

Information Technology Quarterly Newsletter Index

Occasionally we are asked where a particular topic can be found which Information Technology (IT) has previously discussed in a newsletter. As a result of the inquiries made, we have provided an index of topics covered and which Information Technology Quarterly contains these articles. If you cannot find a copy of the Information Technology Quarterly that contains the article you are interested in, please contact the IT Service Center at (248) 858-8812. A copy of the article will be sent to you.

2002 CPR Schedule	1 st Quarter 2002
A Quote For The Lighter Side	3 rd Quarter 2002
A Universal Undo Trick	3 rd Quarter 2004
Acorn II - What Is It and What Does It Mean	September 1996
Active Directory Install Complete	3 rd Quarter 2005
Address Management Program	July 2001
Area Code Finder	April 2000
Backing Up On An External Storage Medium	1 st Quarter 2005
Backup - Importance of Backing Up Your Data	June 1998
Backup – Network Reminder	October 2000
Backup – Should You or Shouldn't You?	March 1996
Backup - Solution for Using Windows 95 Backup	June 1998
Backup - Using Windows 95	March 1998
Backup - Windows 95 Documentation	September 1997
Backup Reminder	2 nd Quarter 2005
Backup Reminder	3 rd Quarter 2005
BIF Files And Shared Code Errors - In WordPerfect and GroupWise	January 1999
BOC Auditorium Renovation	4 th Quarter 2002
Broadcast Mail – Please print and post...and read!	July 2001
Business Recovery Plan - Status for Oakland County Information Technology	January 1999
Career Opportunities	1 st Quarter 2002
CD Burners Replacing Floppy Drives	4 th Quarter 2006
Cellular Tips & Tricks	1 st Quarter 2008
CLEMIS Making Neighborhoods Safer	4 th Quarter 2004
Cold Booting - Importance of	March 1996
Cold Booting/Turning Off Your PC - Importance of	December 1996
Community CrimeWatch	2 nd Quarter 2006
Company Web Site Searching	October 2000
Computer Equipment - Importance of NOT Moving	December 1996
Computer Hardware/Software Usage and License Policy	October 2001
Computer Monitors – On or Off?	July 2000
Computer Security Day	October 1999
Computer Tips	4 th Quarter 2002
Computers In The Movies	4 th Quarter 2003
County Honored Among Nation's Top Digital Governments	3 rd Quarter 2005
County Launches Mobile Services Pilot	4 th Quarter 2006
County Launches Online Check Service for Delinquent Tax Payments	4 th Quarter 2007
County Library Staff – Your Guide to the Internet	April 2001
County Software Standards	April 2001
County Software Standards	July 2001
County Toll Free Telephone Number	October 1999
County Web Site Named Among Best of the Web for 2007	4 th Quarter 2007

Information Technology Quarterly Newsletter Index

County Web Site Gets New Name, New Look	1 st Quarter 2006
County-Wide Publish Drive - It's Growing	September 1996
County-Wide Publish Drive - Tips for Publishing Documents on "O"	December 1996
County-Wide Publish Drive - New Travel Regulations.....	March 1997
County-Wide Publish Drive - "O" is Expanding	December 1997
County-Wide Publish Drive - "O Drive" Continues to Evolve	April 1999
County-Wide Publish Drive – "O Drive" Updates	April 2000
County-Wide Publish Drive - Reorganization - o:\infotech\training	April 1999
County-Wide Publish Drive – Risk Management & Safety	October 2000
Cyber Security: Defense In-depth	4 th Quarter 2003
Cyber Security: Disaster Recovery	3 rd Quarter 2004
Data Warehousing - Information Technology Launches Pilot	September 1997
Data Warehousing - Oakland County Empowers Business Knowledge	April 1999
Daylight Saving Time (DST) Patch	1 st Quarter 2007
Delinquent Tax System - New Treasurer's System Proves to be a Success ...	September 1998
Department Acquired Software - Initial Article.....	March 1996
Department Acquired Software – Update	June 1996
Department Acquired Software - Second Update	September 1996
Department Acquired Software - Policy Update	September 1997
Dialin System Upgrade	January 2000
Did You Know - Placement of PCs through Oakland County.....	March 1996
Disaster Recovery Plan - Information Technology Develops Plan	June 1998
Document Imaging Storage/Retrieval System	1 st Quarter 2002
Don't Forget To Backup!	4 th Quarter 2002
Don't Forget To Backup!	1 st Quarter 2003
Don't Forget To Backup!	2 nd Quarter 2003
Don't Forget To Backup!	3 rd Quarter 2003
Don't Forget To Backup!	4 th Quarter 2003
Don't Forget To Backup!	1 st Quarter 2004
Don't Forget To Backup!	3 rd Quarter 2004
Don't Forget To Backup!	4 th Quarter 2004
Dot What?	2 nd Quarter 2003
Earth Day	April 1999
EHS Goes Web	1 st Quarter 2002
E-Mail - How Not to Use E-Mail	September 1998
eGovernment Technology Used For Jail Overcrowding Emergency.....	1 st Quarter 2006
EGovernment to Deliver Vital Records Online	1 st Quarter 200
Email Auto-reply Function Has Been Enhanced.....	1 st Quarter 2009
Email Fraud Warning	3 rd Quarter 2008
Email Purge Policy Update	April 2001
Email Subscription Service Helps Citizens Stay Informed	3 rd Quarter 2008
Emergency Phone Numbers	1 st Quarter 2004
Elvis Has Left The Building.....	July 1999
Equipment Repair Procedures	2 nd Quarter 2006
Eye Strain At The Computer	4 th Quarter 2002
File Management - Using	July 1999
File Management - What is.....	June 1996
Files Get New Home on Network.....	2 nd Quarter 2005
Floppy Disk Care.....	July 2001

Information Technology Quarterly Newsletter Index

Food For Thought	1 st Quarter 2007
Free Directory Assistance Reminder	1 st Quarter 2009
FY2002 Salary Schedule	October 2001
GIS Software - Oakland County Selects ESRI	June 1997
GIS Utility Releases Label Service	1 st Quarter 2004
GroupWise 5.2 - New Technology.....	December 1997
GroupWise 5.5 - Moving Forward.....	January 1999
GroupWise 5.5 - Upgrade.....	April 1999
GroupWise 5.5 - Archiving & Saving	July 1999
GroupWise 5.5 - Using Existing Rules.....	October 1999
GroupWise - Disappearing Personal Groups	June 1997
GroupWise - Help Us Keep the Network Running Smoothly.....	September 1997
GroupWise - Helpful Hints for Keeping it Running Smooth	June 1996
GroupWise - Instructions Available On The Internet	October 1999
GroupWise - Lets Keep the Network Running Smooth	December 1996
GroupWise - Refreshing Notify Feature.....	March 1996
GroupWise – Send Broadcast Messages.....	April 2000
GroupWise - Saving Your Calendar	September 1996
GroupWise - Should You Have a Password?.....	June 1996
GroupWise - Use Caution When Creating GroupWise Rules.....	September 1998
Happy 30th, Email	October 2001
Help Desk System - Logging Calls to the Help Desk System	September 1998
Help Desk System - New System Allows Customer to Log Help Desk Calls	September 1997
Help Desk System - Logging Calls Electronically Update	December 1997
Help Desk System - New System on Its Way.....	September 1996
Help Desk System - New System Under Way.....	June 1997
Help Desk System - New System Update	December 1996
Help Desk System – Upgraded	April 1999
Help Desk - What Happens When You Call The Help Desk?.....	October 2000
Help Desk – Which One?.....	2 nd Quarter 2002
HELP! Who Do I Call	June 1996
How to Create a List of Files in a Directory	April 2001
How to Neutralize Information Overload	October 2001
Information Technology 2003/2004 Master Plan	4 th Quarter 2002
Information Technology 2007/2008 Master Plan	4 th Quarter 2006
Information Technology 2009/2010 Master Plan	4 th Quarter 2008
Information Technology – Building Security Requirements.....	October 2000
Information Technology Launches Training Center Web Site	April 2000
Information Technology Quarterly Index - Added to the “O” Drive.....	January 1999
Information Technology Quarterly On The Internet	October 1999
Information Technology Training Opportunities	3 rd Quarter 2004
Internet - A Few More E-Mail Emoticons	June 1998
Internet - E-Mail Emoticons.....	March 1998
Internet – IT Training Center Web Site	January 2000
Internet - Netscape Navigator Correction	September 1997
Internet – Netscape Mail Server Preferences	January 2000
Internet - News.....	June 1998
Internet - Oakland County's Connection	December 1996
Internet – Online Training Classes.....	January 2000

Information Technology Quarterly Newsletter Index

Internet - Procedure for Requesting Netscape Accounts	January 1999
Internet - Research Tools	June 1998
Internet - Safeguarding Your Bookmarks, Address Book and Mail	June 1998
Internet - Tips for Surfing	March 1997
Internet - Upgrade to Netscape Gold 3.0	June 1997
Internet 101: Email	2 nd Quarter 2002
Internet Explorer 5.5, The New County Standard	July 2001
Internet Fraud Statistics	3 rd Quarter 2008
Internet Mail System Upgrade	October 2001
Internet Password For Email	1 st Quarter 2002
Internet Pilot Project - Second Update	September 1996
Internet Pilot Project - Technology Update	June 1996
Internet Website Awards	4 th Quarter 2002
Introducing PeopleSoft 8	October 2001
IT 2007-08 Master Plan Time Line	1 st Quarter 2006
IT 2009/2010 Master Plan Time Line	1 st Quarter 2008
IT Launches “Campus Wireless” Service	4 th Quarter 2006
IT Launches LearnItOnline Software Training	July 2000
IT Parking Lot Improvement	3 rd Quarter 2004
IT Quarterly Goes Paperless	3 rd Quarter 2005
IT Receives NACO Awards	3 rd Quarter 2006
Job Opportunities at Information Technology	March 1998
Judicial Information Management System	1 st Quarter 2002
Keyboard - Not Working Correctly	June 1996
Keyboard - Remapping	December 1997
Laptop Loaner Policy - New Program	September 1996
Leadership Groups Embrace Return on Investment Process	2 nd Quarter 2003
Learn Just About Anything	3 rd Quarter 2002
Lecture Hall Upgrade	January 2000
Lotus Errors - News from the Software Help Desk	June 1996
Massive PC Upgrade - Oakland County Announces	January 1999
Massive PC Upgrade Update	October 1999
Massive PC Upgrade Update - Getting Prepared	April 1999
Massive PC Upgrade Update - Questions From Recent Installations	July 1999
Master Plan - Information Technology 1999/2000	January 1999
Master Planning Process - in Place at Information Technology	March 1998
Meet-Me Conferencing Now Available	October 2001
Microsoft Access - Compacting Databases	September 1997
Microsoft Access - Conversion of Access 2.0 Databases to Access 1997	January 1999
Microsoft Access 97 – Computer Based Training Available	July 2000
Microsoft Office Integration	January 2000
Microsoft Office Integration – Access & Word, Part 2	April 2000
Microsoft XP In Testing Stage	2 nd Quarter 2002
Monthly Calendars	January 2000
More On Chain Letters and Hoaxes	3 rd Quarter 2004
Mouse Break?	4 th Quarter 2003
Moving To A New Computer?	3 rd Quarter 2003
“N” Drive Space	October 2001
National Anthem Day – March 3	1 st Quarter 2002

Information Technology Quarterly Newsletter Index

Network Access/Security - Be Cautious	June 1998
Network Capacity - We Need Your Help!	June 1996
Network Connection Screens	2 nd Quarter 2005
Network Password - Change It Before Time Runs Out	December 1997
Network Password – Changing Your Netware Password Before Time Runs Out	April 2000
New Broadcast Message Categories	4 th Quarter 2005
New Internet Explorer Class Added	4 th Quarter 2002
New Internet Viruses/Worms	3 rd Quarter 2004
New My.OakGov.com Portal is Launched	1 st Quarter 2009
New Online Services In The Works	3 rd Quarter 2005
New Search Helps Users of County Web Site	1 st Quarter 2007
New Service Center Automated Call Distribution (ACD) System	4 th Quarter 2005
New Service Center Staff	4 th Quarter 2005
New Service Center System Makes Requesting Support Easier	2 nd Quarter 2007
New Shared Drive Location	2 nd Quarter 2005
New Toll Free Area Codes	April 2000
New Training Opportunities at Information Technology	2 nd Quarter 2008
Nextel Users	2 nd Quarter 2005
Now Offering XP Classes Only!	2 nd Quarter 2006
OAK Reports Application	1 st Quarter 2006
Oakgov.com Email Conversion	3 rd Quarter 2006
Oakland County Conference Rooms	April 2001
Oakland County GIS Utility Partners with FEMA to Update Floodplain Maps ...	1 st Quarter 2003
Oakland County Launches Webmail	April 2001
Oakland County Michigan – It’s Time	1 st Quarter 2002
OakSource - County to Debut New Employee Resource	3 rd Quarter 2004
OakSource Passwords	4 th Quarter 2005
OakSource Strong Password System Protects Employees	3 rd Quarter 2007
Odds & Ends	2 nd Quarter 2007
On The Lighter Side	2 nd Quarter 2005
On The Lighter Side	3 rd Quarter 2005
On The Lighter Side	2 nd Quarter 2006
On The Lighter Side - Become A Great Writer	1 st Quarter 2003
On The Lighter Side - Email Mistakes	3 rd Quarter 2007
On The Lighter Side - Funny Store Sign	1 st Quarter 2004
On The Lighter Side - Thoughts on the Holidays	4 th Quarter 2007
Online Package Tracking	October 2000
Online Updates	July 2000
Online Usage Update	July 2001
Outlook 2000 - Novell GroupWise to Outlook 2000 Switchover	October 2000
Outlook 2000 is Here!	July 2001
Password Policy	4 th Quarter 2006
Password Policy Implementation	1 st Quarter 2008
Patterson Receives State Visionary Award	4 th Quarter 2005
Paying Traffic Tickets Online	4 th Quarter 2003
PC Shut Down Procedures	4 th Quarter 2003
PC Requests	1 st Quarter 2005
Personal BIF File – Safeguarding	September 1996
Personnel Training - Get on the Training Track	June 1998

Information Technology Quarterly Newsletter Index

Personnel Training & Development	April 2001
Please Turn That Assistant Off!	July 1999
Power Saver	1 st Quarter 2002
Protect Your Laptop From Theft At The Airport.....	July 2001
Quick Login To Reconnect	4 th Quarter 2004
ReachOut Software - Dial-In Problem Update	December 1997
ReachOut Software - Experiencing Dial-In Problems	September 1997
ReachOut Software - New Technology.....	December 1996
Reliable Facts At A Mouse Click	January 2000
Reminder: Service Center <i>Self Service</i>	4 th Quarter 2008
Reveal Codes in Microsoft Word?.....	April 2000
Save Money With Free Directory Assistance	2 nd Quarter 2008
Service Center ACD Updates.....	1 st Quarter 2006
Sharing Data Responsibility	January 2000
“Soft Launch” of the New Oakland County Web Site.....	October 2001
Smartphones Now Being Supported by the Service Center.....	4 th Quarter 2008
Spam, Meat or Mail?	1 st Quarter 2007
Spartans Help County With eForms Feasibility	4 th Quarter 2004
Spring Cleaning in January	January 1999
Subscribe/Resubscribe To The Junk Mail Folder.....	3 rd Quarter 2006
Take The Pain Out Of PC Work.....	July 2001
Technological Future - Oakland County’s Direction.....	June 1998
Technology Stars - A Call to Arms.....	March 1996
Technology Stars - A Call to Arms Second Update.....	June 1996
Technology Stars - Chih-Fang Tsai, Information Technology.....	September 1996
Technology Stars - Gary Vaught, Personnel Department.....	March 1997
Telemarketing Calls	1 st Quarter 2005
Telephone Notification Problem.....	October 2001
The Facts Regarding The Do Not Call Registry	1 st Quarter 2008
The Launch Of Mirapoint Webcal	3 rd Quarter 2003
The New Telephone System	July 2001
There Is Always Time For The Important Things.....	1 st Quarter 2002
Thin Client: Changes for Oakland County Desktops.....	3 rd Quarter 2003
Thin Clients Are Coming!.....	4 th Quarter 2003
Those Email Glyphs.....	3 rd Quarter 2002
Training Manuals Recycle Program - New Program.....	December 1996
Training Opportunities at IT.....	3 rd Quarter 2007
Training Rooms Upgraded to XP.....	2 nd Quarter 2006
Training Statistics For 2001	July 2001
Training Statistics For 2003	3 rd Quarter 2003
Understanding File Extensions	July 1999
Unsolicited Internet Mail – Spam!	July 2001
Unwanted Telemarketing Calls	2 nd Quarter 2008
Upgrading To Office XP?	4 th Quarter 2004
User Groups - What are They and What Do They Accomplish	March 1996
Using The Favorites Folder In Microsoft	October 1999
Using The Fax Machine – Telephone Communications	January 2000
Using The Outlook AutoComplete Name Cache.....	1 st Quarter 2009
Using WinInstall with NT Laptops	October 1999

Information Technology Quarterly Newsletter Index

Venturing into “The Wild”	2 nd Quarter 2007
Video Arraignment Project	3 rd Quarter 2002
Virus Alert	April 2001
Virus Alert – Pretty Park.exe	April 2000
Virus Scan - Protect Your Work	September 1996
Viruses: Different Types and How They Work	1 st Quarter 2003
Viruses, Hoaxes and Scams	2 nd Quarter 2003
Watch Out For Viruses!	July 2000
Web Shortcut Tip	2 nd Quarter 2002
Webmail Anti-Spam Tool	1 st Quarter 2004
Webmail Has a New Look	3 rd Quarter 2007
Webmail: White List	3 rd Quarter 2006
WebTrends - IT Training Center	3 rd Quarter 2004
What To Do About Unsolicited Electronic Mail (Spam)	3 rd Quarter 2002
Who Owns the Internet?	2 nd Quarter 2005
Why Do We Need eGovernment	2 nd Quarter 2003
Winbeep Services Upgraded	October 2000
Windows 95 - New Technology	March 1997
Windows XP Upgrade and Workstation Replacement	2 nd Quarter 2006
Wireless Communications	October 2001
Wireless Oakland Initiative Unveiled	1 st Quarter 2005
WordPerfect 6.1 - Multiple WPDOS Directories	December 1996
WordPerfect 6.1 - Software Updates	March 1996
WordPerfect 6.1 - Upgraded to WordPerfect 6.1	March 1996
WordPerfect and Lotus File Conversion	October 1999
WordPerfect and Lotus - Technical Support	October 1999
WordPerfect and Lotus Users – Time is Running Out!	July 2000
WordPerfect to Word Macro Conversion	July 1999
XP Classes Added To Training Schedule	4 th Quarter 2003
Year 2000 - Board of Commissioners Approve Phase II	March 1998
Year 2000 - Embedded Chip Systems	April 1999
Year 2000 - Here it Comes	December 1997
Year 2000 - Is Your Home Computer Immune From the Y2K bug?	September 1998
Year 2000 - Issues Using Lotus 1-2-3	September 1998
Year 2000 - Microsoft Access	September 1998
Year 2000 - Planning Continues throughout Oakland County	June 1998
Year 2000 - What Awaits Us	March 1997
Zip+4 Code Look-up	July 2000