

TELECOMatters

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



Thanks for Attending Open House 2018



#ProjectTriTech

As a result of our TriTech conference,

Product Managers came for a site visit to discuss our issues with Classic RMS, WEBRMS, Jail and Evidence and Property. We were able to review active issues and tickets. It was good for them to see why we do not accept their current product in regards to OIBRS validations and the crash module. The visit was extremely productive and it is our belief that our issues will be resolved; some already fixed during the visit. TriTech has been logging in to our environment almost daily to resolve and assist us on issues... This is a step in the right direction and it is our hope that we will have a great product at release. Kristen Hoffman and Beverly King, WCSO, took time out of their busy schedule and gave our TriTech representatives a very thorough review of how property and evidence should be handled. - Rhonda Bernard, Applications Analyst



Analyst Jeremiah Marcum attended a weeklong class called "Administering an SQL Database Infrastructure". He plans to use these skills to maintain #ProjectTriTech and the OSD Data Migration that is associated. Tasks covered:

- Authenticate and authorize users
- Assign server and database roles
- Protect data with encryption and auditing
- Describe recovery models and backup strategies
- Backup + Restore SQL Server zdatabases
- Automate database management
- Configure security for the SQL Server agent
- Manage alerts and notifications
- Managing SQL Server using PowerShell
- Trace access to SQL Server
- Monitor + troubleshoot SQL Server infrastructure
- Import and export data

WE'VE UPDATED 3 DOCS: PAMR, AGENCY AUTHORIZATION, ACCOUNTABILITY TAG ORDER FORM! PLEASE SUBMIT A FRESH AA FORM IF YOU HAVE NOT YET.

[April] Monthly Reports

CAD <https://warrentelecommunications.sharefile.com/d-sb6233392b2c43ad8>

911-Phone <https://warrentelecommunications.sharefile.com/d-s0d610ab59aa4997a>

Radio <https://warrentelecommunications.sharefile.com/d-sa7e7f8da1af49aa8>

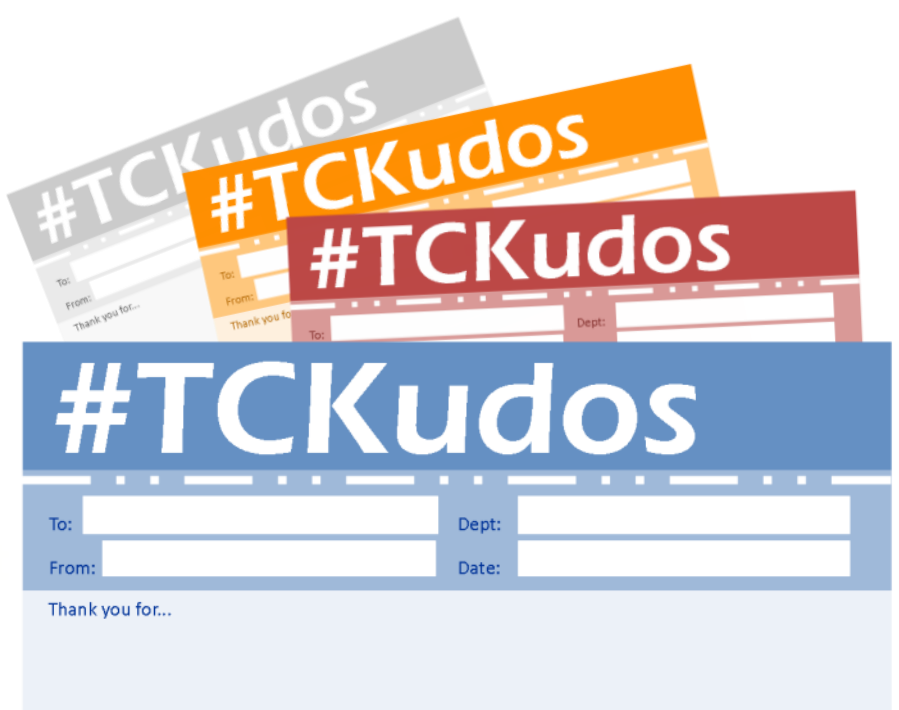


Law's New Zone B

aimed at better interoperability with OSP and in pursuits.

- Lebanon = OSP's Lebanon Post
- PURSUIT 6 = if joining pursuit from Ham Co.
- PURSUIT 3 = if joining pursuit from Mont Co.
- XSO83 = WC units and OSP can connect. Can also be patched to a TAC or LAW channel if a state unit doesn't have our interoperability package of talkgroups.

	Zone B
1	PD PRIM1
2	LEBANON
3	PURSUIT 6
4	PURSUIT 3
5	XSO83
6	NIMS
7	JAIL
8	TAC 17
9	TAC 18
10	TAC 19
11	TAC 20
12	XSO83
13	PURSUIT 3
14	PURSUIT 6
15	LEBANON
16	PD PRIM2



New Coworker Coming May 14!

We're excited to welcome our newest Telecom Team Member: Daniel Bunning! After months of job posting, 1st round interviews, and 2nd round shadows, Mr. Bunning will join the Telecom team as an Infrastructure Systems Analyst.
#AnotherFaceOnTheEmployeeWall

NEW RECOGNITION PROGRAM!

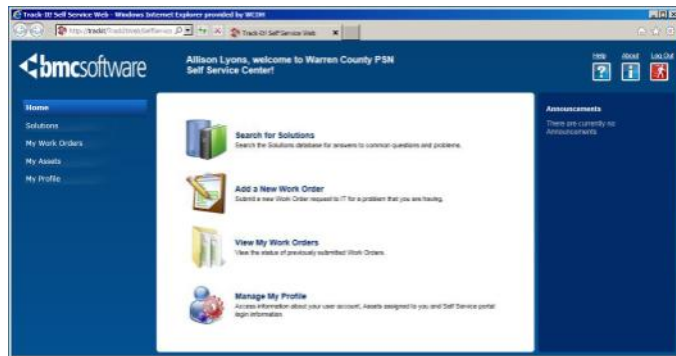
Not just an internal kudos program, Telecom can also send to and receive from our colleagues, customers, and county coworkers for above and beyond actions! We'll gather each month's cards and notify the recipients. Want to submit a #TCKudos? Post your own card here on Telecom's Kudos board or email your nomination with the subject: #TCKudos to allison.lyons@wcoh.net!

Schedule your agency's radio training!
695-HELP Option 5

Team Name	Department	Final Score
Team Jordan S.	Franklin Fire	\$ 4,198
Team Junior Bacon	Salem-Morrow Fire	\$ 3,700
Team QJT	Franklin Fire	\$ 2,200
Team TP	Salem-Morrow Fire	\$ 2,200
Team Jordan	Franklin Fire	\$ 2,100
Team Stuff	Salem-Morrow Fire	\$ 2,100
Team Ramrod 2.0	Salem-Morrow Fire	\$ 1,600

BMC Track-It!

New Help System Coming! All of Telecom is jumping on the help ticket wagon to better service you! For the agencies and customers who Self-Service and create their own tickets, we'll be getting with you soon to learn the new web-based Track-It program! Training materials will be provided in the coming months.



Technician Jimmy

Hollin is spending the first week of May attending Cisco® Interconnecting Cisco® Networking Devices Part 1. This course is designed to provide a baseline understanding of network fundamentals covering switching and routing technologies, network security, wireless, and infrastructure services.

Team Member Spotlight

Becky Trovillo

Administrative Support / Switchboard



I was laid off... and went to the Ohio Means Jobs where I know one of the ladies that worked there. She told me about the Telecommunication Dept. needing someone for about 12 week while [an] employee was off with her husband. I thought "okay why not? At least I would be working for a while!" And guess what? I am still here after 12 1/2 years.

I have learned a lot... I like the people I work with and now they are all like family.

I am an Administrative Support but am best know as the Switchboard operator... I answer the phones for over 100 different department in the county. I check phone trunks every morning to make sure they are not busy; if they are I fix them. I take trouble reports and give them to the phone techs to fix. I scan and put all trouble report in the computer on a monthly basis and at the end of the year, creating monthly and annual reports. I open, time stamp, and pass out all mail as well as time stamp / mail out all checks to pay our bills. I time stamp all checks that come in for payment. I enter Telecom employees' leave request on the calendar and maintain contacts in the TC / contacts folders and the County Directory. I assist in anything else to help the department out.

