



Information Technology Quarterly

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Oakgov.com Email Conversion

On August 19th, the County’s email address changed from username@co.oakland.mi.us to **username@oakgov.com**. The new email address is easier to remember and communicate to our customers and will be consistent with our web site address of <http://www.oakgov.com>.

The County’s old email address of co.oakland.mi.us will continue to work for **one year** and email will be automatically forwarded to our new address at oakgov.com. **We are asking all County employees to update their Outlook configurations so that all County email communications are consistently sent from the new address.** Instructions can be found under http://www.oakgov.com/intranet/common/oakgov_conversion.html. The changes necessary to the Outlook and Webmail configurations should take less than five minutes per user.

All outgoing email will automatically have the following standard signature line added: “Our email address has changed to username@oakgov.com. Please update the contact information in your personal address book and white list. Please send all future email to this new address to avoid any interruptions in email delivery. Also, our website address was previously changed and can be accessed at <http://www.oakgov.com>.” Departments that still need to notify major non-county entities they communicate with that our address has changed should NOT send emails to more than 100 recipients in a single email, as stated in the Oakland County Electronic Communication Policy located under J:\GenCounty\InfoTech\Standard\EPOLICY.DOC. Notifications of this nature should be sent outside of the normal 8:30 a.m. to 5:00 p.m. business day.

Teamsite Content Managers should begin to implement any changes to departmental web sites and web site documents that reflect the old email address.

Departments should continue to use existing stationery and business cards until their current inventory is depleted and then revise the email address at the time of reorder.

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If you have any questions regarding this email conversion, please contact the IT Service Center at (248) 858-8812.

IT Receives NACO Awards *by Jim Taylor and Ed Sager, eGovernment Division*

We are pleased to announce that Oakland County Information Technology (IT) received two National Association of Counties (NACO) awards this past June. These awards were formally presented to Oakland County at the NACO conference in Chicago in August. The awards are for the Identity and Access Management system and the Criminal Justice Data Warehouse (CJDW) system.

The Identity and Access Management system was implemented to secure access to web resources and manage the identities of users accessing static web pages and web applications. The system provides single sign-on capabilities, requiring users to log in only once to gain access to any of their web resources. With Identity and Access Management, login security is integrated across all of the County's Web sites. The system automates the assignment of new email and program access accounts for employees and consultants, as well as the process of revoking access rights based on changes in employment or contractor status. This centralized approach to user lifecycle management and account administration means that security enforcement is no longer required within each application, and therefore decreases the need for system administration. Application development time is also reduced, as individual developers are no longer required to implement security enforcement within each application. Support calls to the IT Service Center have decreased as users can reset their own passwords (forgotten password) and no longer need multiple passwords to access different secured web applications.

The CJDW system provides a decision support capability that facilitates the sharing and analyzing of criminal justice data across several interrelated agencies, thereby improving the level of cooperation and communication between them. It includes integrated data from the 52nd District Court, 6th Judicial Circuit Court, Oakland County Sheriff's Office, and the Michigan Department of Corrections OMNI system. The CJDW employs a reporting framework that supports the administrative staff of the Courts, Jail, and Community Corrections departments, enabling them to better manage the Jail population. It is a constantly evolving program that assists its users in the tasks of Courts' case flow Management, Jail population control, and Jail cost recovery. This system is used extensively by support staff for the Criminal Justice Coordinating Council (CJCC) to help guide Oakland County through the challenges of Jail overcrowding.

Subscribe/Resubscribe To The Junk Mail Folder

When you subscribe to the Junk Mail folder, most of your junk mail from your Inbox will be redirected to the Junk Mail folder. It does this by analyzing messages for keywords and patterns typical to junk mail messages. In doing so, it may misidentify some messages as junk mail. For this reason, it is important to occasionally look in your Junk Mail folder. To subscribe or resubscribe to the Junk Mail folder, please follow the steps below:

1. From Outlook, go to your **Inbox**.
2. From the menu bar, click **Tools...IMAP Folders**. If **IMAP Folders** is not visible, click the double caret at the bottom of the menu.

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Webmail: White List

If you see a message in the Junk Mail folder that you did not want to be filtered, you can move that message to your Inbox, then add the sender's email address or entire domain to the **White List**. White listed addresses or domains are ignored by the junk mail filter.

To add an email address or domain to your **White List**:

1. From the Webmail menu, click the **Options** link.
2. Click the **Junk Mail Control** link.
3. Type an email address (i.e., servicecenter@oakgov.com) into the **E-mail address or domain name** field to add an individual to the White List. Type a domain (i.e., @oakgov.com) to add all addresses in that domain to the White List.
4. Click the **Add to White List** button.

Note: The junk mail filter will ignore all future messages from White List addresses. You can remove addresses from the White List by selecting the address and clicking the **Remove** button.

5. Click **Logout** to exit Webmail.

If you have any questions regarding the White List, please contact the IT Service Center at (248) 858-8812.

Subscribe...*Cont'd from page 2*

3. Click the **Query** button.
4. Click **Inbox.Junk Mail** from the **Folders** list and click the **Subscribe** button.
5. Click the **OK** button.

You should see that the **Junk Mail** folder is now a subfolder of your Inbox (to view your **Folder List**, click **View...Folder List**).

This procedure will minimize junk mail but will not stop them completely. If junk emails continue, you will just need to delete them. Please contact the IT Service Center at (248) 858-8812 if you have any questions regarding junk mail.

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

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