Greene County Information Technology

2012 End of the Year – Annual Report

John K. Wynne – Director of Information Technology

March 21, 2013

"2012 A Time to Build for the Future"

For Greene County Information Technology 2012 was a time to rebuild, complete projects and plan for a stronger future. Major IT projects underway in 2012 included:

- Installation and cutover from the IBM iSeries environment, to state of the art Dell Poweredge servers with Equalogix NAS storage in a VMWare environment.

- Building more robust offsite redundancy and backup of critical County information.

- What used to be simple backups became Disaster Recovery and business Continuity.

- Upgrade of Financial software from IBM green screen environment to more modern SQL / Windows based environment, empowering more users. Reduced printing too! And improved workflow.

- Expansion of higher capacity Fiber Optic networking at Sheriff and Highway locations. Allowing faster flow of data and the backbone to meet the needs of building out VOIP telephone systems.

- IT support of Emergency Services tower study and radio systems improvement

- IT support of the implementation of Medent Medical Records and Billing system into Family Planning.

- IT support of electronic records implementation at Mental Health and process improvement.

- With funds from New York State to encourage Energy Star compliance we purchased 38 energy efficient Color Laser printers with Copier, Fax and Scan capabilities. As these are deployed we will be removing from service 120-150 less efficient devices and standardizing many of our printers.

Greene County IT Staff a Strong Mix of Skills and Experience

John K. Wynne –9 years with Greene County as Director of Information Technology – Prior experience; founded and owned Columbia – Greene Systems for 15 years, worked with CPI-Computer Professionals from 1981 as Southern Manager.

Chad Wade – Systems Support Technician – with Greene County for 5+ years – well versed in the wide range of necessary IT skills – Came from Technical position at Mid-Hudson Cablevision.

John Houghtaling – Systems Support Technician – joined Greene County IT in 2013 – Background with Verizon, Berkshire Telephone and InfraStructure – Trained at ITT.

Shameen Rucker – Systems Support Technician – joined Greene County IT in 2013 – Background working with New York State as contracted employee – Trained at ITT and has very good background with SQL, Server, Virtual Networks, Firewalls and computers.

Greene County Information Technology - dedicated to Customer Service.

Implementation of a cloud based Work order system within IT has improved service and tracking of requests and issues.

Quick response to issues and complete resolution to problems remains among our highest priorities.

Ready to work with department heads, administration and staff to implement new solutions.

New role for each System Support Technician to be IT advocate with each department. Allowing as more intimate relationship with the business and needs of each department.

We are Technology Fans!

Supported Solutions in Used by Agencies in Greene County Government

GreeneONE Network

Greenegovernment.com

New World LOGOS financial System

SAMS – Department for the Aging

Email Postfix Servers

ESRI GIS (Geographical Information Systems) Software

NTS Election management Software – TERACS – Election Night Reporting Software – Board of Elections

Lexis/Nexis – Legal Research – District Attorney, County Attorney, Jail

Black Creek – Jail Management Software

Interact Computer Aided Dispatch – CAD – 911 Center

Accumed – Medical Billing – Mental Health

QuicDocs – Medical records – Mental health

Scan Health – Medical Records and Billing – Public Health

Medent – Medical Records and billing – Family Planning

Ahlers – Statistical reporting – Family planning

KIDS – Early Intervention – Public Health

Code Two – Shared Calendar and folders

RPS – Real Property Tax Software

TCS – Total Collection Solution – Tax Collection and Enforcement

Code Red – Emergency Services Notification system

WebCAD – Emergency Services

TRACS – Greene County Sheriff

DCJS – Greene County Sheriff

Asterisk – VOIP Services

EJustice Portal Offerings

Connections to NYS OneNet

Greene County Clerk – Document Storage for Deeds, Records and mortgages

Linux/Spamassassin

Barracuda Email spam filters

Barracuda Email Archiving

VMWare

Whats New for 2013

Expansion of VOIP Telephone systems to Sheriffs, Veterans, Tourism and Mental Health

Installation and support of Case Management Software into Probation

Installation and support of WebEOC – Emergency Management System

Upgrades to Board of Elections Management Systems

Deep look into Agenda Management Systems

Increasing efforts to become more paperless.

Launch of the redesigned GreeneGovernment.com Website.

Deep look at Elastix integration into VOIP system allowing for unified messaging and video conferencing.

Implementation of new communications technologies into communication mix. Services like SIP trunking and Skype and gtalk.

THINK – Then –

Let's RETHINK

On a daily basis Greene IT is looking for opportunities.

Opportunities to rethink the process.

Opportunities to increase savings.

We are always looking for ways to become more paperless and reduce unnecessary printing. We welcome opportunities with all Agencies to advance electronic document storage and managed printing. Smart document handling not only reduces cost, it's good for the environment too.

Support of Agencies and service of existing systems remains among our highest priorities. Reducing user down time is vital to overall efficiency.

We remain firmly committed to a very high level of service and support

Thank you for your support throughout 2012. And, your continued support into 2013

John K. Wynne

Director – Greene County Information Technology