



# Bexar County IT News

August 2012



## Bexar County Is A Top 5 Digital County!



The 2012 Digital Counties Survey award winners were named in July by the Center for Digital Government (CDG).

This prestigious award recognizes the top Counties throughout the United States for their innovation and strategic use of technology.

Bexar County placed 5th in the top category, counties with population of 500,000 or more.

Conducted by the Center for Digital Government and *Government Technology* magazine in partnership with the National Association of Counties, the Digital Counties survey evaluates entrants on their ability to demonstrate successful outcomes through the strategic use of technology.

The Center for Digital Government is a national research and advisory institute focused on Information Technology policies and best practices in state and local government.

Ten winners were named in each of four population-based categories. "Counties across the country are aligning technology initiatives with executive strategic priorities to provide vital cost savings and administrative efficiencies," said NACo Executive Director Larry E. Naake. "The Digital Counties Survey identifies best practices and innovative uses of technology crucial with today's constrained budgets to maintaining and even improving service levels."



## AiCMS - Getting Better All of the Time

With practice comes improvement, and CIJS has been improving with upgrades to the AiCMS application over the past year. AiCMS is the AMCAD Integrated Case Management System, which Bexar County Justice of the Peace Courts and Constables have been using for the past few years. Over the past 15 months, there have been three upgrades to AiCMS (versions 3.6, 3.7, and 3.8), and each time the

Bexar County team along with prime vendor AMCAD have improved the development and testing process.

The most recent update to AiCMS version 3.8 was implemented during the weekend of July 21st, and there were only a handful of issues, mostly minor, which needed to be addressed.

CIJS team members spent the Monday after

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the upgrade at the Justice of the Peace Courts, assisting users and making sure everything was working properly. A key user ex-

pressed their content and appreciation about the upgrade being the smoothest transition so far. Bexar County and AMCAD continue to work together and strive to improve with each upgrade.

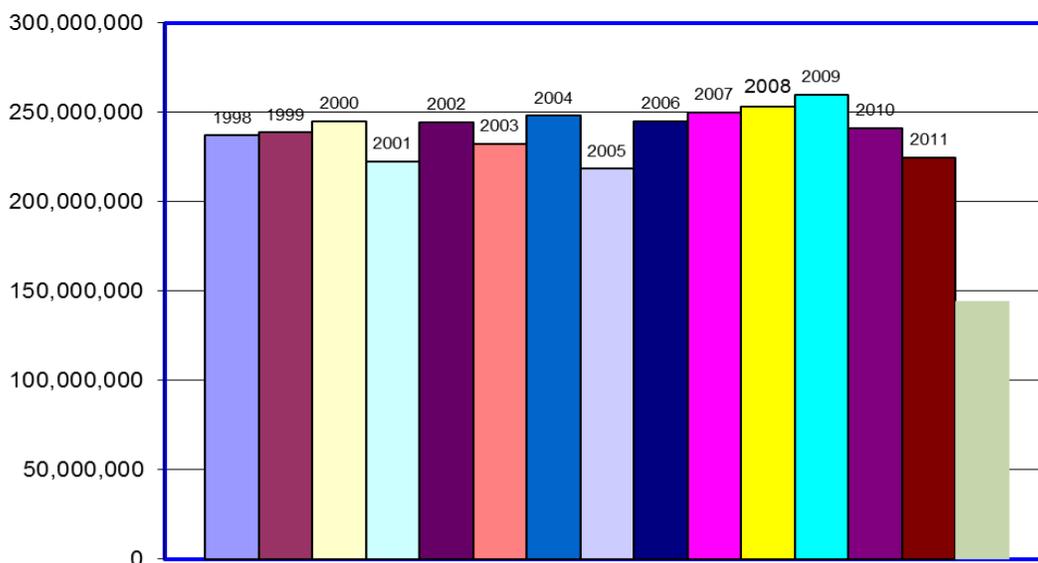
## Big Iron: Transaction Processing

Our world is a sea of data that is ever changing and always in demand. In Bexar County, access to this data is provided online through the IBM transaction processor, CICS, which runs on our IBM zServer in the Bexar County Enterprise Data Center (EDC).

The primary areas supported include the Criminal Justice (Adult Detention Center, District Attorney, Criminal Courts, etc.), Juvenile Probation, and Civil Justice. Additionally the County maintains a dial-in facility (BCPIN) that provided access to some of this data to non-County entities.

During the week the transaction system handles an average of 600,000 - 800,000 transactions per day with occasional peaks at over one million transactions. Weekends normally average 150,000 - 250,000 transactions per day. Monthly totals range from 15 to 20 million total transactions. 98.7 percent of all transactions have response times of one second or less. The system is available for use 24/7, 365 days per year and normally has no unscheduled down time.

Effective County government requires big data with big transaction volumes, all provided on our Big Iron, the County's mainframe system.



The graph above shows the history of online transaction processing in the County since 1998 and continues through the end of the third quarter of fiscal 2012.

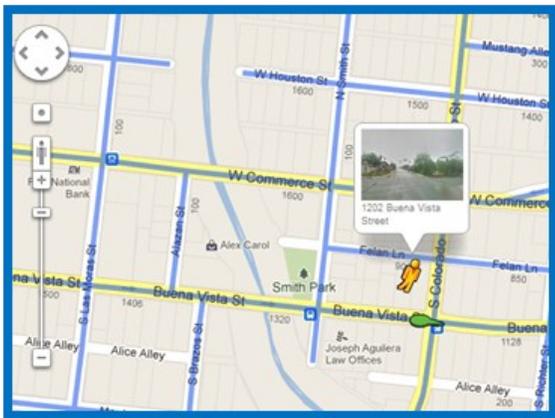
## Meet Mr. Pegman

Maps are one of the most ancient resources known to man, and as our world has rapidly grown more technology-based, maps have evolved from static pages with generic information to dynamic, interactive web utilities that offer a variety of information, statistics, and demographics.



Google Maps is the most used map application online, and their “Street View” feature is a demonstration of the advancements that map technologies have gone through. Street View allows a user to see photographs of the locations they are researching, as well as visually travel roads and highways all around the globe.

Mr. Pegman is the kind gentleman who helps map users navigate in Google Street View. Mr. Pegman waits on the left side of the Google map above the zoom bar, leaning out eagerly when you hover over him. Grab Mr. Pegman by holding down your computer



mouse button, and drag him out over the map you are interested in. All map roads that

have Street View available will turn **blue**. (Not all smaller streets are available in Street View but you will find the majority of streets are.) You can then set Mr. Pegman down on any blue-lined street by releasing the mouse button, and Street View marvelously opens up with a photograph of the area.

The Street View image can be manipulated by clicking and dragging to the left, right, up,



and even down slightly. When a white circle or square is present, you can double-click to zoom in on that spot. Clicking the white arrows visible in the middle of the street moves you along the street in the direction they are pointing.

Street View comes in so convenient once you get used to using it. Driving to a new place? Check it out in Street View to see where you’re going, where to park, etc. Moving to a new City or State? Contemplating flying to a far-away vacation? Take a long stroll there with Mr. Pegman to see what the area is actually like and where the places you’ll want to visit are located. You’ll find dear Mr. Pegman is *always* a great escort.

## LAWSON PUNCHOUT LETS CLIENTS ORDER DIRECT

*Lawson Punchout is the latest innovation in the procurement process for Bexar County departments and offices.*

Punchout is the Lawson product that allows designated employees in departments and offices to order directly from vendors without having to route the order through the Purchasing Department first. The individual goes directly to the vendor's website and places their order - like shopping online.

At present, there are four vendors which have been fully implemented with the Punchout application. They are Of-

ice Depot, Dell, Grainger Industrial Supply and CDW-G. More vendors are in the process of being added to the group in an on-going project. Some of the additional companies being considered are Office Max, AT&T, Consolidated Office Systems and Best Buy, Inc.

The Punchout process is straight forward and built for ease of use. From the Lawson Portal you start by creating a new requisition. Choose the "Shopping" option in the Requisition Center and input the values for the normal/required fields, i.e., delivery date, account field, etc.

Then, hover your cursor over the "Find Shop" menu-bar option and click "punchout". Based on your User ID, a unique set of pre-defined vendors will display.

When you choose the vendor and click the "OK" button, you are taken directly to the vendor's website and are transferred to a vendor-managed page listing only those Dell items

which have been authorized by Bexar County.

When you have finished shopping, click the "Create Order Requisition" button. After reviewing the specifics of your order, you can optionally print a summary of your order and the order details. Then,

click on "Submit Order Requisition" and release it for the departmental approval process. Once approved, a Purchase Order is created and is transmitted electronically directly to the vendor.

Typical comments from those who have already implemented and used the new Punchout application emphasize the fact that this method is much simpler, easier and more efficient than the previous process - especially for routinely ordered items. It saves the Bexar County department/office time and effort and benefits the vendor in many ways, as well.

