



Green Treatment Center

2017-2019 Technology Plan

IT Strategic Goals and Objectives:

The Department's IT strategies for the next four years are grounded in legislative and regulatory drivers that inform the requirements of GTC programs in public health, social services, medical care, health insurance, research, prevention and response, and IT management. The Department, like many health care, financial, and service organizations, is undergoing a digital transformation that highlights fundamental shifts in how it interacts with its myriad public and private sector customers and partners. These changes include a focus on shared services, customer-centric operations, and mobile services. This shift means users and partners will have confidence in the timeliness, integrity, and security of the data they receive and its availability on a variety of platforms and devices.

Goal 1: IT Workforce

Aim—Acquire, deploy, and sustain a technology-enabled workforce

The most important aspect of any IT organization is its people. For most Federal agencies, with the reliance on IT to deliver services, a competent and effective IT cadre across the organization is vital to mission accomplishment. Building and maintaining a community of diverse IT professionals is essential to the successful execution of organizational objectives. GTC must effectively:

- Plan for, acquire, develop, and sustain a strong and diverse IT workforce with expanded learning and training programs across GTC,
- Further the overall IT knowledge, expertise and opportunities across competencies of the department, and
- Improve targeted recruitment, professional development, and talent/performance management.

Improved staff planning, recruitment, hiring, development, succession, and retention strategies enable HHS to build a diverse pipeline of top IT professionals and leaders. Further, through expanded learning and training programs across GTC, the overall IT competency of the Department improves.

Objective 1.1: Identify and define capability and capacity needs to forecast staffing and effectively plan for IT hiring.

GTC identifies and improves the processes, standards, people, and technology needed to support consistent ongoing workforce analysis. Through identification and cybersecurity role categories and competency requirements to support workforce analysis and planning, GTC actively monitors the coverage of current and future IT competency needs. GTC maintains and grows the capability for mature workforce analytics and planning enterprise-wide basis.

Objective 1.2: Expand IT education and outreach programs for non -IT personnel

Technology has expanded into almost every aspect of the GTC mission. Improved understanding of technology enables non-IT personnel to be more effective in using the productivity tools provided. It also improves the ability of policy decision makers to factor technology enablers and impacts into key decisions. Through increased internal IT education and outreach programs.

Goal 2: Cybersecurity and Privacy

Aim—Protect critical systems and data

Protection of IT assets is critical to the reliability of GTC information systems and the fidelity of the data within them. GTC employs a robust risk management approach through improved asset management, robust threat and vulnerability analysis, and established response and recovery plans and procedures by utilizing state-of-the-art antivirus and threat protection Sophos. This allows GTC to maintain its security posture, considering the integrated operations of GTC, consistent with its mission and business needs. With the use of Smart (cloud based) software enables prioritization to ensure that critical data and information, such as personally identifiable information, personal health information and public health data, are protected according to the appropriate level of risk throughout the system or asset's lifecycle. Through

implementation of Department-level programs to support ongoing identification, validation, and prioritization of cybersecurity risks. Furthermore, information sharing, including cyber threat information, across the Staff Divisions enables improved situational awareness across the Department, its Federal partners, and private sector stakeholders

Goal 3: Facilities Security

Maintain a safe and secure facility

GTC utilizes Vector Security services which supplied and installed:

- four(4) external High Definition security cameras,
- three(3) internal High Definition security cameras, along with
- five(5) strategically placed motion detection sensors.
- GTC 's state mandated safe which holds all distributed medications with a password protected lock and alarm system.
- GTC also has seven(7) pull station fire alarms equipped with one(1) centrally located control panel and one(1) annunciator
- Two(2) electrical security pads

Basic Interactive Services

- Monitoring – Intrusion (Police)
- Monitoring – Fire (Local Fire Department)
- Four(4) Remote Key Entrance
- Twelve(12) Silent alarm equipment
- 24/7 monitoring system

Goal 4: Technology Equipment

Deliver up-to-date state-of-the-art technology

End-user equipment

GTC utilizes

- Dell all-in-one desktop computers equipped with touch screens, in all offices and dosing rooms.
- All-in-one network HP Color Laserjet Printers
- Royal 100MX Crosscut paper shredders

- Brothers Laser printer (dosing rm)
- Logitech HD Pro Webcam (front office)
- Hitachi Interactive white board system in each conference room (2)
- Vizio security monitor
- Topaz signature pads
- Allworx IP phone system with digital voice mail.
- Lenovo Yoga laptop computers (conference room and mobile use)
- Network Digital time clock

Technology Infrastructure

GTC was designed from the ground up knowing that GTC would be utilizing and depend on a secure, fast and reliable technology infrastructure.

- Wiring category 6 cable 4 to 8 ports in every room and office
- HDMI conference rooms
- Centrally located secured MDF room
- HP call manager server (ip phones)
- Next wave in WiFi- Netgear Nighthawk x8 with firewall enabled
- Windstream router (isdn connection with built-in redundancy and firewall)

Goal 5 Maintenance

GTC continually employs the latest up-to-date software, security intrusion detection and Windows OS with daily/weekly/monthly updates as they are created. GTC will stay abreast of requirements and changes as they emerge and ensure that application vendors and system developers are current. Both technical and operational processes for capturing and sharing information will need to be in compliance with the new standards as they evolve.

Goal 6 Training and Education

GTC continues to provide its staff with training as new and emerging technologies are developed and implemented.

- Provide relevant tools and process training for It and non-IT staff
- Utilize Team-Viewer to provide on-site remote training and support

- Continue onsite and remote staff training utilizing our conference room LCD projectors and Interactive white boards.