

2009 LDSS LAN ADMINISTRATOR'S CONFERENCE

HUMAN SERVICE AND TECHNOLOGY:

"NEWS YOU CAN USE VIII" – WORKSHOPS

A Day in the Life of a LAN Administrator

Presenters: Deb Olds (NYS CIO/OFT), Sue Bixby (NYS OTDA IT), Dave Kislowksi (NYS OCFS)

Just like a day in the life of a LAN Admin, this session will cover a variety of topics and leave you with bits of information you can add to your memory banks. The session will be presented by Customer Relations staff from OFT, OTDA and OCFS and will cover many of the day to day issues that these units help districts with including: Service Request submission, Equipment Procurement for placement on HSEN, and building renovations/staff moves. Also covered will be basic questions on OneImage, OneNetNYS, the EOM printing solution and a whole lot more!

Endpoint Management and Integrity

Presenters: NYS CIO/OFT Customer Networking Solutions

In conjunction with improvements to the network infrastructure, we can now utilize many advanced technologies to better manage and secure the devices and endpoints in the enterprise. While most of these initiatives are "behind the scenes" and may be transparent to the end user, there are some items that you should understand. This workshop will discuss these topics in two segments, Endpoint Management and Endpoint Integrity.

Endpoint Management will cover the following areas in detail:

- System Center Configuration Manager (SCCM) Overview
- Asset Management - visibility, utilization, compliance, accountability and metrics
- Software Update Management - delivering Microsoft products, legacy and third party applications
- OneImage direction and features
- End Point Encryption
- Energy Management strategy

Endpoint Integrity will focus on the three layers of security provided by CIO/OFT to protect endpoints from malware:

- McAfee Antivirus and anti-spyware protections
- WebSense URL filtering protections
- Finjan malware filtering protections

This segment will describe what these security products do and how they complement one another. In addition, we will discuss best practices and expectations for LAN Admin response and reporting of possible endpoint compromises. Laptop security will be emphasized.

Information Security

Presenter: Deborah Snyder (NYS OTDA-CIO)

Attendees will be updated on a host of relevant & timely information security-related topics such as:

- Federal/State Information Security Compliance
- Breaches & Incident Response/Reporting Protocols
- Acceptable Use Policies – Computers, Network, Email & Internet
- Email Encryption
- Virtualization-Related Security Risk
- Web 2.0 Security & Social Networking Risk
- Account/Access Management Best Practices
- Data Leakage Prevention Principles
- Application Security - Secure System Development Life Cycle (SSDLC)
- Mobile Device Security
- Information Security Awareness – Training & Program Resources

Introduction to Creative Problem Solving

Presenter: Kristen Fields, Center for Development of Human Services, Buffalo State College

Participants will understand the varied definitions of creativity as well as experience a variety of techniques to harness and utilize their own creative potential in order to solve problems more effectively. As a result of this workshop, participants will be able to:

- Create a definition for creativity that reflects personal experience

- Describe the Creative Problem Solving process, identifying the significance of each stage
- Differentiate between divergence (generating many options) and convergence (informed decision making)
- Experience tools and techniques to aid in brainstorming, selecting ideas and creating a plan of action

Network Update: Individual Remote Access and LAN Improvements

Presenters: NYS CIO/OFT Customer Networking Solutions

In today's fast paced computing environment, the need for information in a timely manner is critical to the efficiency of the State's business operations. Therefore, it is important to include flexibility in our remote networking products to support a mobilized workforce in a secure manner. SSLVPN and Network Connect are two products that facilitate access to mission critical applications and information from anywhere there is access to the Internet. In this workshop we will discuss the benefits and security features of the two products in detail and compare the differences between them. This workshop will also look at changes to the CNS provided LAN infrastructure. This discussion will include an update on the ongoing workstation switch upgrade as well as a look forward to the use of wireless technology as a future LAN enhancement

OTDA Project Updates

Presenters: Martha Hoffman and Cheryl Stanford-Smith (OTDA-IT), Jane Kristersson (DOH)

Learn how TREAT can convert BICS reports into easily managed PDF files. The Office/Unit/Worker FTP Process (OUW) automates changes to the Office Unit Worker fields on the 3209 - Non-Services Authorization. Hear What's New for Central SOS, OTDA Reporting, eMedNY and the Commissioner's Dashboard.

Supporting the NYS Community

Presenters: NYS CIO/OFT Customer Care Center

What are the latest improvements? What's on the horizon? How does it work? In this workshop we will discuss the current Customer Care Center and where we're planning to be. The Customer Care Center is constantly evaluating new opportunities and methods to better serve the New York State community of callers. Attendees will get an opportunity to understand the details behind the scenes and participate in a forum to collect new ideas – and lend their support to upcoming enhancements.

TTSS WEBSTAR, A New Look

Presenters: NYS CIO/OFT Customer Networking Solutions

To keep up with the latest technology, the TTSS section of WEBSTAR is being upgraded to asp.net. In this workshop we will review the new "look and feel" and functionality of the site. This new version will save you time by reducing repetitive tasks and by providing a more user intuitive interface. Attendees will have an opportunity to interact with the site designer and offer suggestions on how the site can be improved and customized to improve functionality. Attendees will have the opportunity to volunteer as beta testers for the new site. Additionally, attendees will have the opportunity to participate in Continuous Quality Improvement (CQI) groups to determine future revisions of the site.

Hands-on Training Labs

Presenter: Patti Patterson (OTDA-IT), with various support staff

1. Basic Reporting
 - Using the Pre-defined and Cognos 8 reporting tools to create basic list reports.
2. Advanced Reporting
 - Using the Cognos 8 Report Studio tool to create reports that contain customized functions and calculations for analysis of data.
3. OTDA Project Specific – Central SOS, WRTS, HEAP Cube, etc.
 - Using Cognos 8 reporting tools to explore various project specific data using reporting packages and cubes.