



Bexar County IT News

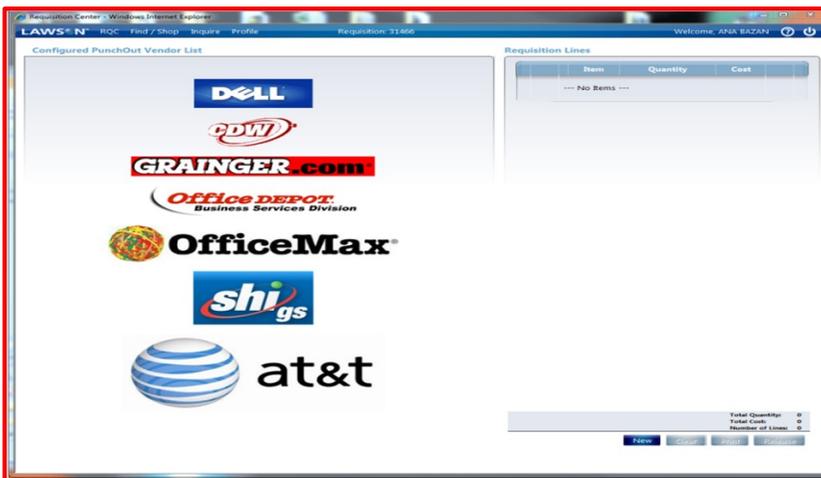
July 2013



LAWSON PUNCHOUT UPDATE: AT&T ADDED TO LIST

Lawson Punchout continues to develop and expand - improving the efficiency and effectiveness of Bexar County government and its employees. New vendors are regularly being added to the Punchout list with one of the most recent being AT&T. Currently, there are seven fully implemented vendors on the application: Dell, CDW-G, Grainger, OfficeMax, SHI, AT&T and Office Depot. And more are coming!

Best Buy, Inc., HD Supply, MSC Industrial Services and Consolidated Office Systems are some additional companies in the queue for future implementation.



Using the Punchout process, authorized employees can order directly from vendors without having to go through the Purchasing Department first. The individual goes directly to the vendor's website and places their order - like shopping online. In the case of AT&T, only employees in the Bexar County Information Technology Department are approved to generate orders, but the speed and efficiency of the order

process have been greatly improved. Items have been arriving within 2-3 business days of the order placement!

The Punchout process is straight forward and built for ease of use. From the Lawson Portal you start by creating a new requisition. Choose the "Shopping" option in the Requisition Center and input the values for the normal/required fields, i.e., delivery date, account field, etc. Then, click "Punchout" on the "Find Shop" menu-bar. Based on your User ID, a unique set of pre-defined vendors will display. When you choose the vendor and click the "OK" button, you are taken directly to the vendor's website and are transferred to a vendor-managed page listing only those Dell items which have been authorized by Bexar County. Select your items; create the requisition; review, and submit to the approval process. Once approved, a Purchase Order is created and is transmitted electronically directly to the vendor.

Punchout definitely makes Bexar County departments/offices more efficient and the vendors certainly see the benefits, too.

Help Desk 101: Insider Tips for Faster Service



I want service and I want it now! We've all done it before; pick up the phone, call the help desk and request service. In this article you'll discover quick insider tips to receive prompt and thorough service when contacting the BCIT Help Desk.

Welcome to a day inside BCIT Support. Every morning we fire up the coffee pot, turn on our phones and check our emails from customers like you who need our help. We all love prompt service and BCIT is here to provide the best quality of service at an exceptional speed. Unfortunately, we can only help once we have full and accurate information to process your work order properly. The best thing to remember when notifying our help desk is to **always** include all important information with names, phone numbers, locations and exact computer information. So let's get started!

Be Prepared:

When contacting the help desk by phone or email be sure to gather the information you need. Below is the required information.

- ▶ **What's the issue?** In detail, describe what is going on.
 - Include application names, websites, printer models etc.
- ▶ **Who's affected?** Is this for yourself and/or somebody else?
- ▶ **Location:** Provide building name, room number and/or street address.
- ▶ **Contact information:** List phone numbers, emails and names of the point of contact and users.
- ▶ **Machine information:** BCIS ID # and IP address located on a white tag on your tower or laptop.
 - If unable to locate a white tag, please refer to a Service Tag #
- ▶ **Best available times:** When is the best time we can work on your machine?

Did you know?

Restarting your machine can correct many problems including slow performance, Mocha issues or shared drive matters.

With the above steps you'll be on your way to providing all the required information to allow us to work promptly and take care of your computer worries! In the following example, Suzanne followed our tips and created this perfect work order!

Hello BCIT,



My name is Suzanne Acosta calling for Judge Snowden in County Court 32 located on the 5th Floor of the Justice Center. The laptop (BCIS ID: CMN4, IP: 10.50.50.255) located on

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the bench is having issues logging in. We tried to restart the laptop twice and we still can't login. Can you please send help? My best phone contact is extension 50222 and the best available time is today between 11am-3pm. Thank you!

Once your ticket has been created you'll receive an email with a help call # and all the information you've provided. If you require a status update, please inform your technician about the help call # listed in your email or ask for your ticket number when speaking to your technician over the phone. With your help regarding full information on your call, BCIT can provide faster service to get your computer back up and running.

Contact BCIT by calling 50222 or email HelpDesk@Bexar.org

Enterprise Data Center Gets An Upgrade



It arrived on a eighteen wheeler semi truck that had 85% of its space free. It had traveled the last of its journey from Houston, Texas after having been built in Poughkeepsie, New York. We had requested a smaller van as we have limited space in the back of the of the Courthouse Annex where the loading dock is located, but the driver did an awesome job at get that truck right up to the dock.

Inside was the IBM zEnterprise 114 (z114) mainframe computer that will replace our current IBM zEnterprise z9 (z9). The features of the z114 over the z9 include: up to 65% improvement in performance in the uniprocessor, up to 50% improvement system capacity, 273 MIPS vs. 251, and 34 Million Service Units (MSU's) which is a measurement of the amount of processing work a computer can perform in one hour. In addition the z114 has 8% lower hardware maintenance and 19% lower software costs.

What the z114 has that the z9 didn't is the Integrated Facilities for Linux (IFL). With the IFL comes the ability to run native Linux applications on the reliable hardware in the industry. We are excited with opportunity that the IFL/Linux makes available, including "big data" analytics and reporting.

The z114 will go live on August 25th. Until then, our Enterprise Data Center team, Applications Development team, and Technical Infrastructure team will spend many hours getting ready for cut over.

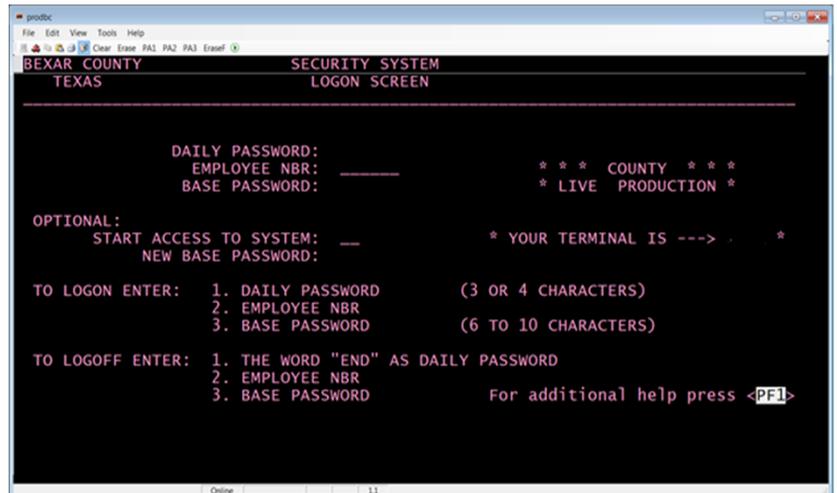


Get Smart: Your Mainframe Base Password

Did you know that your mainframe account's base password expires every 62 days, but you will receive a warning seven days before the password expires? Did you also know that your access will be revoked after you have entered the wrong password four times? Or did you even know that your access will go inactive / revoked if your account is not used for 32 days? If you did not know, do not feel bad because you are not alone. Most people do not know that the Daily Password and Base Password are not the same and the base password is required to access the Bexar County data.

You may be asking yourself why we have so many security policies in place for the password requirements. The answer is very simple; it's to keep the Bexar County data secure and confidential. It also forces people to use a unique password. Attitudes and Behavior towards Password Use on WWW performed a study on October 2000, and they concluded that 69.6% of the people use a common password.

Next time it's time to change your password keep in mind that your password must have at least six characters, but no more than eight characters in length. The positive side of the security policy is that you are allowed to use anything from numbers to special characters to letters. The system will not allow you to use the 12 previously used passwords. Helpful Tip: if you would like to use one of your previous passwords and if it's not eight characters long, you can always add a character to the password.



If you are like “82% of people that have forgotten” their password, according to passwordresearch.com, the Help Desk, the Enterprise Data Center, and/or Data Security Analyst are available for assistance at any time.

A password should never be shared anyone for any reason. According to a study conducted by Global Password Usage Survey 33% of the people who participated in the survey shared their password. Kim Komando wrote an article about [5 tips for top-notch password security](#). The following are her top five tips:

Don't be complacent: Attacks can and do happen.

Don't be complacent: Attacks can and do happen.

Get proficient at creating good passwords.

By all means, safeguard your password.

Change your password often—as in several times a year.