

John Mahoney, Director, Information Technology

Novell GroupWise to Outlook 2000 Switchover



As you may have heard already, Information Technology is in the final testing stage of switching the County standard email communication software from GroupWise to Microsoft Outlook 2000. On October 16, 2000, Outlook 2000 was deployed throughout the Information Technology building to all IT staff members. Due to this switchover, GroupWise will no longer run on IT PCs and access to GroupWise mailboxes will be limited. Until the entire County is using Outlook 2000, please send all correspondence addressed to Information Technology staff via Netscape mail, fax, traditional County mail or telephone.

All other County users will receive Outlook 2000 through an automatic WinInstall deployment process. The target date is set for 4th quarter 2000. In order to receive this software, **you must log out of Windows and leave your PC powered on during the entire switchover period.** The dates for the switchover period will be announced via Broadcast message and also through the *Outlook 2000 News flyer*.

To help you get started and make the transition to Outlook 2000 easier, an *Outlook 2000 Quick Reference Guide* will soon be distributed to all users. Documentation is also available on the Information Technology Training Center web site. To access Outlook 2000 for the first time, you must follow the steps listed in the **Profile Creation** documentation for the initial setup.

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To access this web site:

1. Open the **Information Technology Training Center** web site at <http://www.co.oakland.mi.us/start/ocittc/index.html>.
2. Click the **Documentation** link.
3. From the **Outlook 2000** section, click on the various **Outlook 2000** documentation links.

If you have additional questions or concerns regarding this switchover, please feel free to call the Software Help Desk at (248) 858-8812.



What Happens When You Call The Help Desk?

by Matt Pawlowski, *Software Help Desk*

Many of us have experienced frustration when a particular system or application doesn't work as expected. Oakland County has several help desks that can often answer your questions immediately and in some cases, direct them to a specialist who can further diagnose the problem. It may be helpful to understand what happens when you call the help desk and where your call goes once you hang up the phone.

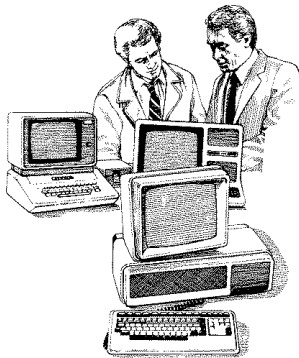
There are two general help desks located at Information Technology. The Hardware Help Desk, located within the Information Technology Computer Room, is able to monitor the status of various file and application servers and mainframe systems. They can also diagnose problems with PC hardware such as computers, monitors and printers. The Software Help Desk, located in the Office Automation area of Information Technology, can help you with problems encountered with the Windows operating system, Internet issues, login and password issues or assist you with productivity applications like Word, Excel or Outlook. Determining whether you have a hardware or software problem is often difficult to determine. This causes some degree of crossover between the two general help desks. If you are unsure, call the Software Help Desk first.



You can reach the help desks as follows:

Hardware Help Desk
(248) 858-5265
Seven days a week
24 hours a day

Software Help Desk
(248) 858-8812
Monday - Friday
8:30 a.m. - 5:00 p.m.



The help desks are generally staffed by one person supported by a team of specialists. There is a library of resources available, such as hardware and software documentation, training manuals as well as information on the Internet. When you call the help desk, a 'call' is opened in Quetzal, the help desk database. Logging calls allows us to keep a history of problems encountered as well as to build a database of solutions. The majority of calls placed to the help desks are recurring problems for which solutions are documented in the Quetzal database. If you have called the help desk before, we will have a record of your name, location, phone number and other system information such as your PC tag number, although you may be asked to verify this information. We then take the details of your problem, research the problem if necessary and walk you through a solution.

If, after exhausting our resources, we are unable to solve your problem at the help desk, it will be assigned to a team appropriate to the problem through Quetzal. You will be given a 'call number' which you should refer to if the problem persists after a site visit or if you need to check the progress of a site visit. If you do not receive a call number during your conversation, please ask for one prior to the end of the call. IT staff has Quetzal installed on their systems and are able to monitor open calls. The call will not be closed, and will be visible to IT staff until the problem has been corrected.

Online Package Tracking

FedEx, UPS and Airborne Express packages can easily be tracked every step of the way by using the **Package Tracking Tools** query found on the Oakland County Internet Start Page web site.

To track your package:

1. Open the Oakland County Internet Start Page web site at <http://www.co.oakland.mi.us/start/start.html>.
2. Click the **Package Tracking** link.
3. Type the tracking number of the shipment that you wish to track (*see sample below for placement).
4. Click the **get it!** button to begin the search.

Your tracking result detail will now appear.

If you have questions about the Package Tracking Tools, please contact the Software Help Desk at (248) 858-8812.



*Enter tracking numbers here.



Online Shopping Booms

Online shopping in the United States could surge 800 percent by 2004. Here are retail figures estimated for 1999 to 2004 (in billions):

1997	\$2.9
1998	\$8.0
1999	\$20.3
2000	\$38.8
2001	\$64.2
2002	\$101.1
2003	\$143.8
2004	\$184.5

—U.S. News & World Report



Risk Management & Safety - "O" Drive Options

by Donna Genre, RM&S

Most of you already know that the "O" drive is a directory of shared files established and maintained by different County departments. For those of you who have not yet ventured to the "O" drive, you might find it worth your while to check it out. Departments that previously obtained forms via phone request or by stopping by the department can now obtain these forms simply by printing them off of the "O" drive.

In some instances, departments using forms that they have stock piled are grossly out of date. It is strongly suggested that you check the forms that you are currently using against the forms available on the "O" drive. You'll always get the most updated forms by getting them off of the "O" drive.

Within the Risk Management and Safety (Rm&s) folder you will find the following forms, procedures, policies and other important information.

County Property Loss Report

o:\Rm&s\Proploss\County Property Loss Report.doc

County Property Loss Policy and Procedures

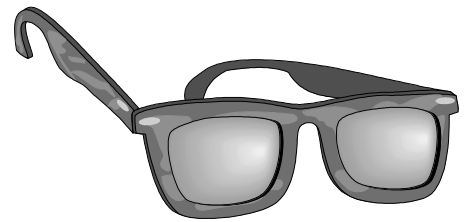
o:\Rm&s\Proploss\Policy & Procedures.doc

Information on How to Obtain A Notary Bond

o:\Rm&s\notary\notary Bond Application Procedure.doc

Information on How to Obtain Safety Glasses

o:\Rm&s\Glasses\Procedure for Obtaining Prescription Safety Glasses.doc



A List of Approved Clinics for Work-Related Injuries

o:\Rm&s\Workcomp>List of Approved Clinics.doc

Information on the Random Drug Testing Program

o:\Rm&s\Drugtest\Acknowledgment.doc

o:\Rm&s\Drugtest\Policy.doc

o:\Rm&s\Drugtest\Procedures.doc

o:\Rm&s\Drugtest\Prohibitions and Consequences.doc

o:\Rm&s\Drugtest\Voluntary Agreement.doc



The Bootmobile Schedule

o:\Rm&s\Shoes\Bootmobile Schedule.doc

Auto Accident and Incident Procedures

o:\Rm&s\Auto\Auto Accident and Incident Procedures.doc

Incident Report Form

o:\Rm&s\Incident\Incident Report Form.doc

The Policy for Material Safety Data Sheets

Coming Soon!



Continued next page

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If your department would like to announce your "O" drive documents, please contact Lisa Corpus at (248) 858-1681. Announcements can be made via Broadcast message and/or newsletter article.

If you have problems accessing "O" drive files, please contact the Software Help Desk at (248) 858-8812. ❖



IT Building Security Policy

Please be advised of the following building security requirements at the Information Technology building:

- All County employees and County consultants that are visiting IT, either for a class or meeting, must wear their County ID Badge at all times.
- Anyone, County Employees or not, without a County ID badge MUST sign in at the Receptionist desk, and obtain a temporary ID card.
- Everyone must be escorted from and to the lobby unless you are attending a computer class or meeting located in the South Wing of the building. These rooms include the Lecture Hall, Conference rooms 126 and 127 and Training Room 114.
- Students scheduled for computer training in rooms 13D or 13E will be escorted to class by the class instructor. Please plan on arriving 10 minutes prior to class.

If you have any questions or concerns regarding this policy, please contact John Mahoney at (248) 858-0815.

Avoid Technical Miscommunication

Technology makes it easier for us to communicate, but it also increases our chances of miscommunication. Think about the incomplete voice-mail messages, misguided email notes and crackly cell-phone connections that have happened to you.

So how can you use technology to communicate better? Here are four tips:

1. Take a deep breath and slow down. Being rushed means making mistakes. Review your email before you send it, and speak slowly when you leave your phone number on someone's voice-mail.
2. Think before you act. Before you write or call someone, make a list of questions you need to ask or note any thoughts you want to include in your conversation.
3. Know your audience's technical capabilities. When you're sending files via email, make sure you know the hardware or software your recipient uses. To be safe, send the copy as a text file, which you can access from almost any kind of PC or Mac computer.
4. Make your message easy to grasp. When it comes to email, be specific in your subject line, and make sure your message is clear and complete. If you're leaving a message on voice-mail, say exactly what you're calling about or what you need—no more, no less. Don't forget to include the time and date you called.



Information Technology Training Center Quarterly Update

As always, the training schedule (October - December) is available for your review on the Information Technology Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html> under the **Class Information** section.

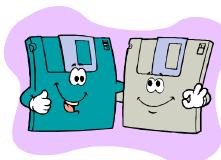
Due to the lack of interest, the **Upgrade Windows NT** class will no longer appear on the schedule; however, we are able to add this on an as needed basis. Also, as a result of the County standard email communication software switch from Novell GroupWise to Microsoft Outlook 2000 (see article on page 1 for more details), the **Introduction to GroupWise** class will no longer be offered. The **Introduction to Microsoft Outlook 2000** class has taken its place.

Please keep in mind that first time computer users or students with little or no knowledge of the Windows environment should take the **Introduction to Windows NT** class before they take any of the desktop application classes (e.g. Word, Excel, Access). The Introduction to Windows NT class teaches important concepts that will help you understand PC software and hardware components; computer disk drives including network, floppy and hard disks; Windows buttons and icons; managing your documents and mouse skills. Taking the class now, will most likely save you time and frustration in the long run.



Did you know that the IT Training Center also provides training to Oakland County cities, villages and townships (CVT's)? This includes the treasurer and assessor offices and police departments. To date, there have been over 350 CVT employees that have attended training. If you know of a CVT employee that needs software training, feel free to refer them to Oakland County. They are welcome to use the IT Training Center web site <http://www.co.oakland.mi.us/start/ocittc/index.html> to obtain training information or contact Lisa Corpus at (248) 858-1681.

As a final note, we would like to announce that our former instructor, Marc Macelli is back on staff for the IT training program. Marc will help with the increased class load due to the switchover from Novell GroupWise to Microsoft Outlook 2000. Please join us in welcoming him back.



Network Backup - Reminder

Information Technology conducts tape backups of network folders saved to the **N:** drive. To ensure file integrity, users must be logged off the network in order for the tape backup of the network folders to occur. Be sure to close all files and exit **Windows** at the end of each work day so the network backup can be completed.

Please contact the Software Help Desk at (248) 858-8812 if you have questions on backup, or review a copy of the **Windows NT Backup & Restore Procedures** found on the IT Training Center web site at <http://www.co.oakland.mi.us/start/ocittc/winntbu.pdf>.



Americans Want That 'Personal' Touch

Americans prefer regular mail to email when it comes to relaying sensitive information, according to a recent survey by postage-meter company Pitney Bowes. In fact, we like snail-mail over email for almost every personal communication. Other findings include:

42 percent of people look forward to checking and reading regular mail, compared with 29 percent for electronic mail.

76 percent say they may save a letter from a relative, while 15 percent will save email from the same person.

66 percent believe that regular mail is more private and secure, with only 5 percent who believe the same for email. Even Internet users trust regular mail more than email—eight to one.

—Seattle Times

WinBeep Services Upgraded

On October 5, 2000, the service used for Oakland County pagers was upgraded. If you have WinBeep software installed on your computer, you will need to make the following changes to your WinBeep configuration in order to continue using the WinBeep service.



To change your WinBeep configuration:

Services Editor

1. From **WinBeep**, click **Window...Configuration...Services Editor** from the menu bar.
2. Click **Alpha2**.
3. Delete the current **Phone** number and type in **18002506325**.
4. To change the **Baud** rate, click the down arrow and select **2400**.
5. Click the **Save** button.
6. Repeat steps 2-5 for the **Alpha3** and **Mobilcomm N.W.** services.
7. Close the **Services Editor** dialog box.

Subscriber Editor

1. From **WinBeep**, click **Window...Configuration...Subscriber Editor** from the menu bar.
2. Click each user, if they are using **Alpha2**, **Alpha3** or **MobilComm N.W.** service, add **248** to the beginning of their **PIN** number.
3. Click the **Save** button.
4. Repeat this for each user in your list.
5. Close the **Subscriber Editor** dialog box.

You can now send messages using the new paging service. If you have any questions, please contact Radio Communications at (248) 858-1100.

Company Web Site Searching

You may have made attempts to find a company web site, but were not able to because you didn't know the exact web address or whether the address included a .com, .edu, .gov or .org at the end. Searches for company web sites can easily be performed without knowing the web address by using the Netscape Navigator or Internet Explorer Location Bar.

To perform a search:

1. From the Netscape Navigator or Internet Explorer **Location Bar**, type in the company name that you wish to search for.
2. Press the **Enter** key.

Your result summary will now appear. More general searches (e.g. Oakland County) will result in a list of links for you to choose from. More specific or uncommon words (e.g. Nasa) may take you directly to the web site.

The sample below is based on a search on "Oakland County Probate Court".



If you have questions about performing Internet searches, please contact the Software Help Desk at (248) 858-8812.

Computer Jokes

- Q. What is a computer's first sign of old age?
A. Loss of memory.
- Q. What does a baby computer call his father?
A. Data.
- Q. What happened when the computer fell on the floor?
A. It slipped a disk.
- Q. Why was there a bug in the computer?
A. It was looking for a byte to eat.



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Visit Oakland County's Home Page at
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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