



Information Technology Quarterly

Vol. 7 No. I

First Quarter 2005

Edwin Poisson, Director, Information Technology

Wireless Oakland Initiative Unveiled

By Tammi Shepherd and Scott Oppmann, Application Services

Wireless Oakland is an initiative launched by County Executive L. Brooks Patterson that consists of three goals. The first goal is to blanket the County’s 910 square miles with wireless internet service. The second goal will directly address the “digital–divide” that exists within Oakland County and provide low-cost or no-cost PCs and technology training to vulnerable population groups. Finally, the third goal of the initiative will develop a Telecommunication and Technology Planning Toolkit for local governments that supports continued high-tech investments in local government and promotes the integration of those investments with local community character and quality of life.

In response to the County Executive’s far reaching vision, Phil Bertolini, Deputy County Executive/ CIO, assembled a team of county representatives to aggressively pursue each of the Wireless Oakland goals. The core project team is made up of the following individuals from the Information Technology Department and Corporation Counsel: Phil Bertolini, David Veit, Scott Oppmann, Tammi Shepherd, and Jody Sturtz Schaffer. Presently, the project team is focused on the first goal, which is to blanket the County with wireless internet access and provide free high-speed internet access to every resident, business, and visitor in the County. A wireless internet blanket throughout Oakland County will provide seamless access to the Internet, email, and other internet services anywhere in the County.

The County recently completed a national review of similar initiatives and readily acknowledges that to many people, blanketing the County with wireless internet service may not seem unique on the surface. But, the results of this national review have been thoroughly evaluated and as a result, a truly unique approach for Wireless Oakland has been developed. This approach is founded heavily on successful public/private partnerships; a mix of “free” and “for fee” services; and technology investments already funded by the residents of Oakland County.

Inside

<i>Wireless Oakland Initiative Unveiled</i>	1
<i>Backing Up On An External Storage Medium</i>	3
<i>Telemarketing Calls</i>	4
<i>PC Requests</i>	4

In March of this year, the project team held a Wireless Oakland Summit with key partners involved in the initiative. Coming out of the Summit and in conjunction with local government partners, focus was on providing high-speed wireless internet service and the successful selection of private sector partners through a

Cont'd on next page

Wireless Oakland Initiative Unveiled...*Cont'd from page 1*



competitive bid process. This should occur in the summer of 2005. Once the private sector partners have been selected, several willing local communities will then be targeted for a high-speed wireless internet service pilot project. As implementation of the wireless pilot projects continue through the summer and fall, implementation of Wireless Oakland's remaining goals will begin.

The second goal directly addresses the County's "digital-divide" and provides PCs and technology training to vulnerable groups of residents within Oakland County. This goal targets populations of the County that generally don't have access to PCs and the Internet; thus leaving them poorly prepared for the economy and workforce of tomorrow. To make this goal a reality, foundations, grants, public sector partnerships, private sector partnerships, and the educational community in Oakland County will be brought together to bridge the "digital-divide".

Concurrently, the project team will reach out to Oakland County Planning & Economic Development for assistance with the third goal of the Wireless Oakland initiative. The development of a Telecommunication and Technology Planning Toolkit for local governments will promote a managed approach to economic development and high-tech investment which is a critical component of Oakland County's future. This toolkit will be a resource for local government agencies within Oakland County looking to prepare their communities for future technology investments and substantiate them in local planning and zoning regulations.

Wireless Oakland will be founded on strong partnerships that include; Oakland County's Board of Commissioners, local cities, villages and townships, county government agencies, the Michigan Broadband Development Authority, Automation Alley, Great Lakes Interactive Marketing Association, private technology corporations, the educational community and the legislature.

The effects of this initiative will be far reaching, and once in place, will allow for a rapid expansion of the County's growing mobile workforce. The costs associated with the use of technology in the field will be reduced, and the coverage will be consistent throughout the 910 square miles. In addition, by increasing the overall technology skills of the citizens of Oakland County, the County can look forward to using internet technology as a critical service delivery tool. Wireless Oakland will also enhance the residential character of our local communities, and improve our ability to attract and retain businesses. Finally, it will further distinguish Oakland County as a great place to live, work and play.

The Wireless Oakland Project Team can be contacted by email at wirelessoakland@co.oakland.mi.us. Furthermore, additional information on the Wireless Oakland initiative can be found by visiting www.co.oakland.mi.us/wireless.

Backing Up On An External Storage Medium



Information Technology is once again asking you to ensure that all your data is protected. Backing up data is a procedure for your personal computer that provides a security measure to prevent loss of data due to viruses, system “glitches” or system “crashes”. Backing up allows you to have a copy of your computer data (files, documents, databases, etc.) on an external storage medium, such as a CD, diskette, SuperDisk or flash drive.

The Department of Information Technology conducts tape backups of folders saved to network drives (e.g. N, O, P drives). Please close all programs and be sure to exit **Windows** at the end of each work day so the network backup can be completed.

Each PC user is responsible for backing up all of their non-network computer data (data stored on **A:**, **C:** and **D:**). Regardless of the location of your information, it is important that ALL data be backed up on a regular basis, furthermore:

- Most NT workstations are equipped with a 3.5” floppy disk drive that can read and write to a standard 3.5”, 1.44MB floppy diskette. Some Intergraph workstations are equipped with 120MB SuperDisk drives in addition to standard 3.5” floppy disks. Since one SuperDisk will hold the equivalent of 83 standard 3.5” floppy disks, these Intergraph users will be able to save all of their data onto a single SuperDisk. Backup instructions can be found under www.co.oakland.mi.us/ittrain/assets/docs/Winntbu.pdf.
- Most XP workstations are equipped with a 3.5” floppy disk drive that can read and write to a standard 3.5”, 1.44MB floppy diskette. However, it is recommended to backup using the recordable CD drive and a data CD-R(W). The backup instructions can be found under www.co.oakland.mi.us/ittrain/assets/docs/xpbackup.pdf.
- A Thin Client workstation has automatic nightly backups for **new or changed** files in the personal directory, and **all** the files in the personal directory are backed up weekly. The backup is used to recover the files in case of server failure. The backup can be used to recover files for up to two weeks in the event of an emergency. The backup process is not meant to be an archive process, but to protect the data in case of system failure.

Since NT and XP workstations have very large hard drives, they have been divided into two sections, called **Partitions**. The designated drives for these partitions are **C:** and **D:**. The **C:** drive is reserved for Windows NT or XP operating system files, and also all system files that allow the computer to run desktop applications, such as Microsoft Word, Excel, Access and Outlook. Although users should not save personal folders or files to the C:\drive, some applications such as Microsoft Word may save templates or other data files to this drive which may also need to be backed up.

The **D:** drive contains a “Folder” called **\$Data**. Under the **D:\\$Data** folder, there are more folders (or subfolders) where you can save all of your personal files from different applications. Feel free to create more folders as you need them, but be sure to create them within the \$Data folder or one of its subfolders to allow for easy backup.

Regular backups can vary among individual users. Each user must decide how much data they want to recreate should there be a system failure. For questions regarding backup procedures, please contact the IT Help Desk at (248) 858-8812.

Telemarketing Calls



Recently, there has been an increase in the number of telemarketing calls received by County employees on County phone lines. This decreases productivity and ultimately customer service. The “Do Not Call” registry, managed by the Federal Trade Commission (FTC), allows consumers to input their number which is then blocked from receiving most telemarketing calls.

It has been determined that all County numbers should be entered in this registry. However, it is not possible to do this globally. Therefore, each user will need to input their own number. There are two methods to accomplish this:

1. Via the Internet: Go to www.donotcall.gov and click on “Register a Phone Number” (left side of screen). It will detail the simple instructions for getting your number placed on the list. Although it states home or mobile number, it may be used for individual employee business numbers. You will receive a reply via email which you must open and click on the link to complete your registration. This process should take about three to five minutes of your time.

If you do not receive a reply within ten minutes, please check your Junk Mail Folder in Webmail or Outlook. We have registered over 100 numbers and they were not flagged as Junk Mail.

2. Via Phone: Call (888) 382-1222 and follow the instructions. It is important that you call from the phone you wish to register.

Please choose one of the methods above and register your number immediately. If you have a County issued cell phone, you should also register that number. If you have any questions, please call Gloria Logan at (248) 858-0158.

PC Requests

Before requesting the installation of a PC at a new location (where none previously existed) or the relocation of a PC, there are three important considerations:

- Is there an electrical outlet within four feet of the proposed PC location?
- Is there a data jack (usually located on the same wall plate as the phone jack)?
- Is there furniture to place the equipment on?

Often, these considerations are overlooked during the request process. When an IT technician arrives and any of the above are missing, it can create frustration for both the customer and the technician.

In the interest of improved customer service, please be sure to check the above requirements before you request a PC to be installed or relocated. If you have any questions, please contact the IT Help Desk at (248) 858-8812.

Information Technology Quarterly

Editor:

Vickie Worrell

Contributing Writers:

Scott Oppmann

Tammi Shepherd

Published by:

Oakland County

Department of Information Technology

1200 North Telegraph Road

Pontiac, Michigan 48341-0421

Phone: (248) 858-0810

© 2005

Visit Oakland County's Home Page at
www.co.oakland.mi.us

This newsletter is designed to share useful technology news and information with Oakland County Employees!

For comments, views, and suggested topics please contact Vickie Worrell at
worrellv@co.oakland.mi.us