

FOCUSING ON YOU

THE QUARTERLY NEWSLETTER FROM
THE OFFICE OF STATE TECHNOLOGY



First Quarter 2026

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.

IT Leader Meeting

First Quarter Meeting Outlines New IT Service Management (ITSM) Platform

On January 14, OST convened its first-quarter IT Leader Meeting to discuss key technology initiatives and strategic platforms shaping the State of Arkansas' IT future.

Representatives from **ServiceNow** and **Ondaro** provided comprehensive overviews of their services, highlighting features, capabilities, and real-world use cases aligned with the state's evolving IT strategy.

A new ITSM platform is currently in development and will soon replace the existing Cherwell Service Management system. This transition marks an important step toward modernizing service delivery, improving efficiency, and enhancing the user experience across state agencies.

Additional updates and implementation details will be shared as the new platform progresses.

Video of the presentations from ServiceNow and Ondaro can be viewed at this YouTube [LINK](#).



Photo Credit: Kelsie Lawhon

[View Photos](#)

Latest SCSO Quarterly Update

Resilience in Action: Understanding Today's Threats

As we begin 2026, the State of Arkansas has taken a major step forward in strengthening our cybersecurity posture with the enterprise-wide implementation of **CrowdStrike** services.



This significant investment reflects a clear commitment from state leadership to protecting Arkansas' technology infrastructure and safeguarding sensitive information.

While advanced tools enhance our defenses, technology alone is not enough. Our greatest asset in defending against evolving cyber threats is you. Awareness, vigilance, and proactive habits across our workforce are essential to building true resilience.

To learn simple, practical ways you can help strengthen our defenses, read the SCSO First Quarter Newsletter [HERE](#).

Self-Service Password Reset (SSPR) Coming Soon

On March 11, 2026, the Arkansas State Cybersecurity Office will begin requiring **Self-Service Password Reset (SSPR)** registration for all users. This new feature lets you reset your password securely—without contacting the help desk.

At least two of the following authentication methods are required to complete registration.

- Mobile app notification
- Mobile app code
- Mobile phone
- Office phone
- Security questions

After SSPR registration is required, you will be prompted to register your authentication methods the next time you sign in.

Click [HERE](#) to register for Self-Service Password Reset and learn how to reset your password.

Data Stewards Network & Data Hub Training

Data Stewards Network

On January 8, Chief Data Officer Robert McGough led a meeting of the Data Stewards Network, established under Act 375 of 2025 and composed of designated data stewards from all 15 executive branch departments.

The group discussed priority initiatives driving Arkansas Data Hub adoption and how shared, integrated data can improve service delivery and customer experience for Arkansans.



Data Hub Training

On January 9, ARData Technology Manager Matthew Sparks delivered a training on the Arkansas Data Hub as part of weekly sessions held throughout January.

The session focused on how the Arkansas Data Hub serves as a data governance platform that allows departments to catalog their data in support of enterprise data governance and data sharing.

Departments are already putting the Data Hub to work for them.

Now is the time to jump in and explore what it can do!



Photo credit: Heather Saco



Employee Spotlight



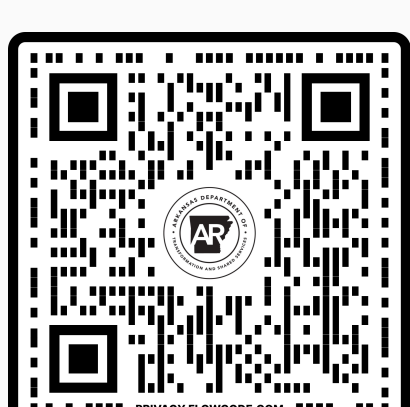
Ed Berry

Ed Berry is this quarter's Employee Spotlight, and it's easy to see why. As the IT Infrastructure Engineer at State Data Center West (SDCW), Ed played a critical role in keeping Arkansas connected and operational behind the scenes.

When the recent winter snowstorm blanketed the state and many employees shifted to remote work, Ed didn't clock out — he stepped up. He remained onsite at SDCW, braving the icy conditions to help ensure the state network continued running at peak performance. Because of his commitment and expertise, state employees across Arkansas were able to stay connected and carry out their responsibilities without interruption.

Ed's dedication reflects the very best of the Office of State Technology — quiet excellence, steady leadership, and an unwavering commitment to service.

Thank you, Ed, for your hard work, your reliability, and your dedication to OST and to the people of Arkansas.



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Q1 2026

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