

**GREENE COUNTY INFORMATION TECHNOLOGY  
2017 ANNUAL REPORT TO THE GREENE COUNTY LEGISLATURE**

Greene County Information Technology

411 Main Street

Catskill, NY 12414

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APR 05 2018  
Greene Co. Legislature

Prepared: April 2018

By: John K. Wynne - Director

## **Mission Statement**

Information Technology is a crucial component of modern government. As a support element for service delivery in County government, information technology is increasingly the vehicle of choice for direct delivery of County services and information.

The mission of Greene County Information Technology is to provide reliable and responsive information technology services, application services, infrastructure and data center services to Greene County departments and agencies.

## **Technical Vision Statement**

Deliver easy to use internet applications to make information more accessible to citizens and all stakeholders in Greene County.

Provide growth on Microsoft, Linux and SQL Based technologies and first rate support on existing systems.

Continually enhance network and application security to protect Greene County information resources.

Enable business continuity by delivering networking and server technologies which provide redundancy, availability, speed, reliability and flexibility.

Utilize technologies incorporating data, images, internet, documents, mapping and business processes to promote enterprise solutions and enhance department and agency communication and collaboration.

## **Information Technology Staff in 2017**

John Wynne – Director – has been with Greene County for 15 years as Director of Information Technology.

Previous experience – Owner of Columbia- Greene Systems for 14 years. Began Computer Industry career in 1981 with CPI, Computer Professionals International.

Serves on the Board of Directors of New York State Local Government IT Directors Association.

Has served on numerous Board of Directors including NYS Office of Critical Infrastructure and Cyber Security and the NYS IT Leadership Academy.

Senior Systems Support Technician – has been with Greene County for 11 years. Previous experience – Mid-Hudson Cablevision.

Network Engineer – Has been with Greene County for 3 ½ years. Previous experience - Graduate of St. Lawrence University and ITT.

Systems Support Technician - Has been with Greene County for 1 ½ years. Had been with Columbia Memorial Hospital for 18 years in IT Technical Support.

## Highlights of 2017

Annual updates of County fleet of computers, peripherals and software. We work on the basis of a 5 year refresh of technology. Therefore, 20% of our more than 400 computers need to be replaced annually. 80 computers are replaced each year. This has proven to be a good fit for Greene County, assuring a reliable and cost efficient inventory of technology.

With the involvement of Greene County IT, Computer Professionals International, Comtech and others have taken a deep dive into our Network infrastructure and Security. With that came a list of initiatives to improve and upgrade our systems. In turn several projects were undertaken:

- Installing a Fiber Backbone at 411 Main Street connecting the Data Center, Servers, SANS and node connections to a high speed reliable network.
- A more robust wide area network to our various County locations utilizing Watchguard Branch office VPNs and backup cable based connections.
- Upgrade of all Network switches to Layer 3 Technology.
- Upgrade of existing VMWare servers to 192GB of RAM
- Installation of an additional DELL PowerEdge 630 server allowing for High Availability and VMotion.
- Install of an additional 14.4 Terabytes of Harddrive storage using Dell EqualLogic NAS.
- Install of Tripp Lite UPS Battery backup systems at critical network switch array locations.
- Install of advanced server protection on all network server, using Sophos Intercept X.
- Install of centrally managed Antivirus for all desktop and notebook computers. Using Eset.

Additional projects included:

Managed and completed cutover of New World Accounting Systems, with major updates and all new hardware server platform.

Installed new GunKeeper system at Jewett Sheriff's location.

Implemented Labtech Connectwise throughout entire County, which allows for extensive remote management of IT assets including; Desktop computers, Laptops, Patches, updates and overall health and status of entire system.

Implemented use of Ipads for the County Legislature, drastically cutting down of paper usage.

Install VOIP phone system into County Clerk and DMV departments.

## **Major projects for 2018**

Completion of the Paradigm Scale and POS system into the Solid Waste department which will streamline and connect the various weight station for centralized accounting and billing.

Update of all workstations and server in the Board of Elections.

Update of Case Management used by the Public Defender's Office

Conduct Firewall hardening and penetration testing with an outside vendor to affirm the security of our network.

Complete cleanup of obsolete operating systems. Windows XP and Server 2003.