

# **2007 Planning District Technology Survey**

Virginia Association of Planning  
District Commissions

September 2007

survey title:

## VAPDC Technology Survey

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 76.5.77.19

Response Started: Wed, 8/22/07 10:54:25 AM

Response Modified: Wed, 8/22/07 10:55:12 AM

1. Please enter the name of your PDC.

No Response

2. How many computers do you maintain at your main location?

10

3. What operating system do you have on most of your computers?

Vista

4. Which software suite do you use on most computers?

MS Office 2007

5. Do you have a network, and what type?

No Response

6. If you are running a server, please describe the specifications of the system and approximate initial cost.

No Response

7. If you are running a server, are you also running an Internet server?

No Response

8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?

No Response

9. In your opinion, what are the benefits or drawbacks of using a server for your office?

No Response

10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?

No Response

11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?

No Response

**12. What is the biggest challenge in maintaining your computer system?**

No Response

**13. Do you buy software through a state vendor or another source?**

No Response

**14. What type of Internet connection do you have?**

No Response

**15. What type of phone system do you have at the office?**

No Response

**16. How do you make disk/data backups?**

No Response

**17. How often do you make backups?**

No Response

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

No Response

**19. Do you have video conference capabilities? If so, what system?**

No Response

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 71.0.80.48

Response Started: Wed, 8/22/07 10:56:51 AM

Response Modified: Wed, 8/22/07 11:35:20 AM

**1. Please enter the name of your PDC.**

tjpd

**2. How many computers do you maintain at your main location?**

20

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2007

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Compaq Proliant ML370G3 Processor Intel Xeon 2.8GHz OS Server2003 HDD 7 2.8GB x 4 RAM 3GB

**7. If you are running a server, are you also running an Internet server?**

no

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

I can't think of any drawbacks and the benefits are numerous.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

no

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

We have a technology line item which covers both hardware and software.

**12. What is the biggest challenge in maintaining your computer system?**

Finding time to do maintenance including the research of new software/hardware.

**13. Do you buy software through a state vendor or another source?**

State Vendor/Contract

Internet Source/Mail

**14. What type of Internet connection do you have?**

Business class DSL

**15. What type of phone system do you have at the office?**

VOIP

**16. How do you make disk/data backups?**

Monthly backup of server to a Seagate external HDD using a USB 2 connection and Veritas Backup exec. It takes about 2hrs to backup 180GB. This drive is stored offsite. We also maintain a monthly backup in-house on a Maxtor network drive. We also maintain a daily backup of all files changed that day.

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

no

**20. Provide any other comments that other PDCs might find useful.**

We have recently established a technology team which researches and evaluates new technology.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: empty

IP Address: 204.118.174.234

Response Started: Wed, 8/22/07 11:04:29 AM

Response Modified: Thu, 8/23/07 7:43:36 AM

**1. Please enter the name of your PDC.**

New River Valley PDC

**2. How many computers do you maintain at your main location?**

~ 15

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2000

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

A server that runs Windows NT 4 which belongs to the NRV Development Corporation that supports the PDC network.

**7. If you are running a server, are you also running an internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

The benefit of an internet server maintained by a consultant is that all the PDC is required to do is register the users on each computer.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

Upgrade line item budget is only for GIS software. Other upgrades are as needed and the cost is contained in overall supply budgets.

12. What is the biggest challenge in maintaining your computer system?

Budgeting for computer system upgrades out of program budgets.

13. Do you buy software through a state vendor or another source?

State Vendor/Contract

Internet Source/Mail

14. What type of Internet connection do you have?

T-1

15. What type of phone system do you have at the office?

Other

16. How do you make disk/data backups?

Utilize a back-up server and burn CDs.

17. How often do you make backups?

Monthly

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

upgrade individual computer as needed

19. Do you have video conference capabilities? If so, what system?

No

20. Provide any other comments that other PDCs might find useful.

Relative to documents we file electronic copies of the report with the hard copy. We see a need to have central electronic file storage.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 76.5.77.19

Response Started: Wed, 8/22/07 11:09:57 AM

Response Modified: Wed, 8/22/07 11:23:51 AM

**1. Please enter the name of your PDC.**

Commonwealth Regional Council

**2. How many computers do you maintain at your main location?**

9

**3. What operating system do you have on most of your computers?**

Vista

**4. Which software suite do you use on most computers?**

MS Office 2007

**5. Do you have a network, and what type?**

Other

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

No Response

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

No Response

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

No Response

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No plan. Our ED Marketing Associate comes from an extensive IT background (IT consultant to U.S. Government and taught IT at college level for 7 years), so she assessed our computer needs when she started working here in January 2007, and upgraded our computer network as funds became available.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No.



**12. What is the biggest challenge in maintaining your computer system?**

End-user knowledge... opening too many applications at one time, leaving e-mail and IE running while away from office for lunch or meetings.

**13. Do you buy software through a state vendor or another source?**

Internet Source/Mail

**14. What type of Internet connection do you have?**

DSL

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Backup shared file space on two 300GB portable USB drives on a rotating basis (father/son backup), and take off-site every night. Individuals are responsible for their own data unless they upload to file shared space.

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

keep all computers current, upgrading in bulk

**19. Do you have video conference capabilities? If so, what system?**

No. Haven't had the need. Our ED Marketing Associate, who is our knowledgeable computer person, has offered to install video capability in our conference room, but the need for video conferencing has not arisen.

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 64.4.102.26

Response Started: Wed, 8/22/07 11:14:56 AM

Response Modified: Wed, 8/22/07 11:19:18 AM

**1. Please enter the name of your PDC.**

Central Shenandoah PDC #6

**2. How many computers do you maintain at your main location?**

13+

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Recently moved form local server, to an offsite "virtual" server

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

No Response

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No Response

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No Response

12. What is the biggest challenge in maintaining your computer system?

No Response

13. Do you buy software through a state vendor or another source?

No Response

14. What type of Internet connection do you have?

No Response

15. What type of phone system do you have at the office?

No Response

16. How do you make disk/data backups?

No Response

17. How often do you make backups?

No Response

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

No Response

19. Do you have video conference capabilities? If so, what system?

No Response

20. Provide any other comments that other PDCs might find useful.

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 72.4.4.130

Response Started: Wed, 8/22/07 11:19:26 AM

Response Modified: Wed, 8/22/07 11:25:32 AM

**1. Please enter the name of your PDC.**

LENOWISCO

**2. How many computers do you maintain at your main location?**

11

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Yes, a Dell PowerEdge 2500. Approximate initial cost was \$6,500.

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

We have had good success with our server setup. We have had the occasional support headache with our consultant, but the benefits of having a server have been worthwhile.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No firm technology plan. The planning for our system has been put in the hands of our tech support consultant.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

We do not have line item for upgrades - this is all lumped into the computer equipment budget line item.

12. What is the biggest challenge in maintaining your computer system?

Defending against spam/spyware is a recurring challenge. The ability to keep all systems somewhat standardized is also a challenge at times.

13. Do you buy software through a state vendor or another source?

Internet Source/Mail

14. What type of Internet connection do you have?

Direct Fiber Connection

15. What type of phone system do you have at the office?

Traditional

16. How do you make disk/data backups?

Our data is backed up at an off-site location by our tech consultant.

17. How often do you make backups?

Daily

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

upgrade individual computer as needed

19. Do you have video conference capabilities? If so, what system?

No, not at the present time.

20. Provide any other comments that other PDCs might find useful.

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: empty

IP Address: 66.255.30.118

Response Started: Wed, 8/22/07 12:01:04 PM

Response Modified: Wed, 8/22/07 12:24:24 PM

**1. Please enter the name of your PDC.**

Crater Planning District Commission

**2. How many computers do you maintain at your main location?**

17

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Server 2003 operating system Dell PowerEdge 1800 server computer \$5,000.00 approx. purchase &amp; installation cost

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Benefits - more control; more immediate access; more capability Drawbacks - cost; staff expertise requirement; less backup capability

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

We do not have an office-wide technology plan.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

Yes. Software upgrades handled through Microsoft Partnership Program - 10 licenses of operating system and Office system for \$625.00 annually. Some newer computers purchased with software already installed (i.e. additional licenses). GIS software yearly maintenance approximately \$2,800.00. Symantec AntiVirus yearly maintenance approximately \$430.00.

**12. What is the biggest challenge in maintaining your computer system?**

Keeping up with technological advances.

**13. Do you buy software through a state vendor or another source?**

Internet Source/Mail

Other

**14. What type of Internet connection do you have?**

partial T1 (512 kb)

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Critical data directories are backed up onto external hard drives: one for GIS; one for main office server; second copy of main office server that is kept at IT Manager's residence - brought into office periodically for updating

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

no

**20. Provide any other comments that other PDCs might find useful.**

On their own, PDCs are smaller organizations that may have difficulty obtaining the latest technology. If they worked together, they could perhaps find ways to obtain and share technology with greater capabilities. That could mean sharing hardware, software, training, and staff expertise.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 24.30.248.132

Response Started: Wed, 8/22/07 12:48:18 PM

Response Modified: Wed, 8/22/07 12:57:02 PM

**1. Please enter the name of your PDC.**

Rappahannock-Rapidan

**2. How many computers do you maintain at your main location?**

10

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Windows Server 2003 running on Dell PowerEdge 700 - approximate cost of \$2000 when purchased.

**7. If you are running a server, are you also running an Internet server?**

no

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Benefits: Networking purposes Accessibility of common files Non-duplication of files

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

There is a general IT inventory/needs assessment for our organization. In most cases, new hardware is purchased on an as-needed basis, however.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No specific line item for computers. Falls under general supplies and equipment line item.



**12. What is the biggest challenge in maintaining your computer system?**

Time - Difficult to keep up with technological changes due to limited staff time for IT purposes, except during emergencies.

**13. Do you buy software through a state vendor or another source?**

Internet Source/Mail

**14. What type of Internet connection do you have?**

Cable Modem

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Server is backed up weekly on external drives. Data on personal computers backed up less frequently.

**17. How often do you make backups?**

Weekly

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

N/A

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 64.5.158.170

Response Started: Thu, 8/23/07 6:48:24 AM

Response Modified: Thu, 8/30/07 12:14:14 PM

**1. Please enter the name of your PDC.**

Hampton Roads Planning District Commission

**2. How many computers do you maintain at your main location?**

Approx. 50

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2000

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Three Novell NetWare 6.5 servers running in a clustered environment. A fourth NAS server running Netware 6.5 is handling the array. We also have one Microsoft Windows 2000 server running GIS services. We have all servers running in a Liebert controlled environment cabinet. The total cost of the current system is approx. \$100,000.00

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

We would not be able to conduct our daily operations without the servers. Our NetWare operating system is extremely stable. The only drawback would be the cost of the servers, and the required maintenance.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

We do not have a formal technology plan. Because technology is advancing so quickly, we are constantly assessing what our future needs will be. We perform a full needs assessment every year prior to the submission of the budget in January for the following fiscal year. The assessment encompasses all technologies to include servers, workstations, printers, software, routers, hubs, switches, power supplies, and telephones.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

We have a line item budget for both computer and software upgrades, by department. Between the hardware and software, I would estimate that we spend approximately \$40,000.00 a year on upgrades.

**12. What is the biggest challenge in maintaining your computer system?**

The biggest challenge would be performing the required upgrades or patches at a time when it would be the least disruptive for the staff. We make sure that we conduct a full backup before performing any upgrades. Those backups are performed on a Friday evening, and the work is performed on Saturday and Sunday. We have to ensure that we are fully operational Monday morning.

**13. Do you buy software through a state vendor or another source?**

State Vendor/Contract

Internet Source/Mail

**14. What type of Internet connection do you have?**

T1

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Disk-to-tape differentials every evening Monday through Friday, then a full backup is performed every Saturday evening.

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

Yes. We are using a Polycom VSX8400 on a closed IP TLS system.

**20. Provide any other comments that other PDCs might find useful.**

ISDN can be very costly when video conferencing. If you are planning to connect with several state agencies, I would recommend a dedicated high speed internet connection. If this is running on a network, a gatekeeper will be required. The audio during a VTC meeting has proven to be a greater challenge than the video.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 12.160.93.131

Response Started: Thu, 8/23/07 7:07:33 AM

Response Modified: Thu, 8/23/07 7:12:35 AM

**1. Please enter the name of your PDC.**

Northern Neck

**2. How many computers do you maintain at your main location?**

Eight

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2007

**5. Do you have a network, and what type?**

Peer-to-Peer network

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

No Response

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

No Response

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Benefits - Easy backup and updates Drawbacks - All you "eggs" in ONE BASKET

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No.

**12. What is the biggest challenge in maintaining your computer system?**

Timely backup of data, assuring individuals update virus definitions and Windows OS updates

**13. Do you buy software through a state vendor or another source?**

Internet Source/Mail

**14. What type of Internet connection do you have?**

DSL

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

External Hard Drives, Flash Drives, DVD's

**17. How often do you make backups?**

No defined schedule

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

No.

**20. Provide any other comments that other PDCs might find useful.**

Skype is a useful software for long distance video phone calls.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: empty

IP Address: 206.113.131.66

Response Started: Thu, 8/23/07 7:43:30 AM

Response Modified: Thu, 8/23/07 7:51:23 AM

**1. Please enter the name of your PDC.**

Richmond Regional

**2. How many computers do you maintain at your main location?**

33

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2007

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

we operate 6 servers as follows: two file servers, one each for exchange, print, web and GIS. All run raid-5. Our annual operational budget for IT is about \$100,000 and includes all hardware, software and consultant services.

**7. If you are running a server, are you also running an internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

System control is the benefit. The only perceived drawback is the expertise needed to keep pace with changing technologies.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? if yes, what is included in your plan?**

no

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

not for upgrades per se.

12. What is the biggest challenge in maintaining your computer system?

expertise

13. Do you buy software through a state vendor or another source?

State Vendor/Contract

14. What type of internet connection do you have?

T1

15. What type of phone system do you have at the office?

Traditional

16. How do you make disk/data backups?

linear tape backup system. Financial records are also burned to DVDs.

17. How often do you make backups?

Daily

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

keep all computers current, upgrading in bulk

19. Do you have video conference capabilities? If so, what system?

we have cameras in place and are in the process of obtaining software

20. Provide any other comments that other PDCs might find useful.

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 166.67.151.2

Response Started: Fri, 8/24/07 9:03:32 AM

Response Modified: Fri, 8/24/07 9:26:57 AM

**1. Please enter the name of your PDC.**

Southside Planning District Commission

**2. How many computers do you maintain at your main location?**

18

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2000

**5. Do you have a network, and what type?**

Peer-to-Peer network

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

We have several "servers" (basically dedicated PCs), including a webserver, a fileserver, and a plotter/scanner server, but the network is not in a domain/client setup right now. I do hope to move it to one in the next 6 months or so. We have to get a proper server first.

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

As far as the webserver goes, it was cheaper to do it ourselves, and we have direct control over it. The websites we have are not complicated, and do not generate that much traffic. The file and print servers are used by all the staff daily. Email is handled by the state; we don't have our own email server.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No technology plan, but I do periodically type a report outlining which staff computers are needing upgrade/replacement and what other software/hardware we need, as well as any GIS equipment or software that is needed.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**



Not that I am aware of. I send our director a list of things we need, and if she thinks there's enough money, we get what we need. Nine times out of ten, it works out fine. I only ask for what we really need.

**12. What is the biggest challenge in maintaining your computer system?**

Not having a domain controller, its difficult to keep everybody connected to the fileserver and able to print to several printers. Backing up files is difficult. It is also hard to find time to really research new equipment when we need to upgrade. I do both GIS and IT, so time is a big problem. Lastly, the cost of software is extremely expensive, particularly GIS software. It would be nice if all the PDC's could get some kind of volume deal on software.

**13. Do you buy software through a state vendor or another source?**

State Vendor/Contract  
Internet Source/Mail

**14. What type of Internet connection do you have?**

"Fractional T1" ... 512Kb/s up&dn

**15. What type of phone system to you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Its up to the staff to do it the best way they can. Important files can be copied onto the server. We can burn DVD's from there. Right now, that's about it. We are looking into better systems.

**17. How often do you make backups?**

No defined schedule

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

No.

**20. Provide any other comments that other PDCs might find useful.**

We have managed to get on somewhat of a cycle now where we replace a couple of staff PC's each year. That way the oldest computers we have to maintain are about 7 or 8 years old.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 12.160.93.131

Response Started: Thu, 8/30/07 10:27:37 AM

Response Modified: Thu, 8/30/07 10:31:11 AM

**1. Please enter the name of your PDC.**

Northern Neck PDC

**2. How many computers do you maintain at your main location?**

8

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

No Response

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

No Response

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

No Response

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

No Response

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No Response

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No Response

12. What is the biggest challenge in maintaining your computer system?

No Response

13. Do you buy software through a state vendor or another source?

No Response

14. What type of Internet connection do you have?

No Response

15. What type of phone system do you have at the office?

No Response

16. How do you make disk/data backups?

No Response

17. How often do you make backups?

No Response

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

No Response

19. Do you have video conference capabilities? If so, what system?

No Response

20. Provide any other comments that other PDCs might find useful.

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 24.30.248.132

Response Started: Thu, 8/30/07 11:59:43 AM

Response Modified: Thu, 8/30/07 12:04:19 PM

**1. Please enter the name of your PDC.**

Rappahannock-Rapidan Regional Commission (PD9)

**2. How many computers do you maintain at your main location?**

9

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Windows Server 2003 running on a Dell Poweredge 700; approx. \$2200, purchased in '04

**7. If you are running a server, are you also running an Internet server?**

no

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

- networked files - ability to backup user files in one location - helps w/ lack of drive space on older computers

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

yes; primarily related to GIS needs

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

n/a

<b>12. What is the biggest challenge in maintaining your computer system?</b> time; other staff duties often take precedence
<b>13. Do you buy software through a state vendor or another source?</b> Internet Source/Mail
<b>14. What type of Internet connection do you have?</b> cable modem
<b>15. What type of phone system do you have at the office?</b> Traditional
<b>16. How do you make disk/data backups?</b> server backups with Iomega Drives
<b>17. How often do you make backups?</b> Weekly
<b>18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?</b> upgrade individual computer as needed
<b>19. Do you have video conference capabilities? If so, what system?</b> n/a
<b>20. Provide any other comments that other PDCs might find useful.</b> No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 71.253.216.92

Response Started: Thu, 8/30/07 12:38:13 PM

Response Modified: Thu, 8/30/07 12:55:50 PM

**1. Please enter the name of your PDC.**

Accomack-Northampton PDC

**2. How many computers do you maintain at your main location?**

17

**3. What operating system do you have on most of your computers?**

Windows 2000

**4. Which software suite do you use on most computers?**

MS Office 2000

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Server provides us data storage, data backup (offsite), security. It does not serve as our email server. \$5,000 (hardware only)

**7. If you are running a server, are you also running an Internet server?**

no

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Benefits allows us to have offsite backup of our data, allows employees to work from home when needed and allows employees to access PDC workproducts from remote locations for presentations etc.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

We do not have a plan but we have a Network Empowerment Resource Development (NERD) committee made up of tech savy staff, financial folks that together follow up on all issues and needs.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

Included in our capital improvements line item. Our yearly technology expenses vary depending on the NERD Committee's projections. Our largest year was the replacement of our server at approximately \$11,000 including our backup services setup and purchase of an upgraded presentation laptop.

**12. What is the biggest challenge in maintaining your computer system?**

Until recently finding a qualified service that could come and repair/upgrade our system. Currently, the biggest challenge is staff follow though on security and efficiency education.

**13. Do you buy software through a state vendor or another source?**

State Vendor/Contract

Other

**14. What type of internet connection do you have?**

DSL

**15. What type of phone system to you have at the office?**

Traditional

**16. How do you make disk/data backups?**

We have gotten out of the disk backup method. All our data is now backed up offsite thru an internet connection and is stored in a different part of the country (I believe South Dakota). Administrative staff during maintenance of our file system will burn a DVD or CD with all digital files when a project is closed out and that disk is stored with the paper files.

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

keep all computers current, upgrading in bulk

**19. Do you have video conference capabilities? If so, what system?**

No

**20. Provide any other comments that other PDCs might find useful.**

By centralizing our data onto a more expensive server with robust backup, we have been able to save on the cost of each individual system that needs to be purchased. Many systems that would have need to be replaced have a longer life now.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 207.168.194.243

Response Started: Fri, 8/31/07 1:38:27 PM

Response Modified: Fri, 8/31/07 1:40:09 PM

**1. Please enter the name of your PDC.**

Northern Virginia

**2. How many computers do you maintain at your main location?**

30 plus

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

No Response

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

No Response

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

No Response

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

No Response

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No Response

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No Response



12. What is the biggest challenge in maintaining your computer system?

No Response

13. Do you buy software through a state vendor or another source?

No Response

14. What type of Internet connection do you have?

No Response

15. What type of phone system do you have at the office?

No Response

16. How do you make disk/data backups?

No Response

17. How often do you make backups?

No Response

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

No Response

19. Do you have video conference capabilities? If so, what system?

No Response

20. Provide any other comments that other PDCs might find useful.

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 76.7.167.76

Response Started: Fri, 8/31/07 4:52:35 PM

Response Modified: Fri, 8/31/07 4:56:54 PM

**1. Please enter the name of your PDC.**

Mount Rogers PDC

**2. How many computers do you maintain at your main location?**

~20

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2000

**5. Do you have a network, and what type?**

No network or networked printer only.

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

No Response

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

No Response

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

No Response

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

Basic needs assessment and hardware replacement plan.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

Only a basic "equipment" line item. Approximately \$500 a year on software.

**12. What is the biggest challenge in maintaining your computer system?**

Under educated staff that can compound hardware/software problems.

**13. Do you buy software through a state vendor or another source?**

Internet Source/Mail

**14. What type of internet connection do you have?**

Comcast Cable

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Terastation Back-up Station

**17. How often do you make backups?**

No defined schedule

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

No

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 190.160.192.220

Response Started: Tue, 9/4/07 5:29:10 AM

Response Modified: Tue, 9/4/07 6:00:44 AM

**1. Please enter the name of your PDC.**

Northern Neck

**2. How many computers do you maintain at your main location?**

10

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

No network or networked printer only.

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

No Response

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

No Response

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

We used to have a server but found that it was a waste of money. Electricity costs alone (turned on 24/7) came to about \$800 a year. Now, we pay \$60 a YEAR to host our five web sites with a hosting company. At the office, we only have a wireless router and a switch to share broadband service and a Xerox printer/copier. If we need to share files, we do it via email or using Google Documents, YouSendIt.com, or xdrive.com. Local network servers, in our opinion, are obsolete.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

Our technology plan is to continue to look for ways to keep the setup as simple as possible. Thanks to our current organization, we can handle all technology issues in-house and have nearly zero down time. As online software improves, we will adopt it. We have not completed a formal needs assessment lately but know that two of our computers will need to be replaced within the next year. The other major need is to be able to keep up with GIS technology.

11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?

No.

12. What is the biggest challenge in maintaining your computer system?

The simplicity of our system keeps it running smoothly. Getting rid of our server made all our problems (and major technology costs) disappear. With the Internet, it does not make sense to have a local network anymore. The only challenge: Having an office-wide backup policy that each staff member follows to make sure his/her files are copied regularly. We use thumb drives for daily backups of files created/modified that day. Once a month, we used either external drives or DVDs for more general backups.

13. Do you buy software through a state vendor or another source?

State Vendor/Contract

Internet Source/Mail

14. What type of Internet connection do you have?

Fixed Wireless - broadband

15. What type of phone system do you have at the office?

Traditional

16. How do you make disk/data backups?

Thumb drives (daily files), USB external drives or DVDs for larger backups.

17. How often do you make backups?

Daily

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

upgrade individual computer as needed

19. Do you have video conference capabilities? If so, what system?

When needed, we have used Skype. It is not the same as a true video-conference system, but it doesn't cost anything and works well enough for our present needs.

20. Provide any other comments that other PDCs might find useful.

Technology is changing so quickly, PDCs can save funds and become more efficient by being more flexible in their use of new technology. But as long as rigid, obsolete, expensive local networks based on servers are part of an office, it is very hard to adapt and make full use of new technology. The overpaid tech consultant or staff members will say anything to keep things complicated so they can justify their fees and salaries. Don't believe them. There's great advantage in keeping things simple.

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 70.184.148.12

Response Started: Tue, 9/4/07 12:26:40 PM

Response Modified: Tue, 9/4/07 12:33:13 PM

**1. Please enter the name of your PDC.**

RVARC

**2. How many computers do you maintain at your main location?**

10

**3. What operating system do you have on most of your computers?**

Windows 2000

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Peer-to-Peer network

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

no

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

in house

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Some staff would like a server to have more shared features. Other staff worry that server maintenance would be more complicated than stand alone peer-to-peer network.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

No formal plan. We replace about 2 computers each year and make other, larger investments as needed.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

We budget about \$3000 a year to keep our 10 computers running.

**12. What is the biggest challenge in maintaining your computer system?**

Making backups. Keeping software current.

**13. Do you buy software through a state vendor or another source?**

Local Source

Internet Source/Mail

**14. What type of Internet connection do you have?**

Cable

**15. What type of phone system do you have at the office?**

Cable

**16. How do you make disk/data backups?**

three portable USB hard drives staff members are responsible for their own backups.

**17. How often do you make backups?**

Every two weeks

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

No. We would be interesting in testing cheap video options with other PDCs. We would probably use phone for audio.

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 64.4.119.246

Response Started: Wed, 9/5/07 12:34:47 PM

Response Modified: Tue, 9/11/07 1:03:48 PM

**1. Please enter the name of your PDC.**

Region 2000 Local Government Council

**2. How many computers do you maintain at your main location?**

16

**3. What operating system do you have on most of your computers?**

Windows 2000

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

No Response

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Benefits are that we are protected. Drawbacks are that you have to back up daily.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? if yes, what is included in your plan?**

No Response

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No Response



**12. What is the biggest challenge in maintaining your computer system?**

No Response

**13. Do you buy software through a state vendor or another source?**

State Vendor/Contract

**14. What type of Internet connection do you have?**

No Response

**15. What type of phone system do you have at the office?**

Traditional

**16. How do you make disk/data backups?**

disc

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

upgrade individual computer as needed

**19. Do you have video conference capabilities? If so, what system?**

no

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 71.0.80.48

Response Started: Fri, 9/7/07 2:50:22 PM

Response Modified: Fri, 9/7/07 3:01:40 PM

1. Please enter the name of your PDC.

TJPDC

2. How many computers do you maintain at your main location?

19

3. What operating system do you have on most of your computers?

Windows XP

4. Which software suite do you use on most computers?

MS Office 2003

5. Do you have a network, and what type?

Network with server

6. If you are running a server, please describe the specifications of the system and approximate initial cost.

No Response

7. If you are running a server, are you also running an Internet server?

yes

8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?

in house

9. In your opinion, what are the benefits or drawbacks of using a server for your office?

better control, storage, access by all to files, easier backup of critical files

10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?

informally done by management team and tech staff each year as part of constant upgrade in systems

11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?

roughly 5,000, varies we replace a few computers each year, get abot 3 yrs per laptop, replace major printers every 3 yrs or so, have gotten 5 yrs from our plotter

12. What is the biggest challenge in maintaining your computer system?

speacialty software - in process of upgrading all to Office 2007; constant need for more GIS and graphic production software across more computers so we don't have to share

13. Do you buy software through a state vendor or another source?

State Vendor/Contract

Local Source

Internet Source/Mail

14. What type of Internet connection do you have?

DSL

15. What type of phone system to you have at the office?

Other

16. How do you make disk/data backups?

Tape, stored off-site

17. How often do you make backups?

Weekly

18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?

other

19. Do you have video conference capabilities? If so, what system?

no, though we are exploring web conferencing capability

20. Provide any other comments that other PDCs might find useful.

worth inveting in technology to keep our team productive and efficient

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 208.28.223.18

Response Started: Wed, 9/12/07 12:24:49 PM

Response Modified: Wed, 9/12/07 1:24:50 PM

**1. Please enter the name of your PDC.**

West Piedmont PDC

**2. How many computers do you maintain at your main location?**

12 (2 servers)

**3. What operating system do you have on most of your computers?**

Windows 2000

**4. Which software suite do you use on most computers?**

MS Office 2000

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Dell PowerEdge SC1430, 3 hard drives/300 GB - \$3800 Dell PowerEdge 2300, 2 hard drives/68 GB ea/ea partitioned and mirrored - \$7650 Dell PowerVault 110T Ultrium LTO 2 Tape Drive connected for daily/monthly backups

**7. If you are running a server, are you also running an Internet server?**

no

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Daily maintenance is performed by PDC staff; outside consultant called in for upgrades or problems. Benefits include easy back-up, file transfers, option to print to multiple printers as needed. Also, large file storage is available so that they do not "bog" down individual workstations by "eating up" file storage space. Drawbacks include maintenance and if server needs re-booting, everyone must be logged off to perform updates, etc. However, benefits GREATLY outweigh the drawbacks.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

N/A

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

No.

**12. What is the biggest challenge in maintaining your computer system?**

Finances.

**13. Do you buy software through a state vendor or another source?**

State Vendor/Contract

**14. What type of internet connection do you have?**

DSL connection/1.54 MB per sec.

**15. What type of phone system to you have at the office?**

Traditional

**16. How do you make disk/data backups?**

Files are transferred to main server which has Dell PowerVault 110T Ultrium LTO 2 Tape Drive connected - perform daily and monthly backups. Also, burn CDs/DVDs as needed for certain projects. Try to have at least 2 backups for everything!

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

keep all computers current, upgrading in bulk

**19. Do you have video conference capabilities? If so, what system?**

No.

**20. Provide any other comments that other PDCs might find useful.**

No Response

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survey title:

**VAPDC Technology Survey**

Response Type: Normal Response

Collector: New Link (Web Link)

Custom Value: *empty*

IP Address: 64.4.102.26

Response Started: Tue, 9/18/07 7:54:21 AM

Response Modified: Tue, 9/18/07 10:48:36 AM

**1. Please enter the name of your PDC.**

Central Shenandoah PDC

**2. How many computers do you maintain at your main location?**

11

**3. What operating system do you have on most of your computers?**

Windows XP

**4. Which software suite do you use on most computers?**

MS Office 2003

**5. Do you have a network, and what type?**

Network with server

**6. If you are running a server, please describe the specifications of the system and approximate initial cost.**

Virtual Server, initial cost \$2k/month + \$90/user/month

**7. If you are running a server, are you also running an Internet server?**

yes

**8. If you are running a server, is it maintained by the PDC, or do you use an outside consultant?**

outside consultant

**9. In your opinion, what are the benefits or drawbacks of using a server for your office?**

Tremendous benefits since we do not have an IT staff position. Main advantages include: 1) redundancy of service; 2) security of files; 3) automatic back-up and storage of same in off-site facility; 4) all PC's are on the same operating system and software platform; 5) technical support staff are only 2 blocks away and here whenever we need them; 6) we can access our work files from anywhere in the world as long as broadband internet service is available.

**10. Does your PDC have a technology plan or have you ever completed a needs assessment? If yes, what is included in your plan?**

Yes. It was this plan that led us to the Citrix off-site system. We need to update it to reflect the current reality and build in a computer replacement program time schedule. Money has been the chief limiting factor.

**11. Do you have a line item budget for computer and software upgrades each year? If so, how much is spent on upgrades? (not repairs or special purchases)?**

We have a \$12K equipment replacement budget annually, but have had to use it for other operating expenses over the past number of years. Hopefully, we're now moving in the right direction, financially, to begin having these funds available for IT purposes.

**12. What is the biggest challenge in maintaining your computer system?**

The recent conversion from our in-house server network to the off-premises server and citrix network was difficult. Things have now leveled off and service is fine. Biggest problem we have is money to replacing the aging stand-alone PC's. Viral infections are also a problem despite the enhanced security of the system. I am seriously thinking about converting the system to the Apple system vs. regular PC system. This will be reviewed in our technology plan review and update this fall.

**13. Do you buy software through a state vendor or another source?**

Local Source

**14. What type of Internet connection do you have?**

T1

**15. What type of phone system do you have at the office?**

VOIP

**16. How do you make disk/data backups?**

data back up is automatic at the data bank where our server is located. We do local backups as needed for project work, using mostly jump drives or cds.

**17. How often do you make backups?**

Daily

**18. Do you buy software upgrades for individual computers as needed, or do you upgrade all computers at once?**

other

**19. Do you have video conference capabilities? If so, what system?**

no. This is a need that will be addressed in the technology plan update.

**20. Provide any other comments that other PDCs might find useful.**

Q6: while using the citrix, we are all on the same software systems. However, we do have different hardware systems, and this is problematic. We're now converting 3 old PCs out of the system to new ones. Running GIS and regular files on the same server is proving to not work well. WE're in process of working with our service provider to relocate GIS to its own server. When GIS is working, the entire network slows to a halt at times creating a very unacceptable working environment.

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