





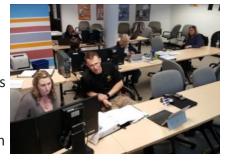






### #ProjectTriTech As a result of our TriTech conference,

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



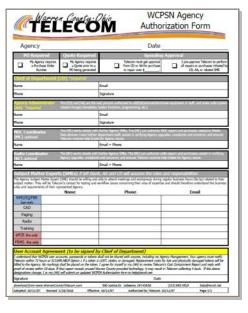
Analyst Jeremiah Marcum attended a weeklong class called "Administering an SQL Database Infrastructure". He plans to use these skills to maintain #ProjectTriTech and the OSD Data Migration that is associated. Tasks covered:

- 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.

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#### [April] Monthly Reports

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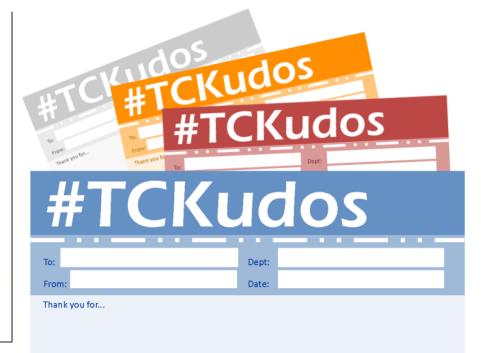


	Zone B
1	PD PRIM1
2	LEBANON
3	PURSUIT 6
4	PURSUIT 3
5	XSO83
6	NIMS
7	JAIL
8	TAC 17
9	TAC 18
10	TAC 19
11	TAC 20
12	XSO83
13	<b>PURSUIT 3</b>
14	<b>PURSUIT 6</b>
15	LEBANON
16	PD PRIM2

#### 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.



# 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!

**Team Name** Department **Final Score** Team Jordan S. 4,198 Franklin Fire Team Junior Bacon 3,700 Salem-Morrow Fire Team QJT Franklin Fire 2,200 Team TP Salem-Morrow Fire 2,200 Team Jordan Franklin Fire 2,100 Team Stuft 2,100 Salem-Morrow Fire 1,600 Team Ramrod 2.0 Salem-Morrow Fire Schedule your agency's radio training!

695-HELP Option 5

## 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.



