

GREENE COUNTY INFORMATION TECHNOLOGY
2022 ANNUALREPORT TO THE GREENE COUNTY LEGISLATURE

Greene County Information Technology

411 Main Street

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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.

Highlights of 2022

Annual updates of County fleet of computers, peripherals, and software. We work on the basis of a 3 year refresh of technology. Therefore, 30% of our more than 400 computers need to be replaced annually. 90 computers are replaced each year. This has provided equipment staying within a 3 year warranty period allowing for replacement without a cost to the citizens of the County in the event of failure.

We have taken a forensic approach to analyzing network infrastructure and security. There is a list of initiatives to improve and upgrade our systems.

- Upgrading our Fiber Backbone at 411 Main Street and remote facilities connecting the Data Center, Servers, SANS and node connections to a high speed reliable and redundant network.
- Upgrading our Watchguard Branch office VPNs, and backup localized cable-based connections to include an offsite data center located at the Mental Health facilities in Cairo.

Additional projects/work included:

- Overhaul of our network policies to remediate deficiencies identified by the State Comptrollers Audit.
- Upgraded all workstations throughout the county to a supported operating system that is maintained by the developer for security and exposure deficiencies.
- Upgrading hardware at all Solid Waste Facilities, as well as reconstruction of the Coxsackie Transfer Station.
- Processed approximately 5400 Help Desk requests via email and voice calls.
- Implemented a segregated network to separate user data based upon priority and classification (internet, application, and voice).

Major projects for 2023

- Update of Case Management used by the Public Defender's Office to a cloud-based solution.
- Conduct penetration testing with NYS DHSES to affirm the security of our network.
- Complete Upgrade and installation of enhanced security cameras at 411 Main St and E911.
- Finalize the design of infrastructure for the new Justice Center.
- Reintegrate the Greene County Sheriff's Department into our localized domain (greenecountyny.gov).
- Upgrade the current telephony system that is currently out of support, to a sustainable platform that allows for ease of maintenance.
- Migrate all departments to Microsoft Office 365 cloud based solution for email and data storage.
- Coordinate with the County Clerk on digitization of archived documents.