



2016 Technology Update

Present to
The St. Charles Parish Council

Anthony Ayo
Executive Director of Technology and Communications

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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

The screenshot displays the SpiceWorks Help Desk interface. At the top, there is a navigation bar with the following items: Help Desk, Dashboard, Tickets, Knowledge Base, User Portal, Reports, and Purchasing. Below the navigation bar, the main content area shows a list of tickets under the heading "Tickets Open Tickets". A "New Ticket" button is visible in the top right corner. The ticket list includes columns for #, SUMMARY, ASSIGNEE, CREATOR, PRIORITY, DUE, CREATED, and UPDATED. Ticket #50 is highlighted, showing a summary of "Animal Control - phone won't hold" assigned to Eric Boudreaux, created by Kim Cheramie, with a medium priority and a due date of 11-16-16. Below the list, a detailed view of ticket #50 is shown, including the subject "Animal Control - phone won't hold" and the submission details: "Submitted by Kim Cheramie on 11-15-2016 at 01:22 PM". The description of the ticket reads: "This is the email that I received from Jena at Animal Control: 'we have a phone that won't hold at animal control'. Can you look into this issue for them?"

#	SUMMARY	ASSIGNEE	CREATOR	PRIORITY	DUE	CREATED	UPDATED
50	Animal Control - phone won't hold	Eric Boudreaux	Kim Cheramie	Med	11-16-16	11-15-16	11-15-16
49	CARE - phone and internet down	Paul Gilmore	Kim Cheramie	High	11-14-16	11-14-16	11-14-16
48	P&Z - can't hear caller	Paul Gilmore	Kim Cheramie	High	11-14-16	11-14-16	11-14-16
47	Judge Lemmon - setup printer on laptop	Abel Dufrene	Kim Cheramie	Med	11-02-16	10-31-16	10-31-16
46	Joan Diaz - redo MIP icon	Abel Dufrene	Kim Cheramie	Med	11-02-16	10-28-16	10-28-16
45	External calls from Courthouse are not going through	Paul Gilmore	Kim Cheramie	High	10-21-16	10-21-16	10-21-16

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

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