STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

Information Technology - Strategic Plan
D R A F T
April 2008

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IT Manager   Branch Manager

Department of Public Health
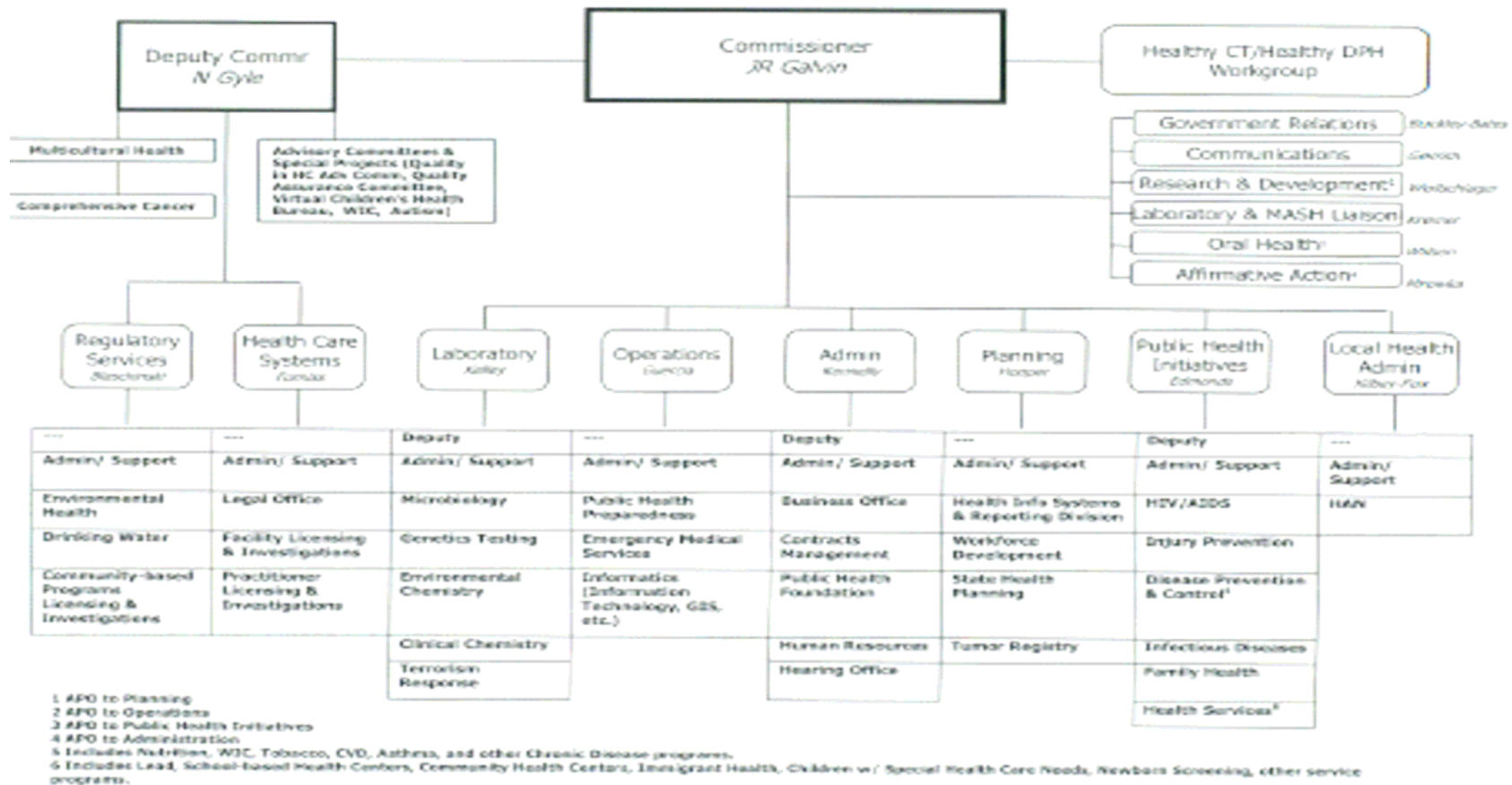
Mission Statement
To protect the health and safety of the people of Connecticut and actively work to prevent disease and promote wellness through education and programs such as prenatal care, immunizations, AIDS awareness, supplemental foods, and cancer (mammography) screening; to monitor infectious diseases, environmental and occupational health hazards, and regulate health care providers such as health facilities, health professionals, and emergency medical services; to provide testing and monitoring support through the state laboratory; to collect and analyze health data to help plan policy for the future; and to be the repository for all birth, marriage and death certificates.

Business Drivers
The Department of Public Health provides leadership in public health policy and advocacy. The agency is the center of a comprehensive network of public health services, and is a partner to local health departments for which it provides advocacy, training and certification, technical assistance and consultation, and specialty services such as risk assessment that are not available at the local level. The agency is a source of accurate, up-to-date health information to the Governor, the Legislature, the federal government and local communities; this information is used to monitor the health status of Connecticut's citizens, set health priorities and evaluate the effectiveness of health initiatives. The agency is a regulator focused on health outcomes, maintaining a sensible balance between assuring quality and administrative burden on the personnel, facilities, and programs regulated. The agency is a leader on the national scene through direct input to federal agencies and the United States Congress.

Organizational Structure

DPH consists of eight (8) operational branches. Information Technology is a section within the "Operations" Branch. Administrative oversight and management is provided at the Agency level by Leonard Guercia

| Deputy Commr N Gyle | Commissioner JR Galvin | Healthy CT/Healthy DPH Workgroup |

Multicultural Health

Comprehensive Cancer

Advisory Committees & Special Projects (Quality in HC Adv Comm, Quality Assurance Committee, Virtual Children's Health Bureau, WIC, Autism)

Government Relations — *Buckley-Bello*
Communications — *Gerson*
Research & Development[1] — *Wollschlager*
Laboratory & MASH Liaison — *Kriener*
Oral Health — *Whitten*
Affirmative Action[3] — *Ahrens/a*

Regulatory Services *Blackwell*	Health Care Systems *Kansas*	Laboratory *Kelley*	Operations *Guercia*	Admin *Kennelly*	Planning *Harper*	Public Health Initiatives *Edmonds*	Local Health Admin *Kilbey-Fox*
---	---	Deputy	---	Deputy	---	Deputy	---
Admin/ Support	Admin/ Support	Admin/ Support	Admin/ Support	Admin/ Support	Admin/ Support	Admin/ Support	Admin/ Support
Environmental Health	Legal Office	Microbiology	Public Health Preparedness	Business Office	Health Info Systems & Reporting Division	HIV/AIDS	RWN
Drinking Water	Facility Licensing & Investigations	Genetics Testing	Emergency Medical Services	Contracts Management	Workforce Development	Injury Prevention	
Community-based Programs Licensing & Investigations	Practitioner Licensing & Investigations	Environmental Chemistry	Informatics (Information Technology, GIS, etc.)	Public Health Foundation	State Health Planning	Disease Prevention & Control[4]	
		Clinical Chemistry		Human Resources	Tumor Registry	Infectious Diseases	
		Terrorism Response		Hearing Office		Family Health	
						Health Services[6]	

1 APO to Planning
2 APO to Operations
3 APO to Public Health Initiatives
4 APO to Administration
5 Includes Nutrition, WIC, Tobacco, CVD, Asthma, and other Chronic Disease programs.
6 Includes Lead, School-based Health Centers, Community Health Centers, Immigrant Health, Children w/ Special Health Care Needs, Newborn Screening, other service programs.

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DPH - Information Technology

IT Mission Statement

The multiple applications and systems that collect essential data require an increased focus on how DPH can more broadly use and analyze information to positively affect key business objectives. Information that enables the Department of Public Health to best lead, decide, measure, manage and optimize efficiency in business objectives and financial benefits, must be a top strategic initiative.
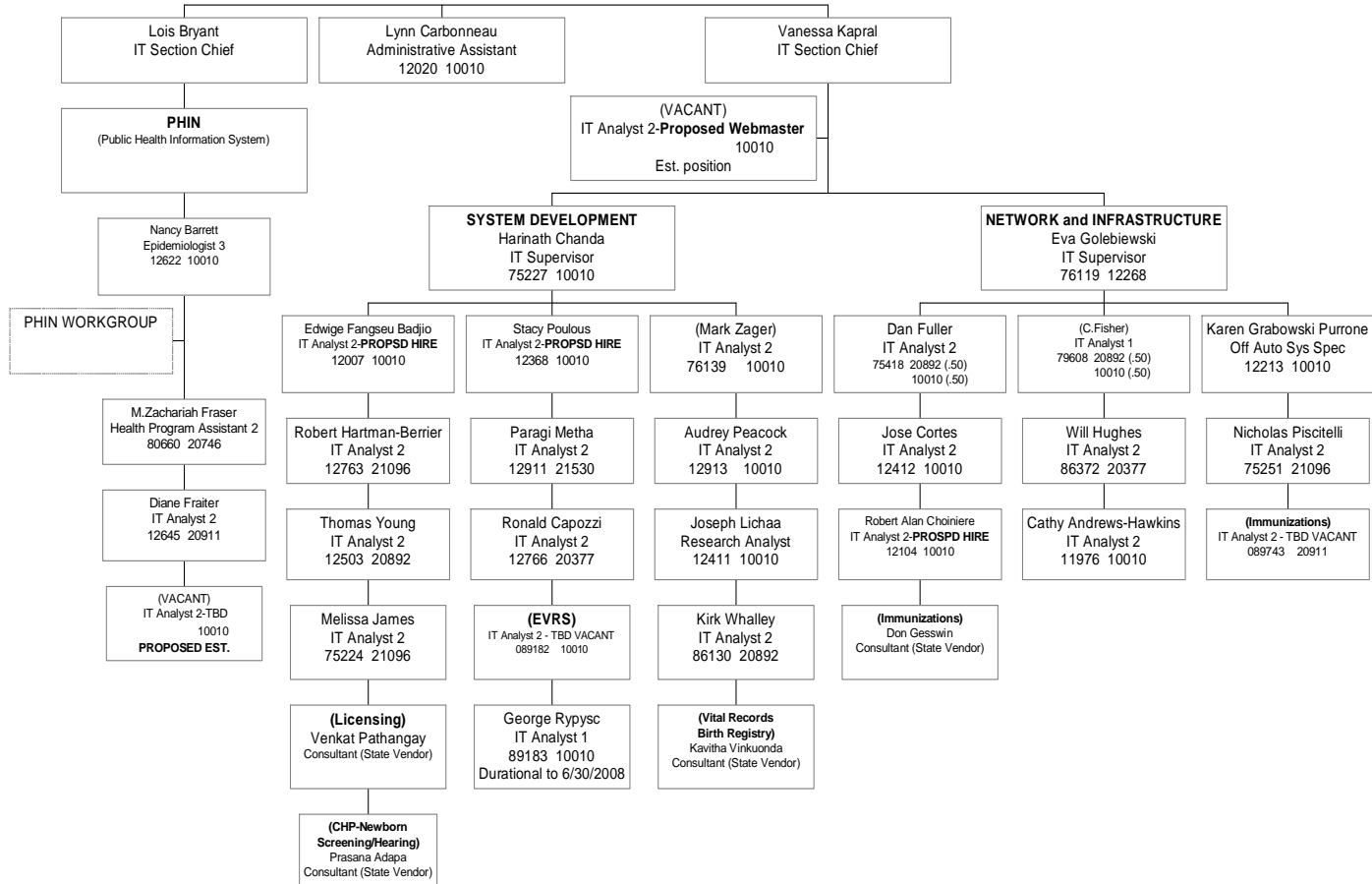
IT Business Drivers

The management of business and operations in larger organizations such as the Department of Public Health is challenging and complex. Effectively managing and working with this complexity means IT must provide senior management with a greater understanding of where and how value is created in the public health business by positioning IT to respond more quickly to changes and opportunities. IT must approach business intelligence from a ***strategic business objectives*** approach that drives process, technology and service decisions. Focus areas include:

- Apply strategic planning and a governance process to understand and confirm the expected role of IT within the Department of Public Health.
- Maximize the use and value of IT
- Align IT with DPH business drivers
- Identify and focus on the aspects of IT performance most important to the DPH mission.

IT Organization Structure

The Information Technology Section of DPH is divided into three organizational units; one of the organizational units is focused on Infrastructure, network and help desk support while the other is focused on application development and support. A third organizational unit, Phin platform, was added in the fall of 2005. The Phin coordinator is responsible for reviewing CDC requirements for a Public Health Information Network and coordinating with a Phin workgroup established at DPH to review and prioritize applications for migration to the Phin platform hosted at DoIT. In 2005, Lois Bryant, DoIT IT Manager was assigned to assist the Department of Public Health with Information Technology and the transitioning of systems into a supported environment through the use of standard IT "best practice" methodologies. The DPH IT organization was changed in 2007 with the addition of Vanessa Kapral, DOIT IT manager. Lois focuses solely on the PHIN projects with Vanessa handling the systems development, network and infrastructure units.

DPH-OPERATIONS BRANCH
INFORMATICS ORGANIZATIONAL CHART

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┌─────────────────────┐    ┌─────────────────────┐         ┌─────────────────────┐
│ Lois Bryant         │    │ Lynn Carbonneau     │         │ Vanessa Kapral      │
│ IT Section Chief    │    │ Administrative      │         │ IT Section Chief    │
│                     │    │ Assistant           │         │                     │
│                     │    │ 12020  10010        │         │                     │
└─────────────────────┘    └─────────────────────┘         └─────────────────────┘
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PHIN
(Public Health Information System)

(VACANT)
IT Analyst 2-**Proposed Webmaster**
10010
Est. position

Nancy Barrett
Epidemiologist 3
12622 10010

PHIN WORKGROUP

SYSTEM DEVELOPMENT
Harinath Chanda
IT Supervisor
75227 10010

NETWORK and INFRASTRUCTURE
Eva Golebiewski
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M.Zachariah Fraser
Health Program Assistant 2
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Edwige Fangseu Badjio
IT Analyst 2-**PROPSD HIRE**
12007 10010

Stacy Poulous
IT Analyst 2-**PROPSD HIRE**
12368 10010

(Mark Zager)
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76139   10010

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IT Analyst 2
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10010 (.50)

(C.Fisher)
IT Analyst 1
79608 20892 (.50)
10010 (.50)

Karen Grabowski Purrone
Off Auto Sys Spec
12213 10010

Diane Fraiter
IT Analyst 2
12645 20911

Robert Hartman-Berrier
IT Analyst 2
12763 21096

Paragi Metha
IT Analyst 2
12911 21530

Audrey Peacock
IT Analyst 2
12913   10010

Jose Cortes
IT Analyst 2
12412 10010

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86372 20377

Nicholas Piscitelli
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(VACANT)
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10010
PROPOSED EST.

Thomas Young
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Ronald Capozzi
IT Analyst 2
12766 20377

Joseph Lichaa
Research Analyst
12411 10010

Robert Alan Choiniere
IT Analyst 2-**PROSPD HIRE**
12104 10010

Cathy Andrews-Hawkins
IT Analyst 2
11976 10010

(Immunizations)
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Melissa James
IT Analyst 2
75224 21096

(EVRS)
IT Analyst 2 - TBD VACANT
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Kirk Whalley
IT Analyst 2
86130 20892

(Immunizations)
Don Gesswin
Consultant (State Vendor)

(Licensing)
Venkat Pathangay
Consultant (State Vendor)

George Rypysc
IT Analyst 1
89183 10010
Durational to 6/30/2008

**(Vital Records
Birth Registry)**
Kavitha Vinkuonda
Consultant (State Vendor)

**(CHP-Newborn
Screening/Hearing)**
Prasana Adapa
Consultant (State Vendor)

High – Level IT Accomplishments: April 2007 – March 2008
Significant milestones achieved include:
- Migrated agency to DoIT's Web Portal system in October '07.
- Laptop Encryption: Completed encryption of all agency laptops in support of the Governor's mandate by 2/29/08.
- Enhanced security and protection of Agency data through the installation of Microsoft's WSUS product.
- Upgraded our in-house task tracking system to measure, monitor and support all IT activities thus improving processes for defining IT priorities and milestones.
- Upgraded the vendor-based AIDS/AIDA database from SQL server 2000 to SQL server 2005, and move the d/b from unsupported Windows NT 4.0 servers to Windows '03 server.
- Historical births from 1959-1987: The development of data conversion strategy that includes defining the conversion business rules, data mapping between the source and target fields, setting up the SQL Loader; and loading of 1,314,124 historical data records into EVRS staging table have been completed.
- Improved communication and collaborative efforts between Informatics, the agency's other business units, and the Department of Information Technology.
- Upgraded DPH user's hardware via a 150 Desktop refresh process.
- Reduced the number of individual printers (165) with limited functionality in favor of shared document centers (24) with print, scan and copy functionality.

Dr. JR Galvin, Commissioner of the Department of Public Health cited significant IT accomplishments to be:
- Assigning another DoIT IT Manager to assist the Department of Public Health
- Improved communications between IT management and ELT group
- Migration off Banyan Vines network to Active Directory
- Update information technology for the State Laboratory.

IT Challenges
The greatest challenges facing DPH IT are aging applications and infrastructure along with reductions in staff, coupled with funding streams/sources that change from year to year.

- **Establishment of IT Focus Groups**
  In order to improve the quality of critical IT functional areas, DPH IT would establish the internal focus groups to evaluate the current state of the identified functional area, perform group research, collect ideas from the team members, and come up with the proposal recommendations for implementation.

  Following are the critical areas that need immediate attention.

  - Implement the "IT Work-In-Take" process for new projects, production support and application and database maintenance requests associated with existing systems
  - Identify new and cost effective technologies for migration of DPH small scale systems written in MS-Access, FoxPro, Visual dbase etc
  - Identify alternate Version Control automation tools for Change Management Process
  - Team Building Process
  - Develop IT documentation standards

- **Professional Development Training**
  The current DPH IT staff has strong credentials in supporting the existing applications and databases, however, staff needs the specialized training in the following new and cutting edge technologies to bring their skills current and to align with the department's goal of migrating the systems to the secured and reliable Web based technologies, and to comply with DoIT's EWTA standards, over the next few years.

Technical Focus Area	Specific Courses
Programming Languages/ Environment	J2EE, Java, JavaScript, Jdeveloper, Jbuilder, XML C#, VB.Net, ASP.Net, C#.Net, Visual Studio 2008 Oracle Application Express, Oracle Discoverer IBM Rational Suite Service Oriented Architecture (SOA)
RDBMS	Oracle 10g, SQL Server 2005
Administration	Oracle 10g, SQL Server 2005 Oracle Application Server IIS Application Server, Solaris 9.0/10.0 Linux, Web Sphere
Project Management	Project Management concepts: MS-Project, MS-Visio,Plan View

This will be accomplished using one or more of the following methodologies, as appropriate to the individual, over the next few years.

- Formal training via traditional classroom or online services
    - Use of DoIT's preferred training vendors, Oracle, Microsoft and Sun educational programs
- Enroll the staff into "Mind Leaders" e-learning program
    - Purchase concurrent licenses for unlimited access to the various technical courses Register/Enroll staff into the technical seminars, presentations, demos and hands-on workshop.

Other 2007 initiatives

In addition to those initiatives identified through the assessment process, several initiatives of a general nature must be explicitly stated and understood.

DPH IT will use a governance process for all projects. This will be based on the MS Project enterprise software. This project management tool will allow DPH leadership greater understanding of the tasks, time and resources required for projects.

DPH developers and technical support will compile documentation for all critical system to a degree that will allow someone else to pick up critical support should that become necessary. All documentation will reside in a single repository.

DPH developers and technical support staff will be cross-trained in other areas so secondary support is available for critical functions.

DPH has a large number of external users and the number is expected to grow. In addition, DPH employees have a need to access their applications and data from remote locations. DPH will explore migrating to CITRIX as funding opportunities are presented. The "go to assist" functionality of Citrix will reduce costs associated with supporting external application such as newborn screening applications at hospitals.

Address security issues posed by the expanding use of wireless access.

Hiring of a DPH overall Webmaster to begin development of DPH intranet pages
with the goal of mechanizing internal DPH processes that are very labor intensive, e.g.
Freedom of Information requests.

SYSTEMS DEVELOPMENT AND SUPPORT – SPECIAL PROJECTS

1. **Focus Areas: Enterprise Initiates, Technology Upgrades, Security Measures**

- **Implementation of Recovery Manager (RMAN) for Oracle Databases**

  RMAN - The Oracle Backup, Restore and Recovery Software

  The DPH IT currently uses Computer Associates BrightStor ARCserve software for backing up the data files related to seven (7) Oracle databases residing on Windows and Sun Solaris Servers. This mechanism has some limitations and would not provide us with an optimal, complete solution for restoring and recovering the database from the backups that makes the department vulnerable in case of a disaster or production failure.

  Since most of the enterprise level systems impose stringent requirements on backup and recovery, it is very critical for DPH to implement the RMAN for all the database servers for scalable and reliable backups.

- **Memory Upgrade: Sun Solaris DPH-DB001 Server**

  To increase the memory installed on DPH-DB001 to 6 GB or above.

  Oracle, for good performance and response, works best with at *least 1* GB of real memory per database instance. The DPH-DB001, which has 4 GB of memory, is currently hosting 4 Oracle databases. The Solaris OS requires its share of memory, which means that the DPH Oracle environment is running in a much-less-than-optimal environment. Performance consequently suffers.

  Constraints: Memory availability, memory cost, and availability of slots to put the memory in.

- **Mainframe - Application Disaster Recovery (DR)**

  ➢ Participate in the Semiannual D/R exercise
  ➢ Conversion of current production libraries to agency specific production libraries
  ➢ Agency owns, maintains, and updates libraries directly
  ➢ Security restricts library access to specific agency personnel only
  ➢ 3. Conversion of VTS Tapes
  ➢ VTS tapes are not vaulted/available at D/R hot site
  ➢ Any data currently stored on VTS medium and needed for D/R must be converted
  ➢

- **Gemini 2000 – Implementation of Disaster Recovery (DR) Plan**

  Implementation of Disaster Recovery Solution to the production Gemini system

  As outlined in the "Remediation Planning Guide for DR of Gemini System" developed in Year 2007 with assistance from Lisa Dower, DoIT/IBM consultant, relocate *the identical spare RS/6000 Model 7025-F40* server (clone) from 10 Clinton Street to the DPH Central Office at 410 Capital Avenue for a bare metal recovery and tape restore.

  The implementation of this Recovery Solution includes –

  ➢ Relocate and install the spare server at 410 Capitol Ave, Hartford, CT
  ➢ Recover the application and data from backup tapes, and set up the backup procedures
  ➢ Test the application functionality, batch jobs and backup procedures

  This ensures improved operational availability with alternate site solution; flexibility to configure and test recovery approaches without any on-going support and additional hardware costs. It is estimated that approximately 40 hours or one (1) workweek would be required to complete this project.

- **Database Upgrade/Migration – Hospital Discharge DB**

  (a) Oracle upgrade from Oracle 8.0.6 to a supported DB version
  (b) Move the database from Windows NT to a supported environment

  Legislation (P.A. 98-87, now Sec. 19a-7 CGS) was passed in 1998 giving DPH access to hospital discharge data collected by the Office of Health Care Access (OHCA) from all of the non-federal acute-care hospitals in the state. The hospital discharge data are a rich source of readily available information about the public health burden, patterns of patient care, and health care costs. The data have been of critical value for purposes of chronic disease and injury surveillance and for statewide public health planning purposes. The data are managed by HCQSAR staff and are used by many DPH epidemiologists. The data have been used in numerous major DPH publications, such as (1) *Looking Toward 2000: An Assessment of Health Status and Health Services*; (2) *Connecticut Women's Health*, 2001; and (3) *Multicultural Health: The Health Status of Minority Groups in Connecticut*, to name a few. The data are also published as a supplement to the Department's annual Registration Report.

  The data received annually from OHCA are loaded into a DPH Hospital Discharge system that currently uses Oracle 8.1.6 as the backend DBMS. This production database instance resides on an unsupported Windows NT server, and DPH currently do not have development and test instances.

  ➢ Additionally, the server does not have adequate free storage for future growth of the database, requiring the immediate upgrade to the higher version while moving the

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database either to an existing shared platform or a new server with higher storage capacity.

- **Upgrade Task Manager System (TMS) to ASP.Net / SQL Server 2005**

  The in-house developed Task Manager System (TMS) for recording IT tasks, priorities and timelines for managing, measuring, monitoring all IT activities, and generating audit reports for federal and split funded positions is currently written in MS Access.

  This system needs to be upgraded from MS Access to ASP.NET and SQL Server 2005 to provide easier portability, optimal security and to comply with DoIT's EWTA standards.

- **Migration of FOI Data & Request Processes**

  The DPH IT receives over 550 Freedom of Information (FOI) data requests per year. The current process involves customers submitting requests for FOI data on paper and waiting for it to be processed both administratively and technically.

  The current FOI system that is written in MS Access gets the information from a number of sources: Licensure, Birth Registry, Death Registry, "canned" procedures and special procedures. This application provides 95% of FOI data, is not EWTA compliant, and requires special knowledge and equipment. In addition, while easy to use, it has its own extracted data store and is very cumbersome to get that data store refreshed with current data.

  Migrate the process to a web-based, transaction-oriented application accepting on-line requests (short term goal), on-line payments (log term goal) and secure delivery of common extracted data while allowing for manual processing of special data requests.

- **Implement a new secured file transfer mechanism for WIC files to CDC**

  WIC – Women, Infants and Children

  Commence using SDN (Secure Data Network) for PNSS (Pregnancy Nutrition Surveillance System) and PedNSS (Pediatric Nutrition Surveillance System) files transfer to Center Disease Control (CDC)

  ➢ Tighter IT security controls are being implemented at CDC.
  ➢ SDN is more secure than other file transfer methods.
  ➢ Increased efficiency of CDC file processing.
  Increased consistency of PedNSS and PNSS file names by automatically naming files based on information provided at time of SDN upload

- **Replacement of Current WIC (SWIS) System**

  The current mainframe (COBOL, DB2, CICS, FOCUS) and Visual FoxPro based system has been in operation for 13 years.

  The Food and Nutrition Service (FNS) Documents Required - New System.

  ➤ The Advanced Planning Document (APD) used to notify FNS of a need for an improved system and objective to begin a planning process.
  ➤ Implementation APD – Provides an overall management plan for systems design, development, testing, and implementation. Describes the project's planning i.e. identification, analysis, feasibility, cost of various systems alternatives, design of chosen option and the estimated budget and schedule.
  ➤ Planned visits to critique other operational, FNS compliant state systems.

- **Upgrade / Replace the Current Personnel Action Form (PAF) Easy System**

  The PAF Easy is an automation of the Personnel Action Form and is intended to facilitate the sharing of personnel information between DPH Human Resources Office, Fiscal Office, Affirmative Action Office, and Branches.

  The is an internal system developed using Visual Dbase that supports 16-bit version will soon be obsolete due to the mandatory 32-byte version needs. This requires an immediate upgrade of the system to a higher version of Visual Dbase (short term), and then eventually develops and implements a new system that completely replaces the current.

- **Implement the "Change Control Process" for existing systems**

  The department currently does not have any Automation tools to manage the Change Control Process for handling the application changes and database upgrades/updates related to the existing systems at DPH.

  It is essential that the department implement automation tools, such as, Visual Source Safe (VSS), Concurrent Versions System (CVS), Clear Case etc to maintain, support and monitor the change requests, minimize the risk, reduce loss of the quality, and have the traceability and back out options in case of production failures

2. **Focus Areas: Cost Savings, Process Automations, Quality Improvements**

- **WIC Mainframe Cost Reduction**

    WIC – Women, Infants and Children
    ➢ Continuation of FY2007 project by monitoring monthly billing reports, tape and disk storage management, utilization of running online and batch processes during off-peak hours.
    ➢ Proposal for elimination of obsolete daily and monthly reports for savings in processing, historical storage, and printing costs.
    ➢ Creation of ad hoc queries in server environment will eliminate mainframe costs associated with these tasks.

- **Tumor Registry (TR) Mainframe Cost Reduction**

    ➢ Review the historical Tumor Mainframe data files, tape libraries, test data sets, batch processes
    ➢ Develop a proposal for elimination obsolete data files, reports for savings in processing, historical storage, and printing costs
    ➢ Download needed data to the server environment future migration to newly implemented SEER*DMS Oracle10g database

3. **Focus Areas: State/Federal Mandates, Other New Projects**

    DPH Child Health Profile (CHP)

- **Historical Data Migration from NBTS200p (MS Access) to CHP (Oracle)**
    The historical Newborn Screening, Hearing and Birth Defects data for the years from 1989 to 2004 resides in the "nbts200p" access database and is not available to the Child Health Profile (CHP) users for accessing via the current CHP applications. It is necessary to migrate the data from nbts200p to the Oracle based CHP database that currently resides on the Sun Solaris, DB001, server.

- **Restore the Birth Defects Registry**
-
    The Java based Birth Registry production application implemented by a Vendor over 5years ago, used by the DPH Family Health section, is broken a year ago.

    Restore the application. Constraints - The Source code for this application is not available; hence it requires reverse engineering from byte code to java source. This project involves modifications to the Java applets and connection establishment to the newly implemented CHP database on DPH-DB001 server.

- **Implement a new data Interface for Uconn Hospital data**

  Develop a new procedure to upload the Newborn Screening data received from Uconn Hospital to Oracle based CHP database. The existing process implemented by Vendor few years ago is not working.

<u>DPH Electronic Vital Records System (EVRS)</u>

- **Historical Birth and Fetal Data Migration to DPH EVRS (Oracle)**

  EVRS – Electronic Vital Records System

  This initiative is to facilitate Vital Records (VR) program to meet the requirements of the Federal Intelligence Reform Act [for issuing all birth certificates from a central repository], and Federal Real ID Act [for State DMV offices to electronically verify birth information].

  ➢ The Phase I migration for 652,970 in-state and out-of-state historical birth records for the birth years from 1988 through 2002 from Mumps database to Oracle database (EVRS) has been successfully completed. The following Phase II and Phase III projects are in progress to complete this year.

  ➢ The Phase II – Migration of 1,314,124 records for birth the years from 1959-1987 from the Mainframe datasets to current Oracle database

  ➢ Phase III – Migration of 14,500 records for the fetal death years from 1962-2000 from nine (9) different Mainframe datasets to the current Oracle database

- **Implementation of a new Electronic Verification of Vital Events (EVVE) System**

   As part of Vital Record's (VR) effort to comply the Real Id Act and automate the birth certificate verification process, provide any assistance necessary for the configuration, testing, and initial launch of the EVVE system to the PHIN group. Additionally, the database fields required by EVVE have been identified in the EVRS birth registry. The method for connecting the DPH EVRS birth registry to the EVVE system will need to be finalized.

- **Update EVRS Birth Records Decease Flag Status with Death Registry Data**

  Utilizing existing mainframe death files (prior to 2005) and Access Database Death Registry database (2005-present) create a process for comparing death data to birth data in EVRS (Current birth registry system) to determine a match. When a match is found provide an automated process for updating the decease flag status in EVRS with "Y". This

process will support the Record Conversion/Date Migration Project and allow DPH Vital Records (VR) program to meet the requirements of the Real ID Act and Intelligence Reform Act.

This process will allow DPH-VR to maximally utilize the newly proposed EVVE (Electronic Verification of Vital Events) system.

DPH Licensure System (Oracle)

- Establish the functionality in the Licensing system for a new Facility Type, called, Crematorium

- Automation of the Webster Bank Lockbox Process

  - Automation to copy the Webster (Lockbox) file from Webster bank, Remits file from Practitioners' Licensing and Investigation Section (PLIS)
  - Develop a User Interface in a Licensure application that uses existing backend procedure to process the Lockbox operation with minimal user interaction.
  - Develop a new process to automatically check the dates processed on the previous day, and produce appropriate application level messages during the renewal process for business users.
  - The present application level lockbox process in Licensure system should become a background process and should update the Licensure automatically.

- Implement a new mechanism for licensees or members of the public to submit the License Verification requests electronically via the DPH Website. This new mechanism would eliminate the current manual verification process and potentially save 1-FTE for PLIS unit.

  - The license or member of the public should have the ability to enter identifiable data and the requester's contact information where the verification should be mailed using a link on DPH Website
  - Need a batch process to electronically capture the verification data requests, update the licensing database, and generate verification letters for PLIS unit

Tuberculosis Registry and Information Management System (TRIMS)

- Add the ability to enter and track TB disease cases in addition to the latent cases that are already entered. These TB cases are currently being logged in a CDC written surveillance system called TIMS. Clients must be tracked in TIMS so the client information can be packaged and sent to the CDC. This enhancement calls for entering TB cases into TRIMS then exporting it into TIMS where it can still be electronically transferring to the CDC. Once both latent and diseased TB cases are entered into the same system, it will be much easier to provide reports and analysis of all TB clients, track additional information for cases currently not allowed for in the current CDC written system and more easily track clients that cross from a latent to active cases.

<u>**Youth Camps**</u>

- On the inspections and compliance section of the Youth Camps Licensing System, add complete edits for all events. This section is critical for tracking current and historical camp compliance.

<u>**Women, Infants and Children (WIC)**</u>

- **WIC Participant And Program Characteristics 2008**
  - ➢ Provide crosswalk of state nutrition risk codes and federal nutrition risk codes.
  - ➢ Provide food code documentation for translation of food package codes used by state when prescribing WIC foods.
  - ➢ Create data file for input into Food and Nutrition Service (FNS) biennial reports. These reports provide the most comprehensive and up-to-date statistics on the WIC program. The biennial reports include:
    - Information on income and nutritional risk.
    - Participation for migrant farm workers families.
    - Information on participation deemed appropriate by Secretary of Agriculture

- **Revisions To WIC Food Packages (USDA Mandate)**
  - ➢ Alignment of WIC food packages with Dietary Guidelines for Americans (DGA) and current infant feeding practice guidelines of the American Academy of Pediatrics.
  - ➢ Promotion and support successful long-term breastfeeding.
  - ➢ Provision for wider variety of food for WIC participants.
  - ➢ Greater flexibility in prescribing food packages to participants with cultural food preferences.

- **System Enhancements to Comply with the USDA Value Enhanced Nutrition Assessment (VENA) initiative**
  - ➢ Transfer Nutrition Notes and Comments with Participant Transfers

    This enhancement will allow variable-length data fields to be transferred electronically and automatically when a participant transfers from one agency to another. Current practice requires that staff print the screens and FAX this information to the agency receiving the participant, which is very time consuming.

  - ➢ Enhance the Check Sequence Correction Module in SWIS

  Occasionally while a local agency is printing checks, they will become miss-numbered due to a printer malfunction. When this occurs, staff must correct the sequence numbers using the Check Sequence Correction module. This module requires each check to be corrected individually. If many checks are involved, this can become time-consuming and error–prone. The module should be re-written to enable the staff to enter the entire range of miss-numbered checks and correct them all in one action. This will be a significant time-saver for staff and reduce human error considerably.

Developer Team – Year 2007: Significant Accomplishments

(a) Focus Area: Achievements

- **Employee of the Day:** In the spirit of HealthyCT/HealthyDPH, DPH has launched a new initiative in 2007, called "Employee of the Day Award", which will be given by employees to employees, one at a time, everyday.

  Following are the award recipients from Developer group this year.

Audrey Peacock	- December 18, 2007
Mark Zager	- October 5, 2007
Ron Capozzi	- March 14, 2007
Tom Young	- December 28, 2007
Paragi Mehta	- August 16, 2007

(b) Focus Area: IT Personnel

- Established a new IT Analyst 2, formerly known as Systems Developer 3, position that eliminated the high-cost consulting services that IT had been utilizing since May 2004 for WIC system support.

(c) Focus Area: Overall Production Statistics

- The Information Technology developer team satisfactorily completed 94% of all requests received, with 6% remaining.

Number of requests outstanding in year 2006:	148
Number of requests received in year 2007:	2899
Total number of support requests:	3047
Total requests **completed** in year 2007:	2866 **(94%)**
Total **outstanding** requests as of 12/31/2007:	181 **(6%)**

YEAR 2007: DEVELOPERS' OVERALL STATISTICS BY MONTH			
Month (As of)	New Requests Received	Requests Completed	Request Outstanding
Dec '06			148
Jan '07	185	186	147
Feb '07	160	134	173
Mar '07	196	188	181
Apr '07	251	243	189
May '07	202	211	180
Jun '07	220	218	182
Jul '07	187	166	203
Aug '07	335	339	199
Sep '07	301	299	201
Oct '07	307	314	194
Nov '07	319	311	202
Dec '07	236	257	**181**
Grand Totals	**2899**	**2866**	

Year 2007: Developers' Overall Production Statistics

Chart plotting No of Requests (y-axis, 0 to 350) against Month (as of) (x-axis) for Dec '06 through Dec '07.

Month	New Requests	Completed Requests	Outstanding Requests
Dec '06			148
Jan '07	185	186	147
Feb '07	160	134	173
Mar '07	196	190	191
Apr '07	251	243	189
May '07	202	211	180
Jun '07	220	218	182
Jul '07	187	166	203
Aug '07	336	339	199
Sep '07	301	299	201
Oct '07	307	314	194
Nov '07	319	311	203
Dec '07	236	257	181

Legend: ■ New Requests ■ Completed Requests ■ Outstanding Requests

(d) Focus Areas: Enterprise Initiates, Technology Upgrades, Security Measures

- **IT Audit on user accounts:** In response to recent Auditor's report for year 2004 and 2005, the IT developer team has performed internal Audit on user accounts associated with IT supported applications, and locked/deleted the accounts for 182 users who no longer require access to the twelve (12) applications, *ensuring continued secured access to agency information.*

  This project involved generating active user lists and extensively reviewing the accounts with Program Managers/Supervisors for feedback.

  Lead Developers: All

- **Daylight Savings Time (DST) changes:** Successfully applied time sensitive DST patches to six (6) Sun Solaris Servers and three (3) out of 7 impacted Oracle production databases prior to the DST change date of March 11, 2007, *resulting in smooth operations with NO negative impacts.*

  Assisted IT helpdesk by incorporating a new batch VBScript into the Windows Login Script, which electronically applied the critical Microsoft DST patch KB925092 onto user desktops upon login. *This has eliminated manually applying patches for over 800 users.*

  Lead developers: Bob Hartman-Berrier, Hari Chanda

- **AIDA Database Update/Migration:** Successfully upgraded the Vendor (Defran) based AIDS Institute Data Application (AIDA) database from SQL Server 2000 to SQL Server 2005, and *moved the database from an unsupported Windows NT 4.0 server to Windows 2003 server.*

  Lead developers: Mark Zager, Bharat Bhuva (DBA from DMHAS)

- **WIC System Upgrade:** Successfully upgraded twenty-five (25) WIC programs that include 18 daily batch job stream programs and 7 user applications from an *unsupported DOS-FoxPro and Visual FoxPro v6.0 to a supported Visual FoxPro v9.0 environment.*

  Lead developer: Tom Young

- **Banyan to Active Directory Migration (Applications):** In response to IT Helpdesk's goal of migrating agency's network from Banyan Vines to Active Directory, successfully implemented migration changes to the following 29 impacted DPH applications. The initial 23 applications were successfully migrated within a very demanding 2-week timeframe to comply with IT Helpdesk's project schedule with consultants.   The migration effort included desktop support for over 100 users.

This effort allowed the DPH Help Desk to conclude their migration off Banyan Vines to bring the agency into compliance with DoIT's EWTA standards.

Applications:
- Abortion
- Breast & Cervical Cancer
- Civil Unions
- Daycares (11)
- Death Registry
- Emergency Medical Services/Technicians (5)
- Foreign Born
- Lab Tracking
- Newborn Screening (2)
- Pediatrics
- SAS
- Tuberculosis Registry
- Women, Infants, and Children (WIC)
- Youth Camps

Lead developers: Audrey Peacock, Bob Hartman-Berrier, Joseph Lichaa, Mark Zager, Paragi Mehta, Prasanna Adapa, Ron Capozzi, Tom Young

- **Health Alert Network (HAN) migration:** In response to DoIT's initiative of moving HAN database from KINGFISHER (SQL Server 2000) to DC1MDB36 (SQL Server 2005) server, worked with DoIT and successfully completed DPH portion of database/application migration in production,

Lead developer: Mark Zager

- **Uninstall Oracle RAC:** In response to IT management's decision to remove Oracle Real Application Cluster (RAC) environment on 2-node Sun servers at DPH, IT developer team, with assistance from an Oracle Engineer (DBA), shutdown the RAC and implemented three standalone databases for Water, GIS and Lead databases.

This major change to the database environment caused production outage for the vendor based Lead, GIS (Spatial), and GIS (Water) applications.

Even though we do not have dedicated staff for these Vendor unsupported applications, we were able to resolve the issues and bring applications back up with no data loss in only one week.

Lead developers: Bob Hartman-Berrier, Venkat Pathangay, Hari Chanda

- **Gemini2000 - Disaster Recovery (DR):** Worked with Lisa Dower, DoIT/IBM consultant, and developed an ITDR operations procedure/plan for recovery of AIX 4.1.2 Gemini

application. *This is to ensure the recovery of Gemini system from backup media (not installation media) on a spare server (clone) in the event of a disaster at DPH laboratory or production system failure.*

Lead developer: Melissa James

- **DoIT Mainframe – Disaster Recovery (DR):** In response to DoIT's goal to improve overall recovery capabilities for Mainframe systems from Sterling Forest, NY (DR location), *participated in DoIT's DR exercise and successfully tested agency specific Mainframe programs in September 2007.*

  As a next step, an IT developer is currently working with DoIT for converting the DPH Mainframe libraries to new agency specific libraries so DPH can take over the administrative responsibilities for managing DPH systems.

  Lead Developer: Kirk Whalley

- **DPH Website Portal Migration - License Verification:** Extensively analyzed and fixed the critical broken links on License Verification Website by implementing new version templates and pointing the Disciplinary Action page to the appropriate directories of License Verification and Physician Profile Websites.

  This problem occurred as a result of DPH Website migration to a new Portal, which is an enterprise-wide initiative by DoIT.

  Lead Developer: Venkat Pathangay

- **Task Manager System (TMS):** In response to IT management's request enhanced and implemented the new release of TMS, Version 2.12, system in production for *capturing IT helpdesk team projects and timelines.* This new release includes more appropriate *security restrictions to meet our Supervisors and Managers project requirements.*

  Lead Developer: Audrey Peacock

(e) Focus Areas: State/Federal Mandates, Other New Projects

- **Healthcare Associated Infections (HAI):** In Public Act 06-142, an act concerning Hospital Acquired Infections, the CT legislature established the committee on HAIs and charged them with advising DPH with respect to implementation, operation and monitoring of a mandatory reporting system for HAIs in Connecticut.

  Part of the committee engaged in the deliberative and productive work process that included review of national data concerning the magnitude of the HAI problem, review of recommendations of national authorities and experts on HAI reporting and infection

prevention, and examination of established national and state HAI reporting systems. The committee has submitted a final recommendations report to DPH to utilize CDC's National Healthcare Safety Network (NHSN) along with needed resources, education activities, and budgetary needs.

A letter from Commissioner Galvin was sent to all hospitals requesting that each hospital enroll in NHSN by 12/1/07 and begin reporting the data by 1/1/08.

Lead Developer: Hari Chanda

- **Historical Birth Data Migration:** To facilitate Vital Records (VR) section to meet the requirements of the Federal Intelligence Reform Act [for issuing all birth certificates from a central repository], and Federal Real ID act [for State DMV offices to electronically verify birth information] – Extensively analyzed and migrated 652,970 in-state and out-of-state historical birth records for the birth years from 1988 through 2002 from Mumps database to Oracle database (EVRS).

  The Phase II data migration for over 1.3M birth records for birth years from 1959-1987 & Phase III migration for over 14K fetal death records for years from 1962-2000 is currently in progress.

  Lead Developers: Kavitha Vinukonda, Joseph Lichaa

- **Automate Citizenship Verification for DSS:** In response to Vital Records (VR) section request for assisting DSS with electronic verification of birth information for Medicaid recipients, developed data matching procedures and implemented a new data interface using DoIT's Tumbleweed server for 2-way secured data transfer between DPH and DSS. *This new electronic mechanism has eliminated the need for manual verification for 400,000 Medicaid recipients by VR staff.*

  Lead Developers: Kavitha Vinukonda, Joseph Lichaa

- **Licensing – Practitioners:** The IT developer team responded to and implemented legislatively mandated renewal fee changes for 4 health care professions (Registered Nurse, Advanced Practice Registered Nurse, Licensed Nurse Midwife, and Licensed Practical Nurse). This legislatively time bound, very high priority project involved implementing several changes to the application functionality, such as, creating new fee types, accepting partial payments, generating special batch files for MOORE (Webster bank vendor) and summary/statistical reports for Licensing unit. *This resulted in the processing of partial payments, new full payments, and issuance of license renewals in a timely manner.*

  IT spent 285.25 hrs to complete the project.

  Lead Developers: Venkat Pathangay, Paragi Mehta, Melissa James

- **FOI:** Responded to 591 FOI data requests this year, *generating $9,588.00 in revenue for the department.*

  Lead Developer: Bob Hartman-Berrier

(f) Focus Areas: Cost Savings, Process Automations, Quality Improvements

- **IT Cost Saving Project:** As a direct result of major housecleaning and adherence to best practices by IT staff, IT was able to reduce DoIT Data Center charges from $119,665.42 to $57,466.93 for the Calendar year 2006/2007, *realizing a total recurring savings of $62,198.49 to the WIC program.*

  Lead Developer: Kirk Whalley, Tom Young

- **WIC Helpdesk calls – Participant lookups:** Implemented a new program for local agency staff to look up Participants details without them having to call the State helpdesk. *This IT initiative has eliminated support for over one thousand (1,000) helpdesk calls per year, and provided the flexibility for local agencies to serve the customers outside of State business hours and on certain State holidays when municipalities/hospitals are working.*

  Lead developer: Tom Young

- **Tuberculosis Registry (TRIMS):** To identify TB bacterial cultures that have a common genotype and help determine the transmission of the bacteria from person to person, per Tuberculosis program's request, extensively redesigned the TRIMS database and added new export/import functionality for TB Michigan Genotyping data. This is to facilitate DPH Laboratory to report the positive TB cultures to Michigan Laboratory for comparing with other cultures that Michigan receives from all around the country.

  This automation has significantly improved the accuracy and organization of the data being used for both informational and analysis purposes.

  Lead Developer: Audrey Peacock

- **Child Health Profile (CHP/NBS/EHDI):**
  (a) Extensively analyzed and troubleshot the performance issues with CHP load extract procedures, resulting in *improved daily processing times for an average of 10,000 records from 12 hours down to only 10 minutes.*

  Lead Developers: Prasanna Adapa, Bob Hartman-Berrier

  (b) In order to capture the newborn screening data reported by Hospitals via DoIT's NBS system, DPH CHP database tables, import procedures, and GUI forms were

appropriately modified.   The production changes were implemented in production without a glitch.

Lead Developers: Prasanna Adapa, Bob Hartman-Berrier

(g) Focus Area: Critical Production Support

- **Gemini 2000 Support:** Forty (40) Gemini change requests were received since IT staff took over the fulltime support responsibilities since Russ Spencer, Lab Chemist, retired in April 2007. *Of those 40 requests, 36 requests were completed within 1-business day or prior to the user expected completion date.*

    Lead developer: Melissa James

- **CT Lead:** The abrupt power failure in the building on July 19, 2007 had caused production outage for CLPPP application due to a corrupted server file on DPH-EX001, IIS Application Server, and connectivity issues with CLPPP application.

    Even though we do not have dedicated staff for this Vendor (unsupported) system, we were able to resolve the issues and bring application back online with no data or functionality loss in only six (6) business days.

    Lead Developers: Venkat Pathangay, Hari Chanda

- **Early Hearing Detection & Intervention (EHDI):** In response to EHDI program's request, IT has reengineered the EHDI system and *implemented a new runtime version in production for optimal performance, security and data presenta*tion.   This new release also contains modified versions of 3 critical EHDI reports and 17 new detailed reports.

    Lead Developer: Audrey Peacock

(h) Focus Area: IT Training

- IT developers have attended the following formal trainings/conferences this year, which has resulted in our being able to effectively maintain and support our systems for DPH business needs. Based upon this past year's experiences, additional training requests will be submitted/planned for this upcoming year.

Training Type	Course Name	Attendees
Technical Training	Implementing SQL Server 2005 Database	Mark Zager
Technical Training	Introduction to PERL	Ron Capozzi

(Online)		
Technical Training (Online)	Introduction to SQL and PL/SQL	Ron Capozzi
Technical Presentation	Oracle Application Express (APEX)	Audrey Peacock Bob Hartman-Berrier Diane Fraiter Don Gesswin Joseph Lichaa Kavitha Vinukonda Mark Zager Melissa James Paragi Mehta
Technical Demo: Hands-on	Oracle Application Express (APEX)	Audrey Peacock Mark Zager Paragi Mehta
Project Management	MS-Project	Bob Hartman-Berrier Diane Fraiter Hari Chanda Venkat Pathangay
IBM tools Training (PHIN)	Requisite Pro for Requirements Management Planning	Diane Fraiter Joseph Lichaa Kirk Whalley Mark Zager Melissa James Paragi Mehta Tom Young Venkat Pathangay
IBM tools Presentation (PHIN)	Rational Functional Testing Presentation by IBM	Diane Fraiter Hari Chanda Mark Zager Paragi Mehta Venkat Pathangay
Technical Training Hands-On	Oracle10g – OEM hands on Workshop	Hari Chanda Melissa James Paragi Mehta
Technical Hands-on De|	Quest Central – Toad	Joseph Lichaa
Technical Demo	Quest Central for Administering	Bob Hartman-Berrier

	SQL Server, Oracle & DB2 Databases	Diane Fraiter Hari Chanda Joseph Lichaa Melissa James Paragi Mehta Ron Capozzi Venkat Pathangay
Technical Seminar	Oracle Development tools & SOA Suite	Bob Hartman-Berrier Diane Fraiter Hari Chanda Joseph Lichaa Kavitha Vinukonda Melissa James Paragi Mehta Ron Capozzi Venkat Pathangay
Technical Seminar	Architect Highly Available Oracle Environmer	Bob Hartman-Berrier Hari Chanda Joseph Lichaa Kavitha Vinukonda Venkat Pathangay
Technical Webinar	Daylight Savings Time changes – Impact on Oracle basis	Bob Hartman-Berrier Hari Chanda Joseph Lichaa Kavitha Vinukonda Ron Capozzi Venkat Pathangay

DEVELOPERS OUTSTANDING TASKS - STATISTICS

Developer	OUTSTANDING TASK COUNT BY DEVELOPER Routine vs Non-Routine		
Developer	Non Routine Tasks	Routine Tasks	Total Tasks
Audrey	43	9	52
George	2	0	2
Hari	10	13	23
Joseph	7	26	33
Kavitha	4	3	7
Kirk	18	8	26
Mark	1	8	9
Melissa	2	6	8
Paragi	9	2	11
Prasanna	8	4	12
Robert	17	5	22
Ron	3	16	19
TBD-Developer	3	0	3
Tom	22	11	33
Venkat	9	6	15
Grand Total	**158**	**117**	**275**

Developers Outstanding Tasks

Legend: ■ Non Routine Tasks □ Routine Tasks ■ Total Tasks

X-axis (Developer): Audrey, George, Hari, Joseph, Kavitha, Kirk, Mark, Melissa, Paragi, Prasanna, Robert, Ron, TBD-Developer, Tom, Venkat

Y-axis (Count): 0 – 60

30
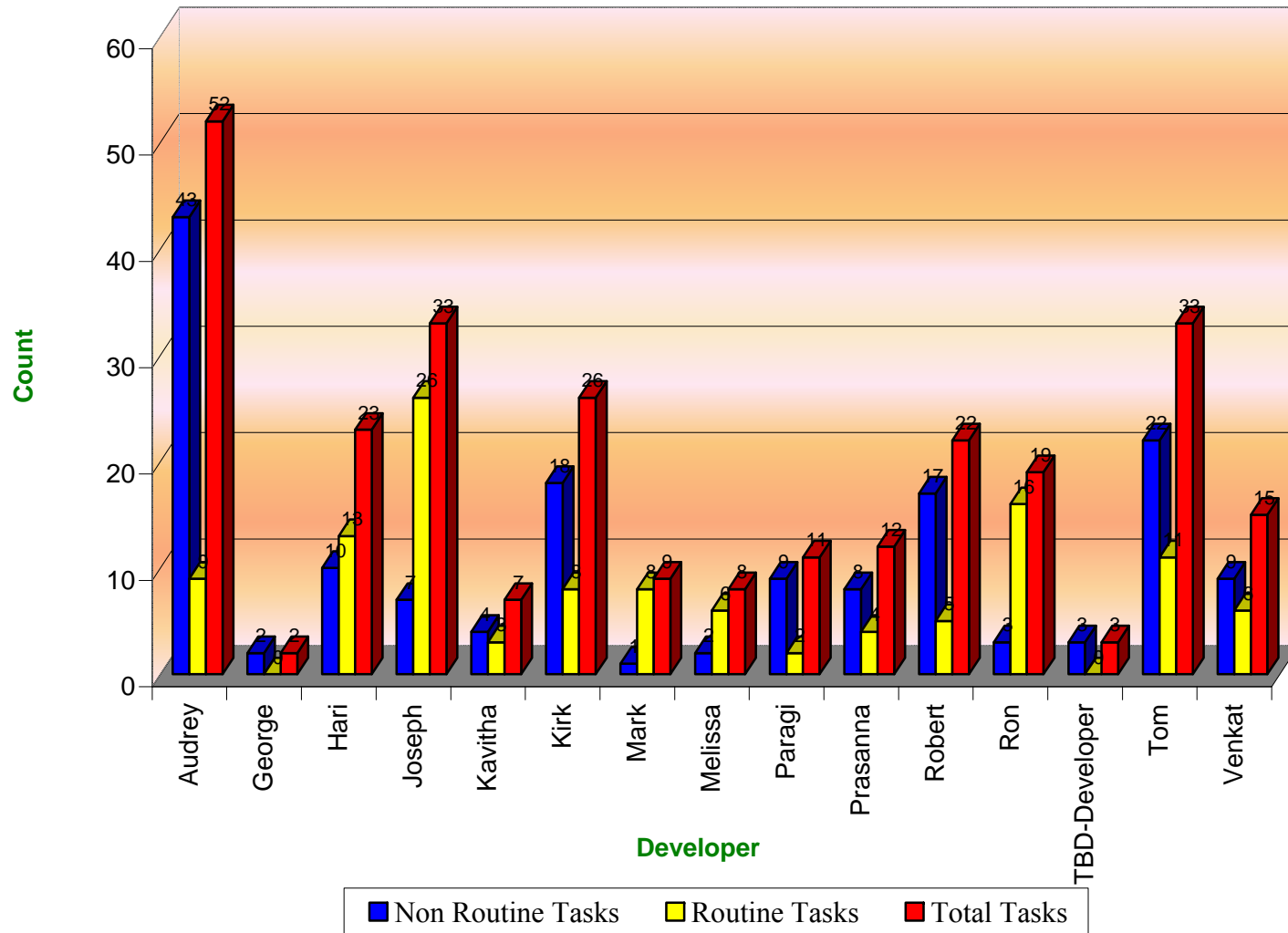
Outstanding Tasks by Developer

Legend:
- Audrey
- George
- Hari
- Joseph
- Kavitha
- Kirk
- Mark
- Melissa
- Paragi
- Prasanna
- Robert
- Ron
- TBD-Developer
- Tom
- Venkat

Values: 15, 33, 3, 19, 22, 12, 11, 8, 9, 26, 7, 33, 23, 2, 52
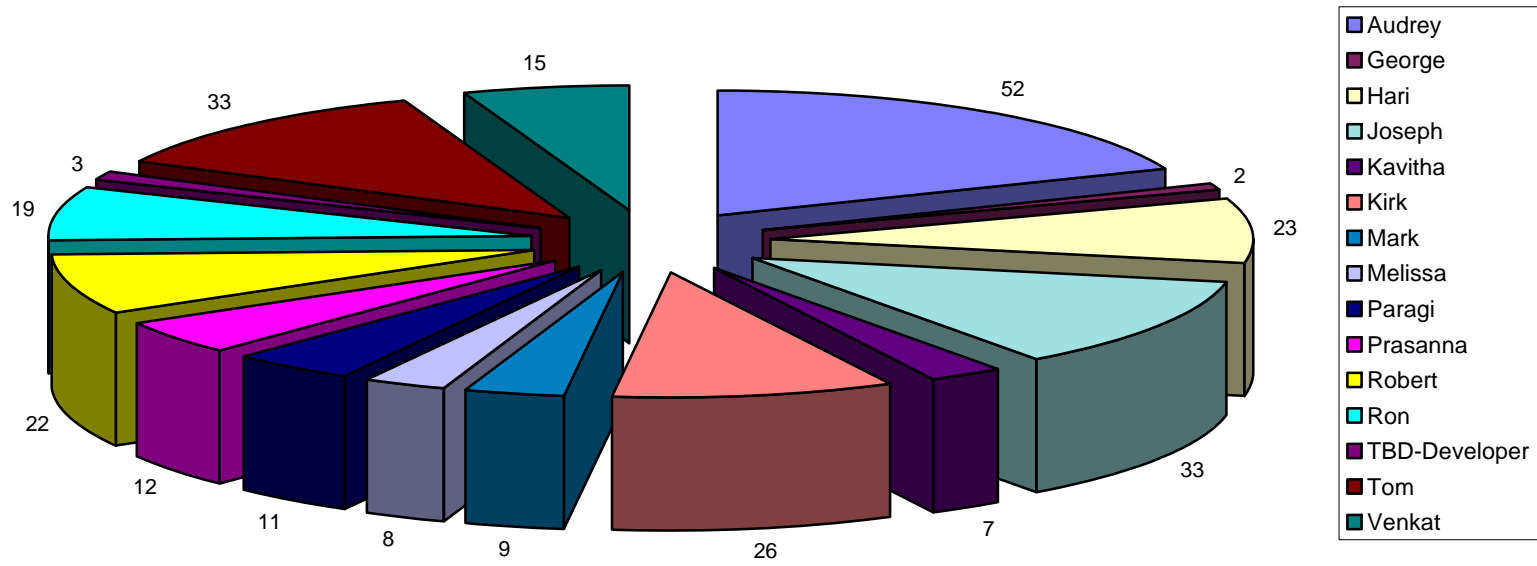
DEVELOPERS OUTSTANDING TASKS - DETAIL REPORT				
Developer	Routine Type	Application	Date Assigned	Description
Adapa, Prasanna	Not Routine	Child Health Profile	02/08/2008	Maintainence of Registry Interface application.
Adapa, Prasanna	Not Routine	Newborn Hearing	11/26/2007	Users request and Maintainance of the application.
Adapa, Prasanna	Not Routine	Newborn Screening	02/08/2008	maintenance of nbts 400p application
Adapa, Prasanna	Not Routine	Newborn Screening	09/24/2007	Document tables and procedures.
Adapa, Prasanna	Not Routine	Newborn Screening	11/01/2007	modifying the load extract procedures to check the data consistency.
Adapa, Prasanna	Not Routine	Newborn Screening	12/31/2007	Automtion of the load extract script.
Adapa, Prasanna	Not Routine	Newborn Screening	01/08/2008	maintainance of the nbts200p access application
Adapa, Prasanna	Not Routine	Other	03/07/2008	Request from Tom Reeds & Hari regarding the Licensing view not working in the access application of Water.
Adapa, Prasanna	Routine With Counts	Child Health Profile	09/10/2007	1. Execute Rebuild_Indexes script 2. Execute Analyze_Table_proc
Adapa, Prasanna	Routine With Counts	Child Health Profile	11/15/2007	Run CATER load extract process upon request
Adapa, Prasanna	Routine With Counts	Newborn Screening	11/14/2007	checking of data consistencys in the database of CHP
Adapa, Prasanna	Routine With Counts	Newborn Screening	02/01/2008	users request and maintenance of labtracking(NBTS400p) application.
Capozzi, Ron	Not Routine	Cater Billing	12/18/2007	Assess Cater charges to TR, develop a cost reduction proposal, and cut down the cost by implementing best practices
Capozzi, Ron	Not Routine	Tumor Registry	12/12/2006	Training in new languages
Capozzi, Ron	Not Routine	Tumor Registry	09/26/2006	Review Historicial Tapes for retiring.
Capozzi, Ron	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Capozzi, Ron	Routine With Counts	Tumor Registry	09/26/2007	SSA imports
Capozzi, Ron	Routine With Counts	Tumor Registry	09/26/2007	Vital Records linkage
Capozzi, Ron	Routine With Counts	Tumor Registry	11/20/2007	Testing new version of DMS
Capozzi, Ron	Routine With Counts	Tumor Registry	10/26/2007	Submission Work
Capozzi, Ron	Routine With Counts	Tumor Registry	12/17/2007	User Group Preparations
Capozzi, Ron	Routine With Counts	Tumor Registry	10/25/2007	NHAPIIA - NAACCR Asian Pacific Islander Identification Algorithm
Capozzi, Ron	Routine With Counts	Tumor Registry	10/24/2007	IHS linkages for SEER
Capozzi, Ron	Routine With Counts	Tumor Registry	10/16/2007	Routine TR support requests
Capozzi, Ron	Routine With Counts	Tumor Registry	11/16/2007	SEER Medicare file - annually

Capozzi, Ron	Routine With Counts	Tumor Registry	09/26/2007	DMV linkage
Capozzi, Ron	Routine With Counts	Tumor Registry	10/03/2007	Health Index linkage
Capozzi, Ron	Routine With Counts	Tumor Registry	09/26/2007	NDI Linkages
Capozzi, Ron	Routine With Counts	Tumor Registry	09/26/2007	CMS linkages
Capozzi, Ron	Routine With Counts	Tumor Registry	10/02/2007	Reciprocal State files
Capozzi, Ron	Routine Without Counts	Tumor Registry	12/19/2007	Daily review of SEER*DMS systems logs etc
Chanda, Harinath	Not Routine	Adverse Event Reporting System	01/28/2008	Respond to the questionaire from Agency for Healthcare Research on DPH Adverse Event Reporting System. This was supported in the past by Ken Mosher, per Jon Olson.
Chanda, Harinath	Not Routine	CLPPP	01/24/2008	Prod CLPPP: Add 2 new data records to IMPORT SOURCE and 8 records to WEIGHTS tables as specified in the Spreadsheet
Chanda, Harinath	Not Routine	Not Application Related	08/06/2007	Update procedures document for disabling users once they leave the Agency
Chanda, Harinath	Not Routine	Not Application Related	05/22/2007	Vaulted tape conversion project - Review DPH Mainframe vaulted tape datasets for Archival or data recovery at user hotsites
Chanda, Harinath	Not Routine	Not Application Related	03/03/2008	Reestablishment of Mark's position & Refill
Chanda, Harinath	Not Routine	Not Application Related	03/06/2008	Refill the Licensing Developer (Practitioner) position - P12007
Chanda, Harinath	Not Routine	Not Application Related	03/10/2008	Establish and fill a new ITA3 position for MDS/OASIS & Licensing Facilities support
Chanda, Harinath	Not Routine	Not Application Related	03/11/2008	Prepare IT Plan for Developer Group for next year
Chanda, Harinath	Not Routine	Not Application Related	08/06/2007	Oracle DBA for tuning CTHealth35 server
Chanda, Harinath	Not Routine	Not Application Related	10/17/2007	Uninstall RAC on Sun Clustered Server project
Chanda, Harinath	Routine With Counts	Any Application	08/01/2007	Submit Weekly Status Reports
Chanda, Harinath	Routine With Counts	MARRIAGE	10/30/2007	Process monthly Marriages files to Mainframe Marriage Database
Chanda, Harinath	Routine With Counts	MDS/OASIS	12/27/2007	MDS/OASIS Helpdesk calls
Chanda, Harinath	Routine With Counts	Not Application Related	08/20/2007	New PC Rollout - Install/configure software
Chanda, Harinath	Routine With Counts	Not Application Related	08/31/2007	Oracle DB Administration for 7 Databases
Chanda, Harinath	Routine With Counts	SDWIS	08/01/2007	Execute UPDTSF2920.sql script in DPHWATER database on every Monday, Wednesday and Friday
Chanda, Harinath	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders

Chanda, Harinath	Routine Without Counts	Any Application		08/01/2007	Project assignments and Status reviews
Chanda, Harinath	Routine Without Counts	Any Application		08/10/2007	Assist, direct and train IT Staff - Technical/Projects/System orientations/Misc day-to-day stuff
Chanda, Harinath	Routine Without Counts	Not Application Related		08/01/2007	Admin Reports preperations & reviews; Emergency response for inquiries; Setup meetings; and Other Misc activities
Chanda, Harinath	Routine Without Counts	Not Application Related		08/01/2007	IT Staff Personnel Issues
Chanda, Harinath	Routine Without Counts	Not Application Related		08/01/2007	Approve Consultant timesheets & Invoices; Staff AWS forms, Leave Reqs, Timespent docs, TA &TRs etc
Chanda, Harinath	Routine Without Counts	Task Manager		08/08/2007	TMS review for Staff
Hartman-Berrier, Robert	Not Routine	CIRTS		06/09/2006	Server AP005 has invalid frame buffer situation, and will not display GUI on the locally-attached display. It is command-line only, and this will cause a problem with the installation of the new OS or with any Other application.
Hartman-Berrier, Robert	Not Routine	CIRTS		09/21/2006	Add a new USB-connected DAT72 to DPH-AP004. This involves patching the system.
Hartman-Berrier, Robert	Not Routine	EVRS		03/02/2006	Arcserve Backup CTHEALTH35 (EVRS) - routine maintenance or problem investigation
Hartman-Berrier, Robert	Not Routine	EVRS		01/25/2008	EVRS & CHP databases, on CTHEALTH35, need to be re-engineered to take advantage of new storage which I recently added. Assist Hari & an Oracle consultant with this task.
Hartman-Berrier, Robert	Not Routine	FOI		05/15/2007	Update the FOI databases with the latest Licensure information
Hartman-Berrier, Robert	Not Routine	FOI		02/25/2008	DR-08061 Lexis Nexis divorces & marriages 1959-2005
Hartman-Berrier, Robert	Not Routine	FOI		06/18/2007	wanted to know if PTA/type 63 had expiration date. Never got to Licensure (complex phone system) to answer but an old email from Dave Carragher said that type 63's were converted to licenses from registrations and going forward should have license expira
Hartman-Berrier, Robert	Not Routine	FOI		01/03/2007	DR-06377 complex FOI request from FSMB

Hartman-Berrier, Robert	Not Routine	Hospital Discharge Database	03/28/2007	Load Acute Care Hospital Discharges data for FY2006 received from OCHA into Hospita Discharge Database
Hartman-Berrier, Robert	Not Routine	Newborn Hearing	08/27/2007	Interview, monitor, & assist a consultant to modify CHP/NBS Oracle database, jobs, etc.
Hartman-Berrier, Robert	Not Routine	Not Application Related	02/24/2006	Routine System Monitoring - Sun Servers
Hartman-Berrier, Robert	Not Routine	Not Application Related	04/03/2006	Run the Monthly EPA Extract while Mei is out
Hartman-Berrier, Robert	Not Routine	Not Application Related	02/22/2006	ECC PowerLink shows paths from dph-db001 as down, yet there appears to be traffic over the lines and no Other problems are reported.
Hartman-Berrier, Robert	Not Routine	Not Application Related	03/12/2008	Database server DPH-DB001 locked up & databases are unavailable. Identify & resolve problem
Hartman-Berrier, Robert	Not Routine	Not Application Related	10/12/2007	Remove Oracle RAC
Hartman-Berrier, Robert	Not Routine	Oracle	08/10/2007	Review Oracle Licenses for DPH PHIN and Non-PHIN servers
Hartman-Berrier, Robert	Not Routine	Vital Records	02/07/2007	Microfilm: Develop a new program to extract Birth, Death and Marriages data for year 2001 & 2002 for NEA
Hartman-Berrier, Robert	Routine With Counts	FOI	06/01/2007	Routine creation of FOI Data Requests
Hartman-Berrier, Robert	Routine With Counts	FOI	01/03/2008	FOI customer support, hand-holding, Sporadic but necessary.
Hartman-Berrier, Robert	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Hartman-Berrier, Robert	Routine Without Counts	Not Application Related	06/01/2007	Routine Oracle database administration tasks, including Analysis, of tables, schemas and databases
Hartman-Berrier, Robert	Routine Without Counts	Not Application Related	02/17/2006	On-going monitoring of Solaris servers and HA storage, including dph-db001, dph-db002, CTHEALTH35, dph-db003, dph-ap002, dph-emc1, Clariion FC4700
James, Melissa	Not Routine	Gemini2000	09/27/2007	Gemini2000 ITDR project
James, Melissa	Not Routine	Licensure	06/06/2007	Start to document Licensure source code locations and procedures to follow while accessing source code for changes.
James, Melissa	Routine With Counts	MDS	09/27/2007	MDS Helpdesk calls

James, Melissa	Routine With Counts	OASIS	09/27/2007	OASIS Heldesk calls
James, Melissa	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
James, Melissa	Routine Without Counts	Gemini2000	01/22/2008	Report to the LAB
James, Melissa	Routine Without Counts	Gemini2000	09/27/2007	Weekly Gemini2000 Status Update Report
James, Melissa	Routine Without Counts	Gemini2000	03/26/2007	Check status of backup and system space.
Lichaa, Joseph	Not Routine	EVRS	01/23/2008	Work with Kavitha on troubleshouting quality assurance duplicate and completeness reports as needed
Lichaa, Joseph	Not Routine	EVRS	11/30/2007	Perform impact analysis, application code changes and test the application for final move to W:\SharedApplications
Lichaa, Joseph	Not Routine	EVRS	11/19/2007	Miscellaneous review of procedures
Lichaa, Joseph	Not Routine	Fetal	03/07/2008	work with George on Fetal conversion issues and e-mails review for clarification
Lichaa, Joseph	Not Routine	Fetal	02/11/2008	Work with George on Fetal conversion as needed. Also work with Kavitha on Birth conversion
Lichaa, Joseph	Not Routine	Mortality	11/30/2007	Generate documentation for SuperMicar tasks, and demographic processing
Lichaa, Joseph	Not Routine	SuperMicar	03/06/2008	Work with Mark and kavitha on DR transistion. And write e-mail for Kavitha to have access to directory
Lichaa, Joseph	Routine With Counts	EVRS	03/14/2008	Download and process NIE files received from NCHS
Lichaa, Joseph	Routine With Counts	EVRS	08/24/2007	Download and process SSA birth files to EVRS
Lichaa, Joseph	Routine With Counts	EVRS	10/22/2007	Generate and submit birth and Mortality statistical file to Federico
Lichaa, Joseph	Routine With Counts	EVRS	03/07/2008	Install DBMS on uers computers
Lichaa, Joseph	Routine With Counts	EVRS	07/20/2007	VPN and connectivity issues for EVRS
Lichaa, Joseph	Routine With Counts	EVRS	02/21/2006	Generation and submit births files to NCHS
Lichaa, Joseph	Routine With Counts	EVRS	08/03/2007	Generate and submit birth files to Immunization
Lichaa, Joseph	Routine With Counts	EVRS	02/16/2006	Birth Records data Corrections - backend
Lichaa, Joseph	Routine With Counts	EVRS	02/16/2006	Generate and submit Birth files to SSA
Lichaa, Joseph	Routine With Counts	EVRS	02/22/2006	Generate and submit Paternity and/or citizenship extract file to DSS
Lichaa, Joseph	Routine With Counts	EVRS	07/20/2007	Add/Update/Delete users account as needed

Lichaa, Joseph	Routine With Counts	Fetal	01/23/2008	Generate and submit Fetal statistical file to Federico, or sumbit to NCHS
Lichaa, Joseph	Routine With Counts	Mortality	10/25/2007	Download, and distribute SSA files with DTH extension
Lichaa, Joseph	Routine With Counts	Not Application Related	08/23/2007	New PC Rollout - Install/configure software
Lichaa, Joseph	Routine With Counts	SuperMicar	06/08/2007	Download and process nchs transax .TRX files
Lichaa, Joseph	Routine With Counts	SuperMicar	10/25/2006	Generate and submit Death files to DMV
Lichaa, Joseph	Routine With Counts	SuperMicar	07/23/2007	Generate and submit SuperMicar files to NCHS
Lichaa, Joseph	Routine With Counts	SuperMicar	07/23/2007	Create SuperMicar import file(s) for VR. Import to dr as neede by VR.
Lichaa, Joseph	Routine With Counts	SuperMicar	02/19/2008	Generate and transmit Batche # CT07088, SuperMicar to NCHS
Lichaa, Joseph	Routine With Counts	SuperMicar	02/19/2008	Generate and transmit SuperMicar Batch 06134 to NCHS
Lichaa, Joseph	Routine With Counts	SuperMicar	02/19/2008	Generate and submit SuperMicar Bach 07077 to NCHS
Lichaa, Joseph	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Lichaa, Joseph	Routine With Counts	VR-Mortality	08/20/2007	Generate and transmit Demographic files to NCHS
Lichaa, Joseph	Routine With Counts	VR-Mortality	10/01/2006	Generate, process and transmit Demographic batches to SSA
Lichaa, Joseph	Routine With Counts	VR-Mortality	07/23/2007	Download and import Bridged Race Code files with .MRE extensions
Lichaa, Joseph	Routine Without Counts	EVRS	03/14/2008	Phase 2 conversion testing as needed
Mehta, Paragi	Not Routine	EMS	11/19/2007	Share 2 EMT Access databases between Kathy and Tia.
Mehta, Paragi	Not Routine	EMT	10/02/2007	Steamline the whole process between two databases courses.mdb and empappl00p.mdb from instructor sends courses details to exams and practical and written exam results to students and instructors. Also download details from excel forms into Access database
Mehta, Paragi	Not Routine	EMT	07/12/2007	need to add the instructors name and course number to a query that Alex does in the EMT database
Mehta, Paragi	Not Routine	EMT	07/31/2006	Develop new Access database where evalutor can evaluate test and will be saved on network/server and Alex can see right away and then able to get different reports
Mehta, Paragi	Not Routine	Licensure	02/26/2008	Nancy reported that she has made several name changes (not change of ownerships) but when she prints a list of faculties, the new information does not print out.

Mehta, Paragi	Not Routine	Licensure	01/16/2008	Generate a report in Oracle of all the applicants that their status is pending for all EMS profession. Perhaps this could be added to the EMS report section in Oracle.
Mehta, Paragi	Not Routine	Licensure	01/28/2008	My mail merge for printing Certificate of renewals does not work. Fix the Provider database in access.
Mehta, Paragi	Not Routine	Licensure	11/16/2007	Work with BlueJay, EPA Vendor, and implement NELAR Website for uploading DPH Lead Practitioner's data to EPA
Mehta, Paragi	Not Routine	Licensure	11/13/2007	Work with BlueJay, EPA Vendor, and implement NELAR Website for uploading DPH Asbestos Practitioner's data to EPA.
Mehta, Paragi	Routine With Counts	Licensure	08/14/2007	Run off cycle file for professions 10,11,12,16 as requested
Mehta, Paragi	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Pathangay, Venkat	Not Routine	License Verification System	11/21/2006	Need a new WEB based application for licensees or members of the public to submit a request for Licensure verification electronically via the Department's website.
Pathangay, Venkat	Not Routine	Licensure	11/30/2007	Review my applications residing on Banyan file services, provide the path and content to be moved to W:\SharedApplications to Eva/Consultants
Pathangay, Venkat	Not Routine	Licensure	06/21/2007	Please modify the code that creates the monthly output files that are sent to the vendor to print first and second renewal notices as follows: Do not include in the either file those licensees with a license status of 03.Additionally, for those licensees
Pathangay, Venkat	Not Routine	Licensure	12/18/2007	1. Need to have exam conformation letters and fail letters generated in Oracle as well as the sign-in roster also for Leslie Cole and Lesley Giovanelli. 2. The reinstatement letters for all environmental professionsASBESTOS: Worker, Supervisor, Contractors
Pathangay, Venkat	Not Routine	Licensure	12/15/2006	Need Automation to copy the Webster (Lockbox) file from Webster bank, Lrremits file from PLIS (Wendy) and. Need a User Interface in a Licensure application system to process the Lockbox operation.

Application Support

Between 2005 and 2007, the DPH IT Section continued to lose staff responsible for supporting major and minor applications and infrastructure. A list of the applications and/or infrastructure was compiled in 2006 for the purpose of designating staff responsible for

Pathangay, Venkat	Not Routine	Licensure	12/18/2007	Need to Fix the following problems. 1. License Approval letters: words cut off in right margin 2. Title and Section info needed after my signature: Environmental Sanitarian 2, Environmental Practitioner Licensing Unit, Division of Environmental HealthA
Pathangay, Venkat	Not Routine	Licensure	10/02/2007	Need to Un-Install Oracle database from CTHEALTH15 server.
Pathangay, Venkat	Not Routine	Licensure	01/31/2008	Licensing Business Assessment Meeting.
Pathangay, Venkat	Not Routine	Online Licensure System	03/26/2007	Rewriting the Physician Profile with Java Servlet Technology.
Pathangay, Venkat	Routine With Counts	License Verification System	11/21/2007	Unable to RUN the Clicimport Batch Job for License Verification System.
Pathangay, Venkat	Routine With Counts	Licensure	08/10/2007	Extract and FTP daycare applicants data to DCF for background verification.
Pathangay, Venkat	Routine With Counts	Licensure	08/10/2007	Import Dayacare applicant's background results data from DCF to Licensure DB
Pathangay, Venkat	Routine With Counts	Licensure	08/16/2007	Need to RUN the lockbox files for the profession Ids 10,11,12,16 for the second suppliment payments.
Pathangay, Venkat	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Pathangay, Venkat	Routine With Counts	Windows XP	08/23/2007	New PC Rollout - Install/configure software
Peacock, Audrey	Not Routine	Hearing	02/13/2008	Redo packaging and installation so it accomodates Windows XP also.
Peacock, Audrey	Not Routine	Licensure	01/31/2008	New Licensure system meetings and data gathering, providing help with Youth Camps system.
Peacock, Audrey	Not Routine	Task Manager	12/24/2007	As soon as the Banyan Migration is complete, put in a request to move TMS to w:\SharedApplications\TMS
Peacock, Audrey	Not Routine	Task Manager	02/05/2008	Bugs in TMS. A date completed is being stored in the task record when no time records are entered. Venkat and Joseph both have records with this problem. Also, Melissa had routine tasks coming up with a percent. I think it may have happened switching from

Peacock, Audrey	Not Routine	Task Manager	01/14/2008	Modify the Tasks Completed report: 1) Count tasks completed for Non Routine tasks in one column 2) Count number of itemized tasks completed in a second column. 3) Add the details of the itemized tasks in the detail section using the # tasks completed on a
Peacock, Audrey	Not Routine	Task Manager	11/20/2007	Try to resolve why TMS apruptly closes on XP machines.
Peacock, Audrey	Not Routine	TRIMS	11/14/2007	RFLP Section: The purpose of this request is to have Audrey Peacock modify the TRIMS system so that the Michigan genotpying data requests can incorporate a request for RFLP.
Peacock, Audrey	Not Routine	TRIMS	01/28/2008	Modify system to allow for new format for A-Number
Peacock, Audrey	Not Routine	Windows 2000	01/28/2008	TB/Help Desk Task: From the TB machines, remove the Banyan client and setup printers.
Peacock, Audrey	Not Routine	Youth Camps	10/11/2006	25. Modify rptOpeningButNotLicensed and all similar reports to only print those in the current application year or analyze a better way so old items do not get printed or camps that went to enforcement.
Peacock, Audrey	Not Routine	Youth Camps	10/11/2006	23. Change LicenseId field from text 5 to numeric.
Peacock, Audrey	Not Routine	Youth Camps	05/24/2007	Modify caption on sponsor form, assign button. Put on it which sponsor name and camp name.
Peacock, Audrey	Not Routine	Youth Camps	03/14/2006	31. Add violations from drinking water section. A new letter and new entry to compliance section are involved.
Peacock, Audrey	Not Routine	Youth Camps	12/13/2006	03. Add a report to the KI Pill section using parameters for Delivery Date, listing Program Name, program town, # doses and date delivered. At the end of the report, total the # doses.
Peacock, Audrey	Not Routine	Youth Camps	10/11/2006	10. Add a report to display all camps that are not licensed but have submitted an application. Important
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	07. Create ability to run a report allowing entry of a date range and different ages of campers. Example from 1/1/06 to 12/31/06 for campers under age 3.
Peacock, Audrey	Not Routine	Youth Camps	09/25/2007	Add new field on the frmPrograms to show the last year the program was licensed and unapproved. This can be in conjuction with modifying the options for the field 'Program Approved' on the Program application to be Yes, No, No longer approved.

Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	09. New report based on old database 'qry_Inspections_Summary_Art_Crosstab' to determine which camps have repeat violations. Shows repeat violations for the last four years. Have option to request a report for certain violations. Important.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	12. Add fields to Joint Inspection to allow data entry of information for preliminary inspections including camp opening date, date inspection is scheduled, inspector assigned, date inspection was completed and field for comments. Create report on data. I
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	33. Create a report with the 10 most common violations for any given year. In the CampsUser database, there is rptMostCommonViolations2006 which can be used as a template.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	08. Edit for allowing/not allowing a camp to be licensed.
Peacock, Audrey	Not Routine	Youth Camps	08/13/2007	For when redoing the compliance section, realize we need to specifically connect the plan of correction with the right inspection and not leave it to the date. Also may want to add 'Other Type of Inspection' or 'complaint investigation' to inspection opt
Peacock, Audrey	Not Routine	Youth Camps	02/19/2008	Youth Camps: Add the ability to track the date an application has passed from the Processor to the Reviewer, the Reviewer's name, and date of approval.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	13. Change wording in violation letter to reorder the sentence indicating they either sent and incomplete response or did not respond at all.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	32. Old database rpt_Public_List_Environmental created for Other sections of the Bureau. Report indicated types of water source types and types of sewage systems.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	30. New report to list camps that have not submitted an acceptable plan of correction to be certain the camp does not get a license until one is submitted.

Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	18. Create report for basic camp information with ability to select information for currently licensed camps regarding activities recorded at the time of their most recent regular inspection. Ex. Archery, challenge courses, etc. Important.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	28. Create report to identify which category a camp is in…day/residential/both and the number of camps in each category. Important.
Peacock, Audrey	Not Routine	Youth Camps	07/27/2006	14. Add a link to the Complaints database.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	20. List camps that were licensed in the prior year but have not yet sent in an application. Used by office staff to call camps to determine if camps have closed. Important.
Peacock, Audrey	Not Routine	Youth Camps	09/11/2007	To the Inspector Folder Inserts Report: 1) add initials for who did the inspection and 2) add new page for program directions.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	19. Create report for basic camp information with ability to select type of camp for field 'camp theme type.'
Peacock, Audrey	Not Routine	Youth Camps	02/23/2006	24. Examine how to get application data passed from year to year so that information like 'preliminary inspection required' is automatically populated.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	29. Old database rpt_ann's_Beginning_Year_List by staff receiving applications and check Ann's check off list. Also used to determine camp sponsor when only a check is received for follow-up. Important.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	15. Compliance section edits. Allow them to be overridden with password.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	21. Set criteria that would allow a camp to be licensed: Application complete, fee received, program approved, prelim required, completed and POC received, etc.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	22. For the violation and no response letter labels, if the sponsor name is the same as the contact name, only print once. Use Camp Seal as an example, William W. Page. Important.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	26. Create report to show camps where the date the application was completed was less than 30 days from the opening day of camp.

Peacock, Audrey	Not Routine	Youth Camps	06/27/2006	06. Modify key for tlkpInspector and tlkpNurseInspector so that if initials change, reference will not change. In addition, do not allow deleting an inspector that has been referenced somewhere in the system.
Peacock, Audrey	Not Routine	Youth Camps	07/17/2007	Add to the Administrative Statistics report, the count for Unlicensed Inspections, number of fatalities and number of camps where the license was revoked, suspended or under summary suspension.
Peacock, Audrey	Not Routine	Youth Camps	07/17/2007	Add a report to print out 1 full incident.
Peacock, Audrey	Not Routine	Youth Camps	02/06/2007	17. Put sorts into Incident form.
Peacock, Audrey	Not Routine	Youth Camps	01/09/2008	01. Release 4.02: Connect compliance to the programs instead of program application
Peacock, Audrey	Routine With Counts	Hearing	02/13/2008	Hearing help desk tasks
Peacock, Audrey	Routine With Counts	Task Manager	05/30/2007	TMS help desk type calls; technical problems, adhoc requests
Peacock, Audrey	Routine With Counts	TIMS	05/01/2007	TIMS help desk calls
Peacock, Audrey	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Peacock, Audrey	Routine With Counts	TRIMS	05/01/2007	Tuberculsis Program help desk calls
Peacock, Audrey	Routine With Counts	Youth Camps	05/01/2007	Youth Camps help desk calls
Peacock, Audrey	Routine Without Counts	Daycare Applications	01/31/2008	DRS Export for DCC, FDC and Youth Camps which is run every year for February 1st.. Youth Camps gets exported from the Youth Camps system. DCC and FDC get exported from a system in w:\SharedApplications\Daycare\FDCAndCentersDRSExport\FDC AndCentersDRSExport
Peacock, Audrey	Routine Without Counts	TIMS	04/26/2006	TIMS weekly database backup to L:\TIMSWeeklyDatabaseBackup. (TIMS, SYSTEM, DATA MANAGEMENT, DATA MGT, DATABASE BACKUP.)
Peacock, Audrey	Routine Without Counts	TRIMS	04/13/2006	Mid-month: Run monthly export from TRIMS for HAN
Rypysc, George	Not Routine	EVRS	01/09/2008	Phase II: Migration of over 1.2M historical Birth Records to EVRS
Rypysc, George	Not Routine	EVRS	01/10/2008	Phase III: Migration of over 14K historical Fetal Death Records to EVRS

TBD-Developer, Staff	Not Routine	CLPPP	05/31/2007	Users are receving [Fault 400][FaultString=ApplicationFaulted] error while using print "view reports'. Other functionality is fine.
TBD-Developer, Staff	Not Routine	Licensure	05/16/2007	Sandra needs access to Access db that connects to Licensure for data extractions for FOI purposes. Deb Roy created this Access DB
TBD-Developer, Staff	Not Routine	Licensure	03/18/2008	Implement a new Plasticard Machine that was purchased by Environmental health unit for printing Licensing Digital Cards. This is to replace the older printer that's not currently working
Vinukonda, Kavitha	Not Routine	EVRS	11/07/2007	Phase III - Migration of Historical Fetal death records for the years 1962 - 2000.
Vinukonda, Kavitha	Not Routine	EVRS	10/03/2007	Work on EVVE project as requested by Federal government inorder to match the records with EVRS database and send back to the file in the form of XML.
Vinukonda, Kavitha	Not Routine	EVRS	08/09/2007	Phase II: Migration of Historical birth records from Mainframe for birth years from 1959-1987
Vinukonda, Kavitha	Not Routine	Hospital Discharge Database	07/12/2007	Procedure to delete the duplicate records from table Revcode from Hospital Discharge Database.
Vinukonda, Kavitha	Routine With Counts	EVRS	12/05/2007	Generate an output file for Susan Petite for the ABC program every quarterly.
Vinukonda, Kavitha	Routine With Counts	EVRS	09/20/2007	Generate a output text file to DSS comparing the records sent by DSS with EVRS database and with all the matching and non-matching criteria.
Vinukonda, Kavitha	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Whalley, Kirk	Not Routine	WIC	07/10/2007	SWIS replacement.
Whalley, Kirk	Not Routine	WIC	07/16/2007	Review of replacement for current WIC SWIS System
Whalley, Kirk	Not Routine	WIC	03/17/2008	Set up and participate in PNSS/PedNSS Webcast
Whalley, Kirk	Not Routine	WIC	03/10/2008	PC 2008 - Biannial WIC Participant Characteristic Data Collection Effort
Whalley, Kirk	Not Routine	WIC	12/18/2007	WIC extracts from partic, visit. vendor, and checks tables for Justin Peng user request.
Whalley, Kirk	Not Routine	WIC	11/16/2007	Review USDA website for APD templates, etc.
Whalley, Kirk	Not Routine	WIC	08/21/2006	Gestational age processing from SWIS to/from mainframe daily processing.

Whalley, Kirk	Not Routine	WIC	04/21/2006	FOXPRO training to be able to help support various SWIS modications, etc.
Whalley, Kirk	Not Routine	WIC	10/05/2007	Quarterly breastfeeding duration reports accuracy.
Whalley, Kirk	Not Routine	WIC	02/25/2008	Changes to WIC foodpackages mandated by USDA.
Whalley, Kirk	Not Routine	WIC	02/08/2006	Month end WIC processing for 2007-2008
Whalley, Kirk	Not Routine	WIC	08/09/2006	Listing of WIC agency and clinic id's and names. Analysis, review, and action for obsolete sites.
Whalley, Kirk	Not Routine	WIC	11/02/2007	Create active participant and vendor names and address files for GIS input with FoxPro.
Whalley, Kirk	Not Routine	WIC	02/06/2008	Manatory Ethics Training
Whalley, Kirk	Not Routine	WIC	08/07/2007	SSDI Project - Data Extract of WIC enrollment records.
Whalley, Kirk	Not Routine	WIC	02/14/2006	Document mainframe operational processes
Whalley, Kirk	Not Routine	WIC	09/20/2006	Analysis and reduction of CATER mainframe DASD, CART, CPU, and DISPATCH costs.
Whalley, Kirk	Not Routine	WIC	01/25/2008	Assist Dan and Chris with WIC laptop encription project.
Whalley, Kirk	Routine With Counts	Cater Security	09/25/2007	Various security administrator functions.
Whalley, Kirk	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Whalley, Kirk	Routine With Counts	WIC	05/29/2007	WIC Help Desk calls fom various sites. See comments section.
Whalley, Kirk	Routine Without Counts	Cater Billing	12/06/2006	Monthly Cater Billing process for archive and active dasd files.
Whalley, Kirk	Routine Without Counts	Not Application Related	11/15/2006	ACF2 Password Reset
Whalley, Kirk	Routine Without Counts	Not Application Related	02/21/2006	WIC help desk support for local WIC agency sites.
Whalley, Kirk	Routine Without Counts	WIC	05/08/2007	Weekly status report in verbose form.
Whalley, Kirk	Routine Without Counts	WIC	02/17/2006	Bi-weekly developers meeting with WIC business partners and Tom Young.
Young, Tom	Not Routine	CDC Application	09/21/2006	CBCCEDP/Wisewoman system
Young, Tom	Not Routine	Not Application Related	12/28/2006	OA - Mainframe Cost Reduction
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: develop method of transferring memo fields with paric transfers.
Young, Tom	Not Routine	WIC	10/25/2007	Report: Redemption dollars by county over last 12 months. Also by agency.

Young, Tom	Not Routine	WIC	04/03/2007	SWIS: default proxy input to NO ALTERNATE
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: add Copy & Paste function for Nutrition Notes
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: fix User Login screen WICPS001 so new password is prompted correctly after reset.
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: create report to show partics scheduled to terminate in 2 weeks
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: save starting check number to table, to be recalled when SWIS is re-run.
Young, Tom	Not Routine	WIC	04/03/2007	Outcome Objective reports: BF statistics not accurate, investigate.
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: documentation of referrals data is lost on re-cert, investigate.
Young, Tom	Not Routine	WIC	04/03/2007	SWIS: redefine parameters for Purge Processing to keep women data up to 5 years.
Young, Tom	Not Routine	WIC	01/14/2008	New food package implementation
Young, Tom	Not Routine	WIC	08/15/2006	SWIS: add Gestational Age to BMI calculations
Young, Tom	Not Routine	WIC	08/01/2007	SSDI project
Young, Tom	Not Routine	WIC	04/09/2007	SWIS: add Referred To fields on demographic screen WICPS102 (duplicate functionality from WICPS106)
Young, Tom	Not Routine	WIC	02/18/2008	Data Dictionary: add OBLIGATE and VENDOR tables to documentation spreadsheet.
Young, Tom	Not Routine	WIC	12/22/2006	DSL Project
Young, Tom	Not Routine	WIC	04/26/2006	Peer Group Pricing project
Young, Tom	Not Routine	WIC	05/17/2006	Comparison of 50% Vendors vs. Statewide Report
Young, Tom	Not Routine	WIC	07/26/2006	GIS data support
Young, Tom	Not Routine	WIC	06/08/2007	WIC Inventory System
Young, Tom	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Young, Tom	Routine With Counts	WIC	05/31/2007	WIC Helpdesk support - for local agencies and state WIC staff.
Young, Tom	Routine Without Counts	Not Application Related	03/08/2006	Non-WIC helpdesk and technical support.
Young, Tom	Routine Without Counts	WIC	01/11/2007	System maintenance - off hours.
Young, Tom	Routine Without Counts	WIC	03/17/2006	Farmers' Market program (annual FMNP tasks)

Young, Tom	Routine Without Counts	WIC	03/17/2006	Unmatched redemptions - Research and resolve missing check issuance data.
Young, Tom	Routine Without Counts	WIC	03/17/2006	Auditor requests (State, local and USDA)
Young, Tom	Routine Without Counts	WIC	03/23/2006	SWIS enhancements & bug fixes (minor/miscellaneous)
Young, Tom	Routine Without Counts	WIC	03/10/2006	WIC misc and ad-hoc requests
Young, Tom	Routine Without Counts	WIC	03/08/2006	Monthly check reconciliation & quarterly reports
Young, Tom	Routine Without Counts	WIC	03/06/2006	Daily Stream - enhancements/fixes
Zager, Mark	Not Routine	Daycare Applications	03/03/2008	Make changes to Enforcement Database
Zager, Mark	Routine With Counts	HAN	10/18/2007	Import Foodborne disease data into HAN
Zager, Mark	Routine With Counts	HAN	10/18/2007	Import TB monthly data into HAN
Zager, Mark	Routine With Counts	TrackIT Work Orders	01/01/2006	TrackIT Work Orders
Zager, Mark	Routine With Counts	VR-Marriages	11/05/2007	Process RAW death records
Zager, Mark	Routine With Counts	VR-Mortality	10/18/2007	Import .SEX files into Death Registry
Zager, Mark	Routine With Counts	VR-Mortality	10/18/2007	Inport Niantic Records into Death Registry
Zager, Mark	Routine Without Counts	Daycare Applications: Youth Camps, DCC AND FDC	03/29/2007	Respond to technical 'Information Request Sheet' received from Lois for Licensing business needs assessment by BDMP (Vendor)
Zager, Mark	Routine Without Counts	Other	10/02/2006	Respond to FOI rquests

Application Support

Between 2005 and 2007, the DPH IT Section continued to lose staff responsible for supporting major/minor applications and infrastructure. A list of the applications and/or infrastructure was compiled in 2006 for the purpose of designating staff responsible for primary and secondary support.

The following list shows the applications that are without primary IT support. In addition, those staff members that have their name grayed out were lost in the past 2 years and the positions have not been replaced as yet.

APPLICATION SUPPORT

Application	DPH Developer Support		DPH Infrastructure Support	
	Primary	Secondary	Primary	Secondary
Abortion Data System	Mei Tsai			
Active Bacterial Core Surveillance Database	CDC	Bob Hartman-Berrier		
Administration of Medication Database				
AIDS Counseling and Testing System (CTS)				
AIDS Data Application (AIDA)	Mark Zager			
AIDS Evaluation Database				
Asbestos Notification Database				
Asset Management System				

Automated Vital Statistics System (AVSS)	Joe Lichaa			
Automatic Electronic Defibrillators Inven. System				
BCH Geographic Information Systems Projects				
BCH Geographic Information Systems Projects				
BCH Geographic Information Systems Projects				
BCH Geographic Information Systems Projects				
Birth Defects Registry				
Birth Index & Death Index	Mei Tsai			
Buzzard, Mainframe			Cathy Hawkins	
CD4 Surveillance System				
Child Health Profile (CHP) – Oracle Database Administration		Hari Chanda		
Childhood Lead Prevention Prog. (CLPPP) Data System	Amjad Mahmood			
Childhood Lead Prevention Prog. (CLPPP) – Oracle Database Administration		Hari Chanda		

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CLIA, federal program for HSR			Eva Golebiewski	
Clinical Assessment Software Application (CASA)	Heather Bohnwagner (Non-IT)		Diane Fraiter	
Clinical Fusion v 2.0				
Communicable Diseases Surveillance System (NEDSS)				
Contracts Database				
CoreTrak, for Vital Records			Nick Piscitelli	
Correspondence Tracking System	Mei Tsai			
CSHCN - Children w/ Special Health Care Needs DB	Nadun Athukorala			
CT Breast & Cervical Cancer Database	Joe Santopietro			
Day Care Centers Database	Mark Zager		Chris Jay	
Daycare Enforcement Database	Mark Zager		Chris Jay	
Daycare& Camps Complaints Tracking System	Audrey Peacock		Chris Jay	
Death Registry System Death Registry system for CT	Conrad Wopperer	Mark Zager		
DMIS, Disaster Management Interoperability Services for OEMS			Nick Piscitelli	

System				
DOIT Billing Analysis System	Conrad Wopperer		Karen Grabowski	
DPH Licensure System	Mei Tsai	Joe Santopietro	Kayon Palmer	
DPH Telephone List				
DWGIS (Drinking Water GIS)			Kayon Palmer	
EEOH Phone Log Database				
EEOH Quarterly Lead Reports Tracking System				
ELAB Maintenance System				
Electronic Vital Records System (EVRS) 2000 New birth registry for the state	Joe Lichaa		Nick Piscitelli	Chris Jay
Electronic Vital Records System (EVRS) 2000 - Oracle Database Administration		Hari Chanda		
EMS Committees Information System				
EMS/Bio-Terrorism Questionnaire Database				
Environmental Lab Certification Tracking System				
Facility Complaints Database	Joe Santopietro			
Family Planning Clinic Database (No longer Used)				

System				
Freedom of Information Database	**Amjad mahmood**	Bob Hartman-Berrier		
GARS			Kayon Palmer	
Gemini 2000	**Russ Spencer/ Melissa James**		Cathy Hawkins	Chris Jay
GIS – Oracle Database Administration		Hari Chanda		
Grants & Contracts Management Info. System (GCMIS)				
Grants Application Reporting System (GARS)				
Health Alert Network(HAN)	Cindy Gan	Mark Zager		
Health Educator Contact System	Audrey Peacock			
Hep B Registry	Audrey Peacock			
Hi*Track (Hearing Database Loader)				
Hi-Track	Nadun Athukorala	Bob Hartman-Berrier		
HIV/AIDS Reporting System (HARS)	Mark Zager	Audrey Peacock		

Home Health Database (No longer used)				
Hospital Discharge Database PPE	Ken Mosher			
Hospital Discharge Database PPE – Oracle DBA		Hari Chanda		
Hotdocs			Kayon Palmer	
HSR Time System				
Hummingbird, application which allows NBS to download results to Gemini			Cathy Hawkins	
Integrated Client Encounter System (ICES)	Diane Fraiter			
L&R History Database				
LaserFiche Client Level			Kayon Palmer	
Lead Surveillance System (LSS)	Amjad Mahmood			
LEMU Quarterly lead Reports Tracking System				
Licensing System	Mei Tsai Joseph Santopietro	Joseph Santopietro Mei Tsai		
Licensing Database – Oracle Database Administration		Hari Chanda		
Local Health Database	Cindy Gan	Mark Zager		

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System				
Marriages Registry System	Conrad Wopperer	Hari Chanda		
Microsoft Access			Chris Jay	
Microsoft Office, Word, Excel, Powerpoint			Karen Grabowski	
Minimum Data Set (MDS)/OASIS/ASPEN	Joe Santopietro	Melissa James	Peter Gilbert	
Motorola Iden Phonebook Manager, for Nextel Phones			Nick Piscitelli	
National Elect. Disease Surveillance Sys. (NEDSS) Repository for epi defined infection diseases				
Newborn Hearing System	Nadun Athukorala	Bob Hartman-Berrier		
Newborn Screening System	Nadun Athukorala	Bob Hartman-Berrier	Nick Piscitelli	Chris Jay
Newborn Tracking System, Track newborn screening results and followup	Nadun Athukorala	Bob Hartman-Berrier		
Nortel's VPN Client			Nick Piscitelli	
Notification of Intent (NOI) Tracking System Tracks approval of notice of intent process				
Nurse Aide Database				
Occupational Disease Surveillance System (ODSS)				
Outbreak Database				

PAF Easy	**Mei Tsai** **(**only for archiving the data semi annually**)**		**Chris Jay**	
PC Fast Find (PCFF)				
Penini **Runs & records remittances on the Penini scanner**				
Penini **Runs & records remittances on the Penini scanner**				
Penini **Runs & records remittances on the Penini scanner**				
PIMS CDX	**Mei Tsai**			
Quarterly Lead Reports Tracking System				
Rabies Database				
Reg tracking & reporting on AED	**Alfred Fritsch**			
RFP Posting to the DPH Website, for Affirmative Action			**Karen Grabowski**	
Safe Drinking Water Information System (SDWIS) **Track info for public water system inv. & quality**	**Mei Tsai**			
School & Daycare Survey Database (Immunization)	**Daine Fraiter**			

School Based Health Centers (SBHC) Tracking System				
School Clinic Database (No longer needed)				
Sexually Transmitted Diseases (STD) MIS	**CDC/ Bob Hartman-Berrier**			
SMQT Database				
SSI (Social Security Income) Tracking System				
Statewide WIC Information System (SWIS)	**Tom Young**			
Statewide WIC Information System (SWIS)	**Tom Young**			
Statewide WIC Information System (SWIS)	**Tom Young**			
Statewide WIC Information System (SWIS)	**Tom Young**			
Statewide WIC Information System (SWIS)	**Tom Young**			
Statewide WIC Information System (SWIS)	**Tom Young**			
STD Clinical Medical Record Database				

STD Infertility Database				
STD State Laboratory Screening Database				
Telephone Call LOg	Ken Mosher			
Title V Electronic Reporting System	Mei Tsai			
Tracks SSI referals to CSHCN program				
Transmittal Database				
Uniform Reporting System (URS)	Mark Zager			
SDWIS – Oracle Database Administration		Hari Chanda		
SDWIS – Licensing DB Views	Mei Tsai			
View Water Supply GIS Application				
Virology Database				
VPN Fobs, ordering and keeping inventory			Karen Grabowski	
Well Child Clinic Database (Obsolete - No longer used)				
West Nile Virus Database	Bob Hartman-Berrier			

West Nile Virus Tracking System	Bob Hartman-Berrier			
WISEWOMEN Database	Joseph Santopietro			
Youth Camps Licensing & Tracking System	Audrey Peacock		Christopher Jay	

Aging Architecture

The DPH applications are written in a variety of development tools, operating systems, languages, and databases. Many of which are unsupported by the vendor and are not EWTA compliant.

APPLICATION ARCHITECTURE

Application	Languages	Development Tools	Operating Systems	Databases
Abortion Data System	FoxPro 2.6		Windows 95/98/2000	xBase
Active Bacterial Core Surveillance Database	Turbo Pascal		MS - DOS	xBase
Active Directory			Windows 2000/2003 Server	
Administration of Medication Database	Access		Windows 95/98	Access
Adobe Acrobat			Windows 98, NT, 2000, XP	
AIDS Counseling and Testing System (CTS)	C	PRODAS 3.2	MS-DOS	PRODAS
AIDS Data Application (AIDA)	Visual Foxpro		Windows NT	MS SQL Server
AIDS Evaluation Database	Access 97		Windows 95/98	Access 97
Asbestos Notification Database	ACCESS BASIC		Banyan Vines	Access 97
Asset Management System	FoxPro		Windows 95/98	xBase
Automated Vital Statistics System (AVSS)	MUMPS	Procomm Plus XT Gold	MS-DOS MUMPS	MUMPS
Automatic Electronic Defibrillators Inven. System	ACCESS BASIC		Windows 95/98	Access 97
Banyan Vines Administration			Banyan vines	
BCH Geographic Information Systems Projects	Avenue		Windows NT 4.0	xBase
BCH Geographic Information Systems Projects	Avenue		Windows NT 4.0	xBase
BCH Geographic Information Systems Projects	Avenue		Windows NT 4.0	xBase
BCH Geographic Information Systems Projects	Avenue		Windows NT 4.0	xBase
Beyond Mail Administration, server level	Street Talk for Win NT		Windows NT 4.0	

Beyond Mail, PC level			Windows 98, NT, 2000	
Birth Defects Registry	Visual Basic	SPSS Data Workbench	WINDOWS 98	SPSS
Birth Index & Death Index	FoxPro 2.6		MS WINDOWS 95	xBase
Blackberry, Desktop manager			Windows 2000, XP	
Brightstor ArcServe network server backup			Windows NT/2003 Server	
Buzzard, Mainframe			Windows 2000	
CD4 Surveillance System	Access 97		Banyan Vines	Access
Childhood Lead Prevention Prog. (CLPP) Data System	Java, HTML, Visual Basic	Crystal Reports, Jbuilder, Adobe Acrobat	Windows NT, Windows 95/98, Windows 2000 professional	Oracle
CIRTS - CT Immunization Registry & Tracking System				
Cisco's VPN Client			Windows 2000, XP	
CLIA, federal program for HSR			Windows 2000	
Clinical Assessment Software Application (CASA)	FoxPro 2.6 for Windows		Windows 95/98	FoxPro 2.6 for Windows
Clinical Fusion v 2.0	MS Visual Basic	PC Anywhere	Windows 95/98	Access 97
Communicable Diseases Surveillance System (NEDSS)	EPI Info		Windows 95/98	xBase Epi Info
Contracts Database	Access			Access
CoreTrak, for Vital Records				
Correspondence Tracking System	FoxPro 2.0 for DOS		Windows 95/98/2000, Banyan Vines	xBase
CSHCN - Children w/ Special Health Care Needs Db				
CT Breast & Cervical Cancer Database	Visual Foxpro		Windows 95/98	Foxbase
Day Care Centers Database	ACCESS BASIC		Windows 95/98/2000	Access 97
Daycare Enforcement Database	ACCESS BASIC		Windows 95/98/2000	Access 97
Daycare& Camps Complaints Tracking System	ACCESS BASIC		Windows 2000	Access 97
Death Registry System Death Registry system for CT	Access		MS WINDOWS 95	Access
Death Registry System Death Registry system for CT	SAS, Easytrieve Plus, Cobol, Vision	Panvalet, IBM Mainframe Utilities	IBM MVS	

Death Registry System **Death Registry system for CT**	Access		Windows 95/98/2000	Access
Death Registry System **Death Registry system for CT**	Access		Windows 95/98/2000	Access
Death Registry System **Death Registry system for CT**			Windows 95/98	
DMIS, Disaster Management **Interoperability Services for OEMS**				
DOIT Billing Analysis System	Cobol/Easytrieve	Panvalet	MVS	
DPH Licensure System	SQL, PL/SQL	SQL Plus, Oracle Report Writer, Oracle Designer, Oracle Developer, Toad	Windows NT, Banyan Vines, Windows 95/98, Oracle Net8, Oracle SQLNET	Oracle 8.05
DPH Telephone List	Access		Windows 95/98	Access 97, Access 2.0
DWGIS (Drinking Water GIS)				
EEOH Phone Log Database	SQL, Access Basic		Windows 95/98	Access 97
EEOH Quarterly Lead Reports Tracking System	Visual Basic		Windows 95/98	Access 2.0
ELAB Maintenance System	Visual Basic		Windows 95/98	
Electronic Vital Records System (EVRS) 2000 **New birth registry for the state**	Power Builder	Crystal Reports, TOAD, VPN	Solaris 2.6, Windows 95/98	Access 97, Oracle 8i
Electronic Vital Records System (EVRS) 2000 **New birth registry for the state**	Access 97 & Access 2000		Windows	Access 97 & Access 2000
Electronic Vital Records System (EVRS) 2000 **New birth registry for the state**	Access 97 & Access 2000		Windows	Access 97 & Access 2000
Electronic Vital Records System (EVRS) 2000 **New birth registry for the state**	Access 97 & Access 2000		Windows	Access 97 & Access 2000
Electronic Vital Records System (EVRS) 2000 **New birth registry for the state**	Access 97 & Access 2000		Windows	Access 97 & Access 2000
EMS Committees Information System	ACCESS BASIC		Windows 95/98	Access 97
EMS Course Registry	ACCESS BASIC		Windows 95/98	Access 97

EMS Providers Management System	ACCESS BASIC		Windows 95/98	Access 97
EMS/Bio-Terrorism Questionnaire Database				
EMT Testing Database	ACCESS BASIC		Windows 95/98	Access 97
Environmental Lab Certification Tracking System	Visual Basic	Microsoft Help Workshop	Windows 95/98	Access 97
Facility Complaints Database				
Family Planning Clinic Database (No longer Used)	Access		Windows 95/98	Access
Freedom of Information Database	Access		Windows 95/98	Access
GARS			Windows 98	
Gemini 2000	Recital	PC Anywhere, KEA	AIX version 4.2.1	Recital
Ghosting PCs			Windows 2000	
Grants & Contracts Management Info. System (GCMIS)	Access 2000	HotDocs	Banyan Vines, Windows 95/98	Access 2000
Grants Application Reporting System (GARS)			Windows 95/98	Sybase SQL Anywhere
Health Alert Network(HAN)	SQL, PL/SQL, HTML, ASP	MS WORD, Oracle Report Writer, Oracle Designer, Oracle Developer, Front Page, Toad	Windows NT, Banyan Vines, Win 95/98/2000	Access, Oracle 8.1.6
Health Educator Contact System	Access 97 & Access 2000		Windows	Access 97 & Access 2000
HelpDesk TrackIt	FoxPro for Windows 2.6		Windows 95/98	xBase
Hep B Registry	EPI Info 6.04		Windows 95/98 (Application is DOS based)	Epi Info
Hi*Track (Hearing Database Loader)	Access		Windows 95/98	Access
Hi-Track	Access		Windows 95/98 (Application is DOS based)	Foxbase
HIV/AIDS Reporting System (HARS)	PRODAS	SAS	Banyan Vines, Win 95/98	PRODAS
Home Health Database (No longer used)	Access		Windows 95/98	Access
Hospital Discharge Database PPE				
Hotdocs			Windows 98\2000	
HSR Time System	Access		Windows 95/98	Access

Hummingbird, application which allows NBS to download results to Gemini			Windows 98	
Incognito SMTP Gateway, Gateway for Beyond Mail Internet e-mail		Street Talk for Win NT	Native Vines	
Integrated Client Encounter System (ICES)	FoxPro 2.5 for DOS	Citrix Winframe 1.7	Windows NT	xBase
Kea			Windows 98/2000	
L&R History Database	Access		Windows 95/98	Access
Laser Fiche Administration server level	SQL		Windows NT/2000 Server	
LaserFiche Client Level			Windows 2000	
Lead Surveillance System (LSS)	FoxPro for Windows 2.6		Banyan Vines, Win 95/98	Foxbase
LEMU Quarterly lead Reports Tracking System	VISUAL BASIC		Windows 95/98	
Local Health Database	Access		Windows 95/98	Access
Marriages Registry System	Easytrieve Plus, Vision	Panvalet, IBM Mainframe Utilities	IBM MVS, Win 95	
McAfee virus scan, PC level	SQL		Windows 2000	
Mcafee Virus Scan, Server Level	SQL		Windows 2000	
Microsoft Access			Windows 98, NT, 2000, XP	
Microsoft Office, Word, Excel, Powerpoint				
Minimum Data Set (MDS)/OASIS/ASPEN	SQL, PL/SQL, Powerbuilder	SQL Plus, Infomaker, MS Access	Windows NT, Win 95/98, Oracle SQLNET	Oracle 8.1.6
Motorola Iden Phonebook Manager, for Nextel Phones				
National Elect. Disease Surveillance Sys. (NEDSS) Repository for epi defined infection diseases	SQL, JAVA, ACCESS		SUN Solaris	Oracle 8i
Network Administration, adding users/file services access rights			Banyan Vines\Active Directory 2000	
Newborn Hearing System	Access		Windows	Access
Newborn Screening System	Access		Windows	Access

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Newborn Tracking System, Track newborn screening results and followup	Java	VisualAge for Java, IBM Websphere Studio, MS IIS, IBM Websphere App Server v3.0.2	Windows NT 4.0, win 95/98	UDB
Nortel's VPN Client			Windows 2000, XP	
Notification of Intent (NOI) Tracking System **Tracks approval of notice of intent process**	MS Access 97		Banyan Vines, win 95/98	Access 97
Nurse Aide Database	Access		Windows 95/98	Access
Occupational Disease Surveillance System (ODSS)	Access 2.0		Windows 95/98	xBase
Outbreak Database	Access		Windows 95/98	Access
Outlook 2003			Windows 2000, XP	
PAF Easy	Visual dBase	Crystal Reports, Visual dBase Compiler	Banyan Vines, win 95/98	Visual dBase
PC Fast Find (PCFF)	Visual Foxpro/FoxPro 2.6		Windows 95/98/2000	xBase
Penini **Runs & records remittances on the Penini scanner**	Access		Win 95/98/2000	Access
Penini **Runs & records remittances on the Penini scanner**	Access		Windows 95/98/2000	Access
Penini **Runs & records remittances on the Penini scanner**	Access		Windows 95/98	Access
Personnel Reporting System	MS Access		Windows 95/98	Access
PIMS CDX	CLIPPER	R&R report writer	MS DOS, Banyan Vines	xBase
Quarterly Lead Reports Tracking System	VISUAL BASIC		Windows 95/98	Access 2.0
Rabies Database	Access		Windows 95/98	Access 97
Reg tracking & reporting on AED	ACCESS BASIC		MS WINDOWS 95	Access 97
Retrospective Eval. of Imm. Histories (RETRO)	FoxPro 2.5 for DOS		Windows 95/98	xBase
RFP Posting to the DPH Website, for Affirmative Action			Windows 2000	

Safe Drinking Water Information System (SDWIS) **Track info for public water system inv. & quality**	Coolgen		Windows NT, Windows 95/98	Oracle
School & Daycare Survey Database (Immunization)	ACCESS BASIC		Windows 95/98	Access 97
School Based Health Centers (SBHC) Tracking System	MS Access Basic, MS Excel Basic	PC Anywhere	Windows 95/98	Access 97
School Clinic Database (No longer needed)	Access		Windows 95/98	Access
Server Security Patches			Windows NT, 2000, 2003	
Sexually Transmitted Diseases (STD) MIS	Clipper		Windows 95/98 , Banyan Vines (Application is DOS based)	xBase
Shiva, Management application for remote access			Windows NT 4.0 Server	
SMQT Database	Access		Windows 95/98	Access
Software/Hardware Database			Access 2000	
SSI (Social Security Income) Tracking System	MS Access 97		Banyan Vines, Win 95/98	Access 97
Statewide WIC Information System (SWIS)	FoxPro 2.6 for DOS, MS-DOS Batch	PC Anywhere	Windows 95/98	Foxbase
Statewide WIC Information System (SWIS)	Visual Foxpro	PC Anywhere	Windows 95/98	Foxbase
Statewide WIC Information System (SWIS)	FOCUS, Cobol II	Panvalet, Xpeditor, TSO/ISPF, Docutext, CA DISPATCH, QuickrefFile, -AID, DB2I, QMF, INHOST	IBM MVS, CICS	DB2
Statewide WIC Information System (SWIS)	FoxPro 2.6 for DOS	PC Anywhere	Banyan Vines, Windows 95/98	Foxbase
Statewide WIC Information System (SWIS)	Visual Foxpro, FoxPro 2.6 for DOS		Windows 95/98	Foxbase
Statewide WIC Information System (SWIS)	Visual Foxpro		Windows 95/98	Foxbase
STD Clinical Medical Record Database			Windows 95/98	Access 97
STD Infertility Database	EPI Info 6.04		Windows 95/98	DBASE
STD State Laboratory Screening Database	Access 97		Windows 95/98	Access 97
TB Billing Database	Access 2000 front-end		Windows 98/2000	Access 97

System	Language	Tools	OS	Database
TB Registry & Info. Management System (TRIMS)	Access	Access Developer Edition Tools	Banyan Vines, Windows 95/98	Access
Telephone Call LOg	Access		Windows 95/98	Access
Timekeeping, Purchasing, Data Requests	Access 2000	Core CT	Windows 2000	
Title V Electronic Reporting System	FileMaker Pro		MS WINDOWS 95	File Maker Pro
Tracks SSI referrals to CSHCN program				
Transmittal Database	Access		Windows 95/98	Access
Trauma/EMS Registry				
Tuberculosis Information Management System (TIMS)	Powerbuilder		Windows 95/98	Sybase
Tumor Registry Management System	C++, COBOL, C, FoxPro, Powerhouse	TSE, Toolset, C++ Debugger, C Developer, SPSS	Windows 95/98, TSO,MVS, MPE/ix	Access, xBase, Turbo Image
Uniform Reporting System (URS)	FoxPro, VISUAL BASIC	Crystal Reports, PC Anywhere	Windows 95/98	Foxbase
UPS Worldship			Windows 95/98	
Vaccine Management System (VACMAN)	FoxPro 2.6 for Windows		Windows 95/98	FoxPro 2.6 for Windows
View SDWIS Database	Access		Windows 95/98	Oracle, Access 97
View Water Supply GIS Application	Avenue		Windows 95/98	Access
Virology Database	Access		Windows 95/98	Access 97
VPN Fobs, ordering and keeping inventory	Access 2000		Windows 2000	
Well Child Clinic Database (Obsolete - No longer used)	Access		Windows 95/98	Access
West Nile Virus Database	Access		Windows 95/98	Access
West Nile Virus Tracking System	Access		Windows 95/98	Access
Windows 2000			Windows 2000	
WISEWOMEN Database				
Youth Camps Licensing & Tracking System	ACCESS BASIC		Windows 95/98/2000	Access 97

Infrastructure Routine Tasks

1. Checking network server backup on daily basis

2. Checking Command Center Laptops on weekly basis

3. Network Administration – Monitoring server hard drive space on daily basis

4. Desktop Support

5. Set up of laptops – encryption

6. Offsite backup to Iron Mountain (every Friday)

7. Clean up PHPD archive files on CTHealth14 server on daily basis

Open Work Orders by Technician

From 3/1/2005
To 3/17/2008

3/17/2008   2:45:29PM
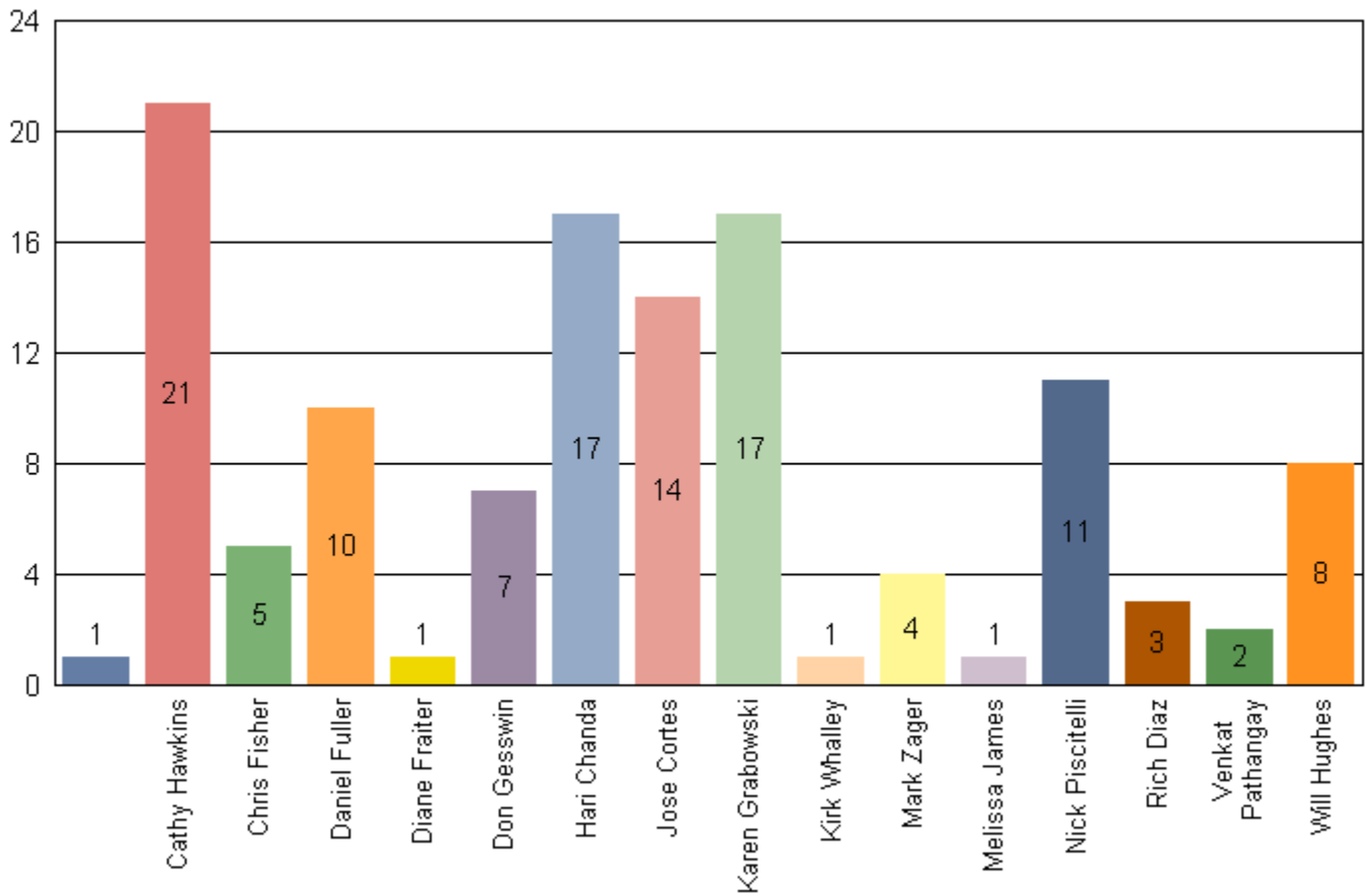
** Unassigned **		Work Order Count	1
Work Order	49615	**Type**	**Date Entered**

Work Order	51917	**Type**	Outlook			**Date Entered**	3/4/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Webmaster Email				**Requestor**	Bill Gerrish	
Status	Open						

Work Order	51940	**Type**				**Date Entered**	3/6/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Create Outlook Shared Calendar				**Requestor**	Kenny Foscue	
Status	Open						

Work Order	51830	**Type**	Migrated Printer			**Date Entered**	2/27/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Can't Print from CDC Website				**Requestor**	Alice Guh	
Status	Open						

Work Order	51885	**Type**	Migrated Printer			**Date Entered**	3/3/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	add printer				**Requestor**	Mark Lobato	
Status	Open						

Work Order	52025	**Type**	Migrated Printer			**Date Entered**	3/12/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Can't Install Printer				**Requestor**	Nancy Vichi	
Status	Open						

Work Order	52053	**Type**				**Date Entered**	3/13/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Set up Public Folders (Calendars) for cars				**Requestor**	Yolanda Cooley	
Status	Open						

Work Order	52043	**Type**				**Date Entered**	3/13/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Document Center does not print				**Requestor**	Angelina Ho	
Status	Open						

Work Order	52062	**Type**				**Date Entered**	3/13/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Printer Configuration to Print Abortion Reports (a DOS program)				**Requestor**	Julianne.Konopka@po.state.ct.us	
Status	Open						

Work Order	52071	**Type**	Document Center			**Date Entered**	3/14/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Printing Delay				**Requestor**	Julie Boscarino	
Status	Open						

Work Order	52073	**Type**	Document Center			**Date Entered**	3/14/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Long time waiting for print jobs				**Requestor**		
Status	Open						

Work Order	49524	**Type**				**Date Entered**	9/21/2007
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Pickup pc in legal				**Requestor**	Corinne Hermann	
Status	Open						

Work Order	52075	**Type**	Document Center			**Date Entered**	3/14/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Can't Add Document Center				**Requestor**		
Status	Open						

Work Order	49902	**Type**	Hardware			**Date Entered**	10/24/2007
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Bad port on Switch				**Requestor**	Will Hughes	
Status	Open						

Work Order	52083	**Type**				**Date Entered**	3/17/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	licensure printing				**Requestor**		
Status	Open						

Work Order	50014	**Type**				**Date Entered**	10/30/2007
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	windows updates				**Requestor**	Rose McLellan	
Status	Open						

Work Order	52032	**Type**	Document Center			**Date Entered**	3/12/2008
Expected					**Assigned Technician**	Cathy Hawkins	
Summary					**Requestor**	Eva Golebiewski	
Status	Open						

Work Order	50096	**Type**	Migrated Printer			**Date Entered**	11/2/2007
Expected					**Assigned Technician**	Cathy Hawkins	
Summary	Set up 2nd printer				**Requestor**	Nancy Vichi	
Status	Open						

Summary	User Code Defaults				**Requestor**	Karen Grabowski	
Status	Open						

Cathy Hawkins — Work Order Count 21

Work Order	52089	Type			Date Entered	Cathy Hawkins	3/17/2008
Expected				Assigned Technician	Requestor	Rose McLellan	
Summary	Licensure printing			Requestor			
Status	Open						

Work Order	52091	Type	Document Center		Date Entered	Cathy Hawkins	3/17/2008
Expected				Assigned Technician	Requestor	Charlene Gross	
Summary	Can't Print to Document Center			Requestor			
Status	Open						

Work Order	51690	Type	Outlook		Date Entered	Cathy Hawkins	2/8/2008
Expected				Assigned Technician	Requestor	Meg Hooper	
Summary	Can't Open Shared Calendar			Requestor			
Status	Open						

Work Order	45702	Type	newborn screening/LAB		Date Entered	Cathy Hawkins	1/18/2007
Expected	1/22/2007			Assigned Technician	Requestor	John Fontana	
Summary	NBS computer needs			Requestor			
Status	Open						

Chris Fisher — Work Order Count 5

Work Order	51713	Type			Date Entered	Chris Fisher	2/13/2008
Expected				Assigned Technician	Requestor	Jan Wojick	
Summary	set up computer for new staff			Requestor			
Status	Open						

Work Order	51820	Type	new hardware		Date Entered	Chris Fisher	2/25/2008
Expected				Assigned Technician	Requestor	Amanda Crovo	
Summary	Set up new PC			Requestor			
Status	Open						

Work Order	51821	Type	new hardware		Date Entered	Chris Fisher	2/25/2008
Expected				Assigned Technician	Requestor	Bob Scully	
Summary	Set up new pc			Requestor			
Status	Open						

Work Order	51457	Type			Date Entered	Chris Fisher	1/23/2008
Expected	1/31/2008			Assigned Technician	Requestor	Eva Golebiewski	
Summary	Banyan removal			Requestor			
Status	Open						

Work Order	51629	Type	HARD-OTHR		Date Entered	Chris Fisher	2/4/2008
Expected	3/31/2008			Assigned Technician	Requestor	Nancy Braz	
Summary	Work Station Move			Requestor			
Status	Open						

Daniel Fuller — Work Order Count 10

Work Order	50557	Type	SWIS-CHEK		Date Entered	Daniel Fuller	12/5/2007
Expected				Assigned Technician	Requestor	Mellessa Milling	
Summary	Misnumbered Checks			Requestor			
Status	Open						

Work Order	52095	Type			Date Entered	Daniel Fuller	3/17/2008
Expected				Assigned Technician	Requestor	Diane Robillard	
Summary	PC died			Requestor			
Status	Open						

Work Order	51847	Type	Hardware		Date Entered	Daniel Fuller	2/27/2008
Expected				Assigned Technician	Requestor	Celeste Dowdell	
Summary	PC Not Working			Requestor			
Status	Open						

Daniel Fuller						**Work Order Count**	**10**

Work Order	51900	**Type**	new hardware			**Date Entered**	3/4/2008
Expected				**Assigned Technician**		Daniel Fuller	
Summary	Set up new laptop			**Requestor**		Margaret Hynes	
Status	Open						

Work Order	52093	**Type**				**Date Entered**	3/17/2008
Expected				**Assigned Technician**		Daniel Fuller	
Summary	hardware problem			**Requestor**		Amy Schwarzkopf	
Status	Open						

Work Order	52085	**Type**	Hardware			**Date Entered**	3/17/2008
Expected				**Assigned Technician**		Daniel Fuller	
Summary	PC Still Freezing			**Requestor**		Celeste Dowdell	
Status	Open						

Work Order	52054	**Type**	HARD-DESK			**Date Entered**	3/13/2008
Expected				**Assigned Technician**		Daniel Fuller	
Summary	Trouble with PC - The hour glass just keep going			**Requestor**		Marilyn Parks-Jones	
Status	Open						

Work Order	51988	**Type**	Office 2000			**Date Entered**	3/10/2008
Expected				**Assigned Technician**		Daniel Fuller	
Summary	Problems with Word			**Requestor**		Clarissa Lopez	
Status	Open						

Work Order	51995	**Type**	software application			**Date Entered**	3/10/2008
Expected				**Assigned Technician**		Daniel Fuller	
Summary	Error using Power point			**Requestor**		Manina Zachary	
Status	Open						

Work Order	46451	**Type**	NETW-OTHR			**Date Entered**	1/22/2007
Expected	5/30/2008			**Assigned Technician**		Daniel Fuller	
Summary	Wireless - Upgrade for Remote sites			**Requestor**		Tom Young	
Status	Closed						

Diane Fraiter						**Work Order Count**	**1**

Work Order	50900	**Type**	Migration			**Date Entered**	12/27/2007
Expected				**Assigned Technician**		Diane Fraiter	
Summary	Access to ID Drive			**Requestor**		Suzanne Speers	
Status	Open						

Don Gesswin						**Work Order Count**	**7**

Work Order	51616	**Type**				**Date Entered**	2/1/2008
Expected				**Assigned Technician**		Don Gesswin	
Summary	outstanding IMMI issues - complete after encryption project			**Requestor**		Vincent Sacco	
Status	Open						

Work Order	52061	**Type**	CIRTS			**Date Entered**	3/13/2008
Expected				**Assigned Technician**		Don Gesswin	
Summary	Needs Documentation			**Requestor**		CIRTS User	
Status	Open						

Work Order	51921	**Type**				**Date Entered**	3/4/2008
Expected				**Assigned Technician**		Don Gesswin	
Summary	set up 6 PCs			**Requestor**		Diane Fraiter	
Status	Open						

Work Order	51895	**Type**				**Date Entered**	3/4/2008
Expected				**Assigned Technician**		Don Gesswin	
Summary	Encryption Problem Again			**Requestor**		Laura Watrus	
Status	Open						

| **Don Gesswin** | | | | | **Work Order Count** | **7** |

Work Order	51955	**Type**	Office 2003		**Date Entered**	3/6/2008
Expected				**Assigned Technician**	Don Gesswin	
Summary	Reload Office 2003			**Requestor**	Vincent Sacco	
Status	Open					

Work Order	51928	**Type**	Core-CT		**Date Entered**	3/5/2008
Expected				**Assigned Technician**	Don Gesswin	
Summary	Can't Log Into Core			**Requestor**	Claudia Soprano	
Status	Open					

Work Order	51828	**Type**	Internet		**Date Entered**	2/26/2008
Expected				**Assigned Technician**	Don Gesswin	
Summary	Can't Read Screen			**Requestor**	Mary Emerling	
Status	Open					

| **Hari Chanda** | | | | | **Work Order Count** | **17** |

Work Order	51802	**Type**			**Date Entered**	2/22/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Problem with Tracking System			**Requestor**	Fay Larson	
Status	Open					

Work Order	51750	**Type**			**Date Entered**	2/15/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Microft Access to Family Centers/Grp Home, Camps Databases			**Requestor**	Venisa Ruff	
Status	Open					

Work Order	51786	**Type**	Oracle		**Date Entered**	2/19/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Needs to Fix License Certificate			**Requestor**	Christine Jennings	
Status	Open					

Work Order	51594	**Type**			**Date Entered**	1/31/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Having problems with access data base			**Requestor**	Joanne Houser	
Status	Open					

Work Order	51612	**Type**			**Date Entered**	2/1/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Debbye Rosen computer and laptop - install software			**Requestor**	Vincent Sacco	
Status	Open					

Work Order	51524	**Type**			**Date Entered**	1/28/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	DBMS Copy			**Requestor**	Chun-Fu Liu	
Status	Open					

Work Order	51462	**Type**			**Date Entered**	1/23/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	FW: Correspondence Letter			**Requestor**	Deborah.Pease@po.state.ct.us	
Status	Open					

Work Order	51311	**Type**			**Date Entered**	1/15/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Access to Complaints Access Database			**Requestor**	Joan Leavitt	
Status	Open					

Work Order	50837	**Type**	Gemini		**Date Entered**	12/21/2007
Expected				**Assigned Technician**	Hari Chanda	
Summary	Problems with Gemini			**Requestor**	Joan Koosa	
Status	Open					

Hari Chanda					**Work Order Count**	**17**

Work Order	52079	**Type**	Gemini		**Date Entered**	3/14/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Reports Not Printing			**Requestor**	Jack Bennett	
Status	Open					

Work Order	52074	**Type**	Access		**Date Entered**	3/14/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Error message in database			**Requestor**	Julie Boscarino	
Status	Open					

Work Order	51897	**Type**	Oracle		**Date Entered**	3/4/2008
Expected				**Assigned Technician**	Hari Chanda	
Summary	Can't Run Reports			**Requestor**	Vicky Carlson	
Status	Open					

Work Order	50222	**Type**			**Date Entered**	11/8/2007
Expected				**Assigned Technician**	Hari Chanda	
Summary	Data Assistance			**Requestor**	Deborah.Pease@po.state.ct.us	
Status	Open					

Work Order	50592	**Type**	Oracle		**Date Entered**	12/7/2007
Expected				**Assigned Technician**	Hari Chanda	
Summary	Can't Update Record			**Requestor**	Charles Bridgewater	
Status	Open					

Work Order	50528	**Type**	Access		**Date Entered**	12/5/2007
Expected				**Assigned Technician**	Hari Chanda	
Summary	Can't Access Death Registry			**Requestor**	Dianne Gustafson	
Status	Open					

Work Order	48292	**Type**	FoxPro		**Date Entered**	6/19/2007
Expected	6/26/2007			**Assigned Technician**	Hari Chanda	
Summary	Modify Fox Pro Reports			**Requestor**	Jose Aguilar	
Status	Open					

Work Order	48339	**Type**	Access		**Date Entered**	6/21/2007
Expected	6/28/2007			**Assigned Technician**	Hari Chanda	
Summary	Can't Modify History			**Requestor**	Ann Ricard	
Status	Open					

Jose Cortes					**Work Order Count**	**14**

Work Order	50069	**Type**	new hardware		**Date Entered**	11/1/2007
Expected				**Assigned Technician**	Jose Cortes	
Summary	New PC			**Requestor**	Gina D'Angelo	
Status	Open					

Work Order	51878	**Type**	KEA		**Date Entered**	3/3/2008
Expected				**Assigned Technician**	Jose Cortes	
Summary	Needs Access to SAAAS			**Requestor**	Jose Aguilar	
Status	Open					

Work Order	52048	**Type**	Windows 2000		**Date Entered**	3/13/2008
Expected				**Assigned Technician**	Jose Cortes	
Summary	PC Reboots			**Requestor**	Liz Reynolds	
Status	Open					

Work Order	52084	**Type**	Hardware Problem - GX280		**Date Entered**	3/17/2008
Expected				**Assigned Technician**	Jose Cortes	
Summary	Screen is Jiggling			**Requestor**	Bill Hackett	
Status	Open					

Work Order	52081	**Type**			**Date Entered**	3/17/2008
Expected				**Assigned Technician**	Jose Cortes	
Summary	Computer not working			**Requestor**	Aristea.Kinney@po.state.ct.us	
Status	Open					

Jose Cortes				Work Order Count	14

Work Order	52021	**Type**		**Date Entered**	3/11/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	set up new pc for Carol Stone at the LAB		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	51969	**Type**		**Date Entered**	3/7/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	install LaserFiche scanner software		**Requestor**	David Antolini	
Status	Open				

Work Order	52056	**Type**		**Date Entered**	3/13/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	Move computer on 3/20 to Commissioner's suite		**Requestor**	Dana Sitler	
Status	Open				

Work Order	52058	**Type**	Windows 2000	**Date Entered**	3/13/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	PC Won't Start		**Requestor**	Tom Coffey	
Status	Open				

Work Order	52067	**Type**	new hardware	**Date Entered**	3/14/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	Set up new pc		**Requestor**	Gloria Powell	
Status	Open				

Work Order	51229	**Type**	Migration	**Date Entered**	1/11/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	Problems with PC and NBS		**Requestor**	Gloria Powell	
Status	Open				

Work Order	51451	**Type**	new hardware	**Date Entered**	1/23/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	Student 1 PC Won't Boot		**Requestor**	Karen Grabowski	
Status	Open				

Work Order	51469	**Type**		**Date Entered**	1/23/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	reimage computer		**Requestor**	Karen Grabowski	
Status	Open				

Work Order	51676	**Type**		**Date Entered**	2/6/2008
Expected			**Assigned Technician**	Jose Cortes	
Summary	install ups in 2SW hub room		**Requestor**	Eva Golebiewski	
Status	Open				

Karen Grabowski				Work Order Count	17

Work Order	49291	**Type**		**Date Entered**	9/6/2007
Expected			**Assigned Technician**	Karen Grabowski	
Summary	Add e-mail Address' to Users Table in Track-It		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	50013	**Type**		**Date Entered**	10/30/2007
Expected			**Assigned Technician**	Karen Grabowski	
Summary	cabinets		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	49908	**Type**		**Date Entered**	10/24/2007
Expected			**Assigned Technician**	Karen Grabowski	
Summary	Organize software and licenses		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	51474	**Type**	Office 2000		**Date Entered**	Karen Grabowski	1/23/2008
Expected				**Assigned Technician**			
Summary	Can't Use Clipart			**Requestor**		Joan Simpson	
Status	Open						

Work Order	51269	**Type**	Word		**Date Entered**	Karen Grabowski	1/14/2008
Expected				**Assigned Technician**			
Summary	Problems with Word Documents			**Requestor**		Andrea Lombard	
Status	Open						

Work Order	51706	**Type**	Word		**Date Entered**	Karen Grabowski	2/11/2008
Expected				**Assigned Technician**			
Summary	Word Question			**Requestor**		Liliana McIntyre	
Status	Open						

Work Order	51604	**Type**	OWA		**Date Entered**	Karen Grabowski	1/31/2008
Expected				**Assigned Technician**			
Summary	OWA Question			**Requestor**		John Murphy	
Status	Open						

Work Order	50913	**Type**			**Date Entered**	Karen Grabowski	12/27/2007
Expected				**Assigned Technician**			
Summary	setup two pcs for a Vital Records project			**Requestor**		Harinath Chanda	
Status	Open						

Work Order	52065	**Type**	Outlook		**Date Entered**	Karen Grabowski	3/13/2008
Expected				**Assigned Technician**			
Summary	Access to another email account			**Requestor**		Raul Pino	
Status	Open						

Work Order	52069	**Type**	Printer Drivers		**Date Entered**	Karen Grabowski	3/14/2008
Expected				**Assigned Technician**			
Summary	Can't Print			**Requestor**		Lavita Sookram	
Status	Open						

Work Order	52070	**Type**	Hardware		**Date Entered**	Karen Grabowski	3/14/2008
Expected				**Assigned Technician**			
Summary	Problems with pc			**Requestor**		Vivian Riera Llantin	
Status	Open						

Work Order	52042	**Type**	Word		**Date Entered**	Karen Grabowski	3/12/2008
Expected				**Assigned Technician**			
Summary	Problems with Clipart			**Requestor**		Pam Hodge	
Status	Open						

Work Order	52080	**Type**	General Problems		**Date Entered**	Karen Grabowski	3/14/2008
Expected				**Assigned Technician**			
Summary	Applications Running Slow			**Requestor**		Karen Grabowski	
Status	Open						

Work Order	52050	**Type**	Core-CT		**Date Entered**	Karen Grabowski	3/13/2008
Expected				**Assigned Technician**			
Summary	Order Software			**Requestor**		Nancy Barrett	
Status	Open						

Work Order	51818	**Type**	Core-CT		**Date Entered**	Karen Grabowski	2/25/2008
Expected				**Assigned Technician**			
Summary	Link to CORE			**Requestor**		Deb Johnson	
Status	Open						

Work Order	43224	**Type**	Outlook		**Date Entered**	Karen Grabowski	4/17/2006
Expected	4/24/2006			**Assigned Technician**			
Summary	Add Resources			**Requestor**		Eva Golebiewski	
Status	Open						

Karen Grabowski | Work Order Count | 17

Work Order	47450	**Type**	Hardware		**Date Entered**	4/10/2007
Expected	4/19/2007			**Assigned Technician**	Karen Grabowski	
Summary	2 laptops			**Requestor**	Karen Grabowski	
Status	Open					

Kirk Whalley | Work Order Count | 1

Work Order	49644	**Type**	CATER		**Date Entered**	10/4/2007
Expected				**Assigned Technician**	Kirk Whalley	
Summary	Can't Log Into CATER			**Requestor**	Kevin Krusz	
Status	Open					

Mark Zager | Work Order Count | 4

Work Order	50682	**Type**	Access		**Date Entered**	12/13/2007
Expected				**Assigned Technician**	Mark Zager	
Summary	Can't Get into Databases			**Requestor**	Bridget Merrill	
Status	Open					

Work Order	51161	**Type**	Access		**Date Entered**	1/9/2008
Expected				**Assigned Technician**	Mark Zager	
Summary	Problems with Shortcut			**Requestor**	Nancy Guzman	
Status	Open					

Work Order	51171	**Type**			**Date Entered**	1/9/2008
Expected				**Assigned Technician**	Mark Zager	
Summary	User request for revision of the lead form in HAN system			**Requestor**	Tracy.Hung@ct.gov	
Status	Open					

Work Order	51507	**Type**			**Date Entered**	1/25/2008
Expected				**Assigned Technician**	Mark Zager	
Summary	can't find access database			**Requestor**	Devon Eddy	
Status	Open					

Melissa James | Work Order Count | 1

Work Order	52023	**Type**	Aspen		**Date Entered**	3/11/2008
Expected				**Assigned Technician**	Melissa James	
Summary	Spell Check in Aspen			**Requestor**	Maria Cardona	
Status	Open					

Nick Piscitelli | Work Order Count | 11

Work Order	51650	**Type**	internet filtering		**Date Entered**	2/5/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	Website Access			**Requestor**	Pam Hodge	
Status	Open					

Work Order	51790	**Type**	Virus Scan		**Date Entered**	2/20/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	Ghost Error Message			**Requestor**	Paul Milne	
Status	Open					

Work Order	51688	**Type**			**Date Entered**	2/8/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	Continuing request-Joseph			**Requestor**	Marijane.Mitchell@po.state.ct.us	
Status	Open					

Work Order	52040	**Type**			**Date Entered**	3/12/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	Muratec Fax not working			**Requestor**	Lenny Guercia	
Status	Open					

| Nick Piscitelli | | | | | Work Order Count | 11 |

Work Order	52041	**Type**			**Date Entered**	3/12/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	HP laptops has Blue Screen			**Requestor**	Bob Kenny	
Status	Open					

Work Order	52049	**Type**			**Date Entered**	3/13/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	Check Command Center computers/laptops			**Requestor**	Renee Holota	
Status	Open					

Work Order	51965	**Type**			**Date Entered**	3/7/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	linux			**Requestor**	Marcie Cavacas	
Status	Open					

Work Order	51891	**Type**			**Date Entered**	3/3/2008
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	EVRS issues			**Requestor**	Kathy Stevens	
Status	Open					

Work Order	50030	**Type**	new hardware		**Date Entered**	10/31/2007
Expected				**Assigned Technician**	Nick Piscitelli	
Summary	Evaluate Work Area			**Requestor**	Beth Frugale	
Status	Open					

Work Order	48204	**Type**	new hardware		**Date Entered**	8/23/2007
Expected	8/27/2007			**Assigned Technician**	Nick Piscitelli	
Summary	deploy two servers to LAB			**Requestor**	Eva Golebiewski	
Status	Open					

Work Order	52082	**Type**			**Date Entered**	3/17/2008
Expected	3/19/2008			**Assigned Technician**	Nick Piscitelli	
Summary	internet filtering			**Requestor**	Eva Golebiewski	
Status	Open					

| Rich Diaz | | | | | Work Order Count | 3 |

Work Order	52094	**Type**			**Date Entered**	3/17/2008
Expected				**Assigned Technician**	Rich Diaz	
Summary	Disable Michell Lasko 3/7/08			**Requestor**	Theresa Ferguson	
Status	Open					

Work Order	52057	**Type**			**Date Entered**	3/13/2008
Expected				**Assigned Technician**	Rich Diaz	
Summary	Disable 3 employees			**Requestor**	Theresa Ferguson	
Status	Open					

Work Order	52096	**Type**			**Date Entered**	3/17/2008
Expected				**Assigned Technician**	Rich Diaz	
Summary	can't login			**Requestor**	Diane Robillard	
Status	Open					

| Venkat Pathangay | | | | | Work Order Count | 2 |

Work Order	51465	**Type**			**Date Entered**	1/23/2008
Expected				**Assigned Technician**	Venkat Pathangay	
Summary	Can not print from Licensure.			**Requestor**	Marvaline Tilles	
Status	Open					

Work Order	48963	**Type**	CLPPP		**Date Entered**	8/13/2007
Expected	8/20/2007			**Assigned Technician**	Venkat Pathangay	
Summary	Needs Shortcut			**Requestor**	Tracy Hung	
Status	Open					

| Will Hughes | | | | | Work Order Count | 8 |

Will Hughes					**Work Order Count 8**

Work Order	50672	**Type**		**Date Entered**	12/12/2007
Expected			**Assigned Technician**	Will Hughes	
Summary	Create DPH Backup documentation		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	50673	**Type**		**Date Entered**	12/12/2007
Expected			**Assigned Technician**	Will Hughes	
Summary	Create Logs for Data Size		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	50168	**Type**	software	**Date Entered**	11/6/2007
Expected			**Assigned Technician**	Will Hughes	
Summary	Winzip Licensed product		**Requestor**	Tony Polednak	
Status	Open				

Work Order	51686	**Type**		**Date Entered**	2/7/2008
Expected			**Assigned Technician**	Will Hughes	
Summary	Deploy 2 laptops		**Requestor**	Vanessa Kapral	
Status	Open				

Work Order	51684	**Type**		**Date Entered**	2/7/2008
Expected			**Assigned Technician**	Will Hughes	
Summary	replace 7 computers		**Requestor**	Vanessa Kapral	
Status	Open				

Work Order	51449	**Type**		**Date Entered**	1/23/2008
Expected			**Assigned Technician**	Will Hughes	
Summary	Enterasys Fan Issues		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	51076	**Type**	software	**Date Entered**	1/4/2008
Expected			**Assigned Technician**	Will Hughes	
Summary	Move Netsight app onto server		**Requestor**	Eva Golebiewski	
Status	Open				

Work Order	51246	**Type**		**Date Entered**	1/14/2008
Expected			**Assigned Technician**	Will Hughes	
Summary	Copy switch configuration files		**Requestor**	Eva Golebiewski	
Status	Open				

Grand Total   **123**