



IT Infrastructure Overview

Jeremy Smith – Network Engineer



IT Infrastructure Team



Our mission is to develop and maintain a superior technology infrastructure for the Arkansas Scholarship Lottery. By using state-of-the-art technology, innovative thinking, leadership, and partnerships we will continually improve our products and services ensuring our internal customers have the best and cost-effective tools available.



Technical Specialist – Justin Rogers



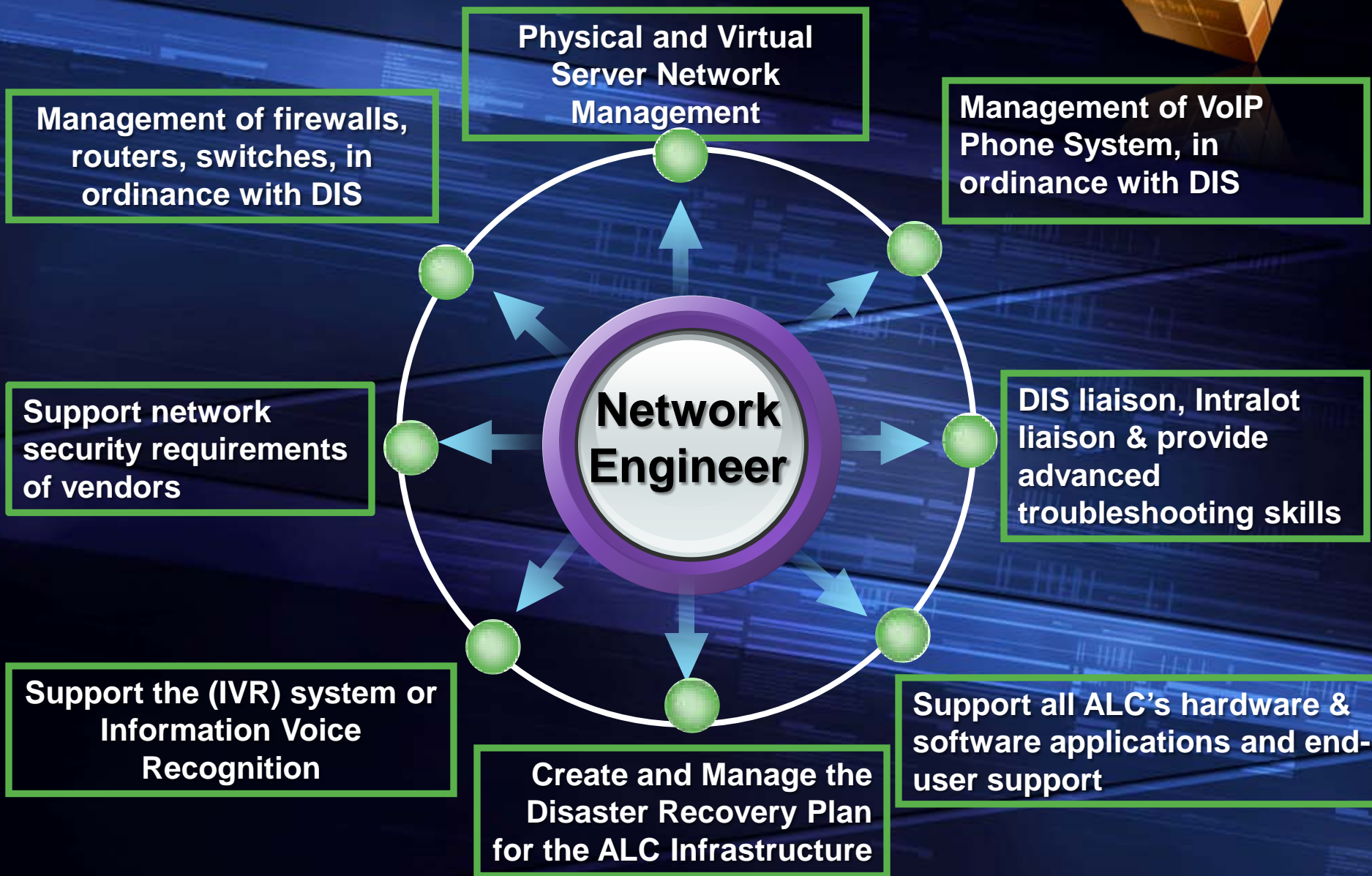
Internal-Systems Support Engineer

External-Applications Support Specialist



Network Engineer

Network Engineer Responsibilities



ALC Servers



**Quantum Peachtree 2012
(Accounting Server)**



Nessus Security Scanning Server



**Microsoft SharePoint Server
(Internal Intranet)**



Linux\Ubuntu Config Server



**Security Server (Security Camera &
Security Access)**



VMware View Manager Server



**SYSaid Server (Help Desk &
Inventory)**



**TSM Server (Backup Server)
Tivoli Storage Manager IBM (DIS)**



**FTP Server (Script Uploading and
File Processing for Online Games)**



**McAfee E-Policy Orchestrator
Server (Anti Virus Repository)**



File Server (P), (S), (J)



PGP Laptop Encryption Server



Microsoft Exchange Server (DIS)



Licensing DocuShare Server

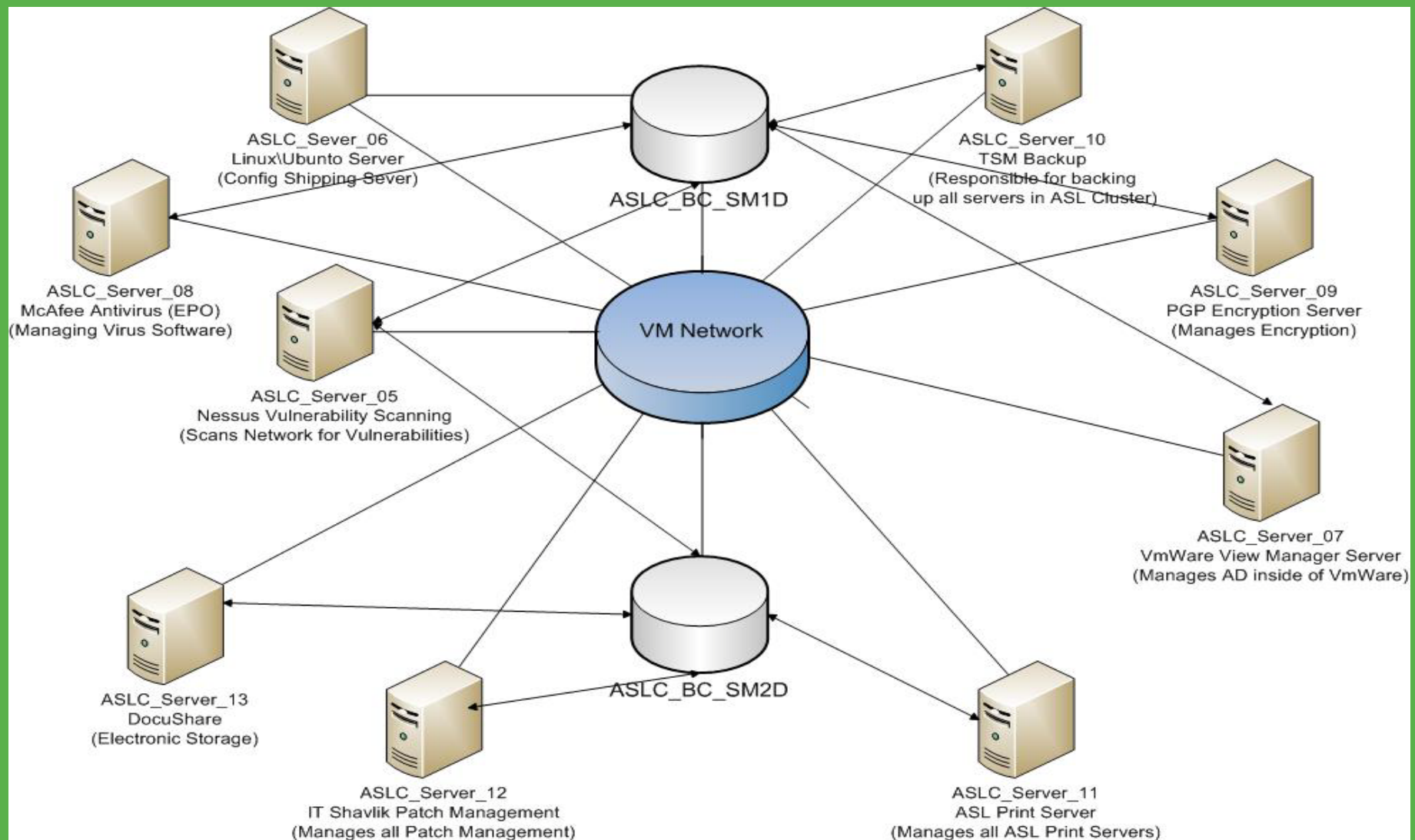


**IT Shavlik Patch Management
Server**



Print Server for Network printers

ALC Virtual Cluster Layout



ALC HARDWARE ASSETS



ALC ASSETS

(5) Routers- Routers are physical devices that join multiple wired or wireless networks together

(11) Switches- A network switch is a small hardware device that joins multiple computers together with in one LAN

(1) Firewall- A Firewall is a system which limits network access between two or more networks.

(95) VoIP Phones

(16) Servers

(58) Workstations

(61) Laptops

(101) Monitors

(23) Network Printers

(25) Desktop Printers

(17) Fax Lines

()Cell phones

()Air Cards

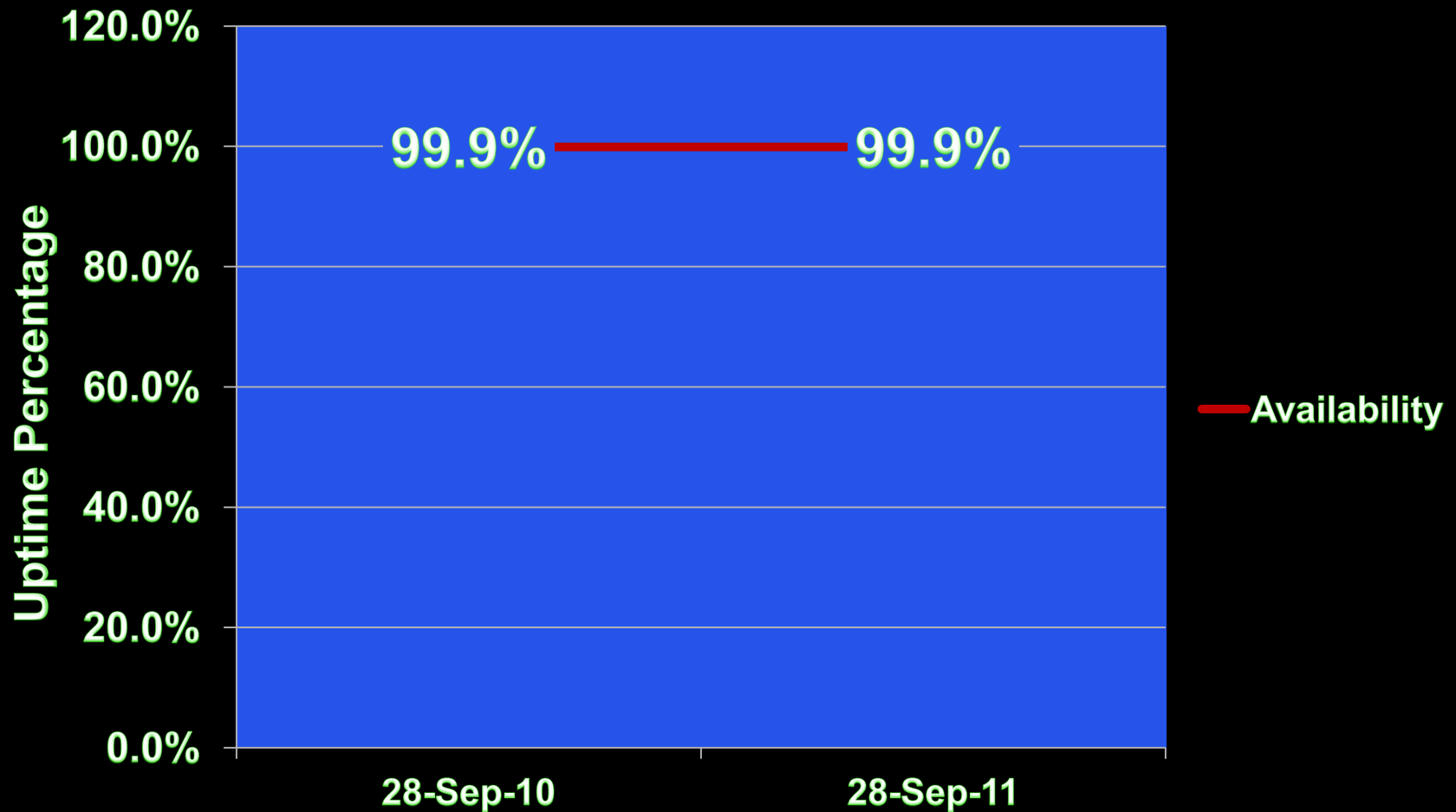
Critical Applications



Network Availability



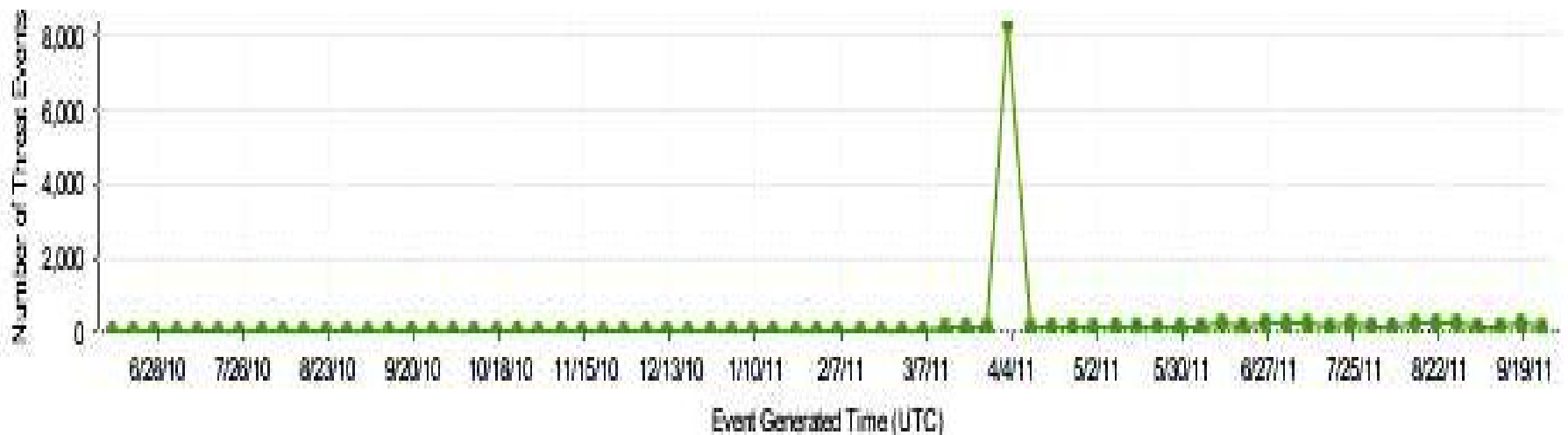
Network Availability



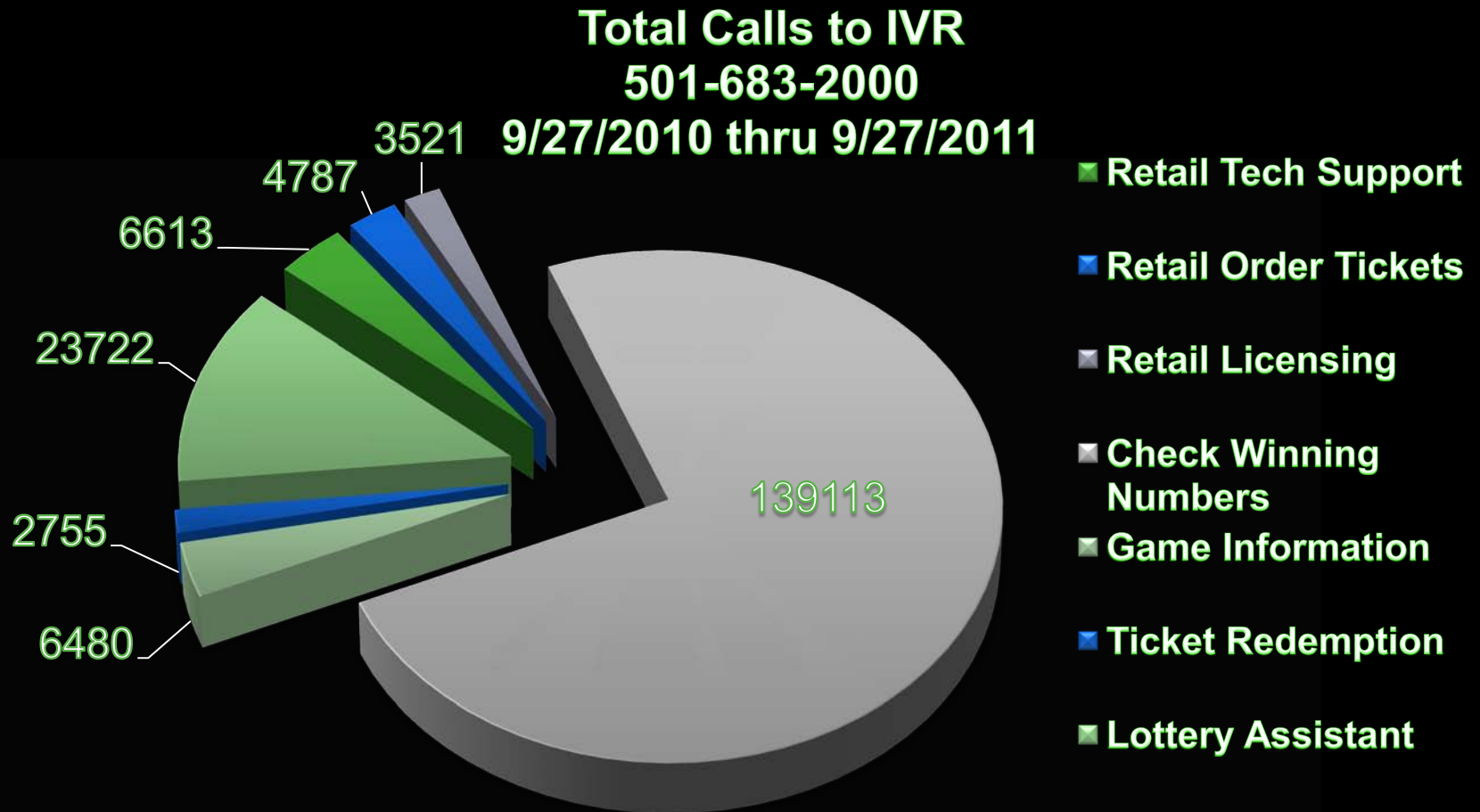
Viruses and Malware Detection



McAfee®



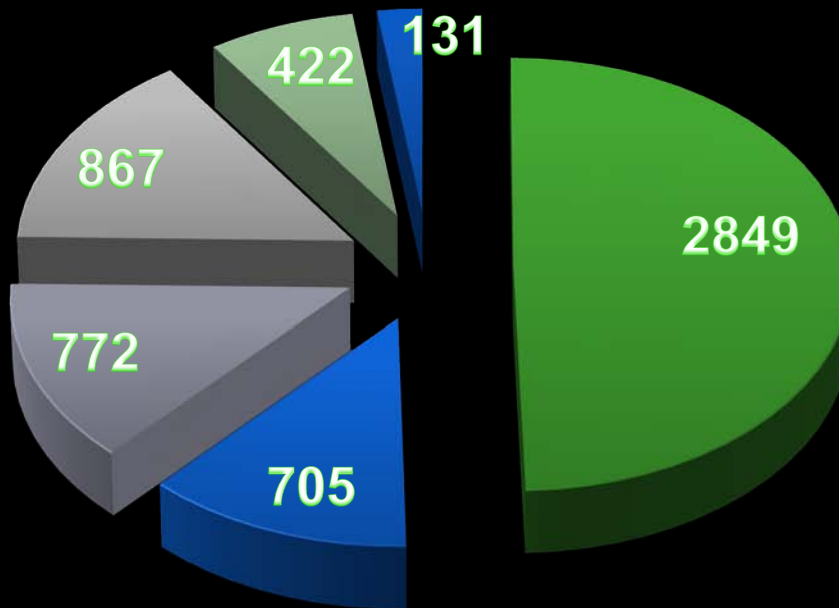
IVR Stats



IVR Game Info Stats

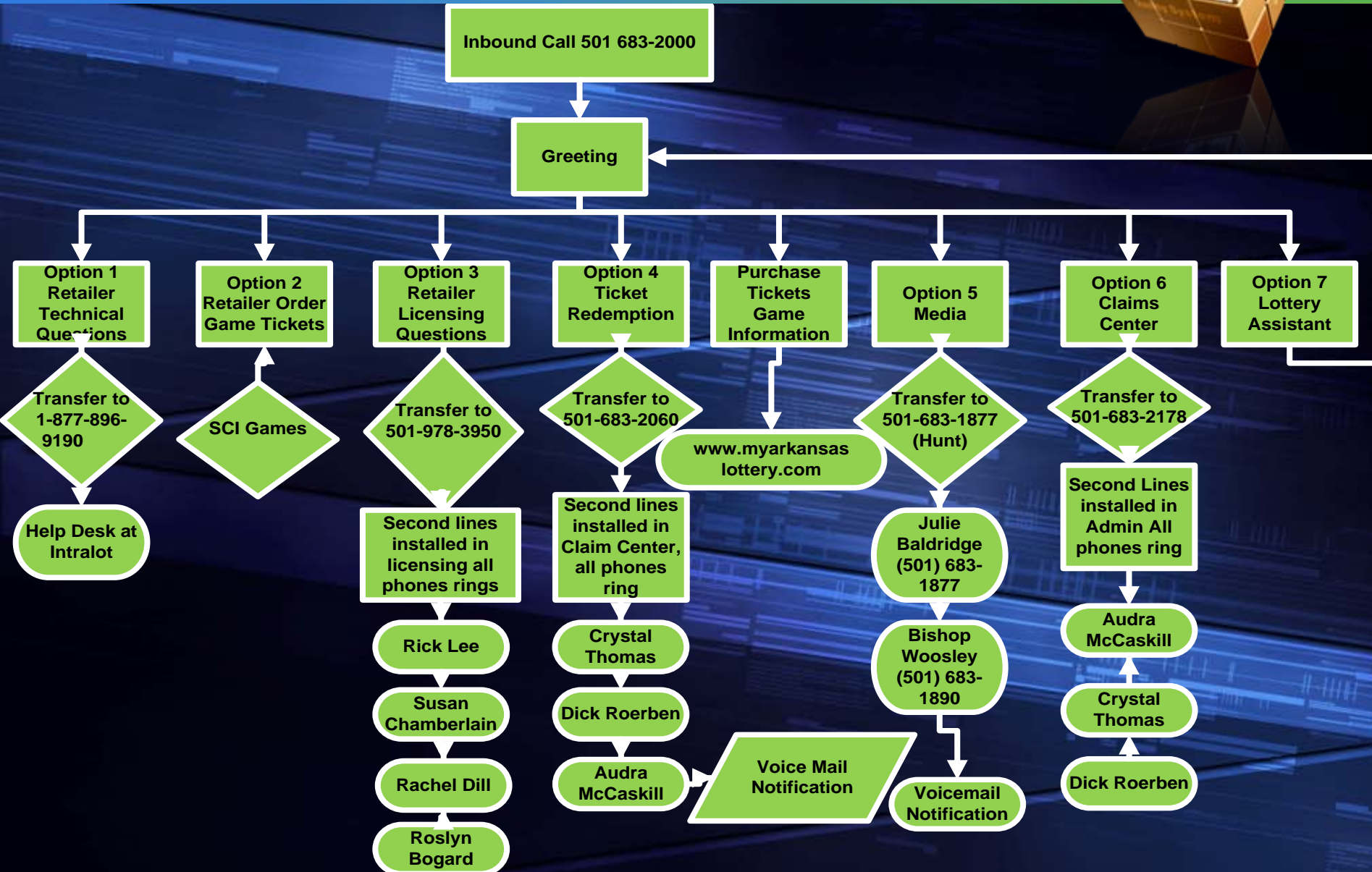


IVR Game Information Stats Option 5 9/27/2010 thru 9/27/2011



- PowerBall How to Play
- MegaMillions How to Play
- CASH 4 How to Play
- CASH 3 How to Play
- Scratch Off How to Play
- Play it Again How to play
- Lottery Assistant

Call Flow



Special Projects



Special Projects

Business Continuity of Operations and Disaster Recovery

- Hosted /Chaired Meetings
- Scored 100% on the ACOOP plan from ACOOP Director. State Initiative
- Wrote separate BCO_DR plan for internal employees to take home. (Coincides with ACOOP)
- Tested the DR plan last spring and successfully performed duties.

Transparency Act

- Attended a meeting at DFA to discuss the new Transparency Act. DFA will be sending ALC a matrix of what information is required of the act. Once that is determined I will work with IT Gaming and Accounting to streamline the process.

CAFR

- Working with Crowe-Horwath to get the information that is needed for CAFR report.

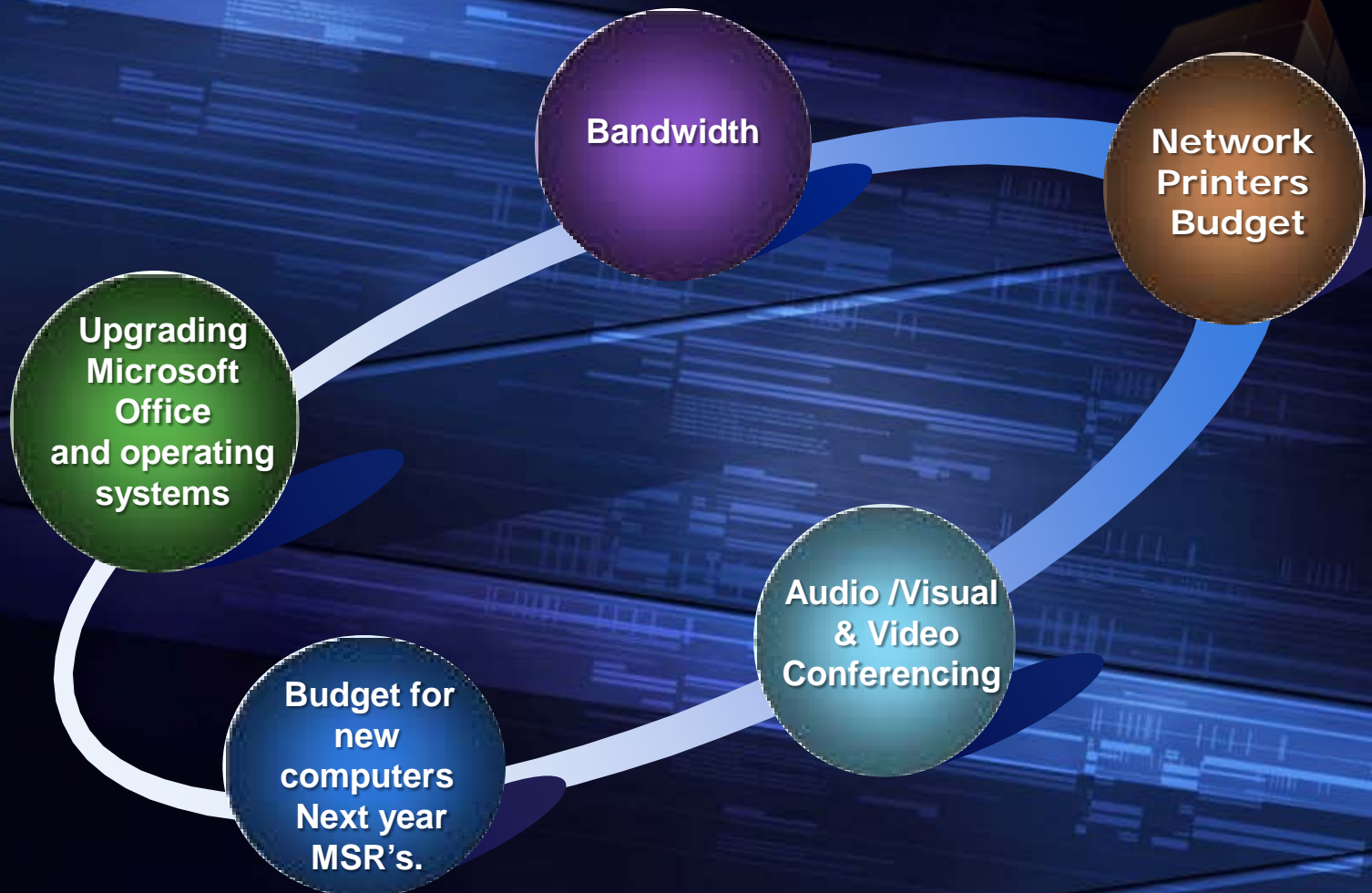
Security Working Group

- Committee member- To protect the infrastructure of the State of Arkansas thru technology.

Video Conferencing Committee

- Committee member – Goals of this committee are to improve education, improve economic development, increase operational efficiency, improve citizens access, and protect the environment.

Looking to the Future



new technology 2.pptx





QUESTIONS??

Thank You !

