

Memo

To: Don Parnell
From: Chip Roach
CC:
Date: 8/01/00
Re: Status Report on Computer Issues

Don, I thought this would be a good opportunity to give you a status report on my accomplishment over my last four months of employment with Hillsborough County. The following is a list of accomplishment that the Computer Information Systems Department has completed since my date of hire:

- Instituted a more thorough backup system on more than 75% of the County's Servers (utilizing more backup tapes to improve on restoration reliability).
- Configured CIS Department laptop for network and remote access to all Hillsborough County Servers. This is help assist the department in cases of server failure.
- Redraft and implement the Hillsborough County "Computer Systems, E-Mail & Internet Acceptable Use Policy.
- Started documenting Hillsborough County network structure and solutions for common network errors.
- Purchased and started implementing Internet access and e-mail for County Delegation, Business Office, Sheriff's Department, Department of Corrections and County Nursing Home.
- Purchased and configured a firewall appliance to protect Hillsborough County's internal network from outside sources (hackers).
- Purchased, installed and configured a Internet content filtering software package (WEBSense) to prevent Hillsborough County employees from accessing websites with inappropriate content. This software connects to the Internet on a nightly basis to download a current copy of the software database.
- Purchased, installed and configured a web-hosting appliance that currently houses the start of the Hillsborough County web page. Registered the domain name www.hillsboroughcountynh.org with network solutions (the company which registers all domain names on the Internet). This is the address to Hillsborough County web page. Linked

County's web page to the State of New Hampshire (Webster), Department of Correction, Hillsborough County Sheriff's Department, and UNH Cooperative Extension.

- Started advertising county job opening and job descriptions on the county's web page.
- Started installing an Enterprise Edition of Norton Antivirus on all office personal computers and all County Servers. This will allow the Computer Information Systems Department to hit a single button in the Manchester Courthouse and run a virus scan on every computer system and server in the County. The software connects to the Internet on a nightly basis to download the latest information about current viruses and defense against them.
- Started installing and configuring all Microsoft NT Servers with a software package (PC Anywhere) which will allow our department to remotely communicate with the County's NT Servers without having to be onsite. This software will allow our department to act quicker in the case of a computer problem.
- Evaluate and document current licensing of all Hillsborough County software and purchase necessary licensing so the County will comply with all licensing agreements.
- Started initial design of the Hillsborough County Intranet. This will act as a centralized location for County employees to obtain work related information (i.e. Human Resource information, email addresses for County employees, etc).

These are the major tasks that are pending or have been completed since my employment with Hillsborough County. I will provide you with periodic update so you may have a census of this department's readiness. Here is a list of outstanding issues that I see as needing this department's attention:

- The removal of a network subsection and rejoining this department (Attorney's Office) directly to the rest of the County's network. By correcting this server issue, this will alleviate corruption between two of the County's servers.
- The possible installation of a fiber optic cable between the Manchester County Attorney's office and the Computer Information Systems Department (same building). The cable that currently performs this function is currently the slowest piece of the entire County network and is too long for conventional cable (approximately 400 ft). If a new Server were ever installed in the County Attorney's office this department would see little or no speed changes due to this cabling bottleneck.
- Upgrade old Novell 3.12 Servers to either Microsoft NT 4.0 or a more current version of Novell (Novell 5.1). There are currently two types of communication going on presently on the County's network, one for Novell and one for Microsoft NT. By upgrading Novell or standardizing on Microsoft NT Server (on all County Servers), this would simplify network traffic to communicate in one language and would result in a cleaner running network.
- Setup and configure Nursing Home and Human Services staff for Internet and e-mail access.
- Install a separate e-mail system for County Attorney's office, which will allow for the secure transfer of sensitive e-mail information.
- Install new Cisco switches from Bell Atlantic to improve network performance and network reliability.

- Rename all Hillsborough County employee network user names to reflect individuals first initial and full last name. This will allow for the Computer Information Systems department to better understand the network accounts and the rights being granted to each employee's account. We could also utilize an additional description field to add contact information for that employee.
- Create a recovery disk and tape for every Windows NT 4.0 Server, which will be stored in the H.C. Business Office. This would allow for a less painful recovery if a system were to fail.