

Warren County · Ohio

TELECOMatters

our monthly newsletter of things that matter... all things Telecom.

December 2017

Facilities Appreciation Luncheon

If you've visited Telecom over the past two years you've noticed several things: almost every person moved offices, spaces were reconfigured for maximum functionality, old was made new, lighting is efficient, walls are no longer white and bare, and we even have a museum. What you may not have noticed is who deserves the lion's share of credit for this transformation... the Warren County Facilities Management staff. Their expertise is evident from electric, plumbing, carpentry and cabinetry, to flooring, wall art installs, design, and more! Telecom wanted to say thanks in a grandiose way so we hosted a Thanksgiving Luncheon for the 20 men identified as integral parts in Telecom's Transformation. Each was greeted with a name tag stating, "Telecom appreciates..." and their name. We all joined in fellowship over heaping plates of tacos and tortillas while a slideshow of before & afters scrolled on the big screen.



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HELP@WCOH.NET

695-HELP

CHRISTMAS OFFICE DECORATING CHALLENGE 2017!! Telecom has challenged OMB, Emergency Services, Facilities Management, IT, and the Commissioner's Office and we've already had several more departments join in the fun! Judging takes place Monday December 18th. Stay tuned!



Kristy Oeder Promoted to Support Services Team Lead! Hired last year, she will now take lead of the 4-person team. A team leader is someone who provides guidance, instruction, direction and leadership to the team for the purpose of achieving a key result or group of aligned results. Just SOME of the tasks assigned to the SST Team Lead: Team Payroll + Time Away Management, Team Process Docs, Consistency in Essential Team Job Functions, enforcement of established standards of care within the Team, annual reviews and one on one meetings, promoting the Team's participation and activities in alignment with the Telecom Creed.



256 YEARS
Our team members have a combined **of SERVICE** to TELECOM!

Keeping You Secure Online

Portal EV SSL Certificate

by Data Systems Administrator Dustin Flint

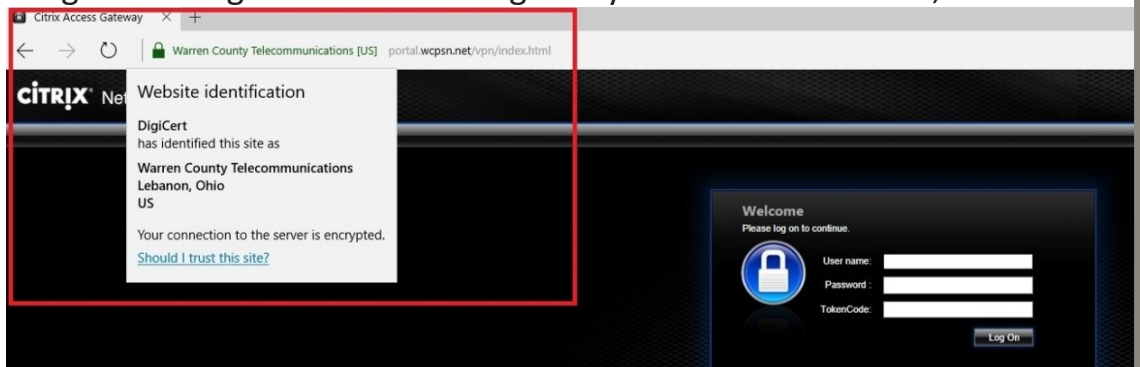
Recently, Telecom updated our environment with new security certificates. The one you will most notably see is on <https://portal.wcpsn.net> where we switched to an Extended Validation (EV SSL Certificate.)

What is SSL?? Secure Sockets Layer— security technology for establishing an encrypted link between a web server and a browser. This ensures that all data passed between the web server and browsers remain private and integral.

Why does this matter?? These certificates are the highest validation form of SSL right now, and they offer the highest trust and security value. Telecom endured a strict identity verification and vetting process to obtain this certificate. It also allows YOU to see that you're definitely at the right website.

Seeing green: when you go to the portal, you'll see a green lock along with "Warren County Telecommunications" or a green background - confirming that you are at the correct, SECURE website.

Microsoft Edge



Microsoft Internet Explorer



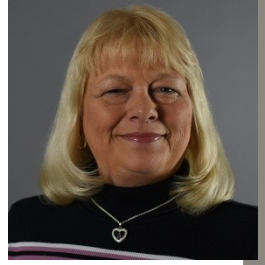
Chrome



Human Services & Child Support—this article is for you!

#TCKudos to Applications Analyst, Rhonda Bernard

My name is Stephanie and I am the police/court clerk for the Village of Maineville. I have been here for one year now, but since we are so small, I have had minimal exposure to non-traffic cases which require OIBRS validation. I just wanted you to know what an ENORMOUS help Rhonda has been in teaching and assisting me with the validation process (which is so frustrating and confusing). She is always quick to respond to my questions... is patient and explains things in a way I can understand them. Even though she is super busy with her own work, she was gracious enough to allow me come to come sit with her today so we could go through my cases together in person rather than exchanging emails. It was so incredibly helpful and I appreciate her time in teaching me this aspect of my job. Thank you, Stephanie Meade



Lebanon @ Telecom!

As mentioned in our Nov issue, we hosted (3) Lebanon students teaching them all things Telecom. Several team members participated with recurring themes in each person's presentation: their position's impact to our government and career types in that particular team. The students ended the day with the phonetic alphabet radio challenge we highlighted in the last newsletter then a quick hello at Emergency Services.



THE COUNTY CONNECTION *Warren County*

Thursday, November 30, 2017

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Check out past issues of the newsletter on The County Connection! We're also working on migrating forms to the coworker intranet for your ease!

Team Member Spotlight



Paul
Bernard

Serving Warren County since August 8, 1988
Public Safety Systems Manager

I chose to Work for Telecom because...

I enjoy making the system work for our end users and I align with the Department's core values: collaboration, continuous improvement, innovation, people, service, transparency.

What I Like About Working for Telecom / the County is...

Feeling like I'm a member or part of every public safety / public works agency in the County. I feel like I work for everybody as we're a consolidated service extension, ultimately saving tax payers lots of money.

My Job Duties are...

To keep my finger on the pulse of all public safety products (FRMS, ePCR, CAD, LRMS, Mobile, Mapping) and ensure they work together. I spent several years in the Communications Center before moving over to Telecom. My long-term responsibility has been maintaining all things CAD... the current Premier CAD program and building the future TriTech program.