



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, DIS service offers and timely updates that can benefit each Department.

KURMI SELF SERVICE UPDATE

AutomateAR, also known as Kurmi, is a self-service portal that is user-friendly and fully automated to allow the delegation of the Cisco Unified Communications management to IT staff. AutomateAR will reduce the wait time for customers by several days for simple tasks such as name changes or PIN resets, giving customers the expected experience while reducing the VoIP teams' essential operations workload and allowing them to focus on daily tasks and complex customer requests.

The VoIP team has deployed AutomateAR to the Department of Workforce Services (DWS), Arkansas Rehabilitation Services (ARS), Arkansas Insurance Department (AID), Bureau of Legislative Research (BLR), Arkansas Department of Corrections (DOC), Arkansas Public Employees Retirement System (APERS) and the Arkansas Department of Parks, Heritage, and Tourism (ADPHT).

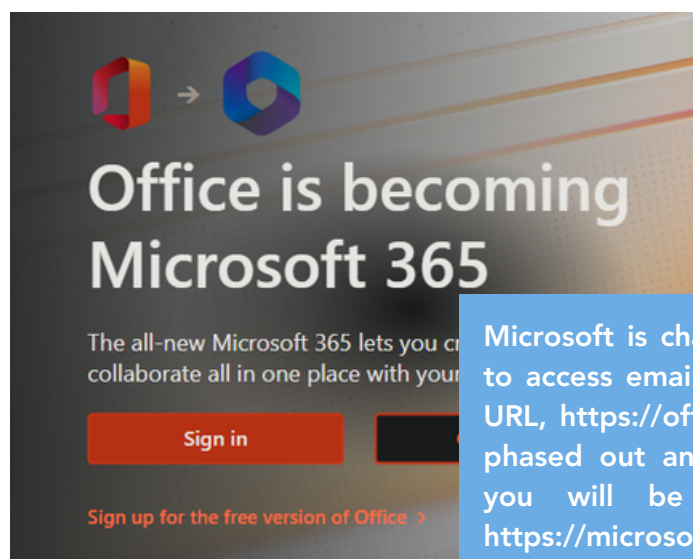
Our goal is to deploy Kurmi to all Executive Branch Departments by January 31, 2023.

If you'd like more information on AutomateAR, please contact your customer relationship manager or email dis.crm@arkansas.gov.

2022 RECAP

Thank you all for your continued partnership this year that helped us complete multiple projects and continue many others!

We are committed to working with all of you in the new year.



Microsoft is changing its portal to access email online. The old URL, <https://office.com>, will be phased out and in the future, you will be redirected to <https://microsoft365.com>.

CLICK HERE TO SIGN UP FOR NETWORK AND SERVICE ALERTS

YOU WILL RECEIVE TEXT AND EMAIL ALERTS IF YOU PROVIDE YOUR PHONE NUMBER AND EMAIL ADDRESS.

DATA CENTER MODERNIZATION EFFORTS

The DIS Customer Relations Managers (CRM) and the Data Center Modernization (DCM) engineering teams have been working with customers to migrate their systems from the Shared Services environment to the new DCM environment.

More than 600 customer systems have either successfully migrated or been decommissioned (~66%). An additional 160 customer systems are scheduled to migrate to the new environment by the end of 2022, making the migration 80% complete. There are now approximately 850 systems running in the DCM environment supporting 15 Departments or cabinet-level agencies and around 30 divisions.

The remaining systems running in the Shared Services environment will be scheduled to migrate after **the first of 2022.**

The DCM engineering team has also been busy with various other technology migrations and upgrades, including DIS-managed backup and disaster recovery processes; Domain Name Servers (DNS), Dynamic Host Configuration Protocol (DHCP) and IP address management services; endpoint protection and Zero-Trust security software; network and firewall migrations; billing cleanup; customer-specific landing pages and self-service portals.

If you'd like more information on DCM, please contact your customer relationship manager or email dis.crm@arkansas.gov.

NEW PRODUCT SPOTLIGHT

With the implementation of the Data Center Modernization (DCM) plan, we have been working on a Zero-Trust product called Zscaler. This product will safeguard your work device and allow you to access resources remotely. Zscaler will allow us to limit the need for a VPN and provide a seamless transition while working on-network and off-network.

This product has multiple pieces:

Zscaler Internet Access (ZIA)

The ZIA functionality delivers your security stack as a service from the cloud, eliminating the cost and complexity of traditional source web gateway approaches. It also provides constant protection to your device, enabling protection from internet threats and malicious links wherever the end user is connected.

Zscaler Private Access (ZPA)

The ZPA is a cloud service that uses a distributed architecture to provide fast and secure access to private applications running on-prem or in the public cloud. The ZPA function allows remote access to work resources whenever you are without the need to log into a VPN.

If you'd like more information on Zscaler, please contact your customer relationship manager or email dis.crm@arkansas.gov.

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