

GREENE COUNTY INFORMATION TECHNOLOGY
2023 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 2023

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.

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:

- Upgraded 150 workstations throughout the county with new hardware and upgraded operating systems.
- Upgraded hardware at all Solid Waste Facilities, as well as reconstruction of the Coxsackie Transfer Station.
- Processed 5251 Help Desk requests via email and voice calls.

Major projects

- Updated the 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.
- Finalized the design of infrastructure for the new Justice Center.
- Finalized bids for the current telephony system that is currently out of support, to a sustainable platform that allows for ease of maintenance.
- Migrated all departments to Microsoft Office 365 cloud based solution for email and data storage.
- Coordinate with the County Clerk on digitization software for archived documents.
- Replaced and configured mobile devices for Public Health.