

Oakland County's Internet Connection

Approximately 250 County employees now have direct access to the Internet. Users have found that the use of the Internet enables them to communicate globally, research topics of interest and save time and money. The initial Internet Pilot Project which began in April of this year focused on "Outbound" services. "Outbound" simply meant enabling County employees to reach out to the various Internet resources.

Since that time, the County has established "Inbound" services. What this means to us is that now several departments have the ability to publish information, such as services, through the Internet. Oakland County has a Home Page which can be accessed at the following Internet address: "<http://www.co.oakland.mi.us>"

Several departments have taken advantage of this resource. The Personnel Department now posts jobs on the Internet. This allows individuals from all over the world to apply for positions at Oakland County electronically. The Community and Economic Development Department has provided information and services available through the One Stop Shop program. The Clerk/Register Department has their own home page describing services provided to citizens and, for the first time, they provided election results on the Internet. Also, the Media and Communications department provides press releases, fast facts, media links, and the Oakland County Telegraph Newsletter on the Internet.

New Technology: ReachOut Software

In September, ReachOut became Oakland County's standard software application for remote control access to the Network. Using ReachOut, a user dials into the network from a laptop or PC at a remote location.

A user dialing in from a remote location "takes over" a PC located in the Information Technology building, which is connected to the Network. Applications invoked by the user actually run on this PC. All screen displays are directed over the telephone line and show on the console of the laptop or remote PC. All keyboard and mouse entries made on the laptop are directed via the phone line to the PC located at Information Technology.

While away from the office, ReachOut lets the user work just as if they were there. They can edit documents, check their e-mail, run programs, update spreadsheets and databases, and transfer files.

The Board of Commissioners became the first individuals to use this new technology at Oakland County. Many more users will have the ability to access the network remotely in the near future.

Multiple WPDOCS Directories on Local C:\ Drive Wreaking Havoc

As a result of the upgrade to WordPerfect 6.1, there has been some confusion as to where WordPerfect files should be saved. The directory "c:\wpdocs" should be the directory to which the user saves their WordPerfect files. This not only helps the user in organizing their files and separating WordPerfect files from other file types; it also helps the user back up their documents. The user has the ability to backup their WordPerfect documents by simply selecting the WPDOCS.SET backup icon in the Backup Program Group found on all PCs. When selecting the WPDOCS.SET backup icon all documents within "c:\wpdocs" are automatically backed up.

With the upgrade of WordPerfect 6.1, the default directory, set up by the WordPerfect Corporation, has a new directory, "c:\office\wpwin\wpdocs". Included in the installation packet for WordPerfect 6.1 were directions for the user to set the file location preference to "c:\wpdocs". Recently it has been discovered that some PC's are set to save documents in c:\office\wpwin\wpdocs. What does this mean to the user?

There are several problems in saving to "c:\office\wpwin\wpdocs":

- The user will now have two directories which contain WordPerfect files.
- If the user is saving their files in "c:\office\wpwin\wpdocs" and they perform a backup using the WPDOCS backup icon they will not be backing up their files. The user will be backing up files contained in "c:\wpdocs" not "c:\office\wpwin\wpdocs". The backup will be useless.
- If the user has a hard drive failure which requires service by a technician from Information Technology, the technician will make an effort to salvage those files in "c:\wpdocs" not "c:\office\wpwin\wpdocs".

As a result, Information Technology is asking users to move all existing files in "c:\office\wpwin\wpdocs" to "c:\wpdocs". Once the user has moved their files, and verified that all files are found in c:\wpdocs, they should delete the directory c:\office\wpwin\wpdocs.

To move files from "c:\office\wpwin\wpdocs" to c:\wpdocs:

1. Close **WordPerfect**.
2. Open **Main...File Manager**.
3. Select "**c:\office\wpwin\wpdocs**". Select **all files** in this directory,
4. Select **File...Select Files**.
5. Verify *.* is typed in the **File(s)** text box. *If not, delete any characters and replace with *.*.*
6. Select **Select**.

7. Select **Close** to close dialog box.
8. Select **File...Move**.
9. Type "**c:\wpdocs**" in **To** text box.
10. Select **OK**.
11. Verify all files have been moved. *There should not be any files remaining in "c:\office\wpwin\wpdocs".*
12. Verify all files are located in **c:\wpdocs** by selecting **c:\wpdocs**.

To delete the "c:\office\wpwin\wpdocs" directory:

1. Select "c:\office\wpwin\wpdocs".
2. Select **File...Delete**.
3. Verify **c:\office\wpwin\wpdocs** is listed in the **Delete** text box. *If anything other than c:\office\wpwin\wpdocs is displayed, select CANCEL.*
4. Select **OK**.
5. Confirm Directory Delete by selecting **YES**.

To set the new Default File Location Preference in WordPerfect to c:\wpdocs:

1. Open **WordPerfect**.
2. Select **Edit...Preferences**.
3. Double-click **File**.
4. Click in the **Default Directory** text box.
5. Delete any text in this box.
6. Type **c:\wpdocs**.
7. Click in the **Backup Directory** text box.
8. Delete any text in this box.
9. Type **c:\wpdocs.bak**.
10. Select **OK**.
11. Select **CLOSE**.

New Help Desk System Update

In the last newsletter, we mentioned Information Technology would be purchasing Q-Support, an integrated Help Desk Management System. As you may recall, it is Information Technology's belief that with the implementation this system we will be able to better capture, act on, and track help requests from our customers. We will be able to improve customer support and response times, as well as improve communications and customer expectations.

We have begun developing a strategic plan for implementation and over the next several months will begin implementing the new system. It is Information Technology's goal to have the new help desk system up and running by the end of the first quarter of 1997. We will keep you posted as we proceed.

Tips for Publishing Documents on the County-Wide Publish Drive "O"

More information has been added to the County-Wide Publish Drive "O". Management and Budget has published MB forms which are used throughout all County departments and divisions.

Now available for County employees' use:

MB-1	<i>(APPROVAL AND CASH ADVANCE REQUEST FOR TRAVEL)</i>
MB-2	<i>(TRAVEL EXPENSE VOUCHER)</i>
MB-3	<i>(INDIVIDUAL CAR MILEAGE REPORT)</i>
MB-4	<i>(INDIVIDUAL COMMUNICATION REIMBURSEMENT REPORT)</i>
MB-5	<i>(REQUEST FOR PAYMENT OF MEMBERSHIPS, DUES OR PUBLICATIONS)</i>

What an accomplishment. Great Job!

In the future, more functions and forms will be automated and, when appropriate, these automated forms could be placed on the Publish Drive. This will eliminate and/or reduce the need of mailing copies of the published information.

When creating documents which will be placed on the Publish Drive the creator should think of several things:

- C The document should be user-friendly. The majority of network PC users will have the ability to access the information. The users have a wide range of skill level. Therefore, the document should be as easy as possible to use, even for a novice.
- C The documents should be created in an application which the majority of users have access to. Particularly, WordPerfect 6.1.
- C Detailed Instructions should be available to the users. A ReadMe file or an Instructions file is very helpful. The Instructions should include a name and phone number of someone to contact should the user encounter problems while using the document.
- C Protect the forms or documents which you publish. When you publish a form that contains a table think about what you will allow the user to edit.

- ◆ Do you want the user to have the ability to edit column headings? If not, you will want to protect these cells.
 - ◆ Do you want rows added to the table? If not, you will want to disable the automatic row insertion function.
 - ◆ When you want a user to move through the form using tab try to use only one table. Remember, tables can be manipulated to split and join cells as needed.
 - ◆ If you are using a table that will calculate figures, include steps in the Instruction file to walk the user through enabling the calculate document feature.
- C Before publishing the document have someone unfamiliar with the document open it and use it without your help. Those closest to the document will often overlook simple tasks that are performed automatically due to familiarity.
- C Once the document is published on the “O” drive make the users aware. With approval, Information Technology can send a broadcast message through GroupWise to Department contacts.
- Allow time to edit the document after it is used. It is likely you will receive feedback from the users on ways to improve the document or clarify steps to be taken. The users may also find mistakes that may have been missed.
 - Remember, not all County employees have access to the Publish Drive. Many outreach offices such as District Courts and departments located in the Public Works Building, etc. do not yet have access to the “O” drive. It will still be necessary to continue mailing the documents/ forms to those departments who do not have access to the Publish Drive.

Training Manuals Recycle Program: Another Employee Suggestion Implemented

In September Information Technology implemented a Training Manual Recycling Program. At the beginning of each class instructors mention to the students that should they wish to recycle their training manuals they can place them in the recycle area at the back of each training room. If the student wants to recycle the training manual they are asked not to write in it.

Co-workers in their department who have completed training prior to September 1996 should have a manual available for their use should the need arise.

Let's Keep the Network Running Smooth - Use GroupWise Wisely

To ensure the network continues to run smoothly, Information Technology would like to pass along several hints for using GroupWise:

- GroupWise should be closed when not in use. This reduces the number of open files on the network server.
- Be conservative with the number of recipients on GroupWise messages. As a rule of thumb messages should not be addressed to more than 5 recipients. Large lists of recipients will delay other mail when the message switching processors become busy. Please refrain from sending greetings, recipes, and graphics during the holiday season.
- Take care when replying to all recipients of a message or when forwarding messages. Verify that your reply or forwarded message is going to only those people who need to see it.
- Please try not to send large files (more than 200,000 bytes) as attachments to GroupWise mail, and keep the number of files to a minimum. Attachments are copied several times as the message moves through the system. Large files can take significant time to copy and result in delays to other mail.
- Refrain from any customization of the GroupWise views. Including graphics as part of a mail message view increases the size of the view which in turn increases the size of the messages being transmitted.
- Delete any items which are not needed. As mentioned in the October GroupWise message all items in your In Box, Out Box and Calendar will be automatically purged every 21 days. To help conserve network resources we ask that you clean up any unnecessary items as soon as possible.

By following the above helpful hints we can all be ensured this communication tool and our network are being used effectively and efficiently.

Importance of NOT Moving Computer Equipment

Information Technology is asking for your help. We ask that you not move computer equipment without the assistance of Information Technology staff. Recently, many individuals have encountered problems by moving their own equipment. Examples of potential problems are as follows:

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- You are no longer able to connect to the network which means you will not be able to use GroupWise, print to a network printer, or access a network version of Lotus.
- Your computer will not boot up. If you move an existing PC from a side position to a flat position, the internal parts can be misaligned and dislodged from their correct location.
- When calling for service you may find that the technician cannot locate you or the moved piece of equipment. The technicians are dispatched to a location which is recorded in an inventory system only to find that piece of equipment is no longer there. By moving a computer yourself, Information Technology's inventory system is no longer accurate.

If you find that it is necessary to move computer equipment please have your department representative contact their project manager at Information Technology to schedule an on-site visit from a technician.

Information Technology's Training Program

The first quarter training schedule for 1997 was published the first week of December. For those employees who have access, the schedule has been published on the County-wide publish drive "O", under **o:\infotech\training\ schedule.doc**. The schedule was also mailed out to those departments/divisions who do not yet have access to the Publish drive.

In October we offered an Introduction to WordPerfect 6.1 class meeting one half day a week for four consecutive weeks. Much like you would find in a college environment. From the feedback we received, the students enjoyed this type of class schedule. In the first quarter schedule for 1997 we have again offered an Introduction to WordPerfect class using this type of class schedule. We have also added an Intermediate and Advanced WordPerfect class the same way. We have scheduled the classes for 10 consecutive weeks with the class meeting one-half day each week. This will give the student the option of completing the entire WordPerfect series in a 10 week session. Sound familiar? If you are interested in this series please contact Lisa Corpus at 858-1681 as soon as possible to confirm your reservation.

As a side note: If you do not find a class date and time which you can attend please have your name placed on the waiting list for that particular class. Over the last several months Information Technology has been offering fewer classes to avoid canceling classes which have low enrollment. If any class has a waiting list of 8 or more individuals we are able to add an additional class.

The Information Technology Training Center also has training videos available for your use. There are three videos available for Internet/Netscape Navigator use and two videos available for GroupWise use. Please contact Tina Ramey at 858-4082 to request

any of these videos. Information has also been placed on the Publish drive, specifically "o:\infotech\training\videos.wpd".

Importance of Cold Booting/Turning Off Your PC

In the first quarterly newsletter, dated March 1996, Information Technology published an article on the importance of cold booting your PC.

Cold booting refreshes the system (memory) resources; it provides a clean slate. There are several reasons why we recommend turning off your PC on a regular basis, preferably each night before leaving the office. Reasons include:

Loss of Network Connection. On occasion the network may go down for an instant or down overnight for scheduled maintenance. When this occurs you are no longer connected to the network. Once you have lost the network connection you will not be able to print to a network printer, use GroupWise, or access network drives.

Available Memory Exhausted. Each PC has a certain amount of memory which can be used. Once that memory has been exhausted, various error messages will be received. For example, when attempting to open additional applications you may receive General Protection Fault errors. When opening and closing applications; running macros; using graphics; performing merges; and accessing files the PC's memory resource is depleted very quickly. Your PC may also develop video problems. Pictures or text on the screen start disappearing or looking strange.

By turning off your PC regularly you will refresh your PC's memory resources. If you open many applications, run macros, perform merges, and use graphics frequently throughout the day you may find that by shutting off or cold booting your PC before or after you go to lunch will enhance the PC's operations. And, always try to shut off your PC at the end of each day.