

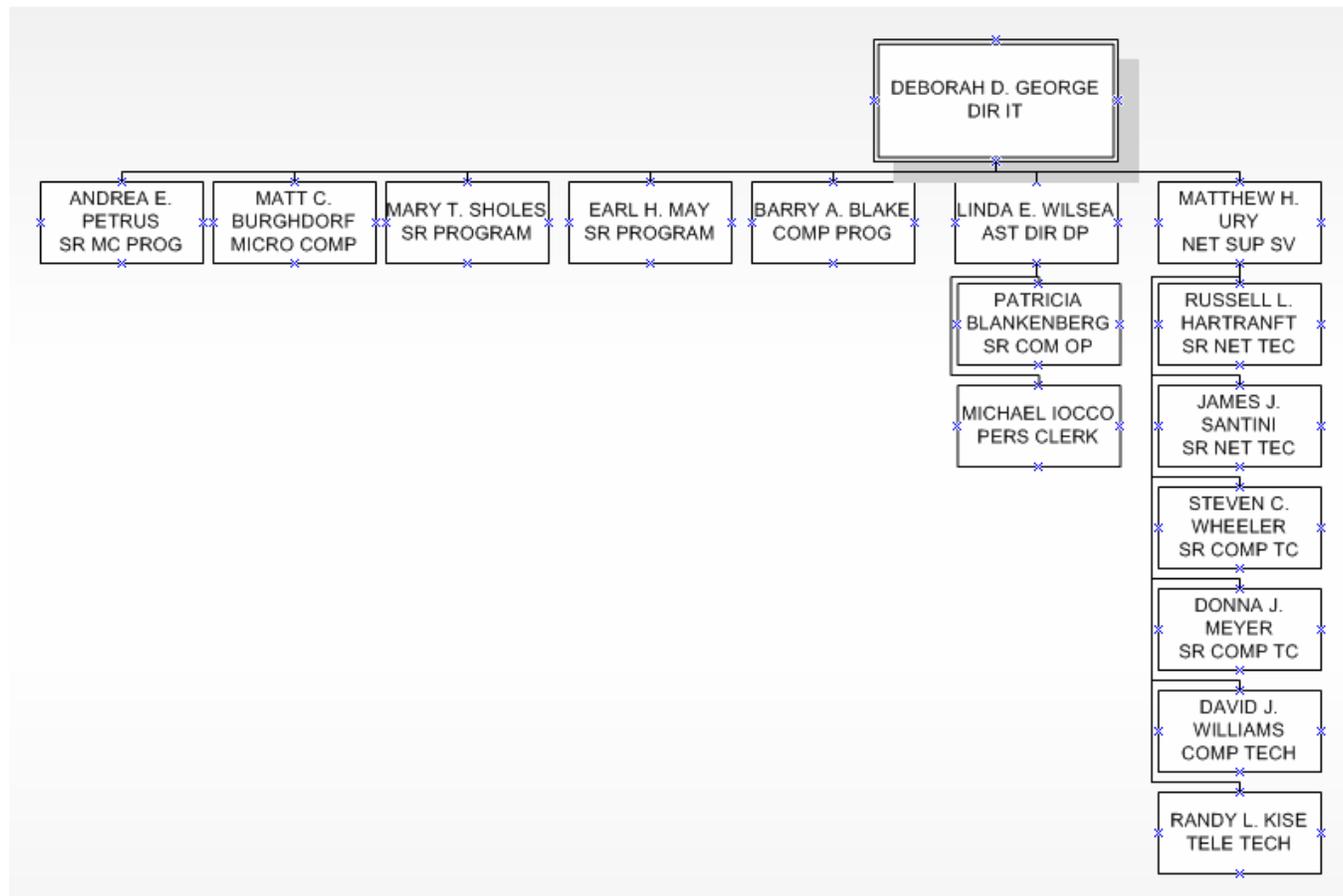
Wayne County
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 NETWORK SUPPORT SUPERVISOR

2012 Annual Report



County-Wide

- Approx 900 computers
- User account maintenance – 800+ users
More than 100+ added in 2011
Another 60 to be added in 2012
- 33 Network servers
- 5 network Firewalls, 2 Routers, 3 internet connections
- Multiple Network connections to State Agencies
- E-mail
- Internet Access w/content filtering & security
- Spam filtering
- Antivirus
- Network Printer support
- Network Security
- Network switch management
- Backups
- Public Folders
- Document File storage
- County web server/Web Site support
- Fiber connection between County buildings

Towns that use our services

- Arcadia
- Butler
- Lyons
- Marion
- Ontario
- Savannah
- Sodus
- Wolcott

Villages that use our services

- Newark
- Sodus
- Wolcott

Non-county Agencies that use our services

- Wayne County Soil & Water
- Meals on Wheels
- Economic development

Yates County – 1099 creation

Computer Operations & Clerical Services

- Weekly processing of USATPA Worker's Comp thru AP
- Server Tape Backup rotation
- Payroll & Audit Checks
- Electronic Submissions – Banks and vendors
- AP of Computer Hardware & Software for County
- AP of departmental purchases
- AR of Services to departments
- AR of Services to Non-county agencies
- MUNIS Self-Service support
- Tax Bill printing for Town/County, Villages and Schools
- Daily updates for Delinquent Tax files
- Daily report distribution from AS400
- Monthly updates for Payment Plans Fees
- Monthly Trust Acct Interest posting, Account maintenance
- Special mailings for Treasurer's and Planning departments
- Special mailings for towns – Unpaid taxes, Assessors, revaluation
- Inventory Control of data center supplies
- Annual – W2's, 1099's, Benefit statements, United Way

Technical Support

- Server migration, upgrades & consolidation – Sheriff, DSS
- Blackberry – server connectivity for synching, upgrades
- Backup/Disaster recovery using DoubleTake implemented for Exchange(E-mail), MUNIS, County Clerk
- Emergency Management – Crisis Management Software implementation
- Probation – full function remote access to program from satellite offices
- Public Defender – upgrade to SQL and added to existing server
- Public Health – Remote access from outside locations
- Behavioral Health – Remote access to Anasazi from satellite locations
- Sheriff – Upgrade to firewall to accommodate remote access
- Sheriff – Command Post – Installation of server and network connectivity
- Sheriff – Home Land Security – Installation of cameras at Ginna and Sodus Pt – Network enabled
- Tax Collection – Remote access thru a terminal server
- Various – Pictometry, E Justice, Plotter support, CFS Archive
- VPN support
- Wireless support
- Local Police departments - SJS

Application Support

- MUNIS Financials & Payroll
- MUNIS Delinquent Tax Collection
- Crystal reporting
- Mental health - Anasazi
- Public Health - Horizon
- Nursing Home – EMR - SigmaCare
- County Clerk - TylerEagle
- Sheriff – Jail Management
- Probation – Case Management & Community Service tracking, Snapshot, Victim Account Collection/Distribution
- Treasurer - Foreclosure process tracking
- Tax collection support for Towns, Villages & Schools
- Web site development and maintenance
- County Attorney – Vendor Contracts, PINS, FOIL, JD’s, PERB
- DSS - Scheduling
- AS400 support
- Various – Tax Mapping (TXMI)
- Various – OT scheduling
- Various – Shift scheduling & payroll interface
- Various ACCESS applications for multiple departments
- Various .net applications for multiple departments

Additional Software Applications in County

- A&Y - HEAP
- BOE – NYS Voter2, Haines, Sign-It, Vote Tally
- CA – Attorney applications
- DA – SJS, West Law, Courtroom projection
- E-911 – Radcom, X Vision CAD, Tracs
- EM – EOF 8 Support
- HWY – Gas Pump app, Sign Shop, Auto CAD
- Plan – Auto CAD, ESRI, Arcview
- B&G – Telephone, Security Access, HVAC, Id Card (NH), Hirsch
- PD – Attorney applications, NYS DMV, Magic database
- PH – Healthy Shots, Lead Poisoning, Bioterrorism, Medical Billing
- NH – RMS, Patient Wandering, Nurse Call, Responder 4000 Reporting, PNP (Financial), Dakim, Wireless Phone, Security, HVAC, Fixed assets
- Sheriff – SJS, TRACS w/wireless, NYSPIN connection, Law desk, Web Rici, LiveScan, VINE, General orders, Swanson Commissary, Id card, support of sheriff substation
- DSS – most of these are state programs
 - ACS (Automated Claiming System)
 - A\$SETS/CMS NYS Office of Temporary Disability and Assistance (OTDA)
 - ASAP (Adult Services Automation Project)
 - Attachmate/Centraport
 - BICS (Benefit Issuance and Control System Day Care Interface)
 - CAMS
 - Child Care Facility System CCFS (Services Daycare)
 - Child Care Resource System CCRS(Services):
 - Child Care Review Service (CCRS)
 - COGNOS/IMPROMPTU
 - COGNOS Upfront:
 - COLD
 - Commissioners Dashboard: (NYS Office of Temporary and Disability Assistance (OTDA),
 - Connections (Services) (NYS Office of Children and Family Services (OCFS)
 - Day Care Facility Search
 - Data Warehouse
 - DMV: Department of motor vehicles verifies current vehicle
 - DOL: Access to Unemployment Insurance Benefit information to verify unemployment benefits
 - Dragon Naturally Speaking (at probation also)
 - EBT (Electronic Benefits Transfer)
 - EEDSS (Electronic Eligibility Decision Support System) (NYS Department of Health (DOH), Office of Medicaid Management)
 - EMedNY/Claims Processing
 - EmedNY/Mobius Reports
 - Emergency Assistance to Families (EAF)
 - Food Stamps (FS)
 - HEAP (Home Energy Assistance Program) (NYS Office of Temporary & Disability Assistance) IAF (Intelligent Auto-Fill Forms)
 - I/EDR (Imaging/Electronic Document Repository): NYS Office of Temporary and Disability Assistance (OTDA)
 - iLinc: Facilitated by the NYS Office of Children and Family
 - Multicalendar
 - NYSeWebstar
 - OSOS NYS Department of Labor (DOL) One-Stop Operating System
 - Report Studio: report writing tool for data warehouse
 - SOLQ (State Online Query System) - NYS Office of Temporary and Disability Assistance (OTDA)
 - SOS (Sidney on Sequel): program tool for cognos
 - Stars (Statewide Training Automated Registration System)
 - SITTS (Stars Individual Training Tracking System)
 - Safety Net Assistance (SNA):.
 - SSPS (Statewide Services Payment System)
 - SWMS (Statewide WMS)
 - Temporary Assistance for Needy Families
 - Time Matters (Wayne County PCs, Legal Dept)
 - TREAT (Text Report Extractor and Translator)
 - Welfare Resource Tracking System WRTS (Temporary Assistance)
 - WMS
 - WRTS - Welfare Reporting Tracking System
 - WTWCMS (Welfare to Work Caseload Management System)
 - Welfare-To-Work (WTW)
- Probation – Yasi, NYSPIN, ACR
- RPT – RPS, Auto CAD, Map Scanning
- Tours – UPS
- Treas – EFS, Fixed Assets
- Veterans - VIMS
- W&M – Bar Code Scanner
- WFD – OSOS, WMS

2011 Goals completed

- Conversion to Rack Mount energy efficient servers
- Continue to separate network functions from production servers
- Upgrades to Active Directory...Replace 4 servers, 2 downtown campus and 2 on Rt31 campus
- County-wide - Toshiba copiers – work to utilize more and reduce other printer use

- Probation - Replacement of server to streamline move to Public Safety Building
- Sheriff - Replacement of server
- Consolidate Server for Aging and Public Health
- Setup of Data Center in Public Safety Building...hardware. Switches, move servers, reconfigure fiber connectivity
- Moving all users to the Public Safety Building...PC's and printers
- Public Safety Building – Network Connectivity for Door Access, HVAC
- Public safety Building – Outlook Scheduling Calendars
- Install network for Phone upgrade (Frontrunner)
- Mental Health – remote access at schools

- Nursing Home –move data from NH to NH1...all shares and RMS software
- Nursing Home – Install new wireless phone system and integrate with patient care system
- Nursing Home – Installation of telemedicine equipment

- Web Development – Internal Wants&Needs //wcnycit_data2/Wayne_List/Listing.aspx
- Web Development – Nursing Home updates
- Web Development – Admission request tracking
- Web Development – Sheriff - Summons
- Web Development – Parks Pavilion reservations

- MUNIS – New server and upgrade to version 8.3

- Implementation of Tax Collection using MUNIS.....Town of Macedon
- Implementation of Tax Collection using MUNIS.....Town of Ontario
- Implementation of Tax Collection using MUNIS.....Town of Savannah
- Work with Chase Bank for Lockbox layout
- Upgraded remote access for MUNIS ssystem

- Historian – Cemetery updates for Palmyra, Marion, Rose

- Installation of 90 PC's throughout the county

During 2011, there were 4,796 recorded support calls closed, approximately 18/day. This is in addition to reoccurring items.

2012 Goals

- System – Capital Project – Virtualization of servers
- System - Upgrade Active Directory and domain controllers to Server 2008 to accommodate Microsoft Exchange 2010 upgrade
- System - Upgrade e-mail system to Microsoft Exchange 2010
This includes the installation of 2 virtual e-mail servers, SAN storage with redundancy and existing mailbox migration
At least 350 hours of Network techs time with assistance by DOX Electronics
- System – Replace Blackberry server (virtualize)
- System – Security server (virtualize)...Door Access (currently Linstar)
Nearing end of life, need to see about replacement. Does it stay with B&G or come to IT
- System – Printing discovery. Losing money using the current printing model. Need to study ways to save
- Nursing Home – Install new patient wandering system...At least 140 hours of IT time
- Board of Elections – replace server (not virtualized)
- Emergency Management – Install virtual network with high availability
Move 3 physical servers to virtual.
Install redundancy system
Also includes GIS changes
Schedule 70 hours for network side, 35 hours for programming
- Emergency Management – Training software
- Nursing Home - Implementation of TIMES Shift Scheduling
- ALS – Implementation of COSS Shift Scheduling
- Sheriff – Install secure wireless networks at 4+ substations for transfer of ticket info back to the county
- Sheriff - Investigate options for camera vendor for current camera system...county-wide system needed
- Sheriff - Implementation of COSS Overtime module (will replace SOVI on AS400) Jail/Road Patrol/E911
- Sheriff - Finalize new Jail Management system from Blackcreek (Sallyport)
- Sheriff - Finalize rewrite of Arrests & warrants (from Blackcreek)
- Sheriff – Bails & Fines to utilize MUNIS Accounts Payable
- Sheriff – Execution History(like Summons), Traffic & Accidents and Juvenile...need to convert to get off of AS400
- Sheriff – Hot sheet Report – pull data from Calls for Service, Jail, Arrest 7 Warrants, etc
- Social Services – DSS Transportation Scheduling System
- District Attorney – Implementation of PCMS for Case Management
- District Attorney – Export of Profession File data to then be imported by PCMS
- Mental Health - Replacement of server, coordination with Anasazi
- Mental Health - Anasazi promotions, trying to do quarterly
- Mental Health – Anasazi – Implementation of Medicaid and NYS Billing changes, clinic restructuring
- Mental Health – Anasazi – Implementation of new module, Doctor's Homepage
- Mental Health – Observation room setup
- Mental Health - Creation of new forms using WYSIWIG
- Mental Health - Scanning of Insurance Cards & Licenses
- Mental Health - Scan and Index existing paper documents
- Mental Health - Use of Signature Pads
- Mental Health - Scheduler issues – look at the flow and how this might be changed to facilitate billing
- Mental Health - Clinician's Homepage – help streamline and utilize in the best way to utilize
- Mental Health - Electronic Billing - currently only done for Medicaid, Medicare and FidelisCare
- Mental Health - Electronic Remittance, which is NOT currently utilized
- Historian – Marriages – all towns
- Nursing Home – Investigate using MUNIS for OP Rehab Billing
- Nursing Home – Investigate use of document management with Sigmacare

