

Edwin Poisson, Director, Information Technology

Windows XP Upgrade and Workstation Replacement



Information Technology is in the process of upgrading all workstations and laptops from Windows NT / Office 97 to **Windows XP / Office 2002**. This project is scheduled to be complete by December 31, 2006.

In conjunction with this project, Information Technology will be replacing 700 to 800 older workstations and laptops (Gateway, Intergraph and NEC) with new workstations and laptops by September 30, 2006. An additional 700 to 800 older workstations and laptops will be replaced between October 1, 2006 and December 31, 2006. Newer workstations and laptops (Dell, Compaq) running Windows NT will be upgraded to Windows XP using the existing (or identical) workstation or laptop.

The Windows XP upgrade and workstation replacements will be scheduled by department/division. Those not scheduled for new workstations will receive upgraded workstations and laptops capable of running Windows XP. All obsolete workstations (i.e. Gateway) will be replaced with a new or upgraded workstation.

Departments will not incur any additional charges for standard workstations and laptops. However, departments may incur costs related to non-standard workstations or laptops and/or department software upgrades for compatibility with Windows XP.

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Information Technology staff will be contacting department or division staff to plan and schedule the upgrade. If you have questions regarding the Windows XP upgrade or workstation replacement, please contact the IT Service Center at (248) 858-8812.

Community CrimeWatch *by Peggy Daniels, eGovernment Program Services*

Last fall, CLEMIS launched its innovative Community CrimeWatch program to tap into one of today's hottest topics for law enforcement strategists: community-oriented policing. Based on building partnerships between police officers and citizens, community-oriented policing delivers measurable results. With everyone working together, communities can proactively reduce crime instead of reacting to crime after it occurs. Community CrimeWatch helps local law enforcement agencies use the Web to increase community-oriented policing efforts, sharing information with citizens and each other more effectively than ever before.

More than six months later, the program is going strong with three local police departments fully online, another scheduled for launch in June, and several more to follow. The program's pilot phase ended successfully with the Pontiac Police Department assuming full control of their web site at www.pontiacpolice.com. This marked the beginning of program rollout for the agencies who expressed early interest in Community CrimeWatch. During this past winter, CLEMIS and Oakland County eGovernment staff began working with local police departments to develop new Community CrimeWatch web sites. The South Lyon Police Department was the second to go online at www.southlyonpolice.com. The Oxford Village Police Department site (www.oxfordvillagepolice.com) recently launched, and the Ferndale Police Department site will launch within the next few weeks. More than a dozen additional agencies are in the development process, with sites expected to launch through the rest of the year.

Community CrimeWatch web sites are developed by members of the Oakland County eGovernment team and CLEMIS staff. Once a site is approved for launch, all ongoing maintenance is handled by the agency who owns the site, using Oakland County's standard Web content management system and design templates created by eGovernment staff. Extensive training and support are provided to every site owner. To learn more about CLEMIS Community CrimeWatch, visit www.oakgov.com/clemis/crimewatch.

Now Offering XP Classes Only!

The Information Technology (IT) training schedule now offers the Microsoft 2002 (XP) Office Suite *only!* The differences between the Microsoft 97 and XP applications are minimal. So, if you currently have the Microsoft 97 Suite loaded on your PC, please do not hesitate to enroll in an XP class.

Microsoft Office 97 manuals are still available upon request. If you would like to purchase a manual, complete the Element K Registration Form located at www.oakgov.com/ittrain/assets/docs/Innregfrm.pdf and fax it to 248-858-1006. Please note that only the lower portion of the form regarding manuals needs to be completed!

The current quarterly class schedule is always available for your review on the IT Training Center web site, specifically, www.oakgov.com/ittrain. If you have any questions, please contact Danielle Franz at (248) 858-5122.

Equipment Repair Procedures

Have equipment provided by Information Technology (IT) that requires service? Although each piece of IT equipment displays the manufacturer's name (i.e., Dell, Intergraph, Hewlett Packard, etc.), you should refrain from calling the manufacturer directly for assistance.

Our standard procedure requires that a call be placed to the IT Service Center at (248) 858-8812 for any piece of equipment owned by Information Technology that is in need of repair. Service Center staff will then enter sufficient information into the call system to dispatch authorized service personnel.

If you have questions regarding equipment problems or failures, the IT Service Center is ready to assist you at (248) 858-8812.

On The Lighter Side

A guy was typing away at his home computer, when his six-year-old daughter sneaked up behind him.

Suddenly, she turned and ran into the kitchen, squealing to the rest of the family, "I know Daddy's password! I know Daddy's password!"



"What is it?" her sisters asked eagerly.

Proudly she replied, "Asterisk, asterisk, asterisk, asterisk, asterisk!"

- adapted from emailajoke.com

Training Rooms Upgraded to XP



Did you know that Information Technology has updated the computers in both of our training rooms (13D and 13E) to Windows XP?

If you need additional information or would like to reserve a training room, please contact Ida Herron at (248) 858-5163 or via email at herroni@co.oakland.mi.us.

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

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