IOT Server Administration - 2023

Who We Are:
We are a large multi department team that manages statewide server operational infrastructure.

Our Mission:
To provide secure, reliable, and integrated technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Kiszka Ward

What We Do:

The Server Administration teams as a whole work to manage, support, and maintain the OS/software level (non-hardware), of the entirety of the State's server infrastructure. This infrastructure consists of approximately 3,500 virtual servers (VMs) and 500 physical servers. The teams within IOT Server Administration are as follows:

Windows Server Administration
The Windows Server Administration team supports approximately 330 physical servers and approximately 2856 virtual servers with multiple petabytes of storage and backups.   This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Unix Server Administration
The Unix Server Administration team supports approximately 161 physical servers and 498 virtual servers Linux, UNIX, and AIX servers. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Citrix Server Administration
The IOT Citrix team supports approximately 209 servers, 800 published applications, and more than 6,000 unique logon sessions, 700,000 total sessions. Our solution is most suitable for applications with a widely distributed user base, a substantial back-end database component, or when delivery of legacy applications is complicated by modern desktop OS deployments. In addition to these advantages, Citrix affords our agency customers an opportunity to centralize application deployment, enabling them to deliver a consistent, standardized, supportable interface to their end users.

Our Products:
1020	Citrix Remote Access
1050	Physical Server Hosting
1192	IIS Web Hosting
1195	Server Management

Our Tools:
ASM   Ticket Management and SLA Measurement.

Our Metrics:
Mon-Fri 6am-6pm excluding state holidays
Resolve customer issues within 32 IOT business hours.

Our Customers:
Executive Branch, Attorney General, Judicial Branch, and Secretary of State.

Our Budget:
$8.8 million

Our Growth:

While team sizes have remained consistent and we have worked to reduce the overall server hardware footprint, server capacity and processing capabilities for the State enterprise continues to grow significantly as more and more infrastructure is shifted to virtual platforms and those environments continue to be modernized with next-generation systems.

Recent Major Accomplishments:

Improved group policy management and active directory OU structure

Improved Automated server configuration process.

Lowered the vulnerability risk score for the State on all servers.