



Happy Holidays Bexar County IT News

December 2012

Behind the Scenes of BCIT—Teamwork Rules!!



Behind the scenes of the IT department is a complex network of professional personnel whose talents are identified and utilized to best serve the needs of the Bexar County community.

We have employees who concentrate efforts on web-based applications which incorporate servers, graphical user interfaces, tables, etc. Other people deal with legacy systems which intermingle with the mainframe to provide data to over 5000 users who have been authorized to access, modify and print information regarding warrants, caseloads, intake interviews, bonds, dockets, special forms, probates, criminal inquiries, city inquiries, attorneys, bookings, medical data, civil cases, jury proceedings, tax statements, timekeeping—the list is long and the data is granular.

Other staff members are in place to keep the phones up and running, and establish communications to the personal computer or laptop associated with each employee who must engage and process intricate steps to properly update their 'system'. Applications programmers and mainframe security staff play an integral part in supporting over 30,000 programs. Our people work diligently after hours and on weekends/holidays in addition to their 40-hour week because problems don't only occur between 8-5. Our data center operates 24/7. The Bexar County print shop pro-

vides tangible support for unique projects such as mass mailings, pamphlets and presentations material. The technology procurement department is continually busy with ordering, receiving, inventorying and delivering printers, personal computers, software licenses, etc. The network operations team is continually breaking new ground with design, cabling, TCP/IP, server, and Microsoft Exchange projects.

The first responders in BCIT are the HelpDesk personnel at ext. 50222 who initially analyze and correctly document each and every call, and then route the call to the appropriate group so that the user is aware that the call has been entered into our problem resolution tracking system, and a live person will be further looking into it.

Help calls sometimes seem easy to people looking in from the outside, but in truth, a simple statement that "Officer Jane Doe cannot print her summons to printer EM12" often works itself into a project which engages 3, 4 or 5 different areas in order to completely resolve the issue. Highly efficient methods of troubleshooting, including remote assistance sessions, are shared between our teams to hone in on where the break is, what it will take to get the user up and running, and follow through to keep them at an optimal status.

Ideally, we strive for those MAGIC MOMENTS which yield the Oohs and Aahs as something that had gone awry suddenly breaks free and is flowing again. Inevitably, as service is restored, the 'you guys are awesome' phrase leaves all involved with a feeling of accomplishment. Make no mistake, the goal of all involved is to keep our partners op-

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tightly aligned. Some calls just take much more effort than others.

Imagine taking your car to a dealership and saying that your brakes are making a funny noise. After a significant investment of time and diagnostic effort, someone determines that it is a software issue in a computer chip that is faulty and could potentially blow the car up, has been recalled, must be ordered, reinstalled and tested to insure the proper functionality of the moving vehicle. Imagine also what happens behind the scenes when you call your cable company because there is no longer a picture on your television screen—some diagnos-

tics can be done remotely, others are going to take trained personnel to check the main transformer, your outside lines, the inside lines, the router, the television settings, the remote control, etc., to determine if the problem lies outside your house and has nothing to do with that sneaky cat or neighborhood squirrels chewing on a critical cord. It all had to be checked in the quest. Stuff happens.

The next time you call the HelpDesk, feel confident that we are using everything in our arsenal and all members of our teams to provide you with the high quality, rapid-response service you deserve. Our door is always open.

Make A Note of This



You may not have heard of it, but it has the potential to serve as a very powerful device in your everyday bag of tricks. **Microsoft OneNote** is a computer program for free-form information collecting and multi-user

teamwork. It's a digital notebook that gives you a single place where you can gather all of your notes and information with the added benefit of powerful search capability.

OneNote can collect your notes (handwritten or typed), drawings, screen clippings, and even audio commentaries in one location and share them with other users of Microsoft OneNote.

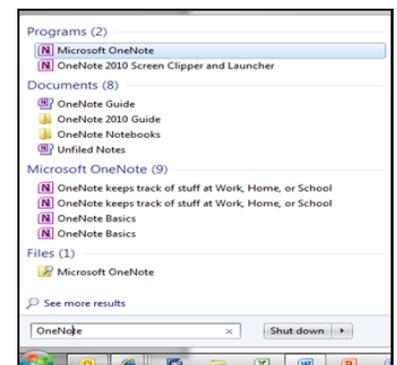
As a Microsoft OneNote user, you can enter typed text via keyboard, create tables, insert pictures and more. However, unlike a word processor, you can simply write anywhere on a virtually unbounded document window by just clicking there—no need for formal paragraphs, etc. Also, you do not

need to explicitly issue a save order; OneNote saves data automatically as it is entered.

OneNote can help you become more productive by keeping the information you need at your fingertips and reducing time spent searching for information across e-mail messages, paper notebooks, file folders, and printouts. Keep data (which is relevant to one subject or project but is stored in all kinds of media) together in one place!

Screen capture is one Microsoft OneNote feature that is super simple and effective to use. All of the illustrations in this article were easily lifted from their respective locations with a couple of keystrokes.

Microsoft OneNote comes as part of the Office 2010 package. Just click on the Start button, type in OneNote and pin the icon to your taskbar.



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Take a look at the Quick Reference Card.

<http://office.microsoft.com/en-us/onenote-help/quick-reference-card-RZ102694333.aspx?CTT=1§ion=9&mode=print>

OneNote is also available as an application for Windows, iOS, Android, Windows Phone, and Symbian.

OneNote keeps track of stuff at Work, Home, or School

Gather, organize, search, and share ideas, thoughts, clippings, lists, projects, meeting notes, lectures, references, event plans, instructions, journal, etc. etc. etc.

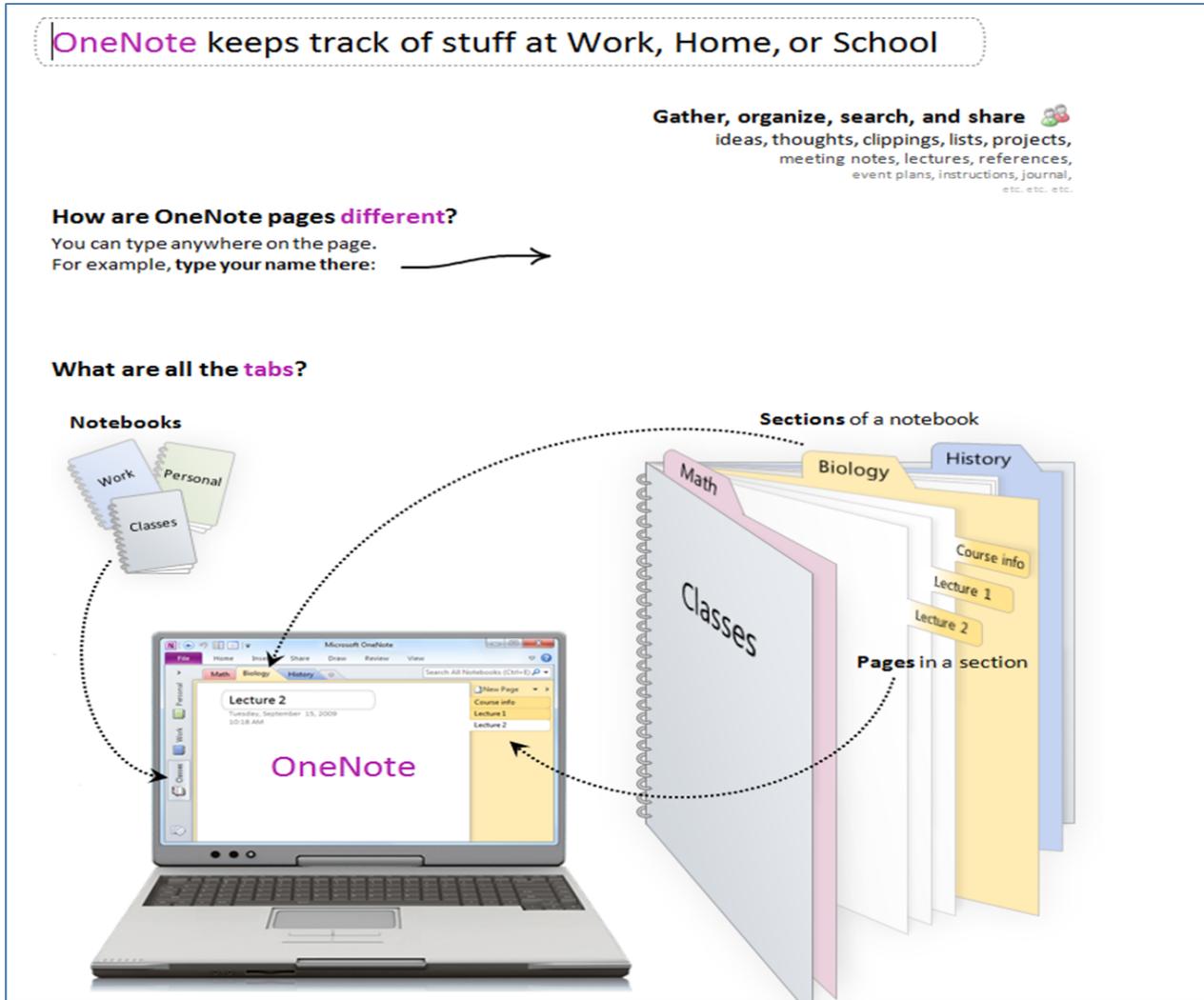
How are OneNote pages different?
You can type anywhere on the page.
For example, type your name there: →

What are all the tabs?

Notebooks
Work, Personal, Classes

Sections of a notebook
Math, Biology, History

Pages in a section
Course info, Lecture 1, Lecture 2



OneNote at Work

Work: Meetings, Direct reports, Projects, Customer requests, Reference, Conferences

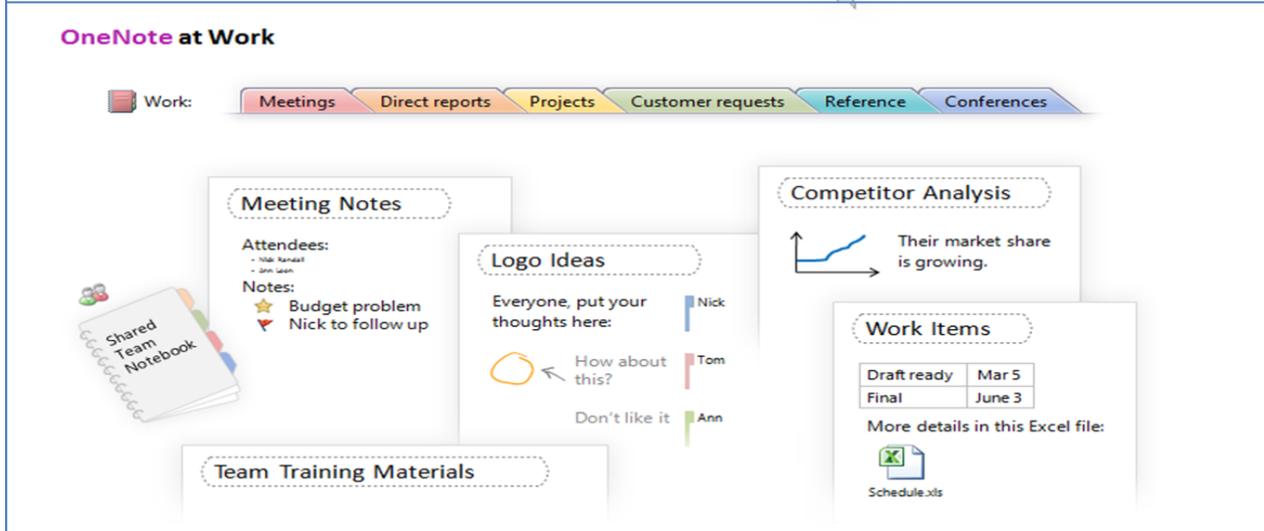
Meeting Notes
Attendees: Nick Karsell, Jim Lam
Notes: Budget problem, Nick to follow up

Logo Ideas
Everyone, put your thoughts here:
How about this?
Don't like it

Competitor Analysis
Their market share is growing.

Work Items
Draft ready: Mar 5
Final: June 3
More details in this Excel file:
Schedule.xls

Team Training Materials



Time For End-of-Year Mailbox Clean Up

Are you reaching the limit of your mailbox storage quota, or simply want to get rid of some clutter in your mailbox but don't know where to start? This is the guide for you! While there is no single "holy grail" method in storing your emails, the strategies used for cleaning up your mailbox effectively are much more generic and can be used for pretty any storage method you use.

In addition to having that "cleaned up" feeling, there are also technical benefits to having a tidy mailbox such as faster loading of Outlook, less clutter in your Search results and quicker backup ups since the mailbox to backup is now smaller.

How big is my current mailbox?

Before starting with cleaning up, you'll first need to know how "dirty" your mailbox really is. To get an overview of the total size of your mailbox and each individual folder you can open the Folder Size dialog box.

Open the Mailbox Cleanup dialog.

- Outlook 2010
- Under the File Tab, Click "Info"
- Click "Cleanup Tools - Mailbox Cleanup"
- Click "View Mailbox Size"

Subfolder	Size	Total Size
Calendar	930 KB	930 KB
Contacts	4750 KB	4750 KB
Deleted Items	6023 KB	6079 KB
Deleted Items\Templates	37 KB	55 KB
Deleted Items\Templates\Reply	18 KB	18 KB
Drafts	460 KB	460 KB
Inbox	148146 KB	148601 KB
Inbox\newsletters	0 KB	0 KB

In the window that is being displayed now, you'll see an overview of your mailbox folders and their sizes. When connecting to Exchange, you'll see a Local Data and Server Data tab. Only look at the Local Data tab; cleanup changes you make will automatically take place on the server as well.

Deleted Items

This one is easy. Right click the Deleted Items folder and choose "Empty Deleted Items folder".

Tip!

Do you want to be prompted to empty the deleted items folder when you close Outlook?

You can find this option under the File Tab - Options - Advanced. Place a check mark in the box entitled "Empty Deleted Items folders when exiting Outlook".

Communication Audit Saves Six Figures

As part of the Budget management strategies, BCIT went out for RFP (Request for Proposal) to have an outside Audit Company come in and perform a physical inventory of all telecommunications lines/circuits, audit all telecommunications contracts/bills and to provide recommendations for future savings. Phase II of the RFP was for the Audit Company to assist Bexar County with the recovery of any over-billed/over-paid amounts.

This Audit process has been a great success!! As a result of this audit, AT&T discovered an error in

their billing system that was charging Government and Education entities for taxes they are exempt from. AT&T has since updated their billing system to correct this error nation-wide. So far, Bexar County has received approximately \$100,000 in billing credits due to this and other over payments discovered. The audit also identified savings of approximately \$12,000 per month on the monthly bills for local voice (single & multi lines), private voice lines, WAN/LAN copper & optical services and taxes.