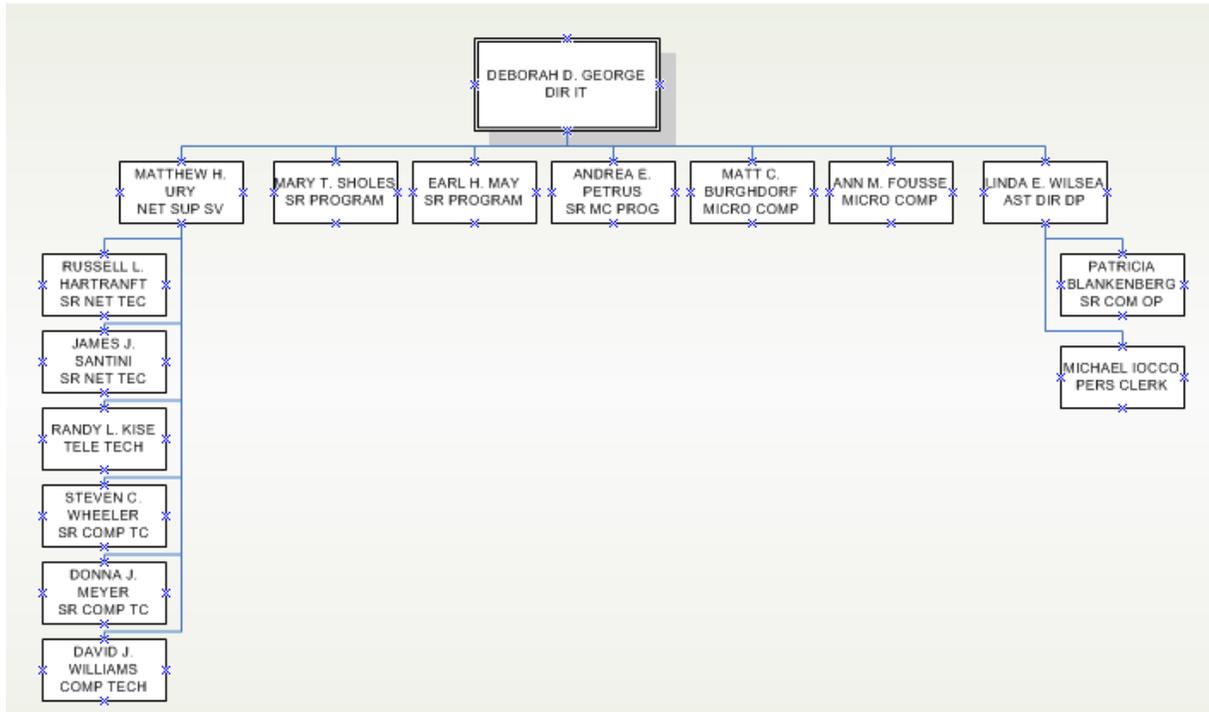


Wayne County
Information Technology
 16 William Street • Lyons, New York 14489
 Phone 315-946-7450 Fax 315-946-5411



Deborah George
 DIRECTOR OF INFORMATION TECHNOLOGY

Matt Ury
 NETWORK SUPPORT SUPERVISOR



2013 Annual Report

County-Wide

- Approx 900 computers
- User account maintenance – 800+ users
- Network servers
 - Downtown – 6 Physical
 - 3 Physical that holds 21 virtual
 - Route 31 - 8 Physical
 - 3 Physical that holds 11 virtual
- 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
- Intrusion detection & monitoring
- Network switch management
- Backups
- Disaster recovery testing
- Public Folders
- Document File storage
- County web server/Web Site support
- Fiber connection between County buildings
- Telephone Support – In-house, smartphones, cell

Towns that use our services

- Arcadia
- Butler
- Lyons
- Marion
- Ontario
- Rose
- 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 (thru Sept 2012)
- Server Tape Backup rotation
- Payroll & Audit Checks
- Electronic Submissions – Banks and vendors
- AP of Computer Hardware & Software for County
- AP of county-wide toner purchases
- 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
- 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
- Backup/Disaster recovery using VMware for virtualized servers
- DSS and WFD – Maintain secure connection with state ONENET
- Emergency Management – Crisis Management Software implementation
- Probation – full function remote access to program from satellite offices
- Public Health – Remote access from outside locations
- Behavioral Health – Remote access to Anasazi from satellite locations
- Sheriff – 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 for municipalities
- Various – Pictometry, E Justice, Plotter support, CFS Archive
- VPN support
- Wireless support
- Local Police departments – SJS, CFS archive
- State Police data uploads

Application Support

- MUNIS Financials & Payroll
- MUNIS Delinquent Tax Collection
- Crystal reporting
- Mental Health - Anasazi
- Public Health - Horizon
- Nursing Home – EMR – SigmaCare
- Nursing Home - Admissions
- County Clerk - TylerEagle
- Sheriff – Jail Management
- Sheriff/E911 – Shift Scheduling (POSS/COSS)
- Probation – Case Management & Community Service tracking, Snapshot, Victim Account Collection/Distribution, Ignition Interlock
- 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 ACCESS applications for multiple departments
- Various .net applications for multiple departments
- Veramark – Telephone Accounting

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, Bioterroism, 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 – state programs are thru ONENET
- 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

2012 Goals completed

- 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 – Security server (virtualize)...Door Access (currently Linstar)
- Nursing Home – Install new patient wandering system...At least 140 hours of IT time

- Social Services – DSS Transportation Scheduling System...initial cutover conversion and testing

- Phones – streamline creation of monthly billings to departments
- Phones – Document current phone system hardware and software. Research options going forward

- Implementation of Fixed Assets module
- Work with Allen-Tunnel for Lockbox layout
- Work with Wells Fargo for Lockbox import
- Implement MUNIS Dashboard
- MUNIS –Upgrade to version 9.4
- Implementation of Tax Collection using MUNIS – 9/15 Towns, 6/9 Villages, 7/12 Schools
- Upgraded remote access for MUNIS system

- Sheriff – Bails & Fines to utilize MUNIS Accounts Payable
- Sheriff - Implementation of COSS Overtime module (will replace SOVI on AS400) Jail/Road Patrol/E911
- Sheriff - Finalize new Jail Management system from Blackcreek (Sallyport)
- Mental Health – Anasazi New Managed Care Plans Billing
- Mental Health – Electronic to Fidelis updates completed
- Mental Health – Anasazi New Federal Probation Paysource setup complete
- Mental Health – Anasazi – Ann new service codes setup complete in all paysources – began using 1/1/2013
- Mental Health – Anasazi – Importing documents capability completed

- Historian – Cemetery - all towns on GenWeb

- Installation of 128 PC's throughout the county

During 2012, there were 4969 recorded support calls closed, approximately 19/day. This is in addition to reoccurring items.

2013 Goals

- System – Capital Project – Virtualization of servers – started in 2012
- System – Replace Blackberry server (virtualize)

- System – Security Door Access (currently Linstar)
Nearing end of life, need to see about replacement. Does it stay with B&G or come to IT
System – Upgrade NH Galaxy Door System --- merge into County system

- System – Printing discovery. Losing money using the current printing model. Need to study ways to save
- System – As400 discontinue use

- 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

- 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 - Finalize rewrite of Arrests & warrants (from Blackcreek)
- 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 & Warrants, etc

- Social Services – DSS Transportation Scheduling System

- Mental Health - Replacement of server, coordination with Anasazi (Feb 2013)
- Mental Health – Observation room setup
- 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 (start Feb 2013)
- 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
- Mental Health – New method to bill from red locked progress notes

- Historian – Marriages – all towns
- Historian – Births – all towns (needs to be uploaded into database)

- Nursing Home – Investigate using MUNIS for OP Rehab Billing
- Nursing Home – Investigate use of document management with Sigmacare
- Nursing Home – Appointment Scheduling system

- Probation – system enhancements to various areas
- Probation – Change picture loading interface
- Probation – Create a warrant log for tracking
- Probation – Supervision New Guidelines for quarterly and SemiAnnually
- Probation – New Merit credit documents

- Meals on wheels – Convert & Rewrite current system
- Aging & Youth – Modify FACT database and add Intake form

2013 Goals (continued)

- Implementation of Tyler Content Manager
- Implementation of GASB34 module
- MUNIS – check into AP Quick Entry
- Tourism – see if they can use general billing for what they do in Access now

2014 Goals

- Upgrade MUNIS to Version x.x
-

Future Possible Projects

- System – VoIP for phones
- E911 – CAD interface to Exchange Server for email rip & run...e-mails to local fire departments
- E911 – Once Sheriff cars use 3g wireless (rather than radio modem connection), would need wireless cards and monthly service. They could then VPN into the county to a firewall. This connection will need dedicated fiber internet service with dedicated upload and download. This would allow for up to 30 concurrent sessions
- Sheriff – Use of streaming media to the cars
- Sheriff – video cameras in cars for liability and threat assessment. Connection back to the county
- Sheriff – civil view mobile – software that allows court officers, lawyers to view civil documents from remote locations. Software is already purchased but the current network setup is not compatible
- E911 – replacement of the current CAD system to a more modern, less proprietary system
- E911/Sheriff – integration of the networks. Hardware & software as well as consulting services will be needed
- Sheriff – Implementation of LPR (License Plate Readers) throughout the county. These would need to access the county network through the internet
- Sheriff – Facial recognition in the cars
- Possible implementation of MUNIS Inventory module for Nursing Home
- Possible implementation of MUNIS Employee Expenses module
- County-wide - Implement Mail Archiving process
- County Clerk - review extra databases that they maintain and see if a way that info can be done differently