

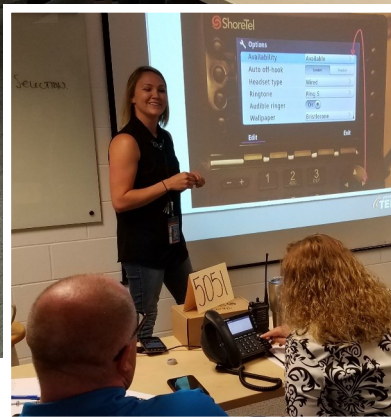


Warren County · Ohio

August 2018 for County Coworkers

# TELECOMatters

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



## Attend a Phone Refresher Class!

Still getting used to your phone? Know you're not using all of its capabilities? As our Community Manager tours department offices, she's gathering FAQ and scheduling new hire + refresher classes! Future Phone Plans: For those concerned that the built-in conferencing only allows 5 total callers, there is good news! We have a new conference bridge with the ShoreTel system and have been working to add circuits to support it. We have that installed and are now waiting on DiDs before we can go live. **What's a DID, you ask? Direct Inward Dialing** allows Telecom to assign a personal number to each employee, without requiring a separate physical phone line, for each. Clear? No? That's why we let Geezer and the guys handle it!

## OUR NEW SITE IS LIVE!

[www.WarrenCountyTelecom.com](http://www.WarrenCountyTelecom.com)



**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?



Forms	
<b>Public Safety Agency Authorization Form</b>	The Public Safety Agency Authorization Form is purpose is to capture financial limits and names of staff who are authorized to make purchases and decisions on behalf of one agency. Identified roles include: <ul style="list-style-type: none"> <li>• Chief of Department (CO)</li> <li>• Agency Administrator (AA) – in addition to the CO, the AA is the only person authorized to add/delete/terminate equipment or staff, and make radio system related changes themselves. Subur functions: programming, etc.</li> <li>• MDC Coordinator (MDC) – works closely with higher Agency SMEs. The MDC can authorize MDC repairs and purchases related to Mobile Data devices, train higher department staff, assist in verifying Agency upgrades, complaints and concerns, and ensure Telecom receives help tickets for Agency issues.</li> <li>• Radio Coordinator (RC) – works closely with higher Agency SMEs. The RC can authorize radio repairs and purchases, assist in verifying Agency upgrades, complaints and concerns, and ensure Telecom receives help tickets for Agency issues.</li> <li>• Subject Matter Experts (SMEs) – if left blank, AA and CO assume the roles and responsibilities               <ul style="list-style-type: none"> <li>◦ MDC/RC/RR (see only)</li> <li>◦ CAC</li> <li>◦ Paging</li> <li>◦ Radio</li> <li>◦ Training</li> <li>◦ ePCR (see only)</li> <li>◦ FMSD (see only)</li> </ul> </li> </ul>
<b>AA Form (Covered)</b>	
<b>Accountability Tag &amp; Passport Order Forms</b>	This document contains (5) forms related to Telecom's engraving services: <ol style="list-style-type: none"> <li>1. Passport Function Tag Order Form (Station/Shift Commander)</li> <li>2. Passport Function Tag Order Form (Senior Officer/Command Board)</li> <li>3. Vehicle Passport Order Form</li> <li>4. Individual Name Tag Order Form</li> <li>5. Radio Identification Tag Order Form</li> </ol>
<b>The County Checklist Packet Form</b>	This contains & replaces the previous (5) covered required forms: <ol style="list-style-type: none"> <li>1. New Dispatch Service</li> <li>2. Dispatch Move/Change</li> <li>3. Cellular New/Change</li> <li>4. Vehicle/Passport Reset</li> <li>5. Trouble Report</li> </ol>
<b>Personal Account Maintenance Request Form</b>	This form should be completed by an Agency Administrator (AA) or Chief of Department (CO) in regards to personnel-related needs such as token (deactivation, user termination, name or rank changes, access permissions, and general storage management for users of the Warren County Public Safety Network (WCPNS)). The User will be required to provide a valid State or Federal photo ID.



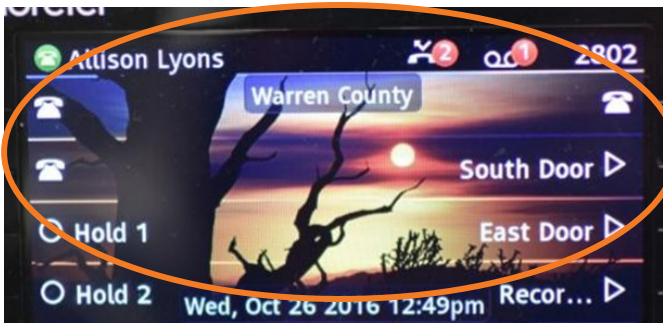
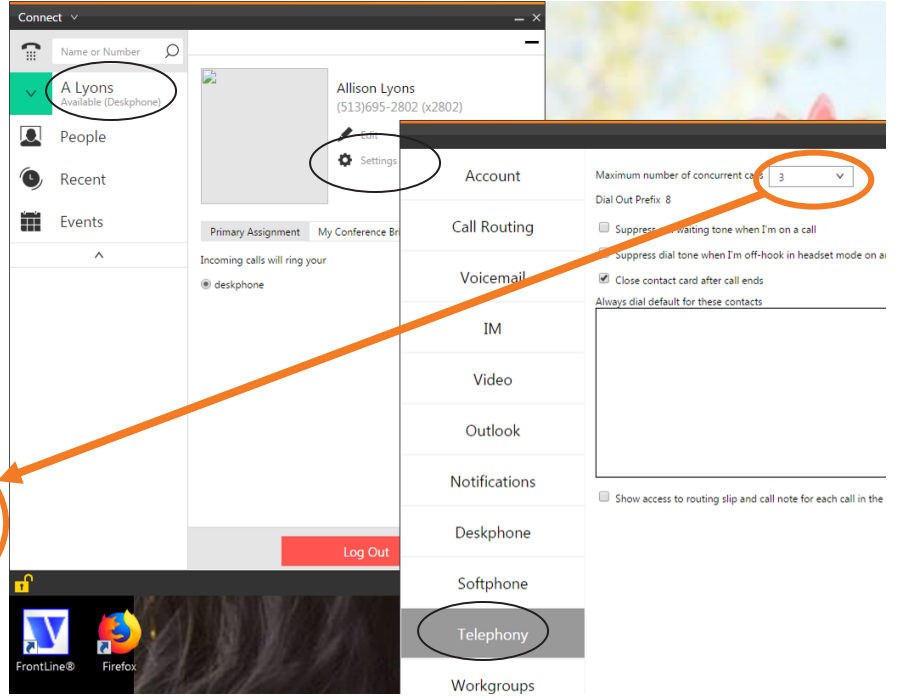
# ShoreTel Tips & Tricks

Are you a power user of the phone? If you need the functions to work as fast as you, try these tips!

**Park > Hold Line > Park** to speed up the Parking process. This saves you 1-2 seconds and you can jump to the next line or enter the next phone number you need to call.

**UNpark > Hold Line > Unpark** to speed up the Unparking process.

**Your # of allowed concurrent calls should be less than or equal to the # of white phone icons on your desk phone** – otherwise you're able to juggle more calls than your phone can handle. (Here's where to set that if you have the Desktop Connect Client.)



## June/July 2018 #TCKudos

Is your name on a card? Here are the folks who gave & received

### #TCKudos

To: Corey Burton Dept: Radio systems  
 From: Lesli Holt - EMA Date: 06/07/18

Thank you for...  
 Taking time out of your busy day to reprogram my radio. I appreciate your quickness and attention to detail!

TELECOM

### #TCKudos

To: Rhonda Bernard Dept: Telecom  
 From: Gary Estes Date: 2018.06.25

Thank you for...  
 the extra effort!!

Rhonda and TriTech was having trouble with all statute codes not showing up after they had all been removed and re-added and, after digging into it, she discovered TriTech had loaded them all with an expiration date of 1-1-1900. After troubleshooting she realized that by removing the expiration date, the statutes showed back up and she was able to use them again. This was an issue that TriTech caused and was struggling to figure out and Rhonda was able to figure it out for them.

TELECOM

### #TCKudos

To: Daniel Bunning Dept: DST  
 From: Corey Burton Date: 6/6/2018

Thank you for...  
 Assisting me troubleshoot OPS 16, while trying to move Configuration files to the other Consoles. Without your help, I wouldn't have been able to figure out what was wrong, and be able to fix it. Thank you for your help!

TELECOM

### #TCKudos

To: Paul Bernard Dept: Telecom  
 From: Chief Brian Reese Date: 6/5/18

Thank you for...  
 working extremely hard on accommodating some response issues I have had. I have received numerous emails from him as he works through these issues keeping me informed of changes and ideas. I'm sure he is accessing areas of the CAD he hasn't seen in a long time to get this fixed.

Thank you,  
 Chief Reese

TELECOM

# Thanks for the shout out, Court of Common Pleas Administrator, Jennifer Burnside!

*We have officially moved! We are now located in the old Prosecutors area, across from courtrooms 3 and 4. This new area has 6 offices, and two hearing rooms. Huge shout-out to Trevor Hearn and all his staff, Telecom, and Data Processing for making this move as smooth as possible.*

What did Telecom do? Geezer and the guys ran wire tray above the ceiling tiles which would hold the cabling for approximately 30 drops to the new offices and hearing rooms. Then they installed wall jacks for easy plug & go connection.

**What is a drop?** A CAT5 or CAT6 cable ran from a network closet, typically above ceiling tiles to an office or wall plate, to which a computer or phone is connected.



Mr. Cepin,

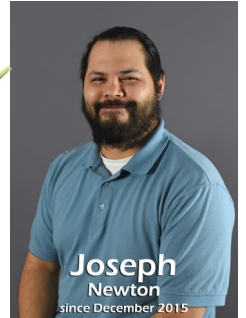
I am very tired right now, so for the life of me I can't remember your technician's name who helped us out with the MDC problems overnight. Regardless, his assistance was very timely and thorough last night. As a matter of fact, a real life situation played out only about an hour after he got to working on the problem, where his timeliness enabled me to use the MDC (and by extension LEADS BMV photos) to beat a suspect at the "name game" last night.

Shortly after 0300hrs, after he did whatever he did to get us back up, I came across a suspicious vehicle in Franklin Township with plates belonging to another vehicle. Upon identifying the passenger, she provided a false name and date of birth. I knew she was lying when the purported 20 year old did not know the numerics of her address, where she has been "living at for one month." Thanks to having the MDCs up and running I was able to use the BMV photos and verify she was lying about her identity. If I was to only rely on checking her via the radio, I would not have been able to put her in jail for her no-bond, Probation Violation Warrant on an original charge of Aggravated Trafficking in Drugs. I also would likely not have known the plates did not match the vehicle.

Your technician's quick work made this arrest possible! I want to thank you and your technician for being our "6<sup>th</sup> Deputy" on 1<sup>st</sup> Watch last night!

Very Respectfully,

Sgt. Roy W. McGill III  
Warren County Sheriff's Office  
County Road Enforcement



## #TCKudos

To:	Joesph Newton	Dept:	Telecom
From:	Paul Bernard	Date:	7/17/18


Thank you for...

Building relationships with the vendor through many long phone calls and attending the user conference and getting things from Zoll when they really weren't supposed to do what you got them to do, at no cost to Warren County.

I appreciate your hard work and persistence to finally resolve one of our biggest issue's/complaints with TabletPCR by implementing the new REFUSAL CCR's!

I know other personnel appreciate it as well.

Great work Joel!




## #TCKudos

To:	Rhonda Bernard	Dept:	Telecom
From:	Gary Estes	Date:	2018.06.25

Thank you for...  
the extra effort!!

Rhonda and TriTech was having trouble with all statute codes not showing up after they had all been removed and re-added and, after digging into it, she discovered TriTech had loaded them all with an expiration date of 1-1-1900. After troubleshooting she realized that by removing the expiration date, the statutes showed back up and she was able to use them again. This was an issue that TriTech caused and was struggling to figure out and Rhonda was able to figure it out for them.



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

# Team Member Spotlight

## Jimmy Hollin

since April 2016 Telephone Technician III



### I Chose to Work for Telecom because...

*it's very similar to what I used to do in the Marine Corps. It's something that I'm not only good at, but I also enjoy doing it. I can still expand my knowledge and continue growing in my career and position here.*

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

*my work family. They are the ones who really make work enjoyable and a place where I can spend my entire working career. I also enjoy the work I do and I'm not just saying that. I like being able to put my skills to good use but also having good mentors to look up to and learn from.*

**My Job Duties include...** *Programming and installing phones for the ShoreTel phone system. I also maintain our Nortel phone system and any analog phones. Maintain a record of all county extension and where they are located. Installing new data drops and analog lines when needed and testing those lines to make sure they are up to Telecom standards. Helping to maintain and fix any problem that might occur with the 911 system. I also help other departments in Telecom wherever I can assist.*



## YOU ASKED: "What does Telecom do with returned phones?"

We used to recycle them via e-cycle but even then, there is still a security risk. Our current operation is to shred them, eliminating any chance that your personal and government information can be obtained.

We are not allowed to sell them to coworkers as they are government property. Putting them on GovDeals creates the same security issues as recycling them. While we can reassign them to other County coworkers in need of a phone, for longevity purposes it's best to purchase new at our negotiated government rate.

### July trainings:

Child Support + Clerk of Courts  
(ShoreTel Phone), Juvenile  
Probation Officers (Radio)



Want to read our public safety issue too? Click the button to see how we support Warren County's bravest!

