

# Technology Plan

## Clermont County Board of DD

Calendar Year 2017

### Mission and Goals

The mission of the Information Technology (IT) Department of the Clermont County Board of DD (CCDD) is to enable, support and help our customers (the CCDD staff) make the most of information and technology so they can be the best at their jobs and deliver the CCDD mission. Annually input for technology needs and trends are collecting from stakeholders and committees on an ongoing basis. This input is analyzed and used to develop the technology plan.

### 2017 Goals

The goals of the IT Department are closely tied to the goals of the agency. The following goals have been defined for calendar year 2017:

Maintain or enhance the computing infrastructure that supports the technological needs of the CCDD.

Maintain or enhance system components.

- i. Install 3 Layer 3 switches to start development of V-Lan.
- ii. Resolve secondary backup issues offsite.
- iii. Move from T-1 line connecting Data between locations to Time Warner WiMax to increase data speed. (Goal from 2016 Still waiting for technology to reach our location).
- iv. Look into pricing new Gigabit WiFi access points to increase coverage at Wildey.
- v. Add Habilitation Technicians to Gatekeeper Database.
- vi. Divide WiFi into agency and visitor connections.
- vii. Install new phone system.
- viii. Implement new Employment module for Gatekeeper.

### Services

The Information Technology department of the Clermont County Board of DD provides the following services to approximately 120 technology users:

- Managing and maintaining the computing infrastructure
  - Includes servers, networking and connectivity, etc.
  - Includes monitoring for problems, malware/viruses, responsiveness, etc.
- Email service and support
- Telephone service and support
- Website

### Operations and Administration

Network/Server operations are maintained by the technology officer. We have two outside agencies that have familiarity with our systems and backup in case of emergency or if technology officer is not available.

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### Connectivity and Security

Information Technology provides local area network connectivity to CCDD staff at 3 sites. IT also provides remote access to mobile workers.

Clermont DD supports a user indicated Encryption system for sending E-mail using Barracuda encryption.

All E-mail is archived via Sherpa Backup software.

Each staff member is provided their own userid and password to access the network. Their access rights to network resources as well as software applications are based on their job responsibilities. Requests to changes staff access rights must be submitted by a supervisor or director.

Email can be accessed remotely via an Internet connection using password-protected Outlook Web Access.

Agency policy dictates that userid's and passwords are for their individual use and are not to be shared with anyone.

Internet connectivity is currently provided by Time Warner. We use standard firewall protection to protect against threats. All computers and servers have anti-virus protection.

### Hardware

Hardware is maintained on an established schedule to reduce the possibility of hardware failures from interrupting board activities. Computers for staff are changed on a 3-7 year rotation depending on user processing requirements. The agency also supports Apple iPads for adaptive technology and iPhones for Help me Grow staff.

### Software

The board has an established set of software that is utilized by staff based on their access rights.

Standard software includes:

- MS Office 2010/2013 (Word, Excel, PowerPoint, etc.)
- Infallible Financial Software
- Gatekeeper – manages information on individuals we serve including waiver billing.

Access to software applications is granted based on a staff member's job responsibilities. Access rights are also fine tuned within the enterprise applications to ensure that staff only have access to data and functions that their role is authorized to have.

### Backup and Recovery Policies

The IT department regularly conducts backups on all production systems. There are also recovery policies in place should a failure take place. Currently all backups are saved on a 4TB NAS system. We are in the process of adding a second NAS system at another building for remote backups. We tested User file recover earlier this year and test other server recovery each year.

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### **Virus Protection**

The agency utilizes industry standard software to provide virus protection to servers and staff PCs. Trend Micro Antivirus or Microsoft Security software is installed and regular updates.