for Public Safety

Warren County·Ohio TELECOM
THANKS THE MEN & WOMEN WHO SERVE & PROTECT OUR INCREDIBLE COUNTY!
2017 NATIONAL POLICE WEEK
A LEGACY OF HONOR

Warren County·Ohio TELECOM
is proud to assist Warren County Fire/EMS agencies with all things technology - helping them be
EMS STRONG

Last month we recognized National Police and EMS Weeks. Thank you for allowing us to support you and be a piece of what makes you successful and effective to the public!

OIBRS is the Ohio version of the FBI's National Incident Based Reporting System (NIBRS). Once you send your data to *OIBRS* it is then forwarded to the NIBRS system. Ohio, along with other states, collects more detailed data than the national system at this time. The benefits of participating in the *OIBRS* program are to be able to identify when and where crimes take place and characteristics of property, victims, and offenders. **Law enforcement will be able to compare data, analyze crime, and share data across the county, state as well as on the national level.**
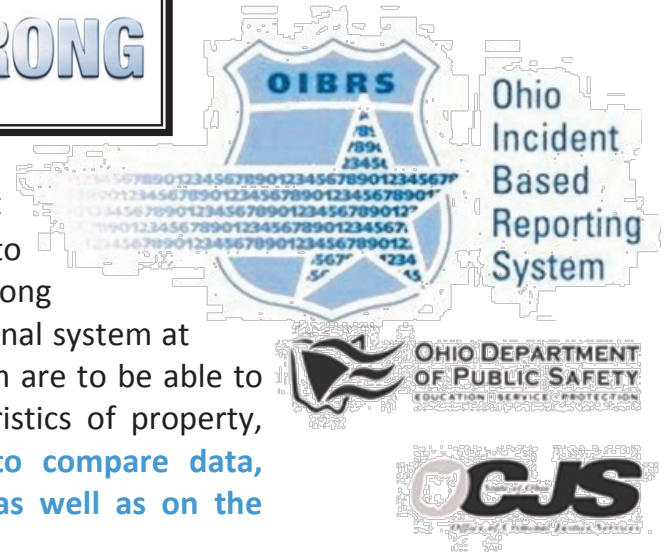
With the implementation and training of TriTech RMS system there will be many references made to *OIBRS.* The majority of drop downs and codes all refer back to the *OIBRS* way of reporting. 2017 Data Elements have been released with specifications including Use of Force Incident Reporting. Twenty-six ORC codes have either changed and sixteen portions throughout the manual have been altered in some manner. Applications Analyst, Rhonda Bernard will submit an *OIBRS* fact and update every month. If you have a scenario or an ORC code you would like to have further information on let her know at rhonda.bernard@wcoh.net. She will investigate and report it in the following month.

RADIO ALERT:
Telecom is compiling a radio anatomy recommendation list for each model we service. The goal is to lead you down the smartest and safest path when purchasing accessories such as antennas, microphones, chargers, etc. Anything outside this list is cautioned against as you can damage your radio or reduce your radio coverage. For example, long antennas are for the radio body, short antennas are for certain models of shoulder mics.

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Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

#ProjectTriTech

FOLLOW #ProjectTriTech on our Facebook/ Twitter + our 'Projects + WorkGroups' webpage

JAIL DOLF May 16-19 Reps from the Warren County Sheriff's Office met with Telecom to tackle the following objectives:

- Discuss the roles of System Administrators and Jail Administrators
- Discuss and Review Code Table Values
- Booking Entry, Arrest Info, Release, Rebook
- Discuss and Configure
    - Security Roles and Personnel
    - Numbering Service
    - Inmate Property Bins
    - Jail Housing and Locations
    - Inform Jail 5 System Defaults
    - Jail Module Questionnaires
    - Narrative Templates

Visit to Hamilton County Communications Center

On May 23rd, a crew from Telecom and Emergency Services visited Hamilton County's Comm Center to see their TriTech product in action (and to pick their brains). We had great conversation with Shawn Cruze and Joe Seifert. One key learning was the importance of mapping and having our own staff on hand to tailor the data and accuracy to public safety agencies. HCCC highlighted some areas that we should pay special attention to and confirmed our choices on some configuration options. Telecom feels like we're on the right track.

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Cyberattack Hits Critical Infrastructure Worldwide

(source: EMR-ISAC Infogram Volume 17 – Issue 20 May 18, 2017)

A major worldwide ransomware attack hit critical infrastructure and government computers in May, prompting warnings, patches, and other support to those that may have already been infected or who may be looking to prevent infection. Affected industries worldwide include healthcare, railway operations, mail delivery, government offices, schools, and factories. This is the largest ransomware infection in history.

CNET reports over 100,000 organizations were affected in 150 countries, including the United States. This attack spread rapidly and infected hundreds of thousands of systems. Ransomware attacks hold systems and data in exchange for a payment. In this case, the attackers are demanding approximately $200-$300 to unlock each system. Media reports the attackers could make over $1 billion.

Three very basic things can keep your networks clear:

1.   Do not click on links in emails or download files attached to emails unless you are expecting them and have verified their authenticity;

2.   Install software patches or updates on all personal and work devices;

3.   Back up your data! If your data is properly and regularly backed up, an attack like this won't pose as much of a problem. The devices and network can be wiped clean and the backed up data can be restored. The key is to update often and regularly, even daily or several times a day right now as we know this attack is rampant.

For more information on this attack and how to protect your organizational and personal devices, visit the United States Computer Emergency Readiness Team (US-CERT) for regular updates. The FBI and DHS published an alert listing indicators of the ransomware (PDF, 190 Kb). The interagency report "How to Protect Your Networks from Ransomware" (PDF, 631 Kb) provides best practices and mitigation strategies for prevention and response HelpNetSecurity also has a guide on protecting systems from ransomware with actions ranging from the technical level to the human level. If you suspect a cyberattack, contact your state police or regional FBI Field Office.

April PTT's

SUN 87,643

MON 94,268

TUE 92,774

WED 101,039

THU 98,729

FRI 104,849

SAT 104,605

TOTAL 683,907

*average of 22,797 PTT's/day
950 PTT's/hour
15.8 PTT's/minute

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Keeping Warren County's Communications Centers safe!

Did you know we work with INdigital, the provider of our 911 system to ensure workstations are up to date with security patches? They were onsite June 1st installing them at each dispatcher desk.
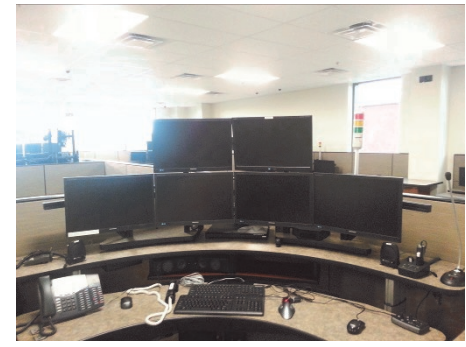
Monthly reports for May 2017 are NOW AVAILABLE on ShareFile

Click a link then check only the reports you want to download. *link will change each month.*

911 – PHONE: https://warrencountytelecommunications.sharefile.com/d-s03748d2429f4c4ab

CAD: https://warrencountytelecommunications.sharefile.com/d-sb0ce0a39ec64cf78

RADIO: https://warrencountytelecommunications.sharefile.com/d-sd8d907b623842c48

Citrix **ShareFile**

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Intended Audience: Warren County EMS Agencies

Select "Treated, Transported by EMS" to Ensure Transports Get Billed

"Treated / Transferred Care" does not equate to you taking a patient to the hospital and DOES NOT trigger Medicount to bill the patient.

You must choose "Treated / Transported by EMS" when taking a patient to the hospital and for your run to be billable.

Compare the (2) dispositions' definitions below:

- Treated, Transferred Care
  The patient was treated but care was transferred to another EMS air or ground unit.
- Treated, Transported by EMS
  The patient was treated and transported by the reporting EMS unit

If we could create a Closed Call Rule to assist you we would, but an existing NEMSIS 3 rule would conflict with it. So user education is key!! Please share this with your EMS crews.

TechnicalBulletin_ePCRbilling-TransferTransport_042717.pub   Questions? Contact Paul Bernard or Joseph Newton 695-HELP

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Warren County · Ohio

Intended Audience: Warren County Communications Center

# Receiving/Sending Calls When Unit 1 Goes Down

If Unit 1 goes down, the Communications Center can not send or receive 513-925 & 513-695 calls.

Signs that Phone System is Down

- Dispatchers get the 3-second delay when dialing out before the line starts ringing.
- Units report failed calls when trying to reach Comm Center at 513-925 or 513-695

What to Do

1. Submit a Help Ticket
2. Send HipLink message to "Countywide All-Call' group notifying them to use 513-261 or 937-425 to call the Communications Center.
3. Remember, when calling out, the system automatically uses 513-261 or 937-425 for calling out of the Communications Center. Be patient with the 3 second delay... that is the system rerouting you through fiber and microwave connections.
4. The (3) PSAPs at Lebanon, Franklin, and Warren County can call each other workstation to workstation from the computer.

Warren County Ohio TELECOM
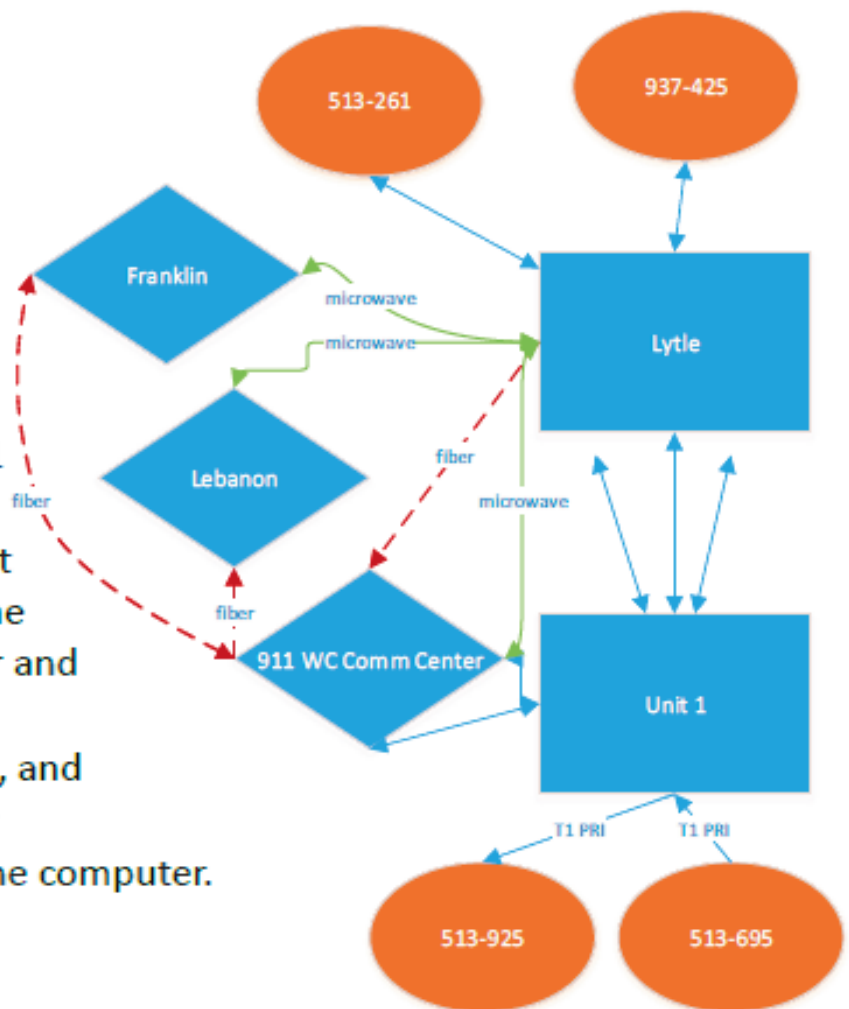
HOW TO: Filter Emails

Several users are concerned with the quantity of ShareFile notification emails clutt[ering] their inbox. Let Outlook presort your email into designated folders & keep your Inb[ox]. Follow the enclosed steps to do it!

WARREN [COUNTY]
Public Sa[fety]

1. Right click on a ShareFile email
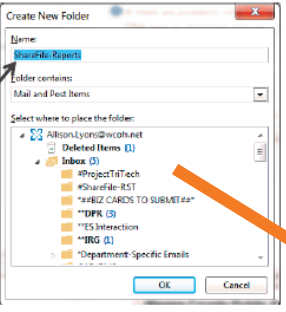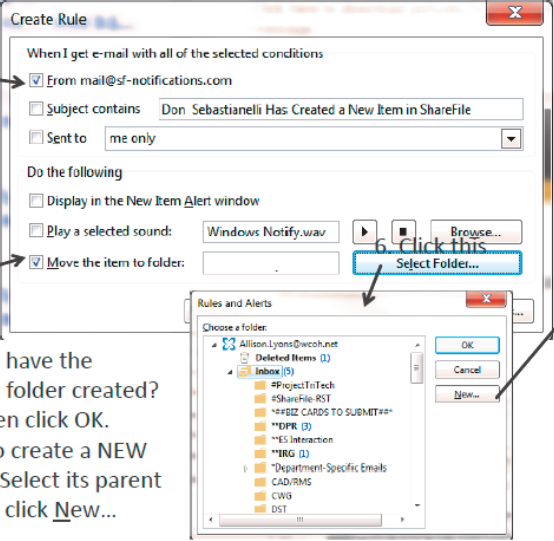
2. Hover over Rules

3. Select "Create Rule"

4. Check this — From mail@sf-notifications.com

5. Check this — Move the item to folder:
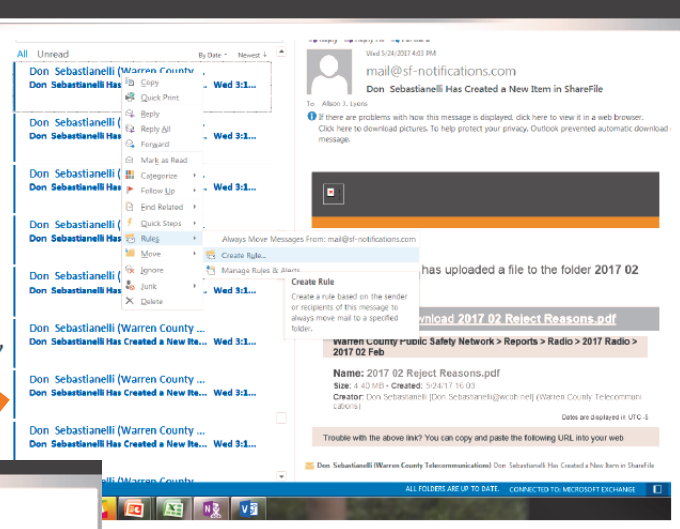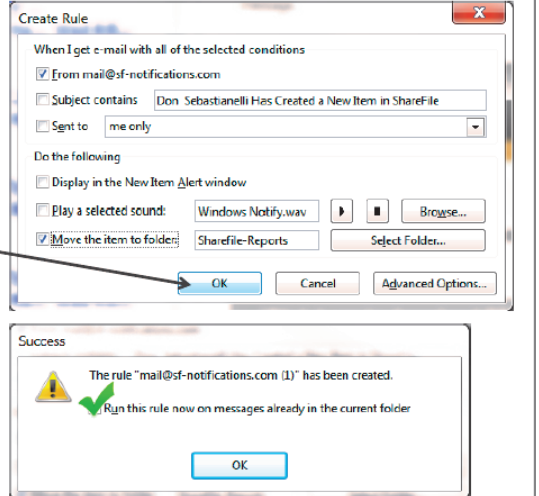
6. Click this — Select Folder...

7a. Already have the destination folder created? Select it then click OK.
7b. Need to create a NEW subfolder? Select its parent folder then click New...

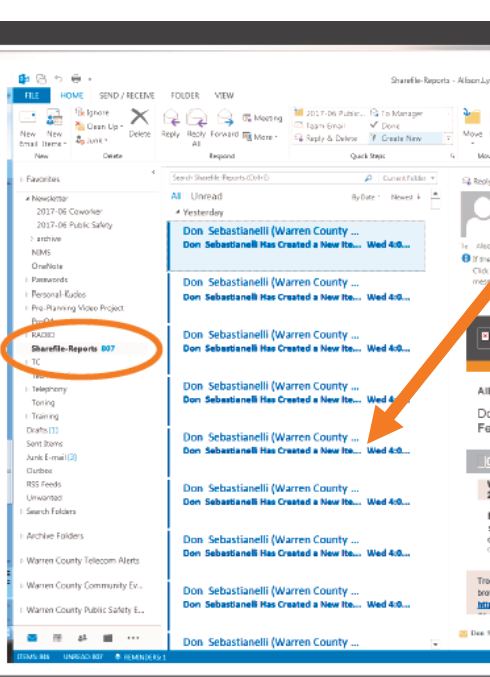8. Give your new folder a name then press OK.

9. Press OK to complete the rule creation.

10. Check the box to run this rule on existing emails then press OK.

Create Rule

When I get e-mail with all of the selected conditions
- [x] From mail@sf-notifications.com
- [ ] Subject contains — Don Sebastianelli Has Created a New Item in ShareFile
- [ ] Sent to — me only

Do the following
- [ ] Display in the New Item Alert window
- [ ] Play a selected sound: Windows Notify.wav
- [x] Move the item to folder: Sharefile-Reports — Select Folder...

OK   Cancel   Advanced Options...

Success
The rule "mail@sf-notifications.com (1)" has been created.
- [x] Run this rule now on messages already in the current folder
OK

The new folder is created & all ShareFile emails are automatically placed in it, letting you see them when you're ready.

Allison,
Don Sebastianelli has uploaded a file to the folder 2017 02 Feb.

[Click here to download 2017 02 Reject Reasons.pdf]

Warren County Public Safety Network > Reports > Radio > 2017 Radio > 2017 02 Feb
Name: 2017 02 Reject Reasons.pdf