



Bexar County IT News

April 2014



Bexar County's Emergency Operations Center



About seven miles south of town, as the crow flies, lies the San Antonio Office of Emergency Management, located in Brooks City-Base. Nestled in this secure site is Bexar County's Emergency Operations Center (EOC). The EOC serves as a WARM backup site for the County's IBM mainframe computer complex located in the Enterprise Data Center (EDC) which is located in the

Courthouse Annex. There are three types of disaster recovery sites: hot, cold and warm. A hot site is a duplicate of the original site of the organization, with full computer systems as well as complete backups of user data and is able to provide business continuity and load balancing. Cold site does not include backed up copies of data and information from the original location of the organization, nor does it include hardware already set up. The warm site EOC has hardware and it is used to mirror the on-line databases at the EDC using a high speed fiber optic network. Every time a record is updated on the IBM z114 server through its transaction processor (CICS) throughout the County, the record is updated simultaneously at the EOC in a storage array.

Aside from the IBM z114 server, the EOC has a full complement of software that is running at the EDC as well as a similar disk array and automatic tape library manager. Most software providers (IBM, ASG, Beta Systems, etc.) allow for two tests of the full disaster recovery site per year to test any new releases/upgrades to their product. In this way, the EOC remains ready if needed.

Bibliotech Update

Since the doors opened in September 14, 2013, BiblioTech has found new ways to make it easier for people to access the first and only public library with no physical books. The BiblioTech opened a second location at 101 W. Nueva, San Antonio, TX. in the Central Jury Room. The people will have access to e-books, comics & graphic novels, magazines, audio books, movies and/or music.

The BiblioTech Central Jury Room can be accessed Monday through Thursday 7:30 am - 12:00 pm.



Logon today and sign up for the monthly Newsletter to stay up-to-date with the BiblioTech.
<http://bexarbibliotech.org/enewsletter.html>.

eFiling Automation



The Supreme Court of Texas has ordered all civil cases in the state to be filed electronically. Due to Bexar County's population, we were part of the first phase of Counties to go live with mandated eFiling on January 1, 2014. BCIT has been working tirelessly with many departments and entities, such as the District & County Clerks' Offices,

the Auditor's Office, OCA, JCIT and Tyler Technologies, to accomplish an automated solution for this mandate. In order to accomplish this goal, the project needed to be broken up into several phases with varying degrees of automation.

On February 27, 2014, the District Clerk's Office went live with what was dubbed internally as Phase 1B; a partially automated solution. In this, the Clerk's Office would "shell" out the case in the DK system (assigning it a case number), and approve the filing in the Electronic Filing Manager (EFM). Through complex interfaces, most of the pertinent case information will flow from the EFM to the DK system, while the case documents will transfer to their imaging system, File360, all in an automated fashion.

In addition to implementation, providing training and go-live support, the eFiling team also has to test the Phase 1B solution when an update is applied to the EFM. One such update occurred on March 1, 2014; just two days after Phase 1B went live! Team member conducted rigorous testing to ensure the interfaces stayed intact, while others provided onsite support for the District Clerk's office.

The eFiling team will continue to the next phase of the project, in addition to providing support for the Phase 1B solution and testing/adapting interfaces as more updates are made to the EFM. The team has plans to expand the implementation to the County Clerk's Office, as well as automating financial transaction in iNovah.

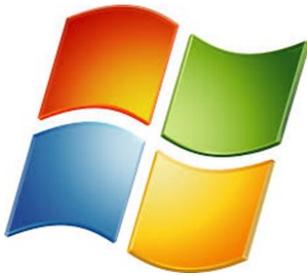
Stay tuned to find out more about the eFiling team and the other phases of the implementation coming soon to the County.

Bexar County Bulk Mailing Services

Did you know the Information Technology department offers Post Office bulk mailing services in addition to the various print shop requests? BCIT currently sends bulk mailings to the main Post Office for the Tax Office Statements & Reminders, Justice of the Peace Warrant Postcards, and the Sheriff's Office Warrant Postcards. If your department mails 500 or more pieces of bulk mail, then you qualify to take advantage of the discounts offered by the Post Office. To get started with the process contact the Help Desk at (210) 335-0222.



THE WORLD OF WINDOWS KEYBOARD SHORTCUTS



Are you a fan of keyboard shortcuts (combinations of two or more keys that, when pressed, can be used to perform a task that would typically require a mouse or other pointing device)? Keyboard shortcuts can make things easier, faster and more convenient - saving you time and effort as you work with Windows programs.

Most of us probably use one or two shortcuts now. Maybe it's the Alt + Tab keys for toggling between open windows or Ctrl+X, Ctrl+C, Ctrl+V to cut, copy and paste, but there are so many more that can be incorporated into your keyboard routine. Listed below are just a few - from the very simple to the more complex.

PRESS THESE KEYS	TO DO THIS
Ctrl + Z	Undo an action
Ctrl + Y	Redo an action.
Shift + F3 (repeat for choices)	Change case on selected text.
F1	Help.
Ctrl + S	Save your work.
Ctrl + P	Print active document.
Alt + F4	Close the active item or exit active program.
Ctrl + F4	Close the specific active document (in programs that allow you to have multiple documents open simultaneously)
Ctrl + U	Underline selected text.
Ctrl + B	Bold selected text.
Ctrl + E	Center selected text.
Ctrl + L	Align selected text to the left.
Ctrl + R	Align selected text to the right.
Ctrl + A	Select all items in a document or window
Windows logo key + "+" or "-"	To zoom in or out.
Windows logo key + Left/Right Arrow keys ()	Snap the window to left/right side of screen.
Windows logo key + "D"	Go to Desktop view.
Windows logo key + "L"	Lock your computer or switch users.
(For Dual Monitors) Windows logo key + Left/Right Arrow keys ()	Move Active Window from one monitor to another.
Windows logo key + Tab	Cycle through programs on taskbar using Aero Flip 3-D.
Windows logo key + R	Open the Run dialog box.
Ctrl + Shift + Esc	Open Task Manager
Windows logo key + Pause	Display the System Properties dialog box.

You may not be a fan now, but if you ever start using a shortcut that proves helpful to you, personally, chances are you will never go back to the old point and click method. Give your mouse a little rest.

Want to see more? Click on this link <http://windows.microsoft.com/en-us/windows/keyboard-shortcuts#keyboard-shortcuts=windows-7> and select "Show All". There are hundreds of them!

ERP: What's In A Name?



What is an ERP? An enterprise resource planning (ERP) system is an integrated suite of business management software that an enterprise (such as Bexar County) uses to store and manage data in support of numerous functions throughout the entire organization.



An ERP system is a vital administrative tool which integrates diverse organizational systems and helps ensure error-free transactions and production. It provides a real-time view using common databases maintained by a database management system - all the while maintaining a chronological history of every transaction. Behind all the individual data entry transactions there are innumerable mathematical calculations that are performed automatically by the system - thus efficiently saving untold hours of human effort and expense.

The applications that make up the ERP system share data among the many County departments and offices that enter the data (Human Resources, Auditor's Office, Purchasing Department, etc.) and facilitate information flow between their various business functions.

Bexar County currently utilizes two ERPs: SAP, which maintains the payroll, benefits and time keeping systems; and Infor/Lawson which supports the purchasing and financial accounting functions. It is through these ERP that purchases get made and employees get paid.

To give you an idea of the volume of data handled by these systems, listed below are a few interesting statistics. From the beginning of the last fiscal year (FY2012-13) through February this year (17 months) there have been:

- Over 1000 employees hired.
- Over half a million timekeeping transactions completed! (That's close to 1500 transactions every day.)
- Nearly 3000 personnel actions (employee promotions, demotions, transfers, etc.) done.
- More than 25,000 overtime payments made.
- Over 1000 employee separations prepared.
- Almost 9000 salary adjustments completed.
- Approximately 18,000 changes to individual employee benefits processed.

In just the first five months of the current fiscal year (FY2013-14) there have been approximately \$150 million worth of regular orders processed through the County purchasing system - representing tens of thousands of items ordered by all County offices and departments.

These statistics represent only a sample of the myriad of business processes that run through SAP and Lawson on a regular basis. Efficiently processing this volume of work in an organization this large without utilizing ERPs as a foundation would not only be impractical; it would be close to impossible.