

Moreen Petrella

Information Technology Services - Grade 25 - Information Technology - Specialist 4
CNS - Operational Support Services – Grade 23 – Information Technology Specialist 3

Education / Specialized Training:

- Russell Sage College, Troy, NY - Masters in Health Education
- Russell Sage College, Troy, NY - Bachelor of Science
- AmeriData Technologies, Albany, NY - Novell Training
- A+ Certification
- Novell Certification CNA 3.X

Project Management: Project Performance Metrics - Completed 9/3/08

Project Management: Being a Part of the Project Team – Completed 9/17/08

Project Management: Guidebook Overview – Completed 10/1/08

Project Management: Proposed Project Business Case and Project Solution – Completed 10/15/08

Project Management: Understanding the Statement of Work – Completed 10/29/08

Project Management: Work Breakdown Structure – Completed 11/12/08

Awards Received at CIO\OFT\ITS:

2008 Best of New York – Excellence in IT Operations Support and Service – This award was given to the NYSeMail Team for providing excellent email services to approximately 50,000 state and county users throughout New York.

Outstanding Individual Achievement Award –2006 –This OFT award was given in recognition of my overall effort, hard work, and my innovative development of the NYSeMail provisioning tool (Task Pad) for non-HSEN agencies.

2005 Best of New York - Best IT Collaboration among Organizations 2005 Award – This award was given to the NYSeMail Team for migrating over 48,000 users onto an Exchange 2000 messaging system.

Professional Experience

NYS Office for Technology – Statewide Exchange NYSeMail Team - August 2002-May 2016 (Retired)

- Developed a unique solution using the Exchange 2003 provisioning system (Webstar) combined with PowerShell scripts to create and manage all HSEN mailboxes in order to move to the Exchange 2007 platform. The Legacy 2003 environment could then be decommissioned more quickly, with a substantial cost-saving to CIO/OFT/ITS.
- Developed a new methodology and new Exchange 2007 “Task Pads” in combination with supporting PowerShell scripts to provide all the functionality necessary for all non-HSEN agencies to move to Exchange 2007.
- Organized the original requirements for the NYSeMail provisioning tool in 2002. Developed Use Cases for the provisioning tool that is currently being created. This requires a strong knowledge of Exchange 2003 and Exchange 2007 in a Resource Model Forest, in addition to an understanding of Active Directory settings.

- Developed, maintained and refined over 50 different Active Directory MMC snap-in Task Pads and Exchange Management Console Task Pads for NYSeMail. Over 100 administrators are using these tools, and have been since migrating to NYSeMail, as their only NYSeMail provisioning system.
- Created Task Pad documentation and provided training as part of all non-HSEN agency migrations. This is an ongoing process with new requirements for Share Point, Password-only Reset Task Pads for the Customer Care Center level 1 staff, and SSA Task Pads access to manage their Organizational Unit.
- Project Manager for the LCS (Enterprise IM) project. This application was implemented in 2006 and was an integral part of NYSeMail Service offerings.
- Developed approximately 1000 documents for users, LAN Administrators and NYSeMail Team members. Presently develop 90% of all NYSeMail technical or user documents.
- Have developed Chapter 9 of the *LAN Administrative Guide* regarding NYSeMail for HSEN from 2006 to the present and conducted the 2006 NYSeMail presentation at the October's LAN Administration Conference.
- Presently a member of the Enterprise NYSeMail Consolidation Team and have been an integral part of all NYSeMail migration to date.
- Provide ongoing Exchange support through the Customer Care Center and the NYSeMail Work Request System. This includes supporting servers, analyzing SMTP traffic, tracing messages, troubleshooting network settings using MOM error messages to diagnose problems, using TCPView to determine firewall problems, configuring Listserv distribution lists, and supporting all NYSeMail objects.
- Currently use server event logs, services, permissions, monitoring tools, and network commands to troubleshoot Exchange-related problems. Review Spam, Disk Storage, Availability, Mailbox Usage, Post Maintenance and Billing Reports and have be a part in developing many of them.
- Use PowerShell command line scripts to troubleshoot or change what is not available in the Exchange Management Console.
- Have extensive knowledge using the Microsoft Exchange Hosted Archiving Administrator Console for the following purposes:
 - Blacklisting or whitelisting messages or domains
 - Tracing messages from the Internet
 - Give permissions to users for the archives
 - Troubleshooting spam quarantine folders
- Regularly submit firewall and CNS networking work requests and troubleshoot network/firewall issues with the Networking group or the DCN group.
- Originally developed and documented the procedure for testing NYSeMail during the maintenance window.

- Project manager for the eIAR (electronic Interim Assistance Reimbursement) project. This project involved meeting with the SSA and OTDA to understand the technical requirements needed, collected all the necessary information and configured the system so that 60 counties receive daily notifications of reimbursements from the SSA. Documentation was also written so that all counties and the CCC understand how to use and support this project.
- Coordinate with CCC and all groups to resolve issues and restore service. If the incident was a Sev1 or Sev2, determine which customers were impacted, how much time the NYSeMail service was down, update NYSeMail Availability statistics and do a root cause analysis to prevent the problem from recurring.
- Used and configured Test Director to develop test programs for the DOT's migration.

NYS Office for Technology –CNS – August 2001 to the August 2002: Backup and Restore Support – Enterprise Help Desk Level 2

- Developed the ability to monitor 350 server backup jobs from one remote workstation and monitored over 600 network servers throughout the state.
- Updated the *LAN Administrator Guide to Backup and Restore*.
- Developed the *Help Desk Tips & Best Practices for Backup* document for the new Unisys Level 1 Help Desk.
- Provided support for Network Server Backup and Restore tickets for both Enterprise Help Desk and Unisys Help Desk.
- Provided proactive support for backing up the servers for 4 agencies.
- Initiated the acquisition of a Server License (one license) for all the backup software on over 1000 servers.
- Saved OFT half a million dollars by advising against upgrading old servers to the most recent versions of backup software.

NYS Office for Technology – CNS - February 2001 to August 2001: Enterprise Help Desk -Level 2

- Provided technical support for Enterprise Help Desk and closed the most tickets during this period.
- Provided “Connections” On-Call Level 2 Network Support, troubleshooting routers, switches and all connectivity issues for the Child Abuse Hotline.