



## Microsoft Office 2010 Upgrade

*by Kelly Dykstra, Information Technology*

In January, Information Technology (IT) began upgrading all County workstations and laptops to Microsoft Office 2010. With approximately 2,700 devices upgraded thus far, we are happy to say that no major issues have been reported.

To help get you up to speed with Microsoft Office 2010, several training opportunities are available through the Oakland County Information Technology Training Center. Currently, instructor-led training services are offered that include Office and Access 2010 Overviews, as well as Introduction, Intermediate, and Advanced level classes in Microsoft Office 2010: Access, Excel, PowerPoint, Outlook, and Word. Full course descriptions and a quarterly class schedule containing the time, date, location, and duration of all classes offered are available for your review on the IT Training Center web site, <http://www.oakgov.com/ittrain>.

As an alternative to the Oakland County Training Center instructor-led classes, the following knowledge documents are available to aid you in learning:

- Microsoft Office 2010: How to Access On-line Training
- Microsoft Office 2010: How to Access Custom Quick Reference Guides
- Microsoft Office 2010: How to Access Help and How – To
- Microsoft Office 2010: How to Access Ribbon Mapping Workbooks

These documents can be found in the Service Center Knowledge Base at <https://sc.oakgov.com> using **2010** as the keyword search. Check back periodically as new knowledge documents are being added pertaining to reported Microsoft Office 2010 known errors or beneficial tips. If you have any questions or need more information regarding training, please contact (248) 858-0810 or [training@oakgov.com](mailto:training@oakgov.com).

IT Test Labs are also available for use. The labs are test environments set up at IT that contain computers already installed with Microsoft Office 2010. This test environment allows you to open copies of your own Access databases, Excel spreadsheets, and/or Word documents (from previous versions) to observe how they react with Microsoft Office 2010. Please contact [office2010@oakgov.com](mailto:office2010@oakgov.com) to schedule lab testing.

# Internet Explorer 8 Upgrade

*by Kelly Dykstra, Information Technology*

Information Technology (IT) will soon upgrade all workstations and laptops with Internet Explorer 8. This latest version has better security, is more reliable, and performs much faster than its predecessors. Some additional enhancements include:

- Faster start up and shutdown to allow for more browsing time.
- Pages loading faster that will improve overall performance.
- One-click access to common tasks and favorite sites.
- Enhanced privacy settings to control what gets sent to search providers.
- Protection against malware attacks.

IT staff will be contacting IT Liaisons to coordinate the scheduling and implementation of the upgrade for their respective business units. If you have questions regarding the Internet Explorer 8 upgrade, please contact your IT Representative.

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