



Bexar County IT News

June 2012



Cool Tech: CIJS Automated Help Desk Form



We have a new “cool” technology to support our CIJS (County Integrated Justice System) users: The CIJS Automated Help Desk Form.

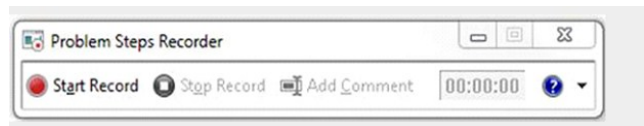
What makes it “cool?” The Problem Step Recorder. This little gadget allows you to tell the system to record every on-screen move and keyboard input which leads to the error you are reporting. That way, our helpdesk staff and CIJS systems support team will know exactly what to look for, and how to recreate the error on our test machines.

Having a “movie” of the error as it occurs will greatly speed up our ability to understand the problem, and therefore speed up our ability to solve the problem.

The new CIJS Automated Help Desk form also asks a series of questions which will provide our troubleshooters with the information we need to solve problems quickly and efficiently.

Our goal as always is to provide our users with faster service, better answers, and quicker turnaround times. The new CIJS Automated Helpdesk form assists us in achieving that goal.

The form can be found on the CIJS intranet under the help menu: <http://intra/cijs/>.



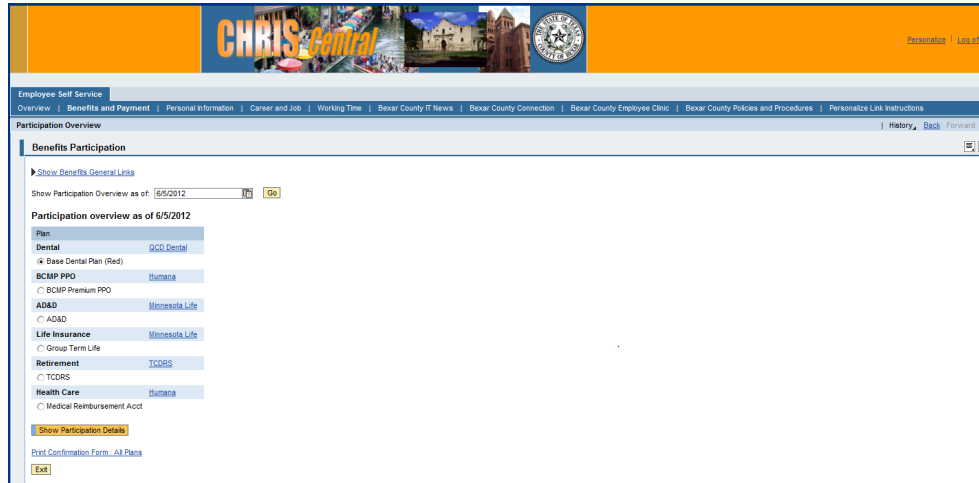
DWI/Family Violence Fugitive Search

The County Clerk’s DWI/Family Violence Fugitive Search web-link enables constituents to search the DWI and Family Violence fugitive database for defendants by name. The cause number, court number, offense date, case description, race, gender and age information is also provided. Both the DWI and Family Violence Fugitive data is updated every hour to provide our constituents the most up-to-date data



available. Constituents can access the DWI/Family Violence Fugitive Search at <http://gov.bexar.org/ccsearch/>

View Your County Benefits Package in ESS



Did you know that your complete employee benefits story is only a few clicks away in the Employee Self Service (ESS) system?

How much do you pay for your health insurance? How much does Bexar County pay on your behalf for this benefit? How much free life insurance coverage is the County providing for you right now? Who are your officially designated beneficiaries? Are you enrolled in a dental insurance plan?

How about accidental death and dismemberment insurance? Do you have it? How do you contact the insurance administrators? What are their web addresses? The answers to all these questions are in your ESS - accessible from work or from home.

You can use this service to view the details of your current plans and perform the following activities from within the service: display summaries of costs and contributions, dependents, and beneficiaries for the plans in which you are currently enrolled; display information on plans, plan types, etc.; print a confirmation form showing all the plans in which you are currently enrolled and relevant

information about each of them. Links to all Bexar County third-party providers' websites (even those in which you are not enrolled) are also presented.

Here's how. On the main ESS Overview page, click the "Benefits and Payment" tab. Then, click on the link called [Participation Overview](#). The list that is generated shows all the benefits plans in which you are currently enrolled.

For detailed information, select a specific plan by placing the dot in the circle opposite that plan and click on the Show Participation Details button. The screen that is generated shows such things as when the plan started, who is covered (including dependents by name), what you pay each pay period and what the County pays for you each pay period. (Web addresses to the benefits providers can also be found in this area.)

If you have further questions or need some assistance with Benefits and Payment in the ESS system, call the Helpdesk at 335-2474 or send an e-mail to CHRISHelp@bexar.org.

Bexar County Employee Discounts

Now available on the intranet, Bexar County employees are able to view a listing of the various discounts available to them as employees of the County. These discounts are offered by local businesses and Bexar County vendors, and range from discounts on mobile services to discounts for gym memberships.

Also listed on the discounts page are businesses that offer discounts to local government employees and generalized discount sites that specialize in finding or offering discounts for anyone to use on a variety of services.

Visit the employee intranet and click on the “Bexar County Employee Discounts” banner at <http://intra/discounts.html> to view all the discounts available to you!

The screenshot shows the Bexar County Employee Intranet page. At the top left is the Bexar County logo and the text "EMPLOYEE INTRANET". To the right is a night view of downtown San Antonio. Below this is a navigation bar with links: "MAIN INTRANET", "COMMISSIONERS COURT INTRANET", "COMMUNICATIONS INTRANET", and "BEXAR.ORG". The main content area is titled "BEXAR COUNTY EMPLOYEE DISCOUNTS" and contains several paragraphs of text. Below the text are five discount cards:

- Mike's Downtown Garage:** Offers a 10% discount to Bexar County employees who come in with the badge. Includes a photo of the garage.
- MAJESTIC THEATRE:** Bexar County Employees get discounted rates on tickets to certain shows, which change out seasonally. Includes a photo of the theatre.
- The Last Straw Florist:** Offers a 20% discount to Bexar County employees who order by phone or through the website. Includes a photo of the florist.
- Wireless Provider Discounts:** A card with the text "Wireless Provider Discounts".
- Dell Discounts:** A card with the Dell logo and the text "Dell Discounts".
- Microsoft Discounts:** A card with the Microsoft logo and the text "Microsoft Discounts".

Free Stuff - Toner Cartridges



Our Toner Recycling Program continues to have great success. We have acquired a number of new cartridges which are available to County Offices and Departments for FREE! Please check out the list below and give us a call 335-0222 or email helpdesk@bexar.org if your office needs any of these toner cartridges.

Dell 5210N

HP Laser 5 and 6

HP Laser jet 4000/4050

HP Laser jet 4200

HP Laser jet 1010, 1012, 1015, 1018, 1020

Lexmark 4059, 1250, 1255, 1850

Lexmark X342 Series

IBM Info Print 1332, 1352, 1372

Brother 350

Brother DR 350

Brother DR 400

Samsung Laser Fax

Lexmark C743, C736, X734, 736, 738

Samsung Laser

IBM

Epson

NU Kote

Panasonic

Look Who's Retiring: Linda Perez



Linda Perez is retiring from Bexar County with 15 years of service. Linda started her career with Bexar County as an Applications Programmer and in 2010 was promoted to Applications Development Manager.

Linda is planning a train trip to the Northeastern states and is looking forward to spending time with her granddaughters, working on stained-glass, reading and gardening.