

IOT FSSA-DFR Eligibility Team - 2020

Who We Are:

A 10-member team that supports and maintains the statewide server hosting and desktop support for the Family and Social Services Administration's Division of Family Resources. Four System Administrators are dedicated to FSSA/DFR for server operations, and six desktop field techs support both DFR and other agency offices statewide.

Our Mission:

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

Located:

Four System administrators in IGCN – 5th Floor.

Six Desktop field techs located in Lake Co., Allen Co, Clark Co., Vanderburgh Co. and Marion Co.

Department:

493028

Manager:

Lois Remick

What We Do:

Maintain and support server hosting on 580 servers and desktops statewide. Provide technical resolution to maintain consistent up time for operational readiness. Coordinate and with moves/adds/changes for 120 local DFR offices and 10 large call centers. Coordinate and provide onsite support for disconnects and reconnects of IT equipment. Maintain and support technical issues on both server and desktops to meet our SLO. The team provides system administrative support for co-partners with application requests pertaining to the file servers, and desktops. The team acts as IOT liaison for DFR with all IOT groups to assist with technical requests or questions they may have. We follow IOT policy and procedures when working within the FSSA DFR infrastructure.

Our Products:

1145

Dedicated FSSA Support

Our Tools:

ABLogfile	Live log reader	AD Domains and Trusts	AD Tool
AD Users & computers	AD Tool	ADSI edit	AD / LDAP Tool
AngryIPScanner	IP Scanner	ASPRunner	Using Trail version
AutoIT	Scripting tool	Cerberus\BitVise	SFTP Mgt
Computer Mgt	Server Tool	DHCP	DHCP Tool
DNS	DNS Tool	Group Policy Mgmt.	Group Policy Tool
Group Policy	AD Tool	Ldp.exe	LDAP Tool
Thyotic PAM Secret Server	Security Tool	VFire	Ticket Mgt
WinScp	SFTP Mgt	Qm.exe	SFTP tester
Office Products	Word Excel PowerPoint	VSphere	VM tool
Royal TS	RDP manager		
Wire Shark	Network tool		
Notepad, Notepad++	View/Edit text files, scripts, etc.		
WebEx	Online meeting hosting		
PowerShell	Running scripts, remote tasks		
Putty	SSH tool		
RoboCopy	File copy utility		
SCOM Console	Alerting		
SnagIt	Screen capture/editing for docs		
TreeSize Pro	Server file admin.		
Visio Pro	Environment drawings		

Our Metrics:

Server and Storage Availability 99.9%+ G; 96.9%+ Y; <96.9% R Mon-Fri 6am-6pm excluding state holidays.

Major Accomplishments:

- Automate a report that identifies all DFR servers' monthly MicroSoft critical security patching status. (Successful or incomplete).
- Install and implement PAM (Privilege Access Manager) Secret Server for security purposes.
- Assist with DFR and co-partner on an off-site Disaster Recovery Office should a disaster happens in Marion IN.
- Decommission CES/IEM Domain.
- Automate a billing report for the agency showing total amounts for server hosting and associated codes.

Current Projects:

- Migrate DFR servers from 2008 to 2012 or 2016.
- Assist with Security documents MARS-E to assist with necessary audit requirements.
- Document, coordinate DFR office moves/add/changes for office relocations statewide.
- Assist with DFR PC refresh.
- Assist with DFR Ricoh multi-functional printer refresh.
- Assist with implementation for IEDSS Pilot/Wave 1/Wave 2/Wave 3/Wave 4 Go Live.

Our Customers:

FSSA's Division of Family Resources (DFR). This division houses data for more than 1.4 million eligible recipients of assistance and 1.5 times that number of applications per year. DFR is an \$8 billion agency that provides benefit assistance under such programs as Medicaid/SNAP/TANF, HIP 2 and the Affordable Care Act. The division has partners (RCR, IEDSS, ICES, Xerox, Rescare, and Netfor) that help support applications, call centers, training initiatives and tier 1 help desk calls.

Our Budget:

The FSSA budget pays for four System Administrators. The IOT Seat budget pays for six desktop field technicians.

Recent Major Accomplishments:

- Assist with IEDSS RCR re-write of Phase 1 SNAP benefit portal.
- IVR phone system upgrade and 911 phone line in every office.
- 13 VoIP physical phone conversion to standardized USB headsets (2345) statewide.
- LMS application software upgrade on new 2008 servers.
- IEDSS CDMS worker portal
- Cognos Mobile / Netscaler
- Implement new environment for SOIESB BizTalk.
- Server 2003 – 2008 Upgrade and decommission.
- Implement Netscaler load balance connections between ICES/IEDSS/Biz Talk.
- Implement Ikon Ricoh Scan Server to help with volume load.
- Assisted with PC refresh group.
- Assist with Exadata PDZ, PAZ, rules for co-partners in the protected data zone.

Current Projects:

- IEDSS Phase 2 VM Farm
- Capacity planning for IEDSS training
- CDMS (Document Management) for RCR Systems, design, new hardware
- Design and update Visio drawings for environmental changes on the state network.
- MRT
- Security – AU-02 Event subscription
- SCOM
- RCR – IEM Server Move