

Present to
The St. Charles Parish Council

Anthony Ayo
Executive Director of Technology and Communications

January 9th, 2017• www.stcharleparish-la.gov

Technology Staff

Name	Title
Anthony Ayo	Executive Director
Erik Dufrene	Computer Systems Supervisor
Kimberly Cheramie	Information Systems Specialist
Able Dufrene	Multimedia/GIS Technician

2016 Needs Assessment

- Phone/Network Outages
- Need for a Trouble Ticket System
- Network Security Focus
- Take ownership from vendors/contractors



Network Issue Action Items

- External Network Assessment
- Identifying lack of QoS (Quality of Service) for voice/data
- Obsolescence of old network technology
- Identify need for new infrastructure
 - Up to date
 - Cohesive
 - Helps with our network security



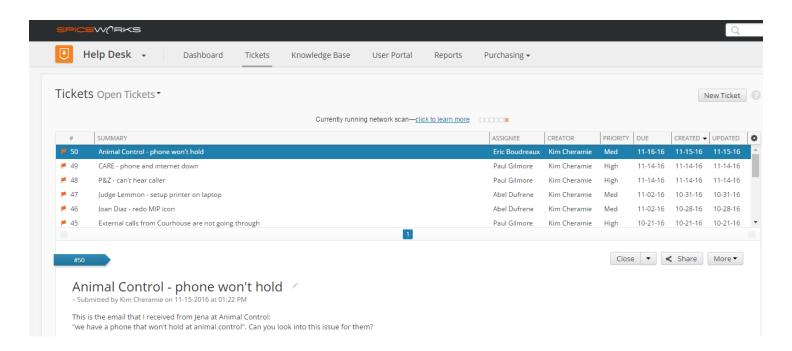
Trouble Ticket System

- Small IT shop
- Many Trouble Tickets
- Better tracking and transparency.
- Use of SpiceWorks Helpdesk and Inventory Products
- Price: Free!



SpiceWorks

- Run Reports on Tickets and Inventory
- Track Tickets from start to finish





Other Action Items Covered

- Added the new Parish Administration to our Online Mail Service, as well as, our Local Domain Service
- Assisted with getting new Council Members onto the Cloud based Email Service as well as the setup of Computer Equipment at their residences
- Moved our Office from the Keller St. location to the 1st Floor of Parish Courthouse
- Technology Staff supported incoming calls and assigned tasks to the appropriate staff members



Other Action Items Covered

- Supported Parish, Council, 29th Judicial Courts, District Attorney and Clerk of Court staffs with all Technology issues
- Installed updated desktop and laptop computers throughout these before mentioned offices
- Moved the Clerk of Courts onto our Metro E, Internet Service and IP Phone Service in an effort to help reduce Operating Costs at their Courthouse Office Site



Upcoming Technology Projects

- Continued infrastructure changes by working with Universal Data Inc., UDI, by installing new Juniper Switches at ALL Parish Offices and Sites which will improve Network and Phone services
- Renewing our 3yr. Microsoft Licensing Agreement to stay in compliance
- Continued support of all currently assisted offices with any unexpected Technology issues.
- Assisting with any upcoming Electronic Documentation Projects
- Updating Technology Policies and Procedures
- Find ways to reduce printing costs



Thank you!

Questions or Comments

