



# Bexar County IT News

July 2012



## Bexar County Wins Best of Texas Award



The Bexar County Online Parks Reservation System won the Best In-House Developed Application in Texas! The award was presented in Austin as part of the Government Technology Conference (GTC) Southwest 2012 on July 12th.

GTC Southwest plays an important role in highlighting best practices and new, innovative solutions to provide better services to the

citizens of Texas.

GTC will issue a press release and the winner's icon for the website within the next few days.

For more information about the Bexar County Parks Reservation system please see the November 2011 *Bexar County IT News* or visit the website at <http://parks.bexar.org/parksreservation>.

## Cool Tech: IVR For Criminal Court Dates

One of the most frequently asked questions to the Bexar County operator is "when is my next court date and in what court room number?"

Criminal Felony and Misdemeanor court dates are now available for citizens through the Bexar County main number, (210) 335-2011.

Callers can get information on their next court date by simply calling the Bexar County main number and selecting option #4 "Courts". The criminal courts court date system is able to

provide the next court date and court room number via a drivers license number.

When needed, citizens with further questions can still reach a live operator by pressing "0". This valuable online service is available 24/7, with operator assistance available during normal work hours.

The Criminal Courts Interactive Voice Response (IVR) system has been in production since earlier this summer in June.

# Smart Notes for Purchase Orders Now Available

A new product in the Purchasing system was recently released by the Lawson Team called a “Smart Note” for Purchase Orders. Requesters can now use this tool to quickly retrieve the Purchase Order information that is relevant to them.

Every morning around 7:00 am, an e-mail will be distributed to requesters if a PO was sent to the vendor on the previous day. For example, if a PO is sent to a vendor on Monday afternoon, the requester of the original requisition will receive an e-mail Tuesday morning with the following information.

POs sent to vendor yesterday							
PO Number	Requester	RQ Number	Req Location	Vendor	Email Address	PO Issue Date	Options
130486	blyssy	1299	SSA	10824	blyssy@bexar.org	02/13/2012	<a href="#">Details</a>
Condition Applied - Columns in Data from PO Issue Date and Data from Requisition to Purchase Order - Issue-date columns merged with Data from Requester List- No columns were compared							

The information shown above includes the PO number, requester ID, RQ number, requesting location, vendor number, e-mail address of the requester and the date the PO was sent to the vendor. In addition, under the “Options”

column, there is a link labeled “Details”. Choosing this link will reveal another page containing two links: “View Purchase Order on PO20.1” and “View Requisition on RQ10.1”, as shown below.

Actions	
<a href="#">Find Related Items</a>	<a href="#">Recommended Analysis</a>
<a href="#">Link to Applications</a>	<a href="#">Jump to Files</a>
<a href="#">View Purchase Order on PO20.1</a>	
<a href="#">View Requisition on RQ10.1</a>	

If the “View Purchase Order on PO20.1” option is chosen, the Lawson Portal will open and populate the PO20.1 form with the information regarding the corresponding PO that was shown in the Smart Note. Similarly, if the “View Requisition on RQ10.1” is selected, the matching requisition will be revealed and populated in RQ10.1. The requester can even

forward the e-mail to other Lawson users and the link will work for them, as well.

This product has been warmly received since its implementation and, consequently, the purchasing process has become just that much more effective and efficient for employees of Bexar County and their vendor partners.

# New Tech: CIJS E-Learning

As the CIJS project gets moving along, more and more County employees are being exposed to and learning about AiCMS (AMCAD integrated Case Management System). AiCMS is one of the main products which form the foundation of CIJS.

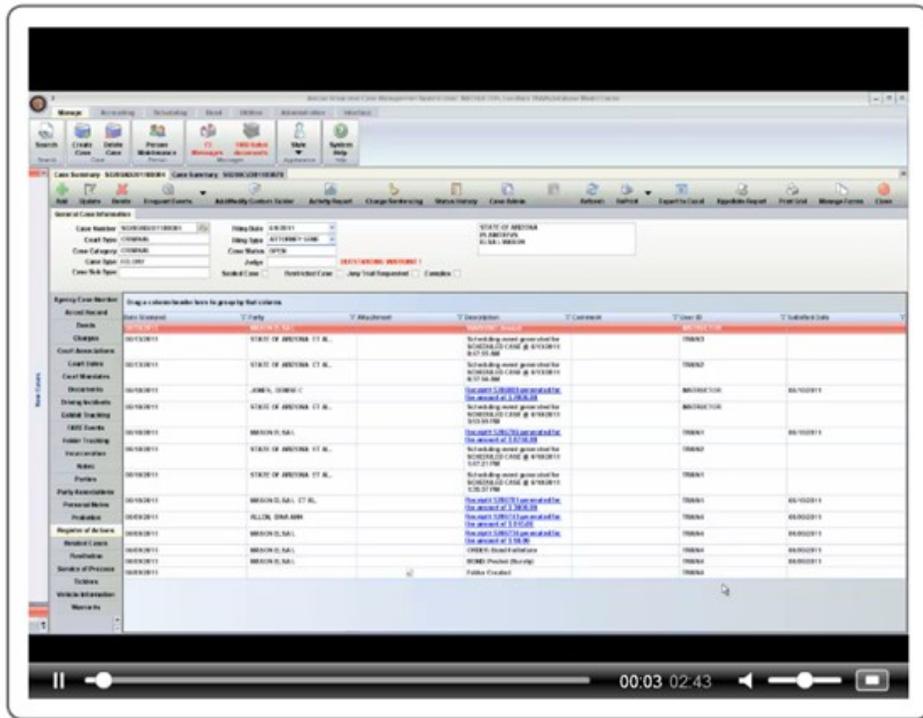
To help accommodate the transition to the new system, training classes are being offered to specific groups as they are brought into the project. However, we've found that some people like refresher training, and some people like to take a sneak peek on their own.



- Attorney, Judge
- Civil Case
- Criminal Case
- Event Category - Event Type
- Event Cost Tab
- Event Forms
- Event Management
- Frequent Events
- GCI
- General Search
- General Search - Basic
- Mass Docketing
- Payment Receipting
- Person Maintenance
- Person Matching
- Related Events

AmCad and the CIJS team are committed to ensure that the new system for Bexar County meets the functional requirements of our users. Success, however, can only be assured when we have effectively trained and prepared them to operate the system well. This makes training an important component of user readiness and project success.

We are conduct a Training Needs Assessment of our users to determine which courses should be offered to better prepare them for the new application. In the meantime, we need to get a sense of the relative skill levels of our users concerning PCs and MS Office. When we train individuals on the new system, we want to ensure that each one already possesses the necessary PC skills to be successful.



To meet this demand, the CIJS team has added e-learning to their intranet website.

The e-learning site has several videos that show the user how to maneuver through the AMCAD system. They range in length from one minute to three and a half minutes, so it's easy to pick the parts that interest you, and skip the rest.

These videos are online via the Bexar County intranet at <http://intra/cijs/ELearning.html>.

Please note, at this time these videos are available only on the intranet site, and not the public internet.

## Bexar County Map App Project



Bexar County Map App Project (BCMAP) leverages County specific information and provides a collection of web maps accessible through smartphones via an existing (and cost-free) smartphone-friendly website and app.

This project utilizes the Environmental Sciences Research Institute's (ESRI) ArcGIS App (available in the Apple Store and Android Market).

For information visit <http://map.bexar.org/bcmap/index.html>

The BCMAPS collection includes:

- ▶ Resident & Visitor Information
- ▶ Regional Libraries
- ▶ Bicycle Information
- ▶ Bexar County Jury Duty Information
- ▶ Bexar County Facilities
- ▶ Public and Private Schools Database
- ▶ Low Water Crossings
- ▶ Tax Assessor-Collector's Vehicle Registration Payment Locations
- ▶ Bexar Appraisal District's Parcel information

## Follow Up: EDC Power Upgrade

As reported in the April issue of *Bexar County IT News*, the power system for the Bexar County Enterprise Data Center (EDC) is being upgraded to provide much needed additional capacity which will help us move forward with technology and systems upgrades.

*Bexar County IT News* is happy to report that as of July 8th, the major tasks for the upgrade are complete, and the power systems for the mainframe, servers, switches, printers, and related equipment are on the new circuit.

It took a lot of effort and a lot of coordination from a lot of people to make this work. Teams from Facilities Management, BCIT, Sheriff's Office, Central Magistration, Pretrial Services,

Elections, District Attorney, and others all helped to make this project a success. Special thanks to Troy Spear from Facilities Management and Phillip Rico from BCIT who kept things moving along from start to finish.



*Troy Spear and Phillip Rico*