

St. Charles Parish 2015 Technology Update

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

**By
Erik Dufrene**
Computer Systems Supervisor

March 21, 2016

Technology Actions

- **Switched Data/Voice Services from AT&T to COX**
- **Combed through the AT&T Club bill and made cuts that will save Parish funds**
- **Migrated from Avaya to Mitel IP Phone system**
- **Assisted with All Technology needs on the newly renovated 3rd Floor, as well as, Killona CC**
- **Moved to a mostly Virtualized Server Environment eliminating the need for additional Hardware**

Technology Actions

- **Supported Parish offices, Council Staff/Members and District Attorney with technology issues**
- **Installed/Repaired desktop and laptop computers throughout the Parish, Council and District Attorney offices**
- **Supported/Troubleshoot incoming calls and assigned tasks to the appropriate staff members through Technology Helpdesk**
- **Maintained All Domain Accounts through GoDaddy Website Portal**

Upcoming Technology Actions

- **Work with New Administration to Implement desired changes**
- **Improving redundancy for EOC and providing the ability to operate from anywhere**
- **Maintain Microsoft Licensing Agreement to stay compliant**
- **Continue supporting all Parish, Council and District Attorney offices with any issues.**
- **Working with the other departments and Council records office to kick off electronic documentation**