TIOGA COUNTY, NEW YORK
Information Technology and Communication Services
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Information Technology – Legislative Committee Meeting

05.05.20 – Report Only

Budget status – Budget is currently tracking as expected. Coronavirus response efforts have not resulted in significant new expenditures.

Shared services – Work has continued on these projects. STN has finished the Waverly fiber optic connections and we are beginning to place equipment on site in preparation to bring their phone system on with the county.

Coronavirus response work – We are beginning to plan for the return of County employees to offices as of mid-month. This will involve making sure that they have phones configured (if they took their desk phone home we have to set it back to be in "office" mode) and collecting any other equipment that we have distributed for this purpose.

Resolutions – One resolution to adjust the boundaries of the county in the census bureau database with Broome County.

Other work – We have continued working on various projects. Here is an overview:

- Upgrades to the VMware server cluster. This had initially created some problems, but we rolled back to a slightly earlier version after confirming with VMware that there was an active bug in their software. The system has been stable since. We have purchased equipment to upgrade the resiliency of the storage area network cluster at Public Safety (the disaster recovery site) as well and will be installing this over the next month or two.
- Reconfiguration of server room network panel. We have had an unfinished project to reconfigure the server patch panel at 56 Main for quite awhile. With most people out of the office we have used this opportunity to tackle this project, which will likely be completed in the next week.
- Phone service cutover – We migrated our phone services from Spectrum to Empire Access in mid-April. There have been no major issues.
- Plexicomm has been working to complete the fiber run between HHS and Public Safety per the overlash agreement with us. Unfortunately they have discovered that they have to dig new conduit to run this segment because

the original was buried in flexiduct rather than rigid conduit. I am keeping up with the progress and they are working to get that planned.

- Broadband study – The broadband study has been continuing to move along. Chemung County ended up re-joining the coalition, so there is a contiguous geography being studied. Our county has relatively good coverage for Internet services, but there are identified area in the preliminary maps to address. This project also seems to be prescient as there appears to be movement at the Federal level to increase funding for broadband improvements, though nothing specific has been offered yet.

ITCS staff moved about three weeks ago to a partial work-from-home setup which limited the total number of employees in the office at any one time but guaranteed a minimum number of staff on hand at all times. We're preparing to bring staff back in starting May 18th.

Submitted by: Douglas Camin, Chief Information Officer