Bexar County IT News

February 2012

Bexar County On-Demand Mapping (BCOM)

The BCIT eServices Division is increasing access to Bexar County Geographical Information Systems (GIS) data through the **Bexar County On-Demand Mapping (BCOM)** Project.

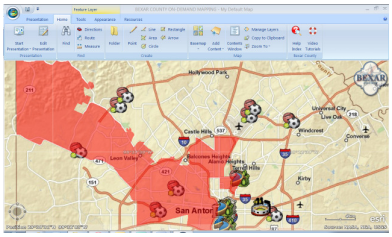
BCOM, similar to Google Earth but tailored for Bexar County information, is your gateway to maximize county access to GIS resources. BCOM seeks to broaden the scope of the GIS user county-wide. It allows Bexar County employees to visualize, search and query geographic layers. It also creates interactive presentations much like PowerPoint.

Key BCOM features include:

- Ready-to-use Bexar County base maps and layers
- Combine personal data to create custom maps
- Add photos, reports, and videos to your maps
- Search regional amenities
- Satellite and bird's eye imagery
- Query county parcel data
- Create interactive presentations
- Measure distance and areas
- View floodplains, precincts, districts, contours, parcels, schools, libraries, bus stops & routes, aquifers, and so much more!

BCOM makes it possible to:

- Make map notations; share them with your constituents via email, the web, or exported images
- View community venues, bus stops & routes, rivers & streams, recharge zones, contours, parks, libraries



For insight on the capabilities and basics of BCOM visit this link to see videos:

http://intramaps/bcom/

- Add municipal services containing zoning data, historic districts, Points of Interest, other incorporated areas and water features

Calling All Toners!

We want your unused printer toner! In order to help all County offices with cost savings, BCIT wants your unused toner cartridges. We will share these cartridges with others who use the same cartridges for their printers. "One man's trash is another man's treasure," as the saying goes.

Please give your unused toner cartridges to our Central Mail staff when they do their daily delivery pickup. For special pickups, contact Central Mail @ 335-2104.

Employee Deal: Microsoft Software for $10!!

All Bexar County employees are eligible to purchase a licensed copy of the Microsoft® Office 2010 Suite to install on your home computer.

To take advantage of this deal, go to http://hup.microsoft.com/ and enter your county e-mail address along with code **DBA84CFE51** to purchase.

As part of this program, for an additional $10, you can also purchase Microsoft® Project 2010.

If you do not have a county e-mail address please contact the BCIT Helpdesk at 335-0222 or helpdesk@bexar.org to request a "New Hire Request Form". Your Supervisor/Manager will need to approve you for a County email account so that you can take advantage of this program.

County Clerk's Automated Case Numbering

The County Clerk's Office is now using technology to automatically create new case numbers for Bond Forfeiture and Probate Court cases. Case numbers are created automatically by the County's mainframe Centralized Docket Application in real time, on-demand, as part of the case entry process.

Previously, this task was done manually and could only be done in one physical location because of the need to ensure new cases were numbered sequentially. With the update to the mainframe system, the County Clerk's Office has gained the ability serve clients (accept case filings) in more than one location simultaneously.

In addition to automatically assigning new case numbers, the system now can automatically assign the next court in rotation where there is not continuous jurisdiction.

The County Clerk's Office continues to adopt new technology to streamline internal workflows and provide better services to Bexar County citizens.

If you have ideas for how technology can help improve your business, please give us a call! The BCIT helpdesk is equipped to route these requests to the appropriate task group within BCIT. Contact them at 335-0222 and we can get the process started.

Help From The Helpdesk

The BCIT Helpdesk is here to help you do your job better by making sure technology works for you.

Everybody loves technology when it works. Unfortunately, sometimes there are problems. That's where the BCIT Helpdesk can help. You can contact the Helpdesk via e-mail

Helpdesk@bexar.org or by phone at 335-0222. Outside of normal business hours, the number to call is 335-0100.

The Helpdesk takes your requests for program modifications or enhancements, system password resets, quick "how-to" help for enterprise and desktop software, and

(Continued on page 3)

Help From The Helpdesk

(Continued from page 2)

help with configuring / reconfiguring software installed on your PC or laptop or County-issued mobile phone.

We will always try to resolve your issue on first contact if possible—it's the fastest way for you to get back to work, and for us to be able to help the next person in the queue.

Help desk calls which cannot be fixed immediately are triaged and escalated to the appropriate staff in one or more of our production divisions:

- mainframe applications
- enterprise applications
- GIS applications
- CIJS
- eServices
- web development
- telecommunications
- videoconferencing & multimedia
- network and systems management
- mainframe systems management
- enterprise data center & print shop
- technology training
- central mail

Depending on the nature of the issue, the IT staff member who is assigned may take immediate corrective action, may contact you for additional information, or may add the item to the list of pending requests. Of course, issues with immediate production impact ("work stoppage") get the highest priority, followed by high-impact ("show stopper") issues.

Once a help ticket is opened, you will receive an e-mail with a help ticket number (see the example below). Sometimes, people will call about an previously reported issue and won't have received an e-mail with the help ticket number—in most cases, it turns out the e-mail was either sent to someone else (for example, if someone else made the initial call on your behalf), or the e-mail may have been routed to your "Junk E-mail" folder in error.

Help Call #69823 has been assigned to the PTSTRN group.

helpdesk@bexar.org

You forwarded this message on 1/25/2012 4:37 PM.

Sent: Wed 1/25/2012 4:27 PM

To:

Help Call # 69823 has been opened and assigned to the PTSTRN group.

Here are a few helpful tips that you can perform so that you make one less call to your helpdesk professional (it's not uncommon that the cause is a simple oversight):

Computer running slow? A program is giving you an error? Can't access shared drives? Restart your computer, then try the program again.

Unable to access Mocha, Internet or Outlook? Check that all your wires have a secure connection from your computer to the wall.

Unable to print? Check that the printer is on, has paper, and that the printer wires are securely connected.

When contacting the Helpdesk, things will go faster if you can: Locate the Bexar Information Technology ID label which may be on the tower of your computer, on the front of your printer, or on your laptop PC (see above).

WE want you to have technology that works, but when it doesn't, we want to help you get going again as quickly as possible. By trying a few simple steps and having this information handy when you call, we can help get you back in business ASAP.

Technology Training

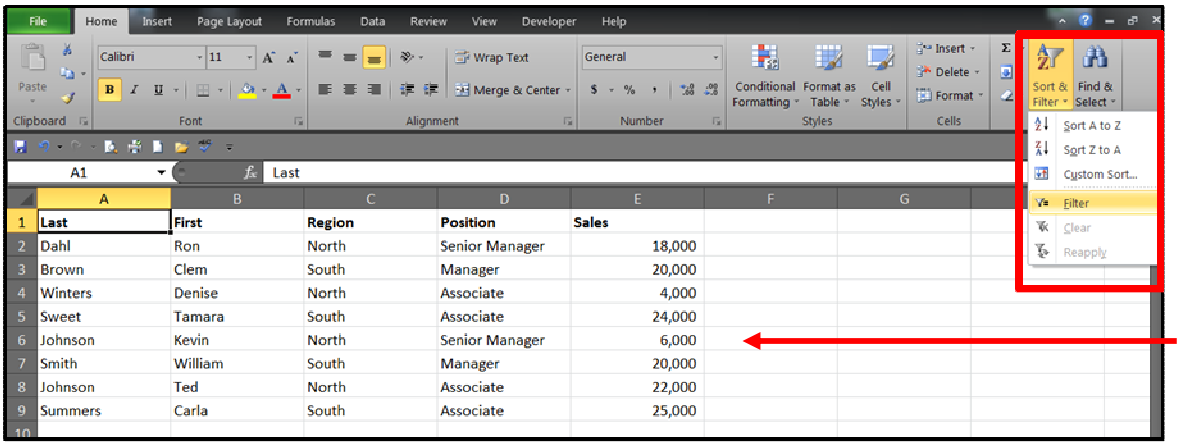
A few upcoming technology training classes are shown below. Register for these classes via e-mail: ISTrainingRequest@bexar.org. Be sure to have your supervisor's permission to attend. We also have online training available for Microsoft Windows, Microsoft Office 2010, and other courses. Visit the BCIT Technology Training & Support site for more details: http://intra/TechTraining/index.html. Please contact Vanessa A. Mayorga at 335-0236 with questions regarding BCIT Training.

Date	Class	Time	Location
Tues, March 6, 2012	MS Word 2010 (Level 1)	9:00a – 4:00p	Records & Training Center 232 Iowa St.
Tues, March 14, 2012	MS Excel 2010 (Level 1)	9:00a – 4:00p	Records & Training Center 232 Iowa St.
Tues, March 20, 2012	MS Outlook 2010 (Level 1)	9:00a – 4:00p	Records & Training Center 232 Iowa St.
Tues, March 29, 2012	MS PowerPoint 2010 (Level 1)	9:00a – 4:00p	Records & Training Center 232 Iowa St.
See the rest of the March & April 2012 calendars at: http://intra/TechTraining/calendars.html			

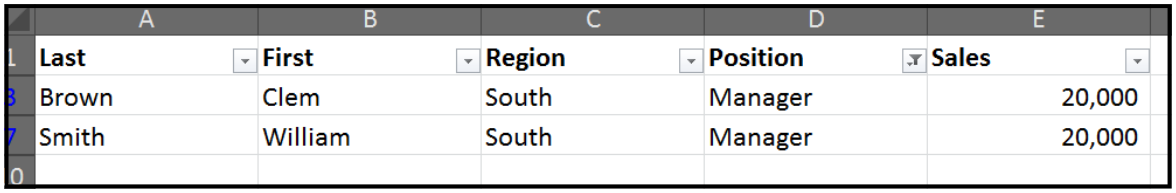
Tech Tip: Microsoft Excel 2010

Do you keep records in your Excel spreadsheets? If so, you can quickly turn your data into a table so that you can easily filter and sort the information.

1. **Click on any cell within your data**
2. **On the Home Tab, click Sort & Filter, click Filter** *(shown below)*
3. **Select the drop-down arrow within a column to filter** *(only see)* **specific data, click OK**



EASILY turn this



..into THIS!