PG GeekSpeak

WiFi Availability in County Buildings

Public WiFi access is currently available in the County Administration and Police Department buildings. Guests may sign on to PGC_Guest with a password and have WiFi access. Improvements to Internet speed on the County Complex are in the works to compensate for additional usage. Users must note that when they are connected to the County Internet they are also behind the content filter, so some web sites may be blocked. If you are experiencing issues with a web site you need for County business, please contact the IT Department at (804) 722-8700 with the web site information.

Welcome to Geek Speak!

Welcome to the first edition of the PG Geek Speak. The Prince George County Information Technology Department & Geographical Information Systems Office will attempt to give you information to make your technology a little less painful. Our offices support all of the County employees and Board of Supervisors with technology and mapping assistance. Our goal is to make the County Government more productive and transparent through the use of technology.

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Apple iOS Upgrade

For those of you with Apple devices such as iPads, iPhones or iPod Touches, the operating system iOS 6 has had some recent patches. There have been bugs related to iOS 6 which have caused issues with battery drainage and calendar appointments in Microsoft Exchange. The latest version (6.1.2) was recently released, and staff recommends that you install it on your device. Certain older versions of the devices may not support iOS 6, so you should check the Apple web site if you have any questions.

Internet Bandwidth Upgrade

You have probably seen digging around the County Complex recently. Workers have been installing fiber connections to the Internet. The County Complex will see its first Internet bandwidth expansion in about seven years this spring. More and more business is being done on the Internet, and the County has needed additional bandwidth. With this implementation, staff will notice improved speeds, and redundancy will be built in to try and prevent outages.

Telephone System Upgrade for County Administration Building

During spring 2013, the telephone system in the County Administration building will be replaced. The building will be added to the system that currently supports the Courthouse and Police Department. IT Staff are in the middle of planning the implementation so there is little downtime with the cutover to the new system. Other outdated phone systems will be upgraded with the Human Services building improvements. Stay tuned for more information coming your way soon.

Keep Your Inbox Neat!

With the implementation of the Microsoft Exchange system, IT Staff does not want users archiving email off the system. Our system is compliant with the Library of Virginia's rules for saving records. Staff does want you to keep it tidy!

- **Do not use the Deleted Items box as a holding area for email.** To "neaten" your Inbox, create a folder or folders so you can file them away. It is very easy to have your Deleted Items folder purged and you will lose what is inside.

For those of you unfamiliar with "Munis," it is an ongoing project involving several departments. The Munis software is replacing the County's old financial system called Pentamation. Once done, Munis will be used in the areas of:

- Finance (General Ledger & Budgeting, Accouts Payable, Procurement and Fixed Assets),
- Human Resources,
- Payroll,
- Real Estate Taxes,
- Personal Property Assessment and Taxes,
- Business Licenses,
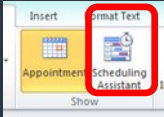- State Income Tax Collection, and
- Utility Billing.

The implementation would not be possible without the dedication and hard work of all the departments involved. IT staff's role is that of implementation coordinator, assisting with mapping business processes, training and conversion of data from Pentamation to Munis. Once the system is complete (some time in 2014), employees can say proudly that they helped build the system from the ground up. Every department will use the Munis system at some point, even if it is simply to request a PO, check a department budget or input their time into Employee Self Service. At the end of the implementation, citizens will be able to pay some of their County bills and check their accounts online. Information related to the citizen portal will be made public closer to the launch of the site.
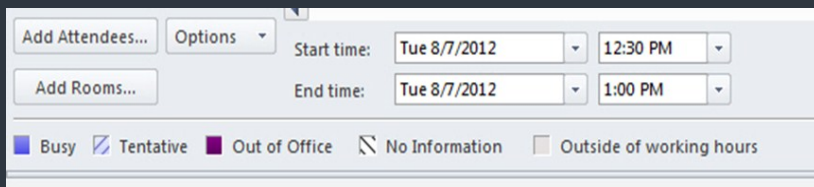
More Tips to Keep Your Inbox Neat!

- **Delete Junk mail or mail you do not have to keep.** Get in the habit of deleting emails that you do not need. Purge your Deleted Items each time you close Outlook (this is a setting), or get in the habit of purging it yourself every month.

- **Unsubscribe from "spam."** If you signed up for advertising or newsletters that you no longer wish to receive, unsubscribe. Each item of that nature is required to have a link or instructions to unsubscribe. Generally you will find this link at the very top or very bottom of the email. Once you unsubscribe, you will get either an email confirmation or confirmation on the web page where you unsubscribed.

- **Unsubscribed and still getting the junk mail?** Use your spam filter to block them. You can add the email address or the entire domain to your "Enemies" list on the County's spam server (http://spam.princegeorgeva.org) or emailing the item to spam@edgewave.com. The company will teak its spam detection engines to try and catch any emails that slip through.

Microsoft Exchange Tips

Staff are encouraged to keep their calendars in Outlook. By keeping your "date book" electronically in Exchange, it makes it easier for people to schedule meetings with you. Below are instructions on creating a meeting and checking availability. This will save you time from playing phone or email tag when trying to set up a meeting. County conference rooms are also being scheduled electronically and moderated by the individuals responsible for those rooms. In Outlook Calendar…

1. Click **New Meeting**.

2. Switch to Scheduling Assistant.

3. Add the people who need to attend.

4. Select a room if it is going to be in a public meeting room that needs to be reserved by clicking **Add Rooms**.

5. You will be able to see the availability of the attendees.

Select a time that appears open for all attendees.

6. Once established, click **Send**.

7. As people accept, you can track the item. People who receive the invitation can also suggest other meeting times if the one you selected is not good.

Parlez-vous LE GEEK?

Word of the month: MALWARE

Malware, short for *malicious software*, is software used or created by attackers to disrupt computer operation, gather sensitive information or gain access to private computer systems.

Malware includes computer viruses, worms, Trojan horses, rogue security software and other malicious programs.

GIS and Assessor Software Update

The Real Estate Assessor's department has recently purchased high-quality aerial imagery software called Pictometry. Pictometry is a collection of software and oblique aerial photograps that can be integrated with the County's GIS data to provide a three-dimensional view of real estate parcels. Pictometry's oblique views (from North, South, East and West) will add to our current straight-down viewing capabilities and allow for advanced property analysis, measuring distance, height and area. It will provide other innovative tools to compare the data within the system to what is actually on the ground.

Pictometry will allow staff to review a much higher volume of property annually and still maintain a high level of accuracy and equitability. It will be a benefit to the Assessor's office, but it features a site license that will also provide the County a tremendous tool that can be utilized by GIS, Soil & Water, Public Safety, E911 (integration with CAD), Fire & EMS, Planning & Zoning, Code Enforcement, Building Official and Utilities.

GeekSpeak would like to thank Assessor Rod Compton for his contribution to this column.

Surfing the Internet is like going shopping in a mall or busy city. Surfers must always be vigilant. By following the tips below and teaching them to your family, you will be able to avoid some of the pitfalls such as spyware, viruses and scams that are part of being on the Internet.

- **Always have a virus scanner installed on your computer.** It is a lot cheaper to invest in a virus scan product than it is to have your computer rebuilt by a professional or suffering the loss of data due to a virus. There are some free versions, but if you stick with the top companies offering a virus scan product and make sure you pay the yearly maintenance, you can remain relatively virus-free. If your computer does get a virus, the software should be able to catch it and remove it from your computer. **A good free antivirus software is ClamAV, available at http://www.clamav.net**.

- **Keep your virus scan definitions up to date.** Installing the program is the first step; the second is to make sure you are getting up-to-date virus definition files. This can be set up to occur automatically so you do not have to remember. Read the user guide or go to the program's customer support site.

- **Beware of Pop-Up Ads!** From time to time you will come across a site that tells you that your computer has been infected with malware or a virus— "Click on this link to have Program X clean your computer." Do not fall for this trick! If you have a program on your computer, close everything down (without clicking) and run a full scan on your computer.

- **Resist the urge to click!** Refrain from clicking on items that say you have won a prize or something similar. This is a good way to get infected with malware.

- **Beware of emails asking for personal information.** If you receive an email from a bank or business asking you to divulge personal information such as account numbers, social security numbers, date of birth, etc., do not respond to the email or click any links inside. It is best to contact the business directly to see if they actually sent it to you. Email scams are one way thieves target you. Most banks and credit card agencies have a secure sign-in for you to correspond with them regarding your banking services.

These are just a few tips to help you. Additional ones will be addressed in future issues of PG Geek Speak.