



International Wireless Device Usage

Please remember that even though your wireless device may have an unlimited data package in the United States, this does not apply when traveling abroad. Your wireless device will be charged roaming fees and possible international charges when traveling outside the United States, including travel to Canada & Mexico. Department *Designated Telephone Communication Contacts* must submit a change order for anyone traveling outside the United States planning to use their Oakland County issued wireless device. Change Orders should be submitted at least three business days prior to travel departure to ensure that wireless devices have the most cost effective option applied.

Information Technology will assess the current wireless device options and determine the best available. For instance, Canada and Mexico now offer plans to assist with reduced calling and data charges. There is also a World Traveler feature that may be added for \$4.99 to help reduce the cost of voice service.

AT&T wireless devices will work outside of the United States without adding any additional calling options, however roaming fees and international charges will automatically be incurred. Just to give you an idea of costs that can be incurred, AT&T has indicated opening an email with a 5-megapixel picture attached or downloading a 3-minute video using approximately 2 MB of data outside of the United States would cost approximately \$40.

Please be sure to submit a Change Order or contact the IT Service Center upon your return to the United States so that the wireless device can be returned to its original options.

Your cooperation is most appreciated. If you have any questions, please contact the IT Service Center at (248) 858-8812.

GOOG-411

GOOG-411 is Google's new 411 service that is free, fast and easy to use. You can find local business information completely free, directly from your phone. You can access 1-800-466-4411 from any phone, anywhere, at anytime. You don't need a computer, an Internet connection, or even the keypad on your phone or mobile device. GOOG-411 is voice-activated, so you can access it from any phone (mobile or land line), in any location. This is how simple it is to find and connect with local businesses for free:

1. Dial 1-800-GOOG-411 from any phone.
2. State the location and business name.
3. Connect to the business you choose.
4. Done!

If you are calling from a mobile device, GOOG-411 can even send you a text message with more details and a map by simply saying, "text message" or "map it."

Note: Google doesn't charge you to access Google products from a mobile phone, but depending on your service plan, you may be charged by your mobile provider for text message or data network usage. Check with your provider for more information about fees associated with accessing the Internet from your mobile phone.

For more information, visit the Google web site at <http://www.google.com/goog411>.



K:/ Drive Compression

You may have noticed that the files and folders on the K:/ drive are now in blue text. This is due to a compression feature being enabled on the K:/ drive to increase available disc space. This only affects departments with folders on the K:/ drive.

The purpose of the K:\ drive (or any network drive) is to store shared files. Files that are not shared or are no longer used should be removed or relocated to a local drive (e.g. D:\\$Data) or a removable media (e.g. USB drive). Any unused files should be

removed.

Complete backup instructions can be found under http://www.oakgov.com/ittrain/assets/docs/xp_backup_restore_proc.pdf. If you have any questions, please contact the IT Service Center at 248-858-8812 or servicecenter@oakgov.com.

Blind Carbon Copy (BCC) Feature in Outlook

by Tim McRae, CLEMIS

Ever get frustrated with emails that have longer headers than the actual message? Even worse, you get one that has been forwarded through several organizations so there are headers piled on top of headers and you have to scroll through hundreds of names (or worse, hundreds of lines of names) to get to the message? Well, it is time to be part of the cure!

For several years, it has become an accepted best practice to use the Blind Carbon Copy (BCC) field when sending emails with large distribution lists. It is unclear where and when this suggestion was first made, but many experts have written articles explaining the reasons for this practice and recommending that organizations incorporate it in policy. Most people just don't know how to do it, or no one has suggested it to them. That's the purpose of this article.

BCC is not a difficult feature to use. Outlook and Webmail have the ability to use BCC when addressing emails. When you select New or Compose to create an email, you will see all three address types. If you are sending to a group, just put the group name in the TO: or CC: fields but if you have a list of recipients, then insert it in the BCC: field. It is fine to leave the TO: and CC: fields blank in most cases or just put your own address in that line.

Some might say, "Why should I do this?" The most obvious reason is to keep email clean, short and efficient, but there are many others. For example, using BCC can prevent spam and malware, enhance reception of email on mobile devices and protect your privacy.

Using BCC can help prevent spam, malware and protect privacy. Emails are sent across the internet "in the clear." As a result, it is incredibly easy for legitimate users and also hackers to gather millions of real email addresses for any illegal purpose. Although they can still snatch email addresses from mail set from mailing lists or BCC, it is much more difficult to do if there is only one address in each message.

There are some anti-spam filters that look like BCC messages. This was once a ploy used by the spammers, so it is possible that some of your email can get caught in spam filters. This, however, is something the recipients should be looking out for in their Junk Mail folders. With advances in the anti-spam business in recent times, this should not be a problem. If you are concerned about your message getting caught in a spam filter, take your long lists of email addresses and create groups. An email group works the same way as BCC. It sends the message to everyone in the group, without displaying all the addresses in the email. You use it by putting the group name in the TO: or CC: field (or even BCC, but there is really no need to). All that displays in the email is the Group name, but Outlook or Webmail actually sends the message to everyone in the group.

Finally, if you forward an email that you have received from someone not as conscientious, clean it up! Don't simply hit Forward and add everyone in your address book to the BCC line. Take a moment and delete out all the previous headers and email addresses from the people who sent it on to you (sometimes 4 or 5 generations deep). It is simple to do: Click, drag and hit the Delete key! Then SEND!

As stated in the [Oakland County Electronic Communication Policy](#), employees are prohibited from sending countywide electronic communications to a large group (defined as 100 persons or more). Sending a message yourself could cause the email server to run extremely slowly or completely shutdown.

Please contact the IT Service Center at (248) 858-8812 or servicecenter@oakgov.com with any questions or concerns.

Computer Equipment Power Down



In an effort to reduce electrical consumption and expenditures, please have staff power down all computer related electrical equipment (computers, printers and fax machines) at the end of each day. For detailed instructions, please see http://www.oakgov.com/ittrain/assets/docs/xp_shut_down_proc.pdf.

Personal computers used to support GoToMyPC or for 24X7 applications or services such as HVAC monitoring/control may remain on.

If you have any questions, please contact the IT Service Center at servicecenter@oakgov.com. Registered users of the IT Service Center System are able to send incidents directly to IT Service Center analysts using the IT Service Center System at <https://sc.oakgov.com>.

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