



Business Plan 2007 – Division of Environmental Health - Florida Department of Health

Mission: "Promote and Protect Health"

Vision: "Healthier Floridians"

Goal: Support and Enhance Environmental Health Technology

Division of Environmental Health Administration – Information Technology

Trends and Conditions:

The Division of Environmental Health is embarking on a time of change and re-alignment. As the division grows and diversifies so do the challenges in the IT arena. It is the responsibility of the division's IT area to meet these challenges and to ensure appropriate equipment and software are available to the division. New requirements and the addition of improved software, hardware and capabilities offer an opportunity to all within the division. Financial and resource intensity suggests that a need for additional qualified staff is going to be mandatory in the upcoming year. Current staff are stretched to the maximum and are covering their respective areas, but leaving little time to take on new requests. It would be prudent for the division to consider expansion of resources to meet current demand. It is estimated that an additional 2 FTE requirement will manifest in the upcoming months and we should be in a position to make this a reality.

Division Cost: \$488,067

(No Direct Cost – Shared throughout division) not available for 2007

Division Positions: 7 FTE

County Program Cost: *

County Positions: *

Field level data capture and reporting, GIS in the field, preparedness response and reporting and growth of individual program areas directly impact the ability of staff to provide the required support. It is estimated that a field level system could be available as early as late spring. This would be a statewide application requiring support from HQ offices for training and maintenance. This effort will embed itself in the development of the rehost application and will be a significant change for county chds.

The opportunity to "Re-Host" the existing OSTDS and Drinking Water applications has been a major effort of the IT area. Porting these to a new platform and programmatically changing the environment to web based technology. This effort is consuming 6 full-time contractors and 1 ½ of the total IT resources, in addition to subject matter experts in the respective bureaus. The project will continue to move forward through the clean-up and installation phase. Funding was secured to continue through late summer at that point a decision must be made on the options available to continue the project. It is estimated that it will require an additional 3 years to finish with the current staff in place. Without a doubt this is a major undertaking of the division and has received high priority ranking within the division. Support for Public Health Preparedness and Homeland Security initiatives add to the need for expanded database requirements, GIS initiatives and field level information.

Implementation of Sharepoint division wide has provided a resource available to all HSE users and offers a tool for joint development and collaboration of resources for documents and information exchange. An External Site has also been established to offer our sister agencies and partners across the nation a central portal for information exchange and storage. An additional FTE has been put in



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place to support this effort and the division has successfully trained other divisions and user in the capabilities of the product and its use in their respective areas.

Increased demand for IT related documentation, support and processing requirements has become the standard for the department. A new push for security, inventories, standard operating systems and analysis to systems statewide has encompassed the better part of the year. Additionally the demand for improved information and support for deployed disaster response has provided an opportunity to explore satellite communications and networks with the Division of IT. EH has also had the opportunity to establish the ability for the division to COOP with its own integrated mobile network. This offers the division the ability to deploy and remain operational during an event.

The Food, Waterborne and Vector Surveillance System continues to be enhanced and further integration within the agency and its sister agencies is underway. Future enhancements and modifications are scheduled and the system appears to be providing a valued solution to the capture and reporting in disease surveillance. The Lead program data was ported over to a web based system and in the final stages of implementation. The ability to share current data with the counties and outside agencies is now a reality and should improve our ability to communicate and support this critical area.

The keys to success and the strides necessary to offer Environmental Health unabated success in data availability and technology will thrive with invention and innovation. Quality Environmental Health staff and leadership rely on the information area to do their jobs and provide quality of health to the citizens of Florida. It is the true mission of the Environmental Health technology staff to set its goals high but achievable.

Core Business Processes

- Identify standards, priorities, and guidelines for implementation of the statewide IT initiatives;
- Provide statewide monitoring of Environmental Health programs (such as CENTRAX, SuperAct, Epidemiological systems, Public Health Preparedness, FWVSS, CENTRAX Re-Host Development);
- Support division in the preparation and execution of program-related grants and coordinate and monitor grant-technological activities;
- Develop and implement strategies for attaining the objectives of the information technology advancement;



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- Ensure mandated activities and IT reforms are adhered to by the division and proper results are attained through monitoring and tracking and DOH Tiered Governance process.
- Support the division in the design, implementation, and maintenance of information systems and registries related to Environmental Health activities;
- Support the division in the development and statewide distribution of educational materials providing equipment and software to produce items in the most efficient and state-of-the-art methods available including Podcasts and Breeze presentations.
- Ensure the division maintains a technological advantage in the replacement and improvement of division equipment and software and work toward using innovative and state-of-the-art applications for data storage and retrieval.
- Develop the strategies to allow the DEH IT area to be proactive with sister divisions and agencies and promote data sharing and collaboration/

Short Term Objectives

January 2007-December 2007:

- Continue to rollout the Centrax rehost project statewide.
- Receive approval for pentablet hardware and software application development and port over existing forms used in the Facilities, OSTDS and Preparedness areas.
- Continue to improve and enhance the Environmental Health GIS capabilities and expand the existing audience of participants and users.
- Implement use of division of IT helpdesk database system to track and document IT support functions. (A general lack of interest at all levels led to the complete nonuse of this system by the end of the year.)
- Implement use of wireless and VPN services on a regular basis to ensure successful use during a crisis. (These technologies have been implemented and are well used by some staff but not by others. Additional training is critical for this technology to be a part of our disaster recovery plan.)
- Use surveys to get client feedback on implementation of new technologies. (The DOH IT help desk system does do this effectively if nothing else and could be a viable tool for this purpose.)
- Continue training users’ on the web system toward a goal of significant updates in 90% of programs.
- Create—or assist in the creation of--ten special web modules based on interactive technology using the Breeze system.
- Pilot field level capture and reporting of critical information to support preparedness and inspection activities.
- Investigate new and innovative equipment as it pertains to the division and support areas.
- Continued improvement in the integration and accessibility of critical Contact information.



Long Term Objectives

By January 1, 2008:

- Deploy and train statewide users in the use of new Re-Host System
- Create—or integrate the Division into—a standards-based content management system
- Identify how to use the completed analysis for the Bureau of Radiation Control and determine a process to be used to integrate this information into the division data vault.
- Provide creative funding to extend the rehost effort past the end of summer
- Implement the availability of field level data capture statewide.
- Complete development and rollout of a usable GIS system for statewide users
- Complete roll-out of public facing inspection information for the Bureau of Community Health

Measure #1: Increase the use of technologically advanced equipment measured by type, quantify of equipment purchased and implemented in the division.

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-1 (Developmental) Increase the proportion of Tribal, State, and local public health agencies that provide Internet and e-mail access for at least 75 percent of their employees and that teach employees to use the Internet	Target the needs of each bureau on a yearly basis with quarterly updates.	Current inventory of equipment and capabilities.	George Gray Calvin Desouza Bill Reinhold	Complete	AMS has been successfully integrated and made a part of DEH processes.
	<ul style="list-style-type: none"> • Develop methods to review annually the status of equipment and developing needs, both new and refresh. 	Landesk, AMS and Active Directory are available for this purpose. Integrating the data from these systems should provide the data needed for planning.	George Gray Calvin Desouza Bill Reinhold	Complete	Physical Inventory completed using AMS. Landesk is providing more detailed information about software. AD is being used to monitor location and user of all DEH computers.
	<ul style="list-style-type: none"> • Provide feedback to the targeted bureaus 	Feedback will be provided to target bureaus on an annual	George Gray Calvin Desouza Bill Reinhold	Complete	Methods of obtaining data from DOH systems are being



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<p>and other electronic information systems to apply data and information to public health practice.</p>	<p>concerning current capabilities and forecast needs.</p> <ul style="list-style-type: none"> • Include a session on available technology in the market and the department. 	<p>basis.</p> <p>A session on achieving awareness and needs compared to current structures.</p>	<p>George Gray Calvin Desouza Bill Reinhold</p>	<p>Complete</p>	<p>developed and incorporated into a cohesive unit. Feedback will be provided when analysis complete.</p> <p>The bureau chiefs tend to be overwhelmed by the variety of options. The chiefs' meeting is the primary format for discussing new options. They prefer to discuss refresh options near the end of the budget year only.</p>
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Measure #2: Increase software capabilities and knowledge of each bureau through training and purchases made by division and tracked through inventory of skills, equipment and software.

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
<p>23-1 (Developmental) Increase the proportion of Tribal, State, and local public health agencies that provide Internet and e-mail access for at least 75 percent of their employees and that teach employees to use the Internet and other electronic information systems to</p>	<p><i>Customer and Market Focus</i> Ensure that 100% of division staff has the current software and are trained to be proficient in its use.</p>	<p>As stated in strategy.</p>	<p>Bill Reinhold George Gray Calvin Desouza Norm Doxford Calvin Desouza</p>	<p>On-going</p>	<p>Additional staff training for new systems including Sharepoint.</p>
	<ul style="list-style-type: none"> • Provide a model plan to all staff of needs assessment of software and training. 	<p>All staff performing any activity has the appropriate software and training to do their job efficiently.</p>	<p>Bill Reinhold Staff</p>	<p>On-going</p>	<p>All staff have been upgraded to Windows XP & Office 2003. Implementation of Sharepoint continues</p>
	<p><i>Customer and Market Focus</i> Ensure that a list of projected needs and requirements of customers is integrated</p>	<p>As stated in strategy.</p>	<p>Bill Reinhold</p>	<p>On-going</p>	<p>This remains dynamic due to the changing environment and needs</p>



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	apply data and information to public health practice.	with division strategy.				
		<ul style="list-style-type: none"> Publish notification of training availability and classes. Provide bureau level announcements and requests for suggestions and needs for software and training. Obtain list of needs and complete assessment. 	<p>Procedure in place that tracks and notifies personnel of training and new software availability.</p> <p>An electronic notification procedure set to poll staff and determine needs to insure that full awareness is always in place.</p>	<p>Bill Reinhold Staff</p> <p>Bill Reinhold Staff</p>	<p>Ongoing initiative to offer divisional training and self-improvement work shops.</p> <p>Implemented through various bureau and divisional survey programs and tools</p>	<p>Using division Training coordinators and contractor for this activity. Automated S/W inventory in place, monitoring activities and user usage.</p> <p>Address methods of notification and prepare for poll. Completed</p>

Measure #3: Ensure that Environmental Health is strategically in line with DOH enterprise IT initiatives by comparing overall EH plan to DOH plan and accounting for differences

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-2 (Developmental) Increase the proportion of Federal, Tribal, State, and local health agencies that have made information available to the public in the	<p><i>Customer and Market Focus</i></p> <p>Assess and align Environmental Health IT initiatives with the department.</p> <ul style="list-style-type: none"> Provide a summary of current activities, the effect on 	<p>Full division awareness of goals and progress of department IT activities.</p> <p>Summary of results provided to all bureau chiefs and director.</p>	<p>Bill Reinhold</p> <p>Bill Reinhold</p>	<p>On-going</p> <p>December 2007 On-going</p>	<p>On going, updates provided at chiefs meetings.</p> <p>Effort was moved to re-hosting the legacy system in the .net environment and will be ongoing.</p>



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	<p>past year on the Leading Health Indicators, Health Status Indicators, and Priority Data Needs.</p>	<p>Environmental Health and any impact pro or con</p>				
		<p><i>Customer and Market Focus</i> Increase the avenues of participation of Environmental Health in the enterprise solution.</p>	<p>Environmental Health as a key component on any board or task force for department solutions..</p>	<p>Bill Reinhold</p>	<p>Ongoing</p>	<p>Environmental Health is participating in numerous committees and groups to ensure our needs and focus are brought to the table. ELR, Preparedness, Pandemic, equipment, communications equipment etc, are being pursued by the division.</p>
		<p>Implement use of Div. of IT helpdesk system to create and report on tech support events.</p>	<p>Use of system by all IT personnel.</p>	<p>George Gray IT staff</p>	<p>Completed</p>	<p>The system was basically unused by EH IT personnel, either support personnel or supervisors.</p>
		<p>Centralize location of IT policies and procedures.</p>	<p>Success in adequately educating division users in safe and secure computing.</p>	<p>DEH IT</p>	<p>Ongoing (These are still on file share. It was hoped that Trak-it could be used for this but it has been very unsatisfactory. GHG 1/17/07)</p>	<p>Policies and procedures have been centralized on sharepoint. EH has a division culture that does not focus very heavily on security, as a result the share is little used and tracking of security education is not done well.</p>

Measure #4: Assure all of Environmental Health is 99.9% satisfied with support through review and survey.

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
<p>23-2 (Developmental) Increase the proportion of Federal, Tribal, State, and local</p>	<p><i>Customer and Market Focus</i> Implement and maintain a policy to insure users are provided with adequate</p>	<p>As stated in strategy.</p>	<p>DEH IT</p>	<p>completed</p>	<p>Ongoing updates, patches and participation in committees by all IT staff.</p>



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health agencies that have made information available to the public in the past year on the Leading Health Indicators, Health Status Indicators, and Priority Data Needs.	support in a timely manner..					
	<ul style="list-style-type: none"> Complete departmental review. 	As stated in strategy.	DEH IT	In process/ongoing	Completed	
	<ul style="list-style-type: none"> Publish findings. 	As stated in strategy.	DEH IT	Completed	Completed	
	<ul style="list-style-type: none"> Implementing EH internal Help Desk 	As stated in strategy.	DEH IT	Completed	Completed, used by staff to record activity and requests.	
	<ul style="list-style-type: none"> Present findings and adopt customer satisfaction process. 	Make use of Sharepoint survey tool to obtain feedback on implementation of new technologies.	DEH IT	Completed	In process, numerous surveys and questionnaires provided to the division.	
		As stated in strategy.				

Update/Enhance Centrax to meet EH needs

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-5 (Developmental) Increase the proportion of Leading Health Indicators, Health Status Indicators, and Priority Data Needs for which data— especially for	<i>Customer and Market Focus</i> Update Centrax to meet current and future needs in the County EH and the Department. <ul style="list-style-type: none"> Add new program components or modifications to the program as changed happen 		Bill Reinhold Norman Doxford	Constant	Implementation.
			Bill Reinhold Norman Doxford	As Needed	Prep work for the Aspire Conversion – waiting on the Aspire Project team to green light us.



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<p>select populations— are available at the Tribal, State, and local levels.</p>	<p>in the EH Programs</p>				Limited Use Water Program has some planned changes for 2007.
	<ul style="list-style-type: none"> Standardize Centrax data state-wide 		Bill Reinhold Norman Doxford	Ongoing	Reports are run periodically and sent to the counties for Biomedical Waste. Standards document is available to user group and it is updated regularly.
	<ul style="list-style-type: none"> Automate the Geocoding and publishing of the Centrax Facilities layers 		Norman Doxford Calvin Desouza	Ongoing	Geocoding is still done by hand. Reports are set up to get data from Centrax and OSTDS automatically, but the rest is people driven manual process.
	<ul style="list-style-type: none"> Automate Quarterly Reports further using SQL 		Norman Doxford Jo Ann Steele's Group	Ongoing	Majority automated and linking with CHARTS
	<ul style="list-style-type: none"> Monthly Reports for the Finance and Accounting Group for the aged billing records for Centrax and OSTDS 		Norman Doxford	Ongoing	Implemented and reports are provided Monthly.
	<p><i>Customer and Market Focus</i> Training for County EH on Centrax and R&R Report Writer</p>		Norman Doxford Centrax User Group	Ongoing	In Progress
	<p><i>Customer and Market Focus</i> Support County initiatives for improving the business of Environmental Health</p>		Norman Doxford Centrax User Group	Teleconferences as needed	In Progress.
	<p><i>Customer and Market</i></p>		Norman Doxford	When the ASPIRE	On hold waiting on ASPIRE



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		<i>Focus Support Centrax and ReHost Project ASPIRE integration</i>		Bill Reinhold Donna Dixon Re-Host Project Team	project has reached a point that an integration is possible.	Project Team
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Update/Enhance Project ReHost to meet EH needs

Division Strategic Plan		Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-6?	(Developmental) Increase the proportion of Leading Health Indicators, Health Status Indicators, and Priority Data Needs for which data— especially for select populations— are available at the Tribal, State, and local levels.	<i>Customer and Market Focus</i> Support OSTDS/Water ReHost project as a member of the project team.		Norman Doxford Subject Matter Experts Donna Dixon	August 30, 2007	Began the deployment of the ReHost system to the state. The deployment will be completed by the end of 2007.
		<ul style="list-style-type: none"> Data Migration 		Norman Doxford Donna Dixon Seshu Gadde Kristen Reynolds Re-Host Project Team	October 30, 2007	Completed The legacy Centrax data was converted to the new system on 12.08/2006 – This was for the Pilot Counties only. Data conversion for the rest of the state is ongoing.
		<ul style="list-style-type: none"> Improve Pilot Project and make the best product we can. 		Norman Doxford Donna Dixon Chris Zimmer Re-host Project Team	December, 2007	In Progress/ongoing
		<ul style="list-style-type: none"> Begin Deployment to rest of the state 		Norman Doxford Donna Dixon Re-Host Project Team	January, 2007 to December, 2007	Project schedule has been developed for the rollout. The next planned training and subsequent installation occurs beginning the week of January 22, 2007. Planning/Waiting
		<ul style="list-style-type: none"> Begin Phase II Development on ReHost (Variance, 		Norman Doxford Donna Dixon Re-Host Project	FY 2007-2008 through FY 2008-2009	Development for this phase of the project is not scheduled till some time in the fall this



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		Nuisance Complaints, Pools, MHP, Group Care...NOTE: Food may be better than MHP as it integrates more with Group).		Team (Note project assumes another ½ FTE programmer).		year. It assumes funding and the project plan reflects a full time 4 th programmer to complete the project on time.
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Ensure that all Environmental Health personnel have access to Geographic Information Systems

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-3 Increase the proportion of all major national, State, and local health data systems that use geocoding to promote nationwide use of geographic information systems (GIS) at all levels.	<i>Customer and Market Focus</i> Implement and maintain a policy to ensure users can access GIS resources in a timely manner.	Percentage of EH personnel that have access to GIS software and network resources. (100%; or do we mean percentage that are using GIS?)	Calvin Desouza Calvin Desouza	December 31, 2007	Ongoing throughout year. Several mobile, server, desktop, and web GIS resources are being supported and made available to EH personnel through SharePoint, monthly training sessions, and day-to-day contact.
	Assess current state of GIS implementation	Objective Situation Assessment of GIS resources and implementation, including Data, Technology, Organization, Applications, and Processes.	Calvin Desouza Calvin Desouza	Completed	Completed during DEH GIS/GPS Strategic Plan effort. Current state continues to evolve as technology improves and more users take advantage of GIS resources. All but one of Top Five GIS Strategic Goals have been met.
	Determine areas that need additional GIS resources.	Use above Situation Assessment with Conceptual System Design Report and Implementation Plan to ensure additional needs are met within 6 months, including WebGIS.	Calvin Desouza Calvin Desouza	In Process	In process, and will be defined by forthcoming EHGIS Business Case Definitions and EHGIS Portfolio. Education and training appear to be the areas most in need of additional resources. Looking to partner with other EH Programs to fund such.



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	Purchase additional GIS resources if required.	Within three months, Acquisition of resources as defined above.	Calvin Desouza Calvin Desouza	Ongoing	Pending completion of previous step. Additional resources purchases geared toward support of EH Preparedness. Ongoing throughout year. Continuing to document best processes and practices.
	Document the best process for maintaining GIS resources	Quarterly updates to EHGIS Knowledge Base.	Calvin Desouza Calvin Desouza	December 2007	

Ensure that all Environmental Health personnel can collect GPS field data

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-3 Increase the proportion of all major national, State, and local health data systems that use geocoding to promote nationwide use of geographic information systems (GIS) at all levels.	<i>Customer and Market Focus</i> Implement and maintain hardware and software to support the collection of field data with Global Positioning Systems (GPS)	Percentage of EH personnel that have access to GPS software and resources. (100%; or do we mean percentage that are using GPS?) ???	Calvin Desouza Calvin Desouza	December 31, 2007	Ongoing throughout year. Several mobile GIS/GPS resources are available to most EH personnel, though often restricted to Program needs and funding.
	Assess current state of GPS implementation	Objective Situation Assessment of GIS resources and implementation, including Data, Technology, Organization, Applications, and Processes.	Calvin Desouza Calvin Desouza	Completed	Completed during DEH GIS/GPS Strategic Plan effort. Current state continues to evolve as technology improves and more users take advantage of GPS resources.
	Determine areas that need additional GPS resources.	Use above Situation Assessment with Conceptual System Design Report and Implementation Plan to ensure additional needs	Calvin Desouza Calvin Desouza	In Process	In progress, and will be defined by forthcoming EHGIS Business Case Definitions and EHGIS Portfolio. Education and training are the areas most in need of additional resources.



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		Purchase additional GPS resources for the appropriate counties.	are met within 6 months. Within three months, acquisition of resources as defined above.	Calvin Desouza Calvin Desouza	Completed for Strike Teams	Looking to partner with other EH Programs to fund such. Pending completion of previous step. Additional resources geared toward support of EH Preparedness. In 2003-2004, GPS Units with mapping software were rolled out to approximately 65% of EH field personnel. 2006 added additional functionality
		Ship out resources to appropriate counties	Number of new handheld and GPS receiver devices shipped.	Calvin Desouza Calvin Desouza	Completed	
		Coordinate training of field personnel	Percentage of EH personnel that have access to GPS training. (100%; or do we mean percentage that have been trained?) ???	Calvin Desouza Calvin Desouza	Scheduling	

Measure #7 Ensure Division WebPages adhere to Department standards and present increasing amounts of useful information,

Division Strategic Plan	Strategy (Program level)	Benchmark	Responsible Party	Target Date (up to 18 months)	Status (What is happening now)
23-5 (Developmental) Increase the proportion of Leading Health Indicators, Health Status Indicators, and Priority Data Needs for which data— especially for	<i>Customer and Market Focus</i> Coordinate with the division's Office of Strategic Promotion and Staff Development to increase traffic to current websites through promotional items and media.	As stated in Strategy.	Larry Waszink Elisia Norton Kelly Nelson	Ongoing.	Ongoing



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	<p>select populations— are available at the Tribal, State, and local levels.</p>	<ul style="list-style-type: none"> Ensure all promotional items contain the division web address. Example: key chains, T-shirts, business cards, brochures, trade publications and presentation material. 	As stated in Strategy.	Larry Waszink Elisia Norton Kelly Nelson	Ongoing	Policy in place followed
		<ul style="list-style-type: none"> Request from IT a short alias URL for our program index page. 	As stated in strategy.	Larry Waszink	Completed	Complete and active as of May, 2004
		<ul style="list-style-type: none"> Suggest holding a division-wide contest to determine the name of the alias URL. 	As stated in strategy.	Larry Waszink	Completed	Completed in March 2004
		<p><i>Strategic Planning</i> Hold web manager meeting monthly to discuss how to apply the latest department standards to division web pages.</p>	As stated in Strategy.	Joe Mucha Larry Waszink James Futch Clark Eldridge Bob Kuhn Nina Alexander	Ongoing, needs re-start,	Conference rooms have been reserved every month for the next year.
		<ul style="list-style-type: none"> Take minutes of meetings, post on the intranet. 	Post meeting minutes to the web within a week of monthly meetings.	Larry Waszink	Ongoing.	Planning stage. In Process
		<ul style="list-style-type: none"> Review FrontPage 	Review causes and	Larry Waszink James Futch	Ongoing.	Reports have been reviewed at recent meetings and



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		<p>reports of dead links and unlinked pages.</p> <ul style="list-style-type: none"> Implement ADA compliance 	<p>solutions to dead links and unlinked pages, if any exist.</p> <p>Graphics have alt tags, data tables have tags, provide text alternatives to charts/maps where feasible.</p>	<p>Clark Eldridge Bob Kuhn Nina Alexander</p> <p>Larry Waszink James Futch Clark Eldridge Bob Kuhn Nina Alexander</p>	Ongoing.	<p>webmanagers instructed to review broken links and unlinked pages. In Process</p> <p>ADA has been initially checked using IT approved software. Currently we are checking items manually that the software is unable to detect. In process, conducting further review with improvements</p>
		<p><i>Customer and Market Focus</i></p> <ul style="list-style-type: none"> Increase data presentation to the public of health status and priority data indicators. 	<p>Site Reports should show continuous content increase per quarter</p>	Mitch Stripling	In process	<p>Baseline reports done; trainings begun and ongoing. Numbers have been increasing since inception</p>
		<ul style="list-style-type: none"> Engage in ongoing creation of special modules, available via the web, which provide essential information to counties and users Continue training and encouraging programs to provide more and more compelling data 	<p>Creation of sample modules, with received evaluations from users.</p> <p>One web training for users every six weeks</p> <p>Increased web support/quicker time to create live pages by 20%</p>	<p>Mitch Stripling Program Staff</p> <p>Mitch Stripling Larry Waszink</p> <p>Mitch Stripling Larry Waszink</p>	<p>Ongoing</p> <p>Continual</p>	<p>Initial list of projects drawn up; Construction of preparedness module begun. Server installed and configured for trainings.</p> <p>Trainings have been held up for a while. Beginning again soon.</p> <p>Time to create live pages is down by substantial amounts.</p>



Business Plan 2007 – Division of Environmental Health - Florida Department of Health

Mission: "Promote and Protect Health"

Vision: "Healthier Floridians"

Goal: Support and Enhance Environmental Health Technology

Division of Environmental Health Administration – Information Technology