



2018 Technology Update

Present to
The St. Charles Parish Council

Anthony Ayo
Executive Director of Technology and Communications

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Information Technology's Goal:

Serving our employees efficiently
so they can serve others
effectively.

Technology Staff

Name	Title	Years of Service
Anthony Ayo	Executive Director	2
Erik Dufrene	Computer Systems Supervisor	16
Kimberly Cheramie	Information Systems Specialist	17
Able Dufrene	Multimedia/GIS Technician	14

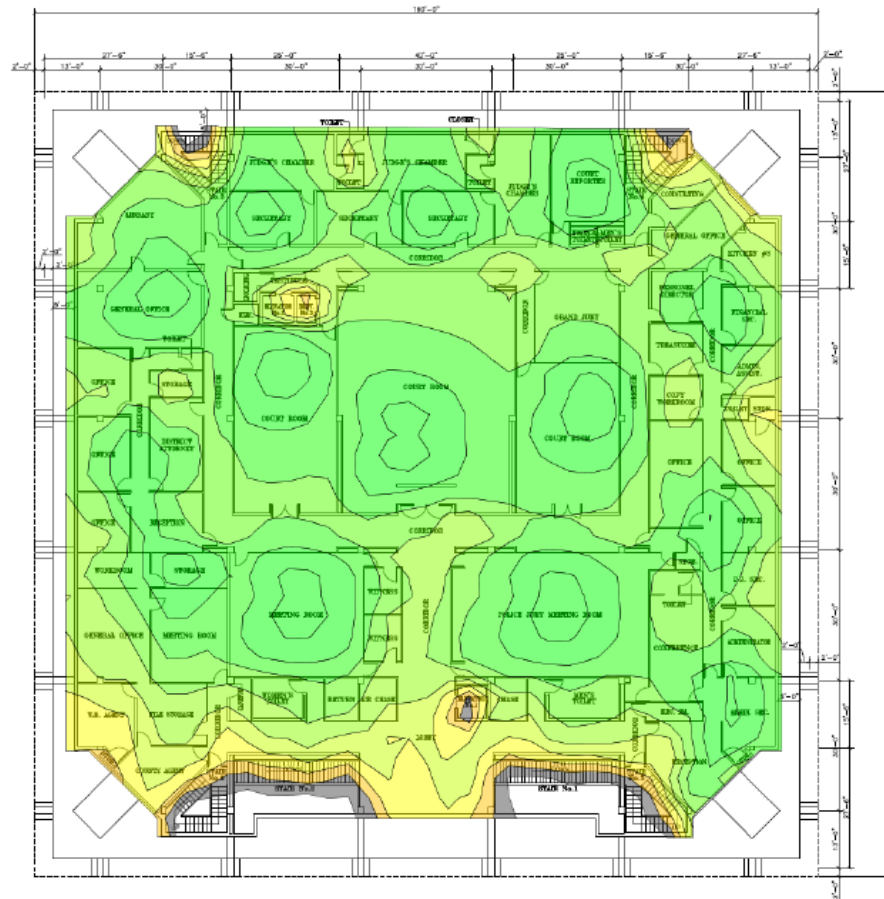
Who do we support?

- Supported the following groups with all technology issues and needs
 - Parish Government
 - Councilmembers
 - 29th Judicial Courts employees
 - District Attorney employees
 - Clerk of Court employees

A look back at 2017

- Phase 2 – Network Infrastructure Upgrade
 - Wireless Upgrades
 - Network Security Upgrades
 - Network Usage Accountability
- DA Building Technology Infrastructure
- Professional Development
 - Active Directory Training, Security Training, Certified Information Security Manager, Juniper Network Training

Wireless Infrastructure Heat Map



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A look back at 2017 (continued)

- New E-Fax Solution (Testing Phase)
- Configure and Test Emergency operations Mobile Communications Unit (MCU)
 - Continuity of Government and Continuity of Operations Plans
 - Business Continuity
 - Successful foreign site test.
- End User Skills training
 - Water works (30 user Pilot)
 - Microsoft Office solutions

MCU Testing - Offsite



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A look back at 2017 (continued)

- Telecommunication Projects
 - New Vendor partnership
 - Deployed wireless handsets for certain productivity uses
 - Updated phone system to meet Mitel's standards and best practices
 - Deployed updated Intercom systems in Public Works Yard

A look back at 2017 (continued)

- Innovation projects
 - Water Works
 - Meter readers now use mobile devices with GPS to do their routes.
 - Field crews use iPads to access the live GIS System to eliminate the use of large paper maps.
 - Planning and Zoning
 - Mobile device use for accessing web based permitting database
 - Currently transitioning code enforcement from archaic Access database to web based portal.

Goals and Objectives for 2018

- Security, Security, Security
 - Creation and Implementation of an Information Security Program
 - Top down approach
 - Policy and Procedure updates
 - End User training
- E-Fax Overhaul
 - Cloud based solution
 - Increased Reliability
 - Device integration

Goals and Objectives for 2018 (continued)

- Professional Development
 - Preparation for Windows 10
 - Utilize both on site and e-learning opportunities
 - Continued End User Training
- Planned Obsolescence
 - Upgrade or replace obsolete end user technology.

Thank you!

Questions or Comments

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