

## Fourth Quarter 2025

The Department of Shared Administrative Services (SAS) Office of State Technology (OST) newsletter keeps you informed about IT upgrades, project developments, OST service offerings, and timely updates to support your department's operations and efficiency.

### 2025 Arkansas Digital Government Summit Recap



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# Arkansas

DIGITAL GOVERNMENT SUMMIT

#### A Day of Digital Innovation for Arkansas Government

On October 28, 2025, public-sector IT leaders, technologists, agency staff, and private-sector partners gathered at the Little Rock Marriott in Little Rock for the 16th annual Arkansas Digital Government Summit, hosted by *Government Technology*.



Attendees at the 2025 Arkansas Digital Government Summit

#### Key Themes & Conversations

The Summit zeroed in on five major areas: cybersecurity, digital transformation, AI implementation, data governance, and multi-stakeholder collaboration.

Highlights included:

- A keynote by Shawnee Delaney (former intelligence officer) on espionage-style tactics and how human risk and cyber risk converge.
- Session on "Breaking Down Barriers: Smarter Data Sharing Across Arkansas" — exploring how state and local agencies can share data better, securely and with governance frameworks.
- Focus on resilience in "Beyond the Outage: Resilient Communities Through Continuity and Response"—strategies for maintaining essential services despite disruptions.
- A deeper dive into AI-readiness with "Bits and Bytes – Charting Arkansas's AI Future," where the state's AI Working Group outlined next steps for pilot projects and governance.
- A workforce angle in "Modern Problems, Modern Skills: Training IT for the Future of Government," examined how to up-skill teams amid rapid change.



#### Why It Matters

For Arkansas government and IT professionals, this Summit provided a strategic check-in: Are we ready for the next wave of digital change? Are we securing our data and services? Are we empowering our workforce? The conversations here pointed toward a more modern, resilient, data-driven government — one that balances innovation with privacy, security, and service delivery.

#### What's Next

With the event wrapping up, attendees are taking away action items: clearer AI governance frameworks, stronger data-sharing agreements, resilience and continuity planning, and workforce development strategies. The hope is to convert ideas into real progress across state and local governments in Arkansas.

[View Photos](#)

### Coming Soon: New IT Service Management Tool



OST will soon roll out a new primary IT Service Management tool to replace Cherwell.

**ServiceNow** is a cloud-based platform that automates and streamlines enterprise workflows.



It provides a suite of applications built on a common database to manage tasks, reduce manual work, and create a more efficient, consistent experience for both employees and customers.

OST will present an overview of ServiceNow at the next **IT Leader Meeting** on **Wednesday, January 14, 2026**.

More details will be coming soon.

### AI and Analytics Center of Excellence (AI COE)

In Fall 2024, Governor Sanders created the AI COE to take a close, honest look at how artificial intelligence could strengthen government services in Arkansas.



Over the past several months, the group brought together leaders from across agencies, higher education, public safety, the legislature, and the private sector to examine what responsible AI use should look like for our state.

The AI COE reviewed national trends, met with subject-matter experts, and held working sessions to understand both the opportunities and risks of using AI in public services. Their work focused on how Arkansas can protect residents and their data, improve the way services are delivered, and prepare the workforce for an AI-driven economy.

The AI COE completed its work this fall, and its final recommendations have been submitted to the Governor's Office. These recommendations outline the foundations Arkansas will need moving forward, including strong governance, skilled people, and secure data systems that support responsible and effective use of AI.

More information about AI best practices and tools for state government will be released in the coming weeks.

### Employee Spotlight



Micah Killough

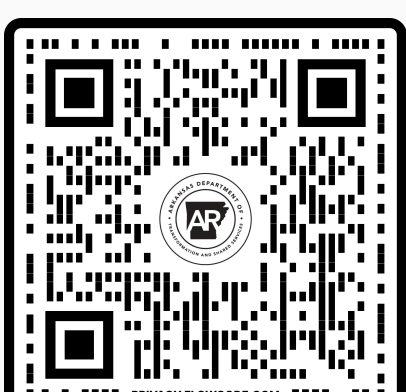
Micah Killough is this quarter's Employee Spotlight. He serves as the IT Infrastructure Architect for OST.

He has been with OST for over 12 years and has been instrumental in several OST efforts, including the migration from the mainframe to the cloud and multiple customer O365 migrations, to name a few.

Micah consistently goes above and beyond to assist his peers and OST's customers.

He previously served in the Army and is a father of twins.

Thank you, Micah, for your dedication to OST, to the people of Arkansas and for your service to our nation.



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Q4 2025

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