

MARCH/APRIL 2022

THE DOWNLOAD

INFORMATION TECHNOLOGY UPDATES FOR EHSD STAFF



What Your IT Team is Working On

Out with the Old, In with the New

It's time to replace some EHSD iPhones. Part of EHSD's iPhone fleet includes older devices that can no longer receive security updates and are not supported by Apple. IT has identified 175 iPhones in the department that need replacing. If you have one of the older iPhones, an IT technician will be contacting you to schedule a time for retrieving the old phone and set up the new one. Please note that the tech will call staff members who are directly affected, and there is no need for you to call the Help Desk.

What else is New?

An upgrade to Windows 10, version 20H2! This upgrade will simplify how IT handles equipment issues, provide a better visual experience, and enhance security. IT technicians are making the upgrades over the weekends, starting with CWS PCs, then EHSD and then CSB. Upgrades at 4549 Delta Fair, 500 Ellinwood and 1875 and 2530 Arnold are complete. This is a "behind-the-scenes" effort with no expected disruptions. However if you notice any problems, please call the IT Help Desk at (925) 521-7200.

Helping the Help Desk:

EHSD IT is evaluating how the Help Desk works in order to update the existing system. We are looking into streamlining requests, such as with a self-service element for staff to easily add a ticket and check its status online.. Help Desk system requirements are being gathered to ensure everyone's needs are met.

Security:

The testing for Social Worker security fobs is complete and IT selected the Guardian fob. These fobs will provide additional safety support for CFS workers providing in-home child welfare visits. EHSD IT and CFS are working together to determine how to roll out the fobs.

Desktop upgrade:

EHSD IT is in the process of upgrading 3000 Desktops and so far we have upgraded 1200. We will upgrade the remaining 1800 in the next three to four years. IT is planning to upgrade 500 this year, 600 in 2023 and the rest in 2024.

