



# Information Technology Quarterly Report

July 1, 2006 – September 30,  
2006

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 1st Quarter Report of FY07 will:

- Summarize the major project activity of state agencies, identified within policy area, through the 5th 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 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 and regulations for the retention of common records found within most state agencies.

- The Arkansas General Records Retention Workgroup, facilitated by the Office of Information Technology, continues to meet on a quarterly basis to review proposed revisions to the Arkansas General Records Retention Schedule. Representatives from the Division of Legislative Audit participate regularly in Records Retention Workgroup meetings.
- The Arkansas General Records Retention Workgroup has completed the development of the training curriculum for the statewide records retention training which began in July, 2006, and concludes in December, 2006. The purpose of the training is to assist state agencies in complying with the recently adopted Arkansas General Records Retention Schedule, per Act 918 of 2005.

# **Leadership Initiatives**

## **Arkansas Telehealth Alliance**

The Office of Information Technology is facilitating a coalition of health providers and planning agencies to improve access to quality health care in Arkansas. This workgroup plans to:

- Increase the effective utilization and quality of service of separate healthcare networks
- Reduce overall cost while improving overall bandwidth through network aggregation and economies of scale
- Provide higher quality healthcare to underserved, rural and remote areas
- Improve the effectiveness of Arkansas' telehealth providers by eliminating the burden of managing their own network infrastructure
- Improve Arkansas' chances to gain federal, state and private funds to improve the healthcare infrastructure

# Leadership Initiatives

## Continuity of Operations Planning

This state level project was initiated by OIT through a Homeland Security grant that supplied the software and hardware for agencies, boards and commissions to use to create disaster recovery/business continuity plans. 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 Arkansas Continuity of Operations Program (ACOOOP) began, it has grown to involve 672 planners from 105 entities, including agencies, boards, commissions, constitutional offices, Pulaski County, and Jefferson County. In addition to training agencies to use software to create continuity of operations plans, OIT staff has trained individuals 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 continuity plans and reveal needed plan revisions.

This quarter, OIT has continued to facilitate the Prioritization Process Committee of agency representatives to identify agency business processes critical to public safety, public health, sustenance payment issuance, revenue intake and education in order to identify strategies for constant availability of those processes. The committee identified desirable recovery times for these identified processes.

Pandemic planning is becoming increasingly important and OIT staff is training agencies to incorporate organizational pandemic plans into their existing continuity plans. During this quarter, 31 planners from 16 agencies received training in this methodology.

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

- Interagency coordination is underway but a significant amount of effort will be required to successfully mesh agency plans and establish business process priorities across agency boundaries.
- OIT will ascertain whether agencies can recover critical agency processes within the recovery time objectives set by the Prioritization Process Committee.
- Significant value can be achieved by analyzing the planning database to identify opportunities for wiser investment in state recovery strategies.
- OIT is seeking funding mechanisms for software maintenance and hardware replacement.

# Leadership Initiatives

## Agency Planning Process for FY08-09

### Biennial Planning Process

The OIT Planning Office worked with the Information Network of Arkansas (INA) to develop a secure online process for Arkansas state agencies, boards and commissions to use to complete and submit their FY08-09 Information Technology (IT) Plans, IT Project Reports and IT Plan Waivers.

As part of the biennial IT planning process for FY08-09, agencies were required to align their technology initiatives and requests with their agency business processes and with the principles, goals and objectives defined in the State Strategic IT Plan.

The application went live May, 2006, and continued to receive online agency plan submittals through this reporting period of the Quarterly Report. The new online application allowed state agencies the ability to create and submit biennial plans faster and easier, which expedited the IT planning process. Approximately 143 IT Plans were submitted to OIT by agencies, boards, and commissions, with a 100% reporting rate by the completion of the planning cycle.

### Prioritized Information Technology Investments

The Governor issued an Executive Policy Statement on June 5, 2006, that outlined specific guidelines for agencies to follow in developing their information technology plans for the 2007-2009 biennium. This policy statement also directed the Executive Chief Information Officer to create a prioritized list of information technology investment recommendations that align with the principles and objectives of the State Strategic Information Technology Plan and those investments that support the governor's vision of e-government. The Office of the ECIO created a prioritized list based on the following criteria:

- Benefits to the State – identified e-government opportunities and collaborative initiatives
- Strategic Alignment – identified alignment with state strategic information technology principles and objectives
- Funding Requirements – identified project costs, funding sources, and associated return on investment
- Risk – identified project risks and impact
- Technical Feasibility – identified proven technology

# Leadership Initiatives

## Arkansas.gov eGov Initiatives

### Streamlined Sales Tax Online Filing

#### Description

The Streamlined Sales Tax Project is an effort created by state governments, with input from local governments and the private sector, to simplify and modernize sales and use tax collection and administration. The project includes tax law simplifications, more efficient administrative procedures, and emerging technologies to substantially reduce the burden of tax collection. The project is focused on improving sales and use tax administration and collection systems.

#### Agency

Department of Finance and Administration

#### Benefits to Agency

The Streamlined Sales Tax online system eliminates the manual data entry and processing of tax filings and offers third-party service providers a one-stop service to file taxes across many jurisdictions. This expedites the process for filing sales tax and receiving revenue into the local and state general funds.

#### Constituents Served

Business owners and service companies of Arkansas

#### Benefits to Constituents

Service providers that file on behalf of businesses in several states now do so with the same file formats. Files are processed using XML technology.

#### Usage

Certified Service Providers (CSP) through DFA are approved and then filed. CSPs file on behalf of thousands of companies.

#### Cost Savings

It is much more efficient to file online and it simplifies and modernizes sales and use tax collection and administration.

#### Testimonial(s)

*"An easy and efficient process for filing and receiving sales taxes for our agency."*

- Department of Finance and Administration

# Leadership Initiatives

## Arkansas.gov eGov Initiatives

### County Property Tax – Over-the-Counter Credit Card Payments

#### Description

Credit card swipe application allowing the county to accept over-the-counter credit card payments for property taxes

#### Agency

Crittenden, Van Buren, Sebastian, Saline, Desha and Craighead counties

#### Benefits to Agency

Counties may now accept credit card payments for property taxes from taxpayers paying in person. INA handles merchant processing through GovPay payment engine.

#### Constituents Served

All taxpayers registered within the counties

#### Benefits to Constituents

Taxpayers may now pay with a credit card. The transaction is processed in seconds and the taxpayer receives a printed receipt for their payment.

#### Usage

The listed counties have approximately 325,000 parcels.

#### Cost Savings

This application was developed at no cost to the counties based upon INA's self-funded business model.

#### Testimonial(s)

*"Simply swiping my credit card, confirming my information and receiving a printed receipt in seconds is more efficient than having to write a check and manually enter information."* - Tim, Saline County Tax Payer

# Leadership Initiatives

## Pilot Project

### **E-Grant Management Pilot Project**

On March 1, 2005, a workgroup facilitated by OIT was formed to explore the implementation of a centralized, online grants application system to improve the delivery and efficiency of government services. This workgroup recommended that a pilot project go forward involving the Department of Health and Human Services and Arkansas Science and Technology Authority.

On June 1, 2006, a project team was formed by OIT to move forward with the implementation of the e-Grant Management System. The project team is comprised of representatives from the Department of Health and Human Services, Arkansas Science and Technology Authority, Department of Finance and Administration, and Rehabilitation Services.

Funding has been provided by the Governor's Office through a proclamation on June 16, 2006. The project team completed the requirements document for an e-Grant Management System and the Office of State Procurement is moving forward with the purchase process.

The new system will provide conversion from current hard copy to electronic applications. This will provide numerous efficiencies including streamlining the application process for the grant community; the ability to generate reports, invoices, data for evaluation and analysis, grant contracts, and a review of panel notes and scores; ease in communicating via email with grantees regarding their applications; and, facilitation of tracking contract deliverables.

Citizens of the Arkansas grantee community will see greater efficiencies in their ability to apply for grants available from Arkansas granting agencies. Agency staff will be able to oversee the grant process in a more effective manner in areas such as intake, application management, tracking, invoicing, contracts, reports, panel scores and notes, interface with agency databases, and information management. Applicant information will be stored online, making it much easier to apply for multiple grants.

The current implementation schedule of events is as follows:

- RFQ Submittal Deadline - September, 2006
- Selection of Provider - September, 2006
- Resolution of RFQ Protest - November, 2006
- Start of Project - November, 2006
- System Online - December, 2006

# **Leadership Initiatives**

## **Pending Standards and Policies**

OIT has started the following standard through the promulgation process.

### **Encryption Standard**

The Encryption Standard requires agencies, boards, commissions and the administrative sections of institutions of higher education to encrypt sensitive information that is transmitted over a public network. The standard also requires encryption of sensitive information on electronic media leaving the organization, such as thumb drives, laptops and DVDs. Backups of sensitive information are to be encrypted if they are taken off-site. The standard does not require encryption of databases within agencies.

# **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.

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

The Office of Information Technology continues training agencies, boards and commissions to use web-based software to create continuity of operations plans and has advised agencies how to test those plans through table-top exercises. Pandemic planning is becoming a part of agency continuity plans.

### **Vulnerability Assessments**

The State Security Office is offering free information technology security assessments to agencies that cover areas such as network security, wireless security, access control, security policy and physical security. The assessment teams are made up of Security Working Group members and the State Security Office staff.

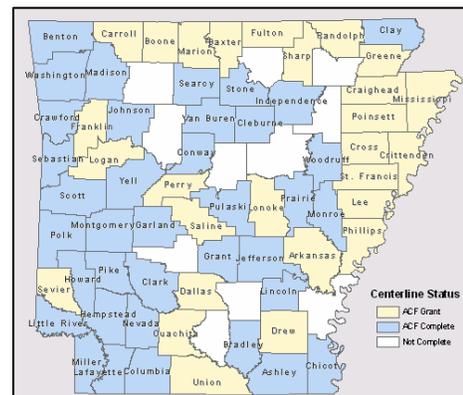
# Leadership Initiatives

## 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 state and county level within Arkansas.

### Arkansas Centerline File Program Grant

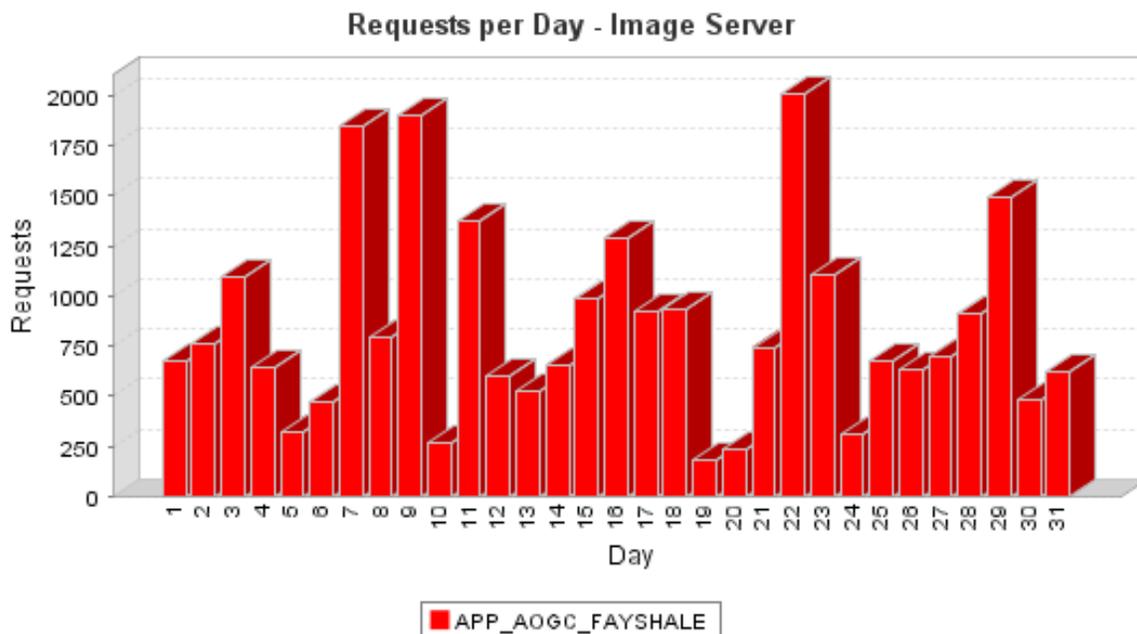
The Arkansas Road Centerline File Grant Program is making progress on the development of statewide road centerline data that enables geocoding. The map at right shows Arkansas counties with completed files and counties that are in progress through the Road Centerline File Grant Program.



Centerline Status

### GeoStor

The state's Geographic Information System data clearinghouse continues to grow in multiple ways. For this reporting period, the system served data for 3,143 requests and rendered 143,892 map views. The highest application usage continues to be the Arkansas Oil & Gas Commission interactive gas well map of the Fayetteville Shale. For the period, that site rendered 63,542 map views. The graph below shows the utilization of the Oil & Gas interactive map for the month of August, 2006 averaging over 840 map views each day.



# Leadership Initiatives

## Arkansas Geographic Information Office

### Arkansas Digital Orthophotography Program

The Arkansas Digital Orthophotography Program is in the process of completing an update of the state's aerial photography database. A component of the project includes a local buy-up option which was utilized by five counties. The completed data began to arrive in the first quarter. The image at right is a sample of the one-foot resolution data for Miller County. The frame is centered on the Texarkana High School football stadium. The buy-up option data will be available for parts of Garland, and all of Miller, Sebastian, Saline, and Pulaski counties. The remainder of the state will be covered by one-meter resolution imagery. The data will be made available via GeoStor.



Project status is available from the program web site located 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)

# Emerging Issues / Activities

- Continue support for executive and legislative leaders with the proposed record retention schedule completed in the fall of 2005.
- Providing training in support of the statewide records retention agency (to be completed in December, 2006).
- Creation of wireless security and secure remote access standards by the state security working group.
- Identifying opportunities for agencies to efficiently comply with the encryption standard.
- Funding for agencies to comply with the encryption standard.
- Create strategies for smaller agencies, boards and commissions to enable their backup data to be encrypted and kept in an off-site secure location.
- Conduct multi-agency table-top exercises to test continuity of operations plans.
- Continue working with agencies to complete their disaster recovery plans and continuity plans.
- Continue training agencies, boards, commissions, constitutional offices and counties to create pandemic continuity plans.
- Permanent funding for the Arkansas Continuity of Operations Program.
- Review data mining/reporting software necessary to meet legislative mandates. The software would interact with the Arkansas Public School Computer Network and the state's Financial Management System.
- Support agencies in their FY08/09 IT Plan development.
- 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.
- Increase state agencies' adoption of GeoStor for hosting interactive mapping applications.
- Collect geographic coordinates for all state agency, board and commission locations for Continuity of Operations Program database.
- Continue to 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.

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# 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 FY06-07 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 Enterprise 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.

## **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.

## **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; and, 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 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.

## **Spyware Scanning Standard**

Due to its malicious nature, spyware poses a significant threat to publicly owned computers attached to the Internet. Spyware is capable of stealing information from computers, changing computer settings, logging keystrokes, and other nefarious actions without the user's knowledge. Oftentimes, antivirus software does not block spyware from infecting computers and, for this reason, technology must be used to detect, prevent and clean spyware from machines. Arkansas government collects personal information and this information must be protected from disclosure. The spyware scanning standard requires agencies to scan for spyware on their workstations and servers on a regular basis.

## **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
Craighead County	Property Tax OTC Payments
Crittenden County	Property Tax OTC Payments
Finance and Administration Department	Streamlined Sales Tax Filing
Governor's Office	AR Clean Indoor Air - Complaint Form
Governor's Office	AR Clean Indoor Air - Question Form
Health and Human Services Department	Behavioral Risk Factors Surveillance System Site
Hot Springs, City of	eNotify Subscriptions
Labor Department	Elevator Permit Invoice Payments
Private Career Education Board	Real Estate School Continuing Education Reporting
Sebastian County	Property Tax OTC Payments
Secretary of State	Business & Commercial Services Council Message Board
Secretary of State	Campaign Contributions & Expenditures Online Search Application
Van Buren County	Property Tax OTC Payments

### New Web Sites Launched

Agency	Site
Athletic Commission	Athletic Commission Site
Cosmetology Board	Site Redesign
Dispensing Opticians Board	Site
Lafayette County	Lafayette County Site
Miller County	Miller County Site

# eGovernment Initiatives

## Future Services

Agency	Service
Correction Department	ACI Catalog GovPay Credit Card Payments
Correction Department	DOC Sex Offender Fact Sheet & Risk Assessment
Correction Department	Inmate Banking Deposit Phone System
Cosmetology Board	School Hours Reporting
Desha County	Property Tax OTC Payments
Finance and Administration Department	Personalized License Plates
Finance and Administration Department	Withholding Tax
Forestry Commission	Consulting Foresters Directory Search
Higher Education Department	Perkins Grant Portal
Hot Springs, City of	Over the Counter GovPay Payments
Nursing Board	Status Watch
Pharmacy Board	Address/Employment Change Ability
Pharmacy Board	License Renewals Enhancements
Psychology Board	License Verification
Science and Technology Authority	SMART Web Site & application
Secretary of State	2006 Mock Elections
Secretary of State	Holiday Site - 2006
Secretary of State	PAC/Lobbyist Filings
Secretary of State	Rules and Regulations Portal

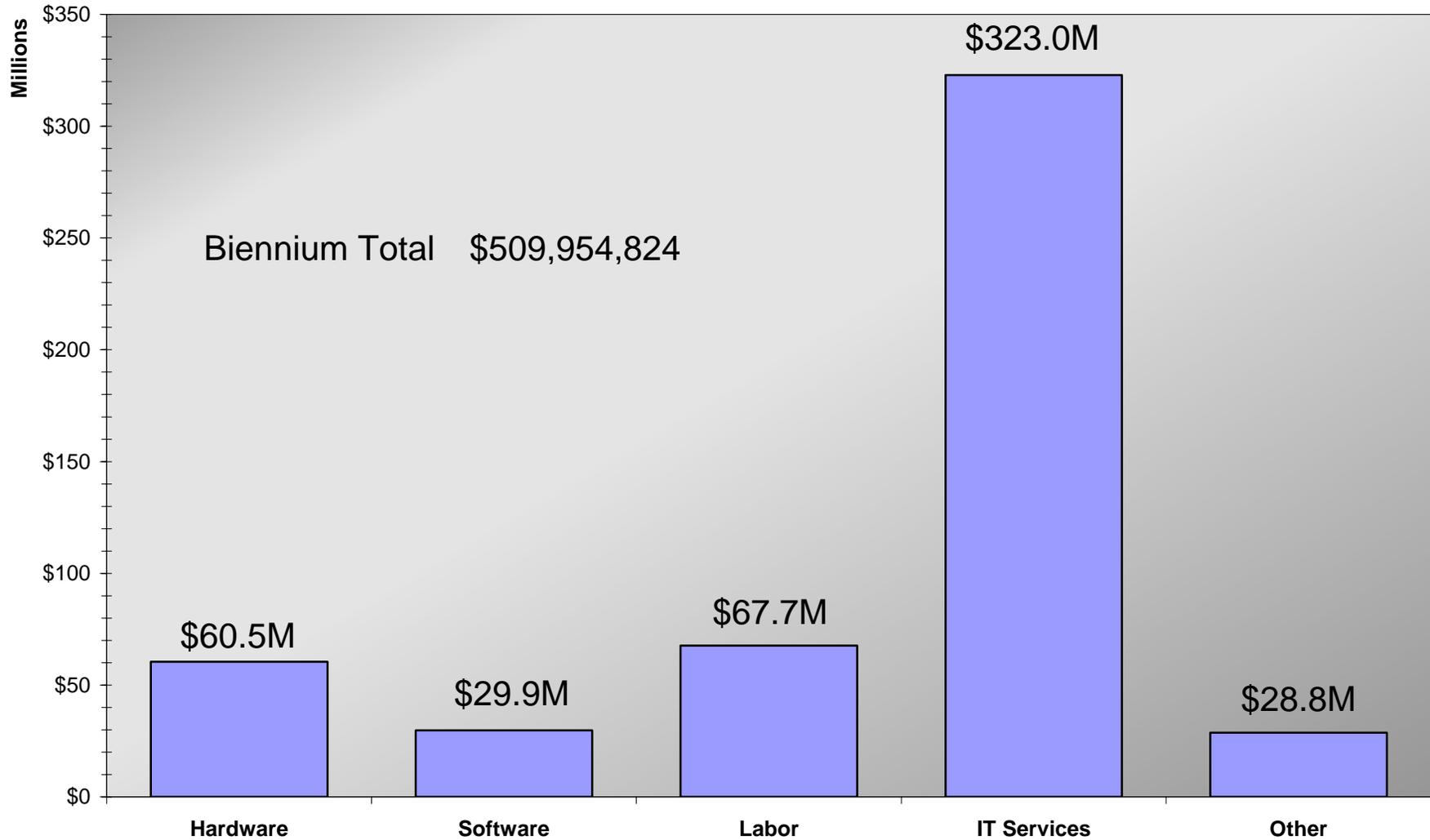
## Future Web Sites

Agency	Web Site
Cosmetology Board	Site Redesign
Dispensing Opticians Board	Site
Geologist's Board	Site
Health and Human Services Department	Site - BRFS
Professional Bail Bondsman Board	Site
Student Loan Authority	Critical Need Careers of Arkansas Site
Title Insurance Agents' Licensing Board	Site
Tobacco Control Board	Site Redesign

# State Technology Management

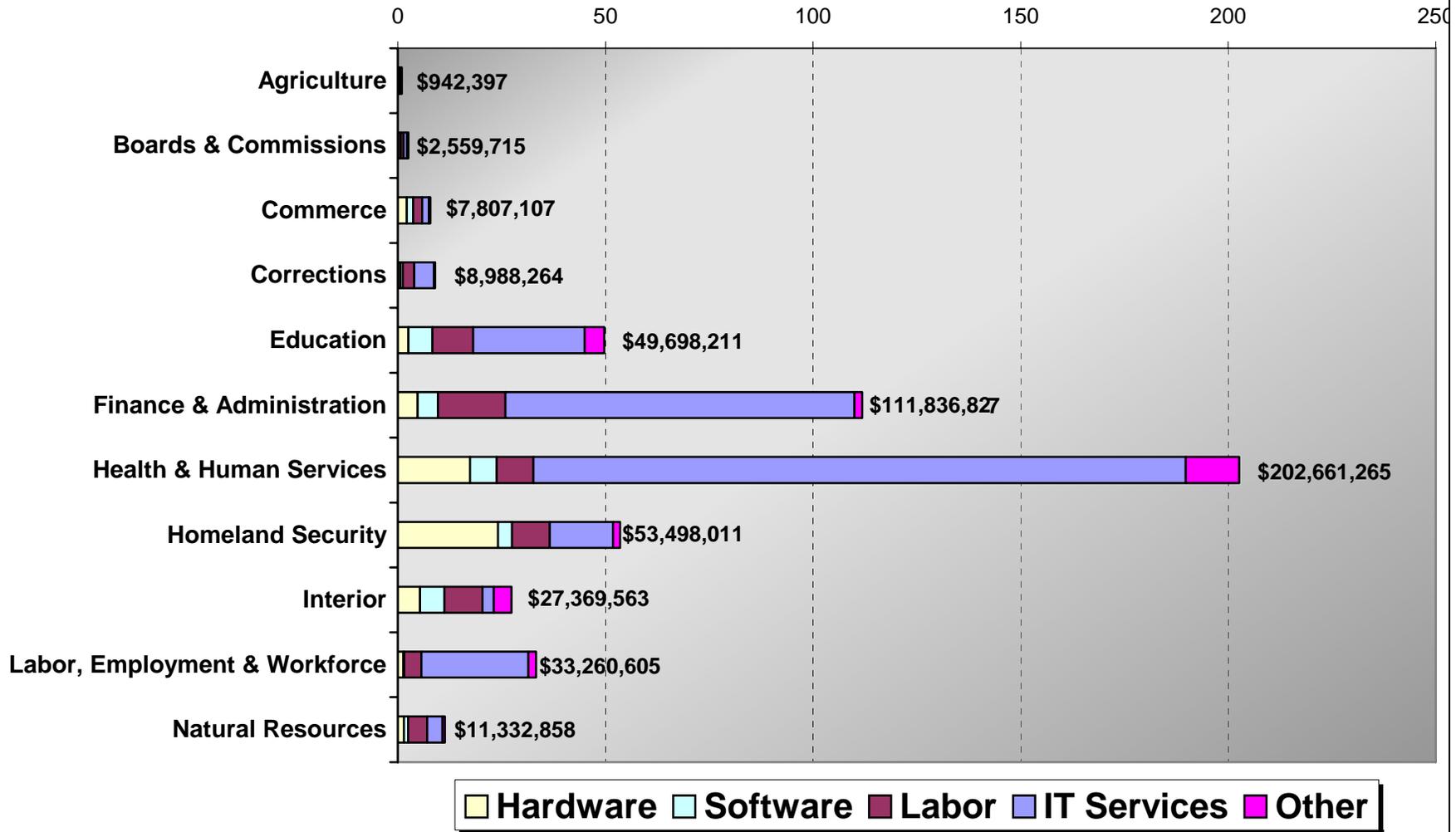


## Information Technology Budgeted for FY06-07

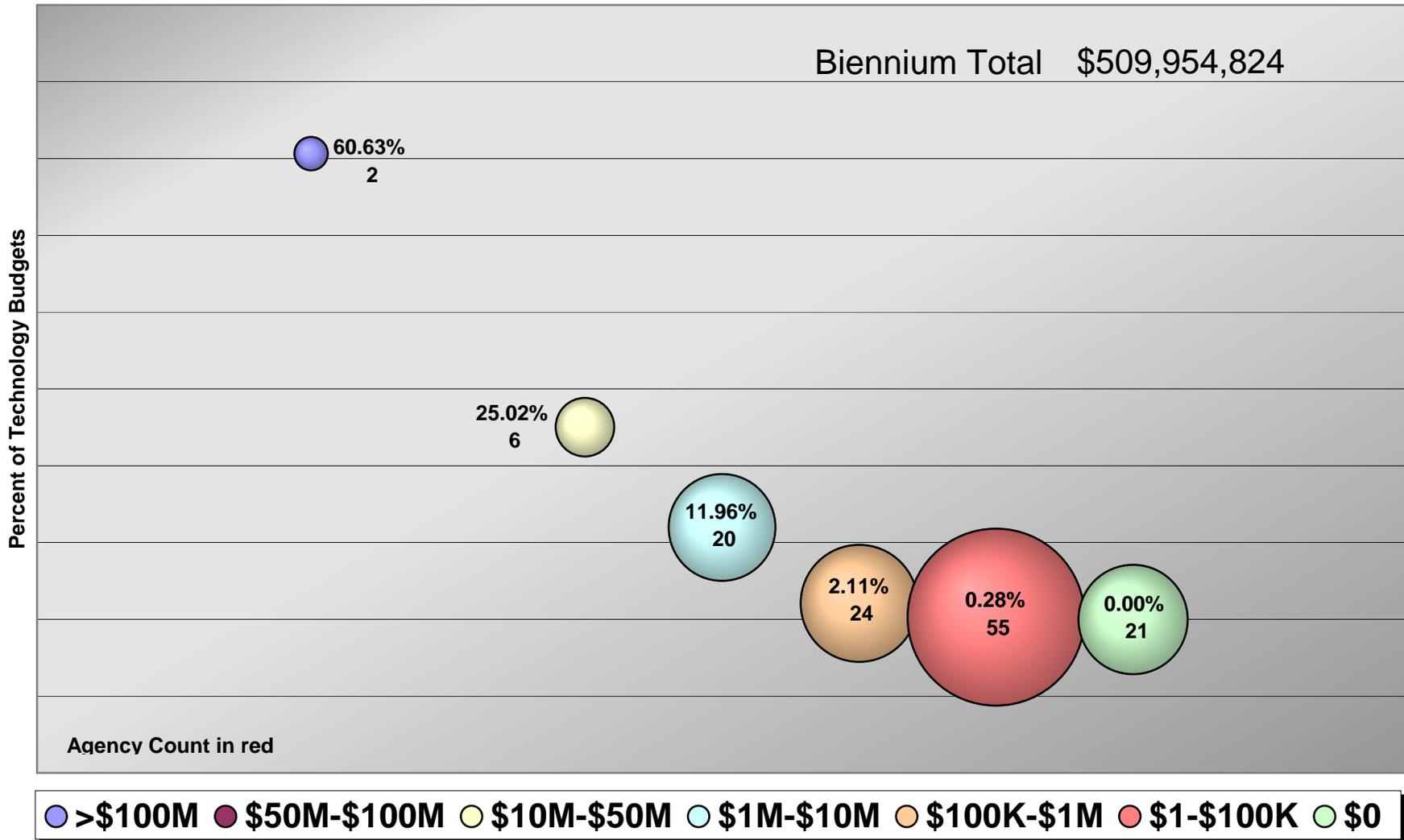


# Technology Budget per Policy Area

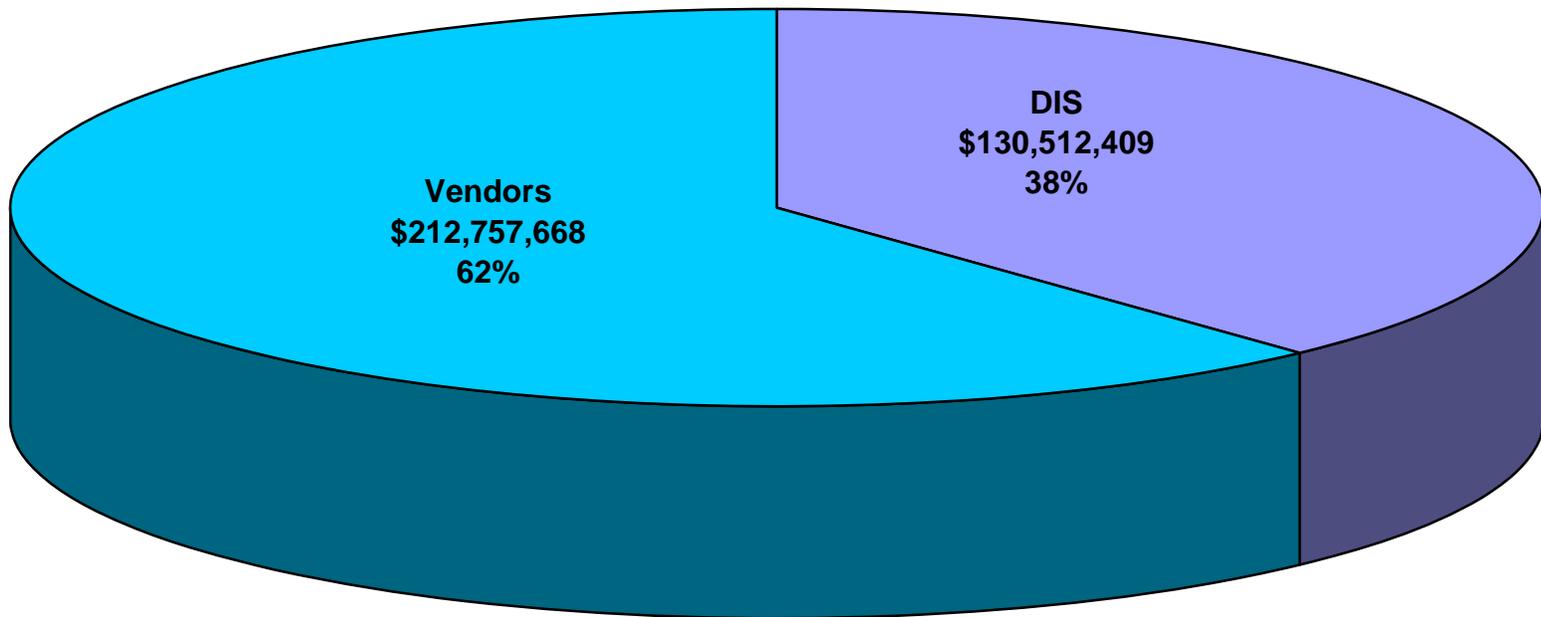
Millions



# Biennial Distribution of Technology Budgets

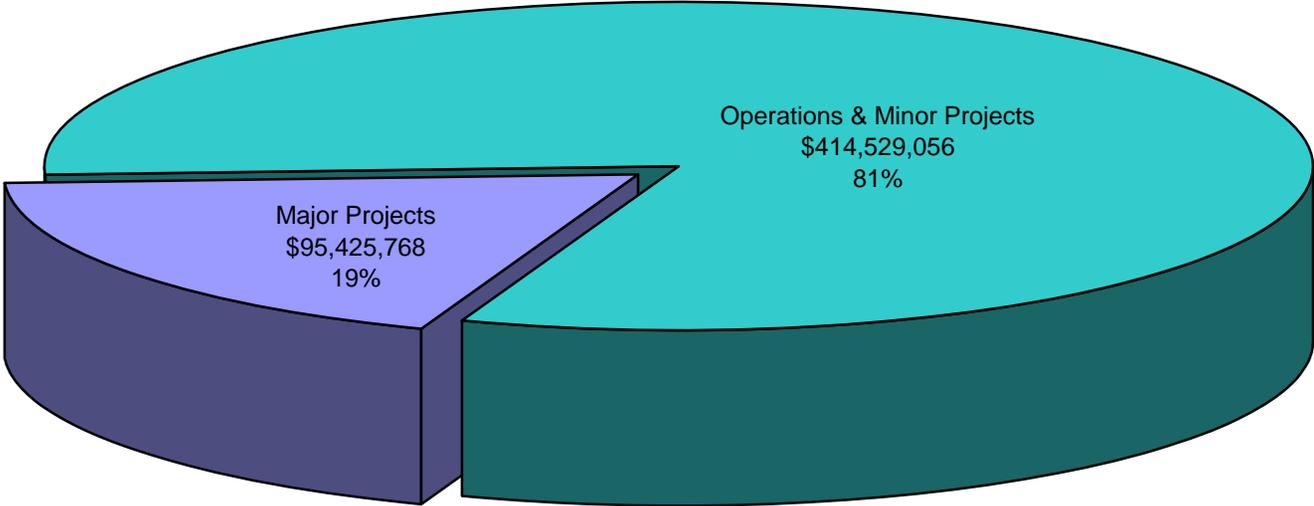


## Outsourced Services Budgeted for FY06-07



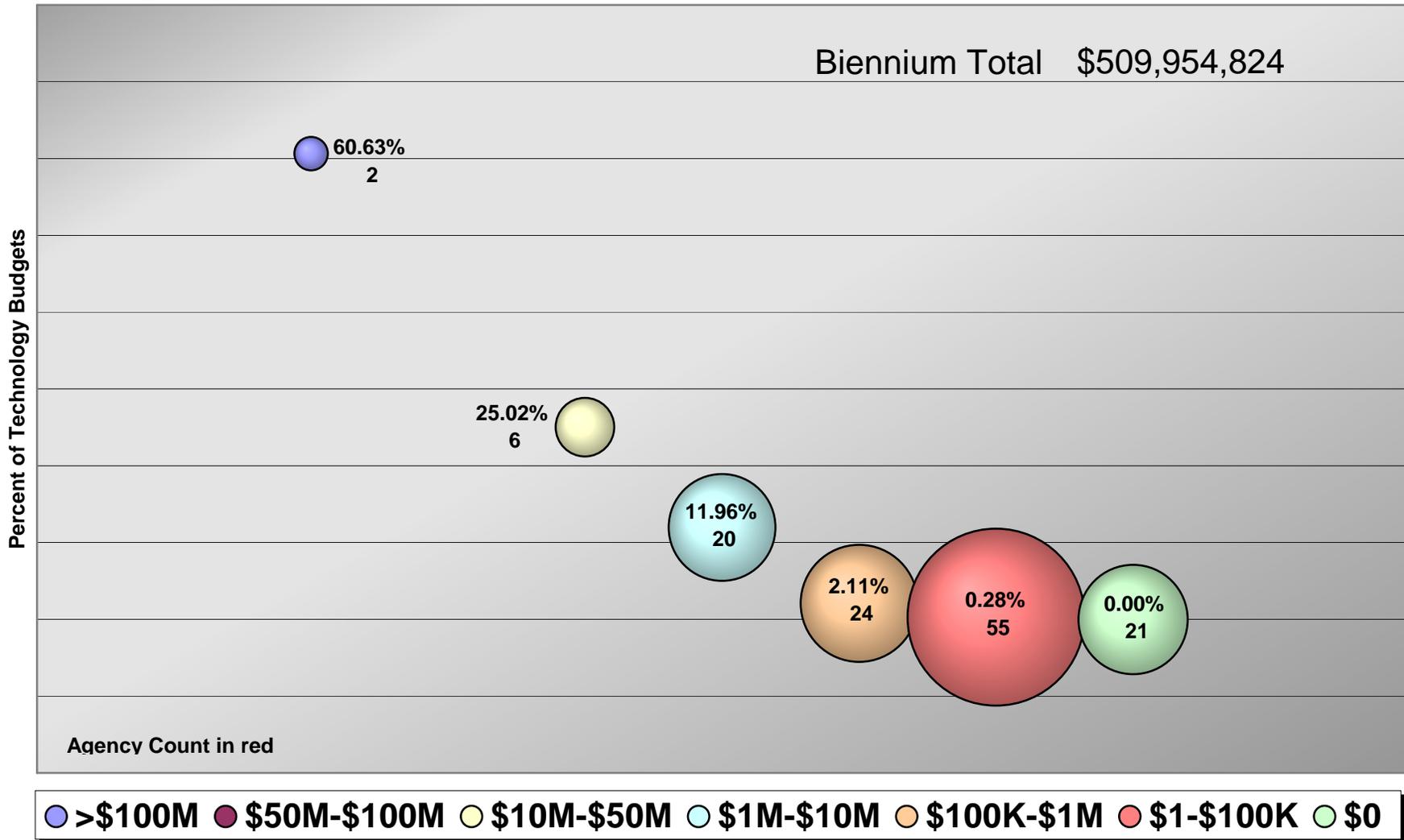
# Major Projects Represent 19% of Technology Expenditures for FY06-07

Biennial Total = \$509,954,824

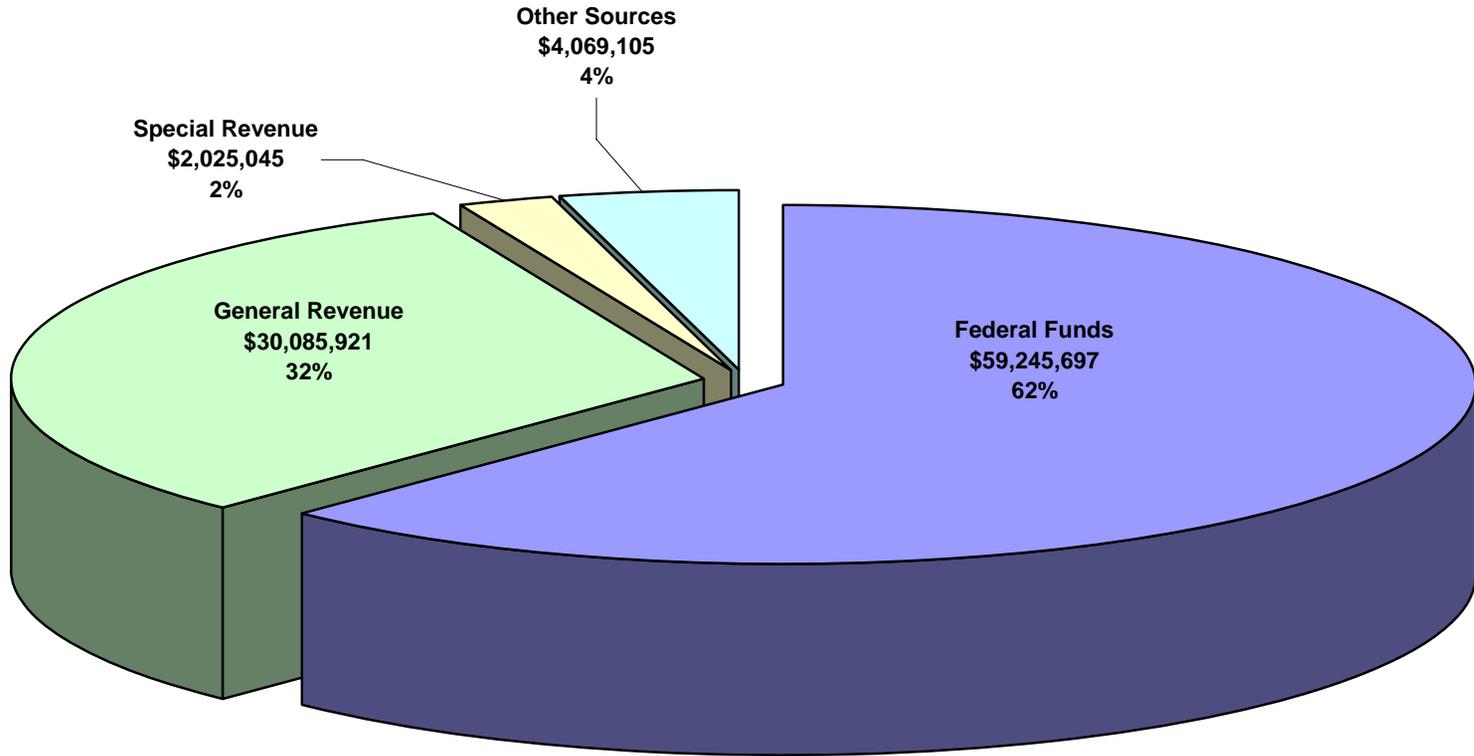


Note: Major Projects are those greater than \$100,000  
Source: Quarterly survey of agency project expenditures

# Biennial Distribution of Technology Budgets



# Major Projects by Fund Source for FY06-07



**Total: \$95,425,768**

## 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	Department of Economic Development	471,000	0	0	0	471,000	1
Corrections	Prosecutor Coordinator	489,300	144,500	68,000	212,500	148,600	1
Education	Department of Education	514,000	0	514,000	514,000	514,000	1
Finance & Administration	Department of Finance & Administration	7,868,954	4,070,349	904,536	4,974,885	4,775,025	10
	Office of Information Technology	3,707,541	0	1,431,987	1,431,987	3,680,000	3
Health & Human Services	Department of Health & Human Services	66,195,474	2,337,758	7,500,804	9,838,562	61,249,446	11
Homeland Security	Crime Information Center	2,016,250	0	870,794	870,794	2,016,250	2
	State Crime Laboratory	916,000	0	57,133	57,133	916,000	2
	State Police	7,880,951	1,486,561	9,059,351	10,545,912	7,880,951	8
Interior	Department of Parks and Tourism	1,311,946	0	0	0	1,311,946	1
Labor, Employment & Workforce	Public Employees Retirement System	300,000	0	26,031	26,031	300,000	1
	Department of Workforce Services	13,879,978	4,348,259	909,205	5,257,465	9,340,050	20
Natural Resources	Department of Environmental Quality	4,080,000	1,326,071	258,599	1,584,670	2,700,000	2
	Natural Resources Commission	122,500	0	107,000	107,000	122,500	1
<b>Totals</b>		<b>\$109,753,894</b>	<b>\$13,713,498</b>	<b>\$21,707,440</b>	<b>\$35,420,939</b>	<b>\$95,425,768</b>	<b>64</b>

## Major Technology Investments Top 10 Projects by Cost

Agency	Project Name	Budgeted amount for FY06-07
Department of Health & Human Services	HIPAA	\$ 50,791,034
Department of Health & Human Services	CHRIS - Children's Reporting and Information System	2,723,920
State Police	AWIN	2,500,000
Department of 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
Department of Health & Human Services	Breast Care	1,920,147
Department of Environmental Quality	Integrated Information System	1,820,000
Department of Workforce Services	Initial Claims IVR/Call Center	1,503,986
Office of Information Technology	Road Centerline	1,500,000
<b>Total Cost of Top 10 Projects Represents 73% of Total Projects Cost</b>		<b>\$ 69,194,773</b>
<b>Total Cost of Remaining 54 Projects</b>		<b>\$ 26,230,995</b>
<b>Total Cost - All Projects</b>		<b>\$ 95,425,768</b>

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

Source: Quarterly analysis of agency project expenditures

## Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Commerce	Department of 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
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.	Application Development
Education	Department of Education	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. This 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.	Generating Reports
Finance & Administration	Department of 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.	AASIS Interface Support
		ARBenefits System Extension	Extend the capability of the current benefit administration system, Payersoft, to support new requirements brought about by a legislative change requiring the tracking and reporting of quality indicators, a Board decision to bring Medical Management in-house, and a state requirement to develop internal controls to monitor the payment of claims by contracted Benefit Coordinators (Blue Cross/Blue Shield, Health Advantage, QualChoice, Novasys Health Systems, and National Medical Health Card).	These extensions will indirectly impact the quality of care provided to the citizens of the state of Arkansas by providing quality information available to the general public. It will also eliminate possible fraud and waste through on-going transactional auditing of 100% of claims paid by private vendors.	State Employee Insurance Benefits Administration

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Department of 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 by agencies to carry out their missions.	The project affects the pay of state employees, which in turn affects the morale and productivity of employees who provide services to the citizens of the state.	Class and Comp Salary Surveys
		Data Entry Replacement Project	Replacement of the outdated Key Entry III Data Entry System. Replacing Key Entry III as the 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
		Document Processing System	Image tax documents and supporting checks.	This project has an impact on Arkansas citizens because 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 turnaround time for return processing.	Remittance Processing
		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
		Facial Recognition	To provide a means to detect persons obtaining multiple Drivers License or Identification Cards in different names through the use of facial recognition.	This project will have no direct impact on citizens possessing a Drivers License or ID Card issued by the state of Arkansas. It will benefit citizens by reducing the number of licenses fraudulently obtained, which will help promote safer streets and reduce other criminal activities.	Driver's License Issuance

### Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Department of Finance & Administration	Motor Vehicle Imaging Project	To convert all Office of Motor Vehicle records from microfilm to imaging.	With this technology solution, taxpayer and employee waiting time for document archiving and retrieval will be substantially reduced. This will provide better taxpayer service and will decrease taxpayer expenditures for state employees.	Motor Vehicle Administration
		PRISM/CVISN Grant	Establishment of the federally mandated Commercial Vehicle Registration Process and the Motor Carrier Safety Improvement Process.	This project directly affects the health and safety of the Arkansas citizens by monitoring and removing unsafe interstate motor carrier vehicles and operators from the Arkansas highways.	Provide Motor Vehicle Information
		Streamline Sales & Use Tax Initiative	Development of an Internet-based tax lookup service and 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 on a delivery address.	Sales Tax Processing
	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

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Office of Information Technology	Online Grants Management Pilot Project	The Office of Information Technology is implementing a pilot project for a web-based online grant management system. The Department of Health and Human Services and Arkansas Science and Technology Authority will be the two participating agencies for this pilot project. This pilot project will consist of the selection of three grant programs from each agency.	Citizens of the Arkansas grantee community will see greater efficiencies in their ability to apply for grants available from Arkansas granting agencies.	IT Leadership and Coordination
		Road Centerline	Road Centerline File means a GIS dataset 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 unique aspect of the ACF Program is that a technology transfer 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
Health & Human Services	Department of 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 (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Health & Human Services	Department of 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 whose 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
		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 use "screen scrape" technology to provide information 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
		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

### Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Health & Human Services	Department of Health & Human Services	Consultant for Re-engineering Vital Records	This project will provide an RFP for a consultant to advise strategies for re-engineering the Vital Records System. The Center for Health Statistics/Vital Records seeks the professional services of an information technology consultant familiar with electronic vital records to assist the Division of Health in examining the equipment and capabilities of DHHS and developing plans for a phased implementation of a complete Internet-based electronic vital records system, including the specifications of an electronic system for direct entry of birth and death data by funeral homes, doctors, and hospitals; with Division of Health control of issuance, fee accounting, amendments, and corrections.	If Arkansas birth certificates do not meet the standards of the Intelligence Reform and Antiterrorism Act of 2004, they will not be accepted as identification to receive Social Security benefits, US Passports, or Federal Employment.	Computer 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 in which the providers are involved.	Child Care Authorizations/Vouchers Child Care Facility Licensing Compliance; Criminal Records Check; Special Nutrition Program
		Environmental Rating Scale	To provide a software program for assessing programs and providing data and statistical reports for assessing quality in child care settings in Arkansas.	Provides quality indicators of nationally accepted standards for child care. Provides value assessment of quality standards in child care settings.	Child Care Licensing

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Health & Human Services	Department of 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.	Medicaid
		KIDCare - Keying in Day Care Accurately, Reliably and Efficiently	This project will enhance the client server system, stabilize the system, and improve the system's overall performance. The system determines eligibility for Federally subsidized child care services (child care vouchers), maintains wait lists, authorizes services and reduces fraud/overpayments.	This project will improve efficiency within the division and support the child care centers and child care family homes that participate in the U.S. Department of Health and Human Services' child care assistance programs.	Eligibility for Child Care
		PCP Access Online	This project is a quality improvement organization contract for the State of Arkansas with the federal government. It will establish the Arkansas Medicaid Information Interchange to be known as PCP Access Online to educate Arkansas Medicaid PCPs in the use of the system. Medicaid providers will be trained to effectively manage their recipient caseloads while identifying and providing preventive care. Active and participating Medicaid recipients will benefit from this project.	As a result of this project, Medicaid recipients will be assured that they are receiving the highest level of professional health care services, with an increase of PCPs available to provide those services. Active and participating Medicaid recipients will benefit from this project.	Medicaid
		Special Nutrition Program Enhanced System	The SNP Enhanced System will focus on three areas: (1) Developing an online SNP application system for participating providers; (2) Enhancing and streamlining the provider reimbursement process; and (3) developing a module to record, track, and monitor the results of on-site reviews made by the DCC/ECE SNP staff and child care center/child care family home food sponsors.	This project will improve efficiency within the division and support the child care centers and child care family homes that participate in the U.S. Department of Agriculture's special nutrition programs.	Special Nutrition-Child Care Licensing

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
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. It 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
		Message Switch	The ACIC Message Switch (MSP) is a redundant computer system running customized software.	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
	State Crime Laboratory	JusticeTrax	LIMSPlus from JusticeTrax is an Evidence Tracking and Reporting system that is installed in many State Crime Laboratories including Mississippi, Georgia, Tennessee and some in Texas. It is generally accepted to be the market leader in this arena. It will replace a custom-developed application at ASCL. The conversion to LIMS Plus will occur starting on September 1, 2006.	This project will improve the long-term efficiency of the Laboratory in its primary role.	Evidence Processing
		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.	This project will provide video conferencing equipment for multiple sites. The project will utilize H.323 on the State's network.	Evidence Processing

### Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Homeland Security	State Police	AFIS Upgrade IV	<p>AFIS (Automated Fingerprint Identification System). The purpose is to electronically transmit fingerprint data to a centralized database at ASP. Upon booking, suspects' fingerprints may be searched across approximately 5,000,000 individual prints and with a response to the booking facility within a ten-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 agency 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 and the technology is a lot simpler to use.</p>	Provides positive identification on suspects.	Identification Bureau & AFIS
		AFIS Upgrade V	<p>AFIS (Automated Fingerprint Identification System). The purpose is to electronically transmit fingerprint data to a centralized database at ASP. Upon booking, suspects' fingerprints may be searched across approximately 5,000,000 individual prints and with a response to the booking facility within a ten-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 agency 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 and the technology is a lot simpler to use. This expansion can also aid in civil applicant processing (teachers, healthcare workers, etc.)</p>	Provides positive identification on suspects.	Identification Bureau & AFIS

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Homeland Security	State Police	AFIS Upgrade VI	AFIS (Automated Fingerprint Identification System). The purpose is to electronically transmit fingerprint data to a centralized database at ASP. Upon booking, suspects' fingerprints may be searched across approximately 5,000,000 individual prints and with a response to the booking facility within a ten-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 agency 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 and the technology is a lot simpler to use.	Provides positive identification on suspects.	Identification Bureau & AFIS
		AWIN	AWIN (Arkansas Wireless Information Network) is primarily used for voice transmission at this time. In the future, it will be used to transmit data for law enforcement in the State of Arkansas.	Initially ASP troopers will receive the benefit. Eventually all statewide law enforcement will utilize the system for voice transmission	Tele Communication
		Commercial Drivers License	This project will implement automated testing of commercial driver license testing in Arkansas. Testing stations will be equipped with a computer and touch screen along with the CDL application. There will be five CDL testing sites throughout the state.	Testing scores will be centrally located along with testing facilities throughout the state.	Highway Safety
		ICAC Supplemental	This project will provide forensic examination of systems and the recovery of digital evidence. It will 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 online.	Provides security for children on the Internet and educate parents.	Crimes Against Children

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
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
		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	Department of Parks and Tourism	POS System	The purpose of this project is to provide a point-of-sale solution at each of the parks and 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 managed inventories of each store. This will allow centralized purchasing for all stores.	It will provide more efficiency for customers and provide better customer service.	General Accounting
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
	Department of 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
		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.

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Department of 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
		Employer Accounts Registration	Allows new businesses to apply for DWS account numbers over the Internet.	Allows new businesses to apply for DWS account numbers over the Internet.	Unemployment Insurance - Tax and Wage
		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
		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 agency funding sources.	Provides cost accounting for federal reporting not provided in AASIS.	Financial Management (Cost Accounting/FARS)
		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
		Internet Initial Claims	Allows individuals that have just been laid off to file an unemployment insurance claim over the Internet.	Allows individuals that have just been laid off to file an unemployment insurance claim over the Internet.	Unemployment Insurance - Benefits
		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)

## Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Department of 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 ensure 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.
		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 1970s and is very difficult to maintain, is inflexible and contains insufficient detail to see the agency through this next generation of emphasis on integrity.	MRS Improvement 2 will help ensure 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.
		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 ensure 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.
		National Directory of New Hires	This system will upgrade the BARTS data sources on claimants that DWS is able to cross-match against in determining if someone is filing claims for benefits while employed. The results of the cross-match will be used to initiate investigations into potential fraud cases. The product will include COBOL interface programs and a point release update for BARTS.	By expanding the available data on new hires, this project will help determine fraud and better serve the citizens and employers of the State of Arkansas.	General Counsel - Overall direction and supervision of Benefit Payment Control Unit.
		New Hire Enhancement for BPC	Provides a cross-match of unemployment insurance overpayments and the new hire registry.	NDNH Crossmatch will help ensure 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.
		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 (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Labor, Employment & Workforce	Department of 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
		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
		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
		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
		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
Natural Resources	Department of Environmental Quality	ADEQ Document Imaging	The department will be relocating its Little Rock offices in early 2007. With this move the department wants to migrate away from a paper-intensive environment to an environment based more on electronic images for regulatory files. At this time the department is planning to image-only the records concerning the facilities of the state that the agency has regulatory authority over, which represents approximately 15-million individual pages of information. By converting paper to electronic images, accessible through a document management system, users and the citizens will have easier access to this information.	The citizens of the state will benefit in two important ways. First, this project will increase the efficiency of the department by allowing staff quicker and more convenient access to agency environmental records. Second, this information is also used by many groups and citizens of the state.	Accounting, Certifications/Licenses, Computer support/Data storage, Distributing information, Environmental Quality Enforcement, Issuing permits, Regulated Storage Tanks Oversight

### Major IT Projects (continued)

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Natural Resources	Department of 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 the agency 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, agency databases have 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.	Accounting, Certifications/Licenses, Computer support/Data storage, Distributing information, Environmental Quality Enforcement, Issuing permits, Regulated Storage Tanks Oversight
	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.	Floodplain Management Program

## Major IT Projects with Cost

Policy Area and Agency,	Project Name ** 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>Commerce</b>							
<i>Department of Economic Development</i>	*** Off-Site servers/location	10/1/2006	N/A	471,000	471,000	0	0
<b>Corrections</b>							
<i>Prosecutor Coordinator</i>	Prosecutor Systems	10/1/2002	7/1/2009	489,300	148,600	68,000	212,500
<b>Education</b>							
<i>Department of Education</i>	Pentamation/COGNOS addendum to contract for Data Warehouse	6/1/2005	6/30/2007	514,000	514,000	514,000	514,000
<b>Finance &amp; Administration</b>							
<i>Department of Finance &amp; Administration</i>	AASIS File Transfer Improvement Project	9/19/2005	3/1/2007	136,221	136,221	103,000	103,000
	ARBenefits System Extension	8/8/2006	6/30/2008	700,000	700,000	0	0
	Arkansas Pay Plan Study	4/1/2005	7/1/2007	162,000	162,000	148,022	148,022
	** Data Entry Replacement Project	12/1/2005	5/31/2006	500,000	134,366	68,782	434,416
	Document Processing System	6/1/2005	6/30/2007	1,600,000	720,000	76,180	956,180
	** Employment Benefits	3/1/2002	3/31/2006	3,000,000	1,372,105	233,912	2,838,227
	Facial Recognition	11/1/2006	1/31/2007	504,000	504,000	0	0
	Motor Vehicle Imaging Project	9/1/2006	12/31/2006	664,133	664,133	0	0
	** PRISM/CVISN Grant	3/1/2005	3/31/2006	422,600	282,200	269,600	410,000
	Streamline Sales & Use Tax Initiative	4/1/2005	6/30/2007	180,000	100,000	5,040	85,040
<i>Office of Information Technology</i>	Arkansas Digital Ortho Program	7/1/2005	6/30/2007	2,000,000	2,000,000	772,837	772,837
	Online Grants Management Pilot Project	11/1/2006	6/30/2006	207,541	180,000	0	0
	** Road Centerline	7/1/2005	6/30/2007	1,500,000	1,500,000	659,150	659,150

### Major IT Projects with Cost (continued)

Policy Area and Agency,	Project Name ** 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>Health &amp; Human Services</b>							
<b>Department of Health &amp; Human Services</b>	Answer System Enhancements	7/1/2005	6/30/2007	2,346,836	2,346,836	2,261,596	2,261,596
	Breast Care	7/1/2006	6/30/2007	1,920,147	1,920,147	466,399	466,399
	Call Center	7/1/2005	6/30/2007	602,801	602,801	3,576	3,576
	CHRIS - Children's Reporting and Information System	7/1/2003	6/30/2007	7,454,308	2,723,920	2,379,311	4,717,069
	Consultant for Re-engineering Vital Records	11/20/2006	6/30/2007	143,783	143,783	0	0
	Decision Support System	3/8/2004	6/30/2006	608,640	393,000	431,015	431,015
	Environmental Rating Scale	7/1/2006	6/30/2007	412,715	412,715	0	0
	HIPAA Security	9/11/2005	9/30/2006	50,791,034	50,791,034	1,223,216	1,223,216
	KIDCare - Keying in Day Care Accurately, Reliably and Efficiently	7/1/2005	6/30/2007	1,198,100	1,198,100	687,131	687,131
	PCP Access Online	10/1/2006	6/30/2007	467,480	467,480	0	0
	Special Nutrition Program Enhanced System	7/1/2006	6/30/2008	249,630	249,630	48,560	48,560
<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	870,794	870,794
	Message Switch	7/2/2005	6/30/2007	950,000	950,000	0	0
<b>State Crime Laboratory</b>	JusticeTrax	4/1/2006	12/31/2006	500,000	500,000	55,000	55,000
	Video Testifying	11/1/2003	6/30/2009	416,000	416,000	2,133	2,133
<b>State Police</b>	AFIS Upgrade IV	7/1/2005	6/30/2008	739,982	739,982	728,189	728,189
	** AFIS Upgrade V	9/30/2005	3/30/2006	1,057,000	1,057,000	1,057,000	1,057,000
	AFIS Upgrade VI	7/1/2006	6/30/2007	740,000	740,000	0	0
	AWIN	10/1/2005	9/30/2007	2,500,000	2,500,000	5,672,332	5,672,332
	Commercial Drivers License	7/1/2006	9/30/2006	365,119	365,119	14,234	14,234
	ICAC Supplemental	7/1/2006	12/31/2006	390,000	390,000	259,121	259,121
	** TraCS (Traffic and Criminal Software)	10/1/2003	3/30/2006	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	841,816	841,816

**Major IT Projects with Cost (continued)**

<b>Policy Area and Agency,</b>	<b>Project Name</b> ** denotes project completed *** denotes project postponed	<b>Date Project Started</b>	<b>End Date</b>	<b>Total Project Cost (est.)</b>	<b>Budgeted amount for FY06-07</b>	<b>FY06-07 YTD</b>	<b>Total Project Cost to Date</b>
<b>Interior</b>							
<b>Department of Parks and Tourism</b>	*** POS System	N/A	N/A	1,311,946	1,311,946	0	0
<b>Labor, Employment &amp; Workforce</b>							
<b>Public Employees Retirement System</b>	Imaging System Replacement	1/1/2006	6/30/2007	300,000	300,000	26,031	26,031
<b>Department of Workforce Services</b>	** 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
	*** Electronic Transmission of Adjudication Questionnaires	12/1/2006	12/31/2007	117,500	117,500	0	0
	** Employer Accounts Registration	3/1/2003	9/30/2006	238,064	80,125	118,254	264,706
	** Employer Wage Processing	3/1/2003	9/30/2006	288,943	59,557	35,791	254,713
	FARS Replacement	9/1/2006	12/31/2008	1,000,000	1,000,000	3,500	3,500
	Initial Claims IVR/Call Center	9/1/2003	10/1/2007	1,503,986	1,503,986	443,645	459,413
	*** Internet Initial Claims	10/1/2002	12/31/2006	1,836,980	56,364	125,317	1,856,080
	*** Learning Exchange/OSCAR Import	N/A	N/A	208,800	208,800	0	0
	MRS Improvement 1	10/1/2006	10/1/2007	500,000	500,000	0	0
	MRS Improvement 2	10/1/2006	10/1/2007	500,000	500,000	0	0
	MRS Improvement 3	10/1/2006	10/1/2007	500,000	500,000	0	0
	National Directory of New Hires	9/1/2006	12/31/2006	200,000	200,000	30,365	30,365
	** New Hire Enhancement for BPC	11/1/2005	9/30/2006	210,000	154,300	5,937	5,937
	** Security	7/1/2002	12/31/2005	923,195	518,054	18,185	405,141
	SUTA Dumping Detection System	9/1/2005	6/30/2007	104,035	104,035	17,000	17,000
	*** TAA/TRA/DW	7/1/2002	N/A	1,324,972	0	1,300	1,335,489
*** 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	

**Major IT Projects with Cost (continued)**

<b>Policy Area and Agency,</b>	<b>Project Name</b> ** denotes project completed *** denotes project postponed	<b>Date Project Started</b>	<b>End Date</b>	<b>Total Project Cost (est.)</b>	<b>Budgeted amount for FY06-07</b>	<b>FY06-07 YTD</b>	<b>Total Project Cost to Date</b>
<b>Natural Resources</b>							
<b>Department of Environmental Quality</b>	ADEQ Document Imaging	1/1/2006	6/30/2007	880,000	880,000	0	0
	Integrated Information System	12/1/2002	6/30/2007	3,200,000	1,820,000	258,599	1,584,670
<b>Natural Resources Commission</b>	** Flood Map Modernization Project	10/1/2005	9/30/2006	122,500	122,500	107,000	107,000
<b>Totals</b>				<b>\$109,753,894</b>	<b>\$95,425,768</b>	<b>21,707,440</b>	<b>35,420,939</b>

## DIS Major IT Projects

Policy Area	Agency	Project Name	Project Description	How Project Meets Citizen's Needs?	Business Processes Affected?
Finance & Administration	Department of 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
		Internet Bandwidth Monitoring and Management System	The Internet Bandwidth Management System will give DIS the ability to monitor and manage customer's Internet utilization and bill the customer for that utilization appropriately. Allot Communications AC-1000 Series NetEnforcer equipment will be installed at the DIS Internet POPs at Little Rock, Pine Bluff and Fayetteville.	This will help reduce the cost to agencies for Internet bandwidth by reducing the utilization of bandwidth for other than state business.	Network Services
		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
		Network Event Management	Real-time event monitoring and logging across the entire state network. The purpose is to proactively detect, log and respond to outages. Secondary is trend and route cause analysis to improve the reliability of network infrastructure. Computer Associates (CA) Spectrum/E-Health was chosen in competitive trials.	Improves reliability of networked services to state law enforcement, justice, administrative and business agencies, social welfare agencies, primary and higher education	Network Services
		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

**DIS Major IT Projects (continued)**

<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>
Finance & Administration	Department of Information Systems	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 telemanagement 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 and 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
		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

## DIS Major IT Projects with Cost

Policy Area and Agency	Project Name ** 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>Department of Information Systems</b>	** Change Mgmt Tool Consolidation Mainframe	7/1/2005	4/15/2006	450,000	450,000	309,356	309,356
	Internet Bandwidth Monitoring and Management System	11/6/2006	11/5/2007	171,675	171,675	0	0
	** IT Asset Management	11/1/2005	2/18/2006	724,662	724,662	729,059	729,059
	Network Event Management	7/1/2006	6/30/2007	837,832	837,832	731,732	731,732
	** Protego Security Project	3/1/2005	2/20/2006	375,000	20,000	121,222	601,453
	*** Telemanagement Project	10/17/2003	8/31/2006	500,000	500,000	231,821	295,437
	** Video Scheduling / Bridging	4/15/2005	4/14/2010	8,501,175	7,043,300	2,295,800	2,550,800
<b>Totals</b>				<b>\$11,560,344</b>	<b>\$9,747,469</b>	<b>\$4,460,443</b>	<b>\$5,259,289</b>

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