

St. Charles Parish Technology Update

**Presented To
The St. Charles Parish Council**

**By
Erik Dufrene**
Computer Systems Supervisor

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Technology Staff

- Erik Dufrene Computer Systems Supervisor
- Kimberly Cheramie Information Systems Specialist
- Abel Dufrene Multimedia/GIS Technician

Technology Staff Actions

- Fielded incoming calls and assigned tasks to the appropriate staff members
- Supported Parish Offices, SCP Council, 29th Judicial Courts, Registrar of Voters, District Attorney and Clerk of Court staffs with Technology issues
- Replaced outdated desktops and laptops throughout these aforementioned offices
- Managed all parish email accounts through Office 365 Portal

Technology Staff Actions

- Maintained All Domain Accounts through our Parish GoDaddy Website Portal
- Coordinated installation of a direct Fiber Line from the Courthouse to the EOC for redundancy in the event of an outage at either location
- Implemented new fax service, XMediusFAX, for more reliability
- Assisted ADS with Access control configurations at EOC, EDCC and the newly renovated Planning and Zoning Building

Upcoming Technology Projects/Tasks

- Assist with Clerk of Court and Registrar of Voters expansion in Courthouse
- Organize Fiber run to Madere's from EOC to accommodate the relocation of Government Buildings office
- Upgrade the EOC circuit to support additional work load
- Continue making necessary infrastructure changes to Parish Offices and Sites by working with Technology Vendors
- Upgrade Phone System software, Virtual hosts and Server OS to current standards
- Continue supporting all currently assisted offices with any unexpected Technology issues



Questions & Comments