

December 2023

Happy Holidays from

Warren County Ohio TELECOMatters

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



REMINDER: MONTHLY MAINTENANCE

Wednesday, December 20, 2023

***Central Square maintenance**—5:00am - 8:00am

***Monthly maintenance**—5:00pm - 8:00pm

<https://status.wcpsn.net/>

IMPORTANT ESO UPDATE

NEMSIS uploads are complete. Telecom is working w/ ESO for any identified needed corrections. Telecom will be working with each FD to arrange file exports (both NFIRs & NEMSIS), and the process to get those transferred to the FDs.

ESO Client update available from Ivanti Security Controls Agent. See [Tech Bulletin](#) for HOW TO.

Telecom is planning the removal of the Zoll system (this includes access to your Fire PSDs using the WCPSN Gateway) at the end of January 2024 and your historical data will only be accessible via SO.

Please contact Joe (joseph.newton@wcoh.net) with any questions.

WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS

It is time to start thinking about Mobile Data Computer/MDC (MDC – 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](#)



TELECOM’S SCAM OF THE MONTH

The Top 5 2023 Holiday Scams To Be Aware Of

Complimentary Vouchers or Gift Cards
A popular holiday scam is big discounts on gift cards. Don't fall for offers from retailers or social media posts that offer phony vouchers or gift cards paired with special promotions or contests.

Black Friday / Cyber Monday Specials
Remember that when a "special offer" sounds too good to be true, it usually is. Never click on links in emails or popups with very deep discount offers.

Charity Tricksters
The holidays are traditionally the time for giving. It's also the time that cyber criminals try to pry money out of people that mean well. It is safest to only donate to charities you already know.

Fake Mobile Apps
Apps can sometimes bypass controls built in by the app store. Be wary of apps from unknown developers or those with limited/bad reviews. Best practice is to only use ones you know and trust!

Bogus Shipping Notices
You are going to see emails supposedly from Amazon or a shipping carrier in your inbox that claim your package has a problem and/or could not be delivered. Many of these are phishing attacks that try to make you click on a link or open an attachment.

Winter Safety Awareness

The National Weather Service asks emergency management, public safety officials, local media and Weather-Ready Nation Ambassadors to help join forces in improving the nation's readiness, responsiveness, and overall resilience against extreme weather during the winter weather season.

KNOW YOUR HAZARDS!
NWS Wilmington OH Safety Series
WINTER SAFETY AWARENESS WEEK 2023

WINTER WEATHER ADVISORY
Snow/ice amounts are not expected to meet warning criteria, but could cause travel problems. Expect some travel difficulties.

WINTER STORM WATCH
Significant winter weather is possible. Snow/ice amounts may meet warning criteria. Monitor the latest forecast and be prepared!

WINTER STORM WARNING
Severe winter weather is occurring and/or imminent. Significant snow/ice amounts will pose a threat to life and property. Take necessary precautions and avoid travel!

Top 5 Holiday Cybersecurity Scams to Be Aware Of:

1. **Black Friday/Cyber Monday Deals** - Remember that when a "special offer" sounds too good to be true, it usually is. Never click on links in emails or popups with very deep discount offers.
2. **Charity Tricksters** - The holidays are traditionally the time for giving. It's also the time that cyber criminals try to pry money out of people that mean well. It is safest to only donate to charities you already know.
3. **Complimentary Vouchers or Gift Cards** - A popular holiday scam is big discounts on gift cards. Don't fall for offers from retailers or social media posts that offer phony vouchers or gift cards paired with special promotions or contests.
4. **Fake Mobile Apps** - Apps can sometimes bypass controls built in by the app store. Be wary of apps from unknown developers or those with limited/bad reviews. Best practice is to only use ones you know and trust.
5. **Bogus Shipping Notices** - You are going to see emails supposedly from Amazon or a shipping carrier in your inbox that claim your package has a problem and/or could not be delivered. Many of these are phishing attacks that try to make you click on a link or open an attachment.

FIELD LEVEL ERRORS

- **OWNER IS NOT THE DRIVER** has caused validation issues like the ones you see here. We have found a work around to temporarily get these reports validated and sent to the State.
- The error is not consistent. Sometimes it is before the submission by the officer and sometimes it is after the officer submits the report. Either way there is a way around it for now.
- **As a supervisor, go into the report and edit just one item on the address of the Owner, the report will pass validation.** Though this is cumbersome, this fix works for now. Rhonda Bernard has been in constant contact with Central Square regarding this issue and others to attempt to get issues fixed for the user. If you have any concerns, questions or have found other items that you believe are not correct, please do not hesitate to contact Rhonda Bernard and she will add them to the list. Rhonda.Bernard@wcoh.net.

FIELD LEVEL ERRORS

OAD01 Owner Address cannot be blank. For Hit/Skip Unit unit this can be blank.

OCY01 Owner City cannot be blank. For Hit/Skip Unit unit this can be blank.

OST01 Owner State cannot be blank. For Hit/Skip Unit unit this can be blank.

UZN01 Owner Zip Code cannot be blank. For Hit/Skip Unit unit this can be blank.



Need help? Help@wcoh.net 513-695-HELP



TELECOM'S PAUL BERNARD RETIRES!

Paul Bernard Career Highlights

- Hired on 8-1-1988 as a dispatcher (5 years) by the Warren County Sheriff's Office under Sheriff James Collins. The next year the dispatch center was taken over by the County Commissioners. Later that year, Frank Young was hired to lead the department.
- Promoted to Supervisor Nov of 1993 (8 years)
- Promoted to Printrak/Motorola Project Manager & CAD Administrator in 2001.
- Transferred to Telecom approximately 2002.
- He worked under 4 Directors, 3 Deputy Directors, 4 County Administrators, and numerous Commissioners. When he started, everything was done on paper.

Accomplishments

- "Go Live" for the county's first 9-1-1 system, and the switch to the 800 MHz radio system.
- Used or managed 3 CAD systems over my 35 years not including the first several years on paper.
- Deployed the Printrak/Motorola CAD system on February 25th, 2003. Rhonda and Paul spent many nights sitting up until 0400 hours learning and inputting data into the CAD system so it would be ready for the Go Live. Paul was the only person at the time configuring the CAD system although did have some help from others.
- County Automated Voice Dispatch implementation.
- Announced numerous "Last Alarms" over his career and was requested by a couple folks to do theirs when they passed. The most notable was for Sgt. Dulle and Firefighter O'Toole.

Awards

- Received the "Outstanding Citizen Award" from the Warren County Law Enforcement Association on March 14, 1992, for the call he took where a dog attacked a babysitter and trapped her in the house. He stayed on the phone with her and helped coordinate a successful rescue. He got to meet her and her family later that year for a thank you reception and he's still good friends with her and her family. She ended up marrying a guy from Waynesville.

Memorable Events from Paul

- He remembers like it was yesterday, walking in dispatch for the first time on 8-1-1988 and being greeted by Sgt. Millie Settlemire. Millie passed away this past June 21st. Maybe that was a sign?
- Grad Nights were by far the busiest nights of the year. The last year for Grad Nights he sat the police radio for 8 straight hours without taking a break, or a breath it seemed like. He was working the fire radio the night 2 people were electrocuted in the pond by the beer gardens, and the female fell out of the Flight Commander ride. This is the night he scolded Chief Mitten on the radio.
- He was the supervisor working in dispatch during the 9-11 attacks.
- He and Cathy McFarland covered Washington Twp Dispatch during the funeral services for Firefighter O'Toole and Officer Kalamán in 1998. Numerous departments were covering WTFD's five stations and things got a little hectic.



CONGRATULATIONS TO JOSH MOYER | PROMOTION to PUBLIC SAFETY SYSTEMS MANAGER!

With Paul Bernard's retirement, Josh Moyer has transitioned to his newly *promoted* role as Telecom's Public Safety Systems Manager!

Please join us in congratulating Josh!

Josh will serve as an advisor for all technology needs for the Emergency Communications Center and Telecom's partners. He will also oversee the Public Safety Systems including Computer Aided Dispatch (CAD) and records management systems, 911, Radio and related applications and network, including development and updates. He will continue to serve as Senior CAD Administrator as well.

In addition to the above mentioned, he will:

- ⇒ Ensure the day-to-day operations of all public safety systems are performing at the highest level.
- ⇒ Meet regularly with partners to understand the ever-changing needs, while giving feedback and ensuring goals are accomplished while taking into consideration the effects these changes have on the system.
- ⇒ Coordinate changes to our Mobile and GIS mapping programs.
- ⇒ Review and schedule upgrades to the CAD System.
- ⇒ Attend several regular committee meetings and provide vital feedback on the discussions.
- ⇒ Act as the primary representative for all things Central Square as well as CAD-to-CAD, Locution AVD, and HipLink paging.
- ⇒ Visit partners for field ride-a-longs to witness and get their feedback firsthand to try and make the products Telecommunication supports the best we can to support them.



December

YEARS OF SERVICE | BIRTHDAYS

COREY BURTON
8 YEARS

JOE NEWTON
8 YEARS

ALEX MOKRYCKI
12/19

JEREMIAH MARCUM
12/6

#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 the employee and their Supervisor/Department Head. **If you know of someone from Telecom that has gone over and above, please take the time to [nominate](#) them!**

#TCKudos

To: Dept:

From: Date:

Thank you for....

TELECOM
 I'm not a robot

[Submit your #TCKudos](#)