

IOT DOR System Administration Team - 2020

Who We Are:

A 3-member team that manages, maintains, and provides dedicated frontline support for the operational infrastructure of DOR.

Our Mission:

To provide cost effective, secure, consistent, reliable enterprise technology services to its partner agency so they can better serve Hoosier taxpayers.

Located: IGCN – 5th Floor

Department: 493037

Manager: Aaron Corbett

What We Do:

- Provide dedicated server hardware and operating system administration
- Provide performance and availability monitoring of DOR servers
- Providing capacity planning for DOR servers
- Facilitate data backup planning and assistance for DOR servers
- Work with IOT VMware and Data Center Management Teams to facilitate disaster recovery planning and assistance
- Facilitate network and infrastructure troubleshooting and problem resolution with IOT network team
- Work with IOT and DOR Security Teams to facilitate security administration for infrastructure, systems, and services
- Address DOR hardware and software inventory and procurement needs
- Participate in DOR team meetings
- Assist in DOR projects and project coordination with IOT
- Prepare plans for DOR's IT infrastructure, systems and security
- Participate in audits, reviews and security assessments/tests, provide info. and assistance to IOT's CoE Team
- Review with and assist with change requests that DOR submits under Change Management

Our Products:

1221 Dedicated DOR Support

Our Tools:

Active Dir: Authenticates and authorizes all users and computers in the Windows domain.

Archer: Policy management software provides a single point for creating policies, standards, and controls and mapping them to objectives, regulations, industry guidelines, and best practices.

F5: Load balanced proxies combines high-speed load balancing and content switching, data compression, content caching, SSL acceleration, network optimization, application visibility and application security on a single platform.

PowerShell: Task automation and configuration management framework.

SCCM: Server configuration and management.

SCOM: System Center Operations Manager provides alerts and performance metrics.

Secret Server: Password management.

VFire: Ticket Management and SLA Measurement.

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Server and Storage Availability: 99.9% + G; 96.9%+ Y; <96.9% R

Our Customers: Dept of Revenue. This division annually processes \$21 billion of tax revenue.

Our Budget: \$350K

Major Accomplishments: New department for 2020

Current Projects:

NextDOR – Tax Modernization Project

Single Source Imaging Vendor Project

Azure Monitor Cloud Based Log Management Fractional Architecture POC

DOR Certificate renewal self-service

Migrate remaining DOR servers from 2008