

IOT FSSA-DFR Eligibility Team - 2022

Who We Are:

A 5-member team that supports and maintains the statewide server hosting for the Family and Social Services Administration's Division of Family Resources. This team is dedicated for daily operations of the server infrastructure.

Our Mission:

To provide cost effective, secure, consistent, reliable enterprise technology services to its partner agency so they can better serve Hoosier taxpayers.

Located:

Central Office (IGCN Bldg., 5th Floor)

Department:

493028

Manager:

Lois Remick

What We Do:

Maintain and support server hosting infrastructure system administration on 284 Windows platform servers. Provide technical resolution to maintain 98% up time for operational readiness. Assist and coordinate Office moves/adds/changes for 120 local DFR offices and 10 large call centers statewide. The team provides infrastructure system administrative support for co-partners with application infrastructure requests pertaining to the file servers, network firewall connectivity, network designs and business recommendations. The team acts as IOT liaison for DFR with all IOT groups to assist with technical requests, projects, or follow-up questions. We follow IOT policy and procedures when working within the FSSA DFR infrastructure.

Our Products:

1145 Dedicated FSSA Support

Our Tools:

ABLogfile	Live log reader	AD Domains and Trusts	
Active Directory	IP Scanner	ADSI edit	AD / LDAP Tool
AngryIPScanner	Network Utility	ASPRunner	Using Trail version
Power Apps	Power BI	Cerberus\BitVise	SFTP Mgt
Computer Mgt	Server Tool	DHCP	DHCP Tool
DNS	Network	Group Policy Mgmt.	Group Policy Tool
Thycotic PAM Secret Server	Security Utility	Ldp.exe	LDAP Tool
Thycotic EPM Utility	Security Utility	VFire	Ticket Mgt
WinScp	SFTP Mgt	Qm.exe	SFTP tester
Office Products	Word Excel PowerPoint	VSphere	VM tool
Royal TS	RDP manager		
Wire Shark	Network tool		
Notepad, Notepad++	View/Edit text files, scripts, etc.		
PowerShell	Scripting		
Putty	SSH tool		
RoboCopy	File copy utility		
SCOM Console	Alerting		
SnagIt	Screen capture/editing for docs		
TreeSize Pro	Server file admin.		
Visio Pro	Environment drawings		

Our Customers:

FSSA'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 Agency division has co-partners (Deloitte/IEDSS, Moser, ICES, Conduent, and Maximus) that support applications, training initiatives and tier 1 help desk calls.

Our Budget:

The FSSA DFR budget is billed for 5 IOT dedicated employees assigned to FSSA/DFR.

Our Metrics:

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

Major Accomplishments:

- Automate and maintain a Rapid 7 report that identifies security vulnerabilities and remediation for DFR servers to lower the Risk score to 25K or below.
- Maintain Thycotic EPM (End Point Privilege Manager) Secret Server for least privilege access and upgrade entire system..
- Maintain and automate changes related to a Agency billing report showing total amounts for server hosting and associated codes.
- Onboarding Moser Vendor to SOI system policy and procedures including workflows, roles and responsibilities, service accounts, access and all their business requirements to access SOI applications for DFR.

Current Projects:

- Migrate DFR servers from 2012.
- Assist with Security documents MARS-E to assist with necessary audit requirements.
- Document, coordinate DFR office moves/add/changes for office relocations statewide.
- Assist with DFR Ricoh multi-functional printer refresh and vendor transition.
- Assist with vendor transition for onboarding a new vendor.
- Assist vendors with their strategic projects to meet initiatives and timelines.