

Emergency Remote Office – Service Detail



Overview:

CIO/OFT provides first level application and technology infrastructure support to New York State agencies. Equipped with state-of-the-art service management tools, CIO/OFT's Customer Care Center's (CCC) main objective is to return service as quickly as possible, 24 hours a day, 7 days a week.

In June of 2006, New York's Southern Tier and Mohawk Valley regions were hit with devastating floods. This natural disaster triggered the State's disaster response protocols and resulted in Disaster Assistance Centers being established for the State to provide services to those impacted by the floods. CIO/OFT was called into action with our customer agencies; the Office of Children and Family Services (OCFS), the Office of Temporary Disability Assistance and the Department of Labor, to provide critical human services and disaster assistance.

Features:

The applications that are available to the ERO consist of the applications that are currently provided from CIO/OFT State Data Center via standard Client Virtual Private Networking (VPN) or Secure Sockets Lays Virtual Private Networking (SSLVPN).

CIO/OFT's role is providing technological support, including the provisioning of emergency services and development of temporary alternate solution at non-traditional sites. CIO/OFT recognizes the need to have temporary "offices" that can be rapidly deployed in response to a disaster effort to any location in New York State.

Network Environment:

- ▶ CIO/OFT has three Emergency Remote Offices. Two are equipped with broadband cellular, by different carriers, and one with broadband satellite.
- ▶ The remote network environment consists of wireless TCP/IP LAN access with an uplink to either broadband cellular or satellite service from WAN access to the Internet. The solution can use existing WAN services when available. Up to 24 LAN connections can be provided.
- ▶ Each ERO environment has a minimum of five laptops with wireless LAN network interface capability, and one multi-purpose printer/fax/scanner.
- ▶ High-impact, water resistant cases with wheels house the equipment. Peripheral equipment, including 1TB external hard drive, file container, two-way radios, cables, parts and tools, flashlights, and lock sets.
- ▶ Security services for the solution include client firewall, network firewall, anti-virus/anti-spam software and laptop encryption.



Additional Information:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.