
GREENE COUNTY INFORMATION TECHNOLOGY
2013 ANNUAL REPORT TO THE GREENE COUNTY LEGISLATURE

Greene County Information Technology
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Prepared: April 2014
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2013 in a word
Productive

2013 has been a very productive year for Greene County Information Technology. Greene County IT has implemented many of today's current technologies aimed at improving communications, productivity and efficiency in modern government. Projects in Voice over the internet (VOIP), Website development, work force collaboration, virtualization of servers and workstations have directly led to improvements in efficiency of both time and money.

As always support of all County Agencies has remained our most important daily activity.

Highlights of 2013

- Total Refresh and Redesign of Greene County Government Web Sites.
 - Implementation of New World eSuites – Employee Portal System.
 - Launch and Support of WebEOC.
 - Replace and installed new phone systems based on VOIP into Highway, Sheriffs, Mental Health, Veterans and Tourism.
 - Implementation of New Information Technology and Buildings and Grounds Work order system based on WebEOC.
 - Implementation of IQM2 MinuteTraQ system for the Greene County Legislature.
 - Implementation of NYSDA Case Management System into the Public Defenders office.
 - Worked closely with Greene County Radio System Committee.
 - Install and Implementation of AutoMon Case Management System into Greene County Probation.
 - Implementation and Support of Medent system in Greene County Family Planning.
 - Continued build out of GreeneOne Network with fiber connections installed at Highway, Sheriff, Emergency Services and Mental Health.
 - Development of Greene County IT Policies and Procedures Living document.
 - Migration from Microsoft Windows XP to Microsoft Windows 7 – With critical systems moved first. Continued into 2014.
 - Migration of department servers to VMWare Platform Virtual Servers.
 - Implementation of Dell Equalogix Replication between Cairo location and Catskill assures business continuity and an effective disaster Recovery strategy.
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Total Refresh and Redesign of Greene County Government Web Sites

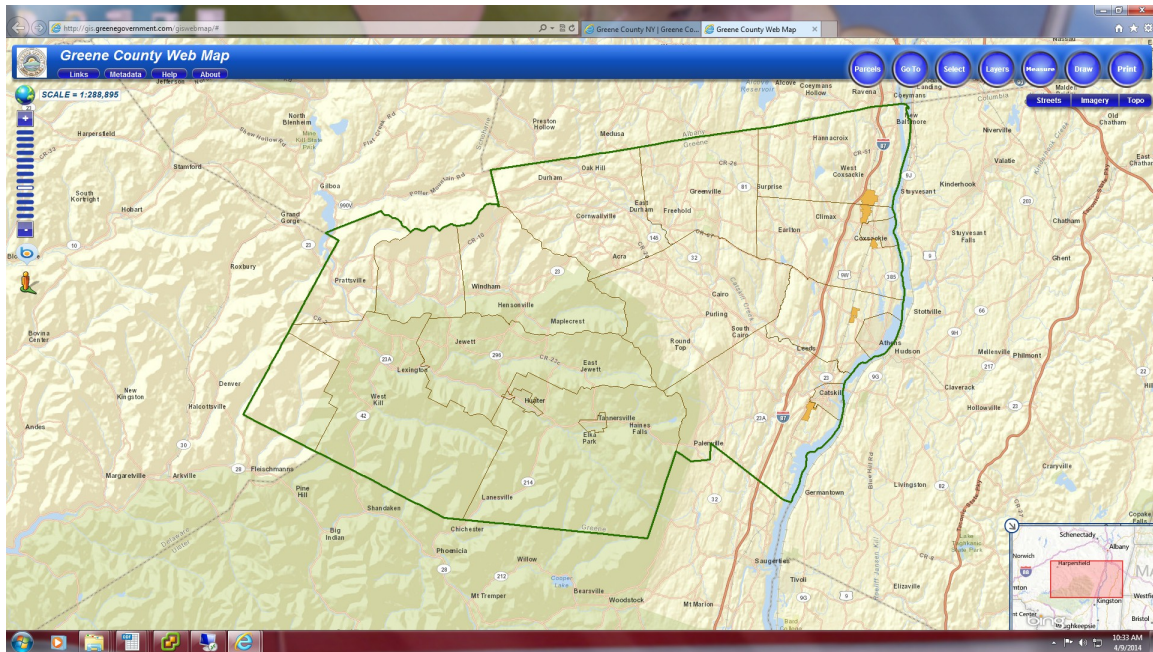


A complete revamp of the GreeneGovernment.com website was completed in the first half of 2013. In the early stages, feedback was contributed from all levels of staff with an eye on providing as much service as possible to the citizens of Greene County. From day one till the present it is updated often on a daily basis to keep the information timely and “fresh”

Since it's initial launch, calendar enhancements have been added and we are about to launch the new MinuteTraq portal to provide information on upcoming meetings and minutes of the Greene County Legislature.

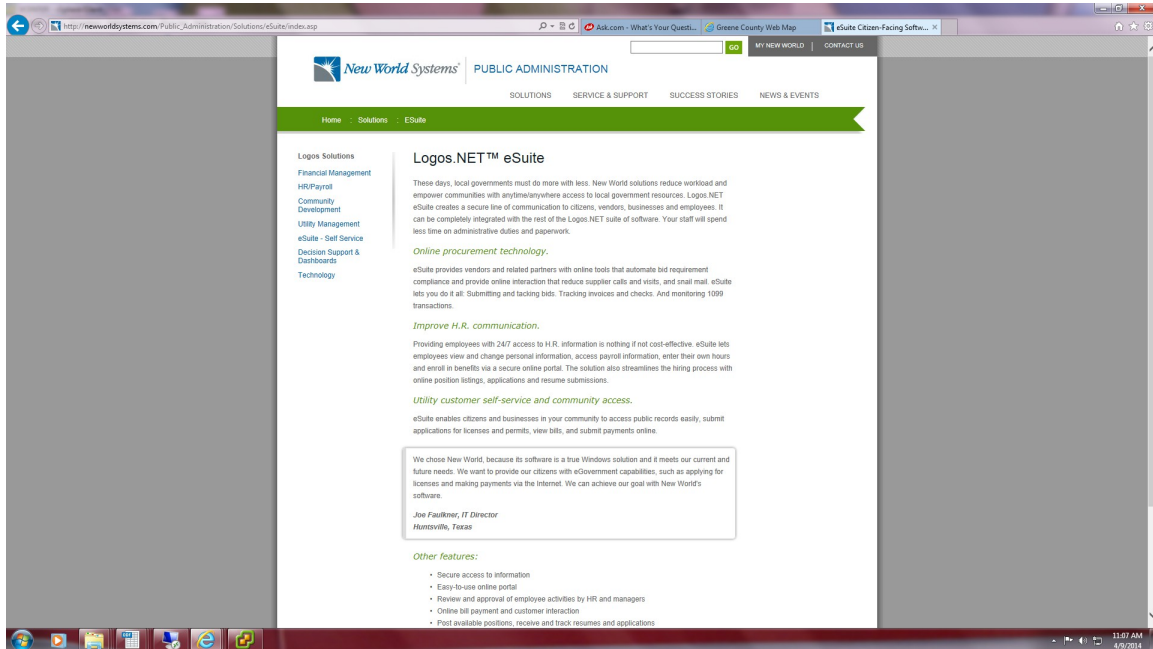
All County Web Sites are managed “in House”. We have effectively moved ownership and management of all [GreeneGovernment](http://GreeneGovernment.com) websites to Greene County IT Management. Domain registrations, hosting and development of material and creative content are under the management of Greene County. Much of the day to day content updates for Greenegovernment.com and Greeneeconomicdevelopment.com are done in house and in a very timely manner. Creative and artistic content is generally contracted out to KathodeRay in Greenville, New York.

Continued support of Greene County GIS Web Map.



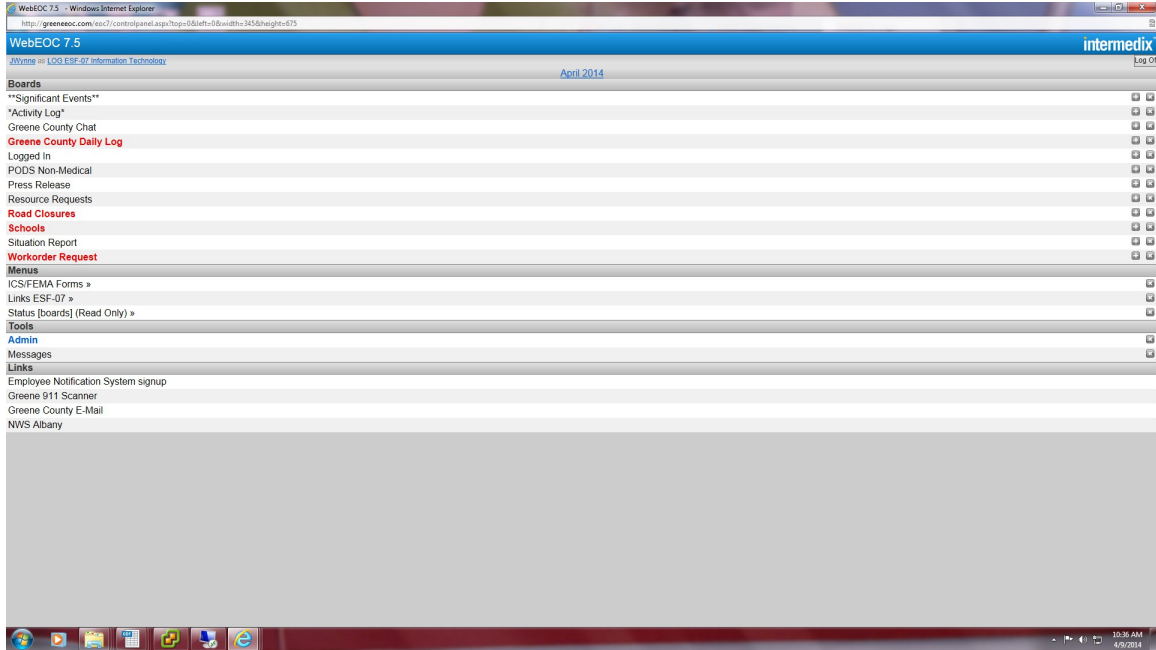
From the beginning we have enjoyed excellent reviews of the GIS Map Web Site that was funded by New York State Real Property Services. The site has actually been in service since for several years and remains one of the most impressive GIS map sites in New York State. To assure continued reliability and supportability the site has been moved to our VMWare Virtual server platform.

Implementation of New World eSuites – Employee Portal System



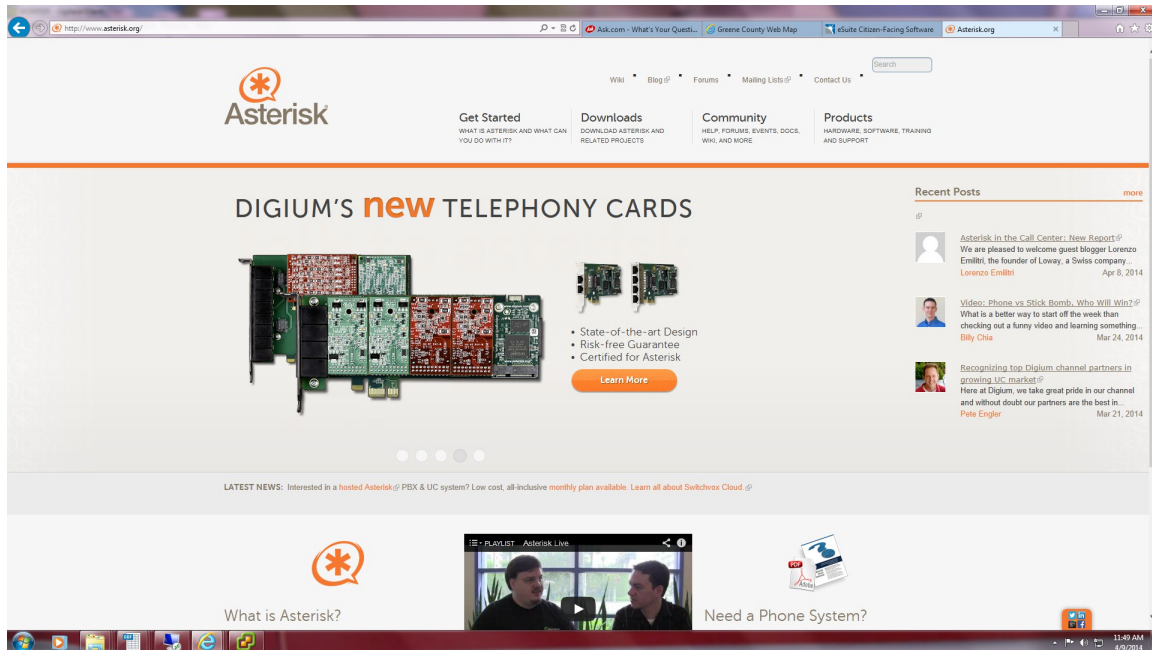
As an addition to the major migration to the New World “Dot Net” Accounting system last year, we have implemented eSuites Human Resources Portal. With eSuites Greene County Employees can sign into their personal HR Information to perform various tasks that in the past would require a person in Payroll or HR to perform. Things like time accruals, benefit information, etc can be looked up online.

Launch and Support of WebEOC



WebEOC was launched by Emergency Services in 2013 with support from Greene County IT. It is a complete incident management online collaborative system accessed through the internet and hosted on our VMWare System. Over 200 users are now signed up to use WebEOC.

Replace and installed new phone systems based on VOIP into Highway, Sheriffs, Mental Health, Veterans and Tourism.



New phone systems were designed and installed by Greene County IT. Systems replaced were 25+ years old and quickly becoming unsupportable. New phone systems are based on leaders in the technology, supportability and VOIP (voice over the internet).

- CISCO
- DIGIUM
- ASTERISK

Designed and supported by Greene County IT!

Implementation of New Information Technology and Buildings and Grounds Work order system based on WebEOC

Work Order Request Display - Windows Internet Explorer
http://greenecoc.com/csc7/boards/board.asp?tableid=140&rowid=963&uid=11013

Work Order Request
Incident: April 2014

Status: All Requests
Priority: Show All

Search: Search Clear Search

Tracking #	Point of Contact	Category	Priority	Time Due	Assigned To	Status	Details
GREE-573985 04/09/2014	Jill Sirago	INFORMATION TECHNOLOGY	Extended (over 96 hrs.)	05/09/2014 10:32:00	LOG ESF-07 Information Technology	Assigned	Select
GREE-455921 04/09/2014	Jill Sirago	INFORMATION TECHNOLOGY	Long-Term (96 hrs.)	04/13/2014 09:40:00	LOG ESF-07 Information Technology	Assigned	Select
GREE-455921 04/09/2014	Jill Sirago	INFORMATION TECHNOLOGY	Long-Term (96 hrs.)	04/13/2014 09:40:00	LOG ESF-07 Information Technology	Completed	Select
GREE-1330514 04/09/2014	Maureen Murphy	.Website Updates	Life Safety/Immediate (4 hrs.)	04/09/2014 13:38:00	LOG ESF-07 Information Technology	Completed	Select
GREE-1624618 04/09/2014	Maureen Murphy	.Website Updates	Life Safety/Immediate (4 hrs.)	04/09/2014 13:38:00	LOG ESF-07 Information Technology	Completed	Select
GREE-2033488 04/09/2014	Jill Sirago	INFORMATION TECHNOLOGY	Routine (24 hrs.)	04/10/2014 09:13:00	LOG ESF-07 Information Technology	Assigned	Select
GREE-588586 04/09/2014	Jill Sirago	INFORMATION TECHNOLOGY	Priority (12 hrs.)	04/09/2014 21:07:00	LOG ESF-07 Information Technology	Completed	Select
GREE-3154928 04/09/2014	Jill Sirago	INFORMATION TECHNOLOGY	Priority (12 hrs.)	04/09/2014 21:05:00	LOG ESF-07 Information Technology	Completed	Select
GREE-8378447 04/08/2014	Holly J. Martin	.IT Other	Routine (24 hrs.)	04/09/2014 15:46:00	LOG ESF-07 Information Technology	Completed	Select
GREE-9095423 04/08/2014	Maureen Murphy	.Website Updates	Long-Term (96 hrs.)	04/12/2014 12:39:00	LOG ESF-07 Information Technology	Completed	Select
GREE-8186363 04/08/2014	Jennifer Passero	.Hardware	Routine (24 hrs.)	04/09/2014 11:23:00	LOG ESF-07 Information Technology	Completed	Select
GREE-2003927 04/08/2014	Maureen Murphy	.Building Access	Routine (24 hrs.)	04/09/2014 09:14:00	LOG ESF-07 Buildings and Grounds	In Progress	Select
GREE-4629672 04/07/2014	Daniel Hall	BUILDINGS AND GROUND'S	Long-Term (96 hrs.)	04/11/2014 12:08:00	LOG ESF-07 Buildings and Grounds	Completed	Select
GREE-2271426 04/07/2014	Tezera Hoover	.IT Other	Priority (12 hrs.)	04/07/2014 23:24:00	LOG ESF-07 Information Technology	In Progress - Wds	Select
GREE-3516276 04/07/2014	Jill Sirago	INFORMATION TECHNOLOGY	Priority (12 hrs.)	04/07/2014 23:07:00	LOG ESF-07 Information Technology	Completed	Select
GREE-8373233 04/07/2014	Judy Solderblum	.Hardware	Priority (12 hrs.)	04/07/2014 22:23:00	LOG ESF-07 Information Technology	Completed	Select
GREE-8141713 04/07/2014	Jill Sirago	INFORMATION TECHNOLOGY	Routine (24 hrs.)	04/09/2014 10:12:00	LOG ESF-07 Information Technology	Completed	Select
GREE-2637831 04/04/2014	Judy Soderblom	.Network Issues	Routine (24 hrs.)	04/05/2014 15:38:00	LOG ESF-07 Information Technology	Completed	Select
GREE-8372236 04/04/2014	Maureen Murphy	.IT Other	Routine (24 hrs.)	04/05/2014 14:30:00	LOG ESF-07 Information Technology	Completed	Select
GREE-8160648 04/04/2014	Judy Soderblom	.Network Issues	Priority (12 hrs.)	04/05/2014 00:17:00	LOG ESF-07 Information Technology	Completed	Select
GREE-3077814 04/04/2014	Dana Masselli	.Software	Routine (24 hrs.)	04/05/2014 12:59:00	LOG ESF-07 Information Technology	In Progress - Wds	Select
GREE-2307179 04/04/2014	Daniel Hall	INFORMATION TECHNOLOGY	Routine (24 hrs.)	04/05/2014 10:02:00	LOG ESF-07 Information Technology	Cancelled	Select

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Disable Refresh

intermedix

10:37 AM
4/9/2014

As a part of the implementation of the WebEOC system, IT began utilizing it as a day to day work order system. This offers multiple benefits including, user comfort with the system and a very reliable and accessible work order system.

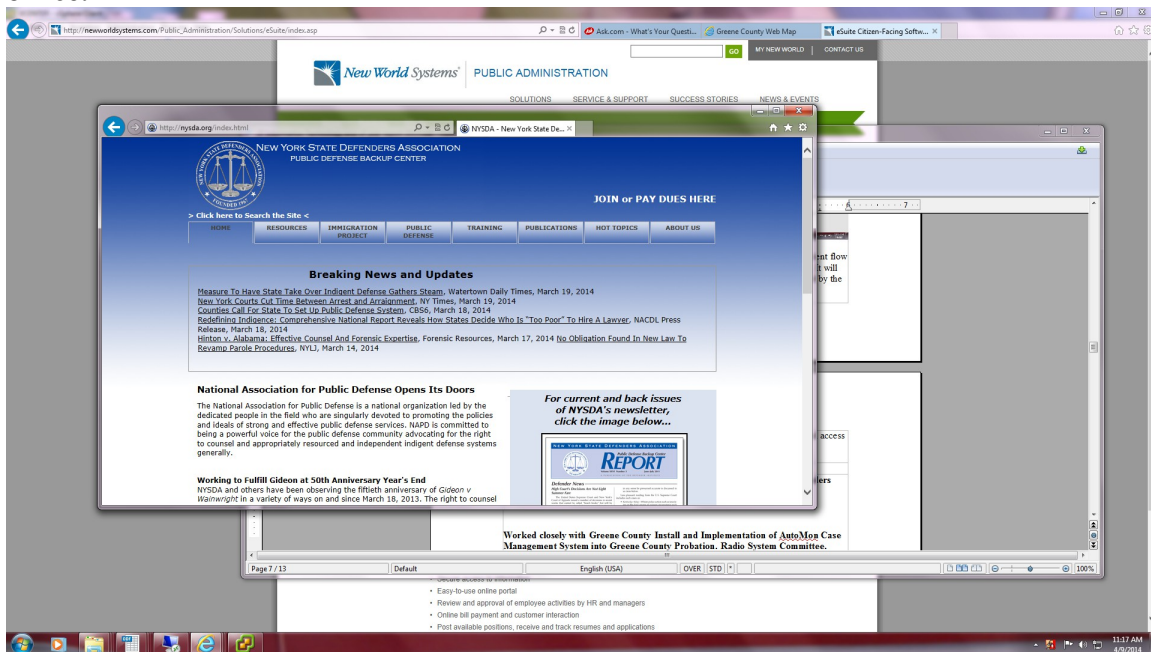
The system is now in daily use and is used by both Buildings and Grounds and Information Technology for work orders.

Implementation of IQM2 MinuteTraq system for the Greene County Legislature



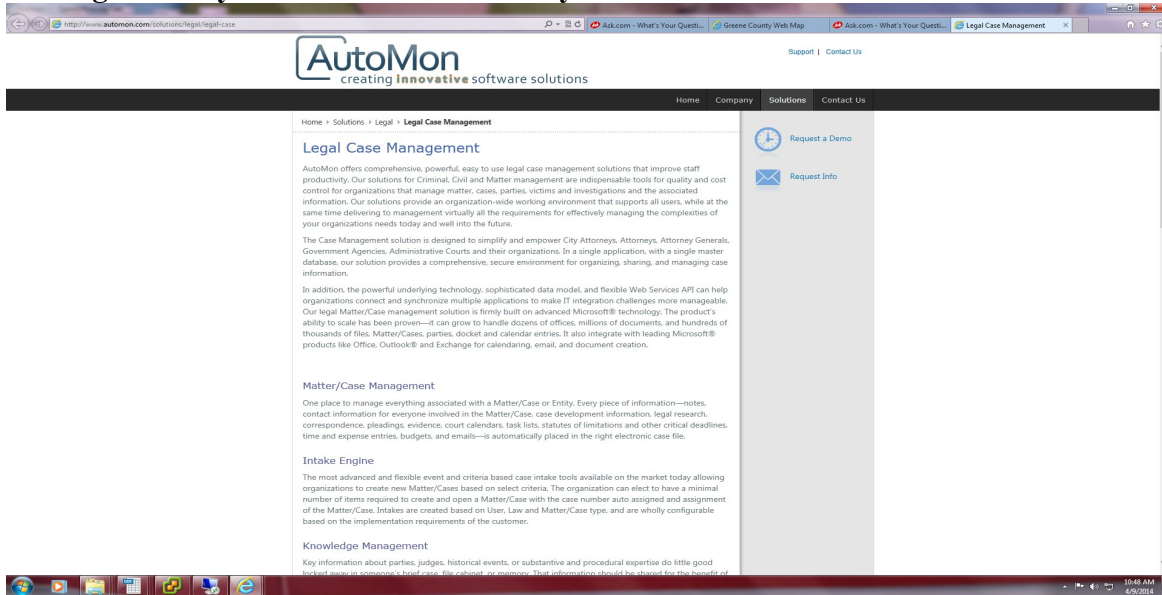
A continuous project throughout much of 2013 was a modernized and more efficient flow of meeting management. With that as a group we decided on IQM2 MinuteTraq. It will soon become the standard Meeting Agenda and Minute management system used by the Greene County Legislature. Along with improved efficiency it will offer improved access to minutes and agendas by Greene County Citizens and others. Making for more transparency in government.

Implementation of NYSDA Case Management System into the Public Defenders office.



Greene County IT assisted with the implementation of the New York State Defenders Association Case Management System into Greene County Public Defenders office. Data from legacy sources was integrated into this system. The Server is hosted on our VMWare Virtual System.

Worked closely with Greene County Install and Implementation of AutoMon Case Management System into Greene County Probation.



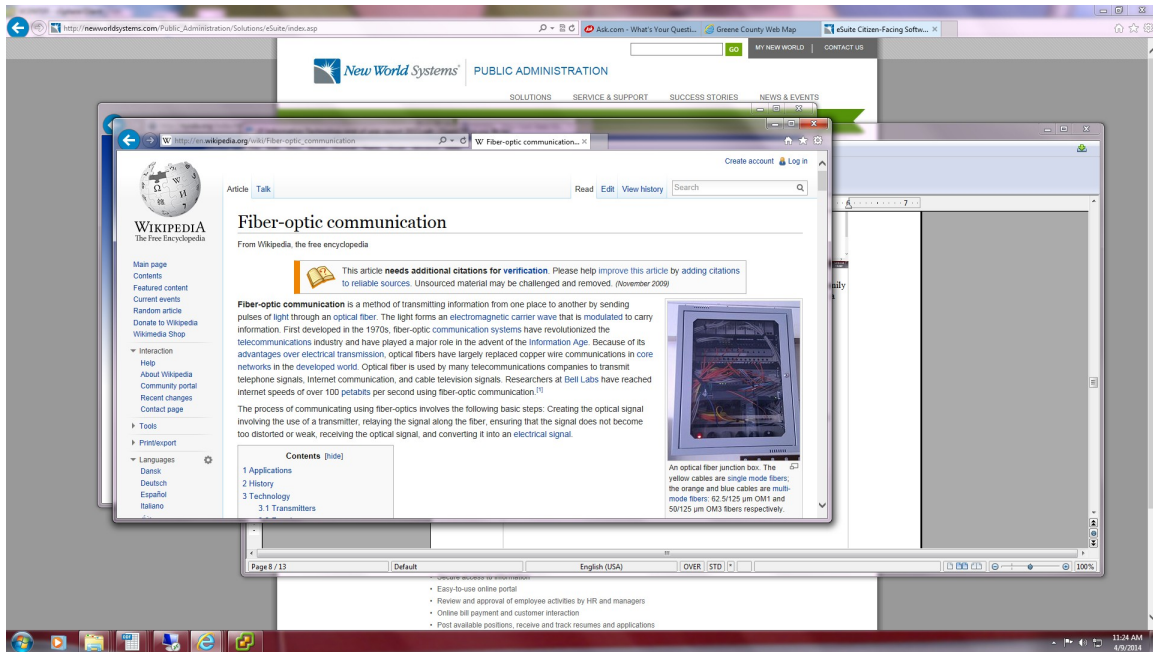
Greene County IT worked with the Staff of the Probation Department to migrate existing data, implement the system and host on our Virtual VMWare platform.

Implementation and Support of Medent system in Greene County Family Planning.



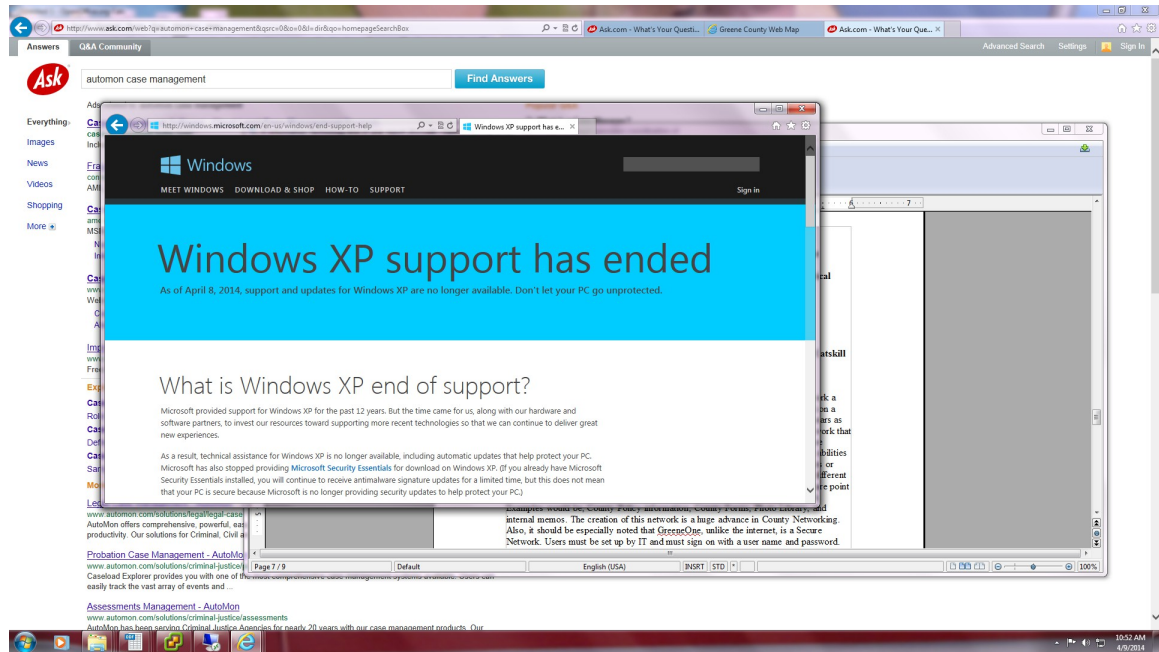
Working from the beginning with Laura Churchill and the staff of Greene County Family Planning, Greene County IT assisted in the implementation of Medent into the clinic. It has proven to be a very successful project.

Continued build out of GreeneOne Network with fiber connections installed at Highway, Sheriff, Emergency Services and Mental Health.



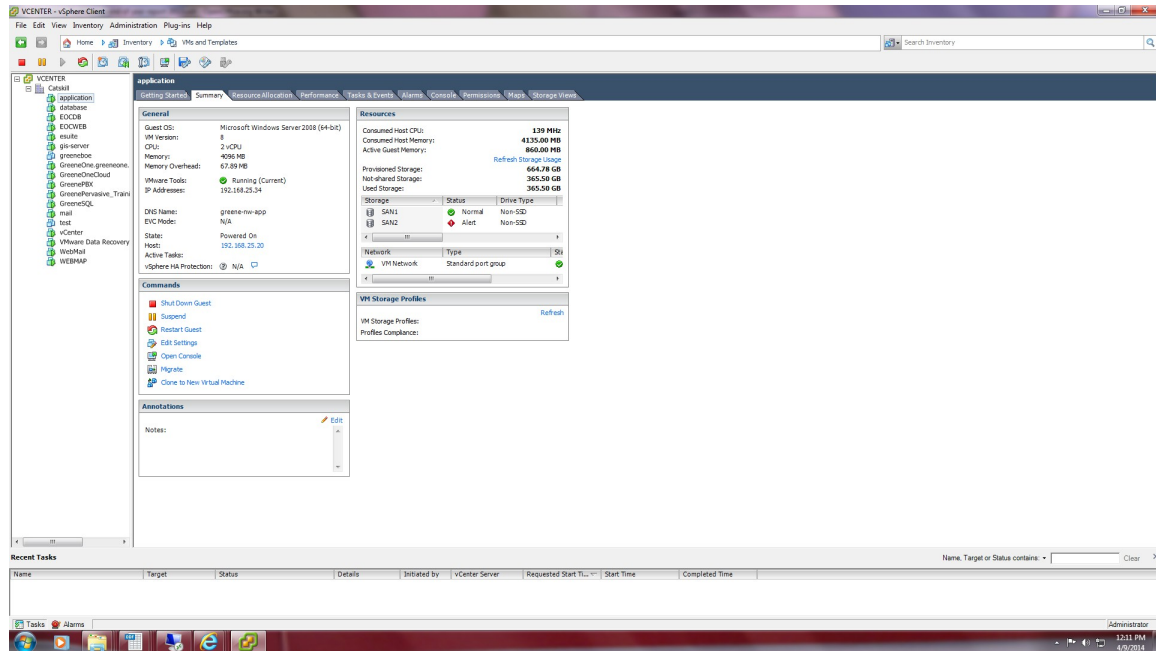
Connections to major County buildings was improved by going from T1 type connections to Fiber Optic. Resulting in reduced overall costs and highly improved connectivity.

Migration from Microsoft Windows XP to Microsoft Windows 7 – With critical systems moved first. Continued into 2014.



First in line for replacement of Windows XP were systems “at risk” prior to April 8th 2014. However, systems deemed not at risk will continue to be updated throughout 2014 and perhaps beyond. We will address any needs as they arise.

Migration of department servers to VMWare Platform Virtual Servers



Implementation of Dell Equallogic Replication between Cairo location and Catskill assures business continuity and an effective disaster Recovery strategy.

Creation and Build-out of GreeneOne Network with the addition of GreeneOneCloud Virtual desktops. With the creation of the GreeneOne Network a secure platform is available to all Agencies and allows us to present the Network on a users desk in a very understandable and intuitive way. To a user the network appears as drives and “share point”. Commonly a user would have a secure drive on the network that is theirs alone and allows for data to be backed up to the network. Share points are available for department wide and County wide basis. One of the more powerful abilities is the ability to set up a share point that is secure and is not limited by departments or even locations. This is particularly useful if Directors or personnel from several different

Virtual Desktops are currently in very limited use and considered “under development”. When built out, the users will have access to their desktop and documents from virtually anywhere.

Keen eyes are always on Network and Systems Security - Utilizing some of the industry leaders in network and breach security. The plan starts with policy then ends with network defense leaders like Barracuda, AVG, Watchguard.

The screenshot displays the WatchGuard website for the Firebox T10. The header features the WatchGuard logo and navigation links: Partners, Corporate Info, Site Map, Worldwide, and Log In. A search bar is also present. The main navigation bar includes: Products & Services, Solutions, Tips & Resources, Support, Buy, News & Events, and Contact Sales.

INTRODUCING WATCHGUARD® FIREBOX™ T10.

UTM-LEVEL GATEWAY SECURITY FOR SOHO ENVIRONMENTS.

Is your most precious asset protected?

Your intellectual property is at risk of being stolen. And the break-in could happen where you least expect it: through a hack on the network of a high-value employee working from home. In reality, people are the new perimeter.

Rethink the perimeter.

- 70%** The number of high-value employees who work from a home office at least once per week¹. And they are working with your company's most valuable information on their home devices.
- 75%** The amount of intellectual property that can be found in company email². Without UTM protection at endpoints, this sensitive data is at risk.

VPN is not enough.

VPN security was not designed to protect devices from network attacks. A VPN establishes a secure connection between a home user and an enterprise, but can't deal with threats/infections/malware, etc., that may already exist in the end-users' devices. If home-based devices are not protected to the same level as enterprise networks, a VPN connection can open a window for threats aimed at your main network.

FIND A RESELLER >
Connect with a reseller today.

LEARN MORE >

VIEW INFOGRAPHIC >

View the on-demand webinar
"Your Most Valuable and Vulnerable Asset: Intellectual Property in the Home Office"

The bottom of the screenshot shows a Windows taskbar with various application icons and a system clock indicating 10:59 AM on 4/9/2014.

Development of Greene County IT Policies and Procedures Living document – Below is the table of contents for the Greene County IT Policies and Procedures it is intended to illustrate the information kept in a common place for IT authorized personnel.

Section

- 1 Greene County IT Strategic Plan
- 2 Management Principles and Guidelines
- 3 Perimeter and desktop defense and protection Systems
- 4 New World Accounting System Specifics
- 5 Department Specific Programs
- 6 GIS Geographic Information systems
- 7 Information Technology Specific Programs
- 8 Email Servers and Systems
- 9 Telephone Systems Information
 - 411 Main Street
 - Highway at West Main
 - Sheriffs Office – 80 Bridge St.
 - Tourism
 - Mental health
 - Emergency Services
 - Other Locations
- 10 GreeneOne Network
 - GreeneOne
 - GreeneSQL
 - GreeneOneCloud
- 11 IP Information
 - Internal
 - 411 Main Street
 - Highway
 - Sheriff
 - Mental Health
 - Cairo EOC
 - External IP Hand-offs
- 12 WebSite Information
 - Greenegovernment.com
 - Greenetourism.com
 - Buyinggreene.com
- 13 Passwords
- 14 Support Contact information

15	Contacts Information
16	Information Technology Administrative Documents
17	Information Technology Forms Used
18	Computer software Inventory
19	Data Inventory
20	Key Suppliers and Contact information
21	Current Annual IT Budget
22	IT Employee Contact Information
23	Vendor Contacts
24	VMWare Systems
25	Dell Equallogic Storage Array network and replication
26	Capital Improvement Fund (IT Only)
27	Remote connection information and credentials

THANK YOU FOR YOUR CONTINUED SUPPORT

We are always looking for opportunities to; save money, increase efficiency, provide information, reduce waste and improve our communications abilities... responsibly.

Thank you for your continued support of Greene County Information Technology.

John K. Wynne
Director of Information Technology
