



# Bexar County IT News

October 2012



## Technology Helps Streamline Open Enrollment Process



It is Open Enrollment time again (October 29th - November 15th) and each Bexar County employee will be receiving a big envelope at their home address containing the forms which list all their benefits options for 2013. In addition to the forms, there are additional materials in the package including a cover letter, instruction sheets and a benefits manual. This information is essential to the employee and their family when it comes to making important, informed benefits decisions for the coming calendar year.

How would you like to have to stuff the nearly 5,000 envelopes (number of eligible Bexar County employees) with all that material which is unique to each individual employee? Well, until the Neopost DS 200 technology arrived on the scene in the Bexar County Information Technology Department's Print Shop, that is exactly the way it was done. In past

years, all of the steps in this procedure (stacking, sorting, collating, stuffing and sealing) have been done entirely by hand through a massive effort by HR personnel and other "volunteers" working over several days.

Enter the Neopost DS 200 modular folding/inserting system! This is an advanced mailing solution that can be customized to meet a wide range of mailing applications. It has a modular design that can be configured for many different situations. Furthermore, through the use of bar codes, the system can modify the contents of each envelope so that each individual employee receives his/her own unique, personal forms. The DS 200 can process up to 4,800 envelopes per hour and handle coated and glossy booklets, as well. It's just one more example of technology in action saving time and saving money.

## GET TO KNOW BCIT: Technical Support Division



The Technical Support Division (TSD) was created to provide more responsive customer service. All aspects of technical support for Bexar County systems customers are now within a single unit. Services provided include the Help Desk, Network, Voice, Video Technology, and Desktop support. Additionally the TSD makes sure that every Bexar County PC is replaced every four years.

The Bexar County network is the responsibility of the Technical Support Manager and the Network Architects I, II and III. The operational aspects of County computer network administration are generally handled by the Network Architects I and II. They also assist with software and hardware requirements, perform testing, monitor, maintain and upgrade the County Local Area Networks and user application software. They also help train Technical Support Specialists, test and evaluate hardware and software, maintain installation and relocation records. The Network Architects I and II are responsible for the support and administration of email, security, network infrastructure solutions,

managing server and storage infrastructure, and providing documentation and tactical and strategic input on overall network planning.

Telecommunications is part of the network in Bexar County and there are specialized Technical Support team members who keep the telecomm network and equipment operating properly. The Communication Coordinator and Communication Technician Supervisor are responsible for supervising the Lead Communications Technician and Communications Technicians as they install, repair, troubleshoot and maintain the County's voice and data networks; including major telephone switches, stand-alone systems, local and wide area networks and voice and data devices for County departments and offices. Part of this team includes all wireless service (smart phone, cell phone, air cards). The team supplies the entire County workforce with the communication devices required to do their jobs.

Technical Support Specialists staff the Help Desk; install, relocate, troubleshoot, test, and repair mainframe terminals and PC workstations and peripherals; train end-users in network software applications; determine software and hardware requirements and needs; and test and evaluate hardware and software. The Help Desk provides telephone technical assistance to customers throughout the County government and is staffed by Technical Support Specialists at varying levels. When an issue cannot be solved over the

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phone, a trouble call 'ticket' is created. This signals the Technical Support Coordinator (TSC) to assign a Technical Support Specialist to resolve the issue.

The TSC represents the single point of contact for all end-users regarding technical issues, work order requests, change management, and new equipment orders. The TSC also supervises the Technical Support Specialists (II-IV). The Technical Support Specialist IV is responsible for supervising large equipment moves of electronic components, scheduling

workload; trains and advises Technical Support staff, assists with transition of infrastructure solutions; leads projects and performs maintenance of network hardware and software.

The Court Technology Support Manager and Court Technology Support Specialist provide complex, wide-ranging technical support to courtrooms and associated offices; install, service and maintain audio-visual equipment and computer hardware/software; and are the main contact for technical support in the Courts.

## Digital Mug Shots



The Bexar County Sherriff's Office recently switched their mug shot system over to Veripic's Mug Shot System. With the mug shot system the users can process bookings faster. The background normalization feature reduces distractions by making each photo background similar, which improves the

effectiveness and fairness of line ups. Wanted and missing posters can be easily created. On the green side, moving to digital mug shots drastically reduces physical materials cost. The DA's office plans on using the system as well in the future.

# New Courses Offered from Technology Training

Technology Training and Support offers a variety of Microsoft Office courses. One of the least known programs is Microsoft Visio 2010. If you've ever needed to create an organizational chart, a process diagram or a room layout then Visio is for you. Visio 2010 helps you visualize, explore, and communicate complex information in graphical form. Many times a picture conveys more meaning and understanding. Visio is chock-full of drawing elements and features that can make your

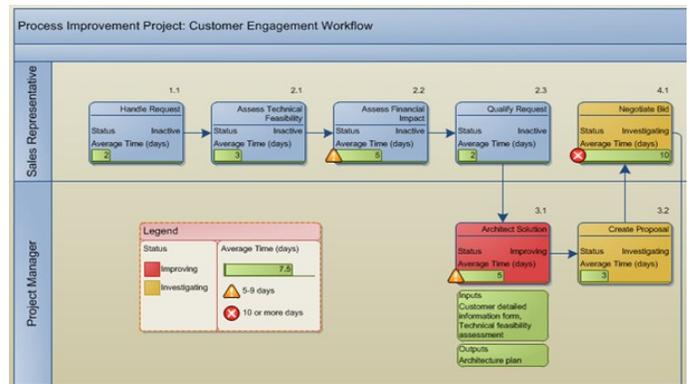
diagrams professional-looking and appealing in seconds.

**Microsoft Visio 2010 - Level 1** will next be offered on **November 20, 2012** from **9am to 4pm**. Please see our Calendars at <http://bcit-priv-web1/TechTraining/calendars.html>.

For Visio and all other classes, please visit our newly updated Course Descriptions page at: <http://bcit-priv-web1/TechTraining/courses.html>

## This is what Visio can do for you:

- ◇ Draw diagrams faster with automatic features
- ◇ Simplify large and complex diagrams
- ◇ Bring diagrams to life with real-time data
- ◇ Share diagrams with others on the Web
- ◇ Model and monitor SharePoint workflows



## Technology Training and Support has a **\*\*NEW\*\*** class:

“Introduction to the PC and Windows” class is designed to introduce new computer users on the basics of using the computer. The class will introduce the mouse and keyboard then move on to using Microsoft’s latest operating

system (OS), Windows 7. Learn what every computer user must know and walk out feeling more confident. ***This course will be offered on November 29<sup>th</sup> and December 14<sup>th</sup>.***

## Thanks for Your Support

This issue of Bexar County IT News completes our first year of publication. We would like to thank all of our readers for your comments and support over the past 12 months. We would also like to thank our employees who have worked diligently to bring you the *Bexar County IT News*:

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We hope for continued success in the next 12 months, and look forward to your comments!