Warren County·Ohio
TELECOMatters
our monthly newsletter of things that matter. all things Telecom.

NEVER FORGET.
09.11.2001

REMINDER: MONTHLTY MAINTENANCE
Wednesday, September 20, 2023
*CentralSquare maintenance 5:00am – 8:00am
* Monthly maintenance 5:00pm– 8:00pm
https://status.wcpsn.net/

ESO Update NEMSIS uploads to ESO are almost complete. We are currently working with the remaining departments to finish uploads. NFIRS submissions to ESO are complete. Any questions, please reach out to Joe Newton.

Have a New Public Safety Team Member?
The WCPSN User Form should be completed for new staff of any law enforcement or fire/EMS department that utilizes Warren County Public Safety Network products & services. This replaces the PAMR form and better aligns with how our partners have begun using Telecom's Help Desk for deactivations/terminations. Anyone listed on your Department's Authorization Form (DAF) can submit a New WCPSN User Form to help@wcoh.net. The User will be required to provide a valid State or Federal photo ID. Click on this **form** to access this document.

WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS
It is time to start thinking about Mobile Data Computer /MDC *(Mobile Data Computer – Any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion))* and their future with the upcoming Windows 11. The end date for Telecom's use of Windows 10 will be July 31, 2025. We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware. As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.
Here are the current systems from Panasonic Toughbook line:

G2 - CF20 replacement CLICK HERE	**CF-33** CLICK HERE
FZ-55 CLICK HERE	**CF-40** - Fully-rugged FZ-55 (No one has yet) CLICK HERE

Windows 10 → Windows 11

ATTENTION FIRE AGENCIES
Be on the "*look out*" in September or October for a Grant Application for Unication Pagers through the State of Ohio Fire Marshalls Grants Program. When available, the FY24 grant applications can be accessed through this **link**

Motorola APX Radio | Distribution to FIRE and LAW have begun
Last year, the Warren County Commissioner's approved all County owned Motorola XTS portable radios to be replaced with Motorola APX 6000 series radios. This allows Telecom to take older radios, that have been in the field for approximately 10 years, and replace them with radios with new features and new technologies to help both police and fire departments get the most out of our County wide 800MHz radio system.

GoCyber Collective | Telecom Presentation
Telecom was honored to be asked to present our Patching Program at the GoCyber Collective to demonstrate patching for our network devices. Patch management protects against vulnerabilities by applying updates to software, drivers, applications and firmware that are susceptible to cyberattacks. Patch management also ensures your software and applications are kept up-to-date and run smoothly, supporting system uptime, and also helps ensure the best operating performance of systems, boosting productivity. This process helps organizations reduce security risks.

gocyber COLLECTIVE
Cyber Aware. Cyber Prepared.

MARCS TOW (Tower on wheels) | Telecom invested
Early in August, Telecom's Radio Unit (CHARLIE) members - Tommy Kramer and Steve Jennison, along with Community Manager Lisa Hicks - went downtown Cincinnati to watch the Cincinnati Fire Department activate a MARCS Tower on Wheels (TOW) for the event at Yeatman's Cove on the river. As we all know, communication is a primary tool during rescue jobs and without it, first responders cannot do their jobs to the fullest. The TOW is necessary to provide connection in rural areas or even highly populated areas during large events like these, or emergencies. So, the purpose of the activation was to increase the cities capability (within a small geographical footprint) for the potential need to add additional subscribers within the event command structure.
This was a great opportunity to give task unit CHARLIE experience with watching the TOW being set up, in the event that Warren County were to need to deploy one, they would have knowledge and be able to assist with the set up.
For more information, visit:
https://das.ohio.gov/technology-and-strategy/marcs/tower-on-wheels

SCAM OF THE MONTH: *Active Scams on Inactive Accounts*

Recently, Google announced a change to its inactive account policies. Starting in December 2023, accounts that have been inactive for two or more years will start to get deleted. While this policy is meant to enhance security, cybercriminals could use this news for their phishing scams.

In the coming months, we expect to see an influx of phishing scams based on Google's new policies. Cybercriminals may send you phishing emails claiming that your Google account will be deleted unless you take immediate action. They may also ask you for your Google login credentials.

If your login credentials fall into the wrong hands, cybercriminals could steal your sensitive information or impersonate you to scam others. Follow the tips below to spot similar scams:

- If you receive an email claiming that your account will be deleted, consider whether or not you use the account in question and verify the legitimacy of the email.
- Think before you click. Cyberattacks are designed to catch you off guard and trigger you to click impulsively.

Be cautious before logging in to accounts through an email link. Instead, navigate to the organization's official website to log in.

Welcome to Telecom—We are so glad you are here!
Jordan Snyder | Infrastructure Systems Supervisor

Jordan Snyder
Since August 2023

- **Before coming to Telecom:** I held a position at Dayton Children's Hospital as a dedicated system administrator responsible for managing their Cisco phone system. This role allowed me to collaborate closely with the hospital's infrastructure team, leveraging my diverse skillset and extensive knowledge of various components within telecommunications. I enjoyed working with various teams and departments to help improve and implement new solutions for end users.
- **My education and industry training include:** My background encompasses both education and practical experience spanning over five years at Cincinnati Bell installing Data/Voice/Phone services to business and private residences. I took on the role of a system administrator, managing multiple phone systems and really enjoyed the call centers I worked with. My academic foundation includes a degree in network engineering, complemented by a range of certifications across various IT products. I thrive on working collaboratively and have found that my ability to communicate effectively and foster teamwork stands as a cornerstone of my career.
- **Key skills I plan to utilize here at Telecom include:** My upcoming contributions to the telecommunications field will draw heavily from my strengths in collaboration and team building. Throughout my professional journey, I've excelled at uniting individuals with various skillsets and backgrounds, resulting in enhanced outcomes for both our team and the customers we serve. Ultimately, my aspiration revolves around supporting others in achieving their objectives.
- **In my spare time, I spend time with:** My wife and two young children. I have an amazing four-year-old daughter and an energetic one-year-old son. Their constant energy keeps me engaged in play and observing their growth. When I'm not being chased by a 4-year-old who runs faster than you would think at first glance, I indulge in hobbies such as golfing, gaming, and exploring historical sites. The most recent site was "old mans cave" in hocking hills.
- **A fun fact about me is:** I've been an avid fan of the Dallas Cowboys since the days of playing "Tecmo Bowl" on the Nintendo!

#TCKUDOS

Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to you and your Supervisor/Department Head. *Congrats David Shiverdecker, Dustin Flint, Jeremiah Marcum and Steven Jennison for outstanding work!*

If you know of someone from Telecom that has gone over and above, please take the time to nominate them!

#TCKudos
To:	David Shiverdecker	Dept:	Delta
From:	Sydney Renner	Date:	8/1/23

Thank you for...
Thank you for finding the ArcGIS Warming and Cooling Center tool and sharing it with us. It wasn't a tool we knew was available nor was it something we were looking for. BUT we are glad to now have it! Really appreciate you going out of your way to find tool we could use and answering any questions we have about it

#TCKudos
To:	Dustin Flint	Dept:	Telecom - Bravo
From:	Rhonda Bernard	Date:	08/02/2023

Thank you for...
pulling backup so that JKM could restore and search for information lost by an officer. I really appreciate the time it took to do so. This helped Jeremiah assist the deputy in finding his lost narrative. Thanks again. Great job! RB

#TCKudos
To:	Jeremiah Marcum	Dept:	Telecom - Delta
From:	Rhonda Bernard	Date:	08/02/2023

Thank you for...
Finding a narrative supplement that an officer some how deleted. I appreciate your time and dedication to finding a solution to assist the officer and retrieve his report. In doing so you made Telecom look great! Thank you again! RB

#TCKudos
| To:	Steven Jennison	Dept:	Telecom
From:	Alex Mokrycki	Date:	8/14/2023

Thank you for...
Keeping a close eye on radios affiliating on our site. Steven's actions caught a Clinton County radio that was behaving strangely. As it turns out, per Col. Prickett in Clinton County, the radio has gone missing. Possibly stolen. It's a good catch for us - and for Clinton County. Good work!! (The radio ID has also been disabled)
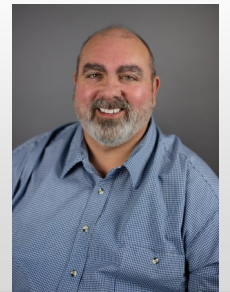
TELECOM ANNIVERSARY
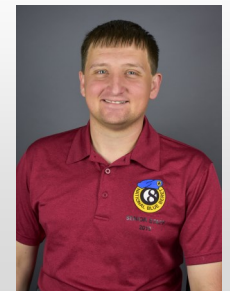
Rhonda Bernard 16 years at Telecom!
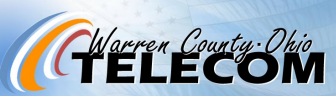
Birthdays!

Gary Estes 9/04

Tim Simpson 9/05

Steve Jennison 9/23

Corey Burton 9/27

Dustin Flint 9/29