Information Technology Report

July 1, 2007 – March 31, 2008

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

Submitted by:
The Department of Finance and Administration
Office of Intergovernmental Services

This page intentionally left blank

Table of Contents

This page intentionally left blank

Introduction

In accordance with Act 751 of 2007, the Office of Information Technology (OIT) and position of Executive Chief Information Officer was dissolved. The following responsibilities of OIT were transferred to the Department of Finance and Administration (DFA) in June 2007.

- Develop the biennial information technology plan to be completed by agencies

- Review and approve agency technology plans and amendments

- Approve technical standards and specifications regarding the state's enterprise architecture

- Develop, publish and maintain polices and develop and publish procedures and standards relating to information technology with advice and review from the Department of Information Systems

- Develop policies regarding electronic access to government information
- Assist in developing the state information technology plan

- Develop and promulgate rules, guidelines and updates regarding the General Records Retention Schedule

- Participate as a member in the State Technology Council which is responsible for

  - developing state information technology standards and specifications;

  - developing a state information technology plan; and

  - developing technical standards and specifications to support the state's shared enterprise architecture.

DFA is submitting this report regarding the status of information technology (IT) deployment to the Joint Committee on Advanced Communications and Information Technology regarding IT for the first, second and third quarters of the FY08/09 biennium.

This report summarizes in a variety of illustrations

- the biennial IT budgets;

- major project activity of state agencies; and

- the development and implementation of Information Network of Arkansas (INA) eGovernment services around the state during July 1, 2007 - March 31, 2008.

Introduction

IT budgets will be presented

- as total biennial budget for hardware, software, labor and services;

- distribution of biennial budgets across agencies;

- total biennial budgets requested and budgeted for hardware, software, labor and services;

- top 10 agencies according to biennial budget;

- major projects' biennial budget for hardware, software, labor and services;

- major projects' total biennial budget per fund source;

- major projects and associated biennial expenditures;

- top 10 major projects according to biennial budget;

- operations/minor projects' total budget for hardware, software, labor and services;

- total biennial budget for outsourced services (DIS and vendors);

- and identification of DIS' major projects and costs.

Arkansas.gov Initiatives

The following describes a few of the initiatives that the Information Network of Arkansas (INA) implemented during the reporting timeframe:

Property Tax Payments Online and OTC

Description
Arkansas.gov continues to expand the online and over-the-counter property tax payment offerings. Twenty-four counties now have the ability to receive property taxes online via a credit card or eCheck, as well as now being able to receive tax payment with a credit card at the county office.

Counties
Carroll, Clark, Cleburne, Columbia, Craighead, Crittenden, Cross, Dallas, Faulkner, Grant, Howard, Independence, Jefferson, Johnson, Lafayette, Lawrence, Ouachita, Pope, Pulaski, Randolph, Saline, Sebastian, Van Buren, Washington Counties

Benefits to Counties
The automated processing both on-line and at the county offices relieves the offices of the burden of manually accepting payments and processing the tax records. It also provides the county with an automated process for receiving the funds and provides a complete audit trail of payments.

Constituents Served
All taxpayers registered within the counties

Benefits to Constituents
Taxpayers may now pay property taxes online or in person with a credit card. The transaction is processed in seconds and the taxpayer receives an electronic or printed receipt for their payment.

Usage
These counties serve approximately 1.4 million residents.

Cost Savings
This application was developed and is available at no cost to the agency 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, County Tax Payer

Arkansas.gov Initiatives

Contractor Illegal Immigrant Certificate

Description
Online application based on Act 157 of 2007, which establishes the requirement for vendors to certify that, at the time of the certification, they do not employ or contract with an illegal immigrant

Agency
Department of Finance and Administration

Benefits to Agency
This allows compliance with Act 157 - An Act to Prohibit State Agencies from Contracting with Businesses that Employ Illegal Immigrants. This act establishes the requirement for vendors to certify in a manner that does not violate federal law in existence on January 1, 2007, that the vendor, at the time of the certification, does not employ or contract with an illegal immigrant. The certification is handled by a web based application which requires the vendor to certify in accordance with the act prior to the award of a contract.

Constituents Served
Vendors, colleges and universities, state agencies, and the Office of State Procurement

Benefits to Constituents
The process will eliminate the need for paper copies of all certifications and will expedite the process currently in place.

Usage
A business or individual who provides goods and services to the State of Arkansas or is bidding on a solicitation issued by a state agency, board, commission, university or a college

Cost Savings
This application was developed under the INA self-funded model. Monthly hosting of the application is also provided at no charge.

Arkansas.gov Initiatives

Commercial Driver Alcohol & Drug Testing Database

Description
The purpose of this application is to fulfill a legislative requirement as outlined in Act 637. The act was designed to improve commercial driver safety by requiring the reporting of positive alcohol or drug test results for an employee who holds a commercial driver's license and by requiring an employer to obtain a report from the commercial driver alcohol and drug testing database prior to hiring the driver.

Agency
Department of Finance and Administration

Benefits to Agency
This provides a user interface for employers, medical review officers and the DFA Department of Motor Vehicles to search and report the results of commercial driver drug and alcohol tests. Usage of this database will reduce the paper process and ultimately improve driver safety by providing companies with a tool that will notify them that a commercial driver has a positive drug or alcohol result.

Constituents Served
Constituents are employers of commercial drivers that are required to comply with the drug and alcohol testing provisions under the Federal Motor Carrier Safety Regulations. This includes trucking companies, school districts, dump truck companies, agricultural companies, and any other company that employs commercial truck drivers.

Benefits to Constituents
Benefits are roadway and employment safety and to ultimately improve commercial driver safety.

Usage
Arkansas has approximately 12,000 trucking companies statewide that would be required to use this system. In addition, any other employer in Arkansas that employs commercial drivers is required to use this system (i.e. schools, dump truck companies, agricultural companies). Last year, over 80,000 commercial driver traffic violation searches were processed and at least that many searches are expected in this database.

Cost Savings
This application was developed at no cost based upon INA's self-funded business model.

eGovernment Initiatives by INA

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 the reporting timeframe:

New Services Launched

Agency	Service
Correction	Inmate Phone Deposits
Education	Teacher Assessment
Finance and Administration	W2 File Format Verification
Health	EMS License Verification
Health	Radiologic Technologists License Verification
Higher Education	Perkins Grant Portal: Blog
Natural Heritage Commission	Donation Application
Pharmacy Board	Pharmacist CE Hour Reporting
Public Accountancy Board	Online License Renewals
Real Estate Commission	Online Recruiting Career Registry
Science and Technology Authority	Manufacturing Solutions – Add Gov Pay
Speech Pathology and Audiology, Arkansas Board of Examiners	License Verification
State Police	Concealed Handgun Carry License
State Police	Trooper Contact Form
Student Loan Authority	Critical Need Careers of Arkansas Site

New Websites Launched

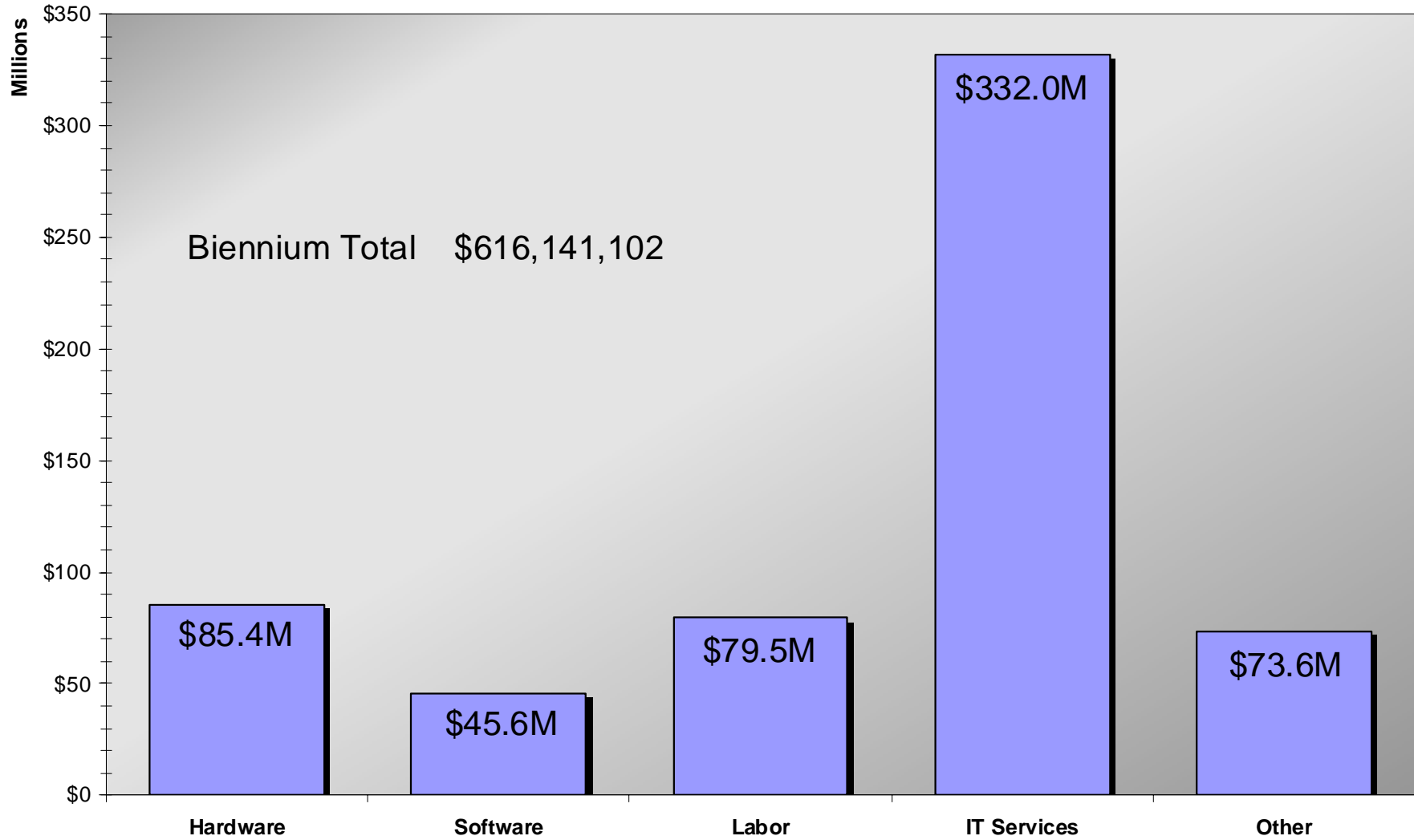| Agency	Website
Administrative Office of the Courts	Child Abuse Website
Attorney General	Spanish Site
Minority Health Commission	Site
Senate – President Pro Tempore	Rockefeller Memorial Site
Teachers Housing Commission	Website
Veterans Affairs	Site Hosting

eGovernment Initiatives by INA

Future Services

Agency	Service
Correction	Sex Offender Fact Sheet & Risk Assessment
Finance and Administration	Racing Commission Breeder's
Finance and Administration	Revenue Office OTC GovPay
Finance and Administration	Withholding Tax
Private Career Education Board	Transcript Request
Secretary of State	2008 Election Night Reporting System
Secretary of State	Business Commercial Services
Secretary of State	Financial Disclosure Search
State Library	Agency Publication Notification Form
State Police	Criminal Background Check
State Police	FBI Civil Fingerprint Harvesting
State Police	Morgan Nick Online Reporting
Student Loan Authority	Scholarship Search

Future Websites

Agency	Website
Athletic Commission	Website Redesign
Attorney General	Be Street Smart
Governor's Office	Arkansas Works
Health	Infant Hearing Site Redesign
Minority Health Commission	Website
State Library	Website Redesign

Information Technology Budgeted for FY08-09

Biennium Total $616,141,102

Bar chart values:
- Hardware: $85.4M
- Software: $45.6M
- Labor: $79.5M
- IT Services: $332.0M
- Other: $73.6M

Biennial Distribution of Technology Budgets Across Agencies

Percent of Technology Budgets

43.94%
2

Biennium Total $616,141,102

21.96%
2

20.21%
6

12.47%
23

1.21%
20

0.22%
57

0.00%
17

Agency Count in red

>$100M $50M-$100M $10M-$50M $1M-$10M $100K-$1M $1-$100K $0
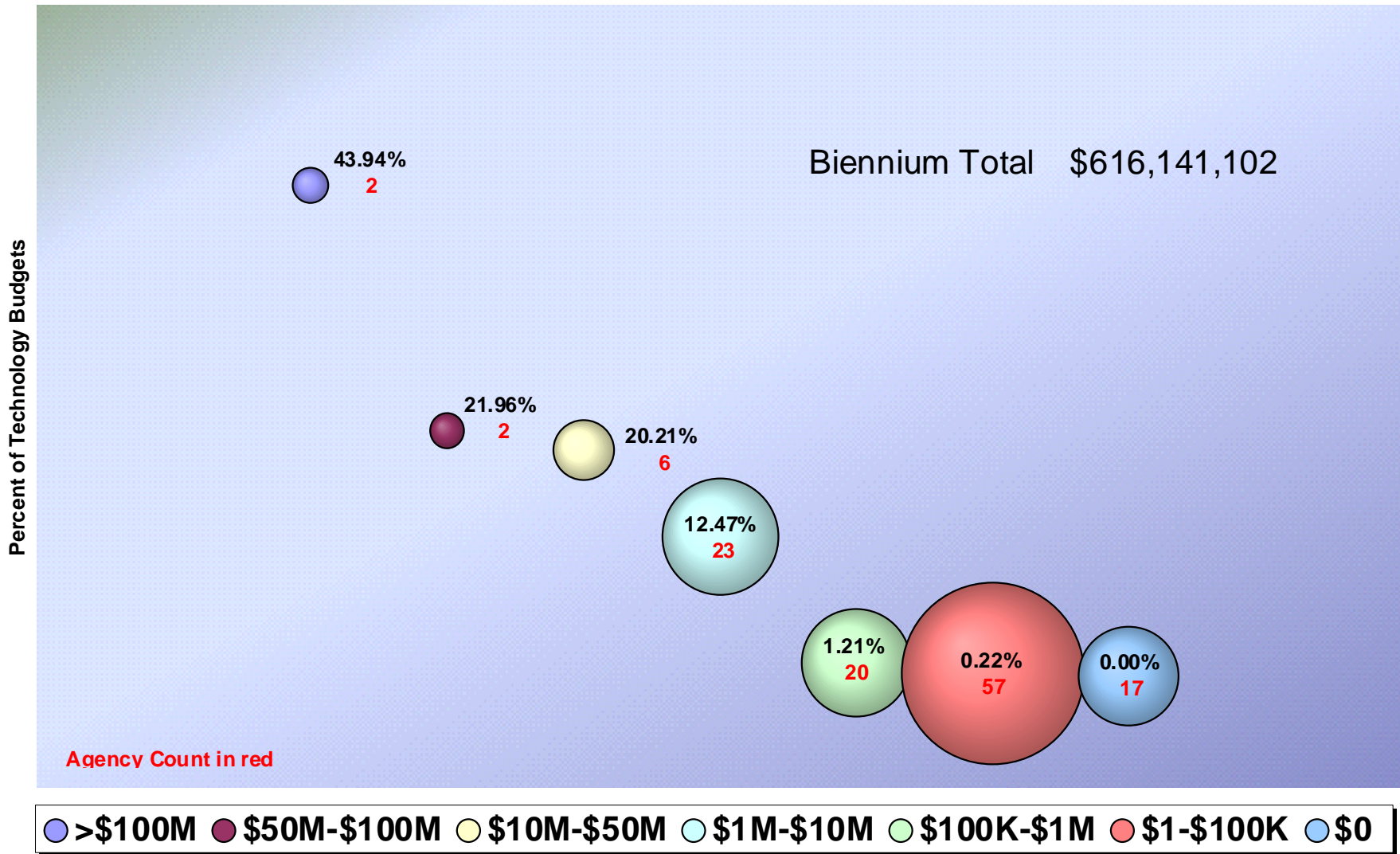
Biennial IT Budgets by Category
Requested vs. Budgeted

Millions

Legend: Requested Totals, Budgeted Totals
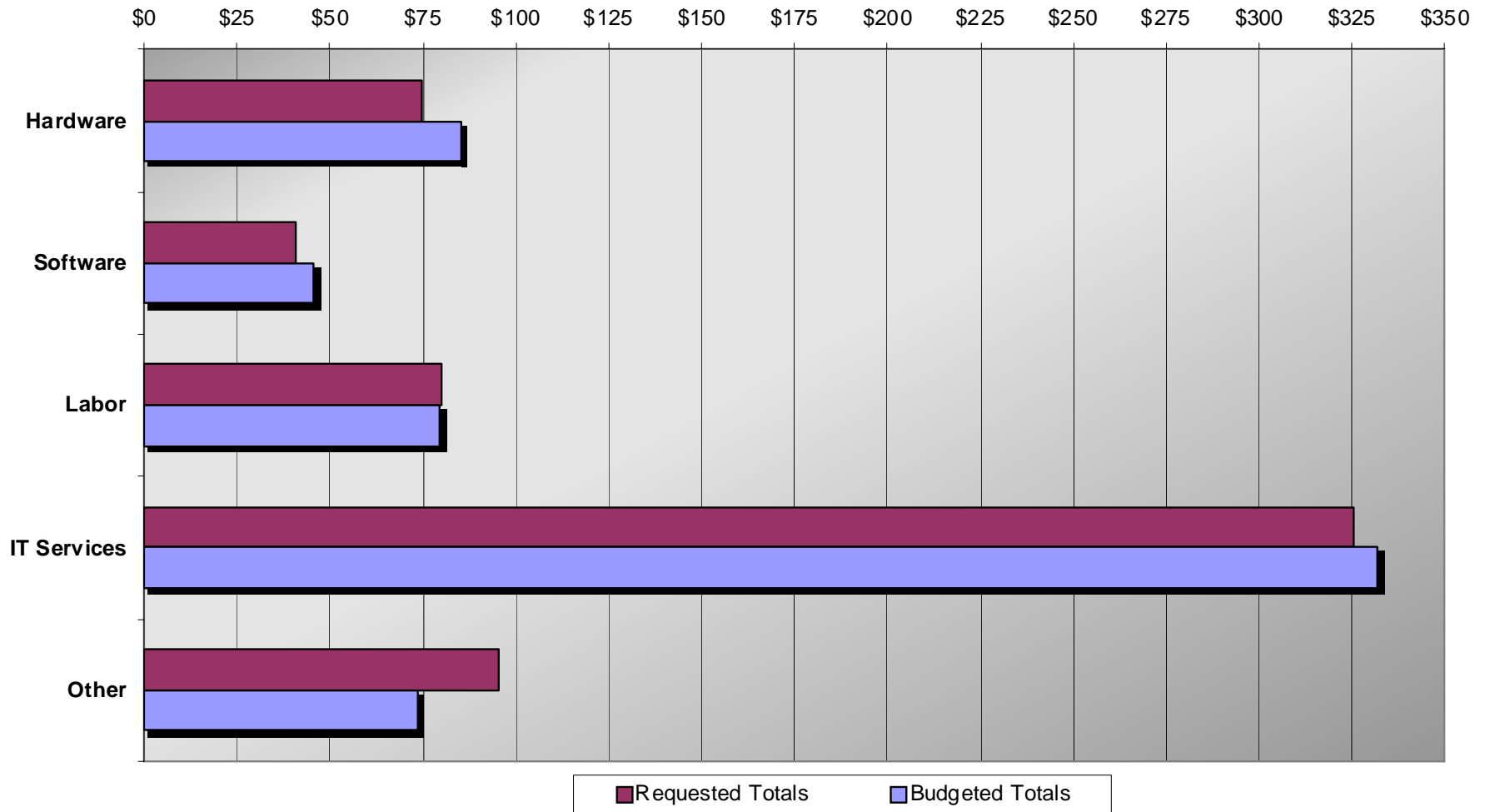
Top 10 Agencies Account for 86% of All
Technology Budgets for the Biennium

	Hardware	Software	Labor	IT Services	Other
Expenditure Category	$85,359,589	$45,645,839	$79,546,171	$332,038,600	$73,550,903
Top 10 Agencies	73,851,687	39,383,885	58,954,678	299,483,639	58,872,394
Remaining Agencies	11,507,902	6,261,954	20,591,494	32,554,960	14,678,509

Legend: Expenditure Category — Top 10 Agencies — Remaining Agencies
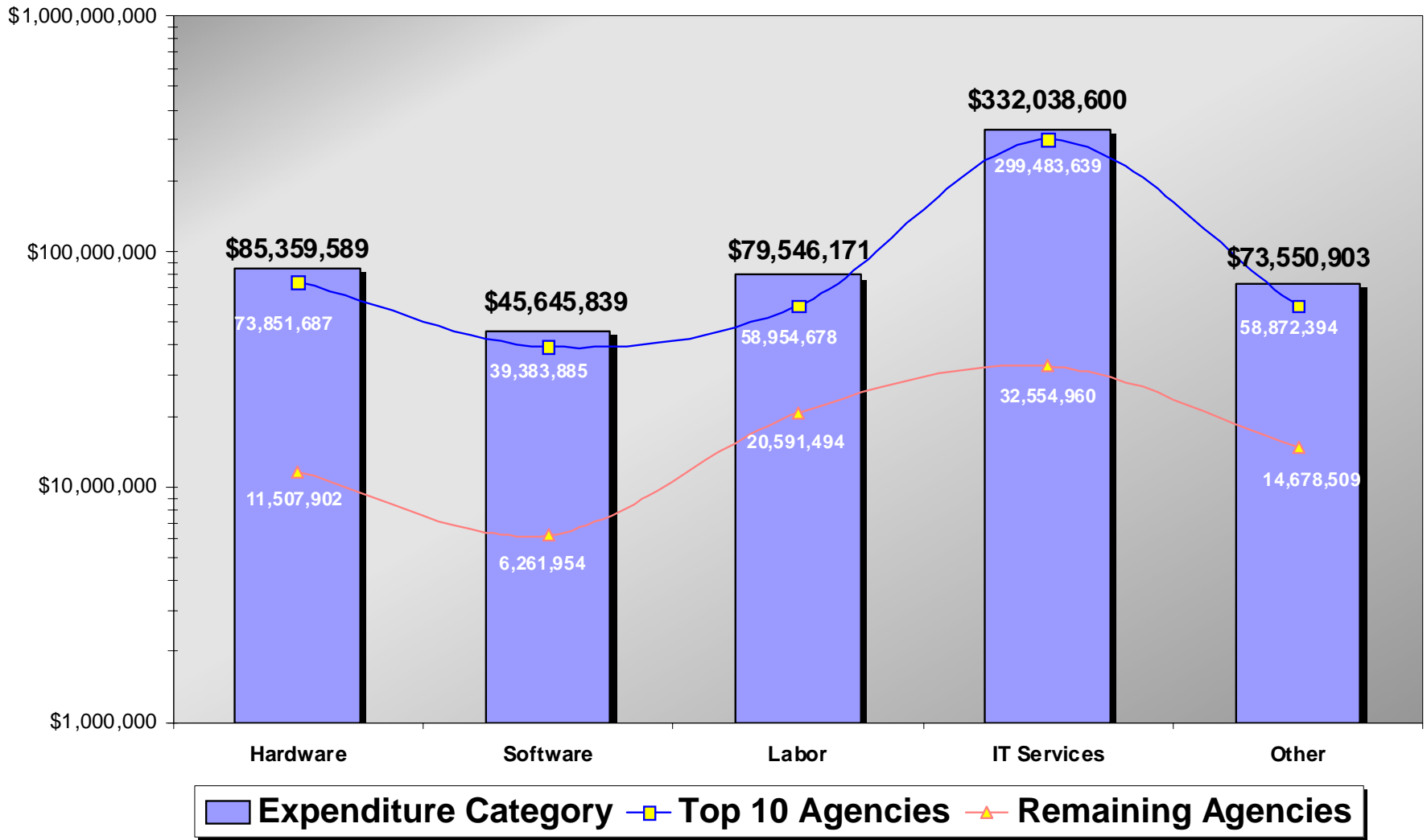
Technology Budget for Top 10 Agencies by Category

Millions

Legend: Hardware ☐ Software ☐ Labor ☐ IT Services ☐ Other
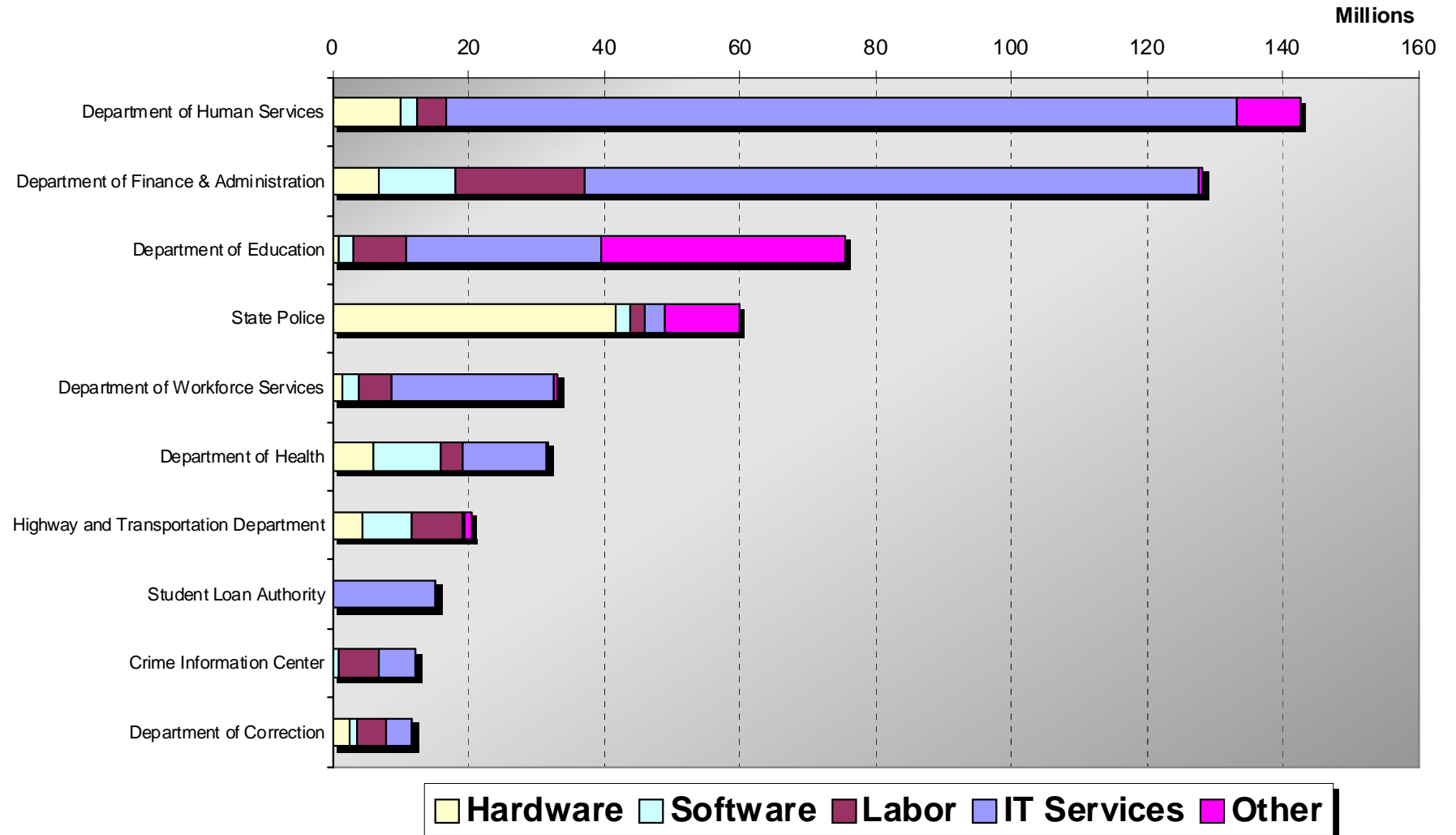
Major Projects Represent 19% of Technology Expenditures for FY08-09

Biennial Total = $616,141,102

Operations & Minor Projects
$499,943,600
81%

Major Projects
$116,197,502
19%
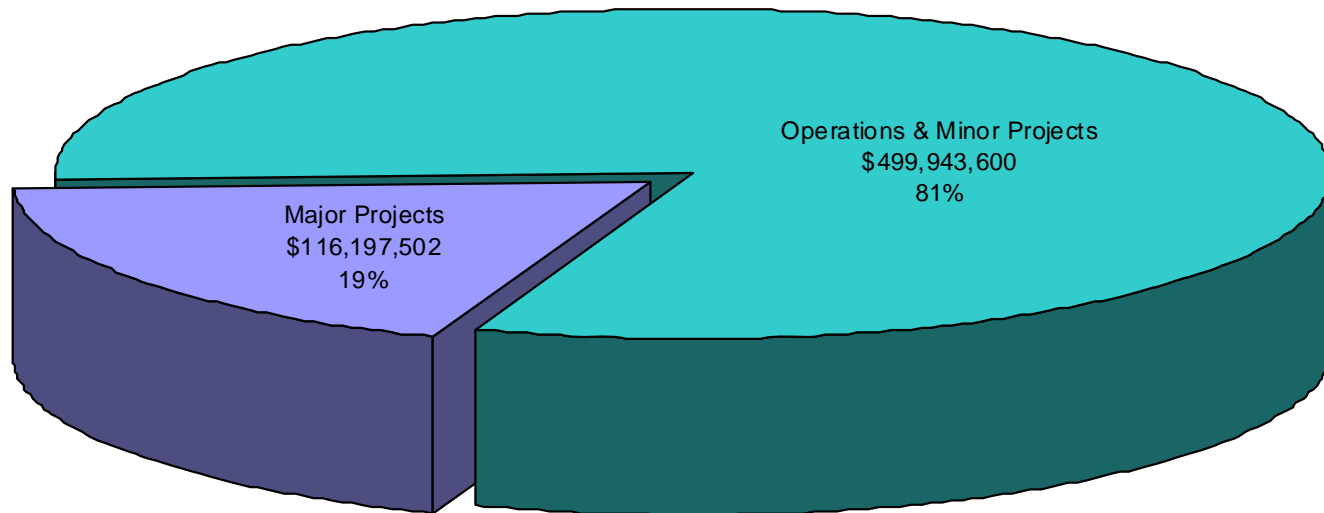
Note: Major Projects are those greater than $100,000
Source: Quarterly reporting of agency project expenditures

Major Projects by Category
Budgeted for FY08-09

Biennium Total $116,197,502
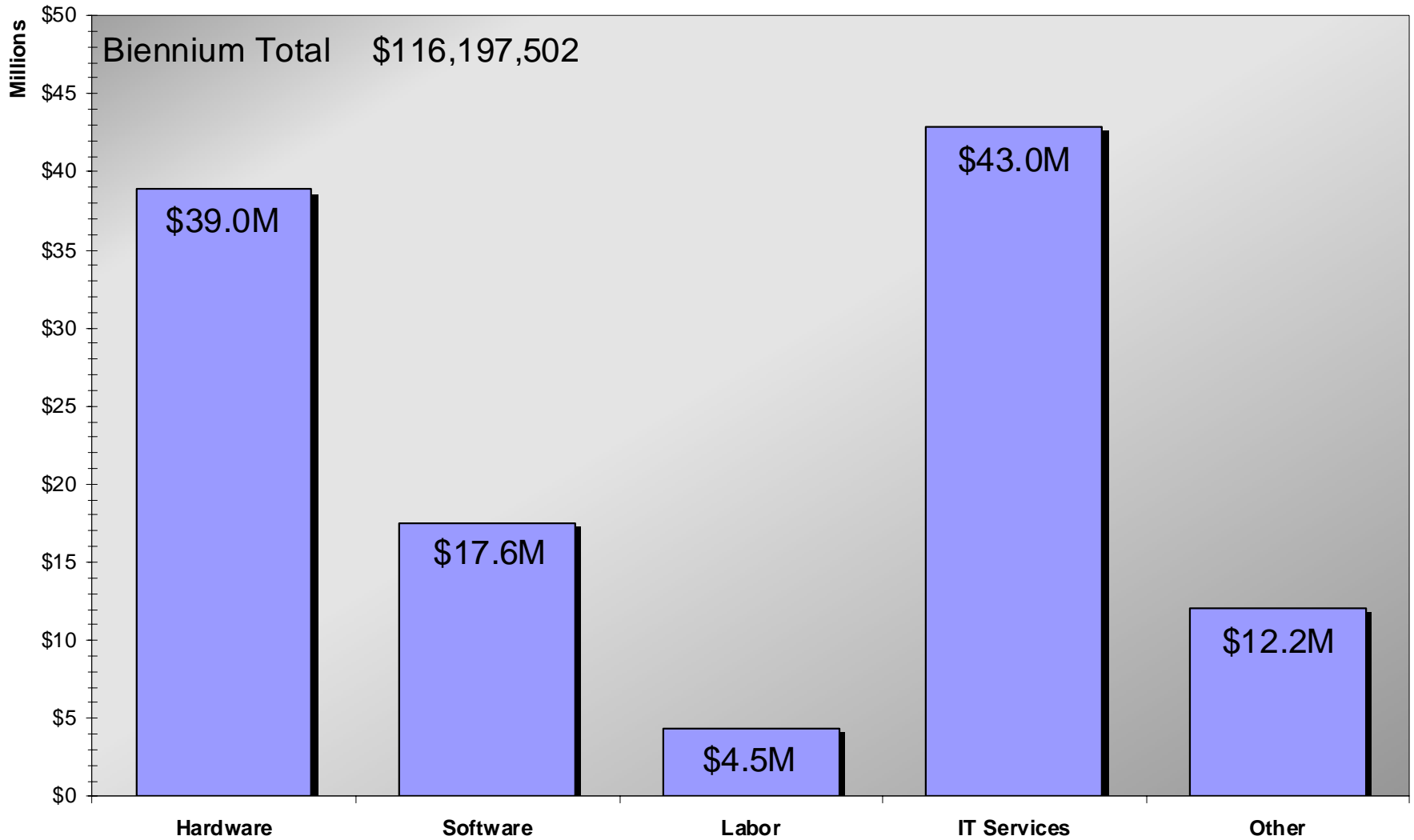
Major Projects by Fund Source for FY08-09

- **Other Sources** $8,661,257 7%
- **Special Revenue** $13,551,775 12%
- **General Revenue** $26,992,720 23%
- **Federal Funds** $66,991,750 58%
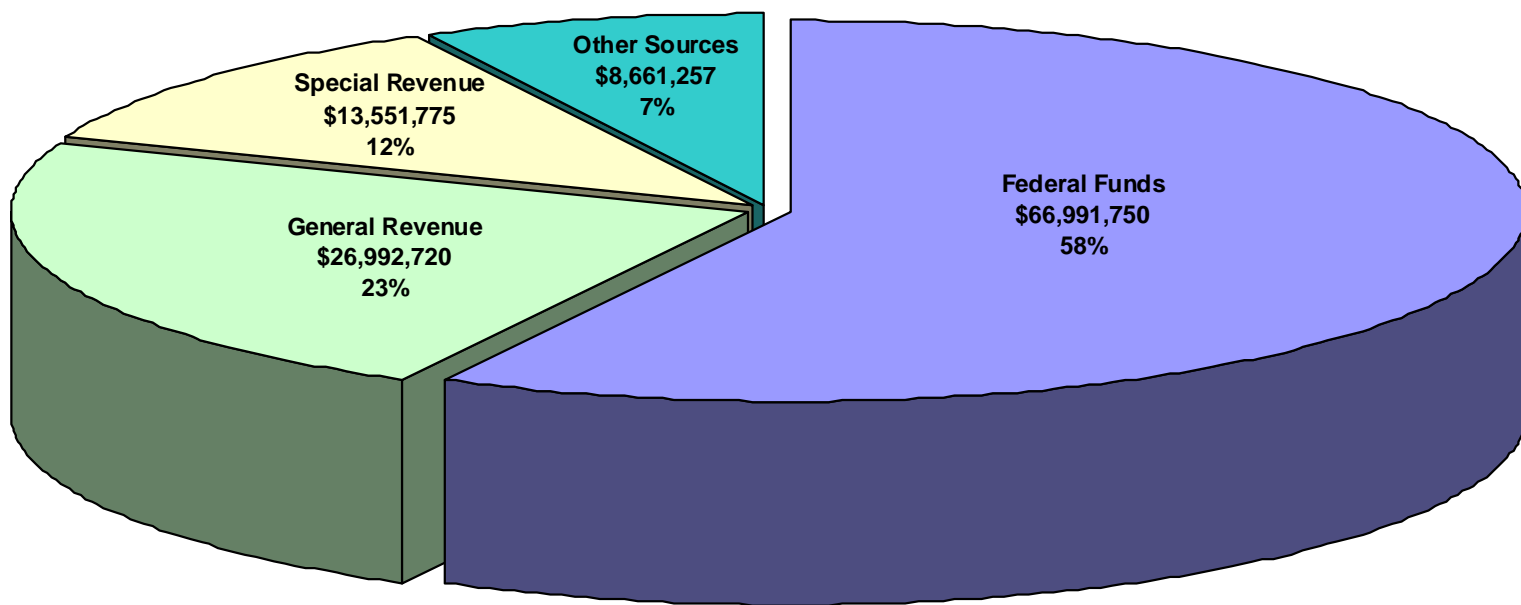
Total: $116,197,502

Operations and Minor Projects
by Category Budgeted for FY08-09

Biennium Total $499,943,600

Hardware: $46.4M
Software: $28.0M
Labor: $75.1M
IT Services: $289.1M
Other: $61.4M
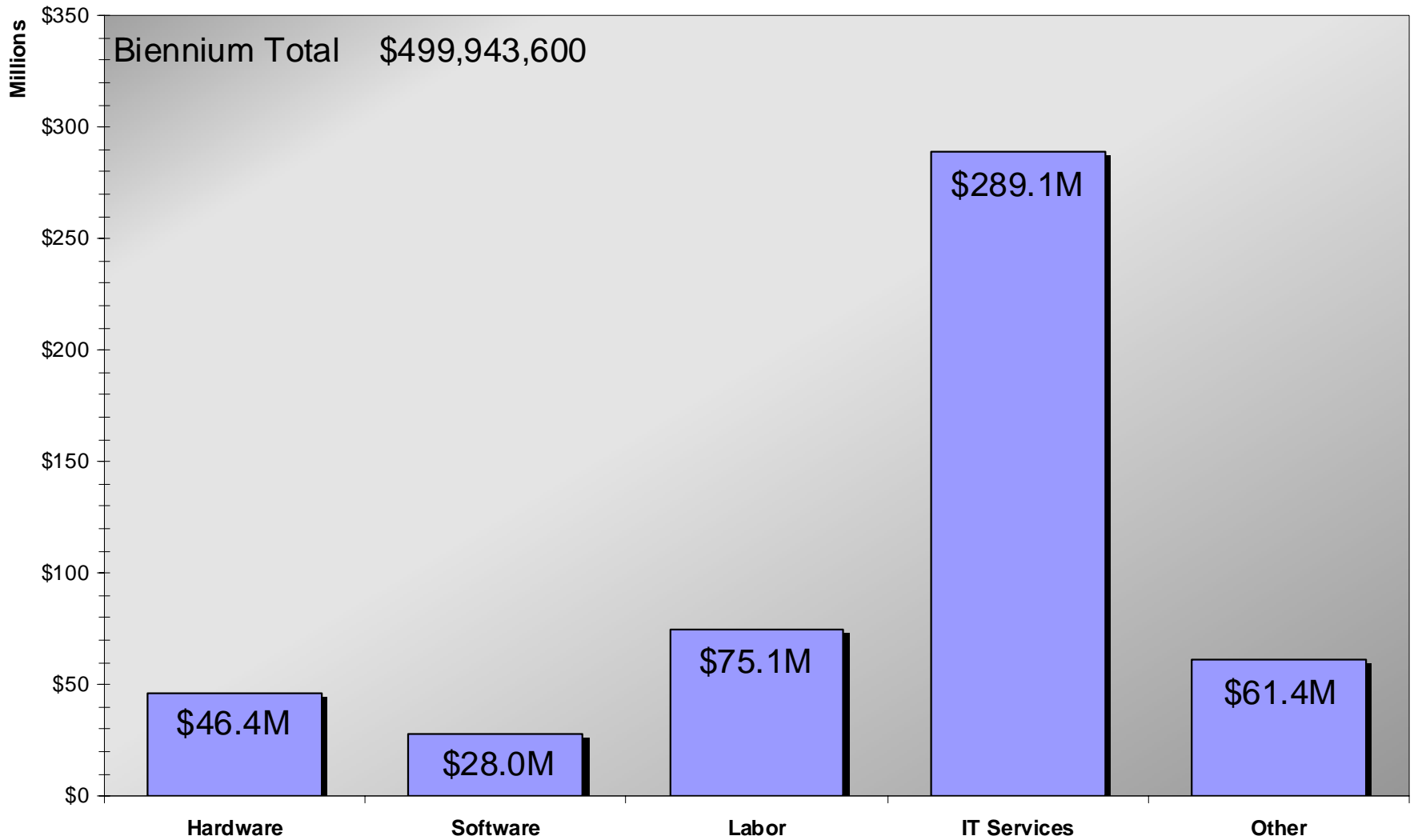
Outsourced Services Budgeted for FY08-09

Vendors
$222,131,981
62%

DIS
$134,351,265
38%
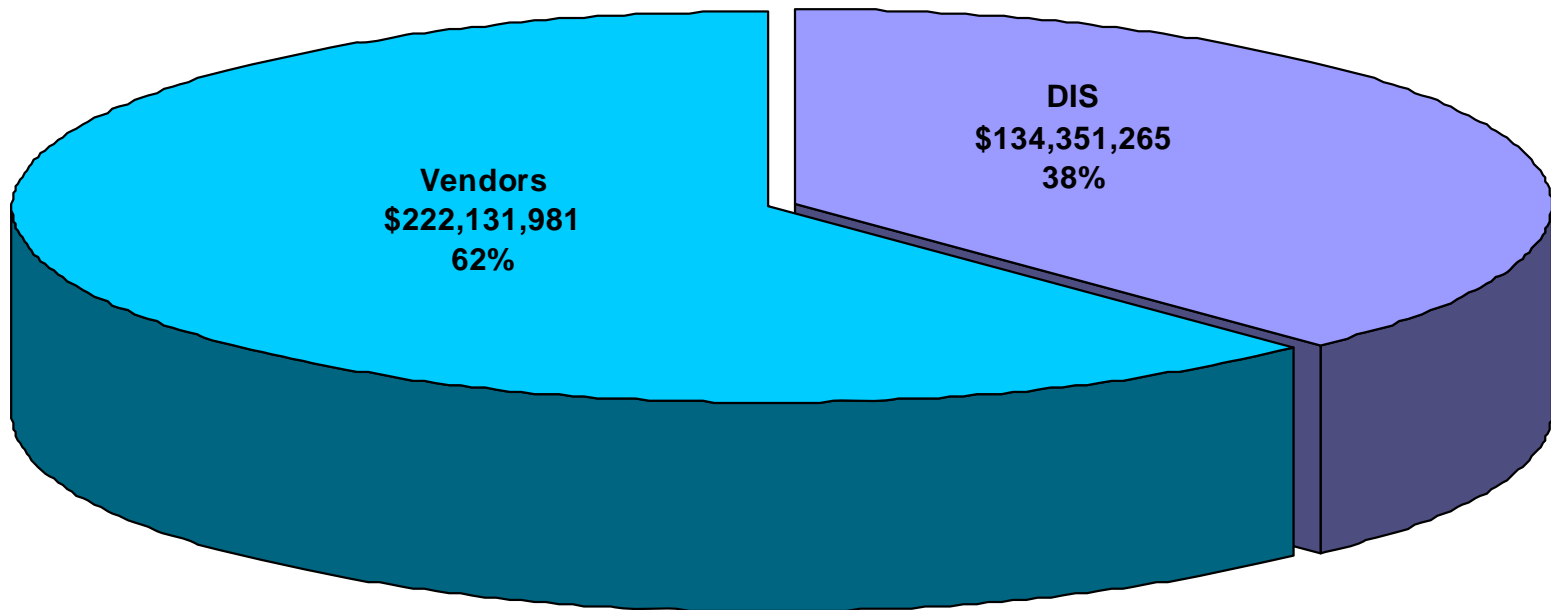
Major Project Expenditures

Agency	Total Project Cost (estimated)	Costs from Prior Bienniums	FY08-09 YTD	Total Project Cost to Date	Budgeted amount for FY08-09	Project Count
Correction	2,010,000	0	186,424	186,424	2,010,000	2
Crime Information Center	2,012,749	0	175,417	175,417	2,012,749	3
Crime Laboratory	416,000	176,126	32,565	208,691	240,000	1
Education	2,813,697	0	2,137,940	2,137,940	2,813,697	2
Emergency Management	212,300	0	0	0	212,300	1
Environmental Quality	4,080,000	2,129,324	534,153	2,663,477	2,005,000	2
Finance & Administration	34,357,762	236,459	5,763,413	5,999,872	18,821,162	5
Health	20,626,603	0	614,769	614,769	16,326,603	5
Human Services	61,980,794	5,476,244	5,008,125	10,484,369	12,804,066	9
Labor	229,400	0	45,000	45,000	229,400	1
Medical Board	200,428	0	0	0	200,428	1
Parks and Tourism	1,311,946	0	0	0	1,311,946	1
Prosecutor Coordinator	489,300	293,700	44,000	337,700	159,700	1
School for the Blind	288,000	0	0	0	288,000	2
State Police	43,949,529	0	4,494,982	4,494,982	43,949,529	20
Workforce Services	15,384,462	2,687,566	1,470,370	4,157,936	12,812,922	10
Totals	**$190,362,970**	**$10,999,419**	**$20,507,158**	**$31,506,577**	**$116,197,502**	**66**

Major Technology Investments
Top 10 Projects by Cost

Agency	Project Name	Budgeted amount for FY08-09
State Police	AWIN	33,402,882
Finance & Administration	Integrated Tax System	14,750,000
Health	Electronic Medical Records	8,063,000
Human Services	Answer System Enhancements - Includes Tobacco Program	5,456,830
Workforce Services	FARS Replacement	5,086,616
Health	WIC	3,713,635
Human Services	HIPAA/National Provider Identifier	2,543,166
Education	Longitudinal Data System Project	2,270,061
Finance & Administration	IRP IFTA System Replacement	2,250,000
Health	Vital Records	2,020,045
Total Cost of Top 10 Projects Represents 68% of Total Projects Cost		**$79,556,235**
Total Cost of Remaining 56 Projects		**$36,641,267**
Total Cost - All Projects		**$116,197,502**

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

Source: Quarterly analysis of agency project expenditures

Major IT Projects

Agency	Project Name	Project Description
Correction	Automated Entrance Monitoring	Provide an automated system, using smart card and biometric readers, for monitoring, approving and tracking the movement of personnel in, out and within all ADC unit locations. When fully implemented, the system will provide for an easy check-in process for inmate visitors, with an automated check on visitor identification, his/her approval to visit the inmate, and tracking of arrival and departure times. The system will also be used to track inmate movement within the unit, allowing a more accurate and timely status of an inmate's current location. This will aid in general security control, help prevent escapes, control access to unauthorized areas, help prevent contraband, and help improve other security issues. The system will also be used to track movements of ADC staff at the units. This could be used to track arrivals and departures, duty locations, help determine compensation that is based on duty type, and assist with emergency preparedness and response efforts by having more accurate location information on all personnel.
	Statewide Automated Victim Information and Notification (SAVIN)	This project will improve the capabilities of the state's current sex offender assessment, registration and victim notification processes. This will be done in conjunction with a federal grant for Statewide Automated Victim Information and Notification (SAVIN) programs from the Bureau of Justice Assistance. The project will enrich the existing VINE service and provide a better quality of service to the crime victims and general public in Arkansas and meet the new SORNA requirements. Objectives are: add ability to register with VINE for sex offender notification; disaster notifications through VINE on the sex offender population; development of area VINE notifications for ADC escapes; add inmate/client photos to VINELink; hire inter-agency victim services program coordinator.
Crime Information Center	ACIC workstation software upgrade	The software which runs on ACIC workstations will be upgraded to browser based software. The new software will be XML compatible and will allow changes and updates to the software to take place at a central location. The new software will simplify distribution of software, updates and changes and will be user friendly. This software will be distributed to approximately 700 existing ACIC workstations and will be available for additional criminal justice users who desire access to ACIC information.
	DB2 Conversion	DB2 will be utilized to store/retrieve criminal history data to allow enhanced search capabilities.
	Electronic Logbook for Pharmacies	ACIC is directed by Act 508 of 2007 to provide and administer a real-time electronic logbook for all pharmacies in Arkansas to record purchases of pseudoephedrine and similar products. All pharmacies must have access to the logbook by May 15, 2008 at no cost to the pharmacies. Information collected from the logbook will be made available to law enforcement and other entities specified by the act.
Crime Laboratory	Video Testifying	This project will provide video conferencing equipment for multiple sites utilizing H.323 on the state 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.

Major IT Projects

Agency	Project Name	Project Description
Education	Enhancement to Cognos Project - Data Warehouse	The purpose is to provide a reporting tool to districts and a data warehouse to house data over multiple years. This will provide a way to analyze cost effectiveness of educational programs and provide requested reports as needed to the ADE and the Arkansas Legislature.
	Longitudinal Data System Project	The project is designed to develop a longitudinal data system for student information and develop an electronic transcript system to be used by school districts and institutions of higher education.
Emergency Management	EmerGeo-WebEOC	Replace the Incident Master system with a system that integrates a mapping system and emergency management software. The emergency management software had to increase current functionality with the ability to produce shift reports without having to cut and paste from the system into a document and with email capability to receive information that would be automatically logged and plotted into the maps for an immediate display. The State Emergency Operations Center, which when activated, would use the product for event management, communication, and as an interoperable Command and Control Emergency Management Incident System that is essential for sharing information and integrating with other state agencies such as the Department of Health, Department of Information Services, and the Arkansas National Guard, as well as with the 77 local jurisdictions within the state.
Environmental Quality	ADEQ Document Imaging	The department wants to migrate away from a paper-intensive environment to an environment based more on electronic images for regulatory files. 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.
	Integrated Information System	The purpose of this project is to develop a series of integrated applications that will allow the department to integrate its data across media lines to holistically view permit, compliance, emission, and environmental data from a facility or environmental region. Data has been maintained by the environmental program (Air, Water, Solid Waste, Hazardous Waste) that collects the data and has not been easily shared with the other entities within the department. This project will integrate the information being processed by the department to encourage information sharing when making environmental decisions. This is being accomplished by examining and re-engineering existing applications and business processes to present a more consolidated and coordinated approach in collecting and analyzing information. This initiative will move much of the data off a legacy system into a Microsoft/Intel environment.
Finance & Administration	ARBenefits Extension	The Employee Benefits Division needs to extend the capability of its 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.

Major IT Projects

Agency	Project Name	Project Description
Finance & Administration	Digitizing Microfilm	Initially this project encompasses digitizing the previous three years of microfilm by uploading indexed titles and related documentation to the AX MV Title application (MV TITLE Release). This exclusive process (MV TITLE Release) was designed to perform with either scanned images (the current process) or with digitized microfilm (the proposed process). In addition, the Quality Control program DocsConvert will be custom written to validate the format of the digitized microfilmed images and associated indexes to be loaded to the AX Document Imaging System via the MV TITLE Release program. Since April 2007, the MV_Application is the current scanning application for motor vehicle titles and title applications. The microfilm retrieval machines are obsolete, almost impossible to maintain as parts are often unavailable and can not be replaced. By digitizing the microfilm and storing indexed titles to the AX system, the Office of Motor Vehicle would have a single retrieval point (mainframe host) in which to display or print any required title documentation.
	Facial Recognition Expansion	The purpose of this project is to provide a more efficient means to detect persons obtaining multiple drivers license or identification cards in different names through the use of biometrics (specifically, facial recognition). Facial recognition has the potential to prevent a commercial driver from possessing multiple commercial driver licenses in different names. Facial recognition would eliminate the ability for these rogue drivers to spread traffic violations and accidents over multiple driving records. The expansion of the Facial Recognition system will increase the size of the existing data base of digital images to include all drivers license and identification card images collected each day and a nightly comparison of those new images against the data base.
	Integrated Tax System	DFA seeks an Integrated Tax Solution (ITS) for all core business processes and for all taxes it administers at DFA-Revenue. Given the age, architecture, and environment of the current tax systems, absence of integration, severe limitations in support of both taxpayer and agency business needs, an ITS is required. ITS business processes and functions include: taxpayer registration, processing and posting of return data and payment data, posting of transactions, refund issuance, collections; non-filing detection; tax accounting; office and field audit; compliance; workflow and case management for the business processes; security; correspondence and reporting; Internet service for taxpayers; and, integration with the image retrieval. The ITS solution must fully support all aspects of tax administration for all taxes (corporate and personal, and pass-through-entity, sales and use, including new streamlined sales tax agreements, employer withholding, and dozens of "miscellaneous" taxes), operate in an integrated environment supported by a database designed to fully utilize relational technology; and use software and hardware tools found commonly throughout the IT industry.

Major IT Projects

Agency	Project Name	Project Description
Finance & Administration	IRP IFTA System Replacement	The International Fuel Tax Agreement (IFTA) software contract with ACS has expired and is operating on a month to month basis. The International Registration Plan (IRP) software contract with POLK expires September 30, 2008. IFTA and IRP basically serve the same user community and collect much of the same data. The Commercial Vehicle Information Exchange Window (CVIEW) has been installed as part of the PRISM project and interfaces with the IRP system. Since IRP, IFTA and CVIEW are tightly coupled, there is a tremendous advantage to integrating all three systems. IBM/Celtic has presented an integrated IRP/IFTA/CVIEW solution. IBM/Celtic is the only vendor with a payment system to collect payments online without bringing in another vendor to provide the website.
Health	Electronic Medical Records	Develop an electronic medical record and management system which would allow among other actions: non-duplication of documentation; billing directly from the EMR; lab results downloaded to EMR as well as generate email to PHN of abnormal results; automatic deduction of medications from LHU inventory and addition to re-order list when issuance is documented in record; direct link to community pharmacy for online prescription filling and feedback loop to EMR when patient picks up medications; dramatically increase patient safety and decrease medication and procedure errors; generation of any report based on field chosen; allow private insurance to be billed; manage and report other DOH services, such as septic tank inspection fees, public water system certifications, restaurant inspections; connect any citizen with all his/her DOH services; enhance patient and staff scheduling capabilities for access and tracking of client and case management.
	ESAR-VHP (Emergency System for Advance Registration of Volunteer Health Professionals)	The ESAR-VHP System is an electronic database of health care personnel who volunteer to provide aid in an emergency. An ESAR-VHP System must register health volunteers, apply emergency credentialing standards to registered volunteers and allow for the verification of the identity, credentials, and qualifications of registered volunteers in an emergency.
	Hospital Video Conferencing	The current server does not have enough capacity for all users at the same time. On an average day this might not be a problem, but if there were a disaster and everyone was trying to participate in a video conference, there would not be enough server space for everyone to do so. To be fully prepared, the agency must ensure that all users have access to the most up-to-date information on disaster and relief efforts as soon as possible.
	Vital Records	To continue the replacement of the legacy application with a web-enabled application. Vital Records includes the following: certificates; birth, death, marriage, and divorce. Funding for this project has been secured through fee collections and is now in an escrow account. An RFP for a consultant to review the design and make recommendations was developed and completed in FY 2007. An RFP for this project will be developed from that recommendation.

Major IT Projects

Agency	Project Name	Project Description
Health	WIC	Replace a legacy application with a web-enabled application approved by the US Department of Agriculture Food and Nutrition Service. Arkansas has a network in place that will support a new web based system. Numerous program management deficiencies were identified during a Federal Management Evaluation of the current Arkansas WIC Program in Fiscal Year 2005. FNS strongly encourages participation in both the CDC Pregnancy Nutrition Surveillance and Pediatric Nutrition Surveillance systems. Arkansas needs enhanced functionality to extract this CDC surveillance data, format it based on CDC requirements and report accordingly. A complete new vendor management information system is needed to manage vendor data in compliance with Federal food delivery and cost containment requirements.
Human Services	Answer System Enhancements - Includes Tobacco Program	Based on the diversity of DCO programs, system enhancements and modifications are continuous. Currently there over 500 identified modifications awaiting implementation. These funds would be used to continue this effort through the biennium.
	Call Center	Establishment of a Call Center if funding is available. The project purpose will be to reduce the number of applications and reviews being processed by specific county offices by redirecting these applications to the Call Center. The Call Center will utilize electronic records and interface with other data bases to obtain information about client eligibility.
	Decision Support System	DSS is a multi-phased data warehouse consisting of conformed and cleansed data from the following applications: CLEAN, KIDCare, KIDCare Billing, Special Nutrition Program, COPA, Exclusions, DHS' Unique Client Directory (UCD), and Recipient Overpayment Accounting System (ROAS). A reporting environment, utilizing DIS' Business Objects platform, consisting of 60+ predefined reports and the capability to produce ad-hoc reporting has been developed. This will enable DCC/ECE to perform predictive analysis via data mining on data across their production systems utilizing Microsoft's Business Scorecard Manager. This capability will allow DCC/ECE to proactively identify providers and clients that have a statistically significant likelihood of committing fraud/overpayments based on their current behavior.
	Electronic Surveillance Systems - Additional Sites	This project is to expand the number of DYS residential facilities that have an electronic surveillance system to monitor incidents involving juveniles at the facilities. These are Colt Juvenile Treatment Center at Colt, AR; Dermott Juvenile Treatment Center at Dermott, AR; Harrisburg Juvenile Treatment Center at Harrisburg, AR; Lewisville Juvenile Treatment Center at Lewisville, AR; Mansfield Juvenile Treatment Center and Mansfield Juvenile Treatment Center for Girls at Mansfield, AR.
	Enhanced Child Care Licensing System (CLEAN)	The existing CLEAN System oversees the monitoring, tracking, and oversight of all licensed child care providers within Arkansas. Beginning in FY08, DCC/ECE will start the development of an architecture study in making CLEAN a web-based application to include other significant enhancements regarding facility quality accreditation via the Arkansas Early Childhood Comprehensive Initiative.

Major IT Projects

Agency	Project Name	Project Description
Human Services	Enhanced Special Nutrition Program System	In FY07, DCC/ECE started development of a new system called the SNP Enhanced System, which is a web-based application and will be completed in FY08. The SNP Enhanced System will focus on three areas: (1) Developing an on-line 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.
	HIPPA/National Provider Identifier	Federal regulations for the Health Insurance Portability and Accountability Act (HIPAA) include Medicaid as a health insurance plan that must comply with HIPAA regulations.
	On-line verification (e find)	The purpose of this project is to provide on-line client specific information from multiple state systems on one screen at the click of a mouse with drill down capabilities.
	Vocational Education Program	The purpose of this project is to provide vocational training and job readiness skills to youth who will reintegrate into their communities after periods of time in confinement.
Labor	Code Enforcement Comprehensive Inspection, Permitting, and Licensing	A comprehensive records management code enforcement solution for the agency's Electrical Division, Elevator Safety Division, Boiler Inspection Division and agency regulated trades licensing programs. This will update and standardize the computer systems supporting elevator equipment inspections and permitting, boiler equipment inspections and permitting, and licensing of all electricians, boiler operators and inspectors, elevator contractors and inspectors, and elevator mechanics.
Medical Board	Disaster Recovery - Remote Site	In the event of a disaster, minimal network operations must be restored within 72 hours of the disaster. Key Medical Board personal would need access to information within 8 hours of a disaster and the remaining staff would need access to information within 72 hours of the disaster. Normal logistical channels make that goal impossible. In order to meet the disaster recovery goals set forth by the Medical Board, the Medical Board's IT staff determined the best course of action would be a remote site. A remote site would contain the necessary equipment to sustain Medical Board's network operations up to 90 days in the event of a disaster. On-going daily operations would ensure data integrity at both the main site and the remote site through a T1 link to the internet provided by DIS. Windows Active Directory, DNS, database records and other essential network information would be updated continuously throughout the day through a one-way trust relationship across a VPN connection.
Parks and Tourism	POS System	The purpose of this project is to provide a point of sale solution at each of the park & TIC marinas, golf courses, and museums. This will integrate agency accounting into AASIS, which will greatly reduce the man hours of manual input of information into AASIS and will allow better management of store inventories and centralized purchasing for all stores.
Prosecutor Coordinator	Prosecutor Systems	Rewrite and upgrade currently separate Hot Check and Case Management System into one system.

Major IT Projects

Agency	Project Name	Project Description
School for the Blind	Adaptive Technology	To acquire new adaptive technologies as they become available
	Distance Learning Lab	The purpose of this project will be to provide additional educational course offerings to students.
State Police	AFIS Fingerprint Station Replacement Project	The 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 within 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. 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.
	ASP Data Encryption	This is to protect sensitive data from potentially harmful sources. All data leaving ASP premises are classified as highly sensitive and will be encrypted.
	ASP Records Retention	Project provides a means for minimum record retention schedules for records kept by state agencies. Act 918 of 2005 provides a minimum requirement level.
	AWIN	Primarily used for voice transmission at this time. In the future will be used to transmit data for law enforcement in Arkansas. The Arkansas Wireless Information Network (AWIN) provides the radio system for the public safety/service users in Arkansas. AWIN is a multiple site, statewide, trunked communications system based on a digital 700/800 MHz system using the Association of Public Safety Communications Officials (APCO) Project 25 (P-25) standard.
	CDL Automated Testing Phase II	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.
	CDL Wireless (Field Personnel)	This project provides the ability to allow CDL personnel to perform testing in remote areas of the state. Currently, citizens have to go to the nearest testing station. This project will help eliminate the distances individuals have to travel to take a test.
	CID Investigative Improvement	This project will provide wireless capabilities to officers for enforcement efforts by rapidly transmitting information with other law enforcement agencies.
	CID Wireless Technology Project	This project will allow CID personnel to operate remotely from their central office sharing investigative data, photos, etc. electronically.
	Forensic Earmark	Satellite based forensic network for distributed processing of computer crime cases within the state.
	Fusion Center	Consolidated information sharing network with intent to link all first responders to secure future data elements or levels.
	ICAC	This project will provide forensic examination of systems and the recovery of digital evidence. Also, 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 on-line.

Major IT Projects

Agency	Project Name	Project Description
State Police	ICAC Forensics	This project will provide forensic examination of systems and the recovery of digital evidence. Also, 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 on-line.
	In Car Video Cameras	The purpose of this project is to reduce traffic related fatalities and injuries by conducting a selective traffic enforcement project. The goal is to increase seat belt use and to reduce alcohol related fatalities.
	Marijuana Eradication-Counter Drug Task Force	This project will gather report intelligence data relating to the illicit possession and distribution of marijuana. It will also investigate and report incidents involving the trafficking and controlled substances arrest and bring to prosecution defendants charged with the violation of controlled substances.
	Meth06	This provides federal funding for re-certification training to certified investigators. Investigators will be provided safety equipment that will allow them to respond to methamphetamine laboratory sites. Project will also pay for overtime to pursue methamphetamine manufacturers and distributors and physical examinations for the officers to become certified.
	Meth08	This provides federal funding for re-certification training to certified investigators. Investigators will be provided safety equipment that will allow them to respond to methamphetamine laboratory sites. Project will also pay for overtime to pursue methamphetamine manufacturers and distributors and physical examinations for the officers to become certified.
	Mobile Command Post	To provide command and control for any critical incident scenes across the state
	Protecting Children Through Advanced Technologies	This project deals with FRED (Forensic Recovery of Evidence Center) and the protection of potential child crime victims dealing with online targeting and forensic analysis of suspect equipment.
	Traffic Safety (TSS)	This allows troopers to work overtime for speed enforcement and alcohol abuse enforcement.
	Voice Recording System	The purpose of this project is to provide the ASP with a means to record incoming calls from the public and radio traffic on AWIN and to use the recordings later as needed.
Workforce Services	Applicant Tracking System	This system will track the hiring process of potential applicants using an application obtained from the Department of Human Services.
	Arkansas Job Link (AJL) Ad Hoc Reporting	This is a contractual agreement with America's Job Link (AJL) of Kansas to develop a complimentary ad hoc reporting system that will provide all system users the ability to run queries and reports of WIA Adult, Dislocated Worker, and Youth participants.

Major IT Projects

Agency	Project Name	Project Description
Workforce Services	Collections and MRS Upgrades	This is to update the MRS system regarding overpayments to maintain added detail to end the need to refer continually to paper overpayments, to reengineer the cash receipts and indebtedness processes, and to enhance the grant reporting process to comply with Federal reporting requirements in order that these processes are more user friendly and automation friendly. In addition, a collection system which can utilize these improvements and data expansion capability will be purchased to further automate the entire BPC process.
	FARS Replacement	Replacement of the current unsupported federal accounting system
	Internet Initial Claims	This project allows individuals that have just been laid off to file an unemployment insurance claim over the internet.
	TANF Eligibility/Case Management System	The Transitional Employment Assistance Program was transferred from the Department of Human Services to the Department of Workforce Services in January 2006. Currently DHS makes all reported adjustments to DWS TEA cases in the ANSWER system.
	UI Call Centers	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.
	UI Claims & DUA	This project will involve modification of the mainframe applications to accept data from the web-based programs that this agency is currently developing and implementing.
	UI Collections	This project automates the collection of unemployment taxes from employers. It will more accurately track the unemployment insurance taxes collected from employers.
	UI-AJL Interface	The purpose of this project is to transmit data between two major systems within the department. These two systems handle all or part of several major agency programs, including unemployment insurance, labor exchange, Workforce Investment Act programs, trade adjustment assistance, job placement for Transitional Employment Assistance programs and several smaller programs. The Arkansas Job Link (AJL) system includes an extensive process to help determine correct occupational coding for job seekers. This project will allow that coding to be transmitted to the unemployment insurance (UI) system, which also needs it for reporting. The interface will allow unemployment insurance claimants to register for work more quickly by sending demographic information from the UI system to AJL. It also will help the UI system determine appropriate claim payments by sending job search and job placement information from AJL to the UI system, alerting UI to investigate payments made after job placement or refusal to accept a suitable job is recorded.

Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
Correction	Automated Entrance Monitoring	8/1/2006	7/1/2009	1,010,000	1,010,000	174,135	174,135
	Statewide Automated Victim Information and Notification (SAVIN)	10/1/2007	6/30/2009	1,000,000	1,000,000	12,289	12,289
Crime Information Center	ACIC workstation software upgrade	7/1/2007	6/30/2009	315,000	315,000	0	0
	DB2 Conversion	7/1/2007	6/30/2009	714,000	714,000	25,417	25,417
	Electronic Logbook for Pharmacies	3/1/2007	5/15/2008	983,749	983,749	150,000	150,000
Crime Laboratory	Video Testifying	11/1/2003	6/30/2009	416,000	240,000	32,565	208,691
Education	Enhancement to Cognos Project - Data Warehouse	9/1/2007	6/30/2008	543,636	543,636	154,188	154,188
	Longitudinal Data System Project	7/1/2007	6/30/2009	2,270,061	2,270,061	1,983,752	1,983,752
Emergency Management	EmerGeo-WebEOC	4/15/2008	9/30/2008	212,300	212,300	0	0
Environmental Quality	** ADEQ Document Imaging	1/1/2006	12/31/2007	880,000	450,000	347,457	767,798
	** Integrated Information System	7/1/2000	6/30/2009	3,200,000	1,555,000	186,696	1,895,679
Finance & Administration	ARBenefits Extension	8/8/2006	12/31/2008	1,500,000	1,264,000	358,890	595,349
	Digitizing Microfilm	11/1/2007	11/1/2009	303,600	253,000	44,370	44,370
	** Facial Recognition Expansion	9/1/2007	12/1/2007	304,162	304,162	303,665	303,665
	Integrated Tax System	7/1/2007	6/30/2011	30,000,000	14,750,000	5,056,488	5,056,488
	IRP IFTA System Replacement	5/1/2008	6/30/2009	2,250,000	2,250,000	0	0
Health	*** Electronic Medical Records	7/1/2007	6/30/2010	12,363,000	8,063,000	0	0
	ESAR-VHP (Emergency System for Advance Registration of Volunteer Health Professionals)	7/1/2007	11/30/2007	230,000	230,000	0	0
	** Hospital Video Conferencing	7/1/2007	6/30/2008	500,000	500,000	500,000	500,000
	Vital Records	7/1/2007	6/30/2009	2,020,045	2,020,045	114,769	114,769
	WIC	10/1/2007	6/30/2009	5,513,558	5,513,558	0	0
Human Services	Answer System Enhancements - Includes Tobacco Program	7/1/2007	6/30/2009	5,456,830	5,456,830	1,294,886	1,294,886
	Call Center	7/1/2006	6/30/2009	602,801	532,211	28,601	33,013
	Decision Support System	7/1/2005	6/30/2008	1,046,670	438,030	333,382	1,044,469
	*** Electronic Surveillance Systems - Additional Sites	7/1/2008	6/30/2009	880,000	880,000	0	0
	Enhanced Child Care Licensing System (CLEAN)	7/1/2007	6/30/2009	1,339,280	1,339,280	438,460	438,460

Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
Human Services	Enhanced Special Nutrition Program System	7/1/2006	6/30/2008	610,605	360,975	221,862	461,828
	HIPAA/National Provider Identifier	9/11/2005	12/30/2007	50,791,034	2,543,166	2,543,163	7,063,942
	On-line verification (e find)	7/1/2007	6/30/2009	1,000,000	1,000,000	6,320	6,320
	** Vocational Education Program	7/1/2007	6/30/2008	253,574	253,574	141,451	141,451
Labor	Code Enforcement Comprehensive Inspection, Permitting, and Licensing	9/30/2007	6/30/2008	229,400	229,400	45,000	45,000
Medical Board	*** Disaster Recovery - Remote Site	7/1/2007	6/30/2008	200,428	200,428	0	0
Parks and Tourism	*** POS System	7/1/2008	6/30/2009	1,311,946	1,311,946	0	0
Prosecutor Coordinator	Prosecutor Systems	10/1/2002	7/1/2009	489,300	159,700	44,000	337,700
School for the Blind	Adaptive technology	7/1/2007	6/30/2009	120,000	120,000	0	0
	Distance Learning Lab	7/1/2007	6/30/2008	168,000	168,000	0	0
State Police	** AFIS Fingerprint Station Replacement Project	7/1/2007	6/30/2008	740,421	740,421	827,163	827,163
	ASP Data Encryption	7/1/2007	6/30/2009	170,000	170,000	0	0
	ASP Records Retention	7/1/2007	6/30/2009	250,000	250,000	22,964	22,964
	AWIN	7/1/2007	6/30/2009	33,402,882	33,402,882	2,198,924	2,198,924
	CDL Automated Testing Phase II	10/1/2007	9/30/2008	611,172	611,172	569,109	569,109
	CDL Wireless (Field Personnel)	7/1/2008	6/30/2009	500,000	500,000	0	0
	CID Investigative Improvement	7/1/2007	6/30/2009	1,100,000	1,100,000	0	0
	CID Wireless Technology Project	7/1/2008	6/30/2009	250,000	250,000	0	0
	Forensic Earmark	3/1/2008	12/30/2010	400,000	400,000	0	0
	Fusion Center	8/1/2007	7/31/2009	912,226	912,226	0	0
	ICAC	7/1/2003	6/30/2008	705,692	705,692	74,483	74,483
	ICAC Forensics	8/1/2008	12/30/2009	200,000	200,000	0	0
	In Car Video Cameras	10/1/2006	9/30/2008	400,000	400,000	258,304	258,304
	Marijuana Eradication-Counter Drug Task Force	7/1/2007	6/30/2009	785,196	785,196	99,384	99,384
	Meth06	7/1/2006	11/21/2007	800,890	800,890	35,531	35,531
	Meth08	7/1/2007	6/30/2009	600,000	600,000	0	0
	Mobile Command Post	7/1/2007	6/30/2009	573,000	573,000	0	0
	Protecting Children Through Advanced Technologies	7/1/2008	6/30/2011	400,000	400,000	0	0
	Traffic Safety (TSS)	7/1/2007	6/30/2009	898,050	898,050	208,143	208,143

Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
State Police	Voice Recording System	6/1/2007	8/31/2007	250,000	250,000	200,977	200,977
Workforce Services	Applicant Tracking System	4/1/2007	3/31/2008	130,864	130,864	10,814	10,814
	** Arkansas Job Link (AJL) Ad Hoc Reporting	7/1/2007	6/30/2008	725,920	725,920	11,616	11,616
	Collections and MRS Upgrades	7/18/2007	6/30/2009	2,000,000	2,000,000	1,000,000	1,000,000
	FARS Replacement	9/1/2006	12/31/2009	5,086,616	5,086,616	145,486	279,076
	Internet Initial Claims	10/1/2002	10/1/2008	1,836,980	276,047	26,369	1,933,316
	TANF Eligibility/Case Management System	5/1/2007	7/1/2009	2,000,000	2,000,000	0	0
	UI Call Centers	9/1/2003	12/1/2007	1,503,986	493,379	245,844	892,874
	*** UI Claims & DUA	12/31/2007	5/31/2009	1,164,654	1,164,654	0	0
	*** UI Collections	10/1/2007	9/30/2008	750,361	750,361	0	0
	UI-AJL Interface	7/1/2006	6/30/2008	185,081	185,081	30,241	30,241
	Totals			**$190,362,970**	**$116,197,502**	**$20,507,158**	**$31,506,578**

DIS Major IT Projects

Information Systems	Capitol Campus Complex Network Upgrade	This Enterprise project will enhance the Capitol Campus Complex portion of the State Network. It will improve redundancy by upgrading the campus fiber network from multi-mode fiber to new single mode fiber. In addition, it will convert the existing campus network from a star topology to a multi-ring topology with dual connections to the core network. DIS provides key public safety and public health systems access and support to critical state functions by providing operations twenty-four hour a day, every day of the year. The state is currently experiencing a dramatic growth in the demands on the data, voice, video and radio wireless networks. To ensure that Arkansas' Enterprise Network meets the growing demands of our state, With the need to provide twenty-four hour a day information access for the ACIC, DHS, Child Abuse Division, Neglect and Abuse system, Driver License system, and numerous other agencies that support the safety and health of the citizens of Arkansas this project will enable DIS implement and maintain the next generation enterprise network for Arkansas citizens.
	Core upgrade	This Enterprise project will enhance the "core" functions of the State Network. It will replace the current DIS core network devices that are going into an 'end of support' mode and must be phased out/replaced. DIS provides key public safety and public health systems access and support to critical state functions by providing operations twenty-four hour a day, every day of the year. The state is currently experiencing a dramatic growth in the demands on the data, voice, video and radio wireless networks. With the need to provide twenty-four hour a day information access for the ACIC, DHS, Child Abuse Division, Neglect and Abuse system, Driver License system, and numerous other agencies that support the safety and health of the citizens of Arkansas this project will enable DIS implement and maintain the next generation enterprise network for Arkansas citizens.
	IT Asset Management (TeleManagement)	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 total cost includes estimates for RFP Phase and software installation and conversion costs but does not include projected personnel costs for actual implementation.

DIS Major IT Projects

Information Systems	Multi Protocol Label Switching (MPLS)	This Enterprise project will enhance the overall State Network capabilities. It will implement a Multi Protocol Label Switching (MPLS) network to address the future requirements of the state network. MPLS is a network transport function allowing high-performance packet forwarding with minimal overhead. This migration allows the timely retirement of the existing Frame Relay technology by implementing the most cost effective, efficient and secure multi-client network technology available today. DIS provides key public safety and public health systems access and support to critical state functions by providing operations 24 hours, every day of the year. The state is currently experiencing a dramatic growth in the demands on the data, voice, video and radio wireless networks. With the need to provide 24 hours a day information access for the ACIC, DHS, Child Abuse Division, Neglect and Abuse system, Driver License system, etc. that support the safety and health of the citizens of Arkansas this project will enable DIS to begin implementation and maintenance of the next generation enterprise network for Arkansas citizens.

DIS Major IT Projects with Cost						
Agency	**Project Name** ** denotes project completed *** denotes project postponed	**Date Project Started**	**End Date**	**Total Project Cost (est.)**	**Budgeted amount for FY08-09**	**FY08-09 YTD**	**Total Project Cost to Date**
Information Systems	*** Capitol Campus Complex Network Upgrade	7/1/2007	6/30/2009	2,058,351	2,058,351	0	0
	** Core upgrade	7/1/2007	6/30/2011	2,337,500	1,357,500	289,509	289,509
	IT Asset Management (TeleManagement)	10/17/2003	12/30/2007	500,000	101,321	28,380	427,059
	*** Multi Protocol Label Switching (MPLS)	7/1/2007	6/30/2013	1,400,000	1,400,000	0	0
	Totals			**$6,295,851**	**$4,917,172**	**$313,451**	**$712,130**

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