



# FOCUSING ON YOU

THE QUARTERLY NEWSLETTER FROM THE DIVISION OF INFORMATION SYSTEMS

## First Quarter 2025

The Department of Transformation and Shared Services (TSS) Division of Information Systems (DIS) newsletter keeps you informed about IT upgrades, project developments, DIS service offerings, and timely updates to support your department's operations and efficiency.

### Arkansas Regional Cyber Partners Meeting

In October, during **Cybersecurity Awareness Month**, the **State Cybersecurity Office** hosted the **Arkansas Regional Cyber Partners Meeting**, uniting government cybersecurity leaders to share insights and resources from the Multi-State Information Sharing and Analysis Center (**MS-ISAC**) and the Cybersecurity & Infrastructure Security Agency (**CISA**).

Attendees gained valuable knowledge on emerging threats and best practices while strengthening collaboration to build a more resilient cybersecurity community across Arkansas.



(L-R) Jeff Sparks - former CIS Services USA-EAST, Ray Girdler - DIS State IT Security Specialist, Chad Johnson - CISA Cybersecurity State Coordinator, Heather Doxon - MS-ISAC Regional Engagement Manager, Gary Vance - DIS CISO, Paul Davis - Arkansas Office of Attorney General CIO, Megan Incerto - MS-ISAC Regional Engagement Manager

### 2024 Arkansas Digital Government Summit

Also, in October, the 15th annual **Arkansas Digital Government Summit** with Government Technology brought together technology-focused public-sector professionals with leading industry partners to connect on innovative approaches, get inspired, and discover new technologies. Keynote speaker Scott Klososky gave attendees a glimpse into what the future holds in the ever-changing digital intelligence landscape. View more photos [HERE](#).



Scott Klososky delivers the keynote address at the Arkansas Digital Government Summit.



(L-R) Gary Vance, Jay Harton, and Donnie Matthews take part in a panel discussion at the Arkansas Digital Government Summit.



Attendees enjoy refreshments at the Arkansas Digital Government Summit.

### Data and Transparency Panel 4th Quarter Meeting



Robert McGough leads a discussion during the Data and Transparency Panel 4th Quarter Meeting.

The [Data & Transparency Panel \(DTP\)](#) held its 4th Quarter meeting in November. Key topics included a progress update from the **AI Center of Excellence (AI CoE)** and a discussion on **Arkansas Data Hub** usage and governance. These conversations focused on enhancing data-driven decision-making and promoting transparency across the state. To see more photos, click [HERE](#).

The 2025 Q1 DTP meeting will be held on **February 20, 2025**.

### News You Can Use



## CYBER CENTER OF EXCELLENCE

The **State Cybersecurity Office** has launched a new website to enhance cybersecurity training and awareness across Arkansas. The [Cyber Center of Excellence](#) serves as a central hub for training and collaboration, bringing together state agencies and public entities to strengthen cybersecurity efforts.

Through **advanced simulations, hands-on exercises, and continuous innovation**, the center equips cybersecurity professionals with the skills needed to defend against evolving threats and enhance the resilience of Arkansas's technology infrastructure.

The website also offers [Online Self-Paced Training Opportunities](#) and [Arkansas Citizen Skills for All](#), providing every Arkansan with the opportunity to learn cybersecurity basics and develop essential digital skills.

Check out the website [HERE](#).

For more information, contact **Ray Girdler** at [Raymond.Girdler@arkansas.gov](mailto:Raymond.Girdler@arkansas.gov).

### Modernizing Communications Tools



#### Webex Implementation Underway

DIS has launched the implementation of **Webex Calling** and **Webex Contact Center**, a significant step in upgrading our communication platforms.

With **Webex Calling**, our **Voice Over IP (VoIP)** system moves to the cloud, eliminating the need for a direct state network connection. Users will be able to make and receive calls from any internet-connected device using the **Webex App** or **Microsoft Teams plugin**. Physical phones will also work from any location with internet access.

The transition to **Webex Contact Center** will enhance citizen interactions by offering more communication channels, including **chat, instant messaging, and callback options**, improving accessibility and efficiency.

This **12-18 month migration** ensures we stay up to date with the latest security updates and features, providing a **seamless and modern communication experience** across the state.

Your **Customer Relationship Manager (CRM)** will be reaching out with more details soon. Stay tuned for updates!

**CLICK OR SCAN TO SIGN UP FOR NETWORK AND SERVICE ALERTS**

You will receive text and email alerts if you provide your phone number and email address.



### Employee Spotlight

**Thurl Smith** has been with the State of Arkansas for **18 years**, contributing his expertise as the VoIP Manager for DIS. He and his team have been instrumental in implementing **Webex Calling** and **Webex Contact Center**, leading the transition of our **VoIP services to the cloud**. His dedication and hard work are helping to create a more seamless and efficient communication system across the state.

Thank you, Thurl, for your commitment to innovation and excellence!



Thurl Smith

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