IOT Server Administration - 2020

Who We Are:

We are a large multi department team that manages statewide server operational infrastructure.

Our Mission:

To Provide Secure, reliable and integrated technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Brandon Waite

What We Do:

Windows Administration

The Windows team supports approximately 1,000 physical servers and approximately 3,800 virtual servers with multiple petabytes of storage and backups.   This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Unix Administration

The Unix Team supports approximately 800 Linux, UNIX and AIX servers. This includes providing the core resources (Rackspace, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Operational Security

The Operational Security Team manages more than 15,000 certificates and 2000 URLs on the States Proxy. The team also works with the security team to figure out operationally how to resolve configuration on servers to meet compliance requirements. They are also responsible for windows patching, Geo-blocking and IP intelligence on the Proxy.

Solutions Delivery Team

The Solutions Delivery Team is a dedicated support team that helps agencies on new server application installs and projects from start to finish. This provides the same technical team that you can reach out to anytime for your application install project. They assist with being that point of contact for all questions and will engage other IOT team's when needed. The Solutions Delivery team works closely with the projects that come from the IOT Project Success Center.

Our Products:

1050	Physical Server Hosting
1195	Server Management

Our Tools:

VFire   Ticket Management and SLA Measurement

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, comprehensive platform.

SCOM   System Center Operations Manager provides alerts and performance metrics.

SCCM for Server configuration and management

Secret Server for Password management

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:
Executive Branch, Judicial Branch and Secretary of State.

Our Budget:
$5.5 million

Our Growth:

Increased servers in the protected zone. Doubled team size to help with agency projects and increased ticket count.

Recent Major Accomplishments:
Over more that 100 agency applications deployed last year
Improved protected zone standards and process
Improved Automated servers configuration process
Self service Geo-blocking and IP intelligence portal
Worked to lower the risk score for the State on all servers