

# IOT FSSA-DFR Eligibility Team

## 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, and six desktop field techs handle both DFR and other agencies.

## Our Mission:

Support/maintain DFR servers and desktops and work with agency to minimize cost.

## Located:

Four System administrators in IGCN – 5<sup>th</sup> Floor.

Six Desktop field techs located in Lake Co., Ft. Wayne, Grant Co., Clark Co., Vanderburgh Co. and Marion Co.

**Department:** 493028

## Manager:

Lois Remick

## What We Do:

We support server hosting on more than 360 servers and 5,400 desktops statewide. We also provide technical requests for adds/moves/changes for 120 local DFR offices and 11 large call centers. The team also supports and works with five partners with system application issues, new hardware requirements and code deployments when needed. The team also acts as DFR liaison between all IOT groups to better assist with technical issues and/or IOT policy and procedures when working within the FSSA DFR infrastructure.

## Our Products:

1145 Dedicated FSSA Support

## Our Metrics:

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

## Our Customers:

Family and Social Services Administration'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 and divide the number of devices across 2 new servers to help with volume load.
- Install CimTrak monitoring software tool.
- Assisted with PC refresh group.
- Assist with Exadata PDZ, PAZ, rules for co-partners in the protected data zone.

## Current Projects:

- 2016 – IEDSS Phase 2 SNAP benefit portal.
- Planning for additional equipment needs for implementation at 11 call centers for IEDSS benefit portal training..
- CDMS (Document Management) for RCR Systems, design, new hardware 14 servers).
- Design Visio drawings for new hardware requirements on the state network.

- IEDSS new server builds in PZ.
- CA Agency Cluster
- IEDSS Oracle Exadata Support & File Server.
- Assist install of OPEX equipment for scanning software at the DR site in Madison Co.