



FOCUSING ON YOU

THE QUARTERLY NEWSLETTER FROM
THE DIVISION OF INFORMATION SYSTEMS

The Department of Transformation and Shared Services (TSS) Division of Information Systems (DIS) newsletter provides our customers with IT upgrade and project updates, DIS service offers and timely updates that can benefit each Department.

RATE CHANGE

Rate increases are oftentimes inevitable, and while DIS had 381 line items increase on July 1, 2023, over 1,000 were decreased!

There has been an increase in analog or "non-VOIP" communications. If this affects your charges, please get in touch with your CRM and follow through on a plan to migrate to a cost-effective option. **These lines will be disconnected at the end of the calendar year.**

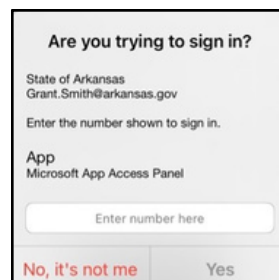
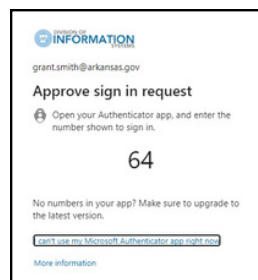
If you have any questions about the rate adjustments, please contact your DIS account manager at dis.customer.service@arkansas.gov, or call 501-682-9990 to ask for your account manager.

OFFICE 365 MULTIFACTOR AUTHENTICATION

As of May, Microsoft Authenticator enabled number matching for all push notifications.

Users will be presented with a number when they respond to a multifactor authenticator (MFA) push notification using Microsoft Authenticator. Simply type the shown number into the app to complete approval.

[Learn](#) how number matching works for Microsoft Authenticator.



CLICK HERE TO SIGN UP FOR NETWORK AND SERVICE ALERTS

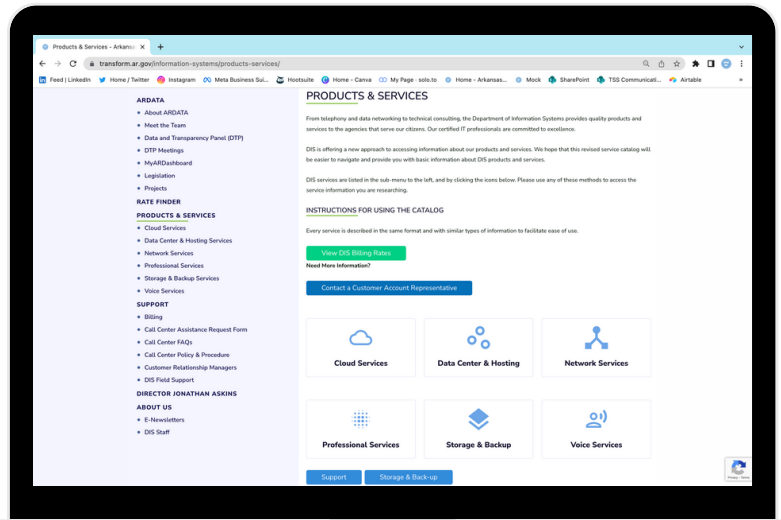
YOU WILL RECEIVE TEXT AND EMAIL ALERTS IF YOU PROVIDE YOUR PHONE NUMBER AND EMAIL ADDRESS.

PRODUCTS AND SERVICES

DIS has many different services to serve you and your agency better!

You can find more information about them on our website's [products and services page](#)!

If you would like additional information or have any questions, please get in touch with your DIS account manager at dis.customer.service@arkansas.gov, or call 501-682-9990 to ask for your account manager.



EMPLOYEE SPOTLIGHT

Aaron Grigsby // Office 365 Support Admin

Aaron Grigsby is part of the Office 365 support team at the Division of Information Systems (DIS). He has been with the DIS for almost four years. Aaron deals with everything Microsoft, including setting up emails, creating accounts, Azure tenant administration and many other Microsoft cloud-based features.

Before DIS, Aaron worked two public-facing customer service jobs. One of the jobs provided technical support for consumer items like computers, tablets and other electronics. Technology has always been the easy part for him, but the soft skills he learned served him better than he ever thought they would...such as communication!

In Aaron's free time, he enjoys being outdoors, either in a hammock or going kayaking. A fun fact about him is that he has picked up several hobbies over the years: sculpting, electronics projects and looming (for which he has made one blanket and many beanies for charity).



Contact Us

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transform.ar.gov/information-systems

