

JANUARY 2022



FOCUSING ON YOU

THE QUARTERLY NEWSLETTER FROM
THE DIVISION OF INFORMATION SYSTEMS

The Department of Transformation and Shared Services (TSS) Division of Information Systems (DIS) newsletter provides our customers with IT upgrade and project updates, different services that DIS provides, and additional information that can benefit each Department.

A New Year Means New Updates

Turnaround Time on VoIP Requests. DIS secured a new service that will allow Department staff to perform common tasks such as VoIP name changes and voice-mail pin resets quickly and easily. Learn more about AutomateAR below.

Network and Service Alerts. DIS now has the capability to send timely alerts via email and text message. Please sign up on the new platform to ensure alerts are received.

Rate Increases. Due to services discontinued by vendors, DIS increased rates in a few areas. Please see below for more information on these rate increases.

CONGRATULATIONS!

AGNES COLEMAN
Employee of the Year
Arkansas State Employee Association



Pictured is award recipient Agnes Coleman and members of the DIS Team.

Pictured are TSS Secretary Amy Fecher, DIS Director Jonathan Askins, Agnes Coleman, and ASEA Director John Bridges.

DATA CENTER MODERNIZATION

Ongoing data center modernization is underway. The new data center network will elongate the older technology that has complicated the efforts to provide redundancy of the new fabric, while maintaining the traditional spine and leaf architecture.

For example, **two main routers located at State Data Center West needed rebooting. DIS did the reboot with zero downtime or outages.**

DIS is implementing new software-defined networking (SDN) technologies. These upgrades will allow for policy-based management and provide the capabilities to automate network provisioning processes, standardize configurations and reduce implementation times.

MID-FISCAL YEAR RATE INCREASES

DIS has increased rates for legacy telephone services that vendors discontinued. To continue using these technologies, vendors have substantially raised the rates to DIS, giving DIS no option to preserve the federal mandate around cost recovery. For several months, the customer relationship managers from DIS have worked with departments affected to find alternate services. That work will continue until all have found adequate solutions.

One of the services affected is Digital Subscriber Lines (DSL). The Division of Information Systems does not intend to offer this service line after this fiscal year. Please encourage divisions to work closely with DIS to ensure an acceptable solution is found for those lines by June 2022.

The specific rate increases are below. These rates took effect on January 1, 2022, and will reflect on the February invoice. If there are any questions, please reach out to dis.crm@arkansas.gov.

Individual Item rate increases

Item Number	Internal Order	Rate Type	Current Rate	New Rate	Percent Change	Dollar Change	6 Month Impact
DSLAT384/1.5VWOD	A11	Existing Rate	110.20	418.00	279.31%	307.80	1,846.80
DSLAT768/6VWOD	A11	Existing Rate	119.70	420.00	250.88%	300.30	1,801.80
DSLAT384/768IPVWOD	A11	Existing Rate	95.95	459.00	378.37%	363.05	2,178.30
DSLAT768/6IPVWOD	A11	Existing Rate	119.70	391.00	226.65%	271.30	1,627.80
Item Number	Internal Order	Rate Type	Current Rate	New Rate	Percent Change	Dollar Change	6 Month Impact
CTXA (Analog Centrex)	8021	Existing Rate	16.02	40.00	149.69%	23.98	143.88

CLICK HERE TO SIGN UP FOR NETWORK AND SERVICE ALERTS

IF YOU PROVIDE YOUR CELL PHONE NUMBER, YOU WILL RECEIVE TEXT MESSAGE ALERTS.

Introducing to you..



DIS understands that the lag-time on VoIP service requests can be frustrating. With this in mind, DIS is implementing a new service, Kurmi, to assist with backlog. Kurmi, branded as AutomateAR, is a customer-facing, self-service portal that is user-friendly and fully automated. This service will enable the delegation to a department's IT staff and will allow them to perform common tasks such as VoIP name changes and voicemail pin resets quickly and easily.

DIS's Customer Relationship Management team will be reaching out to schedule a demo soon.



EMPLOYEE SPOTLIGHT

KENNY ROGERS **STATE NETWORK ARCHITECT**

Kenny is the State Network Architect at the Division of Information Systems. Currently, he is assigned to the Data Center Modernization (DCM) team, but he also works with other network engineers, and security and network operations teams on the core network. Additionally, he reviews new technologies to continuously improve the state network. He works with most DIS customers, including the Public School Network!

Kenny has been with DIS since 2004. He began as an intern and worked his way up over the years. Outside of work, he is an avid outdoorsman where he spends his time hunting and fishing.

Contact Us

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