ITEM A.207
INFORMATION

Information Technology Update

ONGOING WORK:

Database Server Upgrades
The Information Technology (IT) department has migrated approximately 75% of the PC(USA) application databases to the new Cisco database server. The remaining system databases will be migrated by December 31, 2015.

Office 365 Implementation
The IT department migrated all PC(USA) employees to the hosted cloud version of e-mail. IT will be migrating all users from Microsoft Office 2010 to Microsoft Office 365 (Office 2016) beginning in Q3 of 2015. This will provide employees with unlimited cloud storage, their own individual video/audio conferencing account, the ability to load the full version of Office on up to 5 PCs or Macs, and robust online document collaboration tools.

PC(USA) Center Wi-Fi Enhancements
The IT department completed a major upgrade of the building's Wi-Fi infrastructure which included the installation of 11 new dedicated Wi-Fi switches throughout the building and 10 new Wi-Fi access points in areas where there was previously little or no Wi-Fi coverage. The upgrade also included the addition of 2 new fiber optic network connections from the individual floors back to the main Wi-Fi 2nd floor data center switch that provides a much more reliable and faster Wi-Fi experience.

Data Center Relocation/Fiber Cable Network Replacement
The IT department partnered with several external vendors to replace the fiber optic network cable throughout the building and to relocate the entire data center equipment to a new area within the building. The fiber installation and data center move were necessary to accommodate the new tenant lease requirements. The project involved running new fiber optic cable from 11 network closets located on various floors in the building back to the 2nd floor data center, the disposition of the old data room cooling units and installation of a new system, the disposition of an old Halon-based fire suppressant system and an installation of a new system, and the relocation and rewiring of all PC(USA) data center servers and network equipment. This was one of the largest projects the IT department has undertaken and it was accomplished with very little down time and user impact.

Data Migration from Windows 2003 servers to the EMC NAS
A majority of PC(USA) user data currently resides on two Windows 2003 servers. Microsoft no longer provides support for Windows 2003. IT has migrated the OGA and PILP data to the existing EMC Network Attached Storage (NAS) arrays and plans to move the other PC(USA) Ministry Area data to the NAS by the end of 2015.

Windows 2003 Replacements/Upgrades
As mentioned above, support for Windows 2003 has ended. The IT department is currently migrating and upgrading these servers to Windows 2008 and 2012.   As of August 25, there are 21 out of a total of 70 servers that are still on Windows 2003. IT hopes to have the remaining servers upgraded by the end of 1Q 2016.

Concierge Application
Created a new web application that satisfies a General Assembly Mandate to provide an outstanding customer service experience for Middle Governing Body staff.

Ask Me Why You Matter To Me
Created a new web site that supports the campaign launched at Big Tent. The website contains a pledge form to stand with the Presbyterian Church (USA) to eradicate racism and improve the lives of people of color, new immigrants and women.

Big Tent Registration
Provided Big Tent Registration support and created a new badge format. Added a Big Tent registration link to all outgoing PC (USA) Customer Service emails.

Enhance Automatic Email Response for Web Donations
Provided a customized automated email response for the Young Adult Volunteer Program when a web donation is made.

GA Nominations Application
Created a web application that allows applicants to apply for General Assembly Committees on the web.

Web Payment Processing Upgrade
Completed development of replacing deprecated code that is an integral piece of processing credit card and ACH payments for multiple in house software systems.