

# Computer Services Overview: 2013

## Program Overview:

### **State of the Department:**

The Computer Services Department provides a variety of computer services to all departments in our county. These services include:

- Maintenance, repair and trouble-shooting for all hardware, which consists of over 500 pieces of equipment including servers, network switches, routers, monitors, printers
- mobile computers and printers in Road Patrol vehicles, and other peripheral devices, such as smart phones
- Software needs including installation, trouble-shooting and staff training
- Advising the various county departments in planning for new equipment, software, and advanced information technology solutions to meet changing needs

Staffing includes:

- Director of Computer Services,
- IT Operations Analyst 1,
- Senior Network Services Manager,
- Email and Internet Services Manager,
- Computer Specialist – DSS Lan Manager.

The nature of the services Computer Services provides has changed dramatically since January 1, 2000. Hardware and software maintenance is still a substantial focus of the department, with the focus shifting to providing and maintaining network wide services to all County departments, which are changing substantially every year as New York State government changes its information technology and reporting requirements. Network services include:

- Email and email related services such as spam filtering and a web mail interface
- Internet and content filtering
- Database management systems
- Network wide logon capabilities (an individual can log onto and use a workstation anywhere within the County network named ocgov.lan)
- Access to accounting and time and attendance system in the Treasurer's office,
- Internet site for departments to communicate information to the public, hosted on Orleans County servers, web site address: <http://orleansny.com> and <http://orleansny.net>.
- Intranet sites for posting department and county wide information
- SharePoint portal services within the Sheriff's Department
- Virtual private network services connecting Road Patrol vehicles with the Orleans County Sheriff's Department, New York State Police, and Monroe Ambulance with the Orleans County Network
- Virtual private network services for Town Assessors to utilize the same Real Property Services database hosted on Orleans County servers
- County wide coordination of annual technology purchases

Many County Departments provides funds for Computer Services operations, with the balance provided by the Legislature.

## Programs:

Computer Services provides these types of services to County Departments:

1. Technology Planning and Development
2. Network Management
3. Email Management
4. Internet Management
5. Hardware and Software Management
6. Maintenance and Repair
7. Data backup and Archiving
8. Smart Phone management through Blackberry Exchange Server and Exchange 2010
9. 24 Hour on-call Help Desk and Network Monitoring

Goals and Objectives:

### Goals for 2013:

1. Leased Computer updates
2. Update Road Patrol computers - Brite

### Staffing and Major Responsibilities:

1. Director of Computer Services: Charles Kinsey
  - Information Technology planning and development
  - Project Development and Project Management
  - Department administration
  - Database administration
  - Web site administration
2. IT Operations Manager 1: Thomas Ashbery
  - Project implementation
  - Software update services
  - Coordinate workstation and software installation and management
3. Email and Internet Services Manager: Ryan Woolston
  - Manage email services
  - Manage Internet services
  - Archiving user data
  - Special Projects as assigned
4. Senior Network Services Manager: Patrick McGurn
  - Manage network services – network circuits, network servers, networking devices
  - Manage backup services
  - Special projects as assigned
5. Computer Specialist – DSS LAN Administrator: Lawrence ‘Eddie’ Moss
  - NYS Helpdesk local liaison
  - Workstation and software installation

Note: Staff are cross-trained to assume each other’s roles as needed.

Staffing Desired: Full time Data Entry Clerk – Administrative Assistant (still need a secretary!)

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SWOT Analysis:

**Strengths:**

1. Over 70 years of department combined experience in the information technology field.
2. Customer service is priority ONE. This is a department philosophy and strictly followed.
3. The department works as a team and the spirit of team building is promoted and practiced faithfully ('Attila the Hun' leadership and Sun Tzu Art of War).
4. Staff training and development is encouraged and staff attend seminars and workshops as available. Online training is also provided for all staff in the department.
5. New technologies are viewed as a challenge, evaluating these technologies against the business needs of the organization.
6. A member of the IT department has received fiber training and is now available to manage our fiber networks.

**Weaknesses:**

Computer Services currently provides County level direction for information technology. This may be better served with the development of a technology overview committee especially as it relates to business intelligence and services to County residents.

**Opportunities:**

Grants and grantsmanship: Computer Services can play a key role in helping other departments craft grants for technology.

Business use of technology: Computer Services continues to explore innovative and cost effective measures to improve services to the citizens of Orleans County.

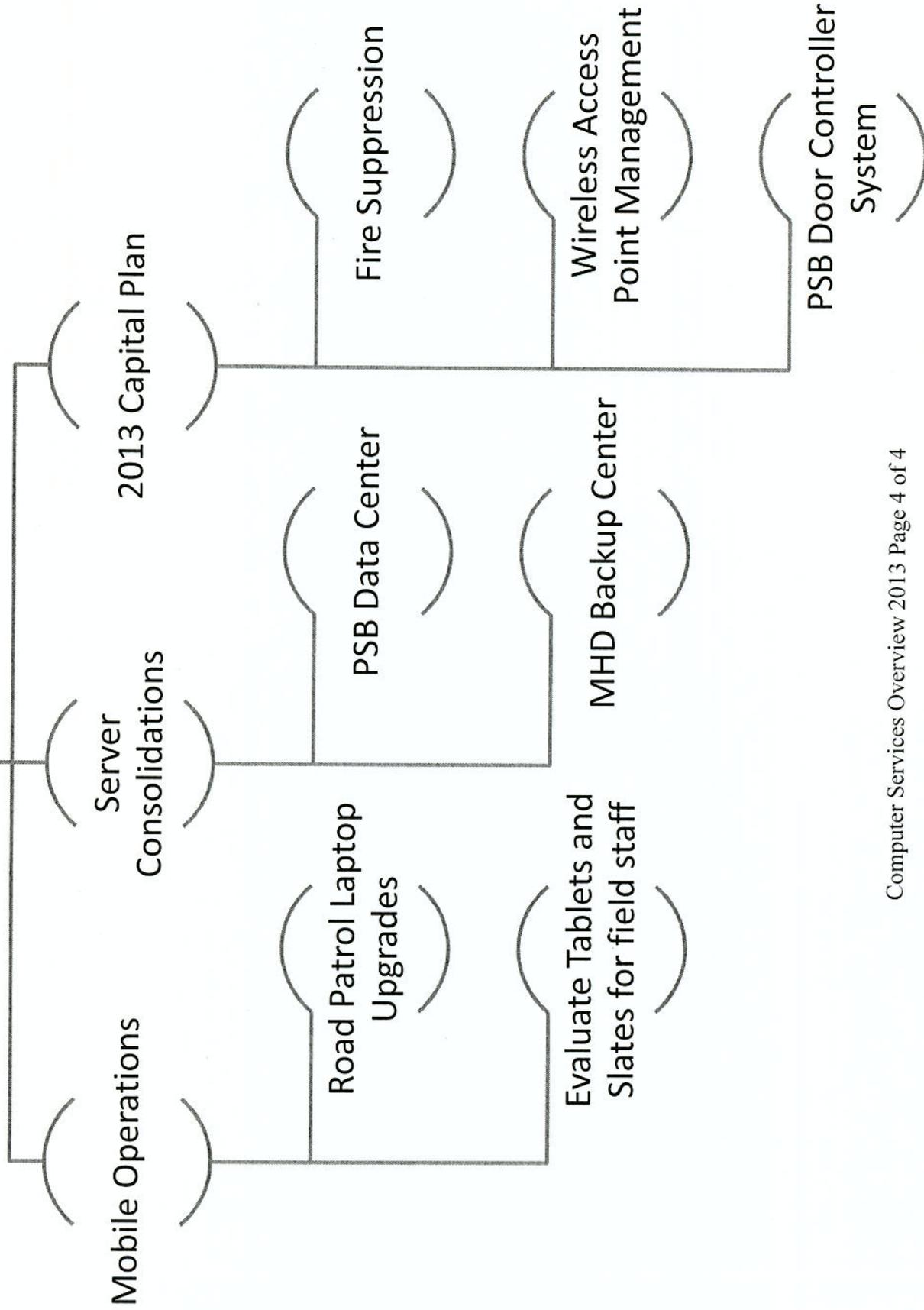
**Threats:**

Physical security of servers and networking devices has improved substantially in 2011 and 2012, especially in regards to HIPAA regulations. Data and firewall security are constantly monitored.

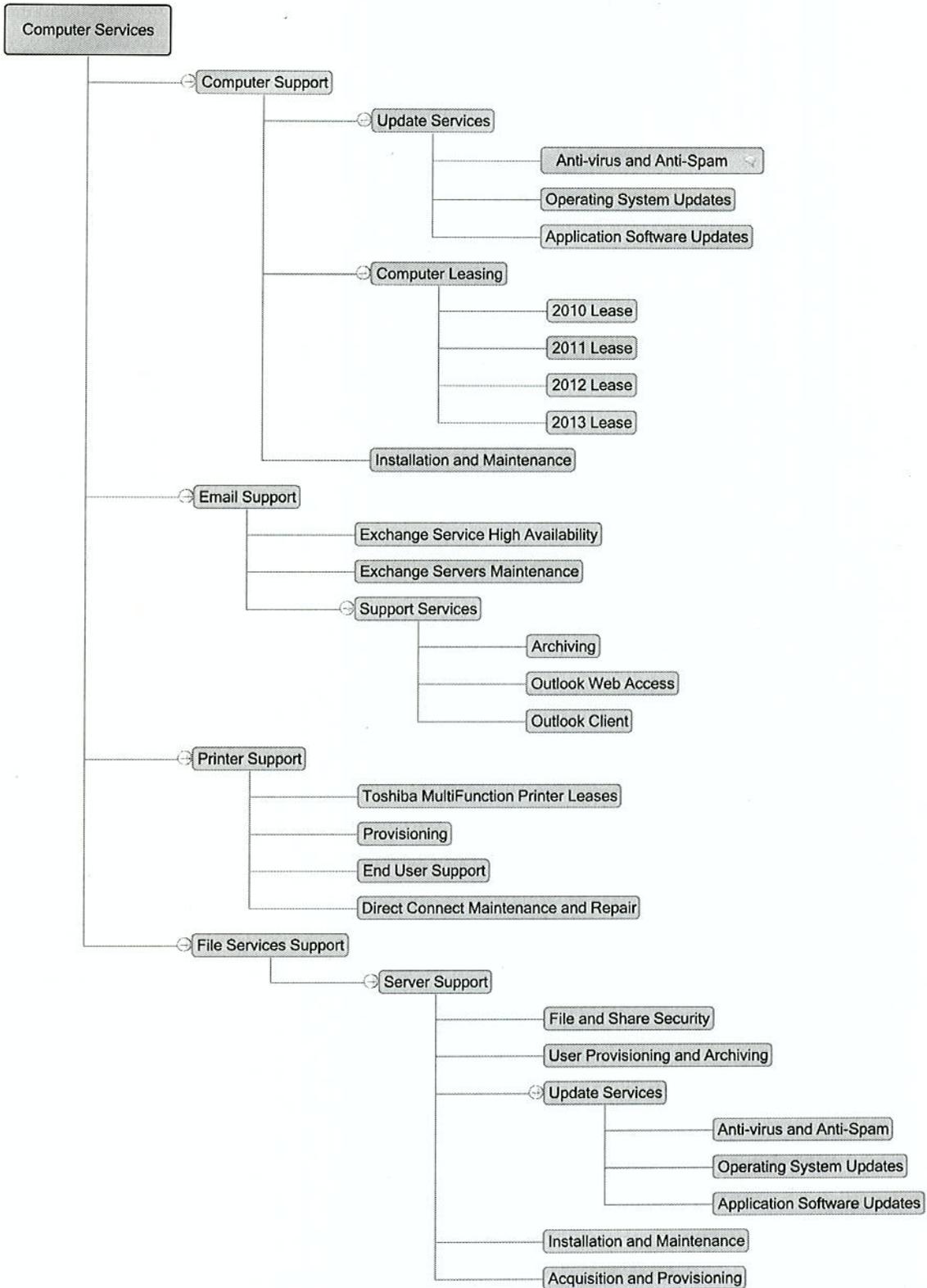
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Charles R. Kinsey  
Director of Computer Services

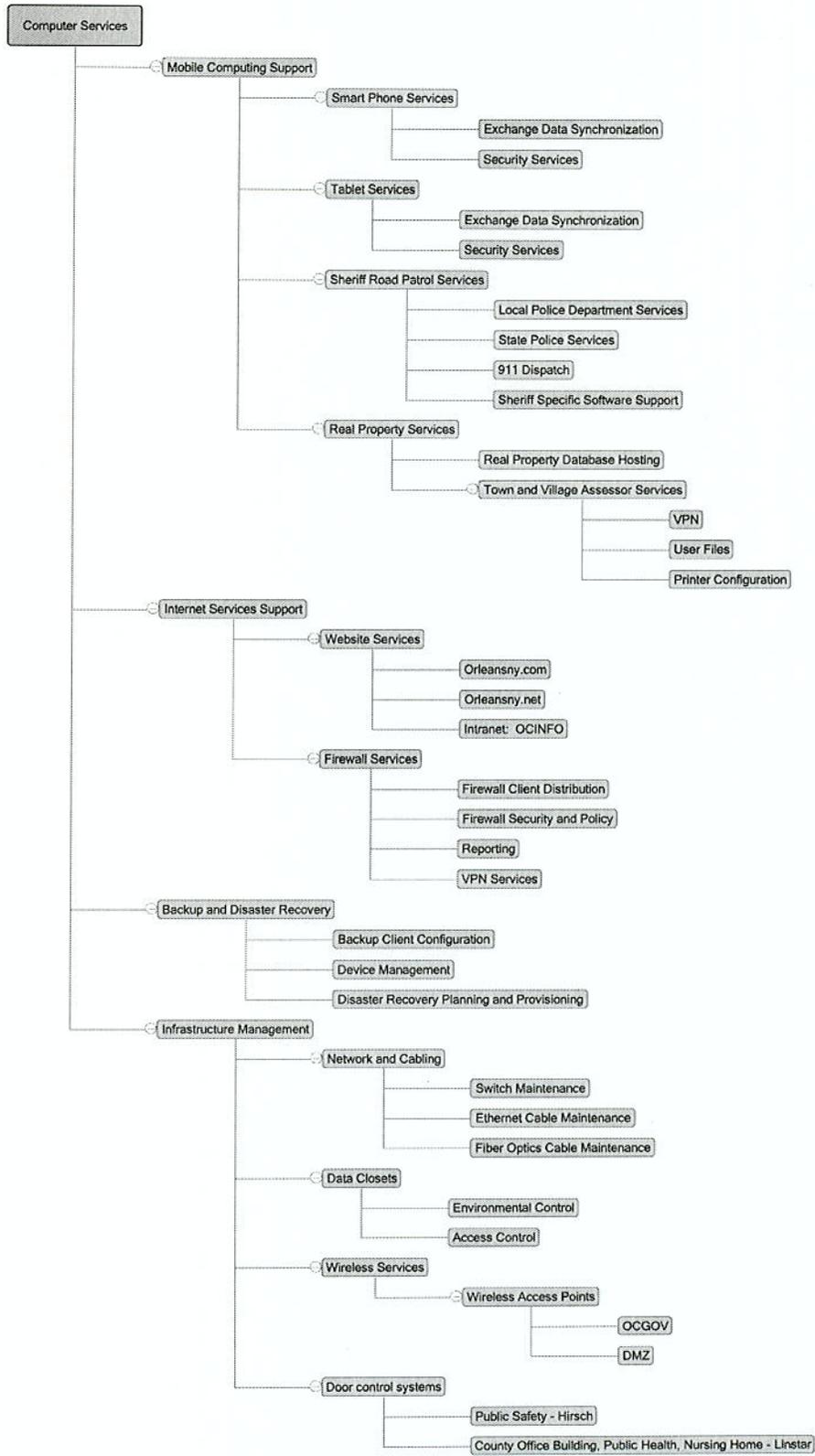
# 2013 Strategic Plan



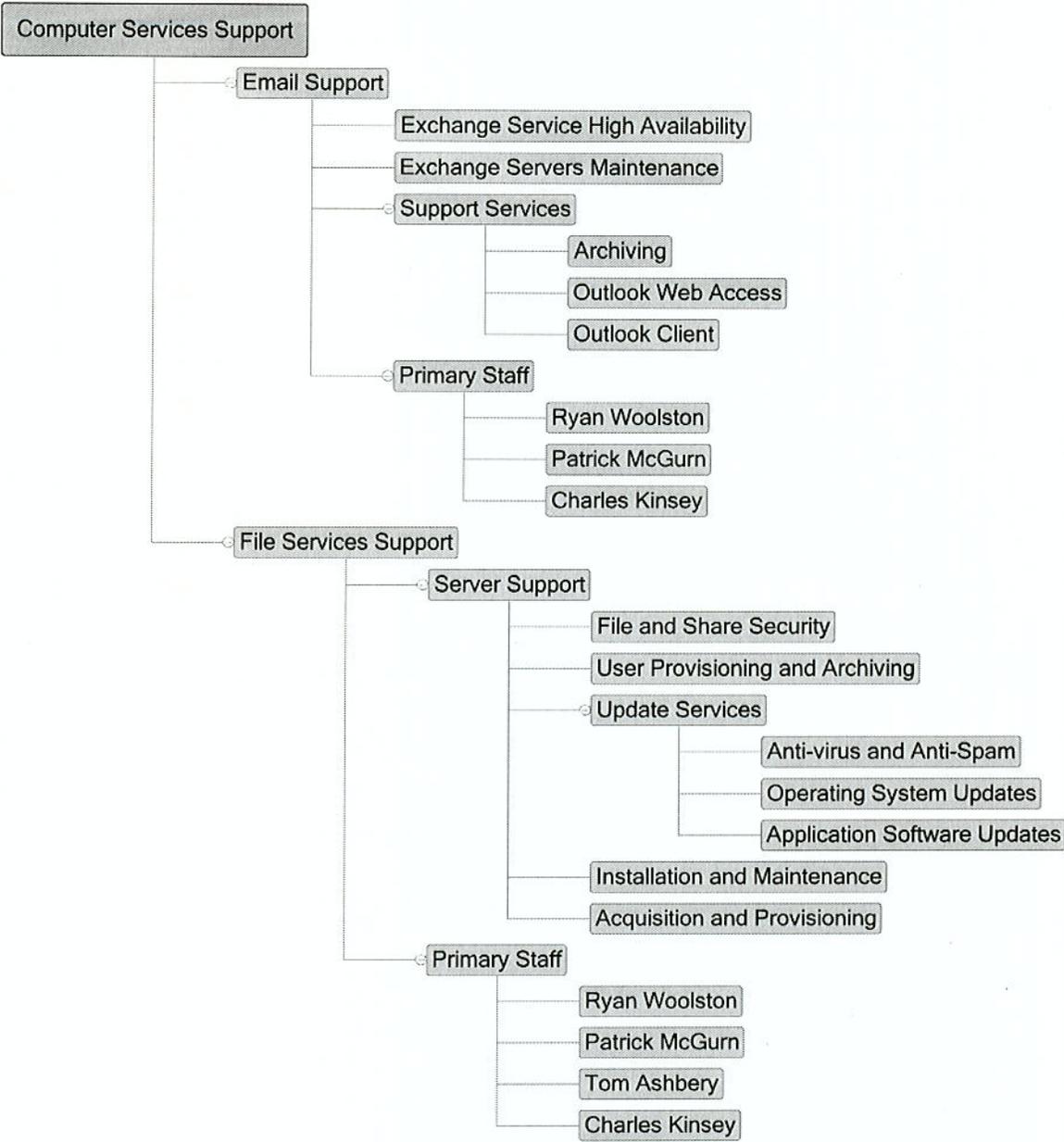
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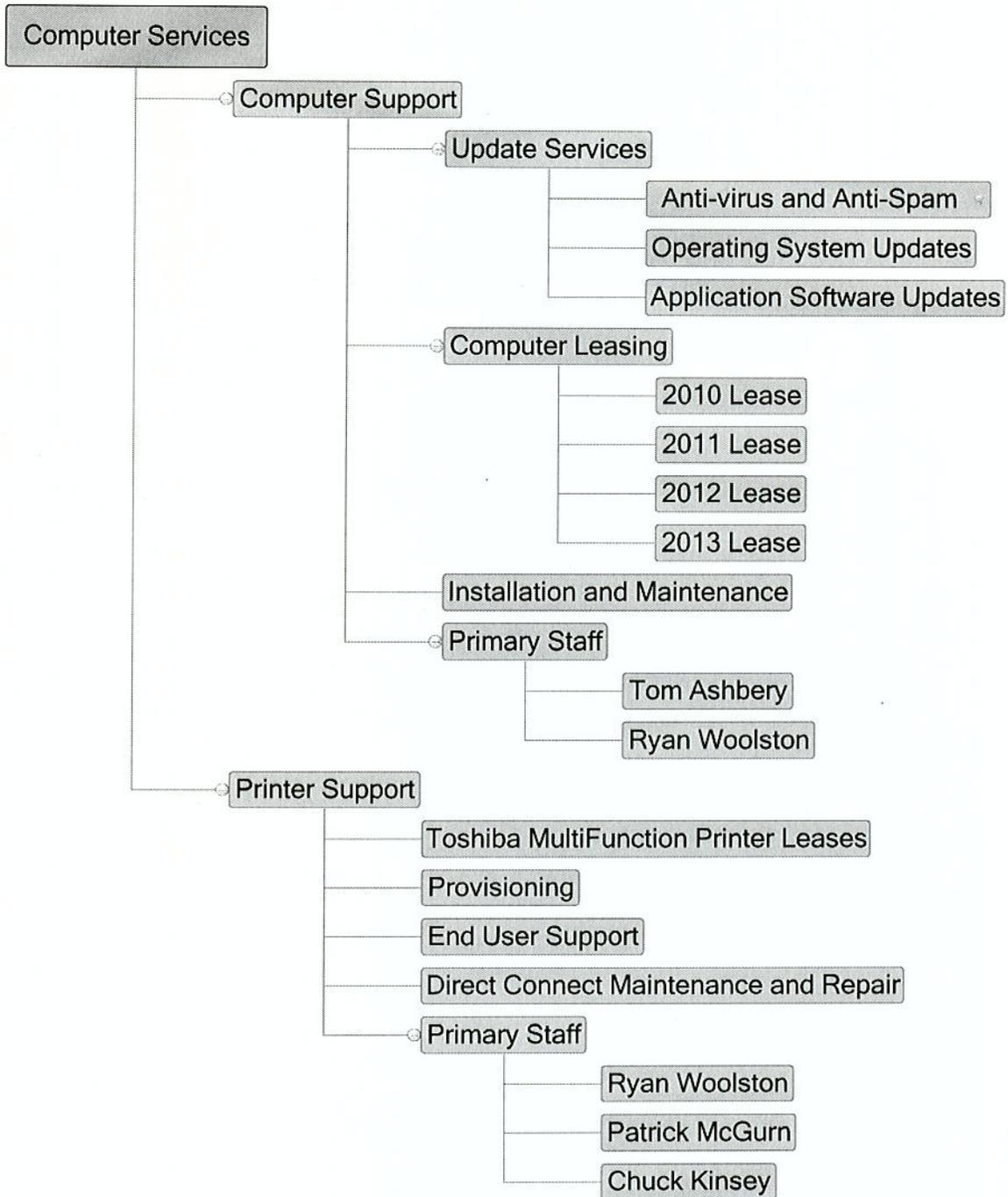
Services 2



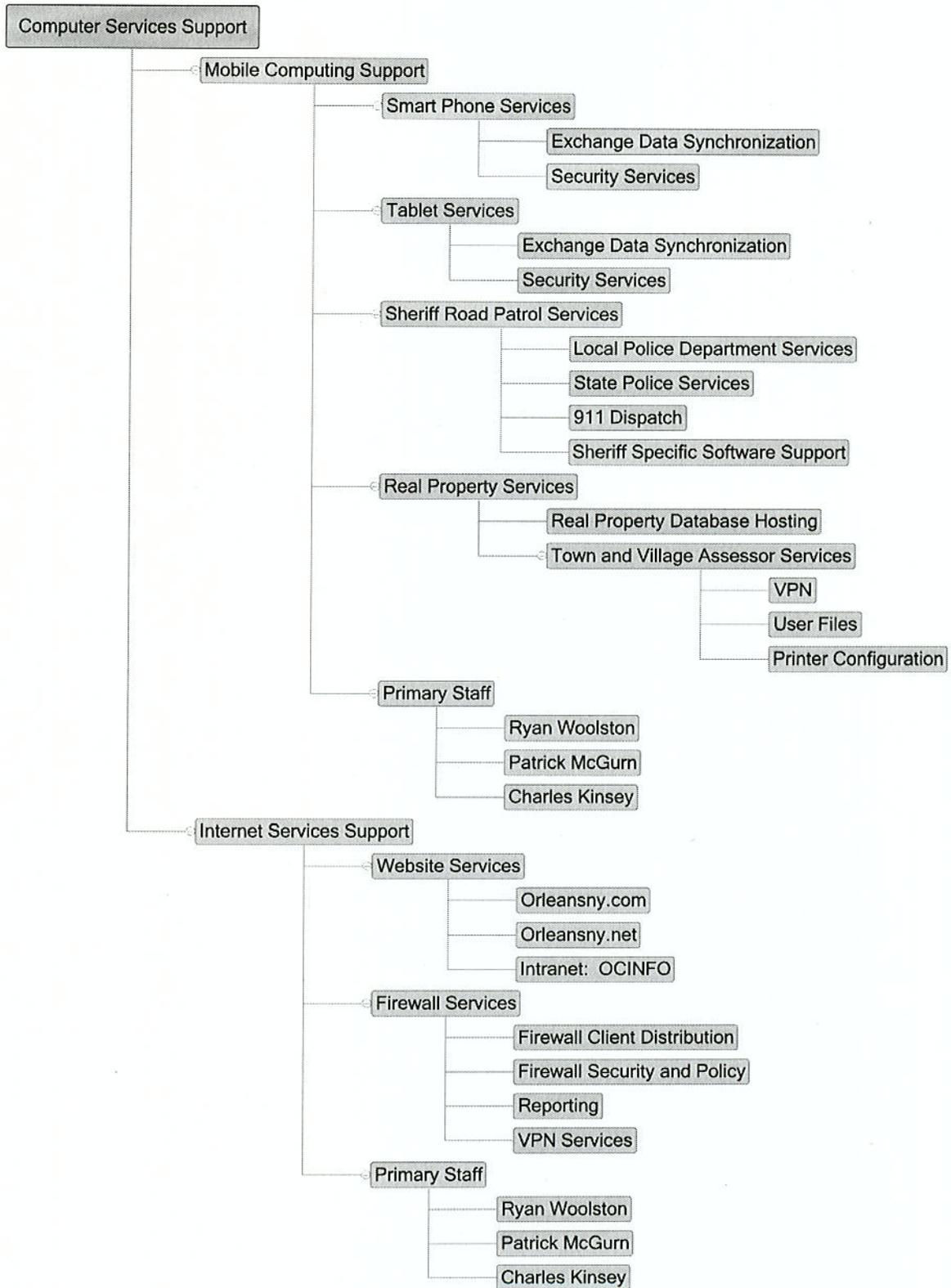
# CS Email And File Support



# CS Computer And Printer Support



# CS Mobile Computing And Internet Services Support



# CS Backup And Infrastructure

