

SP-19-0025
Attachment H
Strategic Priorities and Initiatives

Description	Key Elements	Target Completion Date	Status
A - Preparatory activities prior to commencing data center consolidation and transformation			
A-(i)	Meeting with Legislative Leadership	11/15/2017	Completed
A-(ii)	Executive Mandate	1/5/2018	Completed
A-(iii)	Funding Appropriations	3/31/2018	Completed
B - Foundational Elements: Enhancements to the Shared Services Environment			
B-(i) Prepare detailed technical architecture and engineering documents of the Shared Services Environment	System Integrator	8/1/2018 RFP	
B-(ii) Align staff with Virtualization and Cloud Center of Excellence (V&C CoE)	Cloud Center of Excellence Formation	12/31/2018	Three cloud resources were approved by OPM and the legislature. Advertising will start by end of FY19 Q1.
B-(iii) Simplify the IT Service Catalog to encourage adoption	Business IT Service Catalog	3/31/2018	This will occur during the ITSM implementation.
B-(iv) Provide service desk self-service capabilities	ITSM Tool and Services	12/31/2018	Agency has completed multiple software demos and a proof of concept on the proposed solution. Implementation date is unknown but expected within the fiscal year.
	ITSM Process Maturity	On-going	
B-(v) Enable self-service IaaS provisioning	Deploy IaaS Shared Services	6/30/2019	
B-(vi) Implement a tiered storage model to offer lower cost storage alternatives	Deploy storage offerings	6/30/2019	
B-(vii) Provide Disaster Recovery as service to agencies	DR Service Deployment	6/30/2019	
B-(viii) Provide data protection / backup services to agencies	Deploy data protection and backup services	6/30/2019	
B-(ix) Determine public cloud offerings and enable cloud connectivity	Deploy cloud CSB	6/30/2019	

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C - Foundational Elements: Other DIS Service improvements			
C-(i) Improve agency participation through governance processes	Establish IT Advisory Group	On-Going	
C-(ii) Promote DIS shared services as a means to help agencies manage technology debt	Promote managed server services	On-Going	
C-(iii) Improve enterprise IT change management process / communication	IT Change Mgmt. Review and Oversight	3/31/2018	This will occur during the ITSM implementation.
C-(iv) Promote SDCW to primary data center	Oversight of the implementation activities related to the SDCW	5/31/2018	In progress
	Additional network capabilities	5/31/2018	In progress
C-(v) Enterprise cybersecurity services and policies	Cybersecurity policy development	6/30/2018	In progress
C-(vi) Improve IT Financial Management Practices	Deploy IT Financial Management Tools & services	3/31/2019	Research has begun on a financial management solution to replace the current billing system and other external processes handled through various methods. A solution has not been determined at this time.
C-(vii) Restructure DIS support organization to remove siloed support and delivery	Organizational Assessment	6/30/2018	In progress
C-(viii) Provide enterprise-wide procurement agreements: hardware, software, and cloud	Sourcing and negotiations support	7/31/2018	In progress
C-(ix) Explore opportunity for better telecom agreements in rural areas	Complete negotiations	7/31/2018	
C-(x) Telecommuting / (remote access) services and policies	Telecommuting policy development	4/30/2019	
C-(xi) Promote Service Priority transparency	Define Service Priority Levels	3/31/2018	
D & E - Transition to Target State: Sourcing new colocation facility & migrating MAC			
D - Sourcing of new colocation facility	Sourcing support	1/1/2019	
	Ready for occupancy	4/1/2019	

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E - Planning and migrating out of MAC and decommissioning the facility	Migration Planning	4/1/2019 to 12/31/2019	
	Migration IV&V Oversight (Independent Verification and Validation for 12 months)		
	Migration execution	1/1/2020 to 3/31/2021	
F - Transition to Target State: Migrating Agencies into the DIS Shared Services Environment; DCO PMO to lead the initiative			
Migrating Agencies into the Shared Services Environment		3/31/2022 with contingency to 12/31/2022	
Projects outside of the Data Center Optimization Initiative			
Call Manager Network Encryption Project	Upgrade Cisco CallManager and peripherals to provide encryption to all necessary VoIP customers.	8/1/2018	
CVP Upgrade with Encryption	Upgrade Cisco Enterprise Call Center and IVR to latest version and provide encryption.	1/1/2019	
Centrex Replacement Project	Replace current sun downing Centrex phone system with DIS Cisco VoIP Unified Communications solutions for voice, video, data, and mobile applications on fixed and mobile networks.	7/1/2019	
Office365	Statewide enterprise consolidation and migration to cloud-based Office365	12/1/2019	
State Agency WAN Upgrades	Implementation of a new contract resulting in significantly lower WAN costs allowing State Agencies to upgrade bandwidth while staying at or near current WAN costs.		
Additional Dark Fiber Installations	Where dark fiber is available DIS is implementing it to save cost		
Distributed Denial of Service Protection and Mitigation	Evaluating hardware vs. service provider options		
Evaluating virtual router with Network Functions	Virtualization vs. traditional hardware based router, firewall, IPS, etc.		

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Evaluating Internet Content Filtering options for State Agencies			
VXrail implementation for eSchool			
SDC West Facility Improvements	Energy savings project to replace aging and oversized dual UPS systems and cooling system infrastructure	8/31/2019	
Application Initiatives:			
AREC REELS	Complex custom licensing system for Arkansas Real Estate Commission. This system and the associated database will be hosted at DIS. The application is being developed in Visual Studio 2017 using .NET framework 4.6 with a SQL 2016 backend.		
ATC RMS Enhancement	Additional enhancements to the Arkansas Tobacco Control – Reporting Management System. These enhancements include a geocode mapping solution for field agents, fire safe certifications, custom letters / reporting, etc.		
DWS Tax21 Modifications for FTI	The Tax21 system will be modified to accommodate FTI data in a secure infrastructure that will be implemented within this fiscal year.		
DIS AIMS	Internal system designed to manage agency data for data center optimization		
DIS FDR	Fiscal Deposit Register system to manage and reconcile agency deposits		
Security initiatives:			
Add additional storage to Splunk indexers and search heads for performance increase and capacity	Splunk storage expansion		
Provide security awareness training for all State executive agencies	Security awareness training rollout		
Review and update rules previously promulgated to modern standards	Promulgating rules and regulations		

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Update out of maintenance security monitoring equipment	Security Monitoring Hardware Refresh		
Upgrade CA SSO solution	Single Sign On upgrade		
Implement Network Behavior Analysis System	Implementing new in house developed network behavior analysis system in concert with Security Monitoring Hardware Refresh		
Vulnerability scanning system refresh	Implementing new in house developed network behavior analysis system in concert with Security Monitoring Hardware Refresh		
Utilize Department of Homeland Security	Utilize free services offered by DHS such as external boundary vulnerability scanning, phishing campaign assessments, risk and vulnerability and other assessments		
Cyber Security table top exercises	Participate in multi-agency table top exercises meant to increase cyber security awareness and refine plans and procedures		
Splunk as a Service	Create plan to increase security and system monitoring capabilities of all State agencies by offering the use of Splunk. This will help facilitate an inter-agency exchange of cyber threat information		
Governance and Risk Management	Identify and procure a statewide GRC solution. This will track and report Agency and system adherence to various cyber security frameworks such as NIST		
State Security Working Group	Establish regular cadence of multi-agency security working group meetings led by DIS to work discuss current cyber security trends, issues and solutions		
State Security Advisory Group	Establish executive level Cyber Security advisory group and sub committees to advise the governor.		

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Cloud Security	Establish policy and processes to guide the secure adoption of cloud services as well as identify and implement solutions to protect data stored in the cloud		
Multi-Factor authentication	Implement multi-factor authentication to protect network and application identities from misuse		
Arkansas Data Hub	Statewide-shared platform for master data management, data federation, data integration, advanced analytics, and compliant data sharing. This platform will see high throughput to many relational database management systems and could benefit from colocation with the RDBMS environments.		