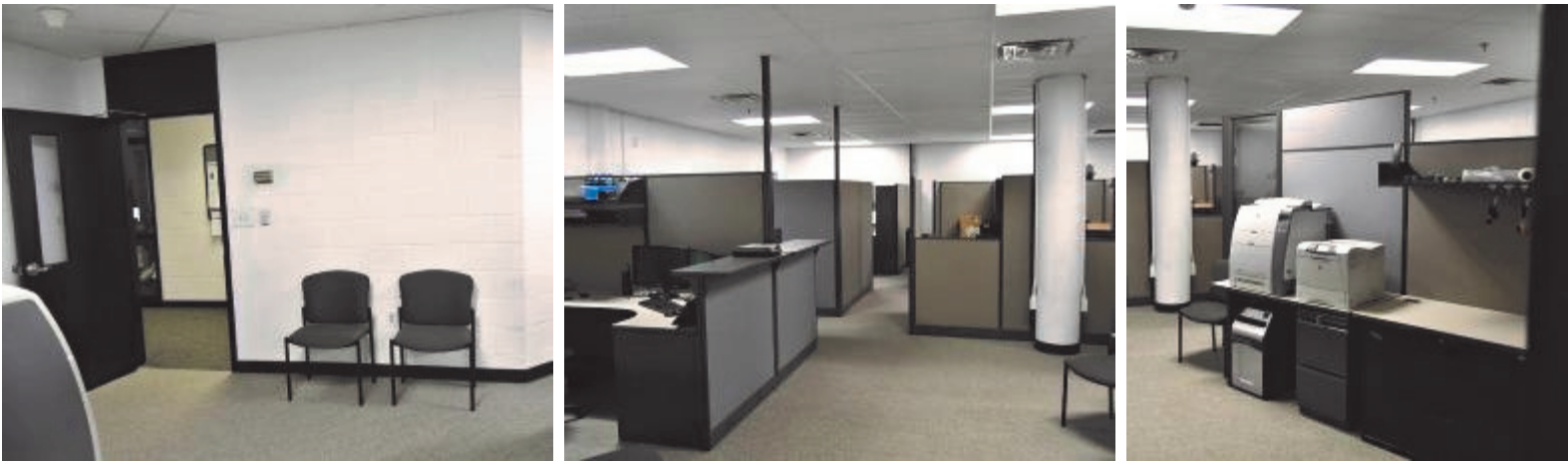


## Data Systems Relocated to New Office

Visitors will no longer wander the back hallway to find the Data Systems team. Located in the former Dispatch Center, the team's new space offers a comfortable waiting area, guest workstations, and room to breathe! Located across the hall from Director Kindell's office, you'll easily find it thanks to a bright orange transom sign over the doorway.



## + They Welcomed a New Team Member

We welcomed Data Systems Technician, Brian Haney, to the Data Systems team last month! Starting his IT career as a Time Warner Technician in Columbus, his wife's career relocated them to the Piqua area in 2008 at which time he transitioned to an operations role at TWC's Kettering office. He also continued his education, receiving a degree in CIT/ Programming at Edison State CC. In 2010 his family planted their flag in Lebanon and couldn't be happier. His career restarted in Blue Ash as a Sys-Admin for Vertical Solutions Inc., a call center and field service software solutions provider. Finding a new organization closer to home became a priority after the April arrival of their second child, Oliver. For Haney, TC DST was the ideal opportunity and he's thrilled to be a part of the team.



# #Project TriTech

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Status Meetings are held on Tuesdays and communicated via calendar invitation. These keep the core members of the Project Implementation Team (PIT) on the same page; with all members of the PIT invited to dial in.

In recent weeks, agencies with jails have been collecting and submitting Jail Data for a one-time conversion into the TriTech Inform Jail product—this will include the following data elements:

- Booking / Confinement Data (dates, Booking Numbers, mug shots)
- Master Person Data
- Arrest Information
- Charge Information

Additionally, all agencies are gathering and submitting the following data which will also be imported to the new TriTech suite, saving a LOT of time and re-work if it had to be hand-keyed.

- Agency Information
- User List / Security Roles
- List of Officers
- List of RMS Users
- Document Numbering
- Dynamics Lookups / Code Tables
- Local Ordinances/Citation Codes
- Property & Evidence

## NEXT UP

- October 6-8: RMS Demo of Licensed Functionality
- Dec 6-8, 2016: Workshop #1
- March 15-17, 2017: Workshop #2
- March 28-30, 2017: Functional Acceptance Testing
- May 2017: System Integration Testing

## [rest of TriTech]

- August—GIS Link training / Response Area Import
- August—CAD Demonstration of Licensed Functionality (DOLF) & Response Plan Building



**Telecom @ TriTech** While on vacation, Deputy Director Gary Estes carved out a day to visit TriTech's Castle Hayne, NC office. He has a lot to share so look for more details in our September issue and on our website / social media through the month of August.



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Director 695-1318 paul.kindell@wcoh.net | CAD/RMS 695-2800 paul.bernard@wcoh.net | Data Systems 695-1810 gary.estes@wcoh.net  
Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

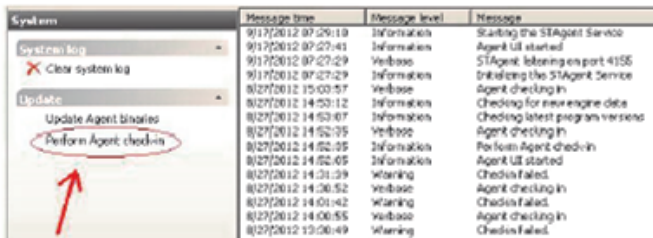


**Intended Audience: Public Safety Agencies Who Use MDC's**  
 If you receive the Inactive MDC Notice from Data Systems, follow the below steps immediately to avoid the subsequent quarantine of your MDC.

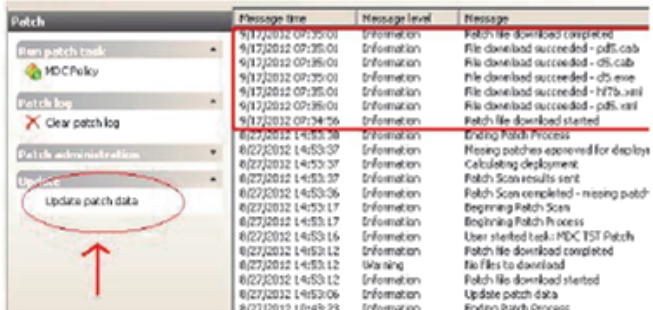
**Step 1:** Double-click the green and white Shavlik Patch Management icon in the lower right system tray to open the VMware vCenter Protect Agent window.



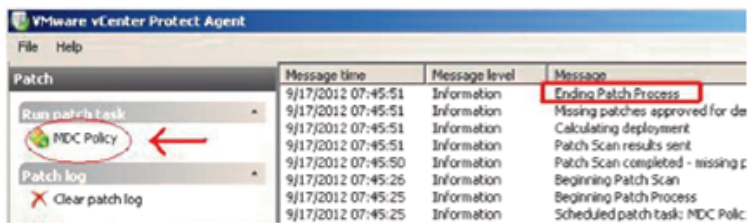
**Step 2:** Select the System screen in the lower left. If you see it fail in the log to the right, you are either not connected to the VPN, or your MDC is having trouble talking to the patch server.



**Step 3:** Select the Patch screen in the lower left then click on the "Update patch data" link. The log will either show no files to download, or it will show a number of files like the image below.



**Step 4:** Finally you will click on the MDC Policy link near the top. This will run a patch scan and determine what files are needed. It will then download and install the patches. When it is done the top of the log will say 'Ending Patch Process'. When completed, you should RESTART the MDC.



## MDC SECURITY COMPLIANCE POLICY

During 2011 new security patching and anti-virus servers were brought online to keep the MDCs in Warren County up to date and compliant with Criminal Justice Information System, C.JIS, requirements as well as security best practices.

**2 WEEKS** MDCs must be turned on and connected to the VPN (logged in with token) at least once every 2 weeks for at least an hour to properly receive updates.

**3 WEEKS** If 3 weeks have gone by without the MDC connecting to the network, your agency will receive a notification that you have an out of date MDC.

**4 WEEKS** After 4 weeks of not connecting, the out of date MDC will be placed in quarantine and no longer be able to connect to any system until it is brought to Warren County Telecommunications, Data Systems Team for maintenance.

Elapsed time	Outside Air Temperature (F)					
	70	75	80	85	90	95
0 minutes	70	75	80	85	90	95
10 minutes	89	94	99	104	109	114
20 minutes	99	104	109	114	119	124
30 minutes	104	109	114	119	124	129
40 minutes	108	113	118	123	128	133
50 minutes	111	116	121	126	131	136
60 minutes	113	118	123	128	133	138
> 1 hour	115	120	125	130	135	140

**Due to the elevated temps we've been having, please do not leave Mi-Fis in parked vehicles that are not in use.** The Mi-Fi batteries have a warning not to exceed 140 degrees F. Even turned off, if the vehicle is parked in the sun, it could reach those temperatures. Just a reminder that the Verizon jetpacks we have are consumer grade and are not designed to withstand extreme temperatures. I'm sending this out in hopes to keep down the number of Mi-Fi's brought in for bulging batteries.

# Keeping the ePCR Server (+ Your Inbox) Clean!

Once a PCR is opened but not used, it stays in the open status in the creating-crew's inbox until deleted. To keep the server clear of hundreds of unused PCR's and to keep the inbox of your members from being clogged, **you should submit a help ticket listing the open PCR IDs that the crew will not use.**



## The July 24th TabletPCR

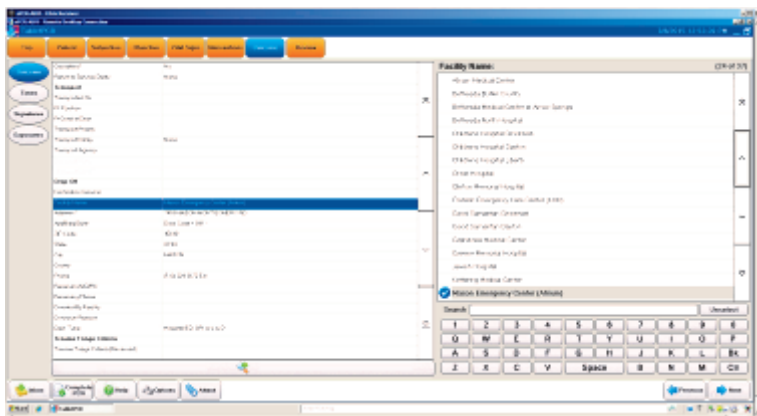
**Upgrade** was required due to a mandated August 1st deadline by the state of Ohio to become NEMSIS (National Emergency Medical Service Incident Reporting) version 3 compliant. NEMSIS is a *federally-funded research program* run by the University of Utah. NEMSIS Version 3 is comprised of a data dictionary with 574 data elements (compared to our current collection of 80 data elements).

### Steps Telecom Took

- DST built new servers to run TabletPCR and all of its components.
- Migration of existing data from the old servers to the new servers.
- The vendor chose the path to upgrade to an in-between version that could run on the new servers but not yet require the NEMSIS v3 data elements

### Future Steps

- Migrate the existing data,
- Upgrade again to version 6.1 which has all of the NEMSIS v3 requirements.



After all this and prior to the upgrade, CAD/RMS reached out to Zoll customers in Ohio to see how their upgrades went and they replied that the state was not ready to start collecting data nor provided Zoll with the required schematron file to validate the reports. Telecom has tried contacting the state and they have not returned any calls or emails about this. We then checked with Zoll who reported this:

*The state is able to take NEMSIS 3... by using the National schematron until they are able to come out with a state specific one... the bigger problem is the type of NEMSIS 3 file that the state will accept... ONLY a NEMSIS 3.4 file which we do not currently support. We are now working on an Ohio-specific Schematron file... as [it] is finalized, an implementation timeline will be determined that provides ample time for software developers to review and integrate...*

**The recommendation and decision was made to upgrade to version 5.4.4 and then hold off on upgrading further to 6.1 pending information and direction from the state. The upgrade has obviously taken longer and resulted in more issues than expected. We contacted Zoll to express our concerns and they have apologized and assured us they would deploy the resources to get us running normally again and resolve our issues. As of this article, we are still working with Zoll to resolve all issues and get all features operating normally.**





# The CAD Upgrade & How it Benefits ProQA

**Purpose:** to resolve focus and stalling issues between CAD and ProQA.

There is an interface between the two that allows them to pass data back and forth. However, when ProQA passes data off to CAD, it loses focus making the dispatcher stop and grab focus back on ProQA to continue asking the caller questions.

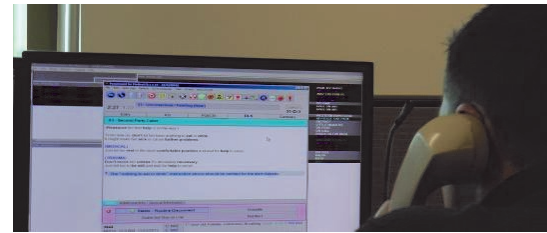


**Steps we Took:** We performed an upgrade to the ProQA software but that didn't fix the issue.. We contacted Motorola and they suggested upgrading to the latest version of PCAD which contained advanced features specifically for ProQA. The normal process is for:

- 1) Motorola to upgrade the staging environment,
- 2) Motorola and Warren County perform a Final Acceptance Test (FAT) verifying the new version works to both ours and Motorola's standards, then
- 3) Upgrade the production environment that the dispatchers use every day.

**Problem:** During this upgrade, we experienced a *CAD down situation*, which we had never experienced other than during upgrades. The cause was a Motorola engineer who switched between the production environment and the training environment without resetting the environment, deleting server classes which are used to make CAD work.

**Solution:** We quickly contacted Motorola, identified the issue, and restored the server classes within 10 to 15 minutes. Dispatch reacted quickly to the situation and went to their backup procedures. Several people stated they couldn't even tell CAD had gone down. Hats off to the dispatch staff who handled this situation very calmly and effectively.

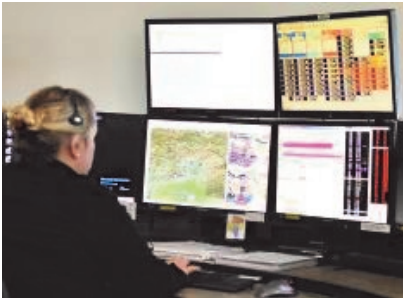


**Next Step:** After the FAT is completed to our satisfaction, we will upgrade the production environment of CAD. **The upgrade will require a CAD outage for approximately 2 - 4 hours with an end result of correcting the loss of focus and stalling issues with the ProQA software.**

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## Dispatcher Recording Volumes Level Out

When the dispatch center switched 9-1-1 Systems, the recorded audio levels were across the board, some too soft and some too loud. With a couple weeks to tweak things, Telecom's Don Sebastianelli has not been able to find a recent recording that demonstrates this problem. The recordings are sounding pretty good now that the levels have been adjusted. Normal changes in dispatcher and caller voice levels account for the majority of recording variances with the dispatchers changing headset settings the remainder. Telecom will continue to monitor and tweak. There's still a hope and plan for the overall input volume settings to be increased; then we can back down our settings from 100% to a more midrange value to allow for individual adjustments within the Communications Center.



# FireRMS Outage Explained

The FireRMS upgrade was performed simply to keep FireRMS in line with TabletPCR. It was recommended we upgrade FireRMS prior to TabletPCR. The upgrade went as planned but the issue we ran into that caused a longer than expected outage window was a miscommunication or lack of communications between Zoll and us that we also needed to upgrade the clients from XP to Windows 7. The current Public Safety Desktops (PSD) run on Windows XP because CAD-DSS and LRMS-DSS will not work on anything other than XP, and now TabletPCR won't work on XP. DST was able to "publish" the new client to the Portal instead of creating a new PSD just for TabletPCR which got everyone back up and running.

## County VOIP Phone System Update

A shipment of 490+ ShoreTel VOIP phones arrived on July 5th with all hands on deck to transfer them from pallets in a truck to the Telecom office. Now that the new 911 system has been installed and put online in Dispatch, the Telephone and Data Systems Teams



have shifted gears to prepping new phones for the County departments receiving them.



We start meetings on Friday July 29th with some of the equipment already mounted in the frame room. The team is just waiting to move forward after this meeting to see what the next steps are.

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## July #TBT Results!

**July 7:** 14" monitors and wood paneling? It's the mid-80's dispatch room at 500 Justice when it was 2 operators. This later became the EMA office who vacated in 2015 making it available to Telecom! Sean Boal was on track guessing "Dispatch 1987" and Samantha Hall recognized it as "The old comm ctr circa 1987!" **July 14:** The Telecom Trainer went inside a live burn training with her camera for Wayne Twp in April 2011—you were right Scott Huddleson & Andy Ryerson! **July 28:** The ePCR Administration workshop occurred in 2012 when Warren County transitioned from paper reports to electronic patient care reports.



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