

# **DoIT**

# **2009 Proposed Operating Budget**

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Chief Information Officer  
Westchester County  
November 25, 2008

## DoIT's Mission

- The mission of the Department is to design, build, procure, implement and support Information Systems and Technology that help all Westchester County departments and stakeholder agencies operate more effectively and efficiently, and to make information more accessible.

# Budget Summary

- DoIT's 2009 proposed Budget totals \$45,037,508 in expenses and \$ 51,984,857 in revenues.
- Compared to 2008, revenues decreased \$ 306,578 with a concomitant decrease of \$477,876 for expenses.
- Headcount reduced by 3 positions
- IT Operating Budget is comprised of three distinct areas
  - Core IT
    - Traditional Information Technology expenses, prior to 2008 was known as IT Operating Budget
  - E-911
    - Institutionalized into IT Operating Budget in 2008
  - Wireless
    - Institutionalized into IT Operating Budget in 2008

# Budget Breakout: Core IT, E-911 & Wireless

|                          | 2008 Adopted       | 2009 Proposed      | Difference       |
|--------------------------|--------------------|--------------------|------------------|
| <b>IT Total Expenses</b> | <b>45,184,981</b>  | <b>45,037,508</b>  | <b>(147,473)</b> |
| Core                     | 40,168,841         | 40,042,838         | (126,003)        |
| E911                     | 1,734,989          | 1,778,158          | 43,169           |
| Wireless                 | 3,281,151          | 3,216,512          | (64,639)         |
| <b>IT Total Revenue</b>  | <b>52,291,435</b>  | <b>51,984,857</b>  | <b>(306,578)</b> |
| Core                     | 46,908,457         | 46,455,715         | (452,742)        |
| E911 *                   | 1,767,000          | 1,967,024          | 200,024          |
| Wireless*                | 3,615,978          | 3,562,118          | (53,860)         |
| <b>IT Tax Levy</b>       | <b>(7,106,454)</b> | <b>(6,947,349)</b> | <b>159,105</b>   |
| Core                     | (6,739,616)        | (6,412,877)        | 326,739          |
| E911                     | (32,011)           | (188,866)          | (156,855)        |
| Wireless                 | (334,827)          | (345,606)          | (10,779)         |

\* Includes previous years surplus

# Proposed Budget Changes

- Annual Salaries increases by \$933,068
  - Due to CSEA contract, step increases and staggered 2008 hiring
- Core IT Data Communications increases by \$222,800
  - Number of data circuits (connections points to the County network) has increased due to requests for new and/or backup circuits in critical locations
- Equipment decreases by \$743,786
  - Deferred some purchase and other purchases are more appropriately funded out of capital budget
- Technical Services decreases by \$196,113
  - Due to our commitment to convert some consultants to County staff

# Highlighted Cost Containment Measures

- Countywide analysis of cell phone and Blackberry usage
  - Led to consolidation and elimination of 100+ unnecessary units; savings total \$102,000
- Personal Printer Removal Initiative
  - Removed over 600 personal printers and reconfigured PC's to print to networked multi-function machines which use less energy, save large quantities of paper, toner & maintenance. Estimated Savings: \$80,000.
- Pager Removal Initiative
  - Eliminated close to 400 pagers with a cost savings of over \$12,500
- Shift toward free open source software solutions
  - Example: Website conversion from FrontPage to Joomla, an open source content management system saves DoIT thousands of dollars/year in licensing fees

# General Highlights

- Focus on Cost Containment
- Projects must aim to achieve the three main County-wide goals of
  - public safety
  - improved health/environment
  - fiscal management (reduced costs or increased revenue)
- Continue to use greener, more effective and less costly technology
- Maintenance/upgrades of 600+ systems now used by every part of County government

# 2008 Highlighted Accomplishments



**Intelligent  
Community  
of the Year  
2008**



# Awards & Accolades

- Named one of Top 10 'Digital Counties' in US
  - Moved up four places from last year
- Top 7 in the global 'Intelligent Community of the Year' Award competition
  - Recognized County's innovative uses of broadband and other technologies
- NYS Forum 'Best of the Web' Award
  - For Westchestergov.com
- 'Special Achievement in GIS' Award for "Green Map"
  - Chosen by ESRI from among more than 100,000 applications

# Public Safety #1

- Completed system that allows Probation Officers to enter the address of a sex offender and receive back key facilities (e.g., schools, daycare centers, etc.) within a certain proximity
- Deployed a video conferencing system connecting the County Jail and local courts for arraignments
- Collaborated with NY State Police, Verizon and all the cell carriers in the county to devise a solution allowing the State to transfer cell 911 calls via the County's network
- Implemented a new software package for tracking internal investigations in the Department of Public Safety
- Implemented a new security feature in the Financial system which prevents fraud by allowing banks to receive a daily file of all checks that were issued/cancelled on the prior day

## **Public Safety #2**

- Completed a GIS workshop & training for law enforcement and public safety personnel throughout the county
- Expanded the existing EOC map series (currently covering Indian Point evacuation areas) to cover the entire county
- Developed a new web-based system to allow Fire and EMS agencies to report problems with the Trunked Radio network
- Implemented a notification system for ICE (Immigration and Customs Enforcement) to inform them of foreign born (potential illegal immigrants) inmates in the County Jail
- Replaced old stand-alone SUISS Investigative Analysis Software with a new server-based package

## Public Safety #3

- Developed an automated system for the reporting of storm and road conditions
- Implemented five Weather Stations throughout the county (Dunwoodie Golf Course, 60 Control, Mohansic Golf Course, Pound Ridge, Rye Playland)
  - Supports emergency planning efforts by the Office of Emergency Management
  - Select information from these sites will also be made available to the public via the County's website
- Completed Phase I of the Westchester Incident Management System (WIMS) implementation
- Revised system that assists OEM track non-institutionalized mobility-impaired (NIMI) individuals

# Storm Notification System



Storm Notification System - Microsoft Internet Explorer provided by Westchester County

https://secure04.westchestergov.com/stormnotification/stormNotificationServlet?operation=selectEvent&id=ab1efc9d1f0502

WESTCHESTER COUNTY  
DEPARTMENT OF PUBLIC SAFETY  
STORM NOTIFICATION SYSTEM

Logged in as Pearl Abots(ppa6)

Storm Notification

- Initialize A New Event
- Create A Report for Current Event
- Finalize Event
- Edit or Submit
- Approve Reports
- View Reports
- Log Out

View Report

As of Date & Time: 10-28-2008 16:32:19  
 Desk Officer: SGT MCGURN  
 Road Supervisor East: SGT GENESI  
 Road Supervisor West: SGT MURPHY  
 EOC LT: N/A  
 EOC PO: N/A

Report Sequence: Final Report  
 Status: Approved  
 Created By: rab4  
 Approved By: jgd2

| Event               | Last Hour | Total |
|---------------------|-----------|-------|
| PDA Accidents       | 1         | 22    |
| Injury Accidents    | 0         | 4     |
| Disabled Vehicles   | 1         | 1     |
| Abandoned Vehicles  | 0         | 0     |
| Vehicles Underwater | 0         | 0     |
| Vehicle Rescues     | 0         | 0     |

Parkway Status  
 \*Includes road conditions, road closures, and current precipitation

BRP  
 Open

HRP  
 Open

Storm Notification System - Microsoft Internet Explorer provided by Westchester County

https://secure04.westchestergov.com/stormnotification/stormNotificationServlet?operation=createNewReportType=Initial

WESTCHESTER COUNTY  
DEPARTMENT OF PUBLIC SAFETY  
STORM NOTIFICATION SYSTEM

Logged in as Pearl Abots(ppa6)

Storm Notification

- Initialize A New Event
- Create A Report for Current Event
- Finalize Event
- Edit or Submit
- Approve Reports
- View Reports
- Log Out

Initial Report

As of Date & Time: 11-12-2008 12:45:20  
 Desk Officer\*  
 Road Supervisor East\*  
 Road Supervisor West\*  
 EOC LT\*  
 EOC PO\*

Report Type: Initial Report

| Event                | Last Hour            | Total                |
|----------------------|----------------------|----------------------|
| PDA Accidents*       | <input type="text"/> | <input type="text"/> |
| Injury Accidents*    | <input type="text"/> | <input type="text"/> |
| Disabled Vehicles*   | <input type="text"/> | <input type="text"/> |
| Abandoned Vehicles*  | <input type="text"/> | <input type="text"/> |
| Vehicles Underwater* | <input type="text"/> | <input type="text"/> |
| Vehicle Rescues*     | <input type="text"/> | <input type="text"/> |

Parkway Status  
 \*Includes road conditions, road closures, and current precipitation

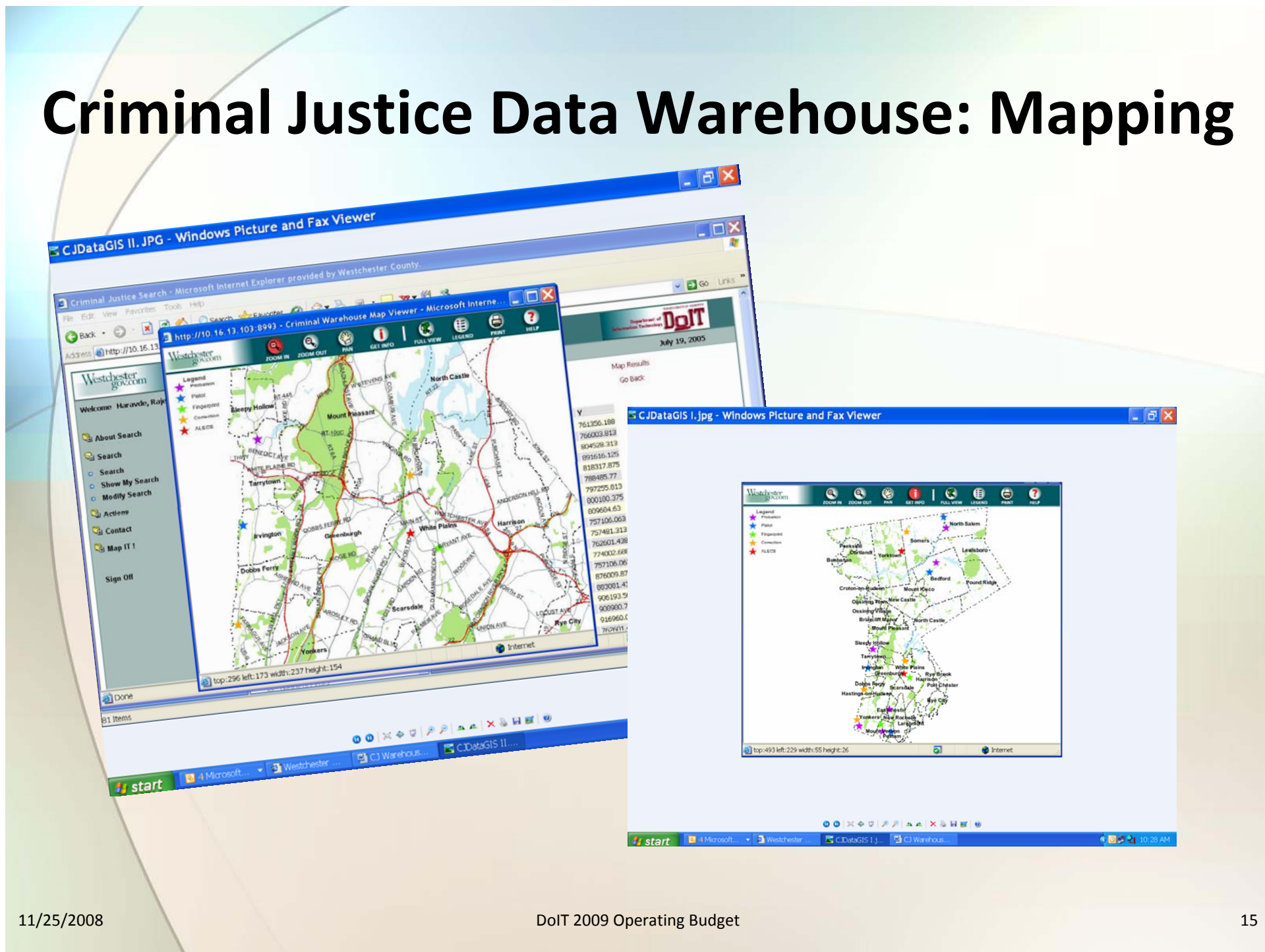
BRP\*  
 Open  Partially Closed  Closed

HRP\*  
 Open  Partially Closed  Closed

## Public Safety #4

- Expanded Shared Criminal Justice Data Warehouse
  - Over 850 users, including eight County departments, Local Police (Bedford, Sleepy Hollow, Pelham Village, Tarrytown, White Plains, Yonkers, Pleasantville, Mamaroneck Town/Village, Rye Brook, City of Rye, Port Chester, Mt. Pleasant, New Rochelle, Mt. Kisco), New York State Police and Parole, NYPD and MTA Police Department, Rockland and Westport Police
- Expanded the Juvenile Case Management system
- Upgraded the Civil Processing Application Software
  - Used by Public Safety's Civil Unit for tracking activities related to civil judgments, evictions, and income executions, including items such as enhanced certified mail processing functionality
- Upgraded the Electronic Traffic Ticket system (TRACS) to a new version with several additional features
  - Including updates of NYS DMV laws, court addresses, enhanced search capabilities, etc.

# Criminal Justice Data Warehouse: Mapping



## Public Safety #5

- Expanded Jail Release Notification system
  - Local police agencies are automatically notified when inmates are released back into local communities
  - Includes: Ardsley, Bedford, Briarcliff Manor, Greenburgh, Harrison, Hastings-on-Hudson, Irvington, Mt. Kisco, New Rochelle, New Castle, Tarrytown, White Plains, Yonkers, Pelham, Peekskill, Rye Brook, Scarsdale, Sleepy Hollow, Yorktown, District Attorney's Office, County Police.
- Upgraded Public Safety CAD and Records Management System to take advantage of County's GIS information
  - Incorporates maps into dispatch and reporting functionality
  - Statistical analysis of Public Safety's data for decision making purposes is also possible in the new system

# Public Health

- Expanded telemedicine services as an alternative to Correction staff transporting patients to the Medical Center
- Upgraded Public Health Information Messaging Service software developed by the Center for Disease Control
  - Allows the County to securely exchange sensitive CHES (hospital) data with the State Health Information Network (HIN)
- Developed Private Well Testing Legislation application
  - Stores test results in order to be compliant with a new bill regulating the testing of well water
- Completed Medical Assistance Recertification Case Management enhancements
  - Including additional data capture fields on the case update screen, mass updating functionality and enhancements for four reports
- Upgraded medical dispatch software to include the latest medical protocols
  - Guides dispatchers in providing medical assistance to victims until help arrives

# Social Services

- Developed the Project Trust Drop-In Tracking system which allows DCMH to track drop-in homeless at both of the shelters they contract with
- Deployed the Salient Muni-Minder software solution so that DSS can identify opportunities for cost and service efficiency with Medicaid
- Programmed a new front end detection system for case tracking and generating various statistical reports which assist DSS in meeting State reporting requirements
- Expanded DSS Case Management System
  - Including additional tracking and statistical reporting functionality & the automation of numerous Day Care program tasks such as subsidy management, eligibility determination, scheduling, attendance reporting and payment

# E-Government #1

- Continued to expand the County's award-winning website to include additional features and services
  - Redesigned the Office for Economic Development's web pages to offer more functionality to attract business investment
  - Developed a registry for Minority- and Women-Owned Businesses that automatically notifies registrants when an RFP has been posted
  - Special Needs Registry in Emergency Services
  - YouTube-based Westchester TV video section
  - Interactive Westchester 2025 website
- Implemented a system in the Department of Health which allows engineers to submit engineering drawings electronically for review, comment and tracking
- Installed, configured and trained DES on new web calendar system that displays training schedules and event details
- Automated cash receipt transactions into the Accounting system for credit card payments received

## E-Government #2

- Automated the Civil Service Appointment Form and developed an automated workflow process
- Implemented a system which allows retirees to make their benefits payments electronically instead of via check
- Converted the County's Purchasing 'BID' forms (RFB/Request for BID, RFQ/Request for Quote) from paper to PDF format
- Virtual Archives expanded to include 22 communities
  - Historical treasures from Ardsley, Bedford, Eastchester, Hastings, Harrison, New Rochelle, Town and Village of Ossining, Peekskill, Port Chester, Scarsdale, Sleepy Hollow, Somers, Tarrytown, White Plains, Yonkers Dobbs Ferry, New Castle, the Town of Pelham, Village of Pelham and Village of Pelham Manor
- Developed a workflow tracking process for Contract Management that will ultimately populate a database where the public can find information about contracts that the County has issued

# Westchestergov.com

## Highlights include:

- Over 1 million visits per year
- YouTube-based Westchester TV
- Blogs & other interactive media
- User-friendly design
- Westchester 2025
- New MWOB registry



# Web-Based Special Needs Registry

[www.westchestergov.com/specialneeds](http://www.westchestergov.com/specialneeds)

Westchester gov.com Westchester County, New York

SEARCH | FAQs | COMMENTS | DEPARTMENTS | TEXT | SUBSCRIBE

INFORMATION AND ALERTS ABOUT DES

Department of Emergency Services

### Special Needs Registry

**What is the Special Needs Registry?**  
It is a list of county residents who may require additional assistance, transportation and/or sheltering in the event of a major emergency or disaster.

**Who is eligible for the Special Needs Registry?**  
Any county resident with a physical or mental disability who would have trouble leaving their home quickly if told to do so. The Registry is only intended for use by those who live independently, and not in a residential special needs facility (i.e., nursing home or hospital).

**Will my information be kept confidential?**  
Yes. However, the county will share the information with local, county, state and federal agencies for the purpose of emergency planning and emergency response.

**Are the Special Needs Registry and 911 the same thing?**  
No. You must still dial 911 in an emergency.

**Is participation in the Special Needs Registry voluntary?**  
Yes. Your submission of an application is your voluntary request to be included.

You may request to be removed from the Registry at any time by writing to: The Westchester County Office of Emergency Management, 4 Dana Road, Valhalla, New York 10595.

The submission of an application does not guarantee your inclusion in the Registry. Each application will be screened and you will be notified within 45 days of receiving your application if your application has NOT been approved.

Registrants are obligated to provide updated information on an annual basis. The county reserves the right to terminate registration if you do not provide updated information.

**How do I sign up?**

- Recommended: Call 211 and they will sign you up over the phone.
- [Apply online](#)
- [Download](#) the form and mail in the application. (Requires Adobe Acrobat Reader)

**Where can I obtain additional information?**  
To receive additional information about this program or to sign up, please call 211.

### Special Needs User ID Signup

User ID must be filled out by the person submitting the application. This may be the person with special needs or their representative. If you are completing the application for someone else please enter your information.

**\* = required fields.**

[For a new user](#) | [Already registered](#)

First Name: \*  
Middle Initial:  
Last Name: \*  
Street Address: \*  
Apartment Number:  
Town/Village/City: \*  
State: \*  
Zip Code: \*  
Telephone Number: \*  
User ID: \*  
Password: \*  
Confirm Password: \*

**Your User ID will be your e-mail address. Please enter your e-mail address in the User ID box.**

nnn-nnn-nnnn  
[Password Policy](#)

Submit Cancel

# Green Government #1

- Launched the County's first interactive "Green Map" as part of the County Executive's Climate Change Initiative
- Leveraged GIS to develop a Natural Resources Inventory (NRI)
  - Provides local governments with a framework for environmental planning at the local level
- Launched Westchester 2025 website for the public and municipal planners
- Implemented Environmentally Preferable Purchasing system
  - Requires users to indicate if an item that has been requested to be purchased is environmentally preferable or not
- Green Printing Policy
  - Consolidated hundreds of personal printers with multi-use machines which use less energy and save large quantities of paper

## **Green Government #2**

- **Recycling at the Records Center**
  - 1,532 cu. ft. destroyed through on-site shredding, resulting in 34.03 tons added to county recycling totals; 10.4 tons recycled in 2007
- **Upgrades to more energy efficient PCs**
  - Thousands of dollars have been saved in electricity charges, as well as several tons of CO2 emissions
  - DoIT plans to deploy software which will allow the department to power off PCs remotely at nighttime, further saving emissions & dollars
- **Server Virtualization**
  - The County has already started using “virtual servers” which will replace hundreds of energy-intense servers located in data centers

# Westchester 2025



[www.westchestergov.com/w2025.htm](http://www.westchestergov.com/w2025.htm)



# Mapping County's Green Efforts



<http://greenmap.westchestergov.com>



# Infrastructure & IT Security

- Spam filters blocked more than 3.5 million spam e-mails a week, or more than 1,000 spam emails per mailbox per day (on average)
- Through relentless server patching, robust antivirus infrastructure and Symantec Network Security monitoring, no servers were infected with viruses in 2008
- Developed the procedures and configured the infrastructure to accommodate electronic FOIL requests
- Designed and built Exchange 2007 infrastructure
  - All incoming mail now gets delivered through Exchange 2007 servers
- Migrated several servers from expensive storage to less expensive but still adequate storage to reduce operating expenses
- Implemented a secure phone recording system for 324 lines in 2 DSS locations to improve client services
- Protected more than 4,000 PCs/laptops daily with Recovery Solution's Snapshot backups

# Physical Facilities

- Expanded the Cashless Card system at Playland to include the use of cards at food and beverage sales locations throughout the park
- Continued making enhancements to the “Pride in Parks” report to inspect the conditions of County parks
  - Decreases turnaround time and boosts efficiency
- Made improvements to the Perimeter Intrusion Detection System at the County Airport
- Issued a contract to implement a Time and Attendance system for Environmental Facilities that will use biometrics to identify employees
  - Improves the accuracy of timekeeping data and reduces the clerical effort involved in resolving issues related to attendance

# County Clerk

- Implemented a system which allows title companies to electronically submit and pay for UCC filings online
- Scanned and integrated all plumbing and electrical licenses so that they can be accessed online and managed more efficiently
- Created electronic filing applications that systemically process electronic filing of tax warrant satisfactions and notary cards
  - Eliminates paper documents and saves County Clerk staff approximately 70 – 80 hours of data entry per month
- Chosen by the IRS as the sole county in the nation to participate in a pilot program to process federal tax liens electronically
- Created a new system to redact social security numbers from older federal tax liens so they can be publically viewed online

# Board of Legislators

- Worked with the BoL to implement automated agenda software
- Implemented a wireless network for County Employees on the 8<sup>th</sup> Floor of Michaelian Office Building to access the County Network & Internet
- Various web-related projects
  - Provided support, server hosting & maintenance for westchesterlegislators.com, including spam prevention
  - Assisted with BoL website launch & integration of services into the site
  - Supported various Lyris email mailings

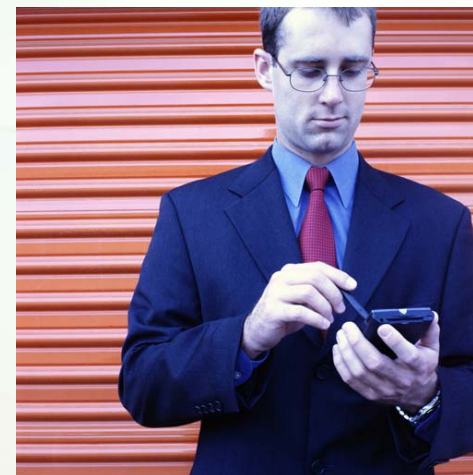
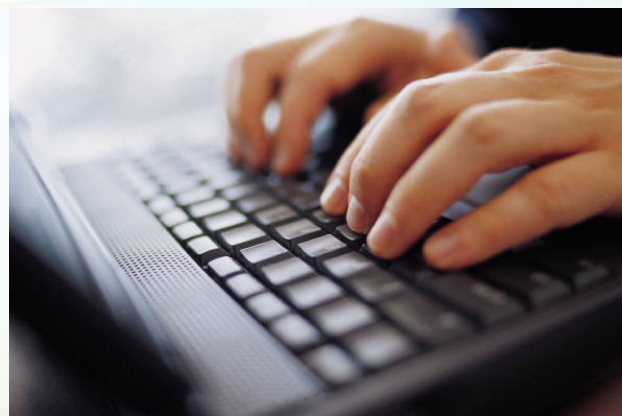
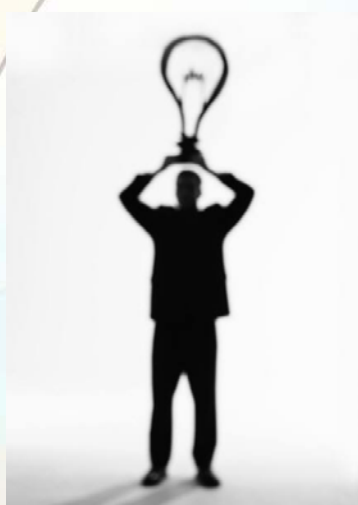
# Employee Productivity #1

- Completed Phase I of Performance Management initiative
  - Included the definition of performance measures, a methodology for gathering data in the new tool, and user training in all departments
- Overhauled County Intranet to support day-to-day functions, including deployment of collaboration software to enhance innovation and productivity across and within departments
- Implemented a system which allows the Finance Department to pay vendors through EFT (Electronic Funds Transfer)
  - All new vendors now required to enroll in EFT
- Automated various deferred compensation transactions in the Finance Department
  - Saving hours of data entry work
- Automated the process for departments to request seasonal & temporary employees

## Employee Productivity #2

- Replaced Public Safety's Scheduling system
  - Officers can now access work schedules & time balances via phone or Internet; will soon be used to fill vacant posts on a schedule by automatically calling off duty officers (based on a certain criteria)
- Completed a reporting project for Correction
  - Allows Correction to catch potential issues early and/or manage anticipated tasks more efficiently
- Completed a reporting project for Probation
  - Focused on alerting line Probation Officers and their Supervisors to upcoming or overdue case management tasks
- Installed, upgraded and replaced hundreds of PCs
- Provided classroom & computer-based training, help desk phone support and labs for assistance with special projects
- Developed a tool which allows Finance to determine the County's financial liability for outstanding leave balances according to various union rules

# New and On-Going Initiatives



# Public Health & Safety

## NEW

- Autism website to allow local service providers to post their information
- Inmate Electronic Health Record System
- Provision of motion computing tablets for use by Child Protective Services employees in the field
- Replacement of system used to manage the county's clinics
- Rewrite of Healthy Beginning system in DSS to improve service delivery to pregnant women and newborn children
- Support of reporting requirements for septic systems monitored by the NYC Department of Environmental Protection
- Digitization of all engineering records for the septic systems in Westchester for public access

# Public Health & Safety

## **NEW** (cont'd)

- Automated tool to help Youth Services determine the efficacy of their service providers
- Digital in-car video for Public Safety
- Special investigation support software for Correction
- Web Services for Data Exchange Activities in Probation
  - Allows data to be exchanged between systems in real time via the Web
  - NYS is mandating all future data exchanges occur via this method
- Caseload Routing & Case Notes Field System
- System for tracking the training efforts of Probation employees

# Public Health & Safety

## **NEW** (cont'd)

- System for tracking internal investigations in the Department of Correction
- System in support of data exchange activities in Correction (internal as well as with the State)
- Records Management system in Correction

# DOC & DCMH Data Exchange



Westchester gov.com

## DOC & DCMH DATA EXCHANGE

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TO ACK ADMIT
ADMITTED ACK LIST
SEARCH

JESSY JACOB IS SIGNED ON.
September-09-2008 03:46 PM
[LOG OUT](#)

Last Name: 
First Name:

Booking Dates: format:(mmdyyy)

From: 
To:

SEARCH

| JID        | LAST NAME  | FIRST NAME | DOB        | BOOK NO    | BOOK DATE  | ACK GROUP   |
|------------|------------|------------|------------|------------|------------|-------------|
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| 0000046985 | RAMOS      | MILTON     | 12/23/1967 | 2008006563 | 08/29/2008 |             |
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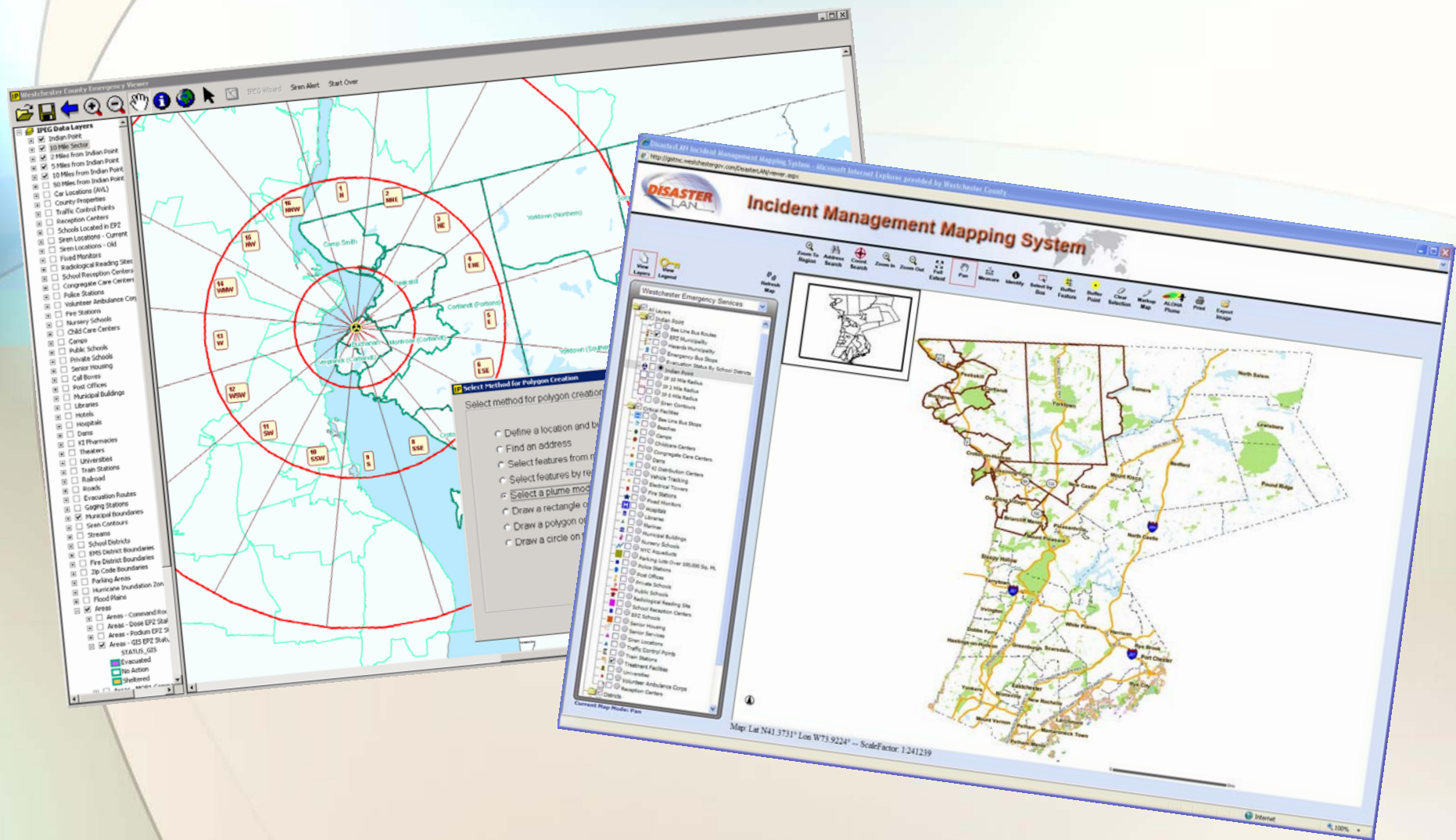
PRINT LIST

# Public Health & Safety

## ON-GOING

- Multipurpose GIS Viewer for Emergency Management
- Expansion of VoIP "Hot-Phone" Project to provide high-availability communications to additional facilities during emergency incidents
- System for handling Public Information Inquiries during emergencies
- Vehicle and Asset Tracking System Expansion (AVL)
- Electronic health information system and interfaces for the Correction Department's provision of medical services to inmates
- Helicopter Video Transmission System for Public Safety

# GIS IPEG Data Viewer for Indian Point & DisasterLAN System



# Public Health & Safety

## **ON-GOING** (cont'd)

- NYS Clinical Data Management System Coordination
- CAD & Records Management System Upgrade in Public Safety
- Shared Criminal Justice Data Warehouse Expansion
- Community Health Electronic Surveillance System (CHESS) Expansion
- Automation of Additional Field Inspection Activities
- Automation of Emergency Operations
- Electronic Fingerprint Capture & Submission
  - Expanded to include additional municipalities due to state mandate
- Juvenile Case Management System Expansion

# Automation of Emergency Operations

The screenshot displays a disaster management software interface with three main components:

- Incident Messages:** A text window on the left containing emergency instructions for an exercise. It states: "THIS IS AN EXERCISE. The Emergency Alert System has been activated to tell you there is a problem at the Indian Point Power Plant. A General Emergency has been declared. There HAS BEEN a release of radioactive materials. The County Executives of Westchester, Rockland, Orange and Putnam counties are directing people in the following Emergency Response Planning areas to evacuate now. Westchester County: Buchanan, Cortlandt, Croton-on-Hudson, Montrose, Peekskill, Verplank. If you have been directed to evacuate and have KI, potassium iodide, swallow one dose now. If you do not have KI, do not delay evacuating. If you are within 10 miles of Indian Point, stay tuned to this EAS station. For additional information call the Public Inquiry lines at 1-800-639-5149. In Westchester County call 1-914-995-1111. For a more detailed Press Release, click here: County Chief Executives Order Protective Actions. THIS IS AN EXERCISE."
- Plume #3 Map:** A central map showing a geographic area with a red circle indicating a plume. The map is overlaid with a grid and various colored regions.
- Call Center Report:** A table on the right titled "Calls By Priority" showing a pie chart and a list of incident reports. The pie chart shows: High (46.51%), Medium (37.21%), Low (4.65%), and None (11.63%). The table below lists individual calls with columns for Call #, Priority, Call Type, Call Kind, Status, Routed To, Time Modified, Specifics, and Action.

| Call # | Priority | Call Type | Call Kind                 | Status     | Routed To  | Time Modified       | Specifics   | Action     |
|--------|----------|-----------|---------------------------|------------|--|---------------------|---|------------|
| 2875   | Medium   | Report    | Other                     | In Process | AR-DES, BD-Public Safety   | 10/29/2008 15:16:48 | EQUIPMENT REQUEST County Emergency worker PMK is requesting TYVEK coveralls and cotton liner gloves, boot covers Please handle this request DES has provided as many Tyveck suits that were available.    | Print Open |
| 2855   | None     | Request   | Ambu Bags                 | Cancelled  | AR-DES, AR-DOT   | 10/29/2008 15:14:41 | DRILL Sample call   | Print Open |
| 2850   | Medium   | Report    | Transportation Disruption | In Process | AR-MTA, BD-Transportation  | 10/29/2008 15:14:22 | METRO NORTH CROTON Metro North has reported that a commuter train has broken down south of Croton Harmon. Passengers have been advised to remain on board. They are in the process of trying to...        | Print Open |
| 2860   | High     | Report    | Transportation Disruption | Completed  | Branch-Infrastructure Branch, Branch-Transportation Branch   | 10/29/2008 15:14:02 | TRAFFIC INCIDENT A car has struck a utility pole on Route 35 in Somers, causing the pole to fall across the westbound roadway. Lines have separated from the pole and they appear to be sparking. Call... | Print Open |
| 2871   | Medium   | Request   | Other                     | Pending    | AR-DES, AR-Finance, BD-Public Health, AR-NYSEMO  | 10/29/2008 15:12:45 | REQUEST FOR 240IC AT PMAC The PMAC has requested a new Ludlum 240IC to replace one that was damaged and not functioning. At this time all supply of these units has been exhausted.                       | Print Open |
| 2863   | Medium   | Report    | Other                     | Completed  | Branch-Human Needs & Services Branch   | 10/29/2008 15:12:13 | INFORMATION Numerous individuals on temporary assistance who have been evacuated have reported that they forgot their benefit cards and need to get them or secure other means to get their assistance.   | Print Open |
| 2853   | Medium   | Request   | Other                     | In Process | AR-DOH, AR-Hospitals, BD-Public Safety, EOC-Manager  | 10/29/2008 15:11:43 | The SRG has notified Hudson Valley Hospital to shelter in place until further notice. Hospital workers should be advised to take PL as available. General population including mobility impaired...       | Print Open |
| 2849   | Medium   | Request   | Other                     | Pending    | AR-ABC, AR-DCMBL, AR-DSPS, AR-DSS, AR-ONYM4, AR-Hospitals, AR-Sanitation Army, AR-VOAD, BD-Human Ne... | 10/29/2008 15:10:40 | Real Human Needs Request - we are receiving reports from area hospitals that staffing levels are low due to failure to report to work inability to report to work and staff members's reporting th...     | Print Open |
| 2836   | Medium   | Report    | Other                     | Completed  | BD-Public Safety, BD-Transportation  | 10/29/2008 15:09:55 | ADDITIONAL BUS REQUEST A school bus carrying children from the Crompond Elementary School in Yorktown has broken down on Route 35. An additional bus is required. School administrator is requesting...   | Print Open |
| 2834   | Medium   | Report    | Other                     | In Process | AR-DPS, BD-Public Safety, BD...  | 10/29/2008          | CROWD CONTROL A school administrator has  | Print Open |

# Public Health & Safety

## **ON-GOING** (cont'd)

- Family Court Case Management System Expansion
  - To provide additional functionality in support of identifying the whereabouts of deadbeat parents
- Expansion of the new service tracking and reporting system in Senior Services (SAMS)
- Health Clinic Patient Management
- Fire Records Management system
- Communication Center System Upgrade in Public Safety

# General Government Support

## NEW

- Shared Services initiative to augment local government services
- Fixed Route Bus Data Communications System in DOT
- Countywide database of properties with septic systems
- Route optimization for County fleet vehicles using GIS
- Countywide 2008 Oblique Photography Acquisition
- 2010 Census preparation and data exchange with U.S. Census Bureau
- System which allows employees to be paid for their business-related travel & meals through EFT (Electronic Funds Transfer)

# General Government Support

## **NEW** (cont'd)

- System which allows County-generated bail checks to be paid through EFT
- On-line timesheets directly integrated with the HR/Payroll system
- County Clerk Land Records Division Capital Project (for online submission of documents)
- County Clerk Legal Division Capital Project for updating legal databases, improving the cashiering and financial systems, and improving the online Public Viewer for public access
- Section 8 Scanning Project
  - The new scanning system will eliminate the need for storage of 4,200 files (252,000 pages) per year within the Section 8 office, freeing up much needed office space & increasing operational efficiencies

# General Government Support

## ON-GOING

- Internal Performance Management
- Automation of operations with the Data Center and Network to increase DoIT staff productivity and improve monitoring
- Countywide Performance Management Software Rollout
- GIS Countywide Data Development & Services
  - Including base map update, building address data, mapping for the County Airport & increased functionality on the County's website
- Fleet Management
- WESTARM Implementation
- Provision of County web information in different media (including voice recognition)
- Implementation of video conferencing technology

# General Government Support

## **ON-GOING** (cont'd)

- Contract Management System Enhancements
- Gasboy System Upgrades
- "Pride-in-Parks" Report Enhancements
- Expansion of SCADA system in DEF responsible for monitoring and reacting to changes in various plant processes
- Capital Project Submission System Expansion
- Virtual Archives Expansion
- Automated Software Distribution
- HR and Financial System Upgrades
- Conversion of system which tracks payments from retirees for their health benefits

# General Government Support

## **ON-GOING** (cont'd)

- E-training of County staff in support of continued learning and certification efforts
- Conversion of system which tracks civil service data for seasonal employees in the local municipalities
- Enhanced grant reporting within the Financial system
- Workflow/Imaging for Human Resources and Finance
- Review and update of County records retention/e-discovery policies, procedures and systems for compliance with new Federal, State and County statutes and regulations

# Economic Development

## NEW

- Global business website to connect local firms with international markets and to encourage increased investment in Westchester County
- CROS (County Real Estate One-Stop) project to integrate County property inventory and floor plans in support of County property management efforts
- GIS for Economic Development



## ON-GOING

- Westchester Telecom Network Expansion
- Global Videoconferencing

# Questions/Discussion