



information Technology Quarterly

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Information Technology Launches LearnItOnline Software Training



Online software training, LearnItOnline, is now available to Oakland County employees. LearnItOnline is an Internet based training tool that offers the Microsoft Office 97 suite, GroupWise, Windows NT and Netscape computer software training through online tutorials and skills assessments. LearnItOnline was created by Element K, the same company that supplies the training manuals used at the IT Training Center. The same material covered in the training room will be covered during your online training classes.

LearnItOnline software training is available to employees who cannot attend regular training classes at the IT Training Center. Training will take place at the user workstation via Netscape Communicator. LearnItOnline is ideal for Directors, Commissioners, Managers and other employees that cannot attend traditional instructor-led/student participation classes due to their schedules or other circumstances.

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To access the LearnItOnline registration information:

1. From the **IT Training Center** web site <http://www.co.oakland.mi.us/start/ocittc/index.html>, click the **Class Information** link.
2. From the **LearnItOnline** section, choose from the following options:
 - Registration Instructions**
 - Registration Form**
 - Course Instructions**

If you have any questions regarding LearnItOnline, please contact Jemarice Tademay at (248) 858-0808.

Online Updates

For your convenience, the following information has been added online to either the county-wide publish drive "O" or the IT Training Center web site.

Designated Contact List - Broadcast Messages

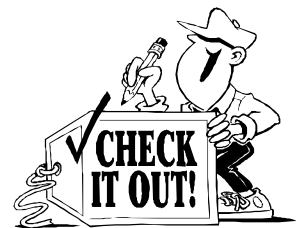


The Designated Contact list contains a list of employees that have been designated from each County department. They serve as the point of contact for notification of any Broadcast message sent via email. Broadcast notifications include county related matters such as scheduled system down times, scheduled electrical outages, blood drives, etc.

The list of broadcast message recipients can be found in Excel format on the county-wide publish drive at **o:\infotech\standard\contact.xls**.

Network Contact List - Authorized for NetAdmin Requests

The Network Contact list contains a list of employees that have been designated from each County department. They serve as the authorized contact for requesting any network related access through the NetAdmin GroupWise email account at Information Technology. This includes requests for network user IDs, network drive access or email accounts.



The list of authorized network contacts can be found in Excel format on the county-wide publish drive at **o:\infotech\standard\network.xls**.

Microsoft Word 97 Sales & Marketing Templates



The Microsoft Word 97 Sales and Marketing Templates Pack includes one brochure template and three press-release templates for Word 97. With these templates, you can quickly create three-column brochures in the Elegant style, as well as press releases in the Elegant, Professional and Contemporary styles. These templates include placeholder text, titles and graphics, along with step-by-step instructions.

Directions for loading the Microsoft Word 97 Sales and Marketing Templates Pack on your PC can be found in the **Documentation...Microsoft Word** section at the IT Training Center web site <http://www.co.oakland.mi.us/start/ocittc/docum.html>.

If you have any problems accessing this information, please contact the Software Help Desk at (248) 858-8812.

Information Technology Training Center Quarterly Update

The training schedule (July – September 2000) is available for your review on the Information Technology Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html>. All training information can be found under the **Class Information** section. The **Registration Form** has been recently updated to allow direct typing of information onto the form rather than printing the form and handwriting the information.

If you cannot find a class listed on the schedule that you need to take, or the dates and times are not convenient for you, please contact the IT receptionist at (248) 858-0810 or send an email to training@co.oakland.mi.us. Your name can be placed on a waiting list. When any class has a waiting list of six or more individuals, IT will attempt to open an additional class.

As we mentioned in the April 2000, IT Quarterly, we are now conducting training in the two new training rooms located on the lower level at Information Technology. To improve the quality of our training rooms, we have recently added keyboard trays at each student workstation.



ZIP+4 Code Look-up

The United States Postal Service (USPS) web site provides an up-to-date listing of zip codes in the United States.

To search for a zip code,

1. Open the USPS web site http://www.framed.usps.com/ncsc/lookups/lookup_zip+4.html.
2. Enter the **Delivery Address, City** and **State**.
3. Click the **Process** button.

Searches can also be performed if you have the **Zip Code**, but not the name of the **City**.

Domain Name Game



Web addresses that are easy to remember are a hot commodity. In fact the demand for those addresses has become a kind of cottage industry. The following are the prices some domain names fetched on the auction block:

- Business.com **\$7.5 million**
- WallStreet.com **\$1 million**
- Autos.com **\$2.2 million**

It is estimated that 97 percent of names in Webster's have been registered.

—Chicago Sun-Times



Watch Out For Viruses!

As you may have heard, viruses continue to be introduced and spread world-wide at an alarming rate. Today, more than 53,000 viruses exist, causing billions of dollars in damages. Viruses can cause corrupted files, loss of data, system crashes and other odd behavior from applications.

The following are different types of viruses, each operating uniquely to allow the virus transmission.

- ❖ **Boot-sector viruses** are transmitted from machine to machine on infected floppy diskettes. Attempting to boot a machine from an infected diskette, even if the process is unsuccessful, can spread the virus.
- ❖ **Executable viruses** are spread by running infected programs. The virus then infects subsequent programs as they are used.
- ❖ **Macro viruses** are written inside certain applications like Microsoft Word. Opening, saving and printing affected document files spreads these viruses. Generally, they are known to corrupt documents.

Virus Tips

Microsoft Office users should always choose **Disable Macros** or **Do Not Open** if you receive a **Macro Dialog Protection Warning** for a document you did not expect to contain macros or if you receive the warning and you do not know the sender.

Internet Email users should be cautious when opening email attachments--even if it's from someone you know and trust. Many viruses can send the virus as an attachment automatically by using the infected users Address Book. Always make sure you know what the attachment is before opening it.

The **latest virus alerts** can be found on the Oakland County Internet Start Page <http://www.co.oakland.mi.us/start/start.html>. If you receive email with any of the following attachments (or something similar), delete the message completely and contact the IT Software Help Desk at (248) 858-8812.

Life_Stages.txt.shs
W32.Pokemon.Worm
Simpsons.Trojan

W97M.Sprite
VBS.NewLove.A
W32.SouthPark.Worm

If you suspect a virus has infected your PC, please contact the IT Software Help Desk at (248) 858-8812 immediately. For more information on viruses and procedures for running the VirusScan software, visit the IT Training Center web site, **Documentation** section, at <http://www.co.oakland.mi.us/start/ocittc/index.html>.



Microsoft Access 97 Computer Based Training Available

Information Technology has recently purchased a set of courseware for Microsoft Access 97. The set includes 12 different sessions ranging from fundamental through advanced levels.

Session 1

Database Design
Select Queries

Session 2

Getting Started with VBA
Advanced Queries

Session 3

Topics in Form Design
Designing and Building Reports

Session 4

Working with Controls
Using VBA

Session 5

Variables and Procedures
Control Structures

Session 6

Debugging
Introduction to Objects

Session 7

Working with Events
Error Handling

Session 8

Tips and Tricks with Forms
Working with Recordsets

Session 9

Working with a Form's Recordset
Designing Multiuser Applications

Session 10

Access and the Internet
Access and Automation

Session 11

Data Access Objects
Securing Your Databases

Session 12

Replication
Client/Server Application Design

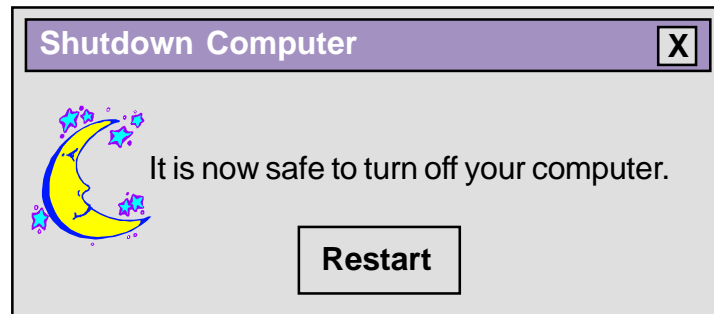
Whether you are starting to develop an Access database from the beginning or need help in a concentrated area, this courseware may be helpful to you. If you are interested in checking out any of these materials, please contact Jemarice Tademy at (248) 858-0808. Sessions are available on a first come, first serve basis and limited to three sessions at a time.

Note: Please remember when developing an Access database a Technical Review meeting is required before any database can be loaded to the network. Technical Review meetings are conducted by Information Technology and includes Network, Data Base, Operations and Systems Development staff and the user department contact(s). See the **Technical Review Request Form** at `o:\infotech\standard\techrev.doc` for more information.

Computer Monitors – On or Off?

If you have wondered whether or not you should turn your monitor screen off at night and/or over the weekend, please keep this information in mind.

When monitors are left on with a stationary image displayed on the screen, this image (see example below) may become permanently “burned” into the monitor screen if done on a frequent enough basis. If this is something you do already, you may notice a faint, ghosted image of this screen once you are logged into Windows. This is usually more noticeable when you are working in a screen with a white background (e.g. MS Word).



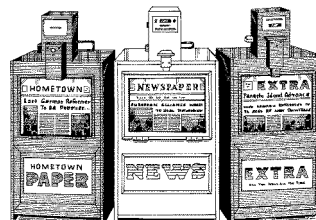
To prevent this ghosted image from becoming “burned” into your screen, simply turn your monitor off each night. You do not need to shut off your PC in order for this to work. If you have questions or concerns, please contact the Software Help Desk at (248) 858-8812.

Alienation

A recent study contends that the Internet lures people away from traditional activities. Here is how it affects those who spend at least five hours a week on the web.

- 59% Spend less time watching television
- 34% Spend less time reading newspapers
- 25% Spend less time shopping in stores
- 16% Work more at home without cutting office time
- 13% Spend less time with family and friends
- 8% Attend fewer social events.

—U.S. News & World Report



WordPerfect and Lotus Users – Time is Running Out!



As mentioned in the October 1999, IT Quarterly, WordPerfect and Lotus will be removed from all PCs after 12/31/2000. WordPerfect and Lotus are being replaced with the new County standard, Microsoft Word 97 and Microsoft Excel 97. If you have not already started to convert your documents to Word and Excel, you may want to start this process now before time runs out.

Although most files will convert easily, you may find that you need assistance converting your WordPerfect and Lotus documents to Word or Excel. The following is a list of support options available through Information Technology that may help you along with this process.

Note: Lotus and WordPerfect macros will not convert. Word and Excel macros are written in Visual Basic programming language, Lotus and WordPerfect are each written in a different programming language. There is no way to convert macros through a conversion process. Macros will need to be recreated from scratch.

Conversion Documentation

Conversion documentation is available on the IT Training Center web site. This documentation has step-by-step instructions for converting basic WordPerfect and Lotus files.

To view or print the conversion documents,

1. From the IT Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html>, click the **Documentation** section.
2. Choose from the following documentation options:
 - ◆ **Microsoft Excel**
Converting Documents from Lotus to Excel
 - ◆ **Microsoft Word**
Converting Files From WordPerfect 6.1 to Word 97

IT Training Classes

The IT Training Center offers Introduction through Advanced level training in Word and Excel. To view or print the Class Descriptions, Class Schedule or Registration Form, visit the IT Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html>, **Class Information** section.

If you are not able to attend a traditional class, you may want to consider signing up in the LearnItOnline program (see article on page 1 for more information).

Continued Next Page

On Site Support

Information Technology also offers on-site customer support for those that require assistance with converting their Lotus, WordPerfect or Access 2.0 files. Depending on conversion complexity, training classes at the Intermediate and/or Advanced levels must be completed prior to requesting an appointment.

Based on availability, instructors will:

- review your needs
- determine which conversion method can best accomplish the task
- help you get started on conversion of files
- provide further guidance, if needed

To register for Computer Assistance, please submit a Customer Assistance Request Form to Lisa Corpus.

To access the **Customer Assistance Request Form**,

1. From the IT Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html>, click the **Technical Support** section.
2. Choose **Computer Assistance Registration Form** link. ☒

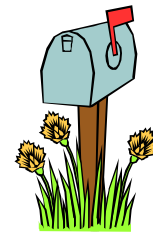
Web Weaving

It took four years to reach 1 million Web addresses.

It took another...to reach...

15 months	2 million
6 months	3 million
4 months	4 million
3 months	5 million
11 weeks	6 million

—Associated Press



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

For comments, views, and suggested topics please contact Lisa M. Corpus