



information Technology Quarterly

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Phil Bertolini, Director, Information Technology

Information Technology 2003/2004 Master Plan

The Information Technology 2003/2004 Master Plan is complete and available for your review on the IT web site, <http://www.co.oakland.mi.us/infotech/about>.

This plan was prepared by the Department of Information Technology with input from the IT Leadership Groups. The Leadership Groups are comprised of a representative from each County department. This individual makes decisions on behalf of the department/division that they represent. In July 2002, each of the Leadership Groups met and evaluated their project requests. The result is a prioritized list of all planned projects for the 2003/2004 Master Planning period, which encompasses the 2003/2004 fiscal years of 09/28/02-10/01/04.

This plan represents the commitment of the Department of Information Technology to partner with the County's various departments and divisions in an effort to effectively utilize Oakland County's IT development resources.

The goal of the Master Plan is to develop a clear picture of how Information Technology resources can support the County's technology needs. The Master Plan allows the County Business Units (customers) to communicate to IT the direction and priorities of projects. In addition, the Information Technology 2003/2004 Master Plan will:

- Aid IT in allocating appropriate scarce resources to support project requests.
- Provide a framework for IT Leadership Groups and IT Management to continually measure and re-evaluate information systems efforts.
- Support IT in its determination of the types of technologies that will be of use to future organizational applications.
- Assist IT in charting strategies and individual project plans to support the business units' present and future information needs.

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This Master Plan provides the availability and allocation of Information Technology resources within the following divisions: Systems Development and Support, Digital Information Service Center (DISC), Technical Systems and Networking, CLEMIS, and Administration (Project Management Office, Training, Support).

The Master Plan represents the Customer Support, Maintenance, Enhancements and New Development projects IT is committing to complete during the next two years. Over the past three years, there has been a continuing increase in support and maintenance hours for existing systems or purchased "off the shelf systems". Currently 76% of IT hours are spent on fixed labor, while 24% is discretionary for enhancing existing systems or developing new systems. The fixed labor is required simply to maintain the status quo and support existing systems and customers.

Unfortunately, budget cuts have limited the number of hours the County has available for New Development Projects; therefore, many projects fall into "open requests". Unless additional funding is obtained, there are not sufficient hours to complete all of the projects requested in the 2003-2004 Master Plan. As always, the Leadership Group has the authority to reprioritize and/or move a project from an open request to an active request status.

On a quarterly basis, the IT Master Plan Quarterly Status Report is presented to the Leadership Group representatives and the Board of Commissioners General Government Committee. This report includes the resource utilization, project status, project estimated and actual hours variance and estimated and actual start and end date variance. The Leadership Groups meet on a quarterly basis to review project progress and address any project variance which would require re-allocation of resources, reprioritization of approved projects, as well as any new projects being submitted to the Leadership Group for review.

If you have any questions regarding the IT Master Plan or any specific project, please contact your IT Liaison or a member of IT's Project Management Office (PMO) Team.

New Internet Explorer Class Added

Information Technology is proud to announce the addition of the Introduction to Internet Explorer 5.5 (I.E.) course to the quarterly class schedule. Internet Explorer 5.5 (the County standard) is a software program that will help the student locate and use resources on the Internet. Instructions on the use of Webmail for County users will also be covered in this class.

Consequently, the Introduction to Netscape course has been dropped from the class schedule. Please look for the Introduction to Internet Explorer 5.5 course on the class schedule under <http://www.co.oakland.mi.us/ittrain/assets/docs/schedule.pdf>.

If you have any questions regarding this newly added course, contact the Information Technology Reception Desk at (248) 858-0810 or Vickie Worrell at (248) 858-4082.

Internet Web Site Awards



September 5, 2002 – Oakland County’s Department of Information Technology was pleased to announce the receipt of two new awards for the Oakland County Internet web site (<http://www.co.oakland.mi.us>). Congratulations to all the divisions and units that have participated in the process – these awards are a direct result of your efforts.

The National Academy of Public Administration, Joint Center for eGovernance, has issued Oakland County an eGovernance Award of Distinction (Silver) for 2002 (http://www.napawash.org/pc_egovernance/seal.html). The National Academy of Public Administration is an independent, nonpartisan organization chartered by Congress to assist federal, state, and local governments in improving their effectiveness, efficiency, and accountability.

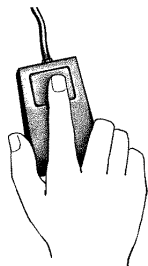
Locally, The Detroit Free Press has named our site one of the State of Michigan’s Best for 2002. The Detroit Free Press is one of the major daily newspapers in southeastern Michigan.

Launched in January this year, the Oakland County Internet web site represents the first phase of development in our overall goal of providing a one-stop “Portal” site for e-government services. The site and its content management system simplify access to County government by integrating its department and agency content into a single, cohesive site representing all of Oakland County. This initial phase includes the migration of existing sites into the system and the training of content managers within divisions and units of the County.

Computer Tips *by Matt Pawlowski, Software Help Desk*

The following can be used in many applications. Experiment with them!

- To select multiple items (files in a file list, cells in a spreadsheet) hold down the control key as you left click on the items. To select all items between two points, left click on the first item, hold down shift and left click on the last item.



- Experiment with **right clicking**. While using your mouse’s right click function, you can speed up your navigation through Windows on your computer, eliminating the need to click through multiple menus, windows, and dialog boxes to get to the file or application you need. Right clicking will often bring up a ‘context sensitive’ menu. For example, right clicking on a cell in an Excel spreadsheet will bring up a menu with copy, paste, format and other options. Right clicking on a hyperlink in Internet Explorer will give you the option to open the link in a new window.
- Many Windows objects act as containers, you can drag things to them with your mouse and drop them into the container. Grab by clicking and holding down your left mouse button. Then, drag the item to a container and release the mouse button. Drag using your right mouse button for more options. Try right dragging an icon from your Applications folder and dropping it on your desktop. Then, left click on **Copy**.

Eye Strain At The Computer



If you spend most of your workday staring at a computer monitor, you may notice an abnormal number of red blood vessels in the whites of your eyes. Prolonged work at a computer is a

strain on your eyes and can lead to engorged blood vessels, creating the illusion of new blood vessels. Dry, itchy eyes are another sign of this type of eye strain, referred to as computer-vision syndrome. Here are several tips to avoid the problem:

1. Rest your eyes regularly. Take breaks away from the computer.
2. Blink frequently to keep moisture moving to our corneas.
3. Reduce the glare from your monitor by adjusting the light around your desk.
4. Place your monitor at or just below eye level.
5. Keep the distance between your eyes and the monitor about the same distance as you would while reading a book.
6. Check the prescriptions of your eyeglasses or contacts regularly to be sure they are correct.
7. For your PC at home, upgrade to a liquid-crystal-display monitor or another model with a high refresh rate that flickers less.

— Adapted from *Consumer Reports on Health*

Don't Forget To Backup!

Whether you have a document saved on a floppy disk, a database saved on your "D" drive, or a spreadsheet saved on a network drive, make sure you have a backup copy, preferably on different media. Equipment fails and accidents happen!

Instructions can be found under <http://www.co.oakland.mi.us/ittrain/assets/docs/Winntbu.pdf>.

BOC Auditorium Renovation

For those who have used the Information Technology lecture hall in the past, please consider the Board of Commissioner's auditorium for your next event. With the renovation now complete, new enhancements include state-of-the-art equipment and a sophisticated room design.

Please refer to the Conference Room Information Schedule published by Facilities Engineering and available on the "O" drive, specifically found under **o:\facmgmt\conference room listing\conference room information.xls** for more information.

If you have any questions regarding the BOC auditorium, please call (248) 858-0100.

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Editor:

Vickie Worrell

Contributing Writer:

Matt Pawlowski

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1200 North Telegraph Road
Pontiac, Michigan 48341-0421
Phone: (248) 858-0810

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Visit Oakland County's Home Page at
www.co.oakland.mi.us

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*