



ASL IT Infrastructure

Arkansas Scholarship Lottery Technical Support

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Arkansas Scholarship Lottery Technical Support Team



Justin Rogers, Technical Specialist



Jeremy Smith , Network Engineer



Henry Gilmore, System Support Engineer





ASL IT Infrastructure

- **Internal and External Support**
 - **Infrastructure Support**
 - **Desktop, Notebooks and Servers**
 - **Printers, MFPs and FAX**
 - **VoIP Phone System**
 - **Cabling and Switches**
 - **Disaster Recovery**
 - **Hardware and Software**
 - **Enterprise Mobility Support**

ASL IT Infrastructure

Technical Support Team

MISSION

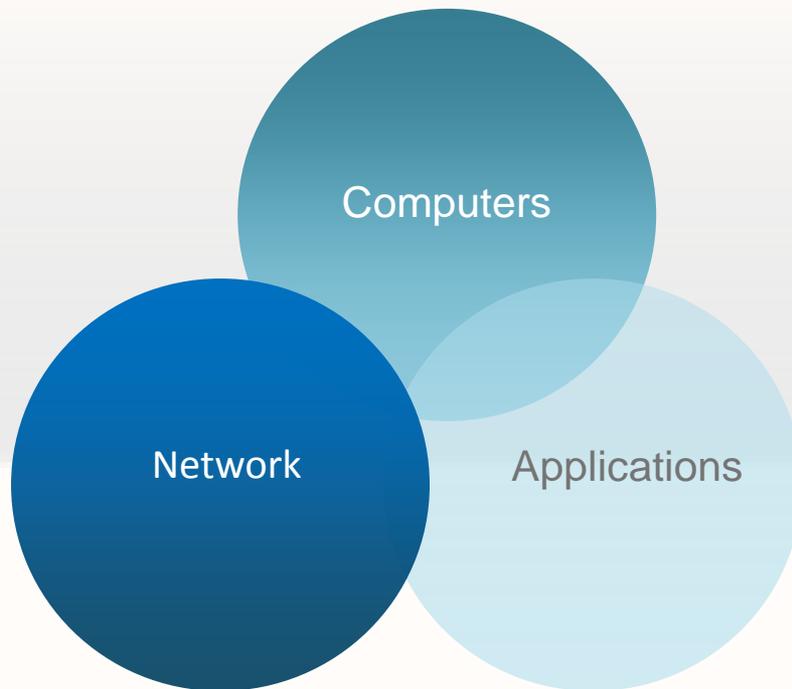
- Provide world class support
- Provide world class service
- Computing Customer Service
- Organizational IT Compliance
- Cost containment
- Organizational IT Vision
- Organizational IT Direction

VISION

Self managed team, supporting the ASL staff to ensure the best possible computing experience for the ASL staff. Respond to user requests in a timely, professional manner. Resolving IT issues in a reasonable, timely manner. Empowering the ASL user community with hardware and software assets.

ASL IT Infrastructure

Technical Support Areas



- Windows Workstations and Notebooks
- Macintosh Workstations
- BlackBerry Smartphones
- Apple iPhones
- ASL infrastructure, routers and switches, VoIP
- Office Productivity Products

ASL IT Infrastructure

Desktop and Applications Support Domains

SysAid

- Asset Management
- Inventory Management
- Trouble Ticket System
- Device Monitoring



Xerox

- DocuShare
- Workgroup Multifunction
- Document Management
- Electronic Filing System



Software

- Windows XP / Win7
- Windows Server
- Macintosh OS X
- BlackBerry



ASL IT Infrastructure

Business partners and products



SysAid IT Pro



SysAidcss

Department of Information Systems

Arkansas. A State of Technology.

Customer Satisfaction

Vision
Customer satisfaction every time.

Mission
Provide technology leadership and solutions to assist our customers in their delivery of public services.

Values
Integrity, Customer Focus, Teamwork, Communication, Innovation, Creativity, Continuous Improvement.

Decision Drivers
People - Cost - Reliability - Security

Goals
Operational Excellence, Financial Excellence, Technology Leadership



ACCOOP

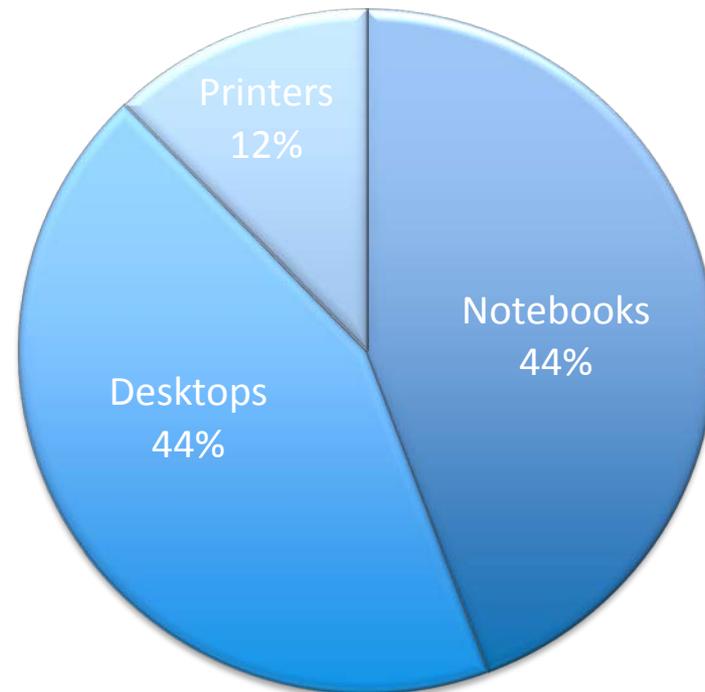
Arkansas Continuity of Operations Program



ASL IT Infrastructure

Hardware Supported

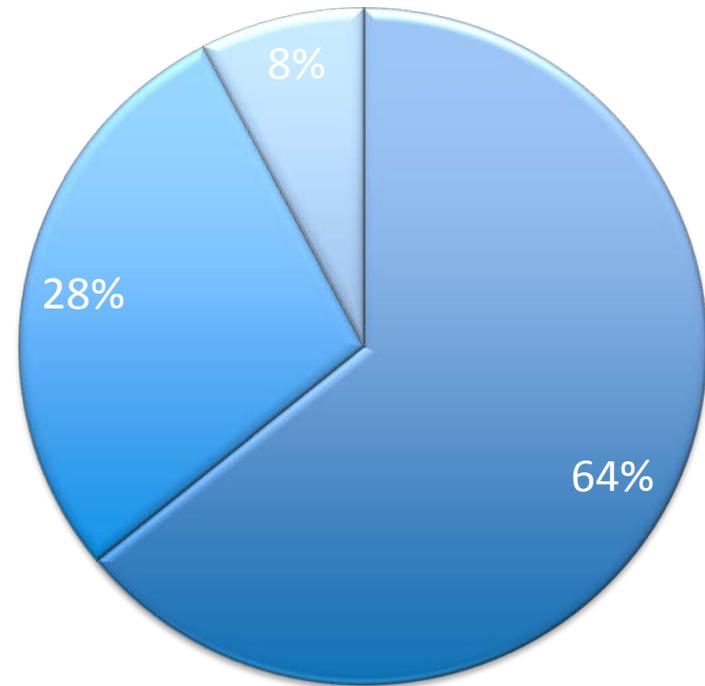
- Notebooks
- Desktops
- Printers



ASL IT Infrastructure

Current Staff Supported

- **Main Office** **50**
- **Sales Staff** **22**
- **Claim Centers** **6**



ASL IT Infrastructure

Projects Completed YTD

SysAid



Hardware and software asset management system. Upgraded to current version, release 8.1.02

Migrating database to SQL Server Enterprise from Express version.

Annual Support \$156

Xerox



Document management system marketed and supported by Xerox.

Selected based on agency needs

Cost effective solution

One time cost of \$3240

Monthly support \$75

Software



Upgraded BlackBerrys

Added tethering to plans

Aircards issued 13

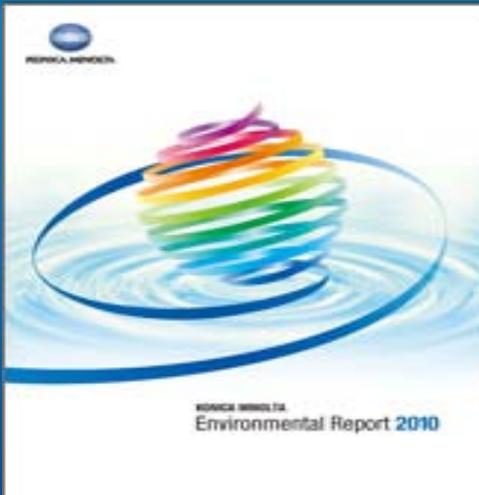
Smartphones issued 37

Monthly savings over \$1025

ASL IT Infrastructure

Recycling Programs

Konica / Minolta



DeLL



Toshiba



Innovative solutions to help you realize true efficiency.





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Thanks you!