Westchester gov.com

John B. McCaffrey, Chief Information Officer

The mission of DoIT is to design, build, procure, implement, integrate 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, while maintaining a high priority on risk mitigation and cost avoidance and containment.

DoIT Organization

Graphic and Web Design
Multi-media
Digital Printing
Mail Delivery

Municipal Shared Services
Desktop Support
Contract Management
Hardware and Software
Procurement
Education Center
Help Desk
Asset Management

Design and Support Services

Office Technologies

JOHN B. MCCAFFREY
CIO

Archives and Records Center

Departmental Systems

Workflow
Admin Systems
GIS
Health and Human Services
Legal/
Physical Facilites

Records Storage
Retrievals Duplicate
Central Image Management
County Archives

Infrastructure

Municipal Shared Services
Desktop Support
Contract Management
Hardware and Software
Procurement
Education Center
Help Desk
Asset Management

Comprised of multi-teams Functions

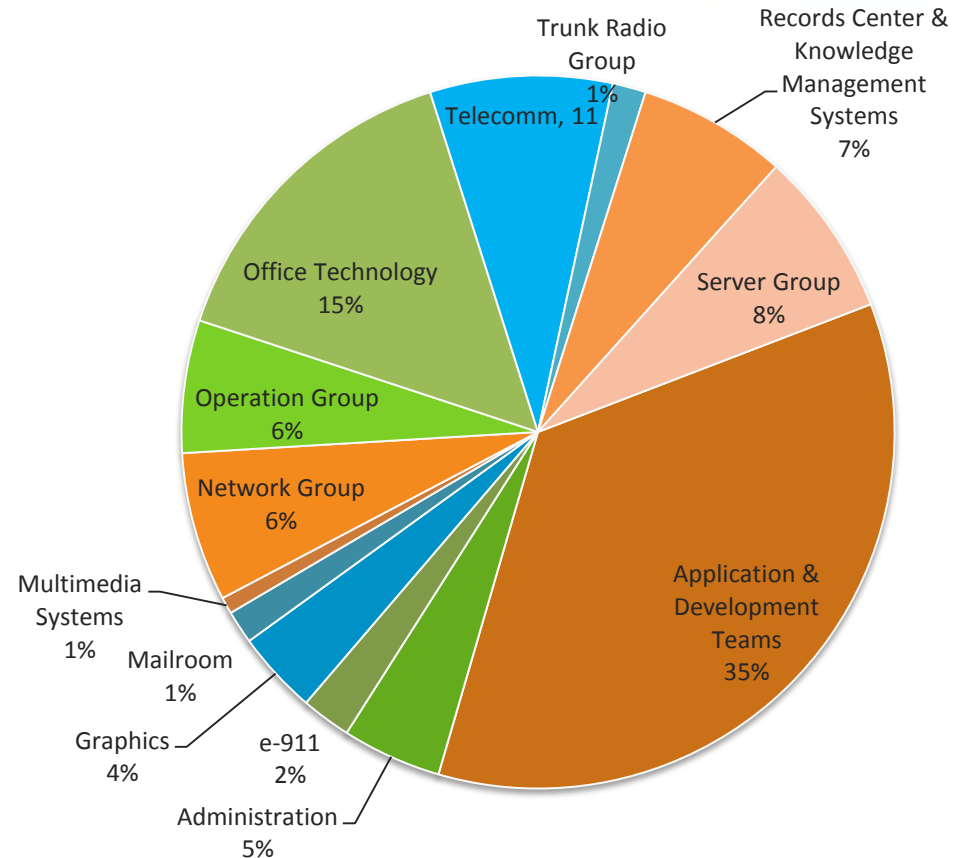# DoIT 2014 Staff Level & Allocation

- Application & Development: 46
- Administration: 7
- e-911:   3
- Graphics (Print & Web):   5
- Mailroom: 3
- Multimedia Systems: 1
- Network Group: 8
- Operation Group: 8
- Office Technology: 19
- Telecommunications: 11
- Trunk Radio Group: 2
- Records Center & Knowledge Management Systems: 10
- Server Group: 10

FTE TOTAL: **133**

Pie chart: Trunk Radio Group 1%, Records Center & Knowledge Management Systems 7%, Telecomm 11, Office Technology 15%, Server Group 8%, Operation Group 6%, Network Group 6%, Application & Development Teams 35%, Multimedia Systems 1%, Mailroom 1%, Graphics 4%, e-911 2%, Administration 5%

	2012 ACTUAL	2013 ESTIMATED	2014 PLANNED
Countywide Network Devices*	5,927	5,800	5,750
PCs in Network	4,892	4,750	4,700
Servers**	610	620	630
Data Storage (Total TB)	413	490	590
Primary Storage (TB)	191	220	270
Back-up Storage (TB)	132	180	230
GIS Aerial Photography (TB)	90	90	90
Network Volume Per Day (TB)	24	26	29
Phone Instruments	6,530	6,630	6,730
E-911 Calls Handled in County	542,690	550,000	556,000

* Includes all devices that connect to a county network port, including personal computers (desktops/laptops), printers, fax machines, multi-function devices, digital video recorders. Excludes WCC, EOC and WCHCC

** Includes virtual servers, a more cost-effective and energy-efficient alternative to traditional servers (20 virtual servers can be hosted on one physical machine).
TB = Terabyte = One Trillion Characters

DoIT Strategic Priorities

- Cyber Security
  - Including protection of sensitive data and network security
- Strategic App Development
  - To increase productivity, reduce costs, fulfill county and departmental goals
- Workforce Mobility
- Virtualization
  - Server, desktop/client, storage, applications
- Data Center Consolidation
- Shared Services
- E-Government
- Disaster Recovery

- Conducted a comprehensive inventory of infrastructure and associated licensing and maintenance costs.

- Reduced consulting costs through knowledge transfer.

- Deferred some hardware purchases and extended the life of IT equipment to reduce costs of upgrades and maintenance/support.

- Continued to improve infrastructure efficiency via server virtualization and consolidation.

- Renegotiated pricing and took advantage of multi-year discounts where possible.

- Transferred appropriate expenses from Operating to Capital Budget.

Impact of Maintaining a Lean Organization

- DoIT continues to focus on **core** mission while maintaining award-winning service delivery.
- Continued collaboration with county departments to ensure close alignment of goals & priorities.
- Leverage existing resources in creative ways.
  - Elimination of duplication and duplicative tools
  - Centralized service delivery model
- Continued optimization of existing systems; development of new systems that generate immediate efficiency gains.
- Increased focus on identifying common needs among departments in order to deliver solutions more efficiently.

2013 Highlighted Accomplishments

Notable Awards

- **Named one of the "Top 10 Digital Counties" (6th) in the United States for 2013 by the Center for Digital Government and National Association of Counties (NACo).**
  - 2nd highest ranking in county's history.
- **2013 Best of New York Award - Best In-House Developed Application (Center for Digital Government)**
  - For "PREP," the e-recording system that increases efficiency in the County Clerk's Office by reducing the amount of time it takes to approve and record land documents.
  - Westchester County was the first county in New York State to accept e-filed land documents.

Maintaining a Secure & Efficient Infrastructure

- Westchester County employed additional **best practices related to data, network & application security**, including:
  - Held first-ever training session in collaboration with Symantec on secure application development for *all* DoIT application developers.
  - Initiated implemented of new notification tools to increase countywide data and network security.
  - Upgraded Check Point Firewalls to support mobile access for simple, safe, and secure remote connectivity.
  - Tested county web applications for security vulnerabilities & performed a self-assessment process necessary to certify that relevant county applications are Payment Card Industry (PCI) compliant.
  - Revised policies and procedures regarding the protection of personally identifiable information (PII) and Data Loss Prevention (DLP).
- Continued to **virtualize & consolidate server infrastructure**.
  - Currently have **466** virtual servers hosted on 20 physical servers, meaning 466 servers or 34 additional racks did not have to be purchased, powered & managed.
  - Deployed 3 new Oracle RAC clusters and upgraded 3 existing clusters that allowed DoIT to consolidate about 80% of Oracle databases.

First-ever training session in collaboration with Symantec on secure application development for all DoIT application developers and managers.

Physical Servers

Virtualization

Virtual Host

Virtual Guests
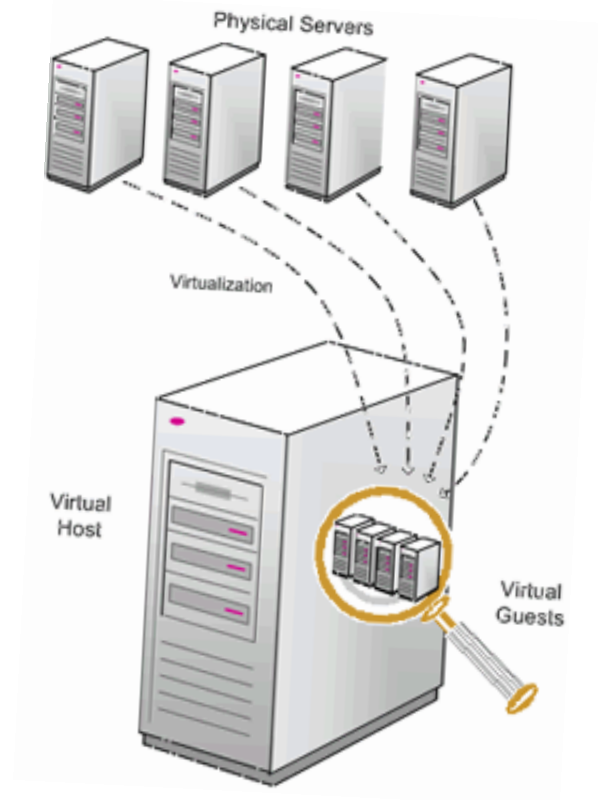
DoIT continues to virtualize and consolidate its server infrastructure to save money and increase operational efficiency.

Health & Human Services

- Expanded **REACH Westchester**

  – An award-winning application that transformed the time-consuming paper process used to recertify the eligibility of people applying for Temporary Assistance into an automated system that collects more information and ultimately provides better customer service.

- Upgraded the **Rental Security Deposits Tracking System**

  – Used by Department of Social Services to track security deposits to landlords to prevent evictions and homelessness.

- Upgraded **SAMS**, the service management system used by both Senior Services case managers as well as community providers to track service delivery involving multiple providers, care planning, program participation and outcome measurements.

- Enhanced **the Provider Performance system** in Youth Bureau.

  – Program participants can now use a bulletin board component to collaborate on program-related issues across the provider network.

Save time
by filing **online**

Many Temporary Assistance customers are able to **complete their recertification application online** using Reach Westchester. Just go to one of the user-friendly kiosks in your local district office and follow the step-by-step instructions.

The new process is
easier and more
convenient.

REACH
WESTCHESTER
...making it easier for you

How will this benefit you?

- Improved customer service, saving time and providing faster service
- A user-friendly computer system with touch screens means easier customer use
- Safe, secure and convenient online access
- No waiting. Simply check in, log on, complete an electronic application and drop off documents
- Faster processing time
- Online application in both English and Spanish

What's next?

This online recertification system will be expanded to other programs such as Temporary Assistance to families with children and Medicaid.

For some programs the system will eventually allow access from any computer -- at home, the local library or a community agency.

Soon you will be able to recertify within a specified period when its most convenient for you.

For more information, contact
Miguel Velazquez at (914) 995-5424 or email to mav7@westchestergov.com.

Westchester County Department of Social Services
Kevin M. McGuire, *Commissioner*
112 East Post Rd., 5th Fl
White Plains NY 10601

RECERTIFYING FOR TEMPORARY ASSISTANCE:
## It Just Got Easier

Westchester
gov.com

Robert P. Astorino
Westchester County Executive

Public Safety

- Enhanced the **Civil Applicant Processing (CAPS) Application** to allow the processing of Custody and Adoption Applicant Fingerprint checks that are sent to NYS.

- Developed an **interface** that allows accident report data to be electronically forwarded to CarFax daily.

- Supported Correct Care Solutions (CCS), the vendor providing inmate medical services at the County Jail, with implementation of their **Electronic Medical Records Application (EMRA).**

- Enhanced the **Training Tracking Application** in the Department of Probation to include a distributed workflow, freeing up administration staff.

- Developed an application for the Department of Emergency Services that **tracks information pertaining to regional interoperable shared radio resources.**

- Replaced an asset management application in the Department of Correction with a **new application that tracks critical inventory** and assists in the management of assets (reordering, distribution, etc.).

- Upgraded the various **emergency management applications** used by the Department of Emergency Services.

Westchester Incident Management System
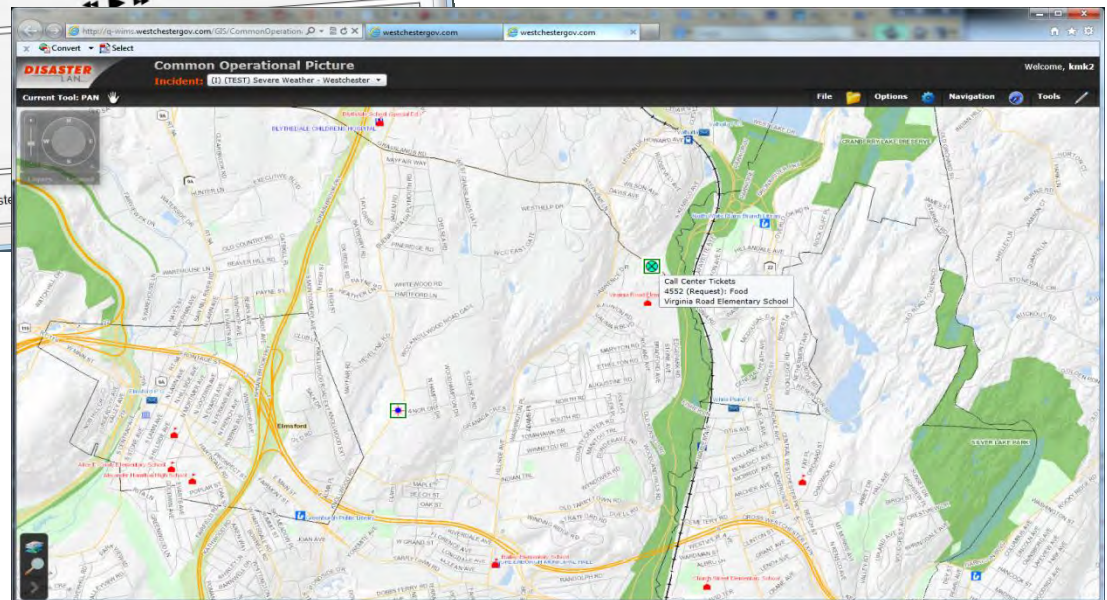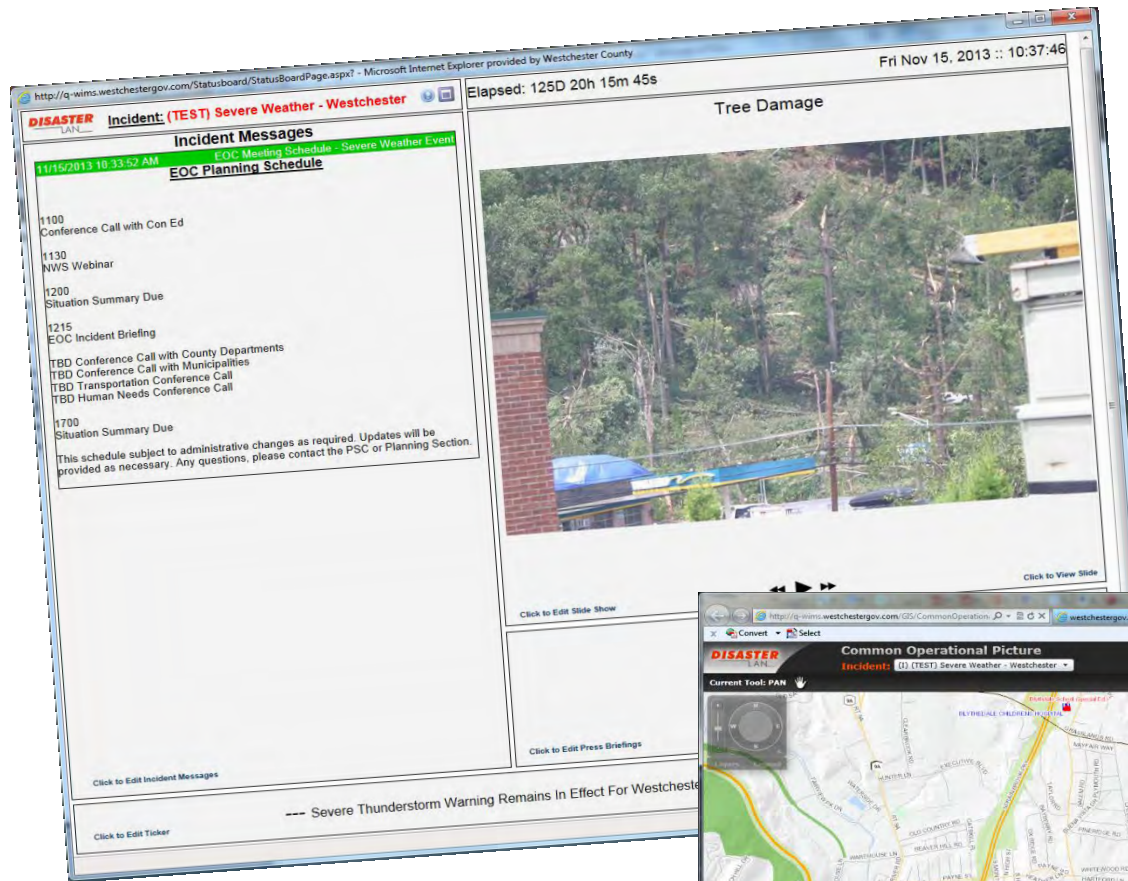
Web Team & Westchestergov.com

- Increased Westchestergov.com traffic

  - **1,310,223** hits/month (2013) vs. 1,126,456 hits/month (2012)

- Major upgrade of the Office of Film and Tourism's website, including development of interactive applications.

- Developed the Internship Connex Website for the Westchester-Putnam One Stop Employment Office.

- Released updated web application standards to promote greater consistency and security.

- Upgraded open source content management software (Joomla) for all departments, with enhanced security.

- Completed a web-based application to allow Public Safety officers and employees to directly enter their overtime requests.

Geographic Information Systems (GIS)

- Updated the **county's digital photogrammetric basemap,** including high resolution aerial imagery and planimetric datasets that were last updated in 2004.

- Continued to assist local municipalities in **building geospatial programs** which benefit both County and municipal business functions.

- Implemented an upgraded **Historic Aerial Photo Viewer** for the Planning Department for photos ranging from 1925 to 1995.

- Integrated **critical public water supply system data** into the County's GIS mapping and viewing environments at the EOC.

- **Mapped the licensed contractors** registered with the County's Department of Consumer Protection.

- **Updated the County's street centerline file** used by the Department of Emergency Services for emergency fire and medical dispatching.

Westchester County Basemap Update: Old vs. New

2004

2013

Municipal Shared Services

- Wide Area Network (WAN) Management
  - Manages 143 municipal sites (police, fire, schools, hospitals)
- Over 100 organizations benefitting from Westchester Lightpath Contract
- Domain Name Services (DNS)
- E-mail Hosting
- Blackberry services
- Digital Print & Graphic Design Services
- Geographic Information Systems (GIS)
- Office Productivity Training

Complete list of DoIT shared services: www.westchestergov.com/it

Archives & Records Center

- Awarded **New York State Archives' Records Management Improvement Fund Grant** for $28,550

  - To digitally image and then create microfilm of 62,500 marriage licenses/certificates held by the Archives for the years 1908-1914 and 1926-1936 (one of the Archives' most popular collections).

- Archives staff completed the **preservation scanning of 1,200 historically significant maps** for the Department of Public Works that document the County's property acquisition and holdings for County parks and parkways.

- **Automated chargeback processing** at the Records Center through a custom-built application.

Radio Group

- Deployed the **Radio-Site-on-Wheels** during the July 3rd fireworks display at Kensico Dam.

- Specified and worked with DES to procure a **rapidly deployable trailer-mounted 100 foot radio tower** using grant funding.

- Specified and developed a preliminary implementation plan for a **microwave system** to provide backup links to twelve critical county radio sites that currently rely on above-ground wireline connections.

- Specified a system to enable countywide communication on **700 MHz ("7TAC") nationwide public safety interoperability channels,** and developed a preliminary budget and implementation plan.

County Clerk's Office/Workflow

- Implemented additional **document management/workflow solutions** to save resources and money.

  - For example, streamlined the process for capturing data submitted to the County Clerk's Office through the New York State Court Electronic Filing system (NYSCEF).

- Expanded **scanning capabilities** in the Family Court Bureau of the Law Department to include additional document types that are included in current case records.

  - reduced costs in document printing, scanning, mailing, and retention.

- Enhanced the **Pistol Permits Licensing Application** in the County Clerk's Office in response to a new law that allows license holders to request a public record exemption.

- Enhanced the award-winning **Property Records Electronic Portal ("PREP")** to include additional functionality.

Finance & Human Resources

- Completed a major upgrade of the CGI/AMS Financial, Human Resources and Budget systems.

  - Now on a more cost-effective platform, the upgraded systems have more modern user screens, navigational features and additional functionality.

- Created a new electronic form and automated workflow in Human Resources for the review of vacant exempt class positions.

- Created a system to track information regarding employee tuition reimbursement.

  - In addition to tracking employee requests, HR can indicate whether the request was approved or denied.

  - Also calculates the amount each employee will be paid and automatically creates the payment transaction and any necessary letters.

Environmental Facilities

- Developed a **mobile responsive web application** to be used by the Departments of Environmental Facilities and Health to post notices about any sewage pollution incidents and the potential public health threat.

    – In response to the Sewage Pollution Right to Know Act (SPRTK)

- Replaced the **system used in DEF to weigh trucks** as they enter and leave all DEF Solid Waste Transfer Stations.

- Completed the addition of four modules to the **Solid Waste Management System**.

    – Including the ability to track violations that result from inspections at the transfer stations and the resulting fines and payments.

Telecommunications & Outbound Calling

- Coordinated with Health & Human Services in the design, configuration and implementation of **Phase II of the Department of Social Services REACH Case Management Information Center (CMIC) Contact Center**.

  - Provides talking responses in both English and Spanish.

- Managed implementation of Department of Transportation **BeeLine Contact Center**.

  - Provides information on bus schedules and other various services.

- Managed implementation of **new call processing "trees"** for the Benefits office in the Department of Finance and for Tibbetts Brook Park.

- Provides relevant information about benefits & parks services.

- **Outbound Calling System** continued to provide information to residents on a number of topics, including passport processing/renewals.

  - County Clerk's Office has processed over 5,000 passports out of their mobile office since beginning the calls.

New & Ongoing DoIT Initiatives (Highlights)

New/Ongoing Projects (General Gov't Support)

- **Desktop Virtualization** – to be piloted in DoIT Training Center.

- **Microsoft Windows 7 Upgrade**

- PC replacement & deployment of **additional mobile devices** to support workforce mobility and various field-based applications.

- Working with Symantec to establish a **common security platform** for the county including the implementation of new security policies, products, services. This will reduce operational and capital expenses moving forward.

- Participation in the **Contract Reform Working Group (CRWG).** Software systems are in development to support these improvements.

- **Upgrade to WebSphere 7**, a more secure and versatile platform to support over 100 county web-based applications.

New/Ongoing Projects (General Gov't Support)

- **Making W2s available to employees on-line** to provide easier access and reduce work in payroll.

- Upgrade of the County network to support the deployment of **additional wireless services**.

- **New web portal for remote access** to applications and network resources that establishes a single platform for all users.

- Support Social Services in the development and implementation of a **Case Management Information Center (CMIC)**.

- **Upgrade to email servers** used by the county and hosted municipalities.

- **Continue to expand security-related policies** and implement additional forms of security awareness training.

New/Ongoing Projects (Public Health & Safety)

- Development of a system in the Department of Correction that allows **online deposits to County Jail inmate accounts** via credit card.

- Assisting the Department of Public Safety with implementation of a **new system (interface) that allows Jewelry and Pawn Shops to electronically record items** acquired directly into Public Safety's RMS.

- **Automation of the driver, vehicle and base license renewal processes** in Public Safety's Taxi & Limousine Commission (TLC) in order to streamline the existing workflows and save staff time.

- **Replacement of the Criminal Court Offender Management System** used by the Department of Probation to manage all information pertaining to adult Criminal Court Cases.

- **Implementation of a new Computer Assisted Dispatch (CAD) system** for the Department of Public Safety.

- **Replacement of Public Safety's Crime and Analysis Intel website** used by all police agencies in Westchester to exchange critical information.

New/Ongoing Projects (Public Health & Safety)

- Development of the **Crisis Prevention and Response Team (CPRT) application** for the Department of Community Mental Health for the management of client level data for analysis and reporting.

- **Replacement of Health Department system** (M&M HealthNet) used to manage their clinics, perform billing and generate operational, managerial and state reports.

- Collaboration with Community Mental Health (DCMH) on the **development of a stand-alone system for the SPOA (Single Point of Access) application**. The application will be a web-based system for providers to enroll high-need adults who may be eligible for housing and case management services.

- **Ongoing enhancements and upgrades** to critical public health & safety systems.

- Continued **automation of all environmental field inspection activities**.

Budget Summary & Changes

2014 Budget Summary

- DoIT's 2014 proposed Budget totals **$35,286,938** in expenses and **$41,755,647** in revenues.*

- Compared to 2013, IT revenues decreased **$155,520** with a concomitant increase of **$421,941** for expenses.

- DoIT charges are allocated to County departments.

- Decreased inter-departmental charge backs by **$1,088,924**.
  - These savings were passed along to all County departments.

*Fringe expense posted in miscellaneous budget; accounts for expense/revenue difference

DoIT 2014 Core Budget as % of Total County Budget

■ DoIT   ■ Other County Spending

1.8%

98.2%
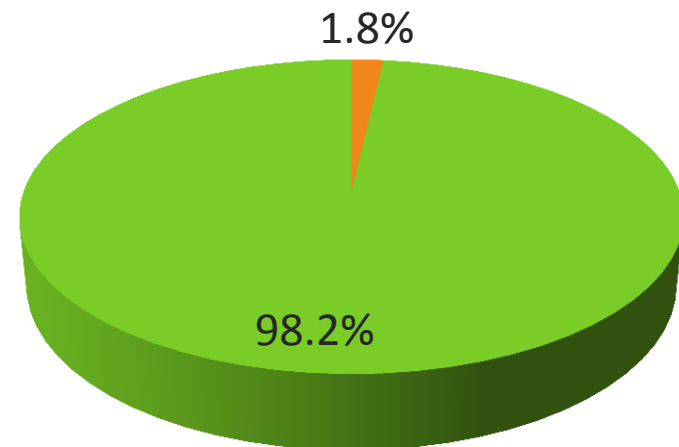
2013 Adopted vs. 2014 Proposed Budget

	2013 Adopted	2014 Proposed	Difference
IT Total Expenses	$34,864,997	**$35,286,938**	**421,941**
Core	$31,102,201	$30,606,994	($495,207)
E911	$2,174,548	$3,019,751	845,203
Wireless	$1,588,248	$1,660,193	71,945
IT Total Revenue	$41,911,167	**$41,755,647**	**($155,520)**
Core	$38,257,919	$37,075,703	($1,182,216)
E-911	$2,065,000	$3,019,751	954,751
Wireless	$1,588,248	$1,660,193	71,945
IT Tax Levy	**($7,046,170)**	**($6,468,709)**	**$577,461**
Core	($7,155,718)	($6,468,709)	687,009
E911	$109,548	0	(109,548)
Wireless	0	0	0

Proposed Budget Changes

- Total Personal Services increased by **$33,230**

  - Does not include Fringe expenses in Miscellaneous Budget.

- Materials and Supplies increase by **$2,779**

- Equipment Service and Rental decrease by **$215,067**

  - Primarily due to negotiating savings and multi-year deals with vendors.
  - Extended life of IT hardware and reduced support contracts.

- Communications increase by **$831,224**

  - Primarily due to the upgrades of E911 Equipment.

- Repairs and Maintenance increase by **$164,660**

  - Primarily due to the Rehabilitation of the Radio Sites

- Debt Service

  - Bond principal increase by **$73,562** & interest decrease by **$35,237**

Questions/Discussion

It's a fact...

Fact, fact: DoIT provides support to Westchester County departments and employees - providing what we call "workforce foundations" - so that all residents of Westchester receive the best in programming and service state-wide, nation-wide. We DoIT.
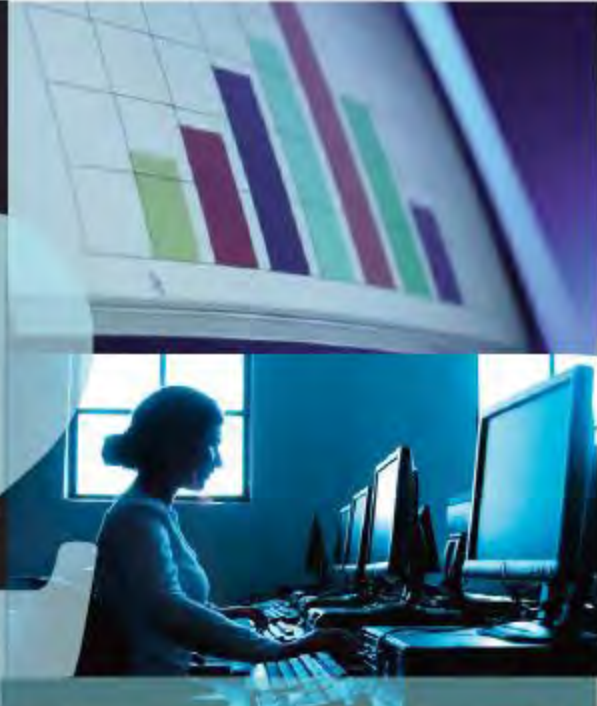
Fact:
Everyone saves with shared services.

Fact:
DoIT offers more than a dozen, from digital printing and network services to GIS and emergency support.

Fact:
Westchester non-profits need computers to get up and running.

Fact:
DoIT's Westchester Access program makes old computers new again.

Fact:
Boxes of paper take up valuable space.

Fact:
DoIT shredded and recycled 180 tons of it in the past five years.

Fact:
DoIT is more than just computers.

Fact:
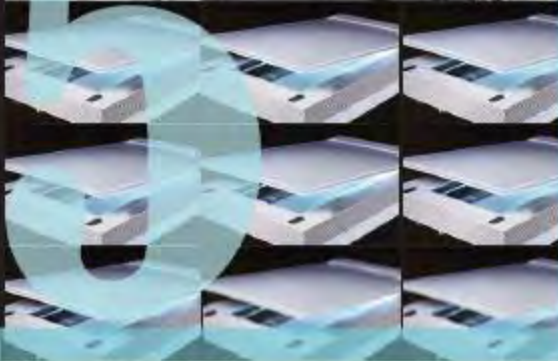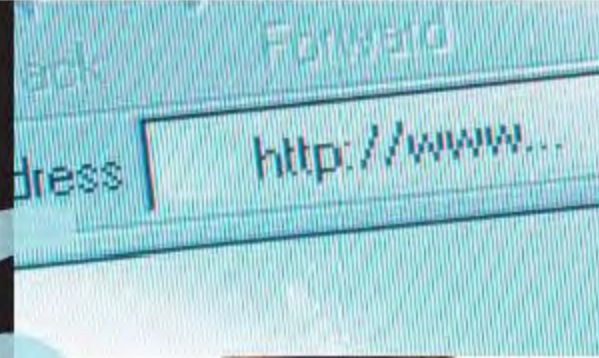It's what fuels efficiency and makes information accessible.

1 2 3 4

Fact:
Scanning your old photos is one thing.

Fact:
Scanning over 10 million pages of permanent records is another (DoIT) thing.

5

Fact:
There's an application for everything.

Fact:
DoIT supports over 600 of them.

6

http://www...

Fact:
There are 3,141 counties in the United States.

Fact:
Westchester ranked Top 10 (for IT) eight years.

7

Westchester County, New York

Fact:
Hurricanes Irene and Sandy hit Westchester hard.

Fact:
DoIT provided 24x7 support before, during and after the storm.

8

Fact:
Finding affordable housing can be tough.

Fact:
The Homeseeker Web Tool makes it (a lot) easier.

9

Fact:
Government websites can be boring.

Fact:
Westchestergov.com averaged over 1 million vistors/month in 2013.

10

Fact:
Recertifying Temporary Assistance customers used to take piles of paper (and time).

Fact:
REACH Westchester automated every step-and won awards along the way.

11

REACH WESTCHESTER
...making it easier for you

Fact:
Graphics had a great idea on paper. And then developed it for 400,000 residents in Westchester.

Fact:
Graphics made it a great idea on the (web) page, too.

12

WESTCHESTER