



Business Plan 2007 – Division of Environmental Health - Florida Department of Health

Mission: “Promote and Protect Health”

Vision: “Every person in the state to be Environmentally Healthy”

Division of Environmental Health-Information Technology-System Administration

Program Structure:

Trends and Conditions:

The Division of Environmental Health’s system administrators perform a wide array of tasks that provide the underlying structure for all IT related activities in the division. Servers, desktop computers, laptops, handhelds, printers, and software are all installed and tested for compatibility through the efforts of system administration. In addition planning for disaster response and budgeting require extensive system administration efforts as well.

Areas of special concern in the near and long term primarily involve incorporating new technologies into our daily activities. These new technologies involve applications that directly affect end users and others that function behind the scenes to either improve our technical capabilities or help our technical staff to function more efficiently.

Windows Vista was recently released by Microsoft but needs time to mature before going main stream at DOH. SQL Server 2005 and Visual Studio 2005 have been released for long enough to have established themselves as reliable and useful upgrades. DOH IT has been slow to adopt these new technologies while EH and Disease Control have forged ahead. While these primarily affect the application development teams, system administration has a steep learning curve as well in learning to support these services on the database servers and application servers that the programmers connect to.

We have recently undertaken efforts to incorporate the use of slate tablet computers into field level forms capability. This requires seamless integration between the pc and the server over the network to keep the data synchronized in both places.

System administration is very involved in preparedness and always looking for easier and faster ways to connect to the DOH network remotely. Laptop connectivity through wireless air cards and use of blackberry devices has become an indispensable part of the plan. In addition, contacts management has also become part of system administration due to its integration with the network operating system, active directory. The use of active directory as the network operating system has created many new opportunities for us that so far remain largely untapped. EH is constantly seeking new ways to use these capabilities whether the rest of DOH chooses to or not.

A final area of concern is computer and network security and especially user education regarding the safety of DOH data. While EH data is generally not confidential in nature we share a network on which vast amounts of highly confidential patient data is stored and it is imperative that EH maintain at least the same level of security as the rest of the department, if not better.

Division Cost: \$ *

Division Positions:

County Program Cost: *

County Positions: *

*** Programmatic staffing and costs are rolled into Environmental Health General Revenue.**



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Short Term Objectives

To be completed by January 1, 2008:

- Migrate EH blackberry service from Nextel to Verizon.
- Test the use of the blackberry as a wireless modem and a possible replacement to using separate air cards.
- Migrate most, if not all, VPN accounts from the WCEM service to the DOH VPN service.
- Ensure that users with air cards and vpn service are sufficiently trained in their usage.
- Upgrade production database environment to Microsoft SQL 2005 with IIS 6.0.
- Document the requirements for a stable replication environment between field computers and a central database.
- Test deployment of mobile network in the designated EH COOP sites.
- Study the feasibility of creating a single application interface to update the public and private information about users in the contact management system.
- Standardize and document user training in the areas of security and confidentiality.
- Improve recordkeeping in the area of hardware/software inventory and management.

Long Term Objectives

- Decrease the overall number of hardware systems supported per user by consolidating usage of laptop and desktop computers.
- Improve the emergency contact application interface to simplify its use.
- Improve the ability of EH users to work from remote locations.
- Improve overall awareness of security issues among EH users.

Measure #1:

| EH Division's Objective | Strategy | Benchmark | Responsible Party | Target Date | Status |
|---|---|---|-------------------|----------------|--------|
| Increase financial diversity and flexibility. | Unify cellular services under one account for optimum pricing and customer service. | Migrate all blackberry service accounts from Nextel to Verizon. | George Gray | April 13, 2007 | |



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| Increase financial diversity and flexibility. | Experiment with possibility of using blackberries as wireless modems. | Test Verizon blackberry use as a tethered modem for compatibility, efficiency and user convenience. | George Gray | April 30, 2007 | |
| Increase financial diversity and flexibility. | Make use of the new DOH VPN offering to save money and expand capabilities. | Migrate all EH VPN accounts to the new service unless there is a demonstrated need for access from a moving vehicle. | George Gray | June 30, 2007 | |

Measure #2:

| EH Division's Objective | Strategy | Benchmark | Responsible Party | Target Date | Status |
|--|--|---|------------------------------|--------------------|---------------|
| Integrate preparedness, training and competencies into every EH position duties. | Ensure that all EH users with wireless access and vpn accounts are competent in the usage of these services. | Provide training for remote access services and require all essential personnel to attend, verifying and documenting competency. | George Gray | June 30, 2007 | |
| Integrate preparedness, training and competencies into every EH position duties. | Ensure that the mobile network is compatible with our designated COOP locations. | Travel with equipment to designated sites, complete setup and verify and document the ability to access all essential network resources remotely. | George Gray Melanie Black | June 30, 2007 | |

Measure #3:

| EH Division's Objective | Strategy | Benchmark | Responsible Party | Target Date | Status |
|--------------------------------|---|---|--------------------------|--------------------|---------------|
| Collect, use and analyze data. | Upgrade production database environment to SQL server 2005. | A new server will be purchased and necessary software installed and configured to create an | George Gray | Dec. 31, 2007 | |



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| | | updated database environment. | | | |
| Collect, use and analyze data. | Document the technologies required to integrate the multiple interfaces required to manage contact information into a single application. | Complete a study documenting the business requirements for the application and the feasibility of creating such an application. | George Gray | September 30, 2007 | |
| Collect, use and analyze data. | Ensure that EH users have received current training in network security and confidentiality and that it is documented. | A sharepoint site will be established as a central point of focus to provide training information and confirmation of compliance with DOH requirements. | Jon Arnold | December 31, 2007 | |
| Collect, use and analyze data. | Expand the collection of data concerning hardware and software usage to better facilitate planning and budgeting. | Create three new reporting mechanisms to collect, store and report data pertinent to EH computer and network usage. | George Gray | December 31, 2007 | |

Measure #4:

| EH Division's Objective | Strategy | Benchmark | Responsible Party | Target Date | Status |
|---|---|--|---------------------------------|--------------------|---------------|
| Create a totally paperless Division wide web system with field data capture and permitting. | Demonstrate and document the capability of creating a replicated database environment between mobile devices and a central database server. | Pilot program will be initiated with four counties to demonstrate the effectiveness of the technology. | George Gray William Reinhold | | |

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