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## OUR MISSION

Our mission is to be the most efficient and innovative data center in the state of Florida through state-of-the-art technology, leadership and partnerships. We are a dedicated service organization committed to providing a wide range of technology support for primarily public and not-for-profit entities on a cost recovery basis. We fulfill our mission by supporting our customers in accomplishing their goals and missions.

- **Professional Staff**: 67
- **Customers**: 86
- **Years Experience**: 45
MESSAGE
FROM THE BOARD CHAIR

It is our pleasure to present NWRDC’s Annual Report for the Fiscal Year 2016-2017.

As you read this report, you will recognize the center’s continual development and gained experience focusing on our customers. This is such a unique organization in which the board members are also customers and their input and recommendations are truly valued. I have served as your elected chair since 2010, and it is so rewarding to note that all cost centers continue to operate within their forecasted budgets and with efficiency and cost containment in mind. We also again experienced growth in our annual operating budget. None of these successes could be recognized without the tireless efforts of our dedicated management team and staff members.

Our core value continues to center around customers and the center’s ability to provide superior service. Through strategic relationships with key technology vendors, NWRDC has secured contracts to provide on-demand storage at substantially lower costs. NWRDC is in the best position to provide hybrid cloud solutions with a low capital investment. This is of particular importance and has received major traction with many agencies experiencing budget restructuring and constraints. The capacity-on-demand model has enabled our customers to maximize cost efficiency, generating substantial savings over traditional solutions.

None of these accomplishments would have been possible without NWRDC’s ability to recruit and retain qualified staff and a visionary leadership. As a customer, it is always a rewarding experience to seek expertise and consult with the staff members. NWRDC’s philosophy for over 45 years has been centered around customer success and this continues to be our primary driving factor. We will maintain our commitment to providing the highest level of customer service in the upcoming year.

On a personal note, during the month of June, NWRDC lost an exemplary employee. Sharon Pearson’s untimely departure saddened us, her extended family, and she is truly missed everyday.

In closing, I congratulate my colleagues on the Policy Board and most importantly, the NWRDC management team and staff members on the center’s reach for excellence this year and look forward to continued success as we move forward.

Mehran Basiratmand, PhD
Chair, NWRDC Policy Board
2010 - Present
EXECUTIVE DIRECTOR’S MESSAGE

Thank you for taking the time to review the Northwest Regional Data Center (NWRDC)’s Fiscal Year 2016-2017 Annual Report. After 45 years, NWRDC’s unique role as a government based computing co-op is still going strong!

Within this report, you will find examples of the many improvements we have made to our various services. To better plan our services to you, NWRDC implemented a new risk management process based on the National Institute of Standards and Technology framework. Through this, we will work to ensure that all services are presented in a manner to meet your business goals while minimizing business risk. Additionally, last spring NWRDC’s Policy Board approved the Short Term Strategic Plan we have summarized on Page 6 of this report (full plan found at http://www.nwrdc.fsu.edu/nwrdc/strategic-plan). This plan will guide our service development and improvements over the next two years.

The 2016-2017 Fiscal Year is now the 7th straight year where many of our services credited money back to our customers at the end of the year. NWRDC is unique in that the customers approve all of the service rates and get refunds for any money left over at the end of the fiscal year!

While we have been very successful this year financially, we suffered a loss in June when Sharon Pearson, our longtime CFO, co-worker, and friend, passed away suddenly. Many of you worked with Sharon over the years and know she was always available to answer questions or pitch in on whatever was needed. While NWRDC will continue, of course, Sharon will be missed. NWRDC continues to be an excellent example of what can be accomplished through teamwork. If NWRDC can be of any service, please let us know. Thank you!

TIM BROWN was appointed director of NWRDC in 2008. He brings over 25 years of IT experience to the organization, with a focus on strategic planning, budgeting, and team-leading in academic settings. He has served as Associate Vice President of the Information Technology Division at Middle Tennessee State University, and Director of IT Infrastructure Services at the University of Alabama at Birmingham. Tim holds a Bachelor of Science from Auburn University, a Masters of Science in Health Informatics from the University of Alabama at Birmingham and is a Certified Information Systems Security Professional and Certified Information Systems Auditor.
**SENIOR LEADERSHIP**

**MATT STOLK**  
Chief Technology Officer

Well experienced in enterprise IT architecture, Matt is responsible for the data center’s open systems support group. He has previously held a number of positions at the Florida Department of Corrections, both as a consultant and full staff member working his way from IT support, team lead, server administrator to team manager prior to joining NWRDC. Matt was named NWRDC’s Chief Technology Officer in November, 2016.

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**MIKAL HANEY**  
Associate Director

Mikal has 39 years of experience in diverse technical and management consulting engagements and is responsible for the data center’s facilities and operational support. He began his IT career while in the United States Marine Corps and received his computer science education at West Texas State University. Mikal has previously worked with the State of Florida and other public and private corporations as an employee of IBM and other large-scale systems providers.

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**DIANNA NORWOOD**  
Associate Director

Dianna manages the administrative services in support of the data center and its customers. Her 30-year career at Florida State University includes serving as Marketing and Public Relations Director for the Division of Finance and Administration, Director of the Card Application Technology Center, and FSUCard Center Director. Dianna holds a Bachelor of Science degree in Business Communication and Marketing from FSU.

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**SHARON PEARSON**  
Chief Business Officer

Sharon has over 20 years of experience in the higher education accounting community, as an Assistant Controller, Grants Specialist and Coordinator of Accounting. She serves NWRDC as Chief Business Officer on assignment from her role as an Assistant Director for the University Business Administrators program with Florida State University. Sharon holds her Masters from Florida State University and earned her Bachelor’s degree at Nova Southeastern.
NWRDC is governed by a Policy Board consisting of its major customers. Policy Board membership is determined based on the percentage of revenue paid to the center and reviewed annually.

**POLICY BOARD MEMBERS**

**DR. MEHRAN BASIRATMAND, CHAIR**
Small User Representative
Chief Technology Officer
Information Resource Management
Florida Atlantic University

**MICHAEL BARRETT, VICE CHAIR**
Management Committee Chair
Associate Vice President, Chief Information Officer
Florida State University

**MICHAEL DIECKMANN**
Chief IT Strategist
Innovation Institute
University of West Florida

**TED DUNCAN**
Chief Technology Officer
Office of Technology & Information Services
Florida Department of Education

**RONALD HENRY**
Non-voting Member
Interim Associate Vice President
Chief Information Officer
Florida A&M University
Information Technology Services

**LEVIS HUGHES**
Management Committee Member
Bureau Chief
Office of Student Financial Assistance
Florida Department of Education

**GENE KOVACS**
Assistant Vice Chancellor
State University System of Florida Board of Governors
Information Resource Management

**DAMU KUTTIKRISHNAN**
Chief Information Officer
Florida Department of Revenue

**HENRY MARTIN**
K-12 Representative
Management Committee Member
Technology Information Officer
Walton County School District
STRATEGIC PLANNING

The rapid changes of the technology industry require the center’s leadership to constantly look forward in an effort to plan for the next challenge. With input from NWRDC’s customers, board and staff, the center developed a short-term strategic plan focused on achieving specific goals relative to the center’s four core initiatives. The Policy Board approved the plan on March 3, 2017. NWRDC’s four core initiatives are:

I. RECREATE THE NWRDC BRAND
Although NWRDC has been known for its mainframe and collocation services, we have reinvented ourselves as a full-service cloud provider. To be competitive in this arena, we must build confidence in our services and prove our business value. Tactics include: engaging in third-party audits; pursuing organization and staff certifications; improving our risk management process; and developing case studies on our cost effectiveness.

II. BECOME A PROVIDER OF CHOICE
In the past, NWRDC’s marketing efforts have relied primarily on word-of-mouth. To effectively pursue new markets and potential member-customers, we must increase our outreach. Goals include: developing a robust marketing plan; and expanding our staff visibility at events, conferences and presentation opportunities.

III. BECOME AN EMPLOYER OF CHOICE
To best serve our member-customers, NWRDC’s staff must be the best and brightest available. To achieve this goal, we must be as competitive as possible in our recruiting efforts, and encourage education and growth among our current staff. NWRDC plans to: develop a detailed compensation plan; require professional development tracks for all employees; and create a training program for our junior managers to assist in the development of their leadership skills.

IV. ENHANCE OUR ABILITY TO SERVE
NWRDC will improve service for both new and existing member-customers by refining our business process. We will achieve this by: making it easier to procure services; continuing the development of the formal project management process; and developing new vendor partnerships.
EMPLOYEES

IT OPERATIONS
- 9 Operators
- 1 Internal Enterprise Monitoring Analyst
- 1 Facilities Specialist

Backup & Recovery Services
- 1 Manager
- 6 Tech Specialists

Mainframe Services
- 2 Managers
- 3 Tech Specialists

Virtual Services
- 1 Manager
- 8 Tech Specialists

Administration
- 2 Business Analysts
NWRDC employs a staff of 67 individuals to support our customers. In addition to senior management, we have 8 work teams focused on providing efficient, customer-centered service on a 24/7/365 basis. In 2016-2017, we added a Compliance Officer and Information Security Manager to our organization.
NWRDC THROUGH THE YEARS

1972: NWRDC Founded

1973: Ethernet Created

1975: Microsoft Founded

1976: Apple Founded

1978: First Computerized Bulletin Board System

1980: AOL Founded

1981: IBM 5150 Released as First Personal Computer

1983: NWRDC Upgrades to First Multi-Processor and Moves to Innovation Park

1984: CD-ROM and Flash Memory Developed

1985: NWRDC TCP/IP in Production. Control/M Replaces OPC/A

1986: IBM Releases the First Laptop Computer

1989: HTML and World Wide Web invented

1990: Microsoft Releases Windows 3.0

1991: Gopher Released

1993: NWRDC TCP/IP in Production. Control/M Replaces OPC/A

1994: Linux 1.0 Released

1995: Linux 1.0 Released

1996: First Air-Cooled Mainframe at NWRDC

1997: IBM’s Deep Blue Beats Chess Champion Kasparov

1998: Google Founded

1999: NWRDC Named a Florida Primary Data Center

2000: NWRDC Onboards First Managed Services Customer and Hosts First Virtual Machine

2003: National LambdaRail Founded

2004: Tallahassee Fiber Loop Completed

2005: NWRDC Onboards First Managed Services Customer and Hosts First Virtual Machine

2007: iPhone Released

2008: NWRDC's STaaS Established

2009: NWRDC Named a Florida Primary Data Center

2010: iPad 1 Introduced

2010: NWRDC's BaaS Offered in Tallahassee and Atlanta

2012: NWRDC’s STaaS Offered in Tallahassee and Atlanta

2015: Apple Watch Released

2016: NWRDC's STaaS grows to over a Petabyte

2017: First TB SD Card Released
NWRDC once again ended the fiscal year with a positive balance. As we are a cost-recovery organization, neither our Charter nor Florida Statutes permit retention of financial surpluses. Our budgetary savings for FY 16-17 totaled $346,384 and was returned to our customers in the form of credits or rate reductions for FY 17-18.

**Expenses, Revenues and Indirect Costs over the Past Five Years**

*Revenue in excess of expense is credited back to customers.*
Budgeted Expenses by Cost Center for FY 16-17

Server Hosting: 47%
- TFL: 1%
- Contract Management: 18%
- Mainframe: 15%
- Storage Services: 19%

Actual Expenses by Cost Center for FY 16-17

Server Hosting: 40%
- TFL: 1%
- Contract Management: 22%
- Mainframe: 17%
- Storage Services: 20%
INDIRECT COSTS

NWRDC has worked to keep our indirect costs low even as our budget has increased substantially. For the second year in a row, we have kept our indirect rate at an average of 10%.
## Total FY 16-17 Expenses

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Amount</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salaries and Benefits</strong></td>
<td><strong>$5,036,300</strong></td>
<td>33%</td>
</tr>
<tr>
<td>Salaries</td>
<td><strong>$4,998,108</strong></td>
<td>32%</td>
</tr>
<tr>
<td>Other Personal Services (OPS)</td>
<td><strong>$38,192</strong></td>
<td>&lt;1%</td>
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<tr>
<td><strong>General Expenses</strong></td>
<td><strong>$10,361,661</strong></td>
<td>63%</td>
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<tr>
<td>Contractual Services</td>
<td><strong>$6,430,721</strong></td>
<td>40%</td>
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<tr>
<td>Software Maintenance</td>
<td><strong>$1,497,559</strong></td>
<td>9%</td>
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<tr>
<td>Intrafund Transfers</td>
<td><strong>$511,019</strong></td>
<td>3%</td>
</tr>
<tr>
<td>Utilities</td>
<td><strong>$423,970</strong></td>
<td>3%</td>
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<tr>
<td>Hardware Maintenance</td>
<td><strong>$401,618</strong></td>
<td>2%</td>
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<tr>
<td>Telecommunications</td>
<td><strong>$320,107</strong></td>
<td>2%</td>
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<tr>
<td>Facility Repairs &amp; Maintenance</td>
<td><strong>$306,356</strong></td>
<td>1%</td>
</tr>
<tr>
<td>Depreciation</td>
<td><strong>$187,275</strong></td>
<td>1%</td>
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<tr>
<td>IT Supplies</td>
<td><strong>$67,765</strong></td>
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<tr>
<td>Rentals</td>
<td><strong>$53,767</strong></td>
<td>&lt;1%</td>
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<tr>
<td>Travel &amp; Training</td>
<td><strong>$50,114</strong></td>
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<tr>
<td>Memberships &amp; Subscriptions</td>
<td><strong>$49,129</strong></td>
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<tr>
<td>Insurance</td>
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<tr>
<td>Office Supplies</td>
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<tr>
<td>Printing &amp; Duplicating</td>
<td><strong>$7,547</strong></td>
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<tr>
<td>Freight &amp; Postage</td>
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<tr>
<td><strong>Auxiliary Fees</strong></td>
<td><strong>$447,065</strong></td>
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<tr>
<td><strong>Other Capital Outlay</strong></td>
<td><strong>$89,429</strong></td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$15,934,455</strong></td>
<td>100%</td>
</tr>
</tbody>
</table>
MANAGED SERVICES

FLDOE File Server Migration
In our ongoing effort to help customers move applications from unsupported operating systems and outdated equipment, the Server Application Team assisted the Florida Department of Education (FLDOE) in migrating their enterprise file server to a new, updated platform. Data containing 1.35 million folders with nearly 14.5 million files were migrated. As the bulk of these files had been archived, they had to be restored on the original server prior to migration. The configuration of the drives on the old server made this an issue, leading the team to research and purchase software to convert the old server’s drives in order to accomplish the file expansion. The team then used another software product to collect multiple reports to verify the files were successfully constituted and correct issues with those that were not. The project’s completion marked years of planning, problem-solving and hard work on behalf of the team.

FLDOR Atlanta DR SuperDome Installation
The Server Build/Response Team worked with Florida Department of Revenue (DOR) applications personnel and Hewlett Packard to install and configure a new SuperDome complex in support of DOR’s disaster recovery refresh. Following configuration, the NWRDC Cloud Infrastructure Services Team established a clustered, highly available VMware environment where approximately twenty virtual machines now reside. This refresh allowed DOR to decommission several end-of-life server and chassis environments.

FLBOG Managed Services On-boarding
The Managed Services Team welcomed long-time NWRDC customer, Florida Board of Governors (BOG), into the Managed Services arena. In addition to systems administration, we are also providing BOG with enterprise monitoring and patching using NWRDC’s NagiosXI and BigFix products respectively.
RECOVERY SERVICES

New Customer Environments
The Recovery Services Team has successfully completed the on-boarding of four additional customer environments into NWRDC’s Backup as a Service (BaaS) offering. Two of these customers had existing footprints in our Tallahassee data center; the third was brought on as a new customer within our Atlanta data center. The fourth customer is physically located in another area of the state and utilizes a WAN connection to our Tallahassee data center to protect both physical and virtual servers. The addition of these customers showcases our ability to provide comprehensive, end-to-end service for systems and infrastructure life-cycle management.

Atlanta Data Protection Reporting Solution
In addition to upgrading our data protection reporting suite in Tallahassee, we have deployed a parallel reporting solution into our Atlanta data center. The upgrade of the reporting software will allow us to capture additional metrics from our backup applications and hardware to better understand trends in backup speeds, capacity utilization and success/failure rates. The deployment of a second reporting instance gives us an environment in which we can create and test new reports, and provides resiliency to our implementation in Tallahassee.

Project Milestones
In June 2017, the Recovery Services Team completed the planning and scheduling of software upgrades for the entire BaaS infrastructure. These upgrades will enable NWRDC to protect the next-generation of server operating systems, applications and virtual infrastructure, allowing us to better support our customers’ current and future needs.

The Recovery Services Team has worked diligently to protect over 525 Petabytes (PB) of customer data during FY 16-17. Through compression and de-duplication, this data was reduced down to 3.7 PB written to disk. To safeguard our customers’ data, approximately 2,260 individual backup jobs are run daily, with an average success rate of 99.2%.
STORAGE SERVICES

Separation of Storage and Backup Teams
The center’s Infrastructure division separated the Storage and Backup Teams and added an additional Storage Administrator position. This change will improve team responsiveness and allow for greater flexibility in targeting long-term projects.

New Storage Solution
The Storage Team issued an Invitation to Negotiate (ITN) for the replacement and improvement of NWRDC’s Enterprise Storage offering. The replacement is intended to provide an advanced storage platform environment at a significant cost reduction to customers. Team members are nearing completion of the ITN process, with the goal of implementation in the Fall of 2017.

Storage Migrations
The Storage Team performed a series of customer data migrations during the year. The migration of NWRDC’s mainframe storage from unencrypted parity groups to newly created encrypted parity groups will provide enhanced security for the mainframe storage environment. The migration of the Florida Department of Education (FLDOE)’s State Board of Education File Server storage from an end-of-life Windows 2003 environment to new Windows 2012 servers in Cloud Infrastructure Services (CIS) greatly improved system stability and supportability. Similar results were achieved for FLDOE’s Vocational Rehabilitation Storage environment when the Storage Team migrated it from an aging iSCSI storage environment to NWRDC’s enterprise fiber channel storage array. The Storage Team also assisted the Florida Department of Business and Professional Regulation (DBPR) with the migration of multiple systems from their retiring disaster recovery (DR) array to NWRDC’s Enterprise Storage, in preparation for their transition to DR in our Atlanta facility. This migration enabled DBPR to satisfy requirements for the geographic separation of their DR environment and their production systems.

Project Success
The Storage Team assisted the Florida Virtual Campus (FLVC) and their supplying vendor in the initial configuration of new storage arrays and fibre channel switches in both Tallahassee and Atlanta. The team provided continued system management support for both FLVC’s original and new environments during data migration efforts, resulting in minimal loss of business availability during the transition.

NETWORK SERVICES
The Network Team continues to make improvements to the NWRDC Network infrastructure to afford our customers a robust,
optimal and redundant network capable of growing with their demands.

**Infrastructure Improvements**
Redundant supervisor engines were added to the NWRDC and Atlanta core Cisco gear to provide fail-over and redundancy. The ASA firewall pair was replaced with a new firewall pair, providing ease of management and room for growth for our disaster recovery (DR) customers. Planning began for the implementation of new edge routers to relieve BGP routing processes on our multilayer switches in Tallahassee and Atlanta.

**Significant Initiatives**
The Network Team successfully deployed a replication IPSEC tunnel with our DR site at SunGard in Philadelphia to ease mainframe DR. A new network monitoring and troubleshooting tool was implemented, allowing us to map our network and quickly troubleshoot/isolate any network issues. The team also worked with the CIS Team to establish a new vCloud Director environment that is multi-site resilient.

**Professional Development**
Team members participated in various training and certification programs. We have implemented mandatory training requirements to ensure the team stays current with their knowledge and skills for the network services we support for NWRDC and its customers.

**CLOUD INFRASTRUCTURE SERVICES**

**SDN and SDDC**
The NWRDC Cloud Infrastructure Services (CIS) Team has added Software Defined Networking (SDN) and Software Defined Data Center (SDDC) functionality to the virtual environments in both the Tallahassee and Atlanta locations. This functionality significantly adds to the versatility of both virtual environments in production, disaster recovery and hybrid architectures by providing network automation, extension, and isolation. The new co-location virtual environment complements these upgrades, giving our customers the ability to self-manage their virtual workloads.

**Major Projects**
Two new virtual environments were created for the Florida Department of Revenue. With separate environments in Tallahassee and Atlanta, FLDOR's new workloads will experience an increase in both capacity and resiliency. The CIS Team also assisted with major storage migrations for the Florida Department of Education Vocational Rehabilitation and the Florida Virtual Campus.

**Training**
All members of the CIS Team attended formal vendor certification training. While useful and pertinent, it was also a great start to NWRDC’s new training program beginning next year.
**MAINFRAME SERVICES**

**Disaster Recovery Enhancements**
The Mainframe Team moved the disaster recovery Luminex server and data domain appliance containing NWRDC’s mainframe tape subsystem to Sungard in Philadelphia, PA. This move will enable staff to perform recovery procedures directly from Tallahassee. Alternate sites can now be quickly established in the event of a local emergency and testing can be performed without travel to our out-of-state facility.

**TN3270 Web Access**
The Mainframe Team successfully installed SysperTech’s Virtel Web Access application, a fully functional 3270 terminal emulator that replaces thick client solutions like Hummingbird, Host Explorer or Attachmate. Through this product, any device that supports a modern browser and HTTPS can securely access the 3270 applications available on the NWRDC mainframe. The move to Virtel Web Access enables our customers to reduce their costs by avoiding pricey thick client solutions.

**Improving Password Security**
Mainframe password requirements were strengthened this year. The Mainframe Team increased both the minimum password length and special characters required, improving password complexity and security.

**Software Upgrades**
Numerous software upgrades were performed this year, including:
- z/OS
- ISPF VSAM Utility
- Syncsort
- Assist/TS and BMS/S
- SAS
- All 10 instances of ControlM
- Entirex

The Mainframe Team also installed SDS E-Business Server, which replaces the center's previous PGP encryption software.

**OPERATIONS AND FACILITIES**

**Fully-implemented Monitoring**
The Operations Team successfully completed the monitoring project this year. Dedicated monitoring implementations were established for FLDOR and FLDOE. A new “Small Customer” implementation was created to allow customers with smaller monitoring needs not requiring a dedicated server to take advantage of our monitoring services. These implementations include server/device up-down monitoring and service monitoring for items such as CPU utilization and storage utilization. Through use of multi-layered notification capabilities, the Operations Team was able to create an alert system that meets both customer and NWRDC needs. Customers can offload a labor-intensive process and redirect resources towards their own core needs.
Internal Patching Implementation
NWRDC’s internal Desktop Support Team moved to NWRDC’s BigFix implementation for a variety of support tasks, primarily patching. BigFix’s approach to patching makes keeping up with the myriad patches required by multiple desktop platforms far easier than older methodologies, greatly increasing efficiency for the team. The Desktop Support Team was also able to take advantage of BigFix’s remote installer featureset, so that if a new application or version is needed across one or all our desktops, that application or version can be quickly deployed from the BigFix console to all required destinations at once, regardless of desktop OS. Finally, BigFix has become an invaluable force multiplier during desktop refresh cycles, significantly reducing the time and labor required to get a new computer ready for the center’s employees.

Structural Survey
The Facilities Team worked with Florida State University’s facilities department to complete a structural survey of NWRDC’s building. Findings were positive, indicating the center can withstand winds up to 129 MPH, the top level of a Category 3 hurricane.

Facility Improvements
Work continued on the electrical panel upgrades and replacement of data center HVAC units. The generators’ monitoring software and hardware were upgraded and UPS batteries were refreshed. These improvements will provide greater reliability and cost efficiencies for our customers.

NEW CUSTOMERS
NWRDC was pleased to welcome a number of new customers this year:
• Auto Data Direct
• Florida Department of Health
• Florida Center for Interactive Media
• Florida Department of Highway Safety and Motor Vehicles
• Leon County Schools
• Manatee County School District
• Palm Beach State College
• Santa Fe College
NWRDC employees Matt Stolk, Sharon Pearson and Geoff Burda’s collaboration with members of the Florida Department of Revenue’s storage team achieved a 2017 Prudential Productivity Award for Storage as a Service. The awards program recognizes state employees and work teams whose innovative solutions measurably improve the delivery of state services, saving taxpayers money. NWRDC is proud to have played an integral role in DOR’s efforts to increase their storage efficiency and security while reducing operating expenses. Working with our storage vendor, NWRDC was able to include data encryption across our Storage as a Service (STaaS) offering without increasing costs to our customers. DOR leveraged this service improvement to save over $96,000 annually while ensuring federal data security requirements continued to be met. The efforts of the NWRDC and DOR teams were recognized with a plaque at the June 14, 2017 awards luncheon in Tallahassee.

(L-R): Jimmie Harrell, Paul Forrester, Manish Makhija, Cliff Browning, Matt Stolk, Krishna Namilikonda, Geoff Burda, Sarah Fixel, and Sharon Pearson (not pictured).
INDIVIDUAL ACHIEVEMENTS

- Operations Support Technician Jeff Dalton received his 30-Year Sustained Service Award from Florida State University.

- Chief Technology Officer Matt Stolk received his 10-Year Sustained Service Award from Florida State University.

- Assistant Director John Welch was selected for and successfully completed Florida State University’s Advance Leadership Development Program. This certificate program is designed to foster the growth and development of administrative, academic and emerging leaders at FSU.

- Customer Relation Manager Audrey Campbell graduated from Florida State University with a Bachelor of Science Degree in Criminology.

- Network Team Manager Brian Mitchell earned his Bachelor of Science in IT/Information Security from Colorado State University.

PROMOTIONS:
John McCloskey - Storage Services Manager
Brian Mitchell - Network Team Manager
Matt Stolk - Chief Technology Officer