



# Information Technology Quarterly Report

October 1, 2005 - December 31, 2005

Submitted to:  
The Joint Committee on Advanced  
Communications and Information Technology

Submitted by:  
The Office of Information Technology  
*Doug Elkins, Executive Chief Information Officer*

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## Introduction

Act 1042 (2001) requires the Executive Chief Information Officer (ECIO) to submit a report on a quarterly basis to the Joint Committee on Advanced Communications and Information Technology regarding information technology deployment and the administration and sharing of information among state agencies.

This 2nd Quarter Report of FY06 will:

- Summarize the major project activity of state agencies, identified within policy area, through the 2nd quarter of the current FY06/07 biennium
- Identify key leadership initiatives of the Office of Information Technology (OIT) that impact efficient technology utilization and information sharing
- Summarize projects being facilitated by OIT for opportunities to improve information technology usage among state agencies
- Summarize the development and implementation of eGovernment services around the state
- Identify emerging issues and activities



# Leadership Initiatives

## The Arkansas General Records Retention Schedule

### **The Arkansas Records Retention Requirements Status Report**

The Office of Information Technology was charged by Act 918 of 2005 (An Act Concerning the Retention of Public Records by State Agencies) to develop and promulgate rules & regulations for the retention of common records found within most state agencies.

Preliminary work was accomplished in 2004 in preparation for the 2005 General Assembly and the passing of Act 918 of 2005. That preliminary work was summarized in the last Quarterly Report (Quarter 1 of FY06).

### **Progress Report**

The Arkansas Records Retention Schedule has been completed, promulgated and became effective as of December 10<sup>th</sup>, 2005. The Arkansas Records Retention Schedule has been completed as assigned by the legislated due date of January 1, 2006 as established by Act 918 of 2005.

The Arkansas Records Retention Schedule establishes the minimum retention period for records commonly found in most state agencies. The Records Retention Schedule includes input to satisfy concerns from the Division of Legislative Audit. OIT is currently collaborating with the Division of Legislative Audit to make further changes to the Record Retention Schedule.

Probably the most important thing to be realized of a Records Retention Schedule is that it can never be considered final and finished. As technology, budgets, and other business conditions change, it will be necessary to make revisions to this schedule. We intend to make such changes as the need becomes evident and those changes will be made in collaboration with interagency and legislative branch participation.

Note: Arkansas has attempted enacting such a general records retention schedule three times in the past but has been unsuccessful each time due to lack of funds supporting it.



# Leadership Initiatives

## Continuity of Operations Planning

This state level project was initiated by the Office of Information Technology (OIT) through a Homeland Security grant that supplied the software and hardware. Agencies access and update their plans online. The software not only stores the plans, but provides the ability to prepare hardcopy plans to be kept on hand by agency recovery team members 24/7.

Since the continuity of operations project (ACOOOP) began, it has grown to involve 566 users from 89 agencies, including constitutional offices outside the executive branch. Agencies are creating continuity of operations plans which ensure the delivery of critical agency processes while the agency is recovering from a disaster. Disaster recovery plans, organizational plans for recovery of agency business processes after a disaster, are a subset of a continuity plan.

In addition to training agencies to use software to create continuity of operations plans, OIT staff has trained agency personnel how to conduct table top exercises and to date several agency and multi-agency table top exercises have taken place. Table top exercises are a good way to test agency plans and point out needed plan changes. Since many buildings contain more than one state agency, some building wide table top exercises have occurred.

The success of ACOOP depends on OIT's next steps.

- All agencies, boards and commissions shall have a disaster recovery and continuity plan
- Agencies will continue to test and update plans
- Continue to identify interdependencies between agencies
- Provide ongoing training
- Enhance project stability through dedicated staff
- Analyze the ACOOP database for opportunities to group agency processes for recovery options, group common agency purchases to gain economies of scale, enter geospatial locations in order to relate the resources of agencies with other types of data, and other forms of analysis
- Inform state government leadership, policy makers and emergency service agencies of the capabilities of the database. The ACOOP database will be a valuable resource of agency specific information for use by leadership during a disastrous event.
- Facilitate the prioritization process committee of agency representatives to identify agency business processes critical to public safety and public health in order to identify strategies for constant availability of those processes



# Leadership Initiatives

## Arkansas.gov eGov Initiatives

### Unemployment Insurance Tax Filing and Payment Service

<https://www.ark.org/esd/unempins/>

- Description: Online service for filing and payment of quarterly unemployment insurance tax filings via electronic check; companies maintain and store their tax profiles
- Agency: Department of Workforce Services
- Benefits to Agency: Ability to accept bank draft payments, eliminate data entry, reduced manual paper processing
- Constituents Served: Business owners, CPA's and service companies
- Benefits to Constituents: Electronic ACH payment methods accepted, fast and easy filing, profiles maintained by system, schedule payments
- Usage: \$15 million in taxes collected through online system in 2005
- Cost Savings: No cost to filers
- Testimonial(s): "I love your website and automatic unemployment insurance tax filing feature!" - Colleen, In-Home Lenders, Inc.

### Franchise Tax Annual Filings and Payment System

[www.sos.arkansas.gov](http://www.sos.arkansas.gov)

- Description: Online Filing and Payment of Annual Franchise Tax Reports
- Agency: Arkansas Secretary of State
- Benefits to Agency: 25% of paperwork done online; process less paperwork; decrease data entry and staff time; improved audit trail
- Constituents Served: Business owners, CPA firms and service companies
- Benefits to Constituents: Instant display/edit of records; no mail or processing wait time; credit card, bank draft or monthly billing methods
- Usage: 25% of all franchise tax filings were performed online
- Cost Savings: No Cost for Online Batch Filers with monthly invoicing
- Testimonial(s): "Thank you so much for this great service. The monthly billing option is very convenient for our firm." - CPA, Little Rock



# Leadership Initiatives

## Workgroups

The Executive Chief Information Officer formed two workgroups to analyze opportunities to improve the effective and efficient use of information technology among Arkansas state agencies.

### Email Consolidation Workgroup

This workgroup is in the final phases of their feasibility study for migrating most executive state agencies to a single hosted email system. Currently, approximately 37 independent email systems are being administered among the executive state agencies. A single system could lead to efficiencies on several different levels.

- Workgroup Purpose: To explore the opportunities to reduce or eliminate redundant email system.
- Workgroup Scope: All state agency electronic communication systems, including email, list-serve, workgroup productivity, etc.
- Workgroup Focus: Executive agency email systems.
- Workgroup Deliverables: A report detailing the Total Business Case for each proposed consolidation option, the group's recommended consolidated option, and a recommendation for implementation.
- Current Status: The Workgroup is in the final phases of their study and their final Report is expected to be released in March 2006.

### Grant Workgroup

This workgroup explored opportunities to improve the interaction between state grant providers, applicants, and recipients. The focus of the workgroup was a centralized on-line grant application system.

- The workgroup was comprised of representatives from state agencies that manage grants within the state. Key members of the workgroup were larger agencies that manage millions of dollars in grants such as Health and Human Services, Highway and Transportation, Parks and Tourism, and Finance & Administration.
- A report containing the scope, findings, assumptions and recommendations of the workgroup was delivered to Doug Elkins, Executive Chief Information Officer, in December. The workgroup recommendation was to accept a proposal made by the Information Network of Arkansas (INA) to enhance the MAP (Mapping Arkansas' Progress) and TAP (Targeting Arkansas' Potential) grant system currently available on the Governor's website. This system enhancement would provide an online front-end grant application process. The workgroup also recommended that the project be implemented in phases. Two agencies, Department of Health and Human Services and Science and Technology Authority, were identified as pilot agencies for the first phase.
- Doug Elkins will present the report and workgroup findings to the Governor's Office seeking approval and support in acquiring funding for the project. The CIO Council has reviewed and endorsed the report and workgroup recommendations.

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# Leadership Initiatives

## Pending Standards and Policies

OIT has started the following standard through the formal promulgation process put forth by the Legislative Council.

### **Physical and Logical Security Standard**

Data and systems are protected through a combination of virtual and physical security provisions. This standard requires agencies to lock up their equipment housing or transporting sensitive data, create and protect backups of their data, and secure their mobile devices. In addition, agencies are required to utilize firewall(s), report cyber incidents to the State Security Office, and institute access control procedures.

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# Leadership Initiatives

## OIT Technical Services to Agencies

### **Tracking New Technology Newsletter**

A quarterly web-based newsletter was published describing three new technologies that would be suitable for use in state agencies and other public organizations. The latest edition highlighted [Augmented Reality \(AR\)](#), [Power over Ethernet \(PoE\)](#), and [Web Services](#).

### **State Security Office Newsletter**

The 2005 fourth quarter newsletter focused on cybersecurity mandates and compliance. Federal mandates, such as the Health Insurance Portability and Accountability Act (HIPAA), require state organizations to use detailed physical and technical defense mechanisms to protect personal health information. The Payment Card Industry Data Security Standard is not a government mandate, but a requirement of the credit card industry that specifies the way in which organizations handle credit card information. The State Security Office promulgates standards agencies must adopt to protect information technology resources.

### **Continuity of Operations Agency Plan Development**

The Office of Information Technology continued training agencies, boards and commissions to use web-based software to create continuity of operations plans and advised agencies how to test those plans through table top exercises.

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# Leadership Initiatives

## Progress on Security and Cyber-Terrorism

### **Disaster Recovery Capability**

The Department of Information Systems (DIS) now strives to provide 72-hour disaster recovery capabilities on the services they host. The current focus is on disaster recovery simulations for the agencies listed as critical to the continuation of state services. DIS is also supporting a current statewide effort, sponsored by the ECIO, to determine the disaster recovery capabilities of all state agencies.

### **Cyber-Security Education and Awareness**

Security-related presentations were offered by the State Security Office. Brochures, a website and newsletters were created to raise awareness of cyber issues. In conjunction with the national observance of Cyber Security Awareness Month, Arkansas promoted Cyber Security Awareness Month in October by sending out cybersecurity training materials and calendars. In addition, OIT promoted a national webcast for children teaching safe online behavior.



# Leadership Initiatives

## Arkansas Geographic Information Office

The Arkansas Geographic Information Office (AGIO) continues to provide leadership for major programs that are building Geographic Information System data and capacity at the county level within Arkansas.

### Arkansas Centerline File Program Grant

The AGIO, working under the direction of the Executive Chief Information Officer and with guidance from the Arkansas State Land Information Board (ASLIB), completed the development of a one time grant program to accelerate the creation of the road centerline at the county level. During the 85th Regular Session of the Arkansas General Assembly, the AGIO was called upon to address several policy concerns. One issue discussed in the Legislative Committee on Education Facilities was the need to use physical addresses to locate homes of school children respective to school buildings and school district boundaries. As the analysis was performed, it became clear that the unavailability of accurate statewide data caused the information to be of little effective use to the committee.

As a result of collaboration between the AGIO, ASLIB, the ECIO, the Governor's Office and the Legislature, Act 1800 of the 85th Regular Session was passed. It effectively "seeded" the development of this one time grant program to create accurate statewide road centerline datasets.

The Arkansas Road Centerline File Grant Program has provided funding eligibility for thirty one counties in Arkansas. More information is available at: <http://www.gis.state.ar.us> . The following thirteen counties applied for the funding in the first round and awards are pending: Arkansas, Baxter, Carroll, Craighead, Cross, Dallas, Drew, Fulton, Jackson, Lee, Ouachita, Poinsett and Sharp. The second application round of the program closes March 31, 2006.

### GeoStor

The state's Geographic Information System (GIS) data clearinghouse has been transitioned from version 4.0 to version 5.0 and physically moved to the Department of Information Systems. The updated version was designed to be easier to use and to provide increased functionality including online map viewing, additional data, and improved search performance. The greatest improvement to the updated system allows state agencies to use data directly through the system without the need to download data to their systems. By using the GIS database directly, the agencies can avoid costs for additional software licenses as well as



# Leadership Initiatives

## Arkansas Geographic Information Office

server hardware and server software licenses. Possibly the most important aspect of the updated system is that users who publish data in the system can keep it updated more often with less effort and the user relying on the data can focus on analyzing and using that information effectively. Prior to the launch date of January 16, 2006, the AGIO continues to load additional county level GIS data.

One of the most interesting features added to the system includes a status report that any user can view which shows how much the system is being utilized each day. This report can be viewed at:

<http://www.geostor.arkansas.gov/Portal/htm/output/stats.htm>

### Arkansas Digital Orthophotography Program

Aerial Digital Orthophotography is a special type of photography that is encoded with the correct latitude and longitude coordinates, enabling it to be used in a number of applications. This type of photography is taken from a plane above a specified location that allows for coverage of a large area at one time, which is ideally suited for mapping. The image is then loaded into a computer and overlaid onto a base-map for analysis and processing of clear and precise images of the location. This framework GIS layer is a fundamental key to building statewide GIS databases such as road centerlines or ownership mapping through the County Assessor Mapping Program. More information about this program and the mission plan can be found at:

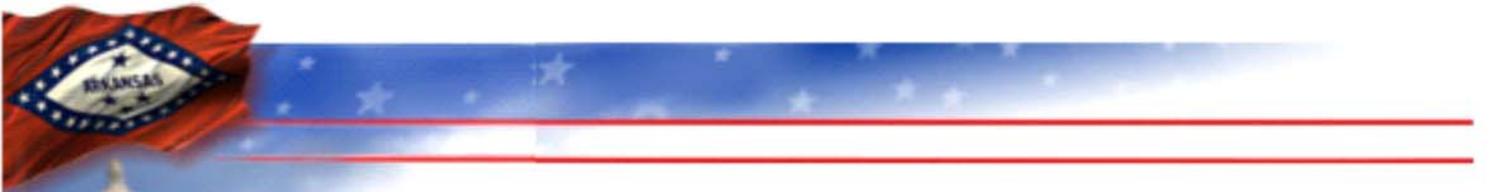
[http://www.gis.state.ar.us/Programs/Programs\\_current/ADOP\\_index.htm](http://www.gis.state.ar.us/Programs/Programs_current/ADOP_index.htm) .

The current version of the statewide database is five years old. General Improvement funding provided by ACT 1800 of the 85<sup>th</sup> General Assembly is allowing the state to contract for an update of this database. Staff from the AGIO worked directly with the Office of State Procurement to develop a Request for Proposal to solicit bids from qualified contractors to update this database statewide. EarthData International Inc. was the selected contractor and the AGIO began immediate work with the contractor to finalize the flight mission plans and scheduling for the data production and delivery of this updated database. The mission launch is planned for early January, 2006 and the final delivery of data is scheduled for early February, 2007.



## Emerging Issues / Activities

- Development of online biennial agency IT planning process for FY08/09, integrating Disaster Recovery business processes and State Strategic IT Plan principles and objectives.
- Development of road centerline mapping data to assist counties in responding to wireless 911 emergency phone calls.
- Issue a Request for Proposal for the creation of the next generation of statewide digital ortho imagery. The project is scheduled to launch in the winter of 2006 and will update the digital ortho photography for the entire state.
- Support executive and legislative leaders with the proposed record retention schedule completed in the fall of 2005.
- Continue drafting encryption standard requiring agencies, boards and commissions to encrypt sensitive information transmitted electronically outside agency networks.
- Explore the data mining/reporting capabilities of Cognos software in order to meet legislative mandates. The software would interact with the Arkansas Public School Computer Network and the state's Financial Management System.
- Continue working with agencies to complete their disaster recovery plans and continuity plans.
- Online assessment of all Arkansas agencies, boards, commissions, and parts of higher education for compliance with security standards.
- Conduct group table top exercises for multi-agency buildings to test continuity of operations plans at the building level.
- Develop a process for members of the state security working group to provide information technology security peer reviews of an organization's security infrastructure to provide suggestions for improvement.
- Integrate a geographic information systems component to the biennial agency IT planning process for FY08/09.
- Educate state agencies and others to adopt and utilize GeoStor as the Official GIS data clearinghouse of Arkansas.
- Collaborate with the Arkansas Science and Technology Authority by serving on their Steering Committee to meet the charge from Act 2266 of 2005, "An Act to Establish a Knowledge-based Technology Curriculum for Public Schools". The Steering Committee's purpose is to develop a knowledge-based technology curriculum for grades 7-12 for the 2007-2008 school year, including substantive materials, lesson plans and resources.



# Appendix



## Overview of Biennial Information Technology Planning Process

Agencies submit Information Technology (IT) plans to the Office of Information Technology (OIT) by August of even years in preparation for the legislative session.

Information required in the agency's IT plan:

- Agency contact information, mission, goals, and objectives
- Description of operational IT investments
- Identification of new IT project investments
- Identification of radio system investments
- Identification of compliance with state technical architecture standards and policies
- Information regarding security
- Identification of "high impact" areas in a project such as HIPPA, IT Security, Geographical Information Systems, Wireless, Integrated Justice, Radio Systems and Video
- Biennial appropriation request and actual budget appropriation for technology

OIT has completed the processing and reviewing of all agency, board, and commission IT Plans for the FY06-07 Biennium.

This planning cycle coincides with the biennial budget process.



## Promulgated Standards and Policies

The OIT State Technical Architecture Office guides the process of using information technology resources throughout the state by directing the formulation of state policies, standards, and best practices for information technology.

### **Password Management Standard**

A password is usually the first line of defense for a computer system. The password standard requires user logon passwords to be complex and to change periodically.

### **Virus Scanning Standard**

State agencies and institutions of higher education must install virus scanning software on their servers and workstations. The virus scanning software should be updated with new virus information weekly, at a minimum.

### **Warning Banner Standard**

Information handled by computer systems must be adequately protected against unauthorized modification, disclosure, or destruction. Warning banners are necessary at all access points in the event an organization wishes to prosecute an unauthorized user. The banner shall warn authorized and unauthorized users: 1) about what is considered the proper use of the system, 2) that the system may be monitored to detect improper use and other illicit activity 3) that there is no expectation of privacy while using the system 4) of the penalties for noncompliance.

### **Personnel Security Standard**

Organizations must implement a security awareness program which communicates the agency information technology security policy and the importance of information technology security. In addition, organizations must ensure that employees in sensitive positions have undergone an appropriate security clearance.

### **Machine Readable Privacy Policy Standard**

The Machine Readable Privacy Policy Standard requires agencies to use the P3P specification when creating machine readable privacy policies on agency websites. Act 1713 of 2003 required state and local governments with websites to create machine readable privacy policies which are programs that reside in websites that tell a person visiting a website what the owning organization's privacy policy is in regards to any information that is gathered through the website.



## Promulgated Standards and Policies

### **Data and System Security Classification Standard**

The Data and System Security Classification Standard requires organizations to classify information and computer systems by levels of sensitivity and criticality. By determining data and systems that are truly critical for agency operation, appropriate levels of information technology security measures can be applied. Guidelines have been created by the security working group to accompany the standard.

### **Managing State Information Technology Projects Policy**

The purpose of this policy statement is to provide state agencies with the necessary guidance for managing the state of Arkansas's information technology projects. This policy is provided to help ensure that information technology projects are conducted in a disciplined, well-managed, and consistent manner that promotes the delivery of quality products and services.

### **Dot Gov Subdomain Naming Policy**

Consistent internet names, or domain names, allow people to search for information on the Internet more easily. An internet domain exists called the .gov domain that is overseen by the federal government and reserved for use by federal, state, and local governments. The State of Arkansas has registered the domain names arkansas.gov and ar.gov for use by state and local government in Arkansas. The Dot Gov Subdomain Naming Policy defines proper naming conventions when using the .gov name to enhance the accessibility of information regarding state and local government.

### **The Arkansas General Records Retention Schedule**

The rule sets forth the minimum retention requirements of records commonly found in state government.



## eGovernment Initiatives

Information Network of Arkansas (INA) has the responsibility of assisting the state in exploring and improving citizen and business access to public information. The following is a sample of the applications that INA implemented or began development on during this past quarter:

### New Services Launched

Agency	Service
Crime Information Center	Sex Offender Batch Data Sex Offender Registry - National Database Integration
City of Little Rock	Business License Renewals
City of Hot Springs	Employment Application
Governor's Office	Healthy Arkansas Guidebook Orders
Governor's Office	Boards and Commissions Appointments Service
Psychology Board	Continuing Education Reporting Service
Real Estate Commission	License Renewal Cash Register Service
Court Reporters Licensing Board	Licensee Search
Finance and Administration Department	Income Setoff Program
Secretary of State	State Capitol eStore - Ornaments
Education Department	Criminal Records Data Integration
Saline County Prosecuting Attorney	Hot Check Restitution Payments

### New Web Sites Launched

Agency	Site
City of Hot Springs	City Portal
Arkansas Municipal League	Arkansas Municipal - Local Portal
Game and Fish Commission	Triple Trophy Form Submission



# eGovernment Initiatives

## Future Services

Agency	Service
Columbia County Tax Collector	Property Tax Payments
Crittenden County Tax Collector	Property Tax Payments
Environmental Quality Department	Invoice Payments
Finance and Administration, Department	Personalized License Plates lookup and order
Finance and Administration Department	Streamlined Sales Tax
Finance and Administration Department	Withholding Tax
Geological Commission	Maps Shopping Cart
Nursing Board	Licensee Status Watch
Secretary of State	PAC/Lobbyist Filings
Secretary of State	Rules and Regulations Portal

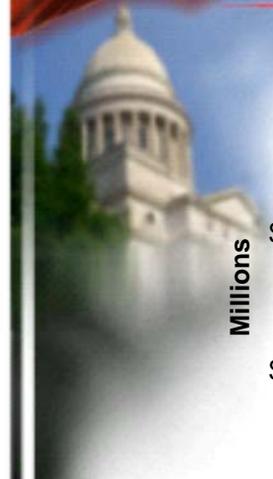
## Future Web Sites

Agency	Web Site
LaFayette County	County Portal
Miller County	County Portal
Ouachita County	County Portal
Van Buren County	County Portal
Education Department	<a href="http://www.teacharkansas.org">www.teacharkansas.org</a>

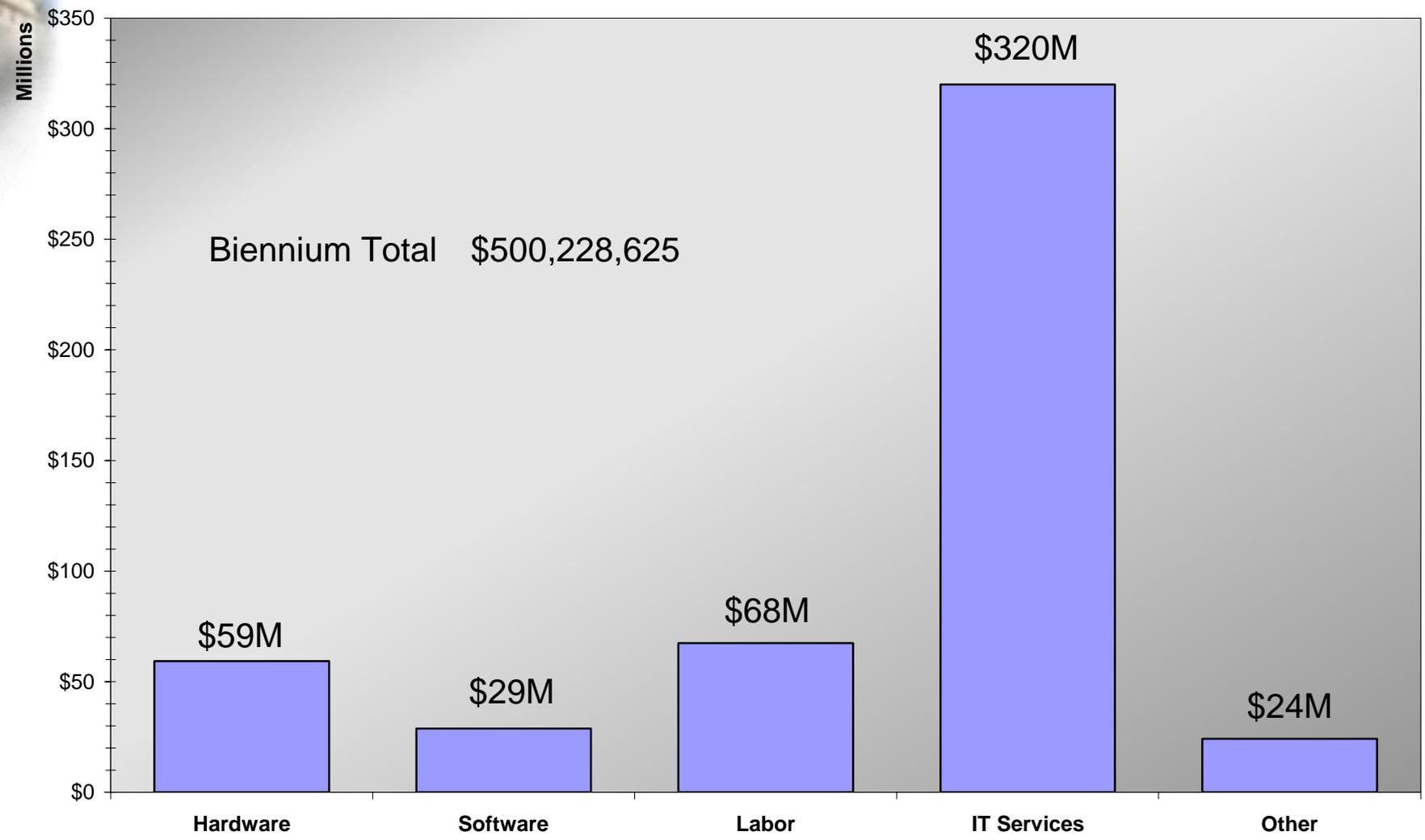


# State Technology Management



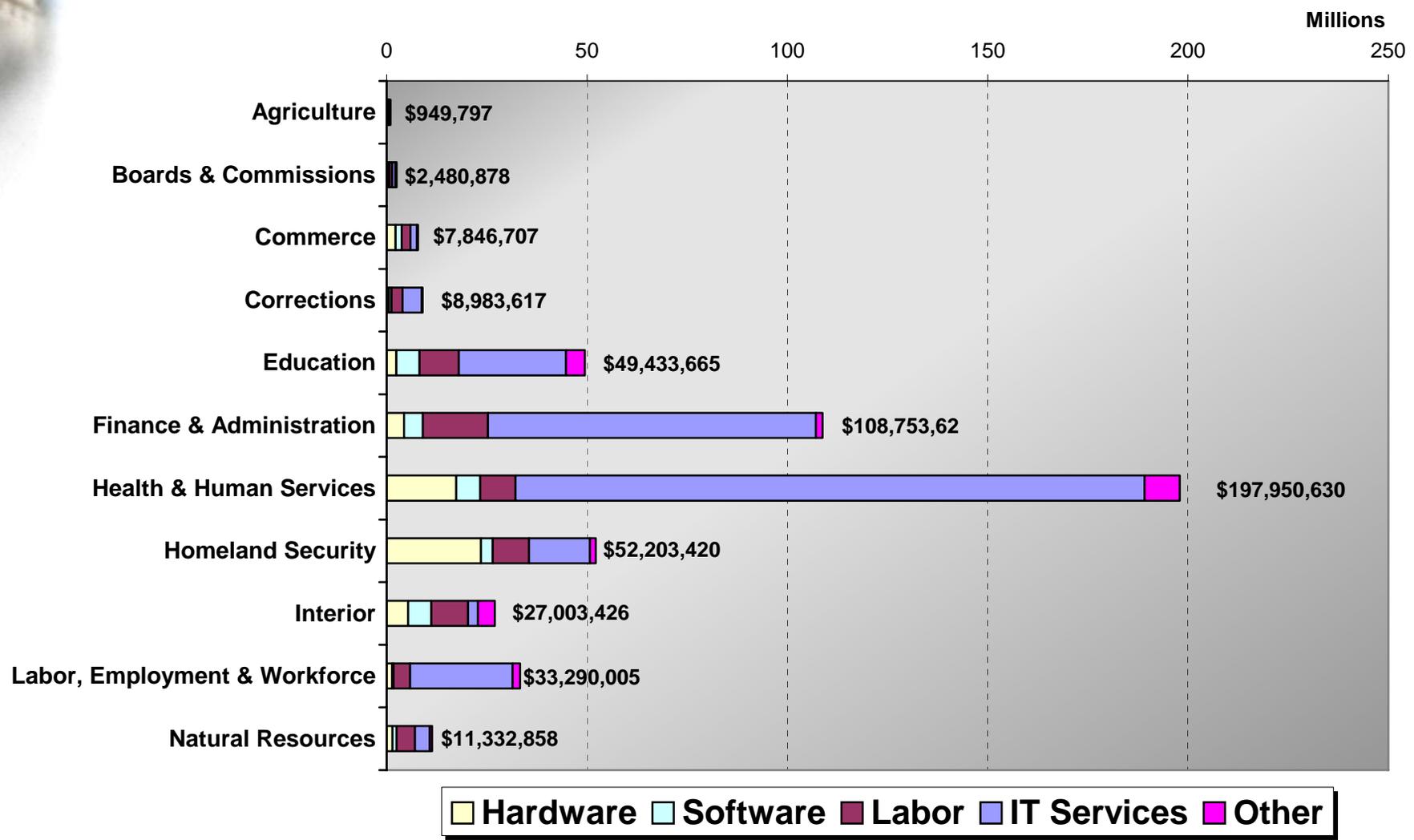


## Information Technology Budgeted for FY06-07



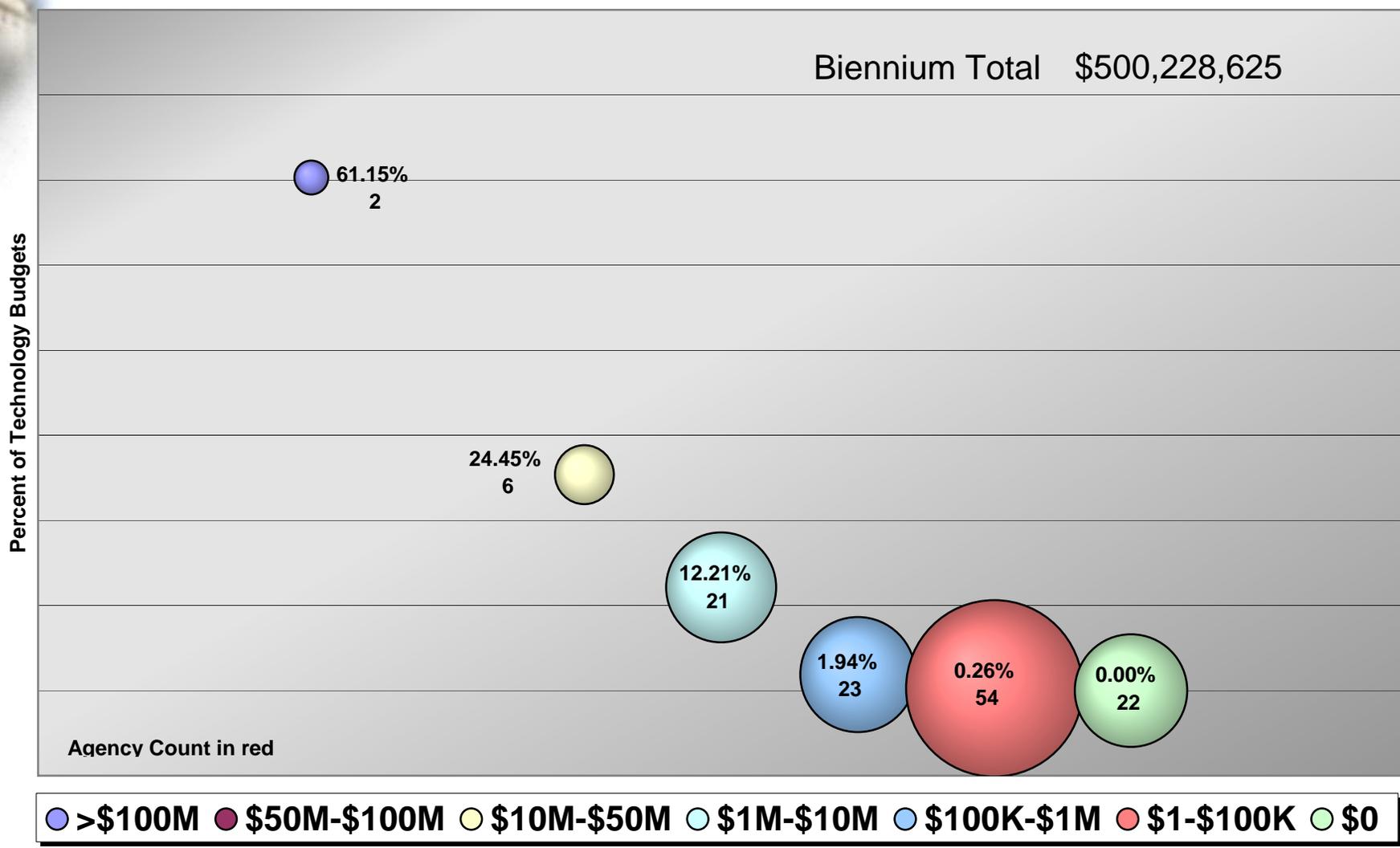


# Technology Budget per Policy Area



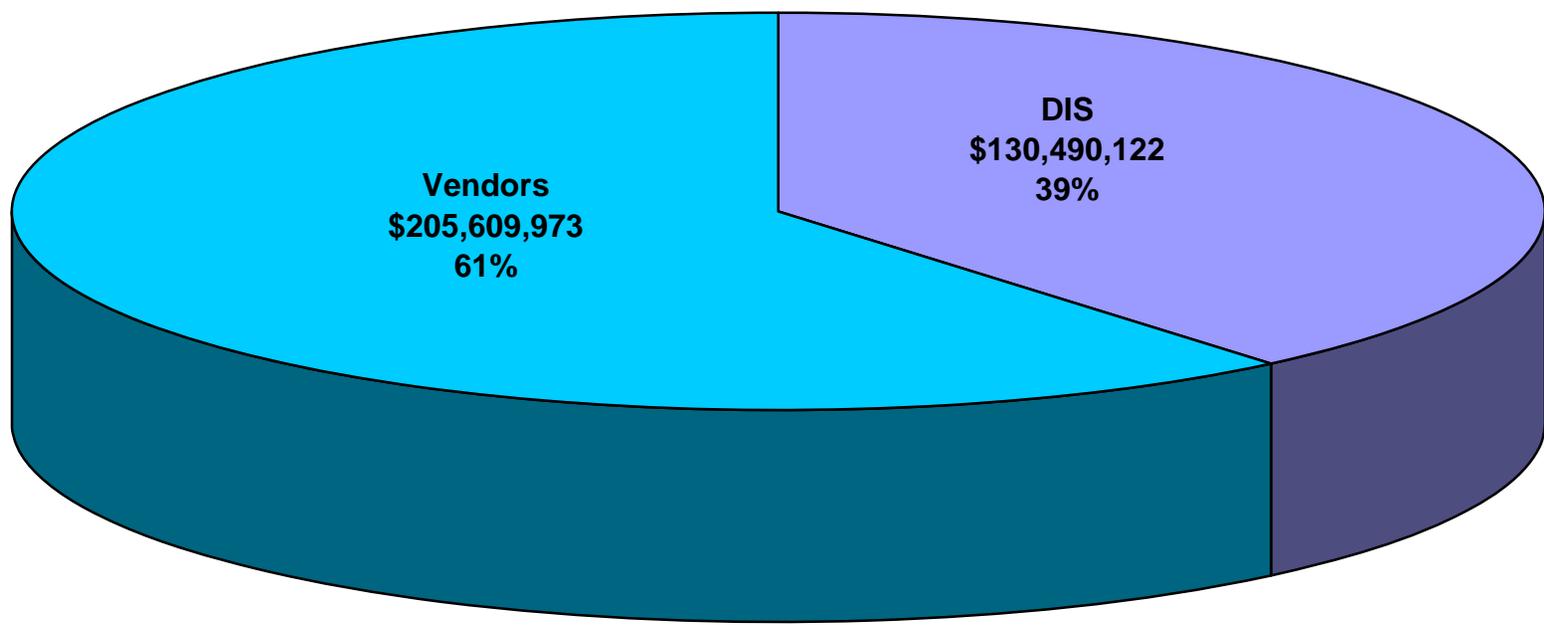


# Biennial Distribution of Technology Budgets





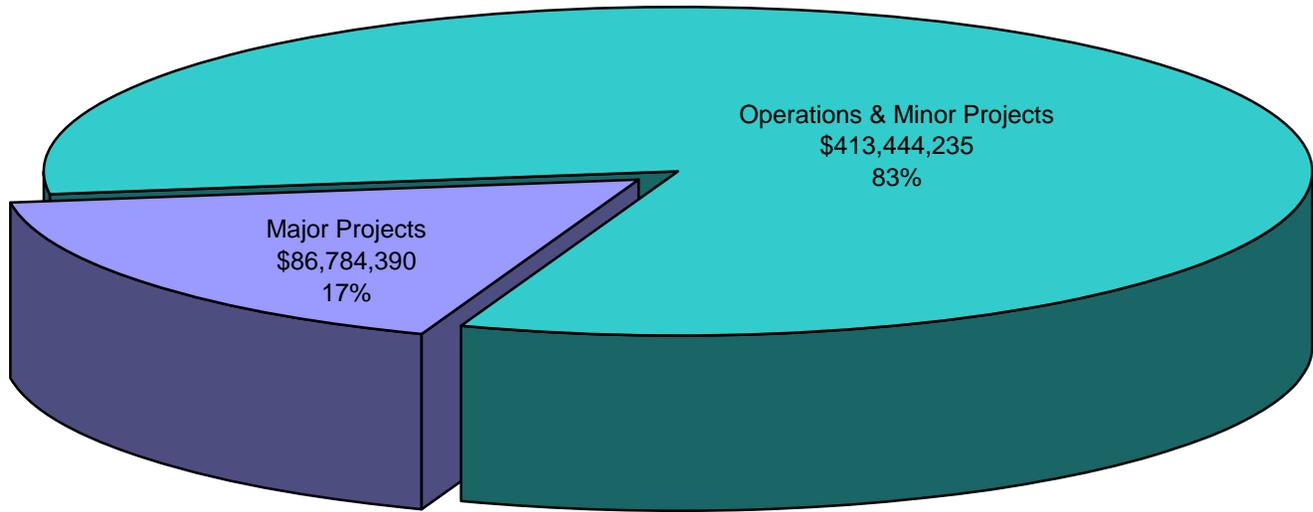
## Outsourced Services Budgeted for FY06-07





## Major Projects Represent 17% of Technology Expenditures for FY06-07

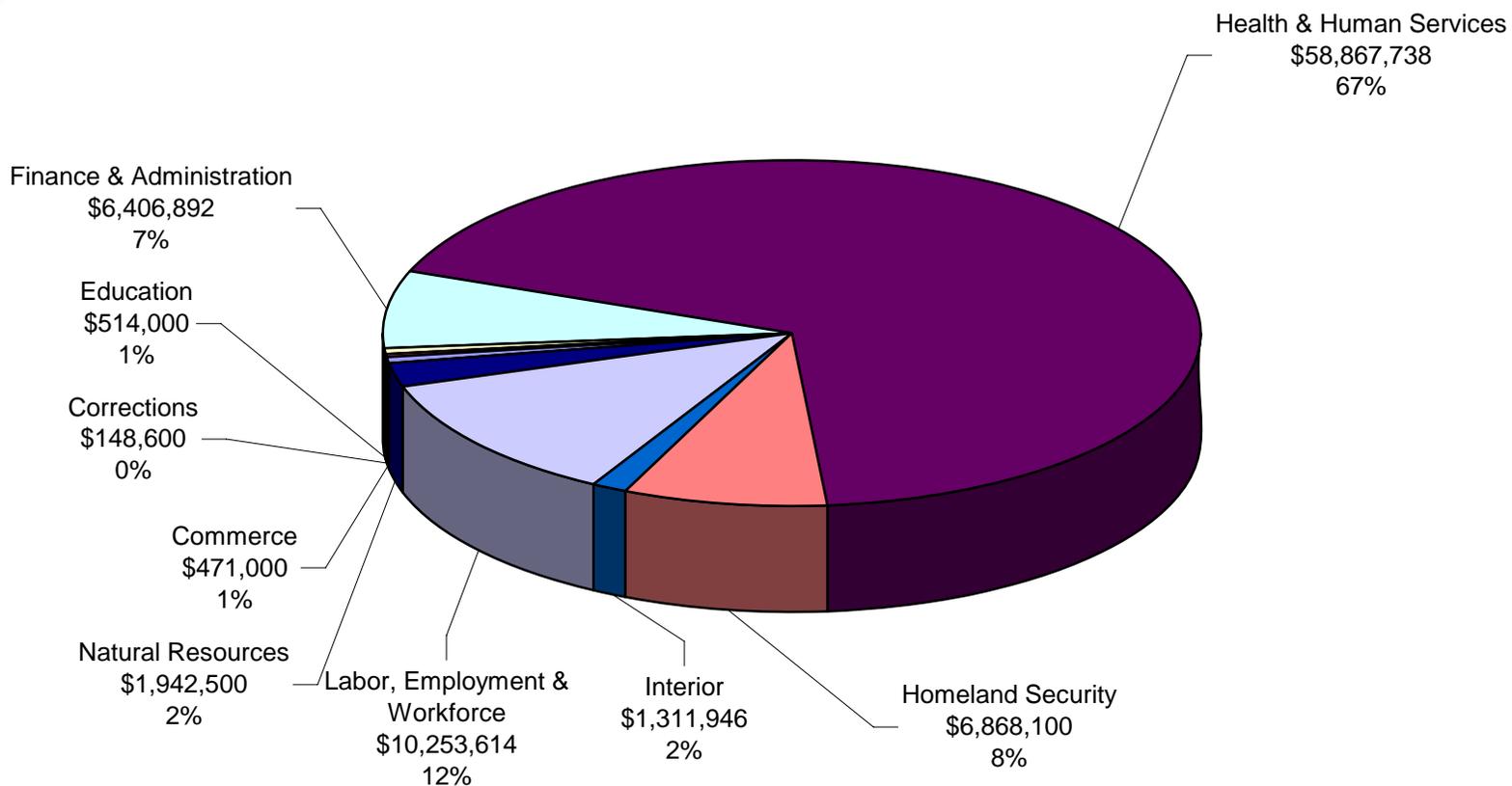
Biennial Total = \$500,228,625



Note: Major Projects are those greater than \$100,000  
Source: Quarterly survey of agency project expenditures

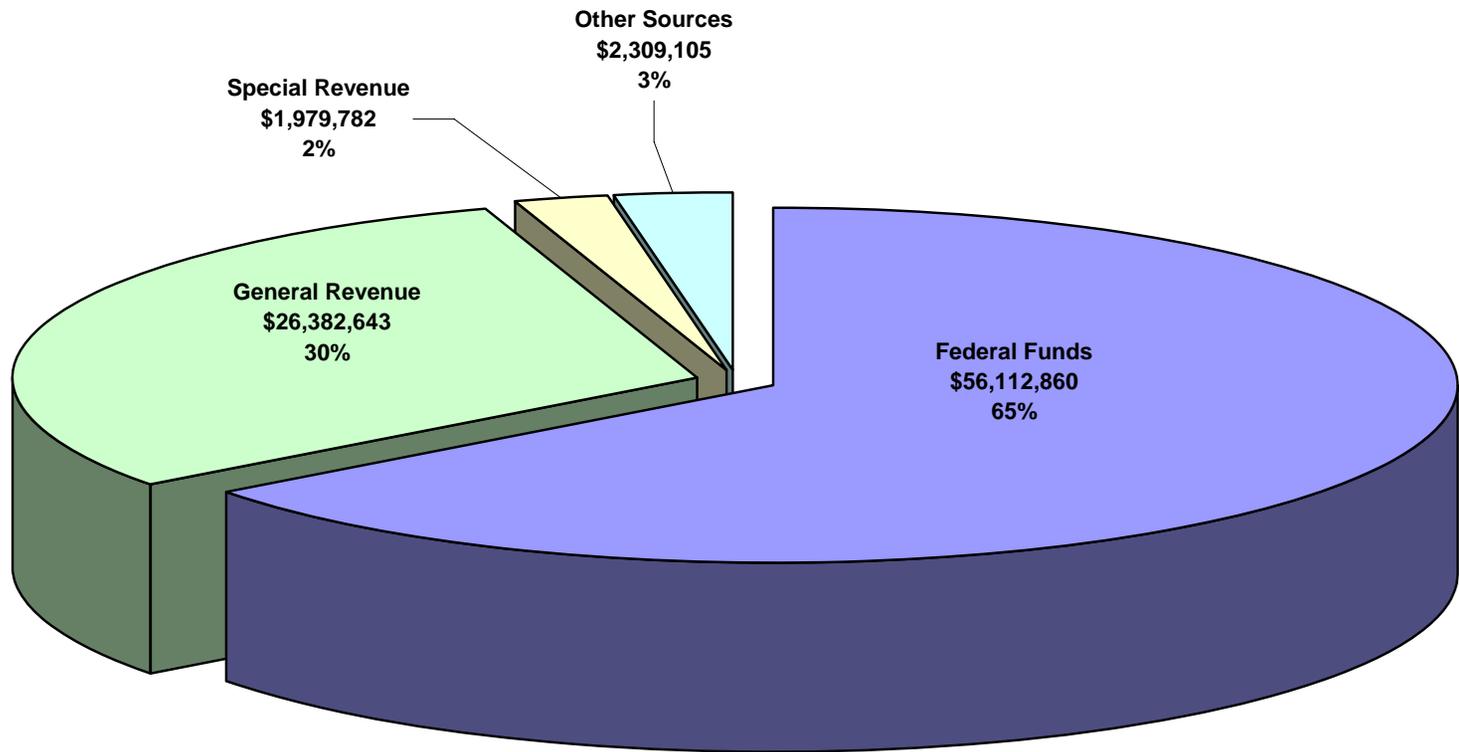


## Major Projects by Policy Area





## Major Projects by Fund Source for FY06-07



**Total: \$86,784,390**



## Major Project Expenditures

Policy Area	Agency	Total Project Cost (estimated)	Costs from Prior Bienniums	FY06-07 YTD	Total Project Cost to Date	Budgeted amount for FY06-07	Project Count
Commerce	Economic Development	471,000	0	0	0	471,000	1
Corrections	Prosecutor Coordinator	489,300	144,500	30,000	174,500	148,600	1
Education	Education Department	514,000	0	0	0	514,000	1
Finance & Administration	Finance & Administration	6,000,821	4,070,349	636,312	4,706,661	2,906,892	7
	Office of Information Technology	3,500,000	0	0	0	3,500,000	2
	Health & Human Services	Health & Human Services	64,623,766	2,337,758	2,186,695	4,524,453	58,867,738
Homeland Security	State Police	4,435,850	1,486,561	2,166,409	3,652,970	4,435,850	5
	Crime Information Center	2,016,250	0	385,891	385,891	2,016,250	2
	State Crime Laboratory	416,000	0	0	0	416,000	1
Interior	Parks and Tourism	1,431,946	10,000	0	10,000	1,311,946	2
Labor, Employment & Workforce		14,264,142	4,348,259	268,719	4,616,978	9,724,214	23
	Workforce Services						
	Public Employees Retirement System	300,000	0	0	0	300,000	1
	Labor	229,400	0	0	0	229,400	1
Natural Resources	Environmental Quality	3,200,000	1,326,071	73,506	1,399,577	1,820,000	1
	Natural Resources Commission	122,500	0	0	0	122,500	1
<b>Totals</b>		<b>\$102,014,975</b>	<b>\$13,723,498</b>	<b>\$5,747,532</b>	<b>\$19,471,030</b>	<b>\$86,784,390</b>	<b>56</b>



## Major Technology Investments Top 10 Projects by Cost

Agency	Project Name	Budgeted amount for FY06-07
Health & Human Services	HIPAA	50,791,034
Health & Human Services	CHRIS - Children's Reporting and Information System	2,723,920
Health & Human Services	Answer System Enhancements	2,346,836
State Police	TraCS (Traffic and Criminal Software)	2,088,850
Office of Information Technology	Arkansas Digital Ortho Program	2,000,000
Health & Human Services	Breast Care	1,920,147
Environmental Quality	Integrated Information System	1,820,000
Workforce Services	Initial Claims IVR/Call Center	1,503,986
Office of Information Technology	Road Centerline	1,500,000
Finance & Administration	Employment Benefits	1,372,105
<b>Total Cost of Top 10 Projects Represents 78% of Total Projects Cost</b>		<b>\$68,066,878</b>
<b>Total Cost of Remaining 46 Projects</b>		<b>\$18,717,512</b>
<b>Total Cost - All Projects</b>		<b>\$86,784,390</b>

Note: Major Projects are those greater than \$100,000

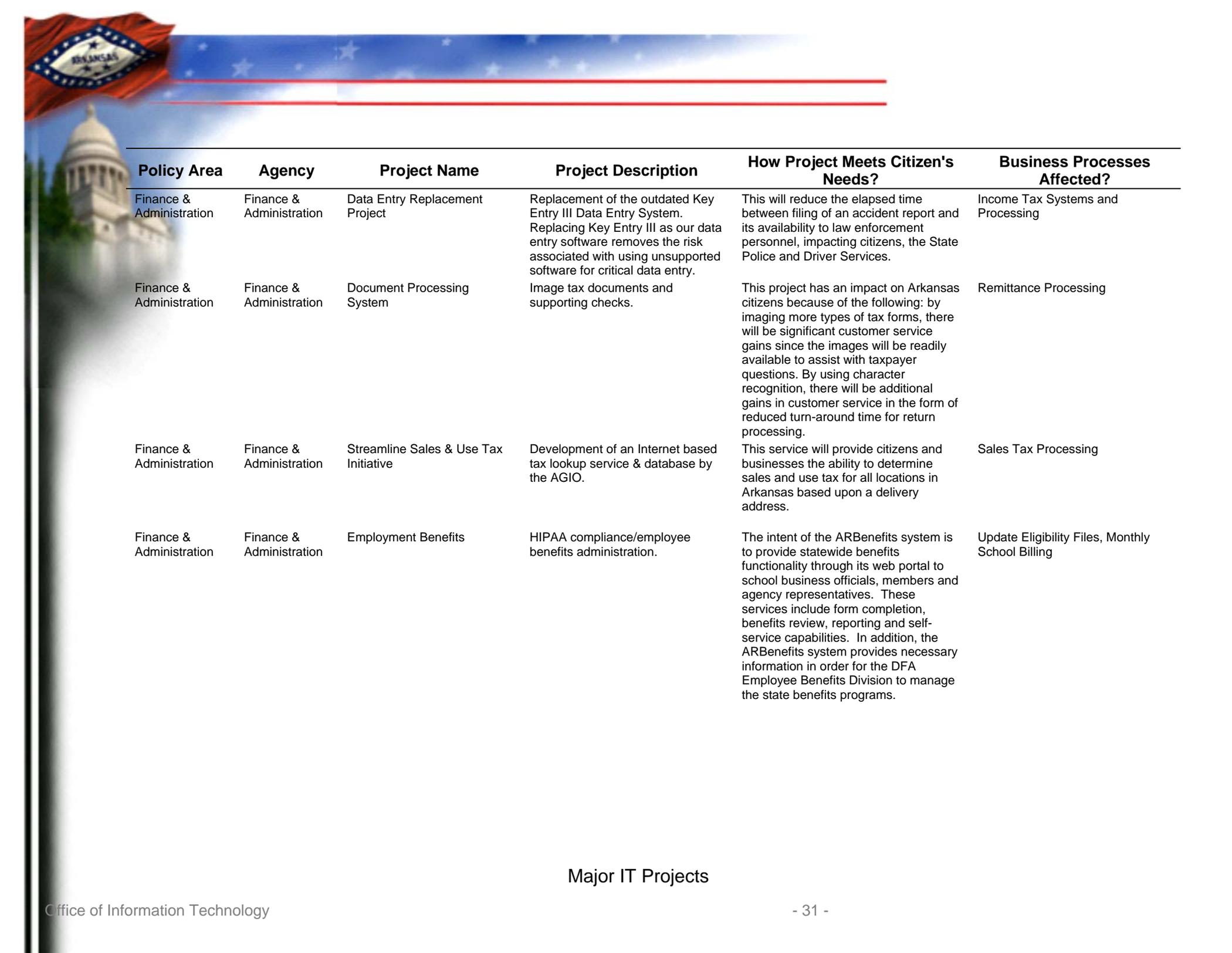
Source: Quarterly survey of agency project expenditures



## Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Commerce	Economic Development	Off-Site servers/location	The ADED IT servers and infrastructure need to have off-site servers in case of a disaster that could damage the Big Mac building or prevent IT from accessing the agency offices.	ADED can continue to run after a disaster. Future jobs development can continue which will benefit the state.	Budget, Business Finance, Communications, Community Development, Energy Office, Existing Business Resource Team, Film Office, Grants Management, Human Resources, Information Technology, Prospect Development, Research & Policy, and Small & Minority Business Application Development
Corrections	Prosecutor Coordinator	Prosecutor Systems	Rewrite and upgrade currently separate Hot Check and Case Management Systems into one main system, written in Visual Basic and stored on an SQL Server platform.	This project will increase the efficiency of prosecutor offices statewide by offering advancements in technology and streamlining the data-entry for case coordinators, victim witness coordinators and hot check coordinators.	Generating Reports - providing data for analyses over several years to make informed decisions - creating ad-hoc reports -
Education	Education Department	Pentamation/COGNOS addendum to contract for Data Warehouse	This completes the design and development of the COGNOS data warehouse to include assessment data, student data, financial data, and state reporting data. The will allow analysis across multiple tables and fields.	This project will continue to be enhanced over several years to eventually allow web access by parents, teachers, principals, superintendents, legislators, and Department of Education Personnel.	AASIS Interface Support
Finance & Administration	Finance & Administration	AASIS File Transfer Improvement Project	This project involves the implementation of a system to provide secure and reliable data transmission between AASIS and other systems.	This project helps the citizens of the state by ensuring an accurate Consolidated Annual Financial Report (CAFR) and prevents file tampering that could result in fraudulent financial transactions.	Provide Motor Vehicle Information
Finance & Administration	Finance & Administration	PRISM/CVISN Grant	Establishment of the federally mandated Commercial Vehicle Registration Process and the Motor Carrier Safety Improvement Process.	The project affects the pay of state employees, which in turn affect the morale and productivity of employees who provide services to the citizens of the state.	Class and Comp Salary Surveys
Finance & Administration	Finance & Administration	Arkansas Pay Plan Study	To acquire compensation analysis software solution and consultation services to facilitate the pay plan study. The study will result in a recommendation of a new pay plan for attracting and retaining employees needed to by agencies to carry out their missions.		

### Major IT Projects



Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Finance & Administration	Data Entry Replacement Project	Replacement of the outdated Key Entry III Data Entry System. Replacing Key Entry III as our data entry software removes the risk associated with using unsupported software for critical data entry.	This will reduce the elapsed time between filing of an accident report and its availability to law enforcement personnel, impacting citizens, the State Police and Driver Services.	Income Tax Systems and Processing
Finance & Administration	Finance & Administration	Document Processing System	Image tax documents and supporting checks.	This project has an impact on Arkansas citizens because of the following: by imaging more types of tax forms, there will be significant customer service gains since the images will be readily available to assist with taxpayer questions. By using character recognition, there will be additional gains in customer service in the form of reduced turn-around time for return processing.	Remittance Processing
Finance & Administration	Finance & Administration	Streamline Sales & Use Tax Initiative	Development of an Internet based tax lookup service & database by the AGIO.	This service will provide citizens and businesses the ability to determine sales and use tax for all locations in Arkansas based upon a delivery address.	Sales Tax Processing
Finance & Administration	Finance & Administration	Employment Benefits	HIPAA compliance/employee benefits administration.	The intent of the ARBenefits system is to provide statewide benefits functionality through its web portal to school business officials, members and agency representatives. These services include form completion, benefits review, reporting and self-service capabilities. In addition, the ARBenefits system provides necessary information in order for the DFA Employee Benefits Division to manage the state benefits programs.	Update Eligibility Files, Monthly School Billing

### Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Office of Information Technology	Arkansas Digital Ortho Program	Digital orthophotography (aerial photography) is a special type of photography that is encoded with the correct latitude and longitude coordinates, enabling it to be used in a number of applications. This type of photography is taken from a plane above a specified location that allows for coverage of a large area at one time, which is ideally suited for GIS mapping. The image is then loaded into a computer and overlaid onto a base-map for analysis and processing of clear and precise images of the location.	This data is used for a vast array of state purposes including natural resource management, economic development, emergency response, local planning and many more. The images provide a literal context allowing users to quickly see the landscape relative to its surroundings.	GIS Data Coordination and Analysis
Finance & Administration	Office of Information Technology	Road Centerline	Road Centerline File means a GIS data set that contains road networks, road name and address range information, and various other elements to enable address matching and geocoding. The AGIO identified a number of sources (at all levels of government) creating centerlines. In an effort to coordinate this activity and reduce duplication of effort, the AGIO developed the Arkansas Centerline File (ACF) Program. The ACF program is designed to compile a standardized statewide road centerline GIS map data layer that can be used by all levels of government, the private sector and individuals. The ACF Program is unique in that the entire dataset is built from many different local source (city and county) datasets using a common standard. One very unique aspect of the ACF Program is that there is technology transfer that allows for the data maintenance to be done at the local level.	Accurate road centerline data are vital for Enhanced and Phase II of wireless E-911. The data are also being used to create the state's Streamlined Sales & Use Tax database.	GIS Data Coordination and Analysis

Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Health & Human Services	Health & Human Services	CHRIS - Children's Reporting and Information System	This project will support DHHS-OST in the areas of technical management, system maintenance, defect correction and operations support for the child welfare system on a level of effort basis. The project is both development and maintenance for the child welfare system. The CHRIS system includes the child abuse / neglect referral module, the investigation module and the case management module. The financial management portion of the child welfare system is currently under development (the CHRIS Financial Module project).	Provides compliance with Federal regulations for child welfare reporting and funding allocations.	Child Protective Services; Foster Care and Adoption Services
Health & Human Services	Health & Human Services	Decision Support System	The DSS reporting application will serve as a data repository for all DCCEC data. It will allow DCCEC personnel to report cross-functional DCCEC information from this repository.	The project will impact the citizens by providing detailed historical and current information about the licensed day care providers. The citizens can be assured that proper monitoring tools are in place to review day care operations involving the appropriate care of children while also tracking provider expenditures/ billing and all other services and programs that the providers are involved in.	Child Care Authorizations/Vouchers Child Care Facility Licensing Compliance; Criminal Records Check; Special Nutrition Program
Health & Human Services	Health & Human Services	Answer System Enhancements	Because of the diversity of DCO programs, system enhancements and modifications are continuous. Currently there are 261 identified modifications awaiting implementation. These funds would be used to continue this effort through the biennium.	This project allows for accessibility to state and federal eligibility criteria from multiple programs and satisfies federal reporting requirements.	Eligibility Determination; Benefits in Food Stamps and TEA; Benefits in CAA's; Federal and State Reporting

Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Health & Human Services	Health & Human Services	Call Center	This project will develop technology where callers to processing centers located in various parts of the state can receive information about any DHHS services or can apply for services or report changes without coming into a local office. The system will utilize "screen scrape" technology to provide information to give to callers. The system will track the number of calls, how long it takes for them to be answered, the subject or service, the length of time to provide the requested information, etc.	This project will benefit the citizens of Arkansas by providing quicker, easier access to report changes and inquire about available services.	Eligibility Determination; Benefits in Food Stamps and TEA; Benefits in CAA's; Federal and State Reporting
Health & Human Services	Health & Human Services	Breast Care	Develop and manage a toll-free phone center, implement (or develop) and maintain a reporting and billing service and provide provider outreach/provider relations and quality assurance services for the breast and cervical cancer program called Breast Care. This project allows for a database to send reminders for yearly breast examinations that might prevent breast cancer.	Provides underinsured and uninsured women as well as women who's income is 200% of poverty level access to screening for breast and cervical cancer and treatment, if diagnosed with cancer. Encourages early detection when treatment is easier, less costly.	Laboratory Services; redundant computer services; supply warehousing
Health & Human Services	Health & Human Services	Vital Records	Migration of VR application from legacy to new ADH system. This project will enhance the technology of the current data system by providing access to on-line data and reports.	This is a step necessary to fulfill the requirements of The Intelligence Reform and Terrorism Prevention Act of 2004. Failure to complete this step would mean that citizens would not be able to use Arkansas birth certificates for any Federal identification need, such as social security, passport, or federal employment.	computer services

Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Health & Human Services	Health & Human Services	HIPAA	Federal regulations for the Health Insurance Portability and Accountability Act (HIPAA) include Medicaid as a health insurance plan that must comply with HIPAA regulations. The new federal regulations will require significant changes in the Medicaid Management Information System (MMIS) to accommodate HIPAA mandated security standards.	This endeavor is federally mandated by CMS. The end results will be standardized electronic claims and eligibility record formats. This will affect how claims are submitted by providers in all electronic entities across the nation and protect the privacy and security of those providers and DHHS clients that participate in the Arkansas Medicaid Program as to how the data is maintained and shared with protected entities.	Not provided
Homeland Security	Crime Information Center	Arkansas JusticeXchange Phase III	The goal of Phase III is to increase the accessibility, security and functionality of JusticeXchange. The primary goal of Phase III is to make JusticeXchange information accessible to 300 authorized users throughout the state ensuring authentication via PKI. Provides for the increased access of JusticeXchange data between law enforcement agencies.	JusticeXchange is a key element of integrated justice and provides the ability to exchange criminal justice information among state users, which enhances the security necessary to safeguard the community.	JusticeXchange
Homeland Security	Crime Information Center	Message Switch	The ACIC Message Switch (MSP) is a redundant computer system running customized software. Provides funding for upgrade to equipment supplying data to law enforcement.	Information requested by, and entered by, criminal justice agencies is processed by the message switch. Criminal justice agencies use this information to enforce the law, investigate crimes, etc. Citizens' needs are met by enabling the criminal justice system to do its job more effectively.	ACIC System, Automated Criminal History File, Sex Offender File
Homeland Security	State Crime Laboratory	Video Testifying	This project will provide video conferencing equipment for multiple sites. The project will utilize H.323 on the State's network. The technology will primarily be used for Crime Lab Forensic Examiners to testify in court without having to travel or spend unproductive time waiting to be called to the stand.	Not provided	Not provided

Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Homeland Security	State Police	AFIS Upgrade V	AFIS (Automated Fingerprint Identification System). Purpose is to electronically transmit fingerprint data to a centralized database at ASP. Upon booking, search suspects' fingerprints across approximately 5,000,000 individual prints and return a response to the booking facility with a 10 minute timeframe with a "Hit"/"No Hit" determination. Along with capturing fingerprints, the suspect's mug shot, scar, marks, tattoo and moles are captured in JPEG format. Upgrading to the new technology of AFIS will allow our technicians to be more efficient and effective in their operations. Additional benefits include the presence of better search algorithms for matching which translates into more accurate hits. Also, the booking process is more streamlined for the booking officers, technology is a lot simpler to use. This expansion can also aid in civil applicant processing (teachers, healthcare workers, etc.)	Provides positive identification on suspects.	Homeland Security
Homeland Security	State Police	AFIS Upgrade VI	AFIS (Automated Fingerprint Identification System). Purpose is to electronically transmit fingerprint data to a centralized database at ASP. Upon booking, search suspects' fingerprints across approximately 5,000,000 individual prints and return a response to the booking facility with a 10 minute timeframe with a "Hit"/"No Hit" determination. Along with capturing fingerprints, the suspect's mug shot, scar, marks, tattoo and moles are captured in JPEG format. Upgrading to the new technology of AFIS will allow our technicians to be more efficient and effective in their operations. Additional benefits include the presence of better search algorithms for matching which translates into more accurate hits. Also, the booking process is more streamlined for the booking officers, technology is a lot simpler to use.	Provides positive identification on suspects.	Identification Bureau & AFIS

**Major IT Projects**



Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Homeland Security	State Police	ICAC - Phase II	Provide forensic examination of systems and the recovery of digital evidence. Detect and identify violators who exploit children via the Internet and digital media and educate parents, teachers, law enforcement and prosecutors about these types of violators and protecting children on-line.	Provides security for children on the Internet and educate parents.	Crimes Against Children
Homeland Security	State Police	TraCS (Traffic and Criminal Software)	Application is used to capture crash data near real-time. Project is targeted to be complete within two years statewide. Funding source is through NHTSA (National Highway Transportation and Safety Administration). Purchase of servers and laptops are included in costs.	Provides for the near real time collection of crash data information which translates into federal dollars to improve highways, etc.	Highway Safety
Homeland Security	State Police	TraCS (Traffic and Criminal Software)	To electronically capture crash data from patrol units.	Provides for the near real time collection of crash data information which translates into federal dollars to improve highways, etc.	Highway Safety
Interior	Parks and Tourism	GuiXT Project	GuiXT is a third party software product endorsed by SAP that has the capability to make AASIS/SAP more user friendly and much more efficient by reducing the number of screens and clicks an employee has to go through to accomplish their task. It would reduce by 1/3 the man hours of data entry on a daily bases by the thousands of AASIS users performing their job thereby saving hundred of thousands of tax dollars paid by the citizens of Arkansas.	Saves hundred of thousands of man hours for agency to do its job which are funded by tax dollars paid by the citizens of Arkansas.	Payroll & General Accounting
Interior	Parks and Tourism	POS System	The purpose of this project is to provide a point of sale solution at each of our parks & TIC marinas, golf courses, and museums. This will also integrate agency accounting with AASIS, which will greatly reduce the man hours of manual input of information into AASIS and will allow better manage inventories of each store. This will allow centralized purchasing for all stores.	It will provide more efficiency for our customers and provide better customer service.	General Accounting

### Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Labor	Code Enforcement Records Management	A comprehensive records management code enforcement solution for the agency's Elevator Safety Division, Boiler Inspection Division, and trades licensing programs areas. An integrated comprehensive code enforcement and licensure solution is needed for use by agency administrative staff and for use by state inspectors on a portable solution - laptop or personal digital assistant (PDA). A benefit of an integrated solution is to tie site inspections to individuals involved in the installation and maintenance of a site's facilities and/or equipment and the licensees.	This solution would greatly reduce the man-hours of manual data entry of information onto printed forms and into databases, improve turnaround time for certificates of operation and licenses, and will allow the agency to better manage the equipment and licensee data that we must maintain. A secure centralized solution for data for regulated equipment, licensees, inspectors, and installations' inspections will provide greater efficiency and improve safety for Arkansas citizens, thereby enhancing Public Safety.	Enforcement of regulations, inspection of businesses, equipment, and licensees for compliance with state laws; permitting equipment and providing trades licenses in compliance with state laws; invoicing and collection of fees; reporting and distributing information to legislative and executive branches and to other State and Federal agencies; accounting for monies received for services, fees, licenses, permits, and inspections; and collection of civil money penalties assessed due to findings of non-compliance.
Labor, Employment & Workforce	Public Employees Retirement System	Imaging System Replacement	This is a continuation of the Imaging System Replacement project from 04-05. APERS as an agency will see value through better work flow, increase in overall production and reduction in human errors.	By extension all members both active and retired in the Arkansas Public Employees Retirement System will reap the benefits as well.	Investments, Employer Reporting, Accounting/Administrator
Labor, Employment & Workforce	Workforce Services	FARS Replacement	Provides cost accounting for federal reporting not provided in AASIS. This project will provide consistent accounting for federal reporting. As a result the Department of Workforce Services will be in compliance with federal regulations and avoid any penalties to the state from our funding sources.	Provides cost accounting for federal reporting not provided in AASIS.	Financial Management (Cost Accounting/FARS)
Labor, Employment & Workforce	Workforce Services	Security	Sets up a security office and provides security utilities for all applications.	Ensures that data is secure from unauthorized access, which protects Arkansas citizens from identify theft and access to their data.	DWS Web-Based Applications

## Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Workforce Services	ACRS Phase II	Register Provider Application - Create/Update/Delete Registered provider applications; Search registered Provider Applications by Name, FICE, application date range, application status, contact name *Register provider information - Search registered providers by name, FICE, application date range, Application status, contact name; Create/update/delete registered provider information **Performance measure calculations (non--WIA clients) - Generate performance measure values using SSN from seed record matched against UI Wage records ***Generate 30 & 15 day expiration notices - Generate email notifications for providers for providers having ETP expirations in upcoming month ****Eligible youth program information - Create/update/delete eligible youth program information by LWIB staff.	Provides additional enhancements to the Eligible Training Provider system to give citizens more options.	All Business Processes under Labor Market Information and Analysis
Labor, Employment & Workforce	Workforce Services	ACRS Phase III	Performance Measure Calculations (WIA Clients) - Generate performance measure values using FICE codes and AWIS client earnings records *Online screen Help/FAQ - Add links to online help for term and field definitions; Add FAQ page that is dynamically maintained by online code table **Consumer feedback/Demographics - Add screen for optional user demographics to be captured; Add screen for general public user to send email to AESD/LMI staff	Provides additional enhancements to the Eligible Training Provider system to give citizens more options.	All Business Processes under Labor Market Information and Analysis
Labor, Employment & Workforce	Workforce Services	AR Adjudication System	Automates the adjudication of Unemployment Insurance issues.	This project ensures that Unemployment Insurance claims are consistently adjudicated and fairly administered to the citizens of Arkansas.	Unemployment Insurance - Automated Adjudication System

### Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Workforce Services	BPC Collections	The purpose is to install a new software package to facilitate the collections of benefit overpayments.	BPC Collections will help insure the integrity of the unemployment insurance benefits trust fund by tracking and improving the collection of overpayments, thus protecting that fund for the proper use by the citizens of Arkansas.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.
Labor, Employment & Workforce	Workforce Services	Economic Development Exchange	Provides automation for geocoding, potential labor, job vacancy and benefits survey.	This project will provide better statistics by area, enabling the agency to determine any areas that need additional focus/changes in service.	Labor Market Information (LED)
Labor, Employment & Workforce	Workforce Services	Electronic Transmission of Adjudication Questionnaires	The purpose of this project is to transmit adjudication questionnaires via e-mail. The scope of the project covers adjudication questionnaires generated through the ADWS Automated Adjudication System. The technology solution creates a web-based questionnaire that can be transmitted through e-mail, completed, and then returned via e-mail.	The purpose of this project is to transmit adjudication questionnaires via e-mail to claimants and employers.	Unemployment Insurance - Automated Adjudication System
Labor, Employment & Workforce	Workforce Services	Employer Accounts Registration	Allows new businesses to apply for ESD account numbers over the Internet.	Allows new businesses to apply for ESD account numbers over the Internet.	Unemployment Insurance - Tax and Wage
Labor, Employment & Workforce	Workforce Services	Employer Wage Processing	Allows businesses to report employee wages over the Internet.	Allows businesses to report employee wages over the Internet.	Unemployment Insurance - Tax and Wage
Labor, Employment & Workforce	Workforce Services	Initial Claims IVR/Call Center	Arkansas' Telephone remote claims application will allow claimants to file new, additional, and reopened intrastate, interstate, combined wage, UCX, and UCFE claims. The telephone filing programs will be accessible from any area of the state, as well as any area of the country.	Arkansas' Telephone remote claims application will allow claimants to file new, additional, and reopened intrastate, interstate, combined wage, UCX, and UCFE claims.	Unemployment Insurance - Benefits
Labor, Employment & Workforce	Workforce Services	Internet Initial Claims	Allows individuals that have just been laid off to fill an Unemployment Insurance claim over the Internet.	Allows individuals that have just been laid off to fill an Unemployment Insurance claim over the Internet.	Unemployment Insurance - Benefits

## Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Workforce Services	Learning Exchange/OSCAR Import	Will move a career exploration site from a Texas server to an Arkansas server. This project will reduce the cost of providing this service.	This project will provide quicker service to the citizens of Arkansas.	Labor Market Information (ArkOSCAR)
Labor, Employment & Workforce	Workforce Services	MRS Improvement 1	To expand the ability of DWS to maintain overpayment data which will require modifying system processing and structure to accept and maintain sufficient detail so the agency will no longer have to refer to the paper determination.	MRS Improvement 1 will help insure the integrity of the unemployment insurance benefits trust fund thus protecting that fund for the proper use by the citizens of Arkansas.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.
Labor, Employment & Workforce	Workforce Services	MRS Improvement 2	To reengineer the cash receipts and indebtedness process from the antiquated Model Recovery System to a new environment. This system was implemented in the 1970's and is very difficult to maintain, is inflexible and contains insufficient detail to see us through this next generation of emphasis on integrity.	MRS Improvement 2 will help insure the integrity of the unemployment insurance benefits trust fund by tracking cash receipts and indebtedness, thus protecting that fund for the proper use by the citizens of Arkansas.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.
Labor, Employment & Workforce	Workforce Services	MRS Improvement 3	To enhance the overpayment reporting processes. Currently most DWS reports requiring overpayment information are generated at least partially by hand. This project will allow the agency to create more timely, detailed and effective reports to improve overpayment and collections processes.	MRS Improvement 3 will help insure the integrity of the unemployment insurance benefits trust fund by automating overpayment reports, thus protecting that fund for the proper use by the citizens of Arkansas.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.
Labor, Employment & Workforce	Workforce Services	NDNH Access	National Directory of New Hires (NDNH) Crossmatch processing will create an interface with the NDNH directory. It is anticipated that the NDNH may be subject to redundant and inaccurate records as are State New Hire records. This can cause overlapping cases, confusing tickler file processing and manual case handling that has caused some states to find the State New Hire process less effective than it can be. The Barts' NDNH process will eliminate these problems and bring a high degree of automation to the entire New Hire case management process.	NDNH Crossmatch will help insure the integrity of the unemployment insurance benefits trust fund thus protecting that fund for the proper use by the citizens of Arkansas. It will also aid Arkansas employers in insuring wage tax rates are calculated with accurate data.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.

### Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Workforce Services	New Hire Enhancement for BPC	Provides a cross match of Unemployment Insurance overpayments and the new hire registry.	NDNH Crossmatch will help insure the integrity of the unemployment insurance benefits trust fund thus protecting that fund for the proper use by the citizens of Arkansas. It will also aid Arkansas employers in insuring wage tax rates are calculated with accurate data.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.
Labor, Employment & Workforce	Workforce Services	SUTA Dumping Detection System	This project will use historical wage and tax records to identify accounts, which may have manipulated unemployment insurance tax rates to pay less tax than what would be due.	SUTA Dumping will help insure the integrity of the unemployment insurance benefits trust fund thus protecting that fund for the proper use by the citizens of Arkansas. It will also prevent employers from manipulating unemployment insurance tax rates to pay less tax than is due.	Unemployment Insurance - Tax and Wage
Labor, Employment & Workforce	Workforce Services	TAA/TRA/DW	Automates Trade Assistance, unemployment assistance due to loss of jobs due to NAFTA, and dislocated worker.	This will provide quicker and more consistent payments to eligible Arkansas citizens.	Employment Assistance - Transitional Employment Assistance Program Administration
Labor, Employment & Workforce	Workforce Services	UI Charges	The Employer Charge Unit is a component of the UI Program and is responsible for charges to employer accounts for unemployment benefits paid to the claimant.	This project will ensure that employers are consistently and accurately charged their Unemployment Insurance Taxes.	Unemployment Insurance - Charges
Labor, Employment & Workforce	Workforce Services	UI Claims & DUA	This project would involve modification of the mainframe applications to accept data from the Web-based programs that are currently being developed and implemented. This project will reduce computer processing costs.	This project will reduce computer processing costs and result in the Department of Workforce Services being to use those savings to better serve the citizens of Arkansas.	Unemployment Insurance - Benefits
Labor, Employment & Workforce	Workforce Services	UI Collections	Automates the collection of Unemployment taxes from employers. This project will more accurately track the Unemployment Insurance taxes collected from employers.	This project will more accurately track the Unemployment Insurance taxes collected from employers, reducing errors with employers of the State.	Unemployment Insurance - Tax and Wage

### Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Natural Resources	Environmental Quality	Integrated Information System	This project will integrate the permitting, enforcement, and compliance information across the multiple divisions within the Department allowing the agency to more effectively and efficiently carry out our mission. By integrating the various pieces of information from each regulated entity the agency can better judge the overall effects on the environment. Much of the information has been moved to the agency website giving the citizens of Arkansas easier access to a large portion of agency information.	In order to adequately manage the impact that industries and municipalities have on Arkansas' environment, the Department must be able to look at the overall impact in an integrated fashion. Historically, our data bases has been media (air, water, land) specific and interactions were hard to identify. Citizens are concerned with all changes and the impact of each program on the whole environmental picture.	Not provided
Natural Resources	Natural Resources Commission	Flood Map Modernization Project	This project will produce digital flood plain maps to facilitate planning and management of flood prone areas. This project will collect base map information necessary for flood plain mapping, and will store and provide access to that information. Information will be collected from state, federal and local governments, and will be stored on the GeoStor system by the AR Geographic Information Office.	This project will provide current data on flood plains and improve access to that information by realtors, insurance agents, and banks. Citizens will be served because flood insurance is required for the financing of any property within the 100 year flood zone.	Not provided

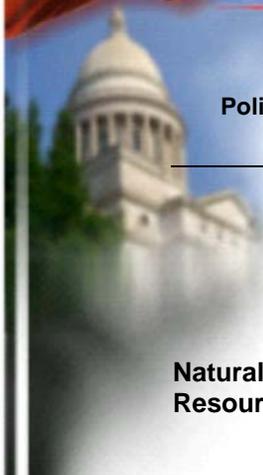


## Major IT Projects With Cost

Policy Area	Agency	Project Name * denotes project cancelled ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY06-07	FY06-07 YTD	Total Project Cost to Date
Commerce	<i>Economic Development</i>	*** Off-Site servers/location	10/1/2006		471,000	471,000	0	0
Corrections	<i>Prosecutor Coordinator</i>	*** Prosecutor Systems	10/1/2002	7/1/2007	489,300	148,600	30,000	174,500
Education	<i>Education Department</i>	Pentamation/COGNOS addendum to contract for Data Warehouse	6/1/2005	6/30/2007	514,000	514,000	0	0
Finance & Administration	<i>Finance &amp; Administration</i>	AASIS File Transfer Improvement Project	9/19/2005	3/31/2006	136,221	136,221	100,800	100,800
		Arkansas Pay Plan Study	4/1/2005	7/1/2007	162,000	162,000	62,000	62,000
		Data Entry Replacement Project	12/1/2005	3/1/2006	500,000	134,366	0	365,634
		Document Processing System	6/1/2005	1/1/2007	1,600,000	720,000	0	880,000
		Employment Benefits	3/1/2002	6/30/2005	3,000,000	1,372,105	233,912	2,838,227
		PRISM/CVISN Grant	3/1/2005	9/30/2006	422,600	282,200	239,600	380,000
		Streamline Sales & Use Tax Initiative	4/1/2005	6/30/2007	180,000	100,000	0	80,000
Health & Human Services	<i>Office of Information Technology</i>	Arkansas Digital Ortho Program	7/1/2005	6/30/2007	2,000,000	2,000,000	0	0
		Road Centerline	7/1/2005	6/30/2007	1,500,000	1,500,000	0	0
		Answer System Enhancements	7/1/2005	6/30/2007	2,346,836	2,346,836	477,183	477,183
		Breast Care	7/1/2006	6/30/2007	1,920,147	1,920,147	0	0
		Call Center	7/1/2005	6/30/2007	602,801	602,801	0	0
		CHRIS - Children's Reporting and Information System	7/1/2003	6/30/2007	7,454,308	2,723,920	934,006	3,271,764
		Decision Support System	3/8/2004	6/30/2006	608,640	393,000	152,787	152,787
		HIPAA Security	9/11/2005	6/30/2006	50,791,034	50,791,034	613,908	613,908
		*** Vital Records	7/1/2003	6/30/2006	900,000	90,000	8,811	8,811



Policy Area	Agency	Project Name * denotes project cancelled ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY06-07	FY06-07 YTD	Total Project Cost to Date
<b>Homeland Security</b>	<b>Crime Information Center</b>	Arkansas JusticeXchange Phase III	7/1/2005	12/1/2008	1,066,250	1,066,250	385,891	385,891
		Message Switch	7/2/2005	6/30/2007	950,000	950,000	0	0
	<b>State Crime Laboratory</b>	*** Video Testifying	11/1/2003		416,000	416,000	0	0
	<b>State Police</b>	** AFIS Upgrade V	9/30/2005	9/29/2006	1,057,000	1,057,000	1,057,000	1,057,000
		AFIS Upgrade VI	7/1/2006	6/30/2007	900,000	900,000	0	0
		ICAC - Phase II	7/1/2006	6/30/2008	390,000	390,000	211,943	211,943
		TraCS (Traffic and Criminal Software)	10/1/2003	9/30/2005	1,100,000	1,100,000	486,659	1,973,220
		TraCS (Traffic and Criminal Software)	10/1/2005	9/30/2006	988,850	988,850	410,807	410,807
<b>Interior Labor, Employment &amp; Workforce</b>	<b>Parks and Tourism</b>	*** GuiXT Project	2/13/2004	1/31/2005	120,000	0	0	10,000
	<b>Labor</b>	*** Code Enforcement Records Management			229,400	229,400	0	0
	<b>Public Employees Retirement System</b>	*** Imaging System Replacement			300,000	300,000	0	0
	<b>Workforce Services</b>	*** ACRS Phase II	7/1/2005	6/30/2006	57,735	57,735	0	0
		*** ACRS Phase III	7/1/2005	6/30/2006	65,009	65,009	0	0
		** AR Adjudication System	12/1/2002	12/31/2006	1,543,233	957,059	109,912	625,122
		BPC Collections	1/1/2006	8/1/2006	500,000	500,000	0	0
		*** Economic Development Exchange	N/A	N/A	261,420	261,420	0	0
		Electronic Transmission of Adjudication Questionnaires	1/5/2006	6/30/2006	117,500	117,500	0	0
		Employer Accounts Registration	3/1/2003	6/30/2006	238,064	80,125	17,785	164,237
		Employer Wage Processing	3/1/2003	6/30/2006	288,943	59,557	13,169	232,090
		*** FARS Replacement	1/1/2005	12/31/2005	1,000,000	1,000,000	0	0
		*** Initial Claims IVR/Call Center	9/1/2003	12/31/2006	1,503,986	1,503,986	4,200	19,968
		*** Internet Initial Claims	10/1/2002	12/31/2006	1,836,980	56,364	98,870	1,829,633
		*** Learning Exchange/OSCAR Import	N/A	N/A	208,800	208,800	0	0
		MRS Improvement 1	1/1/2006	8/31/2006	500,000	500,000	0	0
		MRS Improvement 2	1/1/2006	8/31/2006	500,000	500,000	0	0
		MRS Improvement 3	1/1/2006	8/31/2006	500,000	500,000	0	0
		NDNH Access	1/1/2006	6/30/2006	200,000	200,000	0	0
		New Hire Enhancement for BPC	11/1/2005	12/31/2005	210,000	154,300	5,899	5,899
** Security		7/1/2002	12/31/2005	923,195	518,054	18,185	405,141	



Policy Area	Agency	Project Name * denotes project cancelled ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY06-07	FY06-07 YTD	Total Project Cost to Date
Natural Resources	<i>Environmental Quality</i> <i>Natural Resources Commission</i>	SUTA Dumping Detection System	9/1/2005	6/30/2007	104,035	104,035	0	0
		*** TAA/TRA/DW	7/1/2002		1,324,972	0	700	1,334,889
		UI Charges	10/1/2005	6/30/2006	502,029	502,029	0	0
		*** UI Claims & DUA	1/1/2006	12/31/2006	1,127,880	1,127,880	0	0
		*** UI Collections	10/1/2005	9/30/2006	750,361	750,361	0	0
		Integrated Information System	12/1/2002	6/30/2007	3,200,000	1,820,000	73,506	1,399,577
		Flood Map Modernization Project	10/1/2005	9/30/2006	122,500	122,500	0	0
<b>Totals</b>					\$102,014,975	\$86,784,390	\$5,747,533	\$19,471,031



## DIS Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Information Systems	Change Mgmt Tool Consolidation Mainframe	Acquire professional services to migrate current Librarian environment to Endeavor. DIS currently uses both change management tools. Consolidation will result in lower licensing fees and a more easily managed environment.	Consolidation will result in lower licensing fees and a more easily managed environment. This will result in lower overall operating costs for the citizens.	OS/390 Mainframe Support and Administration
		Protego Security Project	Protego is a Security Information management system will allow a clear picture of security issues on the network. It includes the ability to proactively notify other security administrators as to machines that may be infected with Virus/worms and allows quicker response times to getting infected devices off of the state network and getting them cleaned. This system can also notify DIS of problems that require immediate attention and will allow steps to mitigate the possibility of a network-wide outage due to security issues.	The system can generate notifications of problems that require immediate attention allowing mitigation before a network-wide outage due to security issues. This will provide citizens a more reliable data network.	Logical Security
		Telemanagement Project	This project integrates billing, directory, workflow (including work orders), inventory, purchase order tracking, history, trouble ticketing, invoice reconciliation, and asset management functions. These functions are currently performed by three separate systems: Resource Billing System (RBS), Management of Network Income Expense and Services (MONIES), and HEAT. The Tele-Management system will interface with the state's SAP accounting system, Arkansas Administrative Statewide Information System (AASIS), and replaces the functions of RBS, MONIES, and HEAT with a 24*7 enterprise web-based software solution available for DIS (an estimated 50 users) and for DIS customers and service providers across the state (an estimated 450 users). The \$500,000.00 total cost includes estimates for RFP Phase and software installation & conversion costs, but does not include projected personnel costs for actual implementation.	The project will result in more accurate and timely customer invoices. This will increase the effectiveness and efficiency of the agencies providing services for the citizens.	Telecom & Billing Services



## DIS Major IT Projects

<b>Policy Area</b>	<b>Agency</b>	<b>Project Name</b>	<b>Project Description</b>	<b>How Project Meets Citizen's Needs?</b>	<b>Business Processes Affected?</b>
<b>Finance &amp; Administration</b>	Information Systems	Video Scheduling / Bridging	Provide for the continuation and growth of interactive video conferencing service for K-12 and higher education; health service providers; and various law enforcement and judicial entities. The service will be based on the latest technology. It will be provided by an IP based network consisting of vendor provided and owned bridging and scheduling software and equipment and the state's private IP network.	The service will be based on the latest technology providing for the continuation and growth of interactive video conferencing service for K-12 and higher education; health service providers; and various law enforcement and judicial entities.	Video Conferencing Service
		IT Asset Management	Assist DIS in reconciling the under recovery of direct costs for the network. It will allow the reconciliation of network vendor invoices and network assets.	The ITAM project will provide tools to manage network vendor invoices and reconcile them to network assets. As a result DIS customers will receive accurate billing for cost effective services ensuring the citizens get the best value for their tax dollars.	Fiscal Cash Receipts/Fixed Assets



## DIS Major IT Projects with Cost

Policy Area	Agency	Project Name * denotes project cancelled ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY06-07	FY06-07 YTD	Total Project Cost to Date
<b>Finance &amp; Administration</b>	<b>Information Systems</b>	Change Mgmt Tool						
		Consolidation Mainframe	7/1/2005	3/1/2006	450,000	450,000	0	0
		Protego Security Project	3/1/2005	2/20/2006	375,000	20,000	96,636	576,867
		Telemanagement Project	10/17/2003	6/30/2006	500,000	500,000	199,216	262,832
		Video Scheduling / Bridging	4/15/2005	4/14/2010	8,501,175	7,043,300	1,020,850	1,275,850
		IT Asset Management	11/1/2005	2/18/2006	724,662	724,662	521,159	521,159
<b>Totals</b>					<b>\$10,550,837</b>	<b>\$8,737,962</b>	<b>\$1,837,861</b>	<b>\$2,636,708</b>

NOTE: As DIS is a total cost recovery agency, their IT costs are not reflected elsewhere in this report.