

[June 2018] for County Coworkers

TELECOMatters

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



OUR MISSION

Established in 1985, Warren County Telecommunications has evolved into a 24/7 technology support provider for our customers in the public safety and government communities. With expertise in secure Data and Radio Systems, Public Safety Applications, Telephone, Training, and Administrative Support, we strive to provide reliable solutions that are in alignment with Warren County initiatives and leadership goals.

In support of this mission, we will:

- Partner with our customers to understand their needs.
- Provide leadership, planning, and training for the effective use of emerging technologies.
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.

OUR VISION

Warren County Telecommunications will be recognized as a high-performance team providing technical excellence that advances our customers in alignment with Warren County's mission and goals.

OUR CORE VALUES

Our Core Values drive and guide us as we serve our customers. As members of Telecom, we are committed to:

- Collaboration: We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge, leveraging unique skills, and building effective partnerships.
- Continuous Improvement: We strive for operational excellence through the on-going development of our individual team members and technology.
- Innovation: We encourage creative and critical thinking.
- People: We respect, care for, and actively listen to our coworkers and agencies.
- Service: We push our limits to provide consistent, agile, reliable, and accessible services to all.
- Transparency: We maintain open communications and ethical business processes to be accountable in our interactions and our work.

OUR DECISION CRITERIA

1. Is it good for Warren County?
2. Is it good for our Public Safety Agencies?
3. Is it good for our Tax Payers?



Contact Us

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News Releases

Release

Release

Release

Connect With Us!

Available on the **App Store** | Get it on **Google play**

Receive targeted e-mails

Submit a **HELP** Ticket

Submit a **#TCKudos**

Thank you Warren County IT (looking at you, Terri Howard!)

for your great work in designing our new website! Mobile-friendly and in line with other County departments' aesthetics, the site will house forms, training videos, online submission of #TCKudos, newsletters, technical bulletins, team directory, and more!

URL will still be www.WarrenCountyTelecom.com

READEReactions



Another great newsletter! We will look forward to having you pop by and answer our phone questions. 😊 (maybe after May 8th!) I especially liked the staff focus to hear how Becky got to the department. That is a great way to get to know people in your office. Thanks, Shari Huff (*Board of Elections*)

Excellent Newsletter Allison!! It is really nice getting these. Fondly! *Pat*
(Former County Commissioner)



500 Justice Dr. Lebanon, OH 45036 ▪ (513) 695-HELP ▪ HELP@WCOH.NET



Telecom Telephone Tour

Our Community Manager, with training slides in hand, has so far visited coworkers at the Common Pleas Court building. Office by office, she's checking how comfortable you are with your ShoreTel desk phones and gathering your feedback. Start writing down those questions!

Our App is Close!

Push Notifications + alerting are being configured then we'll announce go-time!



Meet Dan: Infrastructure Systems Analyst I

I graduated from Walnut Hills High School in 2008. Immediately after, I joined The International Brotherhood of Electrical Workers, completed the Joint Apprenticeship program in 2013, and became an Installer Technician. My time in the IBEW was primarily spent with fiber optics. After 7 years as an industrial technician, I continued my education at Cincinnati State, receiving an Associates degree for Cyber Security in 2015. I co-oped with Voith Industrial Services, an industrial automotive company, before being promoted to Managed Service Provider. The skills I hope to bring to Telecom are a high level knowledge of structured cabling, networking, Windows Server, security, and compliance. In my spare time I like to tinker with electronics and play board games. A fun fact about me is that I have home brewed beer and soda for three years.



May 2018 #TCKudos

Is your name on a card? Here are the folks who received Kudos last month!

#TCKudos

To: D. Flint Dept: TELECOM
From: GE Date: 4/25/2018

Thank you for...
YOUR WORK ON THE FIREWALL RFP. GREAT JOCK OF WORK CONGRATS ON YOUR 1ST RFP.

#TCKudos

To: TI CAPTAIN MOENSTER Dept: SALEM-MORROW
From: ALISON LYONS Date: 4-30-18

Thank you for...
NOT RUSHING OUT OF RADIO TRAINING, FOR ACTIVELY PARTICIPATING IN (AND DOMINATION) JEOPARDY, AND FOR BRINGING UP YOUR EMERGENCY BUTTON PROCEDURE IDEA. YOU WENT ABOVE+BEYOND IN YOUR PARTICIPATION! Alison Lyons

#TCKudos

To: David Shiverdecker Dept: DATA
From: Rhonda + Joe Date: 5/2/18

Thank you for... *Keeping the MDC fleet for the County successfully running singlehandedly.*
It has been exciting to watch David progress in the past year. His continued effort to make what we have for mobile today better and his strive to get the best from our new product has been exceptional. "Kudos Shiverdecker!"

#TCKudos

To: Corey Jess Dept: TCom
From: Jess Date: 5/8/18

Thank you for...
Thanks for hanging up the money box for Telecom

#TCKudos

To: Glenn McKeenan Dept: Telecom
From: Kristy Date: 5-8-18

Thank you for...
Being the Best at hanging everything us All!!!

#TCKudos

To: RYAN GILLEN Dept: IT
From: ALISON LYONS Date: 5-23-18

Thank you for...
Quickly responding to every APP request, redesign, short-cut (zone groupings), demo phone, etc. This takes Telecom's connectivity to a whole new level + has brought our departments closer. Alison Lyons

#TCKudos

To: JEREMY MILLER Dept: FACILITIES MET
From: ALISON LYONS Date: 5-15-18

Thank you for...
BEING OPEN TO EVERY PROJECT IN MY BRAIN, EVEN LAST MINUTE ONES. FOR ALWAYS STOPPING TO TALK + FOR MAKING OUR HALLS LOOK SO PROFESSIONAL + POLISHED! EMPLOYEE WALL, KUDOS HEADER, ACRYLIC CUTTING, VINYL DECALS, AND MORE!

Team Member Spotlight

Glenn McKeehan

Radio Systems Supervisor



I Chose to Work for Telecom because.... money and benefits. My hobbies were and are radio... antenna theory... tower work, feed lines, microwave antenna installations. When I got laid off from G.E., Mr. Elliott put me to work at Telecom.

What I Like About Working for Telecom / the County is... we support each other. We are a techno-group of people with a wide knowledge base. I've been 200 feet up on a tower to four feet down in a trench. It's rare to find a job that you'd rather stay at than go home... Good Job, Good People. It's nice.

My Job Duties... radio programming and care of base stations, mobiles, and portables... the databases that keep all the radio info in the county... data entry for the MARCS system radio and talk group ID's. If you're in trouble and need to communicate you will be calling us... we are the ones that can make it happen.



Warren County - Ohio
TELECOM
JEOPARDY!

Schedule your department's radio training!

695-HELP Option 5

Call Jess (x2436) to see if your county cell phone is eligible for a FREE upgrade! (32gb Galaxy S7 and 32gb iPhone 6)

SCHOOL IS OUT!



WORD SEARCH

Find and circle all of the words from the word list below.

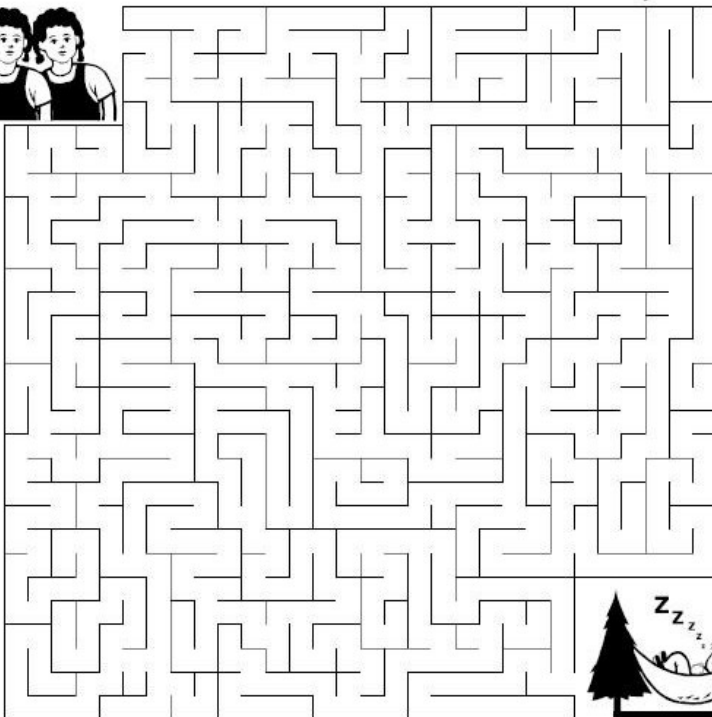
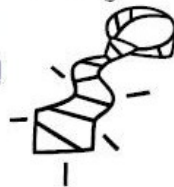
WORD LIST

- amusement
- break
- diploma
- family
- friends
- fun
- graduation
- happy
- holiday
- recreation
- relaxation
- summer
- sunshine
- vacation

H H A J S U Y W I W Q M X W T
 H R R J C L V K G E S Y N Z N
 Y L E V I D V A C A T I O N F
 F E L M Y I H S U N S H I N E
 R C A H O P A A D H U E L J A
 I F X O U L P M N J K K G T M
 E E A L R O P S X A Q X O Y U
 N W T I M M Y F E F F W G Q S
 D V I D J A Z R U E J T D X E
 S Q O A P X B X X N C M G I M
 A U N Y R E C R E A T I O N E
 M L M M P G R A D U A T I O N
 V H I M B T U I C Z F U S J T
 S Q H N E Y E Y W C H C A Z W
 H F N H F R Z M M F J O B Q A

Happy Father's Day

It's Father's Day and the kids are all trying to find Dad so they can give him a snazzy tie! But where is he?



Cheryl's birthday is one of 10 possible dates.

- May 15
- May 16
- May 19
- June 17
- June 18
- July 14
- July 16
- August 14
- August 15
- August 17

Cheryl tells the month to Albert and the day to Bernard.

Albert says, "I don't know the birthday, but I know Bernard doesn't know either."

Bernard then says, "I didn't know at first, but now I do know."

Albert then says, "Now I also know Cheryl's birthday."

When is Cheryl's birthday?

			4		2
5		9			
1					
		8		1	5
2			3		
				9	
4	9			2	
3					6
		1			