



# Information Technology Quarterly

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Edwin Poisson, Director, Information Technology

## New Service Center Automated Call Distribution (ACD) System

*by Norma Miller, Internal Services*

As of November 4, 2005, when you call the Information Technology Service Center (formerly known as the IT Help Desk), your call is routed to an automated call distribution (ACD) telephone queue. The ACD allows your calls to be responded to in the order received, while you will still speak with the same friendly and professional ITSC staff. Some of you may be wondering why this is necessary. The recent email outage can help you appreciate some of the benefits of the ACD system.

First of all, the ACD serves as a **communication tool in times of emergency**. When confirmation of an email outage occurred on Monday morning, November 7, 2005, the Information Technology Service Center (ITSC) immediately changed the greeting on the ACD to let you know that ITSC was aware of the problem and resolution was in process. As additional information became available, the ACD greeting was changed to keep you informed.

Of equal importance, the ACD **facilitates assisting large numbers of customers**. For example, between Monday, November 7, 2005 and Wednesday, November 9, 2005, the ITSC received 1,989 calls. To put that in perspective, the ITSC typically responds to 2,500 calls per month, so, four-fifths of one month's average number of calls were received and responded to in three days!

Without the ACD, you would have called the ITSC for long periods of time receiving a busy signal and not getting through in a timely fashion. The former phone system would not have been able to "queue" the calls or give you the option of leaving a voice mail for staff to return your call.

These are just some of the benefits of the ACD system, and the ITSC looks forward to utilizing more of the ACD capabilities in the future. Some examples include the ability to determine how many callers hang up before receiving assistance and how long callers are waiting before being

assisted. None of this information would have been available without the implementation of an ACD system.

If you have any questions or suggestions regarding the implementation of the ACD System or regarding the IT Service Center, please contact Norma Miller at (248) 858-1595.

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## Patterson Receives State Visionary Award by Peggy Daniels, eGovernment Services

L. Brooks Patterson has received the inaugural Visionary Award from the Michigan Department of Information Technology (IT). The award is given in conjunction with Government Technology magazine and was presented at the Michigan Digital Government Summit recently held in Lansing.

The Visionary Award is part of the state's new Excellence in Technology program. The award is presented to a government official who has a clear record of driving the use of technology, a demonstrated ability to identify future needs and a passion for serving the public. Mr. Patterson was recognized for leading Oakland County into a time of unprecedented and robust economic growth, using technology as a primary tool in the way Oakland County provides government services.

In a statement issued by the Governor's office, Governor Jennifer M. Granholm acknowledged the importance of technology initiatives like those of Oakland County. She thanked government IT professionals for their contributions to Michigan's being ranked #1 in the nation for digital government, as determined by the Center for Digital Government. The Governor congratulated government IT professionals on their commitment to collaboration, commenting on the importance of teamwork as Michigan moves forward. In the statement, Governor Granholm said of the new Visionary Award, "This is our chance to salute the Information Technology professionals in Michigan state and local government organizations for their dedication, hard work and contributions. The transformations in the way we do business resulting from technological innovations play a key role in our economic recovery."

The award specifically cited Mr. Patterson's use of technology to improve communication horizontally among County government units, vertically with the governing bodies of local communities, and broadly outward with residents and those doing business with the County. His agenda encourages and supports IT initiatives that bring the power of the latest technology to the people, serving citizens well beyond the geographic boundaries of Oakland County. As the founder of Automation Alley, he brought together the best and brightest of Michigan's high-tech industry, who are now working together to improve Michigan's economic outlook. Due to his progressive leadership on regional programs such as Wireless Oakland, Courts and Law Enforcement Information System (CLEMIS), Oakland County Regional Network (OAKNet), Video Arraignment (OAKVideo), Access Oakland, Geographic Information Systems (GIS), and the County's award-winning eGovernment services, Oakland County has become one of the preeminent leaders in government technology in the United States.

### Other Awards and Recognitions

Oakland County's Pay Taxes online service was also honored at the Michigan Digital Government Summit with an award for Best Application Serving the Public. This award is part of the new Michigan Excellence in Technology award program sponsored by the state Department of Information Technology and Government Technology magazine. Pay Taxes was recognized for providing citizens with a convenient way to pay current and delinquent property taxes online using a credit card, while also funding itself through the collection of enhanced access fees. The Pay Taxes online services were developed in conjunction with County Treasurer Pat Dohany and local city, village and township Treasurers.

Several other County technology applications and online services were nominated for awards in the state's new program. The County's many eGovernment achievements caught the attention of the award evaluation committee. "Oakland County was a finalist in virtually every award category this year," said Jack Mortimer of Government Technology magazine. "We were very impressed with the wide range of accomplishments which is really no surprise given Oakland County's reputation for leadership, teamwork and innovation."

## **New Broadcast Message Categories**

In an effort to keep Oakland County employees better informed, Information Technology has developed and implemented the Broadcast Message categories listed below. The message category will appear at the end of the Subject line in each message as follows:

### **INFORMATIONAL / ITEM OF INTEREST (DISTRIBUTED TO PRIMARY-SECONDARY CONTACTS)**

- Including Brown Bag Luncheons, Community Happenings (MCF Fundraisers, Open Houses, etc.), Casual Day Announcements, Retirement Representative On-site Visits, and Charity or Benefit Announcements

### **CAMPUS / INCIDENT NOTIFICATIONS and UPDATES (DISTRIBUTED TO PRIMARY-SECONDARY CONTACTS)**

- Including Parking Lot or Drive Closures, Electrical Outages, Network Outages or Security Updates

### **ACTION REQUIRED / ACTION REQUESTED (DISTRIBUTED TO FULL COUNTY)**

- Including Messages from the County Executive or Instructional Messages Related to PC, Laptop, or Network Functionality (Leaving Devices at the CTRL+ALT+DEL Screen, Powering Off All Equipment, etc.)

### **IMMEDIATE ACTION REQUIRED (DISTRIBUTED TO FULL COUNTY)**

- Including Weather or Incident Related Power Failures, Terrorist Attacks, Bomb Threats, Computer Virus Attacks, Evacuation, or any other Major Disaster

By categorizing the Broadcast Messages in the above manner, we are hoping to assist Oakland County's employees to better determine the urgency and importance of each message. This in turn will allow for a higher level of communication and faster information delivery throughout the County.

Please note that the above categories are available on the shared county drive, specifically J:\GenCounty\InfoTech\Broadcast\Broadcast Message Categories.doc. Also available are procedures for submitting Broadcast Message requests as well as the current Designated Primary-Secondary Contact List.

If you have any questions regarding the new Broadcast Message categories, please contact the IT Service Center at (248) 858-8812.

## OakSource Passwords



Have you ever forgotten your OakSource password? Did you want to set your OakSource password hint and just never got around to it? It's so quick and easy to do!

After navigating to **www.myoaksource.net**, click the Login and Password Help link located in the Login dialog box. You will find quick links for changing your password, setting a password hint and forgotten passwords.

If you should forget your OakSource password and you have set a password hint, just click the Forgotten Password link. You will be prompted to type the answer to your hint question and a temporary password will be sent to your inbox.

Just as a reminder:

- Your OakSource password is provided to you by the County for accessing OakSource.
- Only **you** are authorized to use it.
- Do not share your password with anyone.
- If you feel that the integrity of your password has been compromised, please reset your password using the Login and Password Help link.
- Users are required to change their passwords every 45 days. Five days prior to your password expiring, you will be given a change password reminder.
- There are specific rules to follow when creating a *new* password.

For more information, click the links in the F.A.Q. section. If you experience problems setting your password hint or changing your password, contact the IT Service Center at (248) 858-8812.

## New Service Center Staff

It's our pleasure to announce the addition of **Larry Douglas** who recently joined the IT Service Center. Larry has over a 7-year-span of a diversified customer service and information technology troubleshooting background. He is very knowledgeable and experienced in the Microsoft Office Suite applications and is looking forward to sharing his skills with IT Service Center callers.



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

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