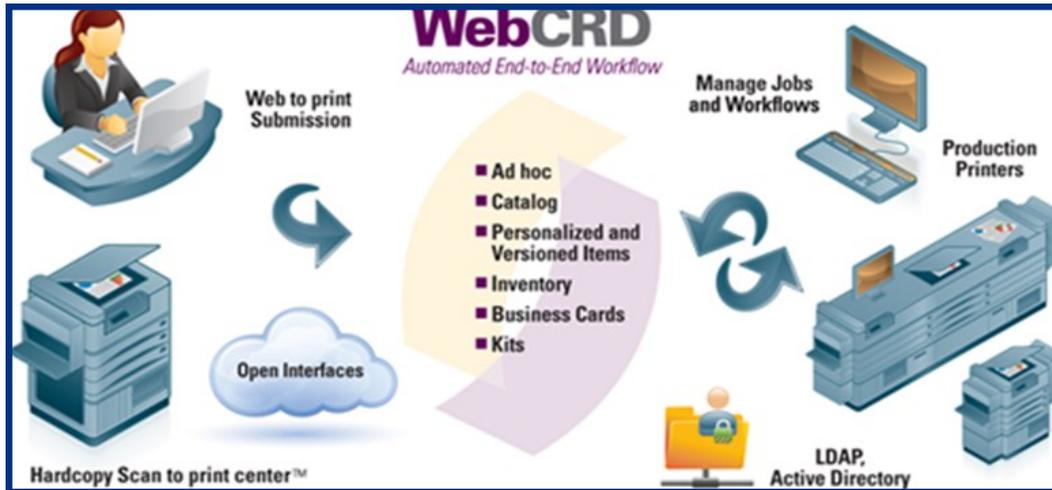# Happy Holidays Bexar County IT News

December 2013

Bexar County Print Shop

Stop for a minute and think about how many times your department needed to print a banner, flier, business cards, brochures or anything else, but you do not know who to call for your printing needs. Well, look no farther than the Bexar County Print Shop. They are making it easier for everyone to place an order.
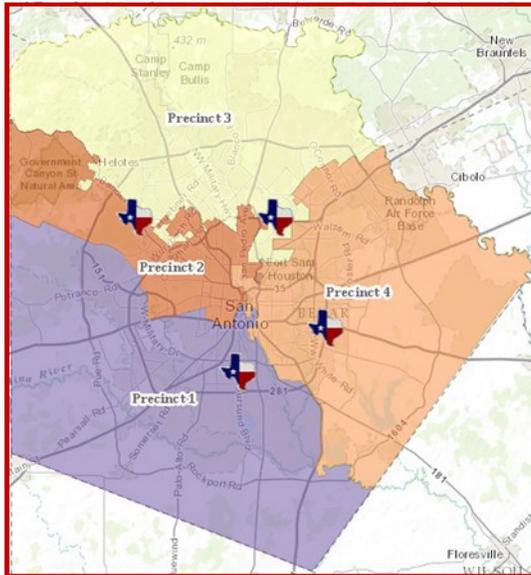
In the near future Bexar County Information Technology will introduce a new tool that will allow users to submit print request easier and faster. WebCRD is a tool that allows people to submit print jobs to Bexar County Print Shop. The users will experience precise, thorough and easy to understand instructions. Users are guided through the submission process with highly intuitive, pre-populated instruction fields (http://www.rocsoft.com

The Blue Valley School District, a growing K-12 district in Kansas. has taken advantage of this software and Jason Gillam, Assistant Director of Business Operations, says:

> Since adding WebCRD, we've had a 738% volume increase without adding staff or increasing our budget to the school, while saving $100,000 in chargebacks annually and an estimated nearly 50,000 hours of teacher time annually that can be put back into the classroom. We would have never reached this point without WebCRD.

Bexar County users will submit their print request by logging onto WebCRD and once the request is verified and approved by the department the request will go to the BCIT Print Shop and the Print Shop will process the request.

CIJS Triumphs over JP Redistricting Deadline

Commissioners Court recently approved redrawing district lines for the Justice of the Peace and Constable precincts. The redistricting decision was intended to help balance the caseloads in each precinct. With these changes, the Justice of the Peace Precinct 1 will no longer be in the Downtown area. The Downtown office will now join their Satellite office at 3505 Pleasanton Road. The Court also approved to add a half-time Justice of the Peace position to each precinct.

What does all this mean for BCIT? The Justice of the Peace Courts and Constables have been using AiCMS (AMCAD Integrated Case Management System) for the past several years. The system stores case information for each precinct. With redistricting, the AiCMS required a significant system configuration upgrade. For any Justice of the Peace judge whose district changed, a system enhancement was necessary to update court schedules, court locations and case locations for new and open cases. Additionally, reports and forms generated from the AiCMS system needed to be tested and checked for updates. The Constables ticketing system and the e-Truancy system that the school districts use to electronically file truancy court documents with the Justice of the Peace required upgrades as well.

Completion time for a project of this scope would normally take several months to complete. However, the timeframe allotted to the CISJ team for the time sensitive project was only 12 days. With the amount of work that needed to be done in such a short amount of time, the upgrade seemed nearly impossible. The CIJS team was able to rally together and successfully upgrade the system in their first weekend attempt, November 8th. The CIJS team spent the next business day after the upgrade at the Justice of the Peace Courts, assisting users and ensuring that all system upgrades were properly functioning. After going live we received only 6 issues. While this proved to be the most challenging upgrade to date, it was also the most successful.

BCIT United Way Campaign Hugely Successful

Once again great generosity and a genuine concern for community were demonstrated by Bexar County Information Technology personnel as they completed their 2013 United Way Charitable Campaign. This year the BCIT Department raised over $13,300 for United Way!
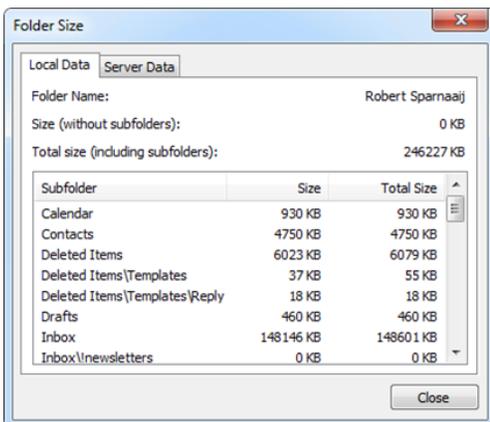
Besides the regular voluntary contributions made through payroll deduction, a series of special fund raising events were efficiently coordinated and directed by this year's campaign chairperson, Diana Volz.

Separate special events included a root beer float sale, a silent auction of remarkable items donated by BCIT employees, a homemade baked goods sale, a taco breakfast and a raffle with some impressive prizes. With the added participation of several other County offices and departments including the Bexar County Sheriff's Office, the County Auditor's Office and others who participated in the drawing the entire enterprise was a great achievement!

You can make a donation to the United Way Campaign of San Antonio and Bexar County at any time. For further information contact them at http://www.unitedwaysatx.org. For those in need of help, 211 is a number that anyone can call for help at any time. They are open 24/7 and can also be reached at http://www.unitedwaysatx.org/get-help.

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 follow the steps below to 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"

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.

> 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".

Deleted Items

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

Happy Holidays From The ITNews Staff

We would like to thank all of our readers for your comments and support over the past year. We hope for continued success in the coming year, and look forward to your comments! Have a Safe and Happy Holidays!