



**GREENE COUNTY INFORMATION TECHNOLOGY
2015 ANNUAL REPORT TO THE GREENE COUNTY LEGISLATURE**

Greene County Information Technology
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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.

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.

2015 Summary

Improving Government with Technology.

Using technology to improve efficiency in government and enhance the citizen experience in seeking services and information from County government.

2015 was a year of challenges and projects for Greene County IT. For most of the year we operated with 75% of our normal staff. Daily demands were primary. Projects however needed to become secondary, making it difficult to achieve the progress we desired.

Projects included: Complete redevelopment of GreeneGovernment.com website with emphasis on seeking and finding information and services easy. Launch of new Greene Web Map on a new server platform, Installation and initial implementation of OnBase Electronic Document System. Deployment of MinuteTraq Minute and Agenda Management, Continued build out of VOIP telephone system.

This report presents snapshots of the highlights of 2015, goals for 2016, details of the staff and activities of Information Technology in Greene County Government.

Highlights of 2015

Annual updates of County fleet of computers, peripherals and software. We work on the basis of a 5 year turnover 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.

Major redo of the Greene Government Website. With the emphasis on making it easy for constituents to find and get information and services from their County government.

Google Analytics are provided on a monthly basis to all department heads. Allowing them to see the growth of interaction on the internet and illustrate the value of their part of the greenegovernment.com website.

Continued the major project of building out the VOIP telephone system.

Support of all County Agencies and Departments.

Major attention paid to Cyber Security and increasing our overall awareness of its critical importance.

Installation of OnBase Electronic Document System and work flow system.

Installation and support on new digital transcription system for Legislative meetings.

Continually work with Board of Elections – supporting the web updates with each election. 2016 promising to be a more demanding year.

Development on IT disaster recovery and business continuity plan.

Build of IT Document Library on IT Shared drive with practices and procedures documented and available to all IT Staff.

MinuteTraq Portal for Legislature minutes was successfully launched.

Supported the cut over to new County Clerk System – From Schoharie developed system to IQS a national based and widely supported system.

Backup of all Servers utilizing: Snapshot technology, redundant storage devices and Cairo>Catskill, Catskill>Cairo replication.

Goals for 2016

Continued build out of County Website information – building and keeping all County websites current and updated in an expedient manner.

Update and replacement of Sheriff's Network server

Update and installation of Sheriff's GunKeeper Software system

Rebuild IT staff and provide advancement opportunities and succession plan.

Completion of the VOIP Telephone system project.

Contract and have installed backup internet connections a primary locations

Desktop Replenishment

Every year we schedule the replacement of desktop computer systems throughout the County. Based on over 400 computers this amounts to about 80 systems per year.

Most of our computer system purchasing is done through NYS pricing, competitive pricing or, other Contracts we can utilize. Whichever amounts to the best possible value. A good deal of time is invested in this process.

With each system we purchase the most current, proven operating system.

With each system we deploy one of three office productivity suites:

Microsoft Office – Professional

Microsoft Office – Standard

Apache Open Office

There are exceptions to the 5 year replacement rule. Some systems are used very heavily (24/7) and need to be replaced more often. Yet, other systems are used very little. Examples would be a Civil Service testing unit which would be used a couple of times a months this would need to be replaced less often. An Emergency Services Computer Aided Dispatch system is used 24/7 and needs to be replaced more often.

The overall purpose of this is to assure good quality working computers, reasonable replacement schedule and affordability for the County, with less downtime.

The screenshot shows a web browser window displaying the HP desktop computer section. The page title is "Our best new desktops". It features three main product images: "HP ENVY Phoenix" (a tower PC), "HP ENVY Curved All-in-One" (a curved monitor PC), and "HP ENVY 27 All-in-One" (a large monitor PC). A blue button labeled "View all desktops" is positioned to the right of the third image. Below the product images is a section titled "A desktop for every lifestyle" with five icons representing different categories: Towers, All-in-Ones, Gaming, Great value, and High performance. The browser's address bar shows "store.hp.com/us/en/categories/desktops". The Windows taskbar at the bottom indicates the system time is 10:45 AM on 2/24/2016.

Website Redesign

GreeneGovernment.com website was totally redesigned in 2015.

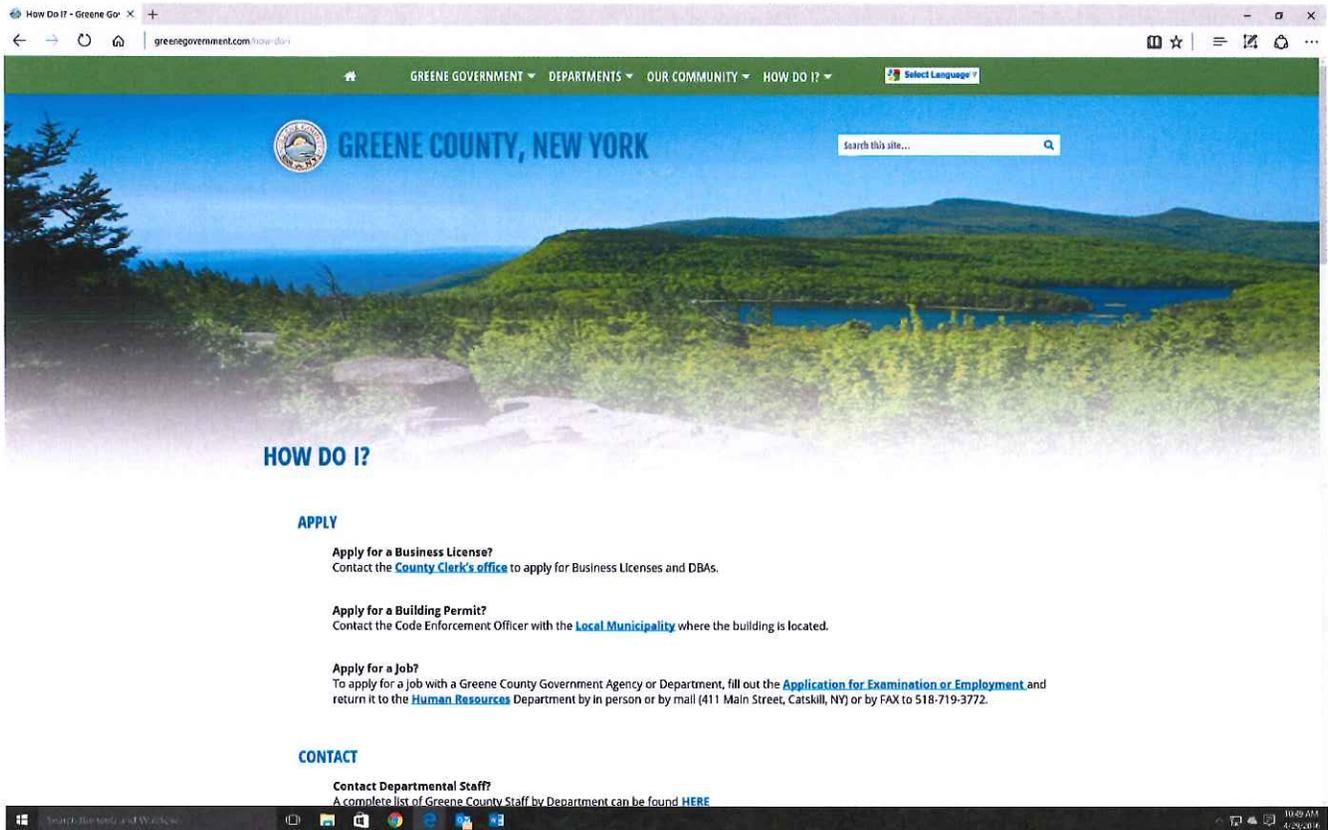
The premise was to remove the walls between departments and make their services simpler for constituents to seek and find.

An example would be that a citizen may not know that to find out how to dispose of a refrigerator by

- go to greeneGovernment.com
- click on highway,
- then click on solid waste.
- then look carefully...

They should be able to go to greeneGov.com and ask “How do I...”

Enhance the Experience!



Electronic Content Management (ECM)

The installation and initial launch of OnBase ECM was begun in 2015.

Not only can this project address the ongoing problems associated with records management. It addresses the work flow of documents. We are looking to modernize and make more efficient the handling of documents.

In 2016 this project will launch into the Veterans Agency.

ECM Manages:

- the capture of documents in any format, including paper, email, mainframe reports and eforms
- the Content according to business rules.
- Storage, organization and tracking of documents so they are there when needed.
- Delivery of documents as soon as they're needed so processes run fast and costs are reduced.
- The preservation of documents and associated compliance.

Enterprise Content Man x +

onbase.com/en/products/platform-capabilities/enterprise-content-management/kyj021-cf9Q

United States | Contact | Chat | Community | +1.888.495.2630

OnBase[®] by Hyland

OnBase Overview | Solutions by Industry | Global Services | Stories & Resources

Home > OnBase Overview > Platform Capabilities > Enterprise Content Management

Enterprise Content Management (ECM)

A market leader in ECM

OnBase is recognized as a market leader in enterprise content management (ECM). OnBase manages your enterprise content from the point of inception all the way through the information lifecycle until final archival and destruction.

When choosing OnBase to meet your ECM requirements, you will gain capabilities which far exceed standard ECM functionality. OnBase also provides case management, business process management (BPM) and capture technologies on the *same platform*, which can be further extended with our file sync and share solution, ShareBase. The OnBase platform can integrate with your existing environment, extend to mobile devices and be made available on premises or in the cloud.

To learn more about the other OnBase platform capabilities, [click here](#). To learn more about the breadth and depth of the OnBase product, [click here](#).

To learn more about OnBase ECM capabilities, browse the sections below.

OnBase: An ECM Leader
OnBase by Hyland has been recognized as a leader in the ECM market by leading industry analysts.

OnBase ECM Functionality
Discover more about the wide spectrum of enterprise content management (ECM) functionality available on the OnBase platform.

NAVIGATE SECTION

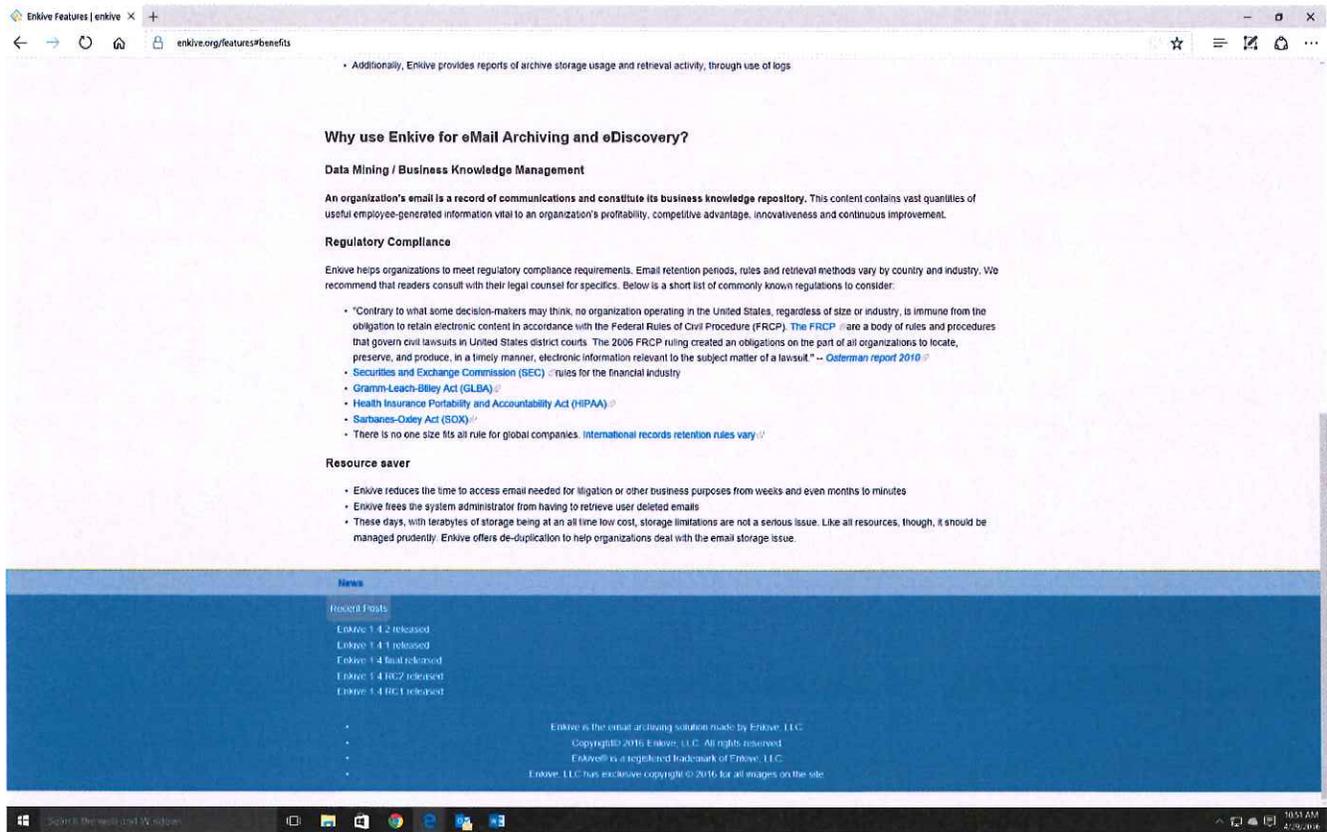
Related Content

- Video: What is ECM in the Cloud?
- Video: Big data's potential impact on content management
- Webinar: 6 Things to Know About Enterprise Content Management
- Infographic: 7 things you should know about ECM in the cloud
- Article: 5 ways to set up ECM for long-term success
- Infographic: ECM in the cloud continues to grow
- AIIM Whitepaper: ECM Decisions for managing, securing and preserving content

aiim

We have developed an in house hosted Email Archiving Solution.

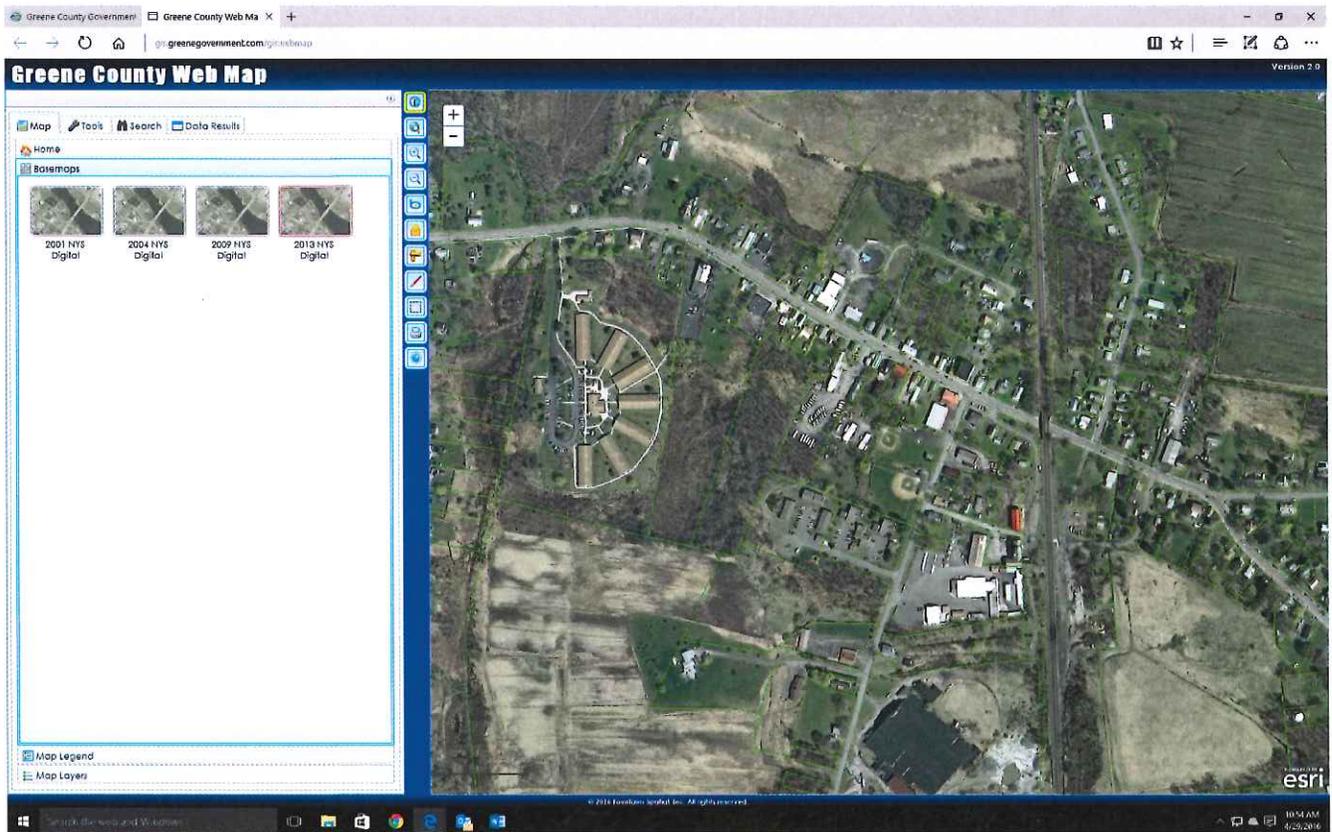
Based on Linux platform and utilizing Enkive. We have begun the archiving of all email in and out of the discovergreene.com email system,



We have moved from analog (cassette tapes) of Legislative meetings to digital with GearDictate.

The screenshot shows a web browser window displaying the TranscriptionGear.com website. The browser's address bar shows the URL `transcriptiongear.com/geardictate-dictation-software`. The website's header includes a navigation menu with links for 'About TG.Com', 'Support', 'Register', 'Login', and 'Wishlist'. A 'Toll-Free: 1-800-834-2282' banner is visible at the top left. The main content area features the 'GearDictate 4 Dictation Software' product title, with links for 'Overview', 'Details', 'Technical Specs', and 'Buy Now'. The central text reads: 'Introducing GearDictate 4. The World's Most Advanced Dictation App.' Below this, a short paragraph states: 'GearDictate is great for medical, legal and other professionals who need a powerful dictation application without tying up a telephone line or carrying around a digital voice'. The website also includes a search bar, a 'Clearance Warehouse' button, and a 'Request a Quote' button. The Windows taskbar at the bottom shows the system clock as 11:09 AM on 4/28/2016.

Greene County Web Map has be redesigned and resides on new VMWare server with Microsoft Server 2012 to assure years of reliability and serviceability.



VOIP Telephone Project continues...

VOIP telephones offer – Reduction of costs associated with traditional telephone services.

Unified Communications Platform.

Improved inter department communications.

WebEOC 7.8 Login | Remote Access and Remo | Greene County Governme | RealLinx | Global Managetc | Ask.com - What's Your Qu | Reasons for Choosing

about.com | ABOUT.COM | FOOD | HEALTH | HOME | MONEY | STYLE | **TECH** | TRAVEL | MORE

Search

About.com | About Tech | Voice Over IP | Introduction to VoIP

Reasons for Choosing Voice over IP - VoIP Advantages

By Nadeem Unufi
Voice Over IP Expert

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Ads: [Business VoIP Providers](#) | [VoIP Phone Numbers](#) | [Sip VoIP Service](#) | [Home VoIP](#) | [Telecom VoIP](#) | [Voice over IP Phone](#) | [Internet VoIP](#)

Updated October 22, 2015

Voice over IP (VoIP) was developed in order to provide access to voice communication in any place around the world. In most places, voice communication is quite costly. Consider [making a phone call](#) to a person living in a country half the globe away. The first thing you think of in this case is your phone bill! VoIP solves this problem and many others.

There are of course a few [drawbacks](#) attached to the use of VoIP, as is the case with any new technology, but the advantages largely outbalance these.

Let's explore below the benefits of VoIP and see how it can improve your home or [business voice communication](#).

JOBS ON MONSTER

- [Senior Systems Analyst](#)
Bechtel Marine Pr..., Niskayuna, NY
- [Auto Technician](#)
Enterprise Holdings, Latham, NY
- [Merchandising Rep](#)
Harold Levinson A..., Farmingdale, NY
- [HDI SALES CONSULTANT - POUGHKEEPSIE](#)
The Home Depot Ho..., Poughkeepsie, NY

View more opportunities | Interest based ad

Search the web and Windows | 11:15 AM 4/28/2016

Greene County Agencies and Key software and IT Programs

All agencies

- New World Systems Financial
- New World Systems HR
- greenegovernment.com
- OnBase – Electronic Content Management
- Microsoft Office
- Apache OpenOffice
- Email – Server, Spam and Archiving

Administrator / Legislature

- IQM2
- MinuteTraq
- Gear Tools Dictate

Board of Elections

- NTS
- NYS Election / polling systems

County Attorney

- Lexus/Nexus

County Clerk

- Property Records Management / Cashiering

District Attorney

- Scheduling
- Case Management
- Lexus/Nexus

Emergency Services

- Interact Computer Aided Dispatch
- Pro Q&A
- Backup Site
- Weber
- WebCAD
- GeoComm

Family Planning

- VPN Access
- Medent

Highway

- VOIP
- BOVPN

Human Services

- Client Management

Mental Health

Accumed – Billing
QuicDocs – Patient Records

Motor Vehicles

Connections to NYS

Planning and Economic Development

Support for all activities

Probation

Automon Case Management
Onbase

Public Defender

NYSPDS Case Management System
Lexus/Nexus

Public Health

Medent
Legacy Billing Systems
EOI Board
KIDS

Real Property Services

GIS Website

Records Management

Onbase ECM

Sheriff

Tracs
SJS
Black Creek
Life Scan
Civil Process
GunKeeper

Social Services

Connections to NYS Networks
Peachtree Accounting

Treasurer

New World Accounting
Systems East TCS

Weights and Measures

WeMe

Computers in Greene County Agencies

	<u>County Owned</u>	<u>State Owned</u>
Administrator / Legislature	10	
Board of Elections	9	
Board of Electrical Examiners	0	
Buildings and Grounds	5	
Civil Service	3	
County Attorney	3	
County Clerk	18	
District Attorney	15	
Emergency Services	30	
Family Planning	14	
Highway	12	
Historian	1	
Human Resources	4	
Human Services	25	
Information Technology	10	
Mental Health	56	
Motor Vehicles	2	10
Planning / Economic Development	9	
Probation	12	
Public Defender	8	
Public Health	31	
Real Property Tax Services	8	
Records	2	
Sheriff	18	
DSS	34	85
Solid Waste	1	
Stop DWI	1	
Tourism	4	
Veterans	3	
Weights and Measure	1	
Totals	349	95

Information Technology Staff 2015

John Wynne – Director – Background, has been with Greene County for 13 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, Inc.

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

Serves on Advisory Board – NYS IT Leadership Academy

Has served on Board of NYS Office of Critical Infrastructure and Cyber Security

Systems Support Technician – has been with Greene County for 10 years.

Previous experience – Mid-Hudson Cablevision

Systems Support Technician – Has been with Greene County for 2 ½ years.

Previous experience – Graduate of St. Lawrence University and ITT.

Starting on May 16, 2016 – System Support Technician – Has been with Columbia Memorial Hospital for 18 years in IT Technical Support.

Goals for Information Technology Staff in 2016

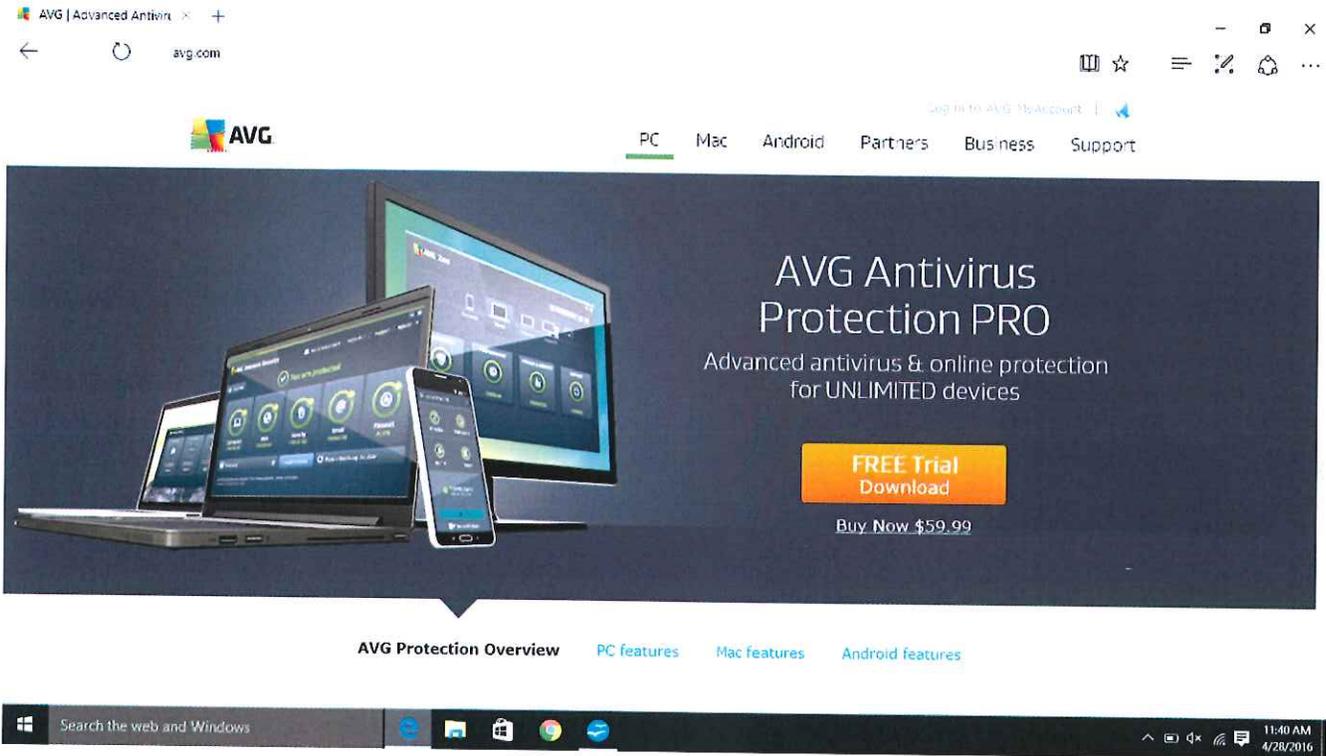
Continue staff training.

Development a path for advancement of IT Staff.

The screenshot shows a web browser window displaying the KnowledgeNet website. The browser's address bar shows 'knowledgegenet.com'. The website header includes the KnowledgeNet logo and navigation links: SOLUTIONS, COURSE CATALOG, COURSE CALENDAR, RESOURCES, and WHY KNOWLEDGENET. A dark navigation bar at the top right contains a phone number (1-877-797-2799), a 'Take a Tour' button, and a 'Campus Login' button. The main content area features a large image of two men in white lab coats looking at a screen. Overlaid on this image is the text 'Learn from the Experts in Live, Online Classes!' and two buttons: 'Take a Tour' and 'Free Trial'. In the bottom left corner, a 'zopimchat' chat window is open, displaying 'Start Chatting!' and a text input field with the placeholder 'Type your message here'. The Windows taskbar at the bottom shows the search bar and several application icons, with the system tray displaying the time '11:37 AM' and date '4/28/2016'.

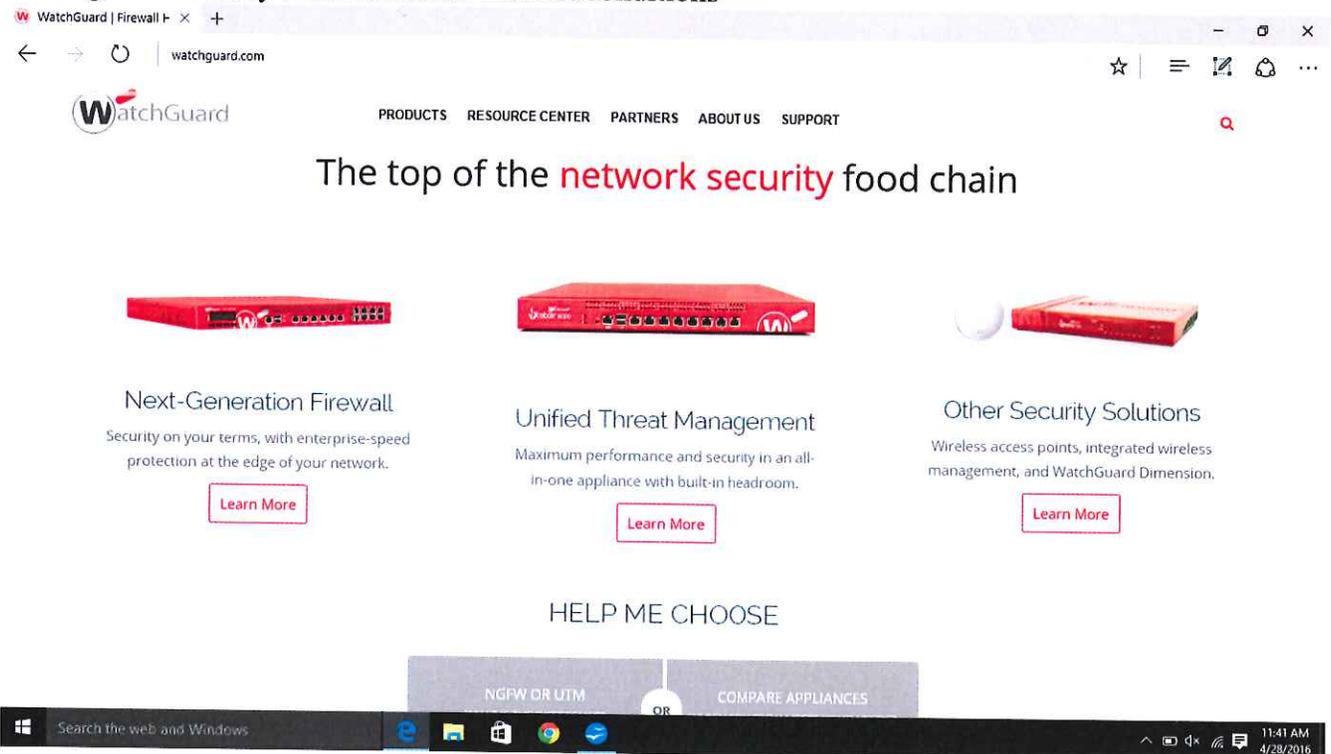
Keen eye on Cyber Security

AVG Cloud Anti-Virus at all desktop computers and Servers.



The screenshot shows a browser window with the AVG website. The main heading is "AVG Antivirus Protection PRO" with the subtext "Advanced antivirus & online protection for UNLIMITED devices". A prominent orange button says "FREE Trial Download" and below it, "Buy Now \$59.99". The navigation menu includes "PC", "Mac", "Android", "Partners", "Business", and "Support". The Windows taskbar at the bottom shows the search bar, task icons, and system tray with the time 11:40 AM on 4/28/2016.

WatchGuard Security Firewalls at all internet conditions



The screenshot shows the WatchGuard website with the heading "The top of the network security food chain". Three product categories are featured: "Next-Generation Firewall" (Security on your terms, with enterprise-speed protection at the edge of your network.), "Unified Threat Management" (Maximum performance and security in an all-in-one appliance with built-in headroom.), and "Other Security Solutions" (Wireless access points, integrated wireless management, and WatchGuard Dimension.). Each category has a "Learn More" button. At the bottom, a navigation bar offers "NGFW OR UTM" and "COMPARE APPLIANCES". The Windows taskbar at the bottom shows the search bar, task icons, and system tray with the time 11:41 AM on 4/28/2016.

Thank you for your continued support of Greene County Information Technology

John K. Wynne
Director