A Word From the CIO

Mark your calendar for our "Staff Appreciation Event" on July 31st. This special all hands meeting will be held at the King Event Center on the Auraria Campus, 855 Lawrence Way, Denver, CO 80204. Please come join us from 3:30 – 5:00 to recognize your team members and our OITS staff. The awards include: State and Contractor Team of the Year, State and Contractor Support Staff of the Year, Manager of the Year; and State Employee and Contractor of the Year. The Nominees we received for these awards are:

State and Contractor Team of Year:
- Security Team (Troy Runck, Julie Mellecker, Nyasha Levy, Margarita Dreyer, Patty Vigil)
- DDS ITS Workgroup (Lori Koch, Bob Angeletti, Kristen Roedersheimer, Kristin Gongliewski, Dawn Moran, Mary Marino)
- Tech Ops Team (Brian Keith, Brigetta Brandon, Eileen Kilroy, Annette Yarbrough, Dane Briggs, Arthur Bezuidenhout, Deanna Ainsley, Marvin Flemming, Mike Korn, Jim Paulson, Dave Berry, Jeb Park, Greg Cress, Nate Hall, Dan Nelson)
- CBMS Legacy Team (Roy Cohen, Troy Higgins, Chanin Park, Robert Tafoya, Phil Seibold)
- Trails Training Team (Donna Green, Fred Fenn, Al Rosenberg, Erica Gilmore, Bill O’Neill, Doug Davis)

State and Contractor Support Staff of the Year:
- Marvin Flemming (Tech Ops)
- Ben Gutierrez (DBA)
- Jan Coffee (Telecom)
- Doug Johannes (DBA)
- Chris Schock (Telecom)
- Brigetta Brannon (Tech Ops)
- Floyd Goodwin (ITS Food Asst)
- Denise Quezada (Inst/Comm Team)
- Brian Townley (Inst App Dev)
- Greg May (Inst App Dev)
- Doug Winters (Inst App Dev)
- Diana Truax (Inst App Dev)
- Barbara Jackson (CYF/Trails)
- Patricia Ballew (CYF/Trails)
- Marti Price (ITS/ACSES/ENF)
- Ruth Martinez (Admin/Cust Serv)
- Vanessa Trindade (ACSES)
- Bill O’Neill (Trails)
- Daniel Wolf (ACSES)
- Darletta Evans (ACSES)
- Theresa Mondragon (HelpDesk)

Manager of the Year:
- Barbara Gilmore
- Galina Grivoruk

State Employee of the Year and Contractor of the Year:
- All nominees are eligible!!
We have also arranged to have a special internationally recognized guest speaker, along with some refreshments for your enjoyment. Do not miss this opportunity to spend time with our division as a whole and find out who will be the winners.

Technical Operations – Major Accomplishments FY02-03
By Kelley Eich

The Technical Operations work unit realized several accomplishments for Fiscal Year 2002-2003, so many that we could probably fill up this entire newsletter! However, because that’s not really feasible, we did want to publish several major accomplishments that we felt helped us sustain our goal to provide a stable, reliable and functional CDHS LAN/WAN environment.

The CDHS Local Area Network (LAN) and Wide Area Network (WAN) experienced limited outage time during the year. The achievement of meeting a 99.38% availability uptime for LAN/WAN resources has a positive direct impact on productivity for our customers.

The Network Services team completed the technology refresh for 25 servers, which included the upgrade of Novell NetWare, the network operating system. These servers were replaced due to a number of limitations with the older hardware. The technology refresh enables Network Services to implement new disk drive technology, provide for more memory expansion with faster processing speeds, and ensure parts availability and ongoing support from hardware and software vendors. All of this contributes to a more stable, high performance network that enables our customers to meet their business goals and objectives.

We also implemented a Storage Area Network (SAN) that supports servers located at 1575 Sherman Street. The SAN provides the Department with fast, reliable, and expandable data storage. The primary benefit at this time is the amount of time saved in administering server backup procedures. It is estimated that we save about 30 minutes per day in not having to change data storage tapes on the servers connected to the SAN.

In support of the statewide initiative to provide high-speed data access to all areas of Colorado, the Telecommunications team completed the process of converting all of the Department’s data circuits to the Multiuse Network (MNT). This included redesign of the entire CDHS network and migration of over 130 data circuits to the MNT infrastructure. Both State and County customers who use CDHS application systems can now benefit from this faster more reliable method of transmitting and receiving data.

The Security Control Center received, analyzed and completed over 7,000 security requests for system access! These requests include computer access to State LAN, all mainframe and County projects (Trails, CBMS). Continued evaluation and improvement of this process will result in quicker turnaround which will enable customers to access the LAN and other applications/systems more quickly upon their hire/transfer into DHS and County agencies.

What to look for next year?

Technical Operations will continue to strive to improve the stability, reliability and functionality of the CDHS LAN/WAN environment. A few things included in our plan to complete Fiscal Year 2003-2004:

- Maintain a 99.5% availability uptime for LAN/WAN resources.
- Implementation of a Storage Area Network that
supports servers located in the Fort Logan computer room.
• Outsource all Citrix functionality to Dynamics Research Corporation.
• Complete upgrade of NetWare Directory Services and implement iFolder.
• Upgrade current email system to GroupWise 6.5.
• Technology refresh for 172 Windows 95 microcomputers.
• Implement wireless network for mobile customers.
• Implement ZEN 4 for Desktops and Argis to assist with Life Cycle Asset Management.
• Evaluate upgrade of network operating system to NetWare 6.5.
• Implement Portal pilot within OITS and other select agencies.
• Implement Operational Process manual.
• Implement Video Conferencing at selected sites.
• Implement several telecommunications network upgrades (routers, hubs, switch upgrades).
• Upgrade Firewall CheckPoint Next Generation.
• Evaluate Voice Over IP.
• …and much much more!

Stay tuned…it’s going to be a busy year!!

CDHS "Night at the Rockies"

The 3rd Annual CDHS Night at the Rockies is on! Tickets are now available for the:
San Diego Padres at Colorado Rockies
Friday, 9/19/03, 6:05PM!
$3 discount on tickets! ($18 per ticket!)
Great seats (300 seats in sections 317 and 318 ~ we are all in ONE section!)
Fireworks! Drawings for on the field presentation! CDHS on the jumbo-tron!
Bring the family! (6 ticket limit per employee!)

To order:
Provide your name, address, number of tickets and a check or money order (NO CASH PLEASE) for the total amount payable to CDHS. Use the “form” below. Please also include a self-addressed, stamped, envelope. Your tickets should arrive in two weeks. The deadline for ticket sales is September 05, 2003. Tickets will not be available after that date!
The following chart will help you determine your total cost per order!

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Tickets are on a first come first serve basis and will not be held or delivered without advance payment. Remember to mail this form, along with a self addressed stamped envelope, and check or money order payable to CDHS to:
CDHS, Operations, Central Accounting
Attn: Rockies
1575 Sherman Street, 6th Floor
Denver, CO 80203

If you need special arrangements or have any questions please contact Ruth Glenn @ 303-866-7122 or ruth.glenn@state.co.us

FORM
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ITS SPOT AWARD

Norm Tashiro
Sharon Perko nominated Norm Tashiro for a SPOT award based on his helpfulness to the Division of Vocational Rehabilitation (DVR).

Christanna Ford applauds Norm’s efforts in creating a PDF file for labels for DVR consumers. This use of technology allows the staff to focus on other work related activities.

Sharon agrees. “Norm performs a lot of miscellaneous work for DVR and should be recognized for always helping out”. Norm listens to the customer and provides excellent service to them.

Congratulations Norm!

Diana Truax

Susan McMillin nominated Diana Truax for a SPOT Award because of her superior problem-solving skills and focus on Customer Service.

Diana’s work on the CAREX™ dietary system software migration to the new server reflects Diana’s commitment to our customers’ needs. At the time of the migration, the vendor’s software would not work on the new server. The vendor identified the problem, yet was at a loss as to how to fix the problem. Diana utilized the HP (Hewlett-Packard) tools available through our server contract to find viable solutions. Diana’s actions resulted in finding a straightforward resolution that was implemented with no additional cost and minimal time on her team’s part.

Susan comments, “In the end, it is our customers who will benefit by completing this migration quickly. Ultimately, our customers receive more reliable service with minimal need to test and retest on their part.”

Congratulations Diana!