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Glossary

VM or Virtual Servers:

The word *virtual* has been applied to computing and information technology with various meanings. It is used of software systems that act as if they were hardware systems.

Production Server

A Production Server is a server that delivers what is often called the "live site." It is typically available to the end users and houses the most recent version of its respective site.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Mary Penny Thompson
<u>Asst. Sec. for IT</u>
Randy Moody
<u>CIO/ Director</u>
Richard Marshall
<u>Security Officer</u>
David Johnson
<u>Java Section Chief</u>
Nancy Francis
<u>.NET /GIS Section Chief</u>
Karen Kelly
<u>Business Officer</u>
Janet Blount
<u>HR Manager</u>
Susan Penman
<u>Chief Operations Officer</u>
★ ★ ★ ★ ★ ★ ★ ★ ★ ★

DENR ITS



Server Consolidation

As most of you know, DENR ITS has been working on consolidating their servers with OITS. While some like the move, others vehemently argue against it. Whether for or against, the State requires us to do it. So let's look at how it's going to affect your environment.

Novell: As of March 2012, all Novell servers are reaching "end of life" in the NC IT environment. This means that all remaining Novell servers have to be converted to Microsoft Active Directory. Novell migration to AD has been one of the underlying goals of DENR IT Operations since we consolidated, however, time, money and personnel were not in our favor. Now with the guidance of OITS, we can use the consolidated DENR IT

personnel to bring us into compliance with the State's standards.

If we had not been in a consolidated environment,, we would have had to "upgrade" 212 servers with just the personnel within the individual divisions. Each person would be responsible for all upgrades in his/her division. With the consolidation and combined skill sets, Operations and Development people have to deal with only 71 servers.

Server Environment separation: Almost all of our production application servers are being hosted (or housed) at the Western Data Center in Forest City, NC. Servers hosted here are generally virtual in nature, but can be physical if necessary. Most developers do their developing in an environment

called "DEV/TEST". This means development and testing is done on a separate server than the live production box. All of the dev/test servers will be housed at the Eastern Data Center on Wake Forest Rd in Raleigh. With this standardized separation of the dev/test and production environments, upgrades and enhancements can be done and tested before they are rolled out. This prevents the Production or "live" work area from crashing during an update.

Server consolidation has given us the ability to have updated equipment, 24/7 monitoring proper data backups, scheduled updates, etc. And the best part is backup personnel to keep your IT environment running smoothly.



New Name!

We realized that during all of the INSA questionnaires that we don't really have a typical "Helpdesk". Helpdesks usually provide phone support only. Not us! We setup new computers, resuscitate old ones, and loads of other different things. Lots of services here for your convenience. So we got to thinking.....why call

ourselves a helpdesk? Let's show people that we do far more! So we've changed our name. We are now DENR IT's **Technical Services!**

We're here to provide you with the support you need for your work environment. Just submit a DOTS ticket and we'll do our best to take care of your problem. To enter a DOTS ticket go to <http://portal.ncdenr.org/group/its/home> .

Here a few of the services we offer:

- Password resets, NCIDs
- New computer setup, EMAIL
- Software installs; RACF—IDs
- Virus Cleanup, Encryption,
- Network connection issues,
- Phone supportand lots more!

We want to make your workplace as pleasant as possible.

Send your Questions or Ideas

What would you like to hear about in the Ops Tech Tips? Send me an email with some ideas for next month's edition. * *Technology is not magic, it just seems that way sometimes!* *

Susan C. Penman
Chief Operations Officer
DENR ITS Susan.Penman@ncdenr.gov



Green Square

June 13, 2011 1:07 pm



Above: The DENR Administration Building.

Want to see more? Take a look through the Web Cam located above the construction sites. You can select the Panorama View to see both buildings!

Go to:
<http://portal.ncdenr.org/web/greensquare/panorama>

Green Square's DENR Building is almost ready to go! Are you ready?? If not here's a few things that we suggest:

1. Organize and Sort your office. Sort items into 3 boxes: "keep" "throw away" or "Surplus"
2. Get rid of any unused IT components (keyboards, mice, etc.) Contact your Surplus administrator to see if anything can be surplused or recycled.
3. Take advantage of the Technotrash Cans and get rid of old floppy disks, CDs, flash cards, etc.

If you are unsure of anything contact your surplus administrator. (Some licensed books may need to be surplused)

Take this time to also clean up your computer.

- Clean your monitor: use a monitor cleaning cloth or a slightly damp paper towel to remove finger prints and dust. Never use window cleaner or alcohol, it will damage the screen.
- Dust your PC and keyboard using canned air or a small brush. Your computer's fan will thank you!

IT'S NEVER TOO EARLY TO CLEAN!