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 additionally timely updates that can benefit each Department.

**KURMI SELF SERVICE UPDATE**

AutomateAR, also known as Kurmi, is a self-service portal that is user-friendly and fully automated to allow the delegation of the Cisco Unified Communications management to IT staff. AutomateAR will reduce the wait time for customers by several days for simple tasks such as name changes or PIN resets.

Giving customers the expected experience while reducing the VoIP teams’ essential operations workload allows them to focus on daily tasks and complex customer requests. The VoIP team has deployed AutomateAR to the Arkansas Department of Corrections (DOC), Arkansas Public Employees Retirement System (APERS), and the Arkansas Department of Parks, Heritage, and Tourism (ADPHT).

Our goal is to deploy Kurmi to all Executive Branch Departments by January 31, 2023.

**CENTREX NOTICE**

As DIS moves closer to the end of the Centrex telephone service contract, we are asking you and your team to review your Centrex telephone numbers that are still in our inventory.

Please contact your DIS Customer Relationship Manager (CRM) at your earliest convenience to discuss options to replace this sunsetting technology.
Phishing is when emails are sent out to act or reveal sensitive data to cause harm or loss to an individual.

You can now report suspicious emails, such as phishing emails, by clicking the ‘Report Message’ button from the Outlook ribbon and selecting the reason for reporting them. This replaces emailing phishing@arkansas.gov every time you encounter a suspicious email.