



TECHNOLOGY

Computer Training

A customized end-user training course and materials to orient users to Windows XP, Office 2003 and Outlook 2003 saved the Agency for Health Care Administration \$285,000. For more information, please contact Beverly Gavin (850) 410-3213 or e-mail gavinb@ahca.myflorida.com. 2006-AHCA-010

Migrating a PC platform to a Shared Server Platform

Migrating the Department of Education's Office of Evaluation and Reporting from a PC platform to a shared server platform saves nearly \$70,000 annually. For more information, please contact Christy Lassila at (850) 245-0411 or email christy.hovanetz@fldoe.org. 2006-DOE-016

Computer Code Conversion

Department of Corrections codes and associated descriptions were converted from a hierarchical database to a relational database. A subroutine now reads the codes and their descriptions. This facilitates online transactions to perform code lookup without the overhead of any database I/O. Reduction of CPU processing time for these transactions from 48 minutes to 28 minutes per day is valued at \$213,119 per year. This project could be beneficial to other agencies that employ code warehouse system functionality. For more information, please contact John Agliato at (850) 410-4734 or email Agliato.John@mail.dc.state.fl.us. 2006-DOC-004

Access Response Unit

An automatic voice response system, referred as an access response unit (ARU), was created by a partnership of state agencies and private companies in response to reduced staffing and growing demand, saving more than \$2 million. The ARU provides immediate and self-directed access to specific information for an agency's clients and community partners. This innovation uses technology to serve more customers with fewer staff and provide 24/7 answers to client questions. For more information, please contact LaQuetta Anderson at (850) 414-5942 or email LaQuetta.Anderson@dcf.state.fl.us. 2006-DCF-069

Computer Patch Management

Windows Server Update Service is a patch management solution provided free of charge by Microsoft, enables all updates and patches for hundreds of Department of Corrections workstations in the Tampa Bay area that run WinXP or 2K and servers that run Win2K and above to be checked, approved, managed and monitored by a single field analyst in less than four hours per month, saving approximately \$88,500 in salary and travel costs. A \$110,000 annual cost to purchase a solution is avoided. This solution can be implemented statewide at any government agency utilizing a Windows platform. For more information, please contact Mick Michel at (239) 278-7240 or email michel.mick@mail.dc.state.fl.us. 2006-DOC-005

Updating of Purchasing Card User Records

A procedure that updates hundreds of purchasing card records within minutes with no data entry errors can be adapted and implemented by other state agencies to increase credit limits of key staff during hurricanes and other emergencies. For more information, please contact Lynn Hart at (850) 410-3602 or email Hart.Lynn@mail.dc.state.fl.us; Rhonda Vause at (850) 410-3615 or email Vause.Rhonda@mail.dc.state.fl.us. 2006-DOC-007

Imaging System

Florida State University staff streamlined access to documents and reduced space and materials required to store physical documents for annual savings of more than \$12,000. For more information, please contact Jennifer Pittman at (850) 644-9410 or email jpittman@admin.fsu.edu. 2006-FSU-008

Network Work Order System

A network work order system that replaced a cumbersome forms-based system only requires users to input a telephone number and short description of the computer problem they are experiencing. Additional data (user's

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site name, logon name, first and last name, computer network name and assigned site technician) is automatically extracted from user information maintained in the network's active directory database. The resulting work order is sent as an email to the technician supporting the facility the user is working in. The originator is given a reference number for tracking purposes, and when the work order is closed, an email is generated to the requester notifying him/her what actions were taken. For more information, please contact Paul Prado at (407) 521-2668 or email Paul.Prado@djj.state.fl.us. 2006-DJJ-005

Emergency Communications

Information technology resources can be used to build special networks to support essential communications in the aftermath of hurricanes, accidents or acts of terrorism.

Following Hurricane Wilma, accessing and re-allocating roadway fiber optic strands resulted in networking two Department of Transportation districts together via a dedicated VLAN (virtual local area network). This makeshift arrangement provided users in two buildings in Ft. Lauderdale with full access to all information technology needed at this critical time to support the recovery effort. For more information, please contact Gayle Malone at (954) 777-4123 or email gayle.malone@dot.state.fl.us. 2006-DOT-048

Intelligent Transportation Systems Devices and Software

Acquisitions that involve significant software development are well known for developing major problems including schedule failures and cost overruns. A contracting method used to procure two complex intelligent transportation systems devices and software saved approximately \$1.7 on an \$8 million acquisition. A single integrated and scaleable system deploys a regional network of advanced traffic control technologies and controls maintenance and operating costs. For additional information, please contact Bijan Behzadi in Tampa at (813) 975-6733 or email bijan.behzadi@dot.state.fl.us. 2006-DOT-033

Online Course Orientation

An online course orientation system replaces a live orientation session for students formerly held the first week of classes. Software used in production facilitates easy spot checking and editing of information as changes and upgrades are required. Tutorials provided within the orientation can be implemented at other educational institutions that use the same course management software. For more information, please see <http://learn.ucf.edu/orientation/index.html> or contact Debbie Kirkley at the University of Central Florida (407) 882-0027 or email dkirkley@mail.ucf.edu. 2006-UCF-003

E-learning Course Delivery

All courses in the School of Nursing at Florida A&M University utilize an e-learning delivery system. Documents are uploaded electronically to this learning system, annually saving over \$7,000 in duplicating costs. A training and support program for faculty and staff facilitate the use of technology throughout a curriculum. This initiative provides students with fast and easy access to course documents anytime from anywhere, the opportunity to be better prepared with instructors' lecture notes prior to classes, communication with instructors through email, and ease of viewing grades. For more information, please contact Marilyn Dickey at (850) 561- 2435 or email marilyn.dickey@fam.u.edu. 2006- FAMU-004