



information Technology Quarterly

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Phil Bertolini, Director, Information Technology

Address Management Program

by Dale Kukla, Manager - DISC

The Oakland County Digital Information Service Center (DISC) Division of the Department of Information Technology has launched a new program called the Address Management Program (AMP), sponsored by Bob Daddow, Assistant Deputy County Executive. The goal is to implement address assignment and maintenance process improvements so that efficiencies in street address review and approval, address distribution, geo-coding (locating addresses on a digital map), emergency response, public records storage and retrieval, mailings, and general street navigation can all be realized. This program involves the coordination of many diverse entities, to include the Equalization Division, the Road Commission, cities-villages-townships (CVTs), police, fire, 911, the United States Postal Service, utilities, and many others.

Not all addresses in Oakland County are created with the same standards in mind. Each of the 61 CVTs has its own address assigner and set of procedures to follow, and the task is always performed in addition to many other duties. Each unit has a legacy of historical practice to contend with when assigning or changing addresses. In addition, each unit realizes the seriousness of problem address situations. For example, when a child, elderly parent, or spouse calls 911 to

report a fire, medical emergency, or burglary in progress, it is critical for emergency services to arrive at the correct location as fast as possible. In a less serious vane, people want their pizza to be hot when it shows up at their door, and they want to find that bookstore without driving around the block several times. Everyday quality of life issues are deeply impacted by the quality of computerized address files, sign postings, and number postings across the County.

So, how problematic can this be, you say? How many things can go wrong? Well, let's say an ambulance is called to a heart attack incident

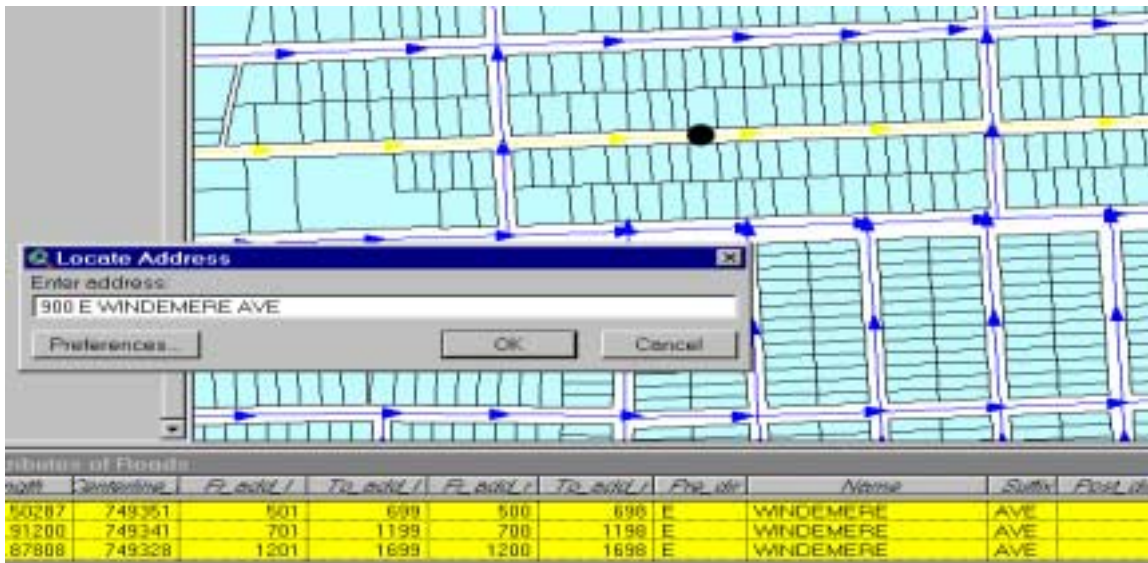
Inside

<i>Address Management Program</i>	<i>1</i>
<i>Broadcast Mail - Please print and post...and read! ..</i>	<i>3</i>
<i>The New Telephone System</i>	<i>3</i>
<i>Floppy Disk Care</i>	<i>4</i>
<i>Online Usage Update</i>	<i>4</i>
<i>County Software Standards</i>	<i>4</i>
<i>Unsolicited Internet Mail - Spam!</i>	<i>5</i>
<i>Protect Your Laptop From Theft At The Airport</i>	<i>6</i>
<i>Internet Explorer 5.5, The New County Standard</i>	<i>6</i>
<i>Outlook 2000 is Here!</i>	<i>7</i>
<i>Take The Pain Out Of PC Work</i>	<i>8</i>
<i>Training Statistics for 2001</i>	<i>8</i>

Continued Next Page

on a private road named Oakwood Lane, but only the main road is posted. Or, a fire is in progress on Linwood Drive, but Linwood is divided into four broken street segments with parks and schools in between. Or, a child calls in a pool accident at 101 Franklin, but does not say whether it is the Street, Drive, or Court, all of which exist in the area. Or, a loop off of the main road contains multiple street names or a confusing numbering scheme, and the domestic violence can't be stopped in time. Any of these situations can result in tragedy when address location is uncertain, and this is why Oakland County has launched the AMP to improve the way addresses are assigned, stored, and retrieved.

Automated Address Location



Official work on AMP began in March of this year, with approval from the Board of Commissioners to provide education and develop a needs assessment for the program. The County conducted a request for proposals (RFP) process and selected Dan Parr, of Dan Parr and Associates, to be its principal consultant for the initial phase of work. Since that time, many informational, educational, and interview sessions have been held with departments, agencies, and CVTs in an effort to build a common knowledge base and understanding of address information and issues, so that a clear vision for cooperative address information management can be developed.

An AMP Situation Assessment and Action Plan document is due out this August. One anticipated recommendation will be for the implementation of a central data base of all County addresses and a Web-based maintenance system. Other components of a new system will likely include recommended address assignment standards and procedures, and standard software tools (GIS based) to be provided to CVTs for catching and avoiding potential street name and number problems before new addresses are deployed.

If you would like more information about the Address Management Program, feel free to contact Dale Kukla, program director at (248) 452-9223. Also, be watching the Oakland County home page for a new AMP Web site to be made available in August as well.

Broadcast Mail – Please print and post...and read!



Information Technology has been sending broadcast messages to designated departmental contacts for several years now. These primary and secondary contacts in turn, print and post broadcast messages for the employees in their departments. These messages contain pertinent information including topics such as software enhancement/preparation/deployment, scheduled system down times, special events, etc.

It is **important** for county employees to read these informational messages. For your convenience, beginning August 1, 2001, I.T. will post broadcast messages on the “O” drive under o:\infotech\broadcast\mail. The messages will be retained on the “O” drive for one month or until the dated event has past.

If you need to send a message to all Outlook users, **please do not send the message yourself**. 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 the message yourself could cause Outlook to run extremely slow or completely shutdown.

If you have information that you need to share with all county employees or have any questions, you may email your broadcast message request to or call:

Janette McKenna (248) 858-0893
Lisa Schmidt (248) 858-1681
Vickie Worrell (248) 858-4082

Requests should be from a supervisor, chief, administrator, manager, or department head.

The New Telephone System

The implementation of the new telephone system for the Oakland County complex was completed in May 2001. I.T. would like to thank everyone for their patience during the conversion process. Now that the switchover has concluded, please be aware that minor changes have been made to the telephone procedures.



You may continue to find the following telephone information on the “O” drive under o:\infotech\telephon:

- Telephone Service Request
- Voice Mail Requisition
- Voice Mail Instructions
- Instructions For Moving Computer Equipment and Phone Lines
- Calling Features Instructions
- McLeod Calling Card Instructions

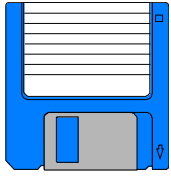
Due to the switchover to the new telephone system, voice mail messages are stored in the Centigram voice mail system. The Centigram voice mail system will store all voice mail messages for 28 days. After the 28th day, the voice mail messages will be deleted.

If you would like to retain a voice mail message longer than 28 days, please contact Graceanne Hill at 80867 prior to the 28th day.

The Oakland County telephone directory may also be found on the “O” drive under o:\facmgmt\phonest. The phone list is divided by department and also includes an alphabetical list of employees. If you need to make a change to the phone list, contact Brenda Larkin (FM&O) at (248) 858-0163.

Floppy Disk Care

by Matt Pawlowski, Software Help Desk



Modern 3 1/2" floppy disks are more durable than their older 5 1/4" siblings (which actually were 'floppy') but they are still very fragile. Floppies are best

used for backups or when moving a file to another PC. However, we realize that some may be using floppies more extensively, such as when using multiple PCs. In any case, proper care and storage of floppy disks is very important. The help desk often receives calls in which an error is received when attempting to read from a floppy disk. Many times the cause is a corrupted disk. Please keep the following in mind:

- Try to keep your disks in a case or sleeve.
- Store in a cool, dry place away from magnetic sources (monitors, speakers).
- **Always keep a backup of your data on your hard drive or another disk.**

If you are having trouble reading from a disk, call the Software Help Desk at 858-8812 and we can step you through a procedure to attempt to repair it.

Online Usage Update

Internet penetration has reached 60 percent in the United States, with more than 168 million people having Web access from either the home or the workplace in June 2001. Here's how, on average, we spend our time online (combined figures for home and work Internet usage):

Number of sessions per month: 32

Number of sites visited: 21

Time spent per month: 16:29:14

Time per session: 0:31:02

Time per page: 0:00:53

Nielsen/NetRatings, June 2001

County Software Standards

The Oakland County list of Software Standards can be found on the "O" drive under o:\infotech\standard\standard.doc. These standards have been established for those individual departments/divisions that wish to purchase non-standard departmentally acquired software.

Should you choose to purchase additional devices and/or software, please do so by giving consideration to compatibility with Oakland County's established configuration. Please refer to the Computer Hardware/Software Usage and License Policy found on the "O" drive under o:\infotech\standard\software.doc. Questions or concerns about a product's effect on your system's integrity should be addressed in advance through your Information Technology Project Representative.

A Technical Review meeting is required before any departmental acquired software or Microsoft Access databases can be loaded to the network. The purpose of this policy is to ensure that software or database used by County employees is properly acquired and licensed and to ensure that the County of Oakland's network and associated hardware is not exposed to interference, corruption or damage through the use of non approved software/hardware or improper relocation.

Technical Review meetings are conducted by Information Technology and includes Network, Data Base, Operations and Systems Development staff; the user department contact(s) and a representative from the software vendor. This meeting is conducted to verify technical requirements for network and server compatibility and software installation. In addition, scheduling of Technical Services and Networking personnel and Database administration may be required.

Continued on page 8

Unsolicited Internet Mail – Spam!


by Matt Pawlowski, Software Help Desk

Now that Outlook 2000 has been deployed countywide, everyone can send and receive mail to and from Oakland County employees as well as other people outside of Oakland County. This is not without its drawbacks. People you wouldn't ordinarily want to contact you (like marketers), can reach you as easily as you can reach anyone else. Often this unsolicited email is referred to as Spam. Spam originally referred to off-topic, and usually commercial postings in discussion groups, but has evolved to also encompass unsolicited email. The term comes from a Monty Python skit where Vikings would sing 'Spam, Spam, Spam, Spam...' referring to the canned meat product, and drown all other conversations out.

Not all commercial mail is Spam

Because your email address is now 'public' you may now receive commercial mailings, however, it is important to understand the difference between legitimate commercial mail and unsolicited mail. Suppose you have recently placed an order online with an office supply company. When you did this, you created an account with them, providing your email address and other personal information. What you may not realize is that you have now been added to the company's mailing list and, depending on their privacy policy, they may provide other businesses with your email address. Most reputable businesses will allow you to opt out of such mailings, some may send information at your request only, however, it is ultimately your responsibility to familiarize yourself with these privacy policies when creating an account.

Am I receiving unsolicited mail?



It is important to realize that when you join an online discussion group, create an instant messenger account, post an online auction, join a mailing list or in other ways make your presence known on the Internet you may also be providing so called 'spammers' with your email address. One way that less than reputable businesses will use to find addresses to market to, is to use software programs often called 'spambots' which actively search discussion groups, instant messenger systems, mailing lists and other web sites for email addresses.

What if I am already receiving unsolicited mail?

Microsoft Outlook provides a 'Junk E-Mail' filter that will review incoming mail for keywords. Since the filter is based on a list of keywords like 'order today' or '\$\$', it may not catch all spam and it may filter out messages you would like to read.

To turn on the filter :

1. From the Outlook toolbar, click the **Organize** button.
2. Click the **Junk E-Mail** link from the list on the left.
3. You can choose to change the color of the message or to move it to a different folder, for example **Automatically move Junk messages to Junk E-Mail**.

Continued Next Page

4. Click the **Turn on** button.

From that point forward, Outlook will filter out the junk email it recognizes. Messages that do get through the filter can be added to the 'Junk Senders' list :

- Right click on the message and choose **Junk E-mail...Add to Junk Senders list**.

This will add the address of the sender to the 'Junk Senders' list and these messages will also be filtered out. Unfortunately, junk email senders don't often use the same address twice.

Reputable businesses will often include instructions at the bottom of their messages on how to remove yourself from their mailing lists. Spammers will do this as well but with one notable exception. **If you reply or respond to a message from a spammer, your name becomes even more valuable to them as they then know that the email address is a valid address.** You may find yourself receiving even more junk email. Use common sense when reviewing these messages. Staples.com is trustworthy, junksender@aol.com may not be.

Protect Your Laptop From Theft At The Airport



With more and more people traveling with their laptops, theft of such devices is rising in airports. The following are tips to help ensure that your laptop won't get lifted while you're not looking:

Don't travel with your laptop stored in its case. It's a dead giveaway that you're carrying one around. Instead, try packing it in a traditional brief case or carry-on luggage.

Use the case, but put it in something else. Since the computer case is convenient and helps protect the laptop, you may still want to use it. In that case, you can still store the computer in its case—and then store it in another bag that helps conceal what's inside.

Continued on page 8

Internet Explorer 5.5, The New County Standard

Microsoft Internet Explorer (I.E.) 5.5 was deployed at the end of March 2001 and has become part of the Oakland County standard software package. Internet Explorer was a necessary tool for using Outlook 2000.

When you open Internet Explorer, you will find the Oakland County Start Page with all the same features that are displayed with Netscape Navigator. However, I.E. does have one nice enhancement over Netscape. You may easily find the Information Technology Training Center documentation by simply clicking on **Help...Online Support**.

Those users preferring to use Netscape Navigator for their Internet needs may continue to do so.

Outlook 2000 is Here!



As the deployment of Outlook was completed in May 2001, Information Technology has strived to make the transition from GroupWise to Outlook as smooth as possible. The first few days were frustrating for some users, however, it now appears that most are becoming accustomed to this new Oakland County standard email communication software.

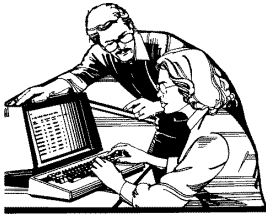
Some important facts to keep in mind when using Outlook 2000:

- You must use your **Internet** email password, not your network login password. If you were not using Internet email before Outlook, contact the Software Help Desk to verify that you have an account and to have an initial password assigned to you. Once you have your initial Internet email password, refer to the documentation “Internet Email Password Change” on the I. T. Training Center web site at <http://www.co.oakland.mi.us/start/ocittc/mira1.pdf>.
- You must create a profile in Outlook in order to send/receive email messages. Instructions for profile creation are different for Intergraph and Gateway PCs and can be found at <http://www.co.oakland.mi.us/start/ocittc/mso2.pdf> and <http://www.co.oakland.mi.us/start/ocittc/mso12.pdf>, respectively. The Profile Creation Wizard will launch automatically the first time you open Outlook. If Outlook doesn't launch the Profile Creation Wizard, or you cancel out of the Wizard, you can start the Wizard manually as follows:
 1. From Outlook, click **Tools...Accounts** from the menu bar.
 2. Click the **Add** button.
 3. Click **Mail**.
- You must create a profile on each PC that you wish to use Outlook. Once this is created on a PC, it is stored on that PC and you will not have to create your profile again. If you move about within your department and use multiple PCs, we suggest that you create your Outlook profile on one PC only and use Webmail to access your email messages from all other PCs.
- Calendars cannot be shared (as in GroupWise). If you use Outlook on multiple PCs, the events you input on one PC in the Outlook calendar will not appear in that calendar on another PC.
- To create a rule in Outlook (as was possible in GroupWise) for time out of the office, you would follow the procedures under “Setting up an Automatic Reply” in Webmail on the I. T. Training Center web site at <http://www.co.oakland.mi.us/ocittc/mso7.pdf>.

Documentation for Outlook 2000 features may be found on the I.T. Training Center web site. In addition to Outlook 2000, you may also choose to use Netscape mail or Webmail to access your email. Each of these mail clients point to your unique mailbox on the mail server. The I.T. Training Center web site provides documentation for these two mail clients as well.

If you have questions or need assistance with any of the email communication software, please call the Information Technology Software Help Desk at (248) 858-8812.

Take The Pain Out Of PC Work



If you want to avoid the aches and pains from working at a computer all day, shake things up at your workstation. The key to avoiding repetitive stress injuries is to make sure you get as much activity out of all the parts of your body as possible. Here are some easy ways to do that:

1. Move your trash basket to a different location every day. Try to move it to areas that aren't within easy reach.
2. If you're right-handed, use your left hand to do easy tasks like pick up the phone or reach for folders.
3. Try to stand as often as possible—when co-workers enter your work area to talk with you, when you're on the phone (whenever possible) and after each task.
4. Place frequently used materials on the top of a book shelf so you have to reach up to pull them down.
5. Use a rest room on another floor. Take the stairs.
6. Try to rearrange the placement of materials and equipment in your work area once a month.

—adapted from *Pain Free at Your PC*, by Pete Egoscue with Roger Gittines (Bantam Books)

Protect Your Laptop From Theft...cont'd from page 6

Take precautions with your files. While you can't always prevent a theft, you can prevent wholesale loss of your work by storing backup files in your suitcase or other bag that's separate from where you're carrying your computer.

—adapted from RoadNews newsletter

County Software Standards...cont'd from page 4

You must schedule a Technical Review meeting prior to scheduling your installation date. It is also suggested to schedule the Technical Review prior to purchase or development. The Technical Review form can be found on the "O" drive under `o:\infotech\standard\techrev.doc`. Once your Technical Review form is received, Information Technology will call to schedule a Technical Review meeting.

Training Statistics for 2001

Training classes for Microsoft Office 97 software applications are held at Information Technology each month. Listed below are the training statistics for January – June, 2001:

Number of Classes Held: 62
Number of Attendees: 641
Number of New Attendees: 20

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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 Vickie Worrell at worrellv@co.oakland.mi.us