

# **Bexar County IT News**

May 2014



### **Bexar County Wins 2 Best of Texas Awards**



Active Felony Warrants GIS Application won the Best In-House Developed Application and BiblioTech won for Best IT Collaboration Among Organizations!

The Active Felony Warrants GIS Application provides warrant investigators and officers in the field with a near-real time, automated, personalized mapping application to more efficiently locate and apprehend felony warrants. Furthermore, the availability of this resource reduces not only staff time and drive time, but ultimately saves tax-payers money.

BiblioTech offers much more than simply a digital collection of books, it has the latest Desktop Computers with parallel systems (Windows & OS X) available for use, eReaders and iPads, as well as dedicated children's services (pre-loaded tablets and interactive surface screens). The BiblioTech mission is to provide all Bexar County residents the opportunity to access technology and its applications for the purposes of enhancing education and literacy, promoting reading as recreation and equipping residents of our community with necessary tools to thrive as citizens of the 21st century.

Cathy Maras, BCIT Chief Information Officer will accept the awards on June 17<sup>th</sup> in Austin at a special ceremony at the Government Technology Conference (GTC) Southwest 2014. GTC Southwest plays an important role in highlighting best practices and new, innovative solutions to provide better services to the citizens of Texas.

\*Government Technology and its sister publications are an award-winning family of magazines covering information technology's role in state and local governments.

# Farewell Our Friend - Dan Gonzalez (1947-2014)



It is with great sadness that *Bexar County IT News* reports the loss of a good friend, a great colleague, and a devoted husband, father and grandfather. Dan Gonzalez, Communications Supervisor, passed away on April 16th after a brief illness.

Dan had been with the County since 1992, and had worked in the Communications section as a Communications Technician from 1992 to 1999. In 1999 he was promoted to Communications Supervisor, and served in that capacity for the remainder of his 22+ year career with Bexar County.

Dan was a solid family man, and stood as an example of what it means to be loyal and loving. While his first passion was his family, not far behind was his was his passion for his San Antonio Spurs and his Dallas Cowboys. You could often predict Dan's mood the next day by checking the box scores the night before.

As a lifelong resident of San Antonio, Dan was also passionate about his community, his city, and public service. His work reflected his values of honesty, integrity, hard work, and respect for others. Everyone who had the chance to meet and work with him, for even a little while, was impressed with his dedication to his customers, his team, his department, and the County.

Cathy Maras, Bexar County Chief Information Officer, had this to say about Dan:

"I will of course miss Dan's smiling face and passion for his job and the County, not to mention his Spurs spirit, but mostly I will miss his steady presence as a leader within the department. Dan was the type of person who knew what needed to be done, and made it happen."

#### From everyone in BCIT—

Thanks for everything, Dan, we will miss you and we all wish you the very best in the great beyond.



# **Digital Signage Providing Wayfinding Solutions**

In the early hours each weekday, the Bexar County Justice Center's first floor hallway is full of people looking for different offices, going to Jury Duty, and trying to find a docket.

A person receives a notice with a date, a court number and an address where to appear (e.g. Bexar County Justice Center) from the County Clerk or the District Clerk. They spend some time standing in line at an information



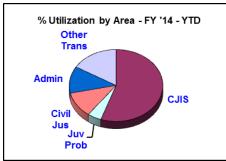
desk, asking a deputy or looking for directories to determine the location of their court. And what if the defendant lost that paper notice? What if the court or date changed?

Bexar County Information Technology developed ways for people to obtain that information in the fastest and easiest way possible through digital signage: 1) Airport-style screens that display the name of the defendant, the court and floor in alphabetical order, split into two screen for fastest finding time (A-L and M-Z); and, 2) Two interactive touch-screens that can perform live searches on name or case number (and coming soon, court number) providing a visually pleasing directional map to the appropriate court/floor.

In the near future, a mobile-device friendly website will also be available, adding yet another way of accessing court case information and location.

#### **IBM Mainframe Utilization & Transaction Numbers**

The IBM mainframe (z114) has performed flawlessly since its installation in August 2013. The chart on the right shows the utilization by area of the 88+ million transactions. The chart below shows the overall CPU utilization for second quarter of the fiscal year, including CPU utilization for January—March weekdays (upper) and weekends (lower).



Since October 1, 2013 there have been 88,084,462 on-line trans-

Second Quarter CPU Utilization

| Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization | Second Quarter CPU Utilization |

transaction processor, CICS. The number of abnormal transactions total was 2,093, or 0.00237% of the total. The total response time was less than one second in 99.55% of the transactions.

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# **Top 10 Safe Computing Tips**

- 1. **Patch, Patch, PATCH!** Set up your computer for automatic software and operating system updates. An unpatched machine is more likely to have software vulnerabilities that can be exploited.
- 2. **Install protective software.** When installed, the software should be set to scan your files and update your virus definitions on a regular basis.
- 3. Choose strong passwords. Choose strong passwords with letters, numbers, and special characters to create a mental image or an acronym that is easy for you to remember. Create a different password for each important account, and change passwords regularly.
- 4. **Backup**, **Backup**! Backing up your machine regularly can protect you from the unexpected. Keep a few months' worth of backups and make sure the files can be retrieved if needed.
- 5. **Control access to your machine.** Don't leave your computer in an unsecured area, or unattended and logged on, especially in public places. The physical security of your machine is just as important as its technical security.
- 6. **Use email and the Internet safely.** Ignore unsolicited emails, and be wary of attachments, links and forms in emails that come from people you don't know, or which seem "phishy." Avoid untrustworthy (often free) downloads from freeware or shareware sites.
- 7. **Use secure connections.** When connected to the Internet, your data can be vulnerable while in transit.
- 8. **Protect sensitive data.** Reduce the risk of identity theft. Securely remove sensitive data files from your hard drive, which is also recommended when recycling or repurposing your computer. Use the encryption tools built into your operating system to protect sensitive files you need to retain.
- 9. **Use desktop firewalls.** Macintosh and Windows computers have basic desktop firewalls as part of their operating systems. When set up properly, these firewalls protect your computer files from being scanned.
- 10. Most importantly, stay informed. Stay current with the latest developments for Windows, Macintosh Linux, and Unix systems.

You can see from the list above that safe computing practices include a combination of how you physically or technically protect your computer by using software and security settings, and the actions you take. You need both to really make a difference. If you consistently use strong passwords, but then leave your computer unlocked and unattended in public places, you are still putting your data in jeopardy. If you use anti-virus software but aren't careful about replying to or forwarding suspicious looking emails, you still risk spreading a virus.

#### Gloria Martinez: 25 Years of Service



With substantial historical perspective, Gloria Martinez, Bexar County Information Technology's Data Control Clerk, says "we've come a long way and still have a long way to go" when asked to comment on her twenty-five years of service with BCIT.

When a Bexar County office or department wants data produced from the mainframe, Martinez is the one they contact. She is responsible for generating current, precise production documentation and reports on-line or in hard copy form, including daily, monthly and special request material.

She maintains a daily operations schedule to

ensure jobs are properly run on time for her customers. She scrutinizes production jobs and notifies programmers of problems when error conditions occur. All the while, she must communicate with department/office employees and other customers (both in person and by telephone) to distribute reports and provide technical knowledge of data processing operations.

The most recent technological innovations she oversees are the WebEnabler website (WebCRD) and the Beta93 mainframe report distribution software. WebCRD is the newly introduced online process through which print shop orders from all County Departments and Offices are processed. Gloria helps users navigate through the WebCRD website and learn the process of ordering their print needs online from the BCIT print shop.

In her spare time away from work, Gloria, a native San Antonian, serves on the board of directors for the Ballet Folklorico de San Antonio (BFSA, a non-profit organization that teaches dances from different regions of Mexico and performs at various functions and festivities throughout San Antonio). She is currently Secretary of that organization and before that, served as its Historian.

First and foremost, she is the mother of two teenage daughters who keep her very, very busy; and both of her daughters perform with BFSA.

Congratulations on 25 years with Bexar County!