Director’s Edge

Twenty-Two marks the beginning of an exciting opportunity to reshape the Bell County hardware, network and software technology landscape. Technology Services is embarking on a three year effort to introduce a myriad of 21st century technologies, processes, features and capabilities designed to improve Bell County government operations. These new technologies will replace many of the outdated and difficult to maintain systems, products and applications currently being used by the various County departments today. The key underlying strategy is to leverage new cost effective technology solutions offering superior functionality and technical features to position Bell County at the forefront of Texas County government during the next decade of operations.

During the first quarter of this year, everyone will be introduced to the new County web site. In addition to providing a modern look and feel, the new web site moves the County from a basic informational type site to a more dynamic site offering various user interface options and better ways to solicit and/or provide real-time information exchanges with the citizens of Bell County. The new web site Content Management System (CMS) will offer the individual County departments the capability to customize and maintain their own departmental web page(s) content.

A large multi-year network and server architectural effort has recently started.....this effort will make significant enhancements and address many lingering shortfalls across the entire Bell County infrastructure. These series of integrated projects are aimed at such areas as improving security, data storage and recovery, server and desktop computing, video/audio integration, high speed networks and fiber optic redundancy, real-time network/server management, and integrated wireless solutions to include mobile laptop and tablet based computer solutions.

Our software programming staff has been learning new web based development technologies. The staff is quickly making the transition to begin the replacement of select IBM legacy software systems with web technology applications. The future Bell County integrated software suite may include a combination of custom, legacy and vendor/government (CUC) procured solutions. In addition, our development team has been very active with the integration of new electronic interfaces to include projects like DPS electronic citations, on-line payment web site and Law Enforcement Agency/Prosecution office electronic data exchanges.

We do look forward to meeting and working with everyone in the various Bell County departments during our journey along this multi-year modernization path. Your participation and patience is encouraged and essential to help our County achieve integrated software, hardware and network system solutions. Thank you for your on-going and continued support of all these future endeavors.

Video Tour of Bell County

In conjunction with CGI Communications, Bell County now has an eLocalLink promotional video on its website.

ELocalLink provides Bell County residents and future residents with brief segments of streaming videos filmed on-site. These videos highlight the unique community strengths that are most likely to drive business, tourism and population growth.

Go to Bell County’s current website at www.co.bell.tx.us. The video tour includes links to Arts and Entertainment, Residential Growth, Real Estate and Relocation, Quality of Life, Economic Development, Education, Healthcare, and Tourism and Things To Do.

Check out these videos and let us know what you think. Your feedback is greatly appreciated!

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Electronic DPS Citations

Technology Services is excited to announce the “go-live” of a new electronic citation interface with the Texas Department of Public Safety (DPS). The new electronic interface supports the automatic transmission of DPS citations directly into the Bell County Integrated Justice database. The automatic process transfers all citations written by Bell County assigned DPS troopers into the system as a nightly process. Daily reports are generated to capture the content contained within each electronic transaction and made available via email for review by the respective Justice of the Peace Offices. This electronic interface replaces the manual data entry of approximately 367 citations each week.

In conjunction with all six Justice of the Peace Offices, Treasurer’s Department and Technology Services, an effort is underway to automate the payment of citations using an on-line web site. The new citation payment web site, developed by Hamer Enterprises, is currently in the testing phase. Hamer Enterprises is the current provider of the credit card processing system being utilized by many Bell County offices. The web site payment project can serve as a perfect example of collaboration between multiple County Departments and Offices. To ensure project success, all participants worked together through a series of design meetings to agree on select modifications to existing processes and accept the appropriate application of technology. The final product solution created by the team benefits both County personnel and our end customer….the citizens of Bell County. The electronic interface and soon to be deployed payment web site project will improve overall data accuracy and reduce the amount of time spent each day on citation related data entry and back-end collection related activities.

How to Utilize the Global Address List

The Global Address List (GAL) is a directory service within the Microsoft Exchange email system which Bell County utilizes. Every Bell County employee, with an email address, has access to the global address list. This GAL contains information for all email users, distribution groups, and Exchange resources. The GAL can be used to quickly send a message to another user in Bell County, view information about the user, or export the user.

To view the global address list, follow the steps below:

1. Open Microsoft Office Outlook.
2. In the Home Toolbar, click on the Address Book button on the far right side.
3. The GAL should be displayed. If it is not, click the down arrow under Address Book and click on the Global Address List.
4. This list contains every user in the Bell County Exchange email system.
5. New functionality was recently added to display the user’s information by double-clicking on the name. This information may contain the user’s department, address, phone, etc.
6. If assistance is needed with the GAL, please contact the Help Desk at extension 5278.

Find the Word

M E T C B S B L D R A E U Q K
D P E K A C N A P T D O H J C
U K I Y S W E O U R I B B O N
G R L W D R T M I W E Q S U P
T S I L K C A L B T L U L R T
E K H O V E L C N J I E P N L
V I C R M D P E G X F R E A R
N I Y Z O V M W A R E Y T L B
A N E W Q I E I Z S N C A U O
F G N K L Y T N I A O Q L T N
A D A P T E R D V R Z A O D J
W H M V C E E Y F G N J C Y M
N O I T A N R E B I H X O I G
C L B P T E A F X D U N H S A
G U S S O R C D E R T I C N L
L A B O L G O L E A P Y E A R
X H F O I Y P Z J M H Q K S I
Adapter        Nutrition
Blacklist        Octal
Chili     Pancake
Chocolate    Presidents
Compliment    Query
Drilldown    Red Cross
Energy     Ribbon
Global     Skiing
Hibernation    Template
Journal        VMWare
Leap Year    Windy
Mardi Gras    Zone File

Office Reengineering

People are asking: “Who is that white headed lady?” It is Judy Martin from Technology Services. She will be visiting all offices in the County to get a visual inventory and location of equipment within each office. Our department wants to better understand how deployed technical resources are helping employees accomplish their daily job responsibilities. The process will take 2-3 minutes. Thank you for allowing the visit to your office.
Voice Mail Settings

Have you ever wanted to have a digital copy of a voice message that was left on your phone?

The voice mail on your phone has a feature that can be set to automatically create a message in your Microsoft Outlook Inbox. (NOTE: If there are no speakers attached or built into your system, you will not be able to listen to a message by accessing this feature.)

Follow the steps below to activate this voice mail feature:

1. Open the Internet Explorer browser.
2. In the address bar, type the Bell County Intranet address 172.23.1.1.
3. The Bell County Intranet is displayed. Go to the Customize Voice Mail Settings link under Phones.
4. The Welcome screen is displayed. The username will be your four digit phone extension. The password is the same password that is used to check your voice mail on your phone. Click submit.
5. From the 3Com menu on the left of the screen, click Delivery Options.
6. The Delivery Options screen is displayed. Make sure the After Delivery dropdown menu has Leave New displayed. Enter your email address in the Email Address field. Click Submit at the bottom of the page.
7. Click Log Out on the 3Com menu on the left of the screen.

After completing the above steps, your voice messages will be an email in your inbox. The voice messages will also remain on the regular voice mail on your phone.

If assistance is needed with this customized voice mail setting, please contact the Help Desk at extension 5278.

Who’s in the Picture

Do you recognize this adorable little girl?
(Hint: She works at the Technology Services Department)

Microsoft Training Class

Bell County Technology Services will be offering a series of training classes to spotlight the various features of Microsoft Office products. The first topic will be Microsoft Outlook 2007 and will be held on Tuesday, February 21, 2012 from 11:00 am to 12:00 pm in the Auxiliary Courtroom #1 at the Bell County Justice complex located on Loop 121 in Belton.

Michael Nidositko from the Helpdesk will be conducting the training class. If you would like to attend the class, please RSVP to wanita.reeder@co.bell.tx.us or call extension 5277. Seating is getting limited due to the number of RSVPs already received. We look forward to seeing you there!

Character First

The Character quality for the first quarter of 2012 is Self-Control. By definition, Self-Control is rejecting wrong desires and doing what is right.

Self-Control is subduing those passions which are contrary to good character. It is “rejecting wrong desires and doing what is right,” even when we feel like indulging those passions. When the will is out of control and agitated, we are apt to display tantrums. Once things cool down, we often look back and wonder, “Why did I say that?”

Exercise self-control based on what is right, not just what you feel is good or bad.

SkillPort—Bell County Learning Zone

Don’t forget about Bell County’s Online Learning resource. Go to https://bc.skillport.com, log in with your userid and password. A large variety of educational courses, books and other resources are available to each Bell County Employee 24 hours a day, 7 days a week.

“Learning is a treasure that will follow its owner everywhere.”

Chinese Proverb
Thinking of Which Decisions are Most Important

One-time questions, like whether you will handle item A or B are easier to make than decisions that cover an entire area.

Below are examples of the types of decisions that can change your life.

The responsible decision: You accept responsibility for your past and your future. Your history is not your destiny. Taking responsibility is also about hope and control, not about blame.

The guided decision: Seek wisdom through reading, study and hearing inspirational thinkers. If you don’t have a mentor, be your own.

The active decision: Don’t allow fear or doubt to immobilize you. Take action, seize the moment and move on.

The joyful decision: Dwelling on what’s wrong with work or life drives away opportunities and encouragement. Choose happiness instead. It’s not a matter of your present circumstances. It is a matter of choice.

The compassionate decision: Make compassion and forgiveness part of your everyday life.

The persistent decision: Hold fast to your vision and avoid second-guessing yourself. Lack of commitment has caused marriages to fail, businesses to tumble and jobs to be lost.

The certain decision: You have a decided heart. Criticism, condemnation, and complaint have no power over you.

“You have been created with the ability to change the world. Every single choice you make………every single action you take………matters. But remember, the converse is also true. Every choice you do not make………every action you do not take………matters just as much.”  

—— Andy Andrews