

IOT Server Administration - 2021

Who We Are:

We are a large multi department team that manages statewide server operational infrastructure.

Our Mission:

To provide secure, reliable and integrated technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Kiszka Ward

What We Do:

Windows Server Administration

The Windows Server Administration team supports approximately 400 physical servers and approximately 3,100 virtual servers with multiple petabytes of storage and backups. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Unix Server Administration

The Unix Server Administration team supports approximately 400 Linux, UNIX and AIX servers. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Citrix Solution

Citrix Solution team manages more than 7,500 certificates and URLs on the State's proxy. The team also works with the security team to figure out operationally how to resolve configuration on servers to meet compliance requirements. They are also responsible for windows patching, geo-blocking and IP intelligence on the proxy.

Our Products:

1020	Citrix Remote Access
1050	Physical Server Hosting
1192	IIS Web Hosting
1195	Server Management

Our Tools:

ASM Ticket Management and SLA Measurement.

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Server and Storage Availability: 99.9% + G; 96.9%+ Y; <96.9% R

Our Customers:

Executive Branch, Attorney General, Judicial Branch, and Secretary of State.

Our Budget:

\$6 million

Our Growth:

Increased servers in the protected zone. Doubled team size to help with agency projects and increased ticket count.

Recent Major Accomplishments:

More than 100 agency applications deployed last year.

Improved protected zone standards and process.

Improved Automated server configuration process.

Lowered the vulnerability risk score for the State on all servers.