county assessor's office. This data is used by the real estate industry as well as in other business areas. The other two sets of data are the road centerline file and physical address points. These layers are created and used by E-911 officials at the local level to improve emergency response capabilities. They are shared with the state and reused for a multitude of applications and by users that are too numerous to list. All the framework data feeds into a system of web, tablet and mobile map applications managed by the AGIO. Popular examples of these include:

The Arkansas House of Representatives Find My Representative app used by citizens to quickly identify what legislative and Justice of the Peace districts their home address is in as well as their election precinct: <http://www.arkansashouse.org/>

[Log Miles](#)

The Arkansas State Highway and Transportation Department Log Miles app used by state and local law enforcement to accurately record and report motor vehicle accident locations. <http://bit.ly/19ZIIYg>



The Arkansas Economic Development Tax Parcel Viewer app used by community and economic development officials when conducting research and site visits for potential economic development projects. <http://bit.ly/19Zm1m5>



The Department of Information Systems FASTER Arkansas Broadband Hub app used by the agency to analyze public school facilities that serve as a broadband district hub for other schools in their region. This app assists with DIS's efforts to improve the state's public school broadband capabilities: <http://bit.ly/YTBGDa>

Green Technology Initiative

Arkansas takes pride in its nickname “The Natural State”. Public buildings offer prime opportunities for reducing energy use while saving taxpayer dollars. More energy efficient government buildings allow public entities to spend more on public services and less on utility bills. Executive Order 09-07 created a comprehensive approach for reducing energy usage within state facilities.

Pursuant to the order and tied to the governor’s strategic goal of protecting the environment, the executive branch and other state agencies developed individual agency strategic energy plans (StEPs) with the goal of reducing annual maintenance and operating budgets devoted to energy consumption and promoting agency operations and practices to reduce the environmental impact of their overall operation.

Agencies track and record energy consumption and monthly costs into a free online Energy Star® Portfolio Manager (ESPM) system hosted by the Environmental Protection Agency (EPA). Annual reports are submitted to the Arkansas Energy Office (AEO). A Green.Arkansas.gov web portal serves as a central repository for annual reporting along with information and links to helpful resources.

To demonstrate that Arkansas state government could design and operate its buildings to “lead by example”, the Arkansas General Assembly created the Sustainable Buildings Program and the State Buildings Energy Management Program. These programs set forth guidelines to reduce the total energy consumption per gross square foot for all existing state buildings by 20 percent by 2014 and 30 percent by 2017 based on energy consumption for the 2008 fiscal year. As a result of the energy conservation programs implemented, some entities reported a decreased energy consumption ranging from 16 percent - 31.1 percent.

To assist with funding energy saving initiatives (renovations) that exceed \$250,000 in state owned buildings, legislation provided a funding mechanism via the Sustainable Building Design Program and its revolving loan fund. The fund was created with \$12 million from ARRA.

Environmentally preferable purchasing guidelines have been established by many agencies toward purchasing products that minimize environmental impacts, toxics, pollution, and hazards to workers and community safety to the greatest extent practical, and to purchase products that include recycled content, are durable and long-lasting, conserve energy and water, reduce greenhouse gas emissions, are mercury-free, and lead-free, use agricultural fibers and residues, and use wood from sustainably harvested forests. Recycling of paper, cardboard, plastic and aluminum is carried out in the majority of state government buildings.



State Police

Bomb Robot

The purpose of this project is to procure a bomb robot that will be used to defuse or detect explosive devices. Law enforcement and citizens directly impacted by a possible bomb threat are protected using this technology. The robot is specifically designed to detect and deter (render) a site. Secured wireless communications between the operator and robot allows control of the robot to defuse/detect explosive devices. The estimated completion date of this project is June 30, 2017. The total estimated project cost is \$384,000. The funding source is 100 percent federal.

Arkansas Crime Information Center

Arkansas Vine Enhancement Project

The purpose of this project enhancement is to make services to users more reliable with better performance. It provides a notification system that allows any Arkansas citizen to check the location and status of offenders and to register for notification of events related to a particular offender. The estimated completion date of this project is September 30, 2015. The estimated total project cost is \$328,526. The funding source is 100 percent federal.

National Criminal History Improvement Program Grant Project

The goal of the National Criminal History Improvement Program is to improve the nation's safety and security by enhancing the quality, completeness and accessibility of criminal history record information and by insuring the nationwide implementation of criminal justice and noncriminal justice background check systems. This will help reduce the state's disposition backlog by locating missing dispositions and entering them into the state criminal history repository. This will also be used to enhance the agency's records database and achieve National Fingerprint File Program compliance. The estimated completion date of this project is September 30, 2015. The estimated total project cost is \$248,453. The funding source is 100 percent federal.

Arkansas.gov Portal

Information Network of Arkansas (INA) improves online citizen and business access to public services and maintains and hosts the state's official website, Arkansas.gov. Arkansas was the first state in the nation to provide secure payment processing services including, inmate trust account deposits, probation and parole supervision and restitution payments. Arkansas.gov was the first state web site in the country to provide "Text4Help," customer service via mobile text messaging.



Arkansas.gov's new Gov2Go feature helps citizens locate and use government services using text messages and email. This service, the first of its kind in state government, uses natural language processes, a powerful search relevancy engine connected to a broad array of government data.

Around 70 percent of visitors to Arkansas.gov use the search first to find what they are looking for and the new Arkansas.gov smart search adds several features to make searches more accurate and useful to visitors and provides location aware results.

Arkansas.gov's new design places a premium on mobile access through the use of responsive design and a new vertically oriented layout. Responsive design provides access to content at any screen resolution.

The site also included an eGov Services Geolocation Widget, pushing government services to local and community web sites and using geolocation technology to find government services by the user's location. The Best of Web judges were particularly enamored by this feature calling it a "great example of collaboration and really groundbreaking" in terms of filtering local information and services.

Arkansas has leveraged technology in this capacity to make it easier for access to and use of government services. The ever increasing use by citizens of the more than 1,200 online services offered by Arkansas.gov is evidence of its success. To garner national recognition for innovation further reinforces Arkansas's place as a leader in the development of an online, mobile, user-friendly government.

This site continues to win numerous national awards and receives high rankings compared to other states. Awards and rankings for the site are listed on the adjoining page.

Year	Organization	Award
2014	Center for Digital Government	3rd Place- Best of the Web Arkansas.gov Portal
2014	Center for Digital Government	DGAA Government-to-Business, Corp Filings
2014	W3	Silver - Government Website, Arkansas.gov
2014	W3	Silver – Government Website, IDriveArkansas.com
2014	W3	Silver – Web Public Service Video, Sec. of State
2014	Web Marketing Association	Outstanding Government Website, Arkansas.gov
2014	Center for Digital Government	Best Fit Integrator, YOUuniversal
2014	StateScoop 50	State IT Program of Year, Unclaimed Property
2014	StateScoop 50	State IT Innovation of Year, IDriveArkansas.com
2013	Center for Digital Government	Finalist-Best of the Web Arkansas.gov Portal
2013	Center for Digital Government	DGAA Government-to-Government; Winner, CENSOR
2013	WAGGY Attorney General of Western Attorneys General	Best Redesign among all AG Office Websites
2013	IMA Interactive Media Award	Best in Class - Arkansas.gov
2013	IMA Interactive Media Award	Best in Class - Arkansas Gov2Go
2013	Center for Digital Government	Best Fit Integrator – Exceptional Service Award in Education Services, CPDMS
2013	International Academy of Visual Arts W3 Award	Silver Award – Arkansas.gov Website
2013	International Academy of Visual Arts W3 Award	Silver Award – Arkansas.gov Homepage
2013	International Academy of Visual Arts W3 Award	Silver Award – Arkansas.gov User Experience
2013	International Davey Awards	Gold Winner – Government, Arkansas.gov
2012	George Cronin Award	Honorable Mention-DIS Arkansas Emergency Business Listing (ABEL)
2012	Government Computer News (GCN)	Honorable Mention-YOUuniversal Mobile
2011	Center for Digital Government Best of the Web, Arkansas.gov state portal	1st Place
2011	Center for Digital Government, Achievement Award Government-to-Citizen: Arkansas.gov Mobile and online services suite	1st Place
2011	Center for Digital Education Achievement Award, Department of Education Digital Application/Project Arkansas "YOUuniversal" mobile applications	1st Place

Year	Organization	Award
2011	NASCIO, Digital Government; Arkansas.gov Mobile and online services suite	Finalist
2010	Center for Digital Government Best of Web Award	2nd Place
2010	NASCIO-Cross-Boundary Collaboration and Partnerships – Arkansas Universal Financial Aid Management	Winner
2010	YOUuniversal	Top Government Website
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	Center for Digital Government Best of Web	Finalist
2007	Center for Digital Government Achievement Award	Winner: Arkansas Secretary of State Franchise Tax Suite
2002	Arkansas Business Best of the Web	Government Website - 1st Place

Arkansas.gov Mobile

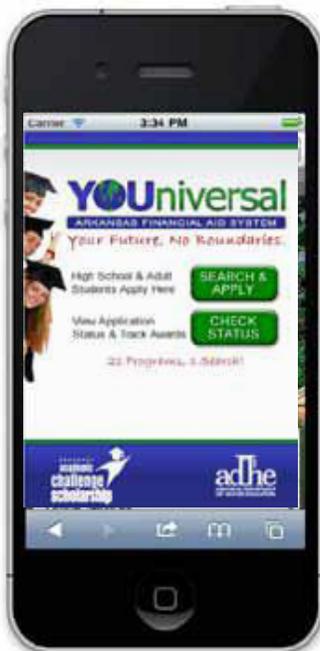
The explosive growth and demand for mobility, led to the adoption of a “mobile first” development methodology and standardize the use of responsive design, which ensures that all online services will be usable on mobile devices. INA developed Arkansas.gov mobile allowing users to search for most state information and services available through Arkansas.gov from any mobile operating platform. Arkansas was the nation’s first state to provide a secure online credit card payment option. In a study of 36 state websites, Arkansas had six of the top 10 sites in mobile adoption. Arkansas uses mobile technology to provide better access to information and services for citizens and businesses, with dozens of applications and web sites now providing streamlined access for mobile users. The state has also established development standards that have promoted a consistent approach to mobile service delivery.



Mobile applications developed by INA for Arkansas agencies include:

YOUNIVERSAL FINANCIAL AID MANAGEMENT SYSTEM-Arkansas Department of Higher Education took 21 unique scholarships and application processes and consolidated them into one unified process. The system automates the awarding processes and integrates with the federal student financial aid system and the state's transcript system, as well as state colleges and universities for enrollment verification and funds disbursements. To date, the system has enrolled over 69,000 users who were awarded over 77,000 scholarships totaling in excess of \$338 million.

In 2011, YOUNIVERSAL Mobile, a mobile interface was published. The app allows students to search and apply for financial aid, as well as track the status of their application for financial aid award throughout their academic career- all from a smartphone. Recently, 26 percent of students who accessed the site used the mobile app.



GAME CHECK SUITE-Arkansas hunters now have the ability to electronically check harvested game (deer and turkey). With over 65,000 downloads, this app by the Arkansas Game and Fish Commission (AGFC) has become one of the most popular in the nation. Over 25 percent of game harvested in 2011 within the state was registered with AGFC using a mobile device. The system provides online, mobile (including iPhone and Android), and call center game checking. The Game Check mobile app ranked number one in a study of 36 web sites in 16 states.



Arkansas.gov Mobile (continued)

CENTRALIZED ELECTRONIC NETWORK FOR SEX OFFENDER REGISTRIES SYSTEM (CENSOR)-

ACIC was tasked with improving the paper-based registration and management process of more than 11,720 sex offenders in Arkansas and providing more timely information to citizens. The system provides a more efficient method for local law enforcement officers and the Department of Correction to electronically register sex offenders and manage sex offender information. CENSOR allows offenders to register electronically, alleviating the state's responsibility to continue sending out certified letters. As a result of this change, the state has realized a cost savings of approximately \$55,000 per year and a \$17,500 reduction in the manual processing of Verification of Residency forms. A mobile app is also available which allows users both to search for and register to receive alerts of sex offenders in their area.

ARKANSAS.GOV PAYMENT PORTAL- In 2010, Arkansas became the first state government in the nation to publish a mobile payment solution for 32 online payment services. Mobile payments are approaching 20 percent and have doubled each year since 2010. Inmate Trust Account deposits and online parole payments have already exceeded 40 percent mobile usage.

Arkansas.gov now provides payment services for a total of 40 counties on the Hot Check Restitution Payment service and has expanded county tax payment services to include 42 counties. These county services cover over 90 percent of the state's 2.8 million residents. In addition, the state is expanding at the city level to provide services for utility payments, emergency medical services payments, business licensing, and court and traffic fine payments. Grants through INA help fund local initiatives like web sites and other online services.

The enterprise solution for Arkansas.gov and Arkansas.gov mobile provides one payment engine, one payment card industry (PCI) audit, and all government services follow a common look and feel.

VOTER VIEW AND BUSINESS ENTITY SEARCH-Arkansas secretary of state's Voter View application allows Arkansans to search for their voter registration by entering their name and date of birth. Results inform users if they are registered, where to register, and where to vote. The Business Entity Search app allows users to easily search for registered businesses with display of business names and standing statuses.

ARKANSAS WORKS MOBILE JOB AND EDUCATION SEARCH-This application allows users to find employment opportunities, training and education resources as well as career planning services.

The funding search application at Recovery.Arkansas.gov enables users to search for projects funded by the American Recovery and Reinvestment Act (ARRA).



READY AR-The Arkansas Department of Emergency Management (ADEM) app features up-to-date information on Arkansas roadway and weather conditions, current threats and emergency planning. The roadway icon links to resources from the State Highway

and Transportation Department, including maps and road closure information. Weather information includes current conditions, forecasts and alerts provided by the National Weather Service. Geospatial features align alerts to a user's specific location. Ready AR's planning section features emergency preparedness information. Discussions are ongoing to possibly add more law enforcement information and public health resources.

Other agency iPhone applications are also available including the Arkansas Educational Television Network (AETN) app for program schedules, blogs, notices, and videos. The Arkansas Hot Deals app from the Arkansas Department of Parks and Tourism contains coupons for lodging, food, shopping, events and more. The Arkansas Scholarship Lottery app provides winning lottery numbers and locations of ticket outlets.



Text4help Mobile Support

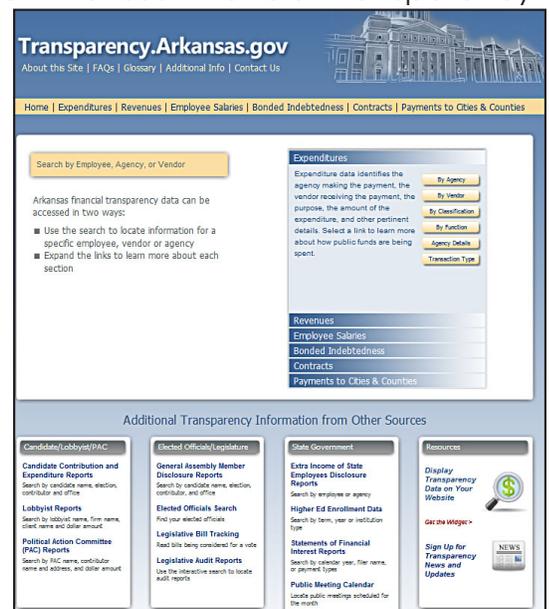


Arkansas.gov was the first state web site in the country to provide "Text4Help," customer service via mobile text messaging to chat with customer service representatives Monday-Friday, 8a.m.-5p.m. Text4help provides customer support through text messaging and is available on the mobile www.arkansas.gov/m portal, including all mobile services.

Arkansas Open Checkbook/Financial Transparency

Act 303 of the Arkansas 88th General Assembly, the Arkansas Financial Transparency Act, required DFA to publish a database of state government expenditures. Transparency.Arkansas.gov is a resource for anyone wanting to know where the state, cities, towns, and school districts get its money, and how that money is spent. The site features several different types of financial data updated on a continuous basis. Expenditure data allows users to view a breakdown of how money is distributed. Revenue data provides a mechanism for site visitors to examine the amount of money coming into the state by source, function, agency, and type. Employee salaries are also available online.

The contracts section offers details on contracts or individual purchase orders for more than \$25,000 and construction contracts with a value of greater



Arkansas Open Checkbook/Financial Transparency (continued)

than \$20,000. Payments to cities and counties are displayed separately from other expenditure data. The data shows money distributed to local government entities to help deliver constituent services. Bond debt held by the state will also be made available on the web site.

The Financial Disclosure Report allows users access to financial reports filed on paper and online with the Arkansas Secretary of State's Office, including Statements of Financial Interest, Extra Income Disclosures, Disclosure by the Members of the General Assembly, Contribution and Expenditure Reports, Political Action Committee Reports and Lobbyist Reports.

The Web site also provides access to the public meeting calendar, institutions of higher education enrollment information, legislative bill tracking and audit reports, state budget information, Arkansas state vehicle inventory search, and other public data.

Transparency.Arkansas.gov is the first state transparency site optimized for mobile devices.

Arkansas Department of Health

WIC/EBT

Electronic benefits transfer (EBT) for the Women, Infants and Children (WIC) program will eliminate the use of paper vouchers. Instead, a card with benefits will be issued to citizens and families that receive WIC providing the flexibility to use a portion of the benefits on the card versus all at one time with paper vouchers. The U.S. Department of Agriculture (USDA) wants EBT implemented in all states by 2020. This project is scheduled to be completed by December 31, 2014. The estimated total cost is \$2.23 million. The funding source is 100 percent federal.

Office of Health Information Technology Health Information Exchange

The Arkansas Office of Health Information Technology (OHIT) is responsible for establishing the State Health Alliance for Records Exchange (SHARE), the statewide interoperable health information exchange, and for coordinating health information activities throughout the state. Through the use of federal and state resource, OHIT and SHARE will improve the quality of health for Arkansans by enabling the more effective use of electronic health information technology to improve the delivery of health care services.

The expected completion date of this project is June 30, 2017. The estimated total project cost is \$11.8 million. The funding source is 25 percent federal, 25 percent state general revenue, 25 percent state general improvement and 25 percent other: revenue for SHARE services and reimbursement agreements

Human Services – Division of Medical Services Arkansas Medicaid Enterprise (AME)

AME replaces the Medicaid Management Information System (MMIS) to improve medical services for all Medicaid eligible citizens. Through the Office of State Procurement, Department of Human Services (DHS) released four Request for Proposals (RFP) representing solicitations for the MMIS Core, Pharmacy, Decision Support System and Project Management Office. This project is scheduled to be completed by September 30, 2017 with a total project cost of 2.64 million. The funding source is 85 percent federal and 15 percent state general revenue.

Human Services – Division of Services for the Blind

AWARE

The purpose of this project is to enhance the AWARE database system, a modern Web-based application that will expedite services to consumers and conserves staff time and other state resources. Compliance with federal mandates for time service delivery by accessing information and securing documentation will also be improved as will information collection for federal reporting requirements. The expected completion date of this project is June 30, 2017. The estimated total project cost is \$272,000. The funding source is 100 percent federal.

Human Services – Division of County Operations

Enterprise Framework for Eligibility and Enrollment for SNAP

Better tools and technologies will be implemented to support the determination of eligibility and manage the delivery of the Supplemental Nutrition Assistance Program (SNAP) benefits by developing automated processes that enhance accurate and timely services to Arkansas citizens. This project will provide for additional functionality not included in the initial implementation. (See the department framework project under the Human Services-Division of Administrative Services for a full description.) The expected completion date is June 30, 2017. The total estimated cost is \$5.59 million. The funding source is 50 percent federal and 50 percent state general revenue.

Rural Health Care Program

The Rural Health Care Program is one of the four support programs funded by the Universal Service Fund providing reduced rates for telecommunications and Internet services to eligible rural health care providers. Discounts for basic telephone services, Internet access, advanced telecom services, and wireless services are provided to help ensure that rural providers do not pay more than their urban counterparts for the same or similar services. On January 8, 2013, the FCC announced up to \$400 million for the Health Care Connect Fund to create and expand telemedicine networks and to provide increased access to medical specialists.

Department of Health -

Vital Records

Legacy applications will be replaced with a web-enabled application for vital records to include birth, death, marriage, and divorce certificates. The application will reduce the time required for citizens to obtain vital records and make it available at local health units. The expected completion date is June 30, 2015. The estimated total cost is \$2.54 million. The funding source is 100 percent state general revenue.

Insurance

Federal Rate Review Grant

The purpose of this project is for community outreach to citizens giving more transparency in premium approval processes and understanding the process. The estimated completion date of this project is June 30, 2016. The estimated total project cost is \$222,984. The funding source is 100 percent federal.

Arkansas Navigator IT Program (2)

The purpose of this project is to establish the mechanism to solicit, manage and issue funding for the Exchange Navigator Program. The program is designed to educate the citizens of Arkansas of the benefits and details of Medicaid and the Federal Health Insurance Exchange Program. The estimate completion date of this project is June 30, 2017. The estimated total project cost is \$386,244. The funding source is 100 percent federal.

Insurance (continued)

Federal Exchange – Arkansas Level 1B

The purpose of this project is to procure IT equipment to staff required to implement the Health Benefits Exchange Partnership within Arkansas. IT equipment for this project includes smartphones, tablets, workstations and printers. The estimated completion date of this project is June 30, 2016. The estimated total cost of this project is \$62,505. The funding source is 100 percent federal.

Federal Exchange – Arkansas Level 1C

The purpose of this project is to procure IT equipment to support the Federal Exchange Level 1C. This project provides assistance to Arkansas citizens with the availability and choice for medical insurance programs. The estimated completion date of this project is June 30, 2016. The estimated total cost of this project is \$46,300. The funding source is 100 percent federal.

Federal Exchange – Arkansas Level 1D

The purpose of this project is to procure IT equipment to support the Federal Exchange Level 1D. This project provides assistance to Arkansas citizens. The estimated completion date of this project is June 30, 2016. The estimated total cost of this project is \$107,754. The funding source is 100 percent federal.

Arkansas Public Employees Retirement System (APERS)

The COMPASS system is the replacement of the legacy MARSS mainframe application with a Vitech V3 application. APERS as an agency will benefit from better workflow, increased overall production, and reduction of human errors. By extension, all APERS administered retirement plan members, both active and retired will reap the benefits as well. The expected completion date is June 30, 2017. The total estimated cost is \$20 million. The funding source is 100 percent APERS trust fund.

State Police

Private Investigator (PI) and Security Guard (SG) Testing

The purpose of this project is to provide a means to automate the PI and SG testing. Currently, this is a manual process. Individuals seeking a PI/SG license will directly benefit from this system. Accuracy of results will be greater and the ability to accurately report scores is vital. The new system will be a Web-based application. The estimated completion date of this project is June 30, 2017. The total estimated project cost is \$290,000. The funding source is 100 percent other: special revenue.

Workforce Services

Unemployment Insurance Claims Conversion

Current Web-based environments necessitate a conversion involving the modification of mainframe applications to accept data from the Web-based programs being developed and implemented. The project will also update current legacy mainframe programs and operations that have not been redesigned or updated as a whole since the late 1980s. The expected completion date is June 30, 2016. The estimated total cost is \$2.35 million. The funding source is 100 percent federal.

Workforce Services (continued)

Temporary Assistance for Needy Families (TANF)

The purpose of this project is to convert several existing mainframe batch programs that are written in the XGEN language. Due to the lack of XGEN programmers internally as well as within the general populous, we are at risk of being unable to sufficiently support mission critical applications. These programs need to be converted to another mainframe application or to server based technology. This project will involve modification of our mainframe applications to accept data from the Web-based programs that are currently being developed and implemented. The expected completion date is June 30, 2016. The estimated total cost is \$2.35 million. The funding source is 100 percent federal.

Arkansas Court Automation Programs (ACAP)*

Arkansas Court Automation Programs provides technological support to the state's courts, makes court information available to the public, and develops online, court-related services.

Plans to provide statewide jury and case management to all Arkansas courts were put into motion by the Supreme Court in 2001. The program began as a pilot project in circuit and district courts to determine feasibility and suitability of providing uniform case and jury management solutions in a non-uniform judicial system.

With the case and jury management software, the Administrative Office of the Courts can provide additional services to the courts and public. CourtConnect is how the public accesses court records from the jurisdictions where the software has been implemented. eTraffic allows the public to pay traffic tickets to courts using Contexte, the electronic case management system. eFiling allows attorneys and the public to electronically submit court filings. eCitation is a joint project with the Arkansas State Police and other law enforcement agencies to issue and transmit citations to the electronic case management system (Contexte).

* <https://courts.arkansas.gov/administration/acap>

Arkansas Integrated Revenue System (AIRS)

AIRS is a multi-phase Integrated Tax Solution (ITS) that replaced legacy revenue systems administered at the Arkansas Department of Finance and Administration (DFA)- Revenue. Phase one completed the modernization of the tax system and phase two replaced legacy systems in driver's services and motor vehicles. The latest phases implemented an Office of Driver Services (ODS) drivers licensing and identification system; and implemented an Office of Motor Vehicles (OMV) vehicle licensing and tracking system. This application continues through fiscal year 2017 with estimated costs of \$7.7 million in FY 16 and \$7.7 million in FY17.

Capitol Zoning District

Web-Based Permitting

The purpose of this project is to establish web-based permitting system to allow constituents to apply for permits electronically. This project could benefit approximately 1,500 property owners in the Capitol Zoning District, not including tenants, architects, contractors, realtors, and other parties that apply for permits from the agency. A system to receive permit applications electronically could substantially reduce, over time, the agency's use of paper and need for physical storage of paper documents. The estimated completion date of this project is December 31, 2016. The estimated total project cost is \$3,000. The funding source is 100 percent state general revenue.

Dental Examiners

Office Automation and Storage Phase I

The purpose of this project is to enhance the operational capabilities and efficiencies of the Dental Board in servicing dentists and associated support personnel. It increases storage and access capabilities of existing licensee data benefiting state personnel, dentists and private citizens. The estimated completion date of this project is June 30, 2017. The estimated total project cost is unknown at this time.

Arkansas State Board of Chiropractic Examiners Document Management

Laserfiche will be used to compile all electronic documents into one location. As documents are created or scanned, they will be added. Accessing the electronic files becomes a high level form of efficiency for the staff. By having the documents scanned and electronically filed, the staff would be more efficient in accessing documents and processing requests. The project is scheduled to be completed by June 30, 2015. The estimated total cost of the project is \$10,000. The funding source is 100 percent state general revenue.

Website Update

The agency website will be updated to provide services to the public in real-time. Different online functions will be made available to the public. This will provide faster access to information in real-time format. The staff will become more efficient and the public will have access to information requested immediately. Doctors will be able to update basic contact information. Chiropractic examiner sponsors will be able to file CE pre-approval applications and pay online; the process will be automated for all involved and save on paper, scanning, and postage fees. The public and licensees will be better served by providing information in an efficient and real-time format. There is only one full-time staff in the office. Fewer demands would be made on the agency staff, making them more efficient and allowing them to focus on other work items. The project is estimated to be completed by June 30, 2015. The estimated total cost of the project is \$20,000. The funding source is 100 percent state general revenue.

Arkansas Department of Community Correction

Disaster Recovery

This project will provide duplicate sets of services for failover capabilities. This will allow employees to continue working if primary services fail. This project is scheduled to be completed by December 31, 2017. The estimated total cost of the project is \$365,000. The funding source is 100 percent state general revenue.

Arkansas Department of Environmental Quality (ADEQ)

Laboratory Information Management System (LIMS)

The purpose of this project is to purchase a new LIMS to allow the laboratory to operate in a much more efficient manner. Data will be tracked and available for search and recall in all aspects of the laboratory from sample receipt to analysis, reporting to quality control and from data retention to validation for legal defensibility. Analysts will use tablet computer to manage all their data. The LIMS will be compatible with EPA's Water

Laboratory Information Management System (LIMS) (continued)
Quality Database (WQX) and with the ADEQ website to make data more readily available to the public. The expected completion date is December 31, 2014. The estimated total project costs are \$200,000. The funding source is 100 percent other-ADEQ Environmental Settlement Trust Fund.

Arkansas Forestry Commission

Smartphones

The purpose of this project is to provide 88 county foresters and rangers with smartphones for fire and landowner assistance activities. Mapping and location information will be available to identify geographic features critical to fighting wildfires. Smartphones will reduce fire response and suppression times and increase personnel safety. This project is scheduled to be complete by September 30, 2018. The estimated total project costs are \$113,812. The funding source is 100 percent federal.

Mapping and Activity Database Website

The purpose of this project is to replace two stand-alone computer agency activity reporting database and stand-alone computer mapping software with a centralized application to be used by 88 field personnel. There will be a reduction in operation costs and increase in agency efficiency. This project is scheduled to be complete by June 30, 2018. The estimated total project costs are \$10,000. The funding source is 100 percent federal.

Arkansas Department of Health

Food Inspection

The purpose of this project is to develop a system to enter, review, and track inspections of food establishments. The system will help better license and track inspections of food establishments in the state. This project is scheduled to be complete by June 30, 2015. The estimated total project costs are \$500,000. The funding source is 100 percent state general revenue.

Arkansas Department of Higher Education (ADHE)

Arkansas Challenge Data Warehouse

Informatica PowerCenter and Registry Identity Match will streamline the creation and population of a student data warehouse. This will allow ADHE to overcome data quality issues and effectively track students over time and locations. Additionally, it will make the information technology staff more productive and efficient. Furthermore, the tool will contribute to meeting performance targets of the federal program that is providing funds for this purchase. Effectively analyzing student data holds the key to improving performance and attainment. Informatica has been identified as a tool that can easily be used to integrate disparate student information and organize it for analysis. The time it will take to support information requests will be dramatically reduced, and the level of analysis we will be able to support with Informatica will be dramatically increased. The project is scheduled to be complete by December 31, 2015. The estimated total cost of the project is \$286,000. The funding source is 100 percent state general revenue.

Arkansas Department of Human Services-Behavioral Health Services Medical Records

Procurement of an Electronic Health Records (EHR) system for the Arkansas State Hospital will replace a manual system with a system that will enable clinical staff to electronically monitor services and medications provided to clients. This project has an expected completion date of June 30, 2017. The total estimated cost of this project is \$1.4 million. The funding source is 100 percent state general improvement.

Human Services-Medical Services

Arkansas Health Care Payment Improvement Initiative

Arkansas Health Care Payment Improvement Initiative is designed to reward physicians, hospitals and other providers who give patients high-quality care at an appropriate cost. The initiative is an agency wide effort and will also span across multiple agencies. As quality of care is defined, division resources supporting Medicaid services will be utilized in the development of episode models. The process of redefining payment structures based on episode models requires contribution from affected divisions, the Medicaid fiscal agent, DHS data analytic contractors, and Medicaid providers.

Public and private insurers in Arkansas and across the country are facing a financial crisis as health care costs rise to an unsustainable level. DHS, Medicaid, Arkansas Blue Cross and Blue Shield, and QualChoice of Arkansas are jointly working on an initiative to address this issue in a way that works for providers and patients. The collaborating partners developed and refined the episode model over nine months with significant contributions and comment from hundreds of physicians, health care professionals, patients and other stakeholders. This initiative also allows Medicaid to avoid making drastic cuts to the rates it uses to reimburse doctors or to programs on which tens of thousands of Arkansans depend. The project has an expected completion date of December 31, 2016. The total estimated project cost is \$23.4 million and the funding source is 90 percent federal and 10 percent state general revenue.

Human Services-Medical Services

(DMS) ICD-10 Remediation Project

ICD-10 remediation is designed to meet a federal mandate to transition to new coding systems for diagnosis and inpatient procedures, while minimizing operational disruptions and ensuring continued claim processing and payment. Prior authorizations, program integrity reviews, third party liability recoveries and numerous other non-claims processes are significantly impacted and therefore, fall under the scope of remediation and testing. Providers and other entities external to DMS, including other divisions of DHS, are included in the outreach and communications efforts. The expected completion date of this project is June 30, 2017. The estimated total project cost is \$6 million. The funding source is 85 percent federal and 15 percent state general revenue.

Human Services-Division of Medical Services (DMS)

Document Imaging Project

Document imaging will enable DMS to become paperless and will provide staff with more immediate access to needed information. More immediate access to information will also benefit citizens of the state. Upon completion of the project, all files and client information will be available online. The expected completion date is December 31, 2018. The estimated total cost is \$225,000. The funding source is 50 percent federal and 50 percent state general revenue.

Human Services-Division of Administrative Services

Enterprise Services Framework for Eligibility with Interfaces to Federal Exchange

This procurement will be the first step in consolidating all of the applications in DHS (other than financial) into one framework and to continue to provide eligibility determination and enrollment for Medicaid, CHIP, and Supplemental Nutrition Assistance Program (SNAP) while interfacing with the Federally Facilitated Exchange (FFE). The expected completion date is December 31, 2015. The total estimated cost is \$125 million. The funding source is 85 percent federal and 15 percent state general revenue.

Department of Health

Immunizations Registry

The current immunization registry will be replaced with a new system that will provide the ability to use Health Level Seven (HL7) messaging with all of the providers in the state and provide for increased reporting capabilities. HL7 is a standard for exchanging information between medical applications and defines a format for the transmission of health related information. The current immunization registry system is hosted by an external vendor whereas the new system will be hosted by the Health Department. The expected completion date is January 31, 2015. The estimated total cost is \$1.05 million.

Arkansas Department of Information Systems

IP Address Management

DIS is responsible for managing hundreds of thousands of IP addresses and with IPV6, the numbers will grow. A tool is necessary to manage the addresses to ensure connectivity is available. The IPAM project will automate processes that are currently performed and allow staff to be more efficient. This project is scheduled to be completed by March 28, 2016. The estimated total cost of the project is \$320,000. The funding source is 100 percent other: Costs will be recovered through DIS service rates.

IT Financial Management

The purpose of this project is to procure a solution to address billing, perform cost modeling, cost allocation, and rate management for the department. DIS desires to implement a software application that will perform these functions and replace a legacy billing system, manual processing and spreadsheets. The solutions will eliminate redundant systems, automate the cost and rate development processes to keep in line with actual costs, improve allocation methodology and cost transparency at the rate/item level, reduce over/under recoveries of cost, and meet OMB A-87 requirements. The estimated completion date is June 28, 2017. The total estimated project cost is \$725,000. The funding source is 100 percent other: DIS Cost Recovery.

Labor

Replacement of Legacy System-Code Enforcement Licensing & Inspections

The purpose of this project is the replacement of the Code Enforcement Licensing & Inspections system. The agency would collaborate with DIS, DFA, INA, and other state agencies to deploy a standardized solution that could meet the needs of many agencies that perform licensing, inspections, and permitting processes. Through collaboration and partnership, the best and most cost-effective solution can be determined. Standardizing processes with logging and internal controls built-in to the system would be beneficial to all agencies that choose to participate, and to legislative auditors. The system would meet COBIT standards that legislative auditors use for compliance reviews of information systems. This project will increase the ability to share information and communicate with other state and federal agencies and the general public, and will enhance web-site development and e-government initiatives in alliance with the Information Network of Arkansas (INA); allowing additional online payments and transactions by business and individuals for various agency fees, services, and offerings. It will also improve the security and privacy of sensitive data and the quality of licensee information. This project enhances the safety of Arkansas's citizens who utilize or are around elevators and boiler equipment, and those who employ electricians. The estimated completion date of this project is June 30, 2017. The estimated total project cost is \$549,000. The funding source is 30 percent state general revenue and 70 percent other: Licensing & Inspections, non-compliance civil-money penalties.

Livestock & Poultry

Quality Management

The purpose of this project is to procure a quality control management system for the purpose of maintaining lab accreditation. The estimated completion date of this project is July 1, 2015. The estimated total project cost is \$40,000. The funding source is 100 percent state general revenue.

Arkansas Manufactured Home Commission

Decal Program

The purpose of this project is to develop software for tracking home installations. Accurate tracking of shipment of homes into the state and records of their installations will be the results of this project. This is essential to perform inspections to ensure all licensees are properly reporting and installing homes. The project is scheduled to be completed by December 30, 2015. The estimated total cost of the project is \$27,100. The funding source is 100 percent other.

Arkansas Natural Resources Commission (ANRC)

Update Network Switches

The purpose of this project is to replace three existing network switches and existing Wi-Fi access points. The existing switches are old and unable to support IPv6. Agency personnel utilize the network heavily for day-to-day work. Loss of network connections slows work for citizens and puts data at risk. The project is scheduled to be completed by September 30, 2014. The estimated total cost of the project is \$27,400. The funding source is 25 percent federal and 75 percent other: cash funds from dams and water use registration.

Nursing

Document Imaging

The purpose of this project is to continue adding documents to Laserfiche. The staff will benefit from being able to lookup old documents while processing renewals or discipline. The public is served better from this by speeding up the process it takes to renew and discipline nurses. The estimated completion date of this project is June 30, 2017. The estimated total project cost is \$60,000. The funding source is 100 percent other: Board of Nursing Reserve.

Equipment Replacement

The purpose is to have money set aside for replacement equipment for the system and computers so there is no down time. This will eliminate any issues that would arise if some vital server were to have an issue and need to be replaced. It will serve the public by allowing us to continue to work if a failure occurs. The estimated completion of this project is June 30, 2017. The estimated total project cost is \$30,000. The funding source is 100 percent other: agency funded.

Arkansas Science and Technology Authority

Asset II

The purpose of this project to develop an online database for collecting group research and education outreach data. The database components will have protected select data entry for individualized data components of specific research groups and read-only privileges which are password protected. This project is scheduled to be completed by June 14, 2015. The estimated total cost of the project is \$31,591. The funding source is 100 percent federal.

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 26,900 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 67,973 calls per day.

This major application continues through 2017 with total application systems support charges of \$400,000 each fiscal 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.

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 that house mission critical information technology assets.

Arkansas State Police

Commercial Drivers License (CDL) Improvement

The purpose of this project is to provide an electronic means to take driver license and commercial drivers license tests throughout the state. Efficiently make sure of electronically captured test results saving time for the citizens of Arkansas. This project is in partnership with the Department of Finance and Administration (DFA). The new system will prevent fraud and allow state police and DFA Revenue to quickly and more accurately give test results to citizens. This project is scheduled to be completed by June 30, 2017. The estimated total cost of the project is \$806,201. The funding source is 100 percent federal.

Records Retention

The purpose of this project is to electronically capture and store state police documents and be able to have an active backup available in case of an emergency and for records retention. Electronically storing documents will aid in the search capabilities for information resulting in less time to provide service to citizens. The project is scheduled to be complete by June 30, 2017. The estimated total cost of the project is \$1.02 million. The funding source is 100 percent state general revenue.

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

State Fusion Center (continued)

The expected completion date of this project is June 30, 2017. The estimated total cost of this project is \$1.87 million. The funding source percentage is 95 percent federal and five percent state general revenue.

Mobile Officer Virtual Environment (MOVE)

This project will provide the means to electronically capture ticket and citation information from highway patrol units in real time. In addition, MOVE brings in the ability for each of the following: eCrash (real time crash data), ATLAS, ADVANCE (automatic crash notification vehicle telematics) and CitSearch. This expected completion date of this project is June 30, 2017. The estimated total project cost is \$15.3 million. The funding source is 66 percent federal funds and 34 percent state general revenue.

Video Storage

New in car digital cameras will be purchased and will, over time, replace existing cameras. Each trooper unit currently has an in car camera. However, due to difficulties and programmatic issues with them, it will benefit the agency to purchase more modern in car digital cameras and will subsequently benefit law enforcement and the public. The video of a stop will show all facets of an officer to the public and vice versa. The expected completion date of this project is June 30, 2017. The estimated total cost of the project is \$5.11 million. The funding source is 100 percent federal.

Cyber Crimes

Effective law enforcement requires the tools necessary to prevent Internet Crimes Against Children (Formerly ICAC10). This project specifically targets the prevention of pedophile activity throughout the community and has a direct benefit to the citizens of Arkansas. This project is a cooperative effort among statewide law enforcement. The expected completion date of this project is June 30, 2017. The total estimated project cost is \$2.44 million. The funding source is 100 percent federal.

Microfiche Conversion

The purpose of this project is to take current human resources data housed on microfiche and convert to electronic records. Agency personnel directly receive the benefits due to not having to spend enormous amounts of man-hours looking at microfiche to find records. All records will be converted to a structured/secure database. The estimated completion date of this project is June 30, 2017. The total estimated project cost is \$250,000. The funding source is 100 percent state general revenue.

ASP PBX Upgrade

The purpose of this project is to replace the phone system within the ASP headquarters that has been functioning since 1998. The system is outdated and has reached its end of life regarding support. There is an immediate need to update the current phone system to a supported platform due to the critical needs it supplies to the state of Arkansas citizens. New business requirements involve being able to provide the necessary VoIP, IVR and messaging services needed to support our end users. The estimated completion date of this project is June 30, 2017. The total estimated project cost is \$500,000. The funding source is 100 percent state general revenue.

Veterans Affairs

Electronic Health Records Management System (EHRM)

The purpose of this project is to procure an EHRM system to be used to support the long-term care (LTC) facilities in Fayetteville and North Little Rock. There are numerous benefits associated with electronically storing clinical information to assist in managing residents' health data. EHR systems have the potential to prevent treatment delays, reduce hospital re-admissions and improve health care quality by enabling LTC facilities to effectively track the information needed to provide consistent, quality care to residents. Use of a fully integrated EHR management system is expected to improve care coordination and information management, reduce overall costs, improve financial insight, reduce paperwork, streamline Medicare and Medicaid billing processes, eliminate the use of an outside Medicare billing provider; and improve resident health outcomes. The estimated completion date of this project is June 30, 2017. The estimated total project cost is \$150,000. The funding source is 66.66 percent state general revenue and 33.34 percent other: Cash funding from ongoing operations at the home.

Arkansas Department of Workforce Services

Great Plains Phase II

This is for phase II of the Great Plains (GP) project. This will include the GP and related third party products upgrades, AWIS replacement, automating the linkage between the UI Benefit system and GP, automating the linkage between GP and WISE system and review the current business processes to leverage GP to streamline operations, reduce costs and offer additional functionality and services, and tie DWS program systems, i.e. AJL, Curam, UI Tax, UI Benefits to GP. The expected completion date is June 30, 2016. The estimated total project cost is \$1.05 million. The funding source is 100 percent federal.

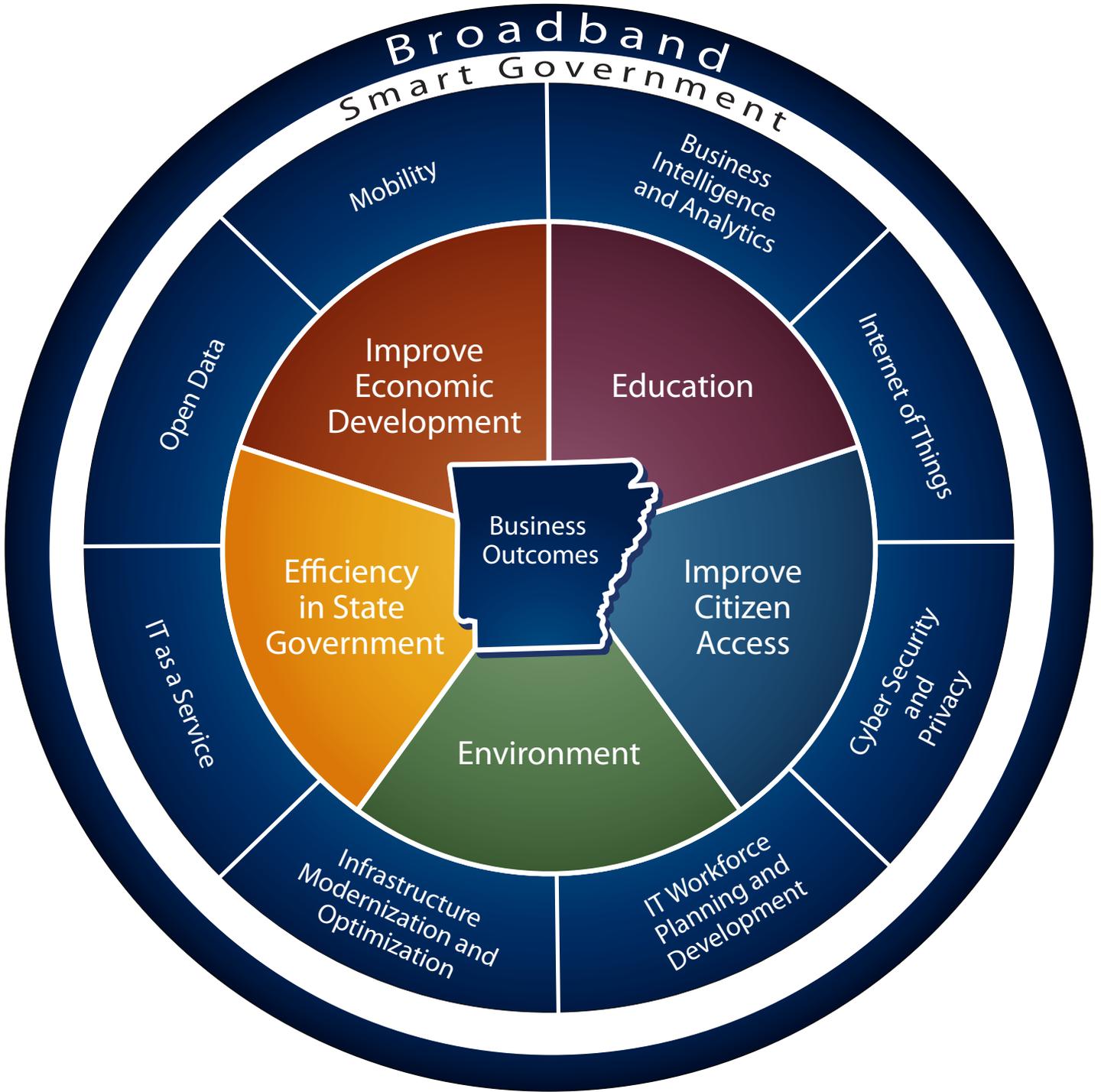
Tax 21

The purpose of Tax 21 is to modernize the current unemployment insurance (UI) contributions processes. Current processes will be added to the new tax system as well as many of the reports will be generated by the new system. The new system will also enhance the feature to image reports, notices and other documents and provide a means of retaining historical data in the event it is needed for future research. This project benefits the department in gained revenue by enhancing the collection lien and bankruptcy processes and benefits the employers and claimants. The project is scheduled to be completed by December 31, 2015. The estimated total cost of the project is \$864,961. The funding source is 100 percent federal.

INET Conversion

The purpose of this project is to convert INET code from VB6 to a .Net platform. This will enable DWS to convert the application code to a supported platform and will enable DWS staff to more efficiently support the application running on Web services. The conversion will allow the DWS IT team to continue providing high level support to the agency. The expected completion date of this project is June 30, 2016. The total estimated project cost is \$3.7 million. The funding source is 100 percent federal.

Technology Trends Impacting Arkansas



Broadband

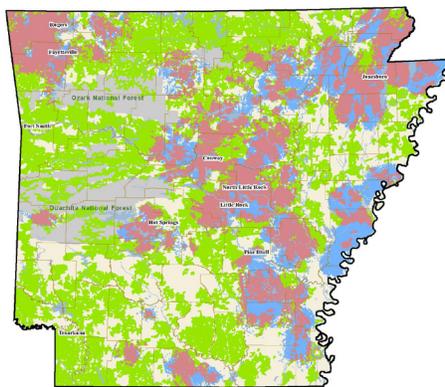
“Arkansas will have available, affordable and adequate broadband throughout the state,” is the vision statement established by the Arkansas Broadband Strategies Committee. The Arkansas Legislature has recognized that broadband is critical infrastructure and has affirmed that broadband is as critical to the future development of the state as any other critical infrastructure.

Although the state of Arkansas recognizes that broadband is critical infrastructure, broadband has yet to achieve the level of attention and discourse that other infrastructure and needs to be elevated to the same status as any other critical infrastructure. Arkansas broadband strategies are intended to ensure that residents, businesses, and governments have access to, understand the benefits of, and utilize high-speed Internet. This is critical to Arkansas because the Internet and its applications will enrich education, bolster economic development, improve government efficiencies, and better the overall quality of life for all Arkansans.

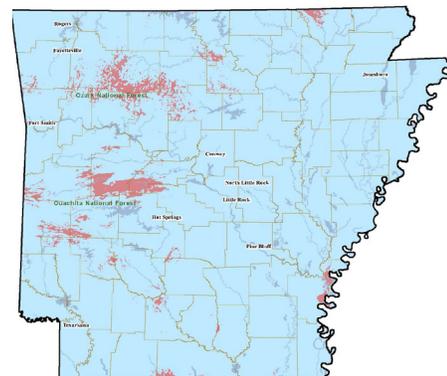
In order to achieve the vision of broadband throughout the state, broadband must be:

1. **Available** – Broadband should be available to accomplish necessary goals whether business or educational, economic or legislatively mandated – and from a technology-neutral perspective.
2. **Affordable** – For broadband to be affordable, it must be both affordable for the consumer to purchase and for the provider to offer. The definition of ‘affordability’ will be different for different populations with the state.
3. **Adequate** – Broadband is considered adequate if it provides enough bandwidth to meet the personal, business, educational, and economic development needs of each constituency and is capable of expansion to meet future needs. *

Arkansas Broadband Availability



Wireline & Fixed-Wireless



Mobile-Wireless & Satellite

[Connect Arkansas \(connect-arkansas.org\)](http://connect-arkansas.org)

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

Broadband (continued)

In the 89th Arkansas General Assembly, Regular Session, 2013, Act 1168 created a state broadband manager to promote, develop, and coordinate broadband expansion and appropriate broadband infrastructure for all areas of the state. The director of the Department of Information Systems was designated as the broadband manager, serving as a single point of contact for:

- State agencies, boards, commissions, and constitutional officers, including without limitation the Governor, Department of Education, Department of Higher Education, and the Arkansas State Highway and Transportation Department;
- Private businesses, enterprises, and broadband providers;
- Nonprofit organizations;
- Governmental entities and organization organized under federal law or the law of another state; and
- Individuals and entities that seek to assist the state's efforts to improve economic development, elementary education, and secondary education through the use of broad band technologies.

Sufficient broadband availability is also the cornerstone of the Digital Learning Act of 2013 which provides for the expansion of digital learning opportunities to all Arkansas public school students and removes any impediments to the expansion of digital learning opportunities. Digital learning in this act means a digital technology or Internet-based educational delivery model that does not rely exclusively on compressed interactive video.

This act specifies that beginning in the 2014-2015 school year, all public school districts and public charter schools shall provide at least one (1) digital learning course to their students as either a primary or supplementary method of instruction. It further states that beginning with the entering ninth grade class of the 2014-2015 school year, each high school student shall be required to take a least one (1) digital learning course for credit to graduate.

One of the basic requirements for digital learning is an infrastructure sufficient to handle and facilitate a quality digital learning environment. The House Committee on Education and the Senate Committee on Education implemented a comprehensive study in collaboration with the Department of Education, the Department of Information Systems, and Arkansas service providers on methods to establish and maintain the necessary infrastructure and bandwidth to sufficiently facilitate and deliver a quality digital learning environment in each school district and public charter school. The Quality Digital Learning Study Committee provided this report to the Arkansas General Assembly in May 2014.

Also, as schools plan for the Partnership for Assessment of Readiness for College and Careers (PARCC) assessments concurrent with enhancing bandwidth to support instructional needs, PARCC is recommending external connections to the Internet at 100 kbps per student or faster and internal school networks at 1000 kbps or faster.

EducationSuperHighway selected Arkansas as one of two pilot partner states to collaborate on an in-depth project to improve broadband access and lower costs for public schools. EducationSuperHighway is a non-profit organization working to enable high-speed Internet access in every classroom in America so that all students can take advantage of the promise of digital learning. One initial finding is that 51% of Arkansas school districts

Broadband (continued)

meet the current connectivity target of 100kbps per student.

The Arkansas Bureau of Legislative Research released an RFP in August for consultant services to provide detailed and accurate information concerning the broadband and networking capabilities of every public school in the state of Arkansas. The contract was awarded to CT&T Inc in September with findings due back to the Legislature by December.

Smart Government

According to Gartner, Inc., the Nexus of Forces, the convergence of four powerful forces: social, mobile, cloud and information is driving innovation in the government sector.

“Smart government integrates information, communication and operational technologies to planning, management and operations across multiple domains, process areas and jurisdictions to generate sustainable public value,” said Andrea Di Maio, managing vice president at Gartner.

The technology trends outlined in this section should be factored into your strategic planning processes, and examine the impacts they may have on your IT service catalog, vendor relationships, organizational capabilities, application portfolio and strategic road map. Technologies and services you will continue to support or must acquire, and those you will divest or broker over the next three years should be identified. A new set of core capabilities should be defined. Evaluate them in terms of individual productivity, organizational effectiveness, constituent experience and overall public value.

The state of Arkansas must modernize and reform its purchasing and buying patterns in an effort to take full advantage of its purchasing power and to foster open competition. Currently, procurement in the state relies primarily on manual processes. Electronic procurement is the use of electronic technology to customize and streamline the procurement process to improve efficiency and reduce costs. E-procurement solutions will benefit the state by reducing the cost of doing business by eliminating inefficiencies and finding smarter ways of doing business. The Department of Finance and Administration, Office of State Procurement (OSP) released a solicitation for an Electronic Bidding System in January 2014 with the concept of providing OSP with the ability to develop solicitations, receive/accept electronic bids and to allow bidders to attach documents. This system should significantly reduce the amount of physical mail and contribute to the reduction of operational costs associated with the bidding process internally as well as a cost effective resource to assist vendors with reducing the costs associated with producing hard copy bids.

Open Data

According to Gartner, the expanding open data movement is a sign of growing data commoditization. Data will be dramatically more available inside and outside the enterprise. The challenge to enterprise IT will be to plan and architect for open data systems and applications.

It's the right time for organizations to turn to open data. The Nexus of Forces-big data, mobility, social and cloud computing-brings about the shifts toward the borderless enterprise and people centricity. Open data follows these shifts and unlocks new

Open Data (continued)

opportunities that are enabled by the nexus and, especially, by big data capabilities. The benefits of opening a variety of data sources often outweigh perceived dangers and can meet or exceed expectations.

What is open data? One definition from the Open Knowledge Foundation is, “a piece of data or content is open if anyone is free to use, reuse, and redistribute it-subject only, at most, to the requirement to attribute and/or share-alike.”

Making appropriate data publicly available is a generous and society-conscious step for organizations. Many organizations do not allow redistribution of data and in some cases, limit direct consumption or impose conditions on access and reuse of data. There are four grades of data openness:

- 1. Fully and unconditionally open data.** Data is free to use, reuse, link and redistribute for commercial or noncommercial purposes.
- 2. Data that is open for consumption but with limitations for reuse.** Share-alike and attribution requirements usually represent the limitations.
- 3. A combination of open data and high-quality, low-cost data sources.** Reliability, a fast API, the scope of data, and standard formats can save consumers more money than raw open data.
- 4. Publicly available data as part of the business model.** It can be accessed at any given time, but the terms of service include numerous conditions for resale and commercial use.

Sharing data with the expectation that it would be used for multiple, often unexpected, creative and innovative purposes is a sign of a data-driven economy. The data-driven economy dwells on data liberation that leads to new approaches to data and unveils new scenarios. Source: Gartner, inc. G00258726.

Legacy Modernization

The Government Accounting Office (GAO) calculates that over 75 percent of our nation’s IT budget is spent solely on maintaining legacy IT systems. In other words, \$62 billion for obsolete software and hardware that is expensive and time-consuming to keep and inflexible to today’s business processes. On the other hand, 77 percent of government IT decision makers express a need for a more flexible and agile IT framework. Consolidated data centers, shared services, cloud capabilities, IT mobility and cyber security top the list of priorities.

As cloud, mobility and big data continue to gain steam, making the most of your legacy applications can feel a lot like operating with albatross around your neck. When strategically planned and properly managed, modernizing custom legacy applications can be a low-risk, cost-effective way to conserve your critical intellectual property and maximize investments. Legacy application modernization doesn’t just happen. The best results occur when companies embrace a holistic approach that’s future-oriented and considers enterprise goals.

A legacy application is a computer program that, although critical to an organization’s

Legacy Modernization (continued)

operations, is based on older and less efficient technology. Modernization of legacy applications—through replacement or extending compatibility with new systems—can be expensive and complex. However, failure to modernize aging legacy applications may cause an organization to become trapped in obsolete technology that costs more to operate with fewer benefits.

The maintenance of legacy applications remains a challenge due to lack of funding, staff support, and decreasing vendor support. These challenges limit the ability of agencies to enhance or revise their legacy systems and create obstacles in obtaining technical staff to sustain or upgrade aging systems. Agencies should consider prioritizing their budget toward applications modernization because there are opportunities for immediate efficiency gains, leading to reduced risk and costs, while creating enhanced services for constituents.

Legacy applications are a significant business problem for organizations due to their high cost of ownership, inability to scale up to meet growing business demands, demand for legacy skills and the inability to meet today's compliance needs.

IT modernization reduces costs by optimizing business processes, automating manual processes and reducing the need to extend or modify applications through the use of Service-Oriented Architecture (SOA) components. It also helps align IT infrastructure with the organization's ever shifting business strategies.

Agencies should address modernization efforts holistically and within the context of the agency's technology platform, long-term strategic planning, and budget requests. Agencies should plan modernization efforts by conducting an evaluation of its applications portfolio.

For each legacy application, an agency should determine whether it should be retained, replaced, migrated, or interfaced to work with modern systems.

Infrastructure Modernization and Optimization

The agenda for data center modernization and virtualization is focused around data center facilities, servers, storage, network, virtualization and cloud infrastructures. Key issues include external influences and emerging technologies such as Web-scale IT and software defined anything (SDx). Gartner, Inc. applies the Nexus of Forces, a convergence of cloud and mobile computing, social networking and information proliferation to show the impacts on how organizations conduct business. The new "Nexus for Infrastructure" is a confluence of software, network and storage.

New technologies such as Web-scale IT, integrated systems, SDx and multimode will impact how IT leaders modernize and virtualize the data center infrastructure. Technologies such as software defined storage, software defined networking, new approaches to optimize space, power and cooling, data center infrastructure management and other technologies such as cloud-based storage and hybrid cloud storage architectures should also be considered.

Infrastructure Modernization and Optimization (continued)

IT organizations typically add servers for new application or processing requirements rather than maximizing existing resources. Given the abundance of commercially available software solutions and the need to maintain high availability, this practice is commonplace across organizations. As new projects are implemented over time, additional servers are procured, creating silos and a disparate and aging server population. These legacy servers are often configured with a variety of operating systems and versions of those systems, increasing the complexity of managing the software for optimal performance and security.

With the proliferation of servers, there is an increasing likelihood that they physically reside at different locations throughout an organization, often without the physical security, power management, or environmental conditions that exist in a hardened server center.

The growth of storage has followed a comparable path. Because the cost of disk storage continues to decline, IT organizations can readily provision additional storage as the need arises. In spite of the decline in storage device costs, Gartner research indicates that data growth is the primary driver in increased costs relative to hardware, software, associated maintenance, administration and services. These escalating costs are compounded by the fact that, on average, storage capacity is increasing about 45 percent annually.

Additionally, an agency should standardize its IT infrastructure. By implementing standards that increase server productivity and optimize storage management, an agency can apply consistent processes that ease tasks associated with configuration, discovery, provisioning, security, and asset management. By implementing operating system standards, common system administration functions can be uniformly applied. Building on the base of a consolidated and standardized environment, optional deployment models—such as virtualization, cloud computing and enterprise storage management—can be used to further drive down cost and complexity.

Consolidating and standardizing an agency's IT infrastructure is an important first step in a transition to a shared services strategy, such as virtualization, cloud computing, or enterprise storage management solutions.

Agencies should use defined governance processes to develop and adopt standards. These processes will guide the agency in determining and prioritizing standardization activities.

Mobility

Government leaders recognize that mobile has become a critical channel for connecting with the public. This has produced government policies intended to encourage development of the mobile channel as part of a multichannel effort through app implementations and website adaptations according to Gartner, Inc. The opportunity for all tiers of government is using mobile communications channels to transform government operations and government services. To meet this challenge, chief information officers (CIOs) need to deliver mobile technology, along with new business models and new citizen experiences.

Mobility (continued)

Gartner has identified two areas that represent the greatest opportunities for government to exploit mobile-in citizen engagement and in creating workforce innovations.

- Mobile citizen engagement benefits come from governmental use of mobile channels to create new patterns of interaction with citizens in order to increase participation and improve service delivery using consumer mobile technologies.
- Mobile workforce innovation benefits come from leveraging personal mobile workspaces to shift work patterns to achieve operational efficiencies.

The rapid evolution of mobile technology and its possibilities will keep challenging government IT policymakers. Recognizing this, CIOs should shift from issuing mobile policies and documenting mobile best practices to initiating a more dynamic and inclusive governance, using a forum that collects input from across the enterprise. CIOs should use a mobility center of excellence (MCoE) as a catalyst for this shift. This will produce better business goals through a business-led governance process; better informed risk-reward decisions through MCoE debate; better technology best practices, like when and how to use agile development or open data; and, better business practices, like promoting the initiative, responding to citizen or customer feedback, creating a consistent brand, and integrating mobile into the overall multichannel strategy.

Arkansas is among the most progressive states in delivering mobile-friendly government solutions. Consumer demand for mobile services and mobile use in the workplace is increasing every year. Top trends in Arkansas include application development for mobile devices. Customer demand and consumerization is requiring access to enterprise and productivity applications on mobile devices of all types and all form factors. Mobile devices command the need for Web development, design professionals and system integrators with the ability to extend the life of applications known as legacy applications that are derived from earlier computer languages, platforms and technologies than that of current technology.

The trends in Arkansas, as well as across the globe, have mobile becoming increasingly ubiquitous. In the government space, open government data, providing citizens and state agencies easy access to data is becoming more and more popular. Arkansas uses a consistent approach to mobile service delivery to provide better access to information and services for citizens and businesses, with dozens of applications and websites now providing streamlined access for mobile users. Per a recent study released by the Centers for Disease Control (CDC), at 35.2 percent, Arkansas leads the nation in the percentage of citizens living in wireless only households.*

*2011 National Health Statistics Report, U.S. Centers for Disease Control and Prevention

Arkansas.gov, the official portal of the state, has adopted a “mobile first” development methodology and standardized on the use of responsive design, which ensures that all online services will be usable on a variety of mobile devices. A growing number of websites make use of these standards. The state portal, Arkansas.gov, provides a streamlined responsive mobile interface for users and the state transparency portal, Transparency.Arkansas.gov, was the first state transparency site in the nation to provide an interface optimized for smartphones.

Mobility (continued)

For business continuity and disaster recovery, state authorities can securely access communications and data from a remote or mobile location, in the event state facilities are affected by an emergency. Arkansas's Continuity of Operation Program is available via mobile devices allowing access to online plans during a disaster. The state does not currently have a work from home policy.

Information Network of Arkansas (INA) improves online citizen and business access to public services and maintains and hosts the state's official website, Arkansas.gov. Due to the explosive growth and demand for mobility, INA developed Arkansas.gov mobile allowing users to search for most state information and services available through Arkansas.gov from any mobile operating platform.

By opening government data and providing well documented Application Programming Interfaces (APIs), the future state of mobile in Arkansas will provide several advantages and efficiencies for many different areas of the population. The foundations for application development will be improved, allowing for ongoing, device agnostic and efficient development. Clearly documenting APIs and opening data for consumption will simplify and encourage application and website development for a large variety of uses.

The single biggest risk is security, particularly for any devices or applications used by government employees. The government APIs and data will be well secured, keeping the sensitive data safe on the backend. Mobile applications pose a great risk, especially the free ones. Properly securing the API and sensitive data and systems on the back end is the single best way to ensure overall security of the sensitive data.

Cyber Security and Privacy

Governors face many challenges in protecting states from the growing number and sophistication of attacks against communications networks and systems; databases containing sensitive and private information; financial, payment, and tax systems; and, other critical cyber infrastructure. The core of a state's ability to manage, prevent, and mitigate damage from those attacks is a well-trained, stable cyber security workforce whose job it is to ensure the integrity and ongoing operation of the systems upon which government services have come to rely according to the National Governor's Association (NGA).

Cyber security encompasses a broad range of practices, tools and concepts related closely to those of information and operational technology security. Cyber security is distinctive in its inclusion of the offensive use of information technology to attack adversaries. Security leaders should use the term "cyber security" to designate only security practices related to the combination of offensive and defensive actions involving or relying upon information technology and/or operational technology environments and systems. Digital security is the result of extending current security and risk practices to protect digital assets of all forms in the digital business and ensure that relationships among those assets can be trusted according to Gartner Inc.

Cyber security awareness is growing with business leaders and is increasingly considered a required part of new and existing business designs. Cyber security designs involve assets in the physical world, operational technology and internet of things connected

Cyber Security and Privacy (continued)

to new, nontraditional partners beyond the enterprise adding a level of technology that creates peer-to-peer relationships among businesses, people and things.

A comprehensive cyber security program leverages industry standards and best practices to protect systems and detect potential problems, along with processes to be informed of current threats and enable timely response and recovery is a definition by the Department of Homeland Security.

Privacy interest in cyber security involves establishing protocols and effective oversight regarding when, why, and how government agencies may gain access to personal information that is collected, retained, used, or shared.

Fair information practices regulate and enforce consumer privacy rights regarding data collection, retention, use, and sharing of personal information. The Department of Homeland Security formalized the Fair Information Practice Principles in 2008. The eight (8) principles are:

1. **Transparency**-be transparent and provide notice to the individual regarding its collection, use, dissemination, and maintenance of personally identifiable information (PII).
2. **Individual participation**-involve the individual in the process of using PII and when practical, seek individual consent.
3. **Purpose Specification**-specifically articulates the authority that permits the collection of PII and the purpose(s) for which the PII is intended to be used.
4. **Data Minimization**-only collect PII that is directly relevant and necessary to accomplish the specific purpose(s).
5. **Use Limitations**-use PII solely for the purpose(s) specified.
6. **Data Quality and Integrity**-ensure that PII is accurate, relevant, timely and complete.
7. **Security**-protect PII in all media through appropriate security safeguards against risks such as loss, unauthorized access or use, destruction, modification, or unintended or inappropriate disclosure.
8. **Accountability and Auditing**-be accountable for complying with these principles, providing training to all employees and contractors who use PII, and auditing the actual use of PII to demonstrate compliance with these principles and applicable privacy protection requirements.

The safety and security of state information resources is a fundamental management responsibility of all agencies. Citizens trust the state with their personal information, credit card numbers, and other confidential data with the expectation of protection and privacy.

Security threats, in the form of malicious hacking, viruses, malware, unsecured devices, data breaches, among others, are commonplace today. However, not all risks lie with external threats. Although external threats continue to pose the principle risk in terms of incidents and records disclosed, both accidental and malicious internal threats also endanger state assets.

As the state's citizen-facing services continue to move to an online service model, it is critical that security and privacy are provided the highest level of attention and visibility within every organization.

Protecting private citizen and business information establishes trust among users of government services allowing for continuing growth of convenient online services.

Cyber Security and Privacy (continued)

Securing the state's technology infrastructure prevents damage from malicious or fraudulent activity by protecting the confidentiality, integrity, and availability of computing systems.

Business Intelligence and Analytics

Business intelligence, according to Forrester, is a set of methodologies, processes, architectures, and technologies that leverage the output of information management processes for analysis, reporting, performance management, and information delivery. Analytic capabilities in government have largely focused on addressing historical questions such as 'what happened' and 'why did it happen'. Many government programs such as fraud detection, crime prevention and predictive policing, pension fund management, natural disaster planning and response and disease outbreak management need to anticipate what is likely to happen (predictive analysis) and what should happen (prescriptive analytics).

Business analytics is a technique that makes it easier to visualize and analyze business data to improve decision making. Maximizing decision making increases effectiveness at all levels of the business and contributes to established goals and objectives by enabling its workforce to achieve desired outcomes. A collaborative decision making platform combines BI (business intelligence) technologies, decision tools, social networking, collaboration, and workflow to enable knowledge workers to find the information and expertise they need 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. "Big Data" is a relatively new term that refers to data sets that are very large such as phone records and scientific data that doesn't work well with traditional relational databases.

Continuing developments in the fields of business intelligence, analytics and data science are making it increasingly necessary for organizations to become cognizant of the distinctions between these terms as they relate to the value they can produce for the enterprise. BI vendors are continuing to develop a multitude of tools and technologies that reduces the complexity of BI and its latency while empowering the business user. Analytics is progressing into more and more applications and has developed to the point in which it can actually prescribe appropriate actions for specific industries and business units. Data scientists must exhibit skills necessary to convert scientific insight regarding data into uses and boons for the business and upper level management for the field to continue to thrive and prove itself.

The challenge of turning data into useful analytical information grows as the quantity of data grows. As the amount of structured and unstructured data grows rapidly, business intelligence and analytics is used for performance reporting and as a planning and forecasting tool to gain insight into the future allowing optimization of resources and informed decision making. Master data management, customer analytics, data warehousing, and visual information dashboards are top priorities for turning data into insights that lead to better and faster business decisions.

Analytics is probably the single most important aspect for the simple fact that both BI and data science utilize and in many cases rely upon analytics. Increasingly, analytics is used to describe the statistical and mathematical data analysis that clusters, segments,

Business Intelligence and Analytics (continued)

scores and predicts what scenarios are most likely to happen.

Gartner, Inc. advises to develop analytics strategies that clearly support agency mission and program outcomes. Take an information-centric approach on promoting innovation in government by evaluating how data coming from difference sources in real time can optimize, transform or create new services. Use analytics to support data-driven business cases that justify government investments in ongoing or proposed programs. Improve or supplement in-house advanced analytics expertise with analytics-as-a-service (ASPs) when the demand is infrequent or when the requirements are beyond the internal infrastructure, including skills and technology. Government CIOs and program managers must work together to create organizational structures that blend IT and business skills and strike a balance between centralized and decentralized BI delivery for business and data analysts.

IT Workforce Planning and Development

Workforce planning is the systematic process for identifying and addressing the gaps between the workforce of today and the human capital needs of tomorrow. Effective workforce planning enables the organization to:

- Align workforce requirements directly to the agency's strategic and annual business plans.
- Develop a comprehensive picture of where gaps exist between competencies the workforce currently possesses and future competency requirements
- Identify and implement gap reduction strategies
- Make decisions about how best to structure the organization and deploy the workforce
- Identify and overcome internal and external barriers to accomplishing strategic workforce goals

The workforce planning model:



IT Workforce Planning and Development (continued)

Step 1: Set strategic direction

This step involves linking the workforce planning process with the agency's strategic plan, annual performance/business plan, and work activities required to carry out the goals and objective of the strategic plan (long term) and performance plan (short term).

Step 2: Analyze workforce, identify skill gaps and conduct workforce analysis

This step involves:

- Determining what the current workforce resources are and how they will evolve over time through turnover, etc.
- Developing specifications for the kinds, numbers, and location of workers and managers needed to accomplish the agency's strategic requirements.
- Determining what gaps exist between the current and projected workforce needs.

Step 3: Develop action plan

This step involves the identification of strategies to close gaps, plans to implement the strategies, and measures for assessing strategic progress. These strategies could include such things as recruiting, training/retraining, restructuring organizations, contracting out, succession planning, technological enhancements, etc.

Step 4: Implement action plan

This step involves ensuring that human and fiscal resources are in place, roles are understood, and the necessary communication, marketing, and coordination is occurring to execute the plan and achieve the strategic objectives.

Step 5: Monitor, evaluate and revise

This step involved monitoring progress against milestones, assessing for continuous improvement purposes, and adjusting the plan to make course corrections and to address new workforce issues. Source: US Office of Personnel Management.

Undertaking workforce planning and development must have business benefits and outcomes. This will help you to achieve your business goals over the longer term and the planned development of staff in a business to improve the ability to meet changes. Simply put workforce development is about getting the right people, growing the right people and keeping the right people. Workforce planning is the process of forecasting your staffing needs and working out the range of ways you can create and maintain the workforce in line with your business goals.

IT as a Service

IT as a Service (ITaaS) is a technology-delivery method that treats IT (information technology) as a commodity, providing an enterprise with exactly the amount of hardware, software, and support that it needs for an agreed upon monthly fee. In this context, IT encompasses all of the technologies for creating, storing, exchanging, and using business data. ITaaS has numerous and diverse benefits including:

- Minimal upfront IT investment
- Regular, predictable expenses
- Financial transparency
- Continuous monitoring of services
- Expert technical support
- Scalability
- Regular software upgrades and patches
- Guarantee of up-to-date hardware

ITaaS is a relatively new concept and perhaps the most transformational and challenging leg of a cloud journey. Your organization should begin with clearly defining what it is, why it's important and what it will mean. Strong advocacy by the CIO is crucial as well as a buy-in and endorsement from executives across IT and the business.

ITaaS is not a technology shift such as a move to increase the use of virtualization. It is an operational and organizational shift to running IT like a business and optimizing IT production for business consumption.

Proponents of ITaaS describe the transition of an IT organization to the ITaaS model as journey which includes the adoption of such models as:

- New technology models founded on the use of private, public and hybrid clouds. Employing controls, trust and compliance. Introducing infrastructure standardization and automation wherever possible.
- New consumption models leveraging self-service catalogs. Providing IT financial transparency for costs and pricing.
- New operational models with new business and technical skills and roles. Creation of more horizontal, service-oriented processes. Explicit alignment with lines-of business.
- Business driven IT solution represented as a repeatable business activity having a specified outcome.

IT organizations that adopt ITaaS are most likely to use the best practices for IT service management as defined in the Information Technology Infrastructure Library (ITIL). ITaaS is not a cloud-based managed service model but the transformation of business technology from the traditional server/desktop environment to a new culture of cloud-based IT delivered to mobile devices is a driving force behind ITaaS. A successful ITaaS scenario will improve operational efficiency and help the organization be more agile in responding to changing business conditions.

Contact Information

Arkansas State Technology Council



Herschel Cleveland
CTO/Acting Director
Dept. of Information Systems
P.O. Box 3155
Little Rock, AR 72203
(501) 683-1620



Doris Anderson
IT Division Mgr.
Dept. of Labor
10421 W. Markham
Little Rock, AR 72205
(501) 682-1154



Larry Clary
4512 Burrow Drive
No. Little Rock, AR 72116
(501) 758-5698



David Merrifield
University of Arkansas
Executive Director
Arkansas Research Education
Optical Network
155 Razorback Road
Fayetteville, AR 72701
(479) 575-4753



David Rainey
P. O. Box 642
Dumas, AR 71639-0642
(870) 382-2003



Richard Weiss
Director
Dept. of Finance and
Administration
1509 W. 7th St.
Little Rock, AR 72201
(501) 682-5323

FY16/17 IT Inventory Plan

Hardware Type

Hardware Type	% to Total Devices	Quantity
Desktop	45.49%	26,351
Laptop	13.00%	7,531
Printer	13.90%	8,048
Network Equipment	9.65%	5,587
Tablet	5.23%	3,029
Server	4.49%	2,602
Smartphone	3.23%	1,871
Netbook	1.49%	861
Thin Client	1.90%	1,098
Storage Device	1.63%	946
Sum:	100%	57,924

Hardware Vendor Summary

Vendor Name	% to Total Devices	Quantity
Dell	52.12%	30,191
HP	21.21%	12,288
Other	11.06%	6,404
Cisco	6.06%	3,512
Gateway	3.46%	2,004
Lexmark	2.32%	1,341
Apple	3.77%	2,184
Sum	100%	57,924

Operating System

Hardware OS	% of Total OS	Quantity
Windows XP	12.60%	7,296
Windows Vista	6.05%	3,506
Windows Server 2008	2.37%	1,370
Windows Server 2003	0.65%	378
Windows 7	43.36%	25,114
Windows 2000	0.22%	128
Other	6.39%	3,700
Sum:	100%	57,924

Network Device

Device Name	Percentage	Count
Switch	37.08%	2,478
Router	33.32%	2,227
Flashdrive	10.37%	693
Wireless Access Point	5.91%	395
Other	4.58%	306
NAS	2.81%	188
External HD	2.71%	181
SAN	1.51%	101
Firewall	1.48%	99
Tape	0.21%	14
Modem	0.01%	1
SUM	100%	6,683

Printer Vendors

Vendor Name	Percentage	Quantity
HP	51.60%	4,154
Dell	16.82%	1,354
Lexmark	16.66%	1,341
Other	8.50%	684
Cannon	6.42%	517
Sum	100%	8,050

Software Manufacturer by Sales

Manufacturer	Sales
Microsoft	\$7,157,245
IBM	\$5,903,633
CA Technologies	\$1,002,793
Adobe	\$316,531
McAfee	\$184,914
Symantec	\$129,816
Oracle	\$97,275
Corel	\$20,043
Trend Micro	\$14,687
Sum	\$14,826,937

Hardware Inventory Compared to Previous Biennium

Hardware Type	FY 12/13	FY 14/15	FY 16/17
Desktop	27,844	27,314	26,351
Laptop	7,882	8,856	7,531
Printer	8,134	7,935	8,048
Network Equipment	4,528	4,830	5,587
Tablet	1,213	2,340	3,029
Server	1,854	1,664	2,602
Smartphone	772	1,205	1,871
Netbook	910	881	861
Thin Client	841	946	1,098
Storage Device	1,064	940	946
Sum	55,042	56,911	57,924

Hardware Vendor Trends

Vendor Name	FY 14/15	FY 16/17
Dell	32,177	30,191
HP	10,409	12,288
Other	6,228	6,404
Cisco	3,320	3,512
Gateway	2,127	2,004
Lexmark	1,363	1,341
Apple	1,287	2,184
Sum	56,911	57,924

Operating System Trends

Hardware OS	FY 14/15	FY 16/17
Windows XP	19,358	7,296
Windows 7	13,560	25,114
Windows Vista	4,772	3,506
Windows 2000	784	128
Win Server 2008	783	1,370
Win Server 2003	643	378
Other	1,852	3,700
Sum	41,752	41,492

Network Device Trends

Network Storage Type	FY 14/15	FY 16/17
Switch	2,151	2,478
Router	2,089	2,227
Flashdrive	642	693
Wireless Access Point	284	395
Other	227	306
NAS	33	188
External HD	175	181
SAN	101	101
Firewall	56	99
Tape	10	14
Modem	2	1
SUM	5,592	6,683

IT Support Category

Support Category	FY 16 Budget Total	FY 17 Budget Total	IT Support Total
Contracted Services	\$76,532,972	\$76,933,516	\$153,466,488
In-House Labor	\$ 46,541,181	\$47,216,190	\$93,757,371
State Network Connectivity	\$15,043,704	\$15,697,727	\$30,741,430
Telephone Service	\$16,808,474	\$16,871,919	\$33,680,392
Hardware	\$29,393,121	\$29,163,736	\$58,556,857
Software	\$19,856,151	\$20,791,543	\$40,647,694
Other	\$17,511,175	\$17,474,760	\$34,985,935
ISP or Agency Provided Email/Internet	\$238,054	\$253,254	\$491,308
Total	\$221,924,832	\$224,402,645	\$446,327,475

Top 15 Major Applications

Agency	App Name	FY16 Costs	FY17 Costs	Total Costs
Education	Arkansas Public School Computer Network (APSCN)	\$16,260,000	\$16,020,000	\$32,280,000
Finance & Administration	ARCSIS - Arkansas Child Support Information System	\$13,964,000	\$13,964,000	\$27,928,000
Finance & Administration	AASIS – Arkansas Administrative Statewide Information System	\$11,085,000	\$11,085,000	\$22,170,000
Human Services	Medicaid-MMIS	\$20,020,000	\$20,000	\$20,040,000
Finance & Administration	AIRS - Arkansas Integrated Revenue System	\$7,700,000	\$7,700,000	\$15,400,000
State Police	AFIS 16/17	\$6,581,692	\$6,486,348	\$13,068,040
State Police	AWIN	\$6,037,550	\$6,087,550	\$12,125,100
Workforce Services	Unemployment Insurance	\$5,390,062	\$5,390,062	\$11,000,062
Public Employees Retirement System	MARSS	\$3,136,727	\$3,136,727	\$6,273,454
Human Services - Administrative Services	Children's Reporting and Information System	\$3,052,000	\$3,052,000	\$6,104,000
Finance & Administration	ARBenefits System	\$2,400,000	\$2,400,000	\$4,800,000
Finance & Administration	Tax Imaging System	\$2,300,000	\$2,300,000	\$4,600,000
Finance & Administration	ADLIS - Arkansas Driver's License ID System	\$2,000,000	\$2,000,000	\$4,000,000
Workforce Services	TANF (Temporary Assistance for Needy Families)	\$1,595,000	\$1,595,000	\$3,190,000
Human Services - Child Care & Early Childhood Education	Arkansas FingerPrint Information System 14/15	\$1,530,378	\$1,503,078	\$3,033,456

Top 15 Projects

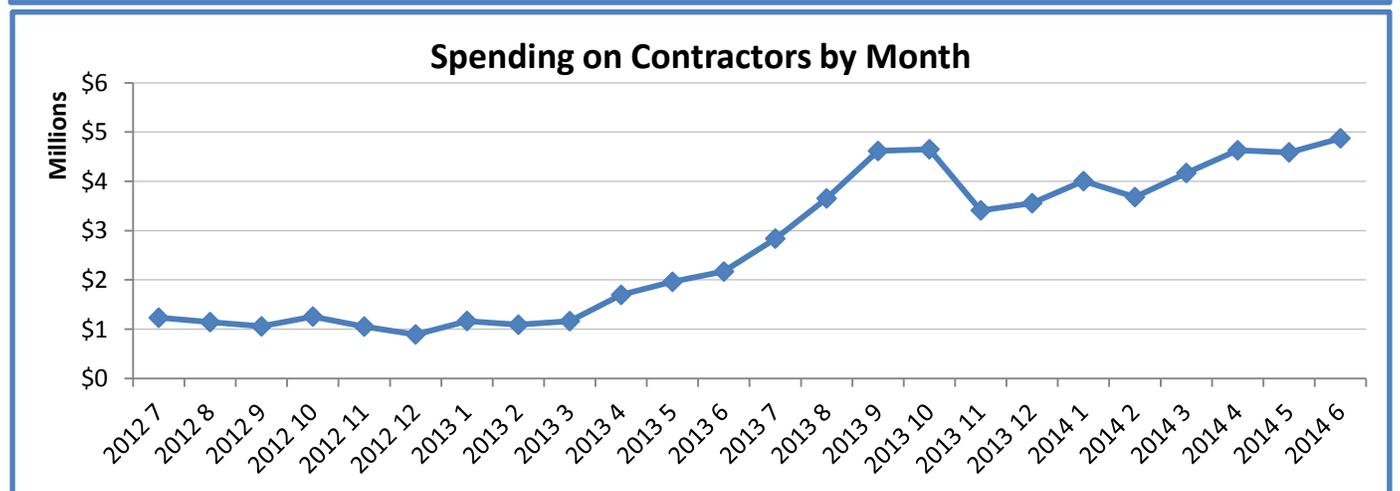
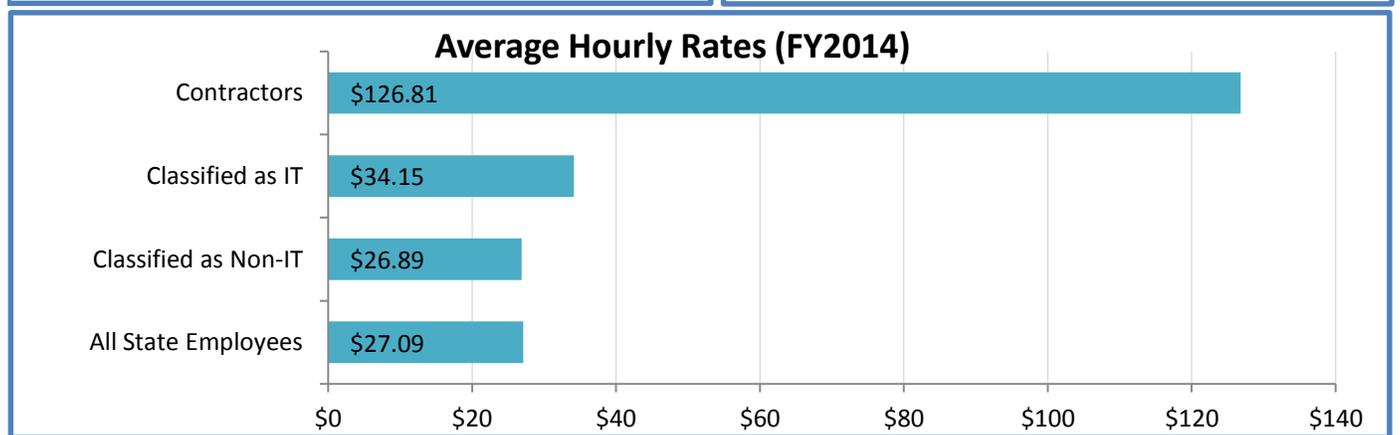
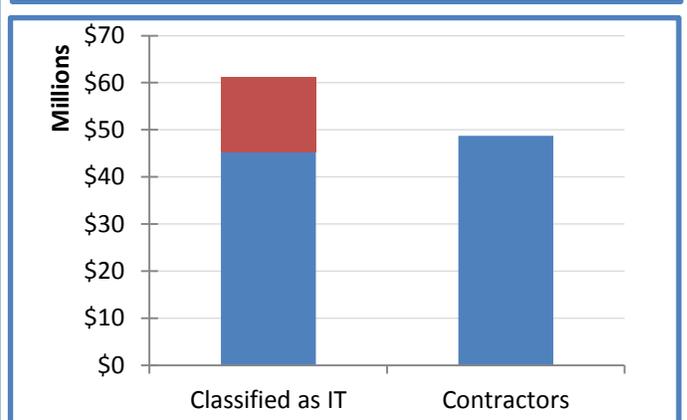
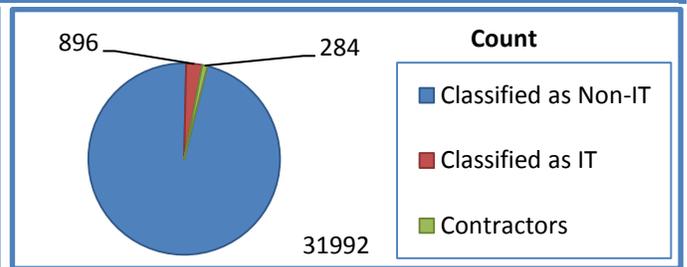
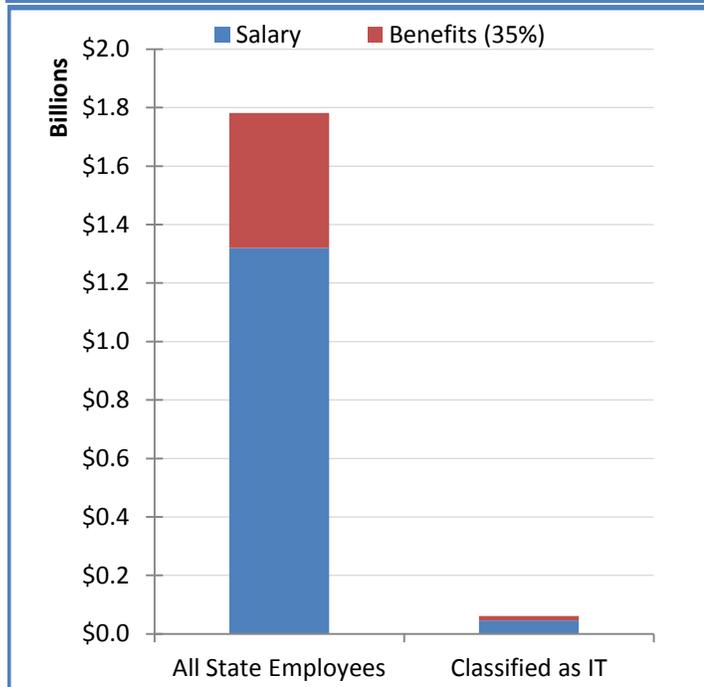
Agency	Project Name	Est Start Date	Est End Date	FY 16 Costs	FY 17 Costs	Total Costs
Human Services	Medicaid System Update / Replacement	2/1/2014	9/30/2017	\$85,000,000	\$85,000,000	\$264,884,579
Human Services	Eligibility & Enrollment with interfaces to Fed Exchange	7/1/2012	12/31/2015	\$34,867,659	\$0	\$125,157,351
Human Services	Payment Improvement Initiative	1/1/2011	12/31/2016	\$7,800,000	\$7,800,000	\$23,400,000
Public Employees Retirement System	COMPASS	7/1/2011	6/30/2017	\$4,082,422	\$3,836,033	\$20,028,077
State Police	MOVE - Mobile Officer Virtual Environment	10/1/2009	6/30/2017	\$4,029,814	\$4,029,814	\$15,367,022
Health Information Technology Office	Health Information Exchange	7/1/2011	6/30/2017	\$1,550,000	\$1,550,000	\$11,800,000
Workforce Services	TANF Eligibility/Case Management System and Reporting	10/1/2012	12/30/2015	\$2,500,000	\$1,000,000	\$9,455,200
Human Services	ICD-10 Remediation	7/1/2015	6/30/2017	\$2,500,000	\$1,780,500	\$6,061,000
Human Services	Enterprise Framework for E&E-SNAP portion	10/1/2012	6/30/2017	\$2,548,915	\$3,040,915	\$5,589,830
State Police	Video Storage - In Car Video	7/1/2012	6/30/2017	\$700,000	\$700,000	\$5,111,737

Top 15 Projects

Workforce Services	INET Conversion	6/1/2015	6/30/2016	\$2,500,000	\$1,200,000	\$3,700,000
Health Department	Vital Records	7/1/2007	6/30/2015	\$100,000		\$2,540,045
State Police	CyberCrimes (Formerly ICAC10)	7/1/2009	6/30/2017	\$234,396	\$251,308	\$2,443,003
Workforce Services	UI Claims - Conversion of Current XGEN Programs	5/1/2014	6/30/2016	\$2,250,000		\$2,350,000
Health Department	WIC/EBT	7/1/2011	12/31/2014	\$102,500	\$100,000	\$2,232,500

Overview of IT State Personnel

FY 2014	All State Employees	Classified as Non-IT	Classified as IT	Contractors
Count	32888	31992	896	284
Salary	\$ 1,319,829,103.65	\$ 1,274,500,900.72	\$ 45,328,202.93	\$ 48,703,150.19
Benefits (35%)	\$ 461,940,186.28	\$ 446,075,315.25	\$ 15,864,871.03	
Total	\$ 1,781,769,289.93	\$ 1,720,576,215.97	\$ 61,193,073.96	\$ 48,703,150.19
Avg. Hourly Rate	\$ 27.09	\$ 26.89	\$ 34.15	\$ 126.81



Online Resources

AR Geographic Information Office
www.gis.arkansas.gov/

AR Office of Health Information Technology
www.ohit.arkansas.gov
www.ohit.arkansas.gov/share

Arkansas.gov
portal.arkansas.gov
portal.arkansas.gov/services/Pages/ServicesMobile.aspx

ARE-ON
www.aron.net

ATOM
www.arktelehealth.org/ArkTelehealth/Home.html

AWIN
www.awin.arkansas.gov/

Arkansas Works
arworks.arkansas.gov/

AR Transparency Web Site
www.transparency.arkansas.gov

Connect Arkansas
connect-arkansas.org/

Cyber Secure Arkansas
www.dis.arkansas.gov/security/

Dept. of Information Systems (DIS)
www.dis.arkansas.gov

E-Rate
www.e-ratecentral.com/

Green.Arkansas.gov
green.arkansas.gov/

Recovery.Arkansas.gov
recovery.arkansas.gov

State Technology Council (STC)
www.stc.arkansas.gov/

UAMS
www.uamshealth.com/

YOUiversal Portal
www.ark.org/adhe_financialaid/login.aspx

