

Stats:

Appropriation: FY2014=\$98,211,094

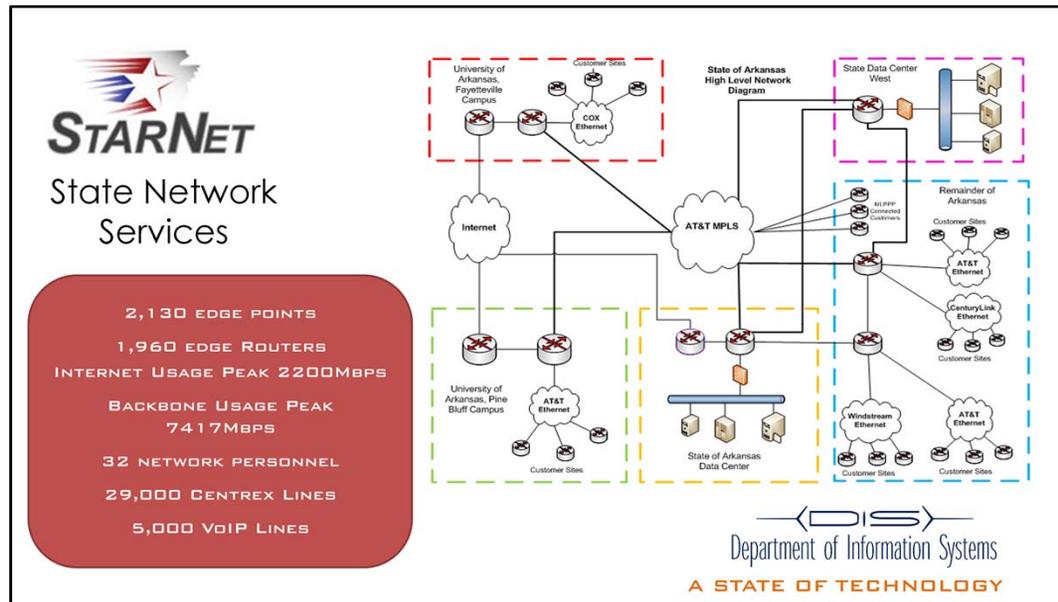
Total employees: 259 authorized positions
225 current employees

Past 12 months: Provided 442 customers a total of \$89 million in IT services

Products and Services



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- Distributed Internet Points of Presence (POP)
- Intrusion prevention at each Internet POP
- Internet content filtering to support Children’s Internet Protection Act (CIPA)
- Around the clock monitoring
- Network utilization monitoring and reporting
- 99.57% network up time

Arkansas State Cyber
Security Office

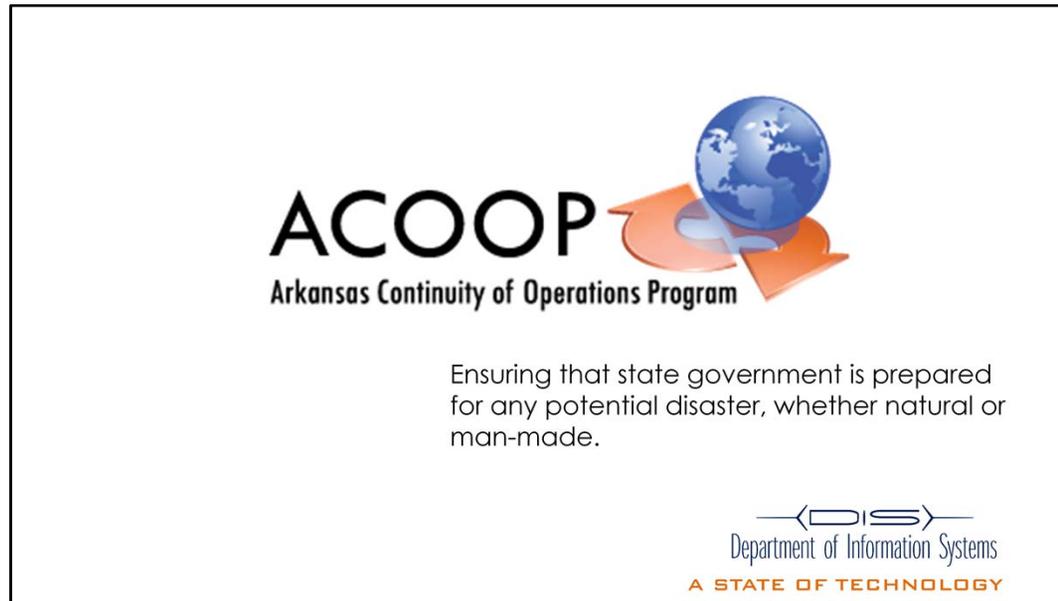
CyberSecure
ARKANSAS

- 15 million "denies" on 1,100 firewalls
- Blocks 855,000 spam emails each day
- Correlate 3-4 billion events daily on the state network looking for malicious traffic

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- Combats 15 million "denies" on 1,100 firewalls maintained on the state network
- Blocks 855,000 spam emails pm the state email server each day
- Correlate 3-4 billion events daily on the state network looking for malicious traffic



Provides:

- Methodology
- Hardware
- Software
- Training
- User assistance

for the development, maintenance and testing of all-hazards plans

Over 1,510 planners from:

- State agencies
- Boards and commissions

- School districts
- Counties

are maintaining approximately 1,895 plans throughout the state

ACCOOP Interns from Arkansas Tech



DIS is designated by the federal government as the lead agency for ESF #2.

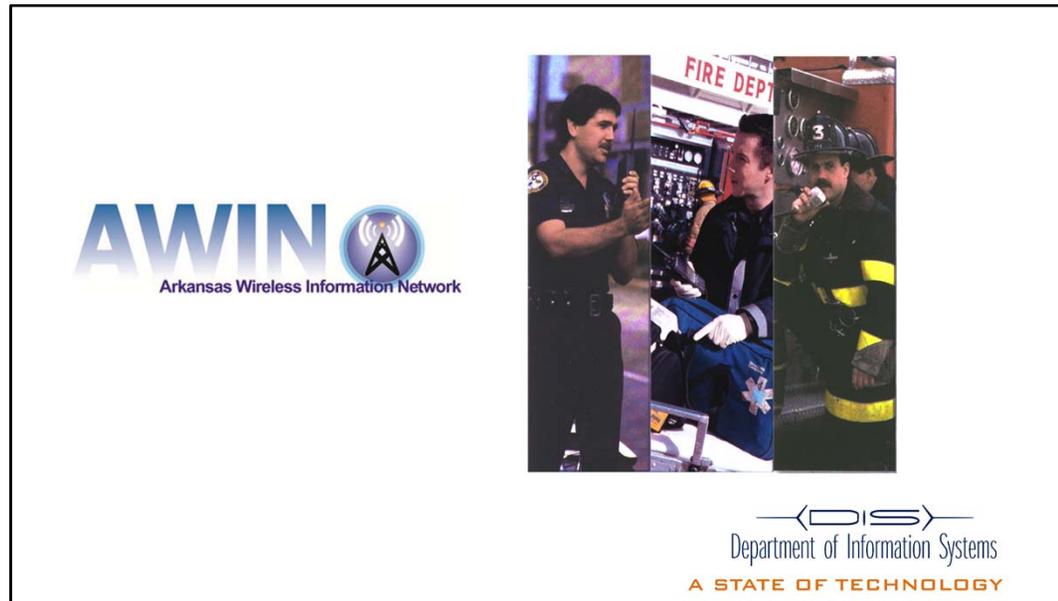
Department of Homeland Security and FEMA activates ESF #2 when a significant impact to the communications infrastructure is expected or has occurred.

ESF #2 – Communications supports the Department of Homeland Security (DHS) by:

- Supporting the restoration of the communications infrastructure, facilitating the recovery of systems and applications from cyber attacks, and coordinating federal communications support to response efforts during incidents requiring a coordinated Federal response. This ESF implements the

provisions of the Office of Science and Technology Policy (OSTP) National Plan for Telecommunications Support in Non-Wartime Emergencies (NPTS).

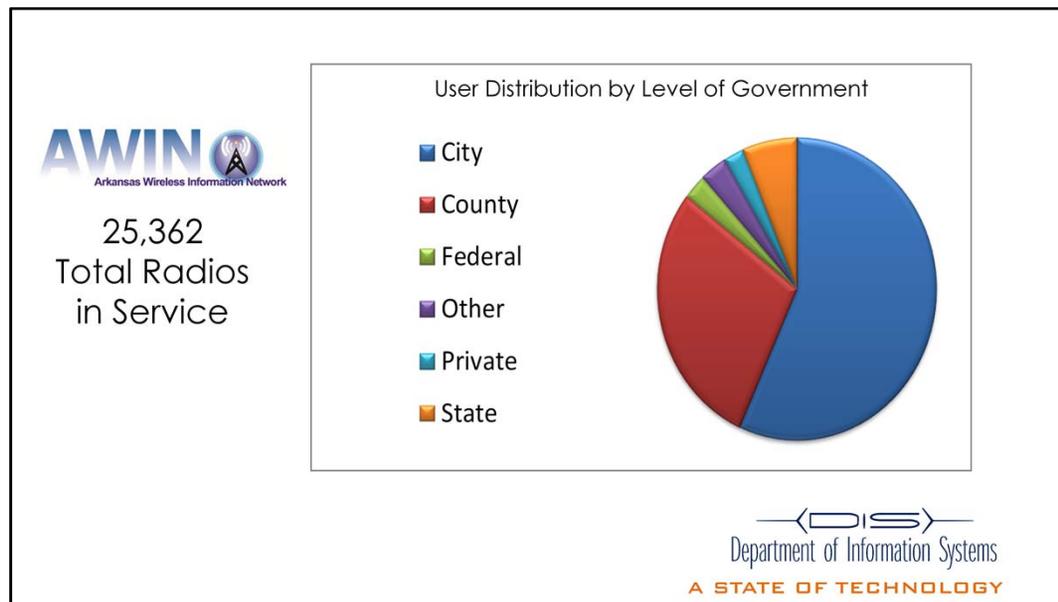
- Providing communications support to federal, state, tribal, and local governments and first responders when their systems have been impacted, and providing communications and information technology (IT) support to the Joint Field Office (JFO) and JFO field teams, by providing:
 - **Access**, so communications infrastructure can be repaired.
 - **Security**, to protect responders and equipment.
 - **Fuel**, to support communications in absence of commercial power.



Leverages new and existing wireless resources to maintain and expand a statewide interoperable wireless communication system for emergency responders and Arkansas public service entities.

AWIN users consist of law enforcement, fire, first responders, and other emergency services at the city, county, state, and federal levels.

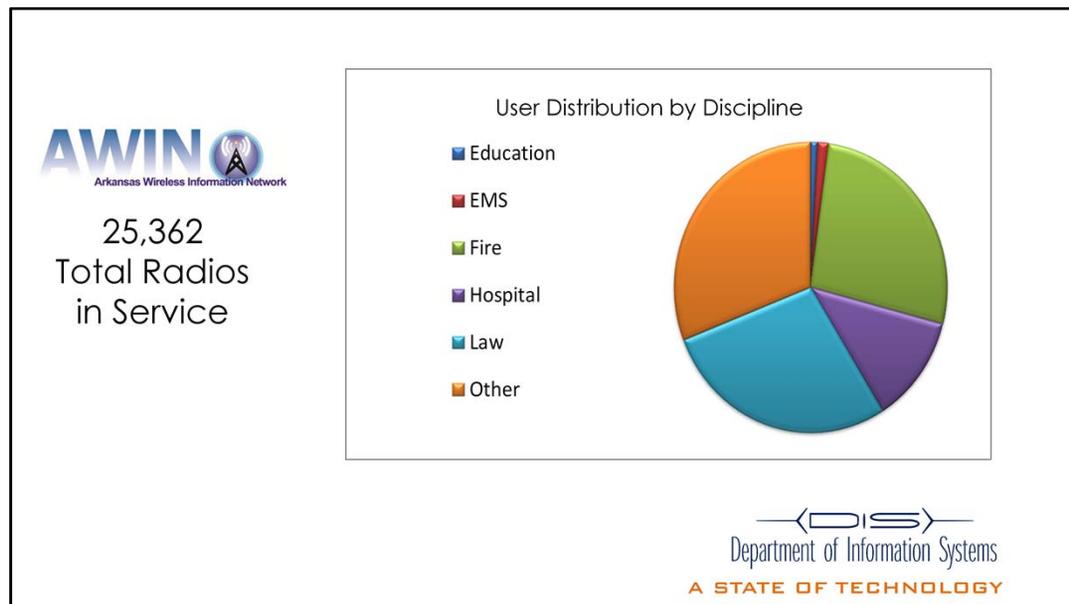
AWIN averages 40,500 calls per day and offers over 99% system availability



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State Data Center And Hosting

384 physical servers
759 virtual servers
745 Terabytes of data

8 call center agents

115K customer trouble
calls/emails annually



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Primary Data Center (MAC building)

12,800 square feet secured area

Available 24x7x365

8 call center agents

Responded to 8,700 calls in October

SDC West

9,600 square

3 diesel generators for emergency power

On-site fuel storage exceeds 7-days run time

Battery backup & conditioned power

Automatic fire protection system

Two heat rejection units mounted to ceiling in aisles between data equipment

State Data Center
And Hosting

50K service tickets
annually

11K service tickets
created by automated
systems



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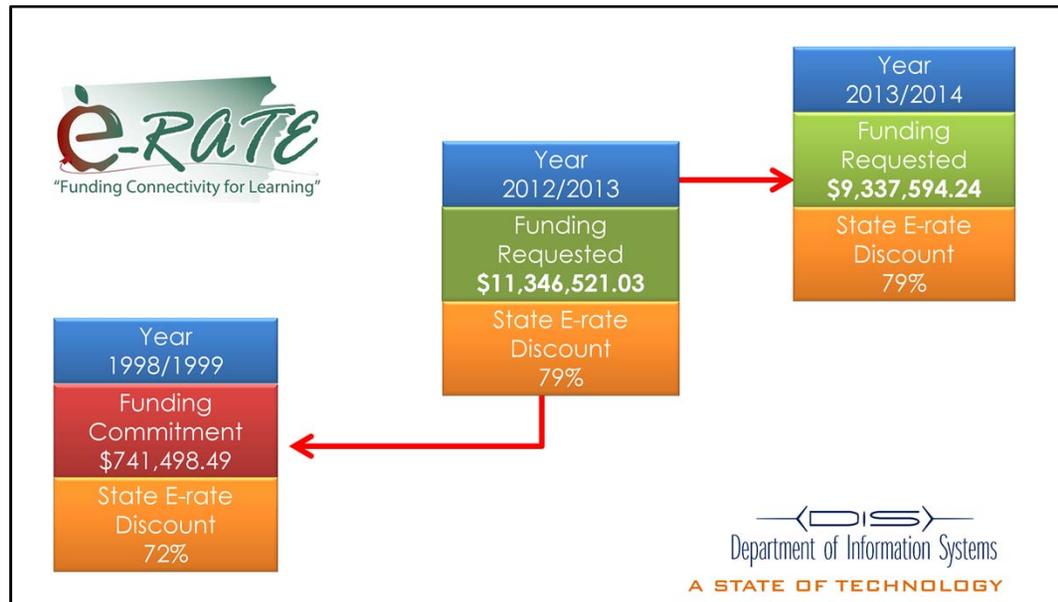


E-rate is the Schools and Libraries Program of the Universal Service Fund administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). E-rate provides discounts that assist schools and libraries to obtain affordable telecommunications and Internet access.

DIS E-Rate Assistance:

- Application filing assistance
- Assistance in obtaining E-rate support funds
- E-rate training and escalation of E-rate issues
- Interceding with program administrators on behalf of Arkansas applicants

- Assistance in filing appeals
- Interfacing with Arkansas legislators and congressional delegates
- Filing for E-rate reimbursement as it applies to the portions of the state data network



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Graphic 3: In 2013/2014 the requested amount did not include as much projected growth as in previous years.

APSCN Services



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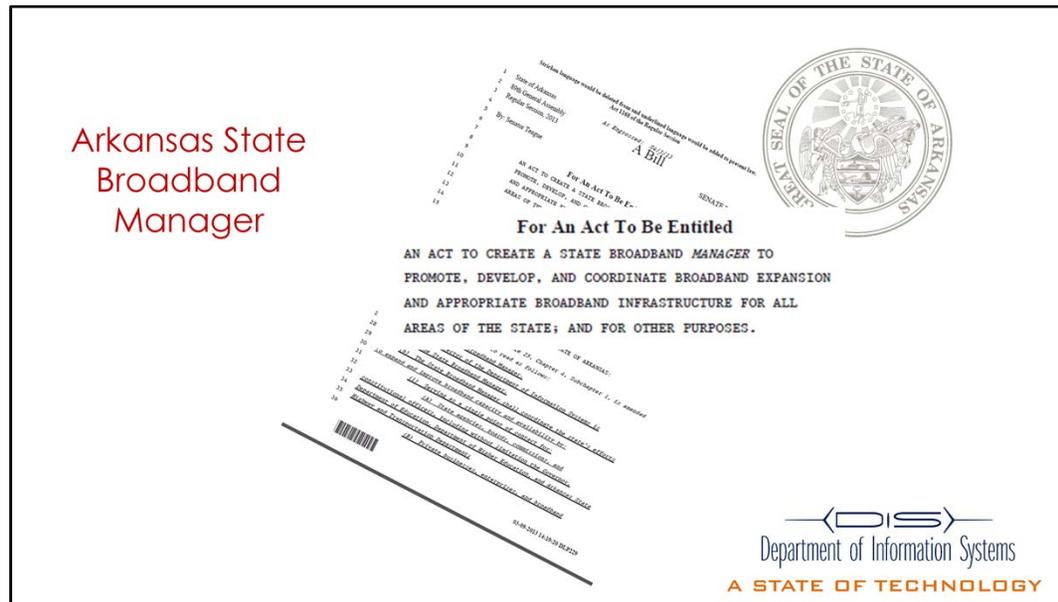
Field support technicians are responsible for 14 geographical regions of the state to provide onsite:

- Telephone support
- Desktop support
- Server and network support
- Training to school technology coordinators when needed



STC formed in 2007 through Act 751 of the 86th Arkansas General Assembly
Members: Arkansas Department of Information Systems
Department of Finance and Administration
Four members appointed by the governor (2 public sector, 2 private sector)

Goal: Provide insight to technology services and efforts
Focus on improving the delivery of public services
Review and approve the state's enterprise architecture and identify technology strategies



Act 1168 of 2013 designated the director of the Arkansas Department of Information Systems to serve as the state broadband manager to promote, develop, and coordinate broadband expansion and appropriate broadband infrastructure for all areas of the state.

The State Broadband Manager shall coordinate the state's efforts to expand and improve broadband capacity and availability

Serving as a single point of contact for:

- State agencies, boards, commissions
- Constitutional officers, including without limitation the Governor,

- Department of Education, Department of Higher Education, Arkansas State Highway and Transportation Department;
- Private businesses, enterprises, and broadband providers;
- Nonprofit organizations, governmental entities and organizations organized under federal law or the law of another state; and
- Individuals and entities that seek to assist the state's efforts to improve economic development, elementary education, and secondary education through the use of broadband technology

Required in the legislation was for the state broadband manager to submit a report on a semi-annual basis to the Arkansas Governor's Office, Arkansas Legislative Council, and Joint Advanced Communications and Information Technology committee of the activities and operations of the state broadband manager for the preceding six months.

Broadband Adoption In Arkansas

Demographics

Total area (sq miles)	50,907
Population	2,967,504
Housing Units	1,349,227

	Age	Area (%)	Nationwide
ARKANSAS RANKS #22 →	under 5	5.4%	5.2%
ARKANSAS RANKS #21 →	5 - 19	21.2%	20.5%
ARKANSAS RANKS #22 →	20 - 34	20.0%	19.8%
ARKANSAS RANKS #42 →	35 - 59	32.1%	33.6%
ARKANSAS RANKS #28 →	60+	21.4%	21.0%

Source: <http://www.broadbandmap.gov/summarize/state/arkansas>



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