



**OITC**  
"Access Anytime,  
Anyplace, and Anyway"

# Technology Times

Office of Information Technology and Communications

## Director's Corner



Terri Ware,  
OITC Director

In this month's issue of the Technology Times, I would like to highlight training opportunities and resources offered by OITC. As we continue to bring in

new employees, upgrade systems, and convert to the Microsoft 2000 desktop, training becomes critically more important. As many of you recall under our previous IT contract, we employed 4-6 trainers on a full-time basis. County employees were encouraged to take training, but there were several training issues left unmet, for instance:

- Training classes were inflexible due to resource and classroom limitations.
- At times registration for classes were so small that classes were cancelled.
- Due to emergent work priorities, employees were forced to leave class early, postpone, or forego training opportunities.
- The selection and categories of classes were limited.
- Varying skill levels of persons

attending classes made teaching difficult, even though efforts to pre-screen attendees were taken.

- Continuous efforts to keep up with the demand for new classes required trainers to stop conducting classes to update their skills and certifications.

Given these challenges, the Technology Coordinating Committee (TCC) embarked upon finding a more viable option to address these unmet training issues. As a result, the County awarded a competitive contract to CALSHA to provide on-line training via the Internet. On-line training allows individuals:

- To take training classes to learn a new skill, to increase their knowledgebase, or to obtain certification in a discipline that can be taken at a convenient time and place, and as frequently as desired at the discretion of the trainee.
- To proceed at a pace that meets their needs and, if required, to pause to address emergencies, and then resume training at their convenience.

- To have access to classes 24/7 permitting classes to be taken during non-working hours.

- To take advantage of the range of courses offered by CALSHA from basic courses such as Grammatik to advanced technical courses such as A+ Certification. Many of the 1000+ courses offered by CALSHA are now made available to County employees and contractors.

If you would like to take training using our on-line training tools, please contact Sandra Longs at 301-883-5992 or e-mail at [Selongs@co.pg.md.us](mailto:Selongs@co.pg.md.us). Sandra, OITC's Training Coordinator, can get you started on using the on-line training.

In future newsletter issues, I will feature other technology tools and products that will help OITC to better serve our government customers and our County citizens/residents.

Terri Ware

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### Core Area Managers and Contractors:

- Core Area 1, Mainframe Data Center Operations and Systems Support**
    - C. Frederick Johnson, Government Manager, email: [cfjohnson@co.pg.md.us](mailto:cfjohnson@co.pg.md.us)
    - ACS, Enterprise Solutions, Inc., Contractor
  - Core Area 2, Network Management and Technical Support**
    - William (Todd) Addis, Government Manager, email: [taddis@co.pg.md.us](mailto:taddis@co.pg.md.us)
    - ACS, Enterprise Solutions, Inc., Contractor
  - Core Area 3, Applications Maintenance and Development**
    - John Jacobson, Government Manager, email: [jjacobson@co.pg.md.us](mailto:jjacobson@co.pg.md.us)
    - Ingenium Corp., Contractor
- To speak with any of the Core Area Managers, call (301) 883-7378.

## Are You a Civic-Minded Information Technology Professional? Volunteer for the 2004 GENERAL ELECTIONS!

The coming General elections will be held on November 2, 2004.



If you are an IT professional and have an interest in volunteering for the 2004 Elections, e-mail the Board of Elections at [election@co.pg.md.us](mailto:election@co.pg.md.us) or call 301-952-3270.

# Chief Technology Officer's Perspective

## Using Technology to Do More with Less



Kimberly Ellison-Taylor,  
OITC-CTO

In times of fiscal cut-backs, the phrase "do more with less" becomes the foundation of almost every funding discussion. It has been used so much that many users have become numb to its underlying meaning. In

order to reduce input (funding, people resources,...) and achieve increased output (increased customer satisfaction, increased response time,...), technology is a key enabler that is worthy of exploration throughout an organization.

At the turn of the century, efficiencies were heavily measured in manufacturing terms of people power. In today's Information Age, a key measure of efficiency is how well processes can be automated to deliver consistent results with as little reoccurring cost as possible.

Efforts to provide greater public access to County information (received/delivered by fax, by phone, through letters, as walk ins and online requests) presents a formidable challenge. OITC is committed to meet this challenge head-on.

Today, businesses and governments are cultivating a mind set, and ways in which to provide 24/7 services focused on customer convenience and greater customer

satisfaction. It is evident that "Access Anytime, Anyplace, Anyway," is fast becoming the custom.

Our County is no exception; leveraging existing resources is critical. Given the magnitude of calls and correspondences processed and the complexity of issues/situations addressed, our government customers and the public are the dynamic force that directs the technology thrust of the County.

Online frequently asked questions (FAQs) and interactive Web sites are but two convenient and proven ways to access/distribute County information in a timely manner. The goal here is to provide citizens the ability to get the service they need when they need it, while providing cost savings to the County in printing costs, human resources, and more.

Similarly, "one stop shop" solution like Microsoft Office is also invaluable. This suite of integrated programs (Word, Excel, Access, and more) is instrumental in reducing the backend time and effort needed to manipulate data and to generate and distribute reports. As a result, increased efficiency is

provided with little or no additional funding.

Yes, technology today can address almost any problem with the caveat that it must ultimately meet the needs of the intended user/purpose. Such an undertaking requires a thorough review of the business process mapped from beginning to end. Other relevant factors must also be considered that technology alone cannot address.

To achieve "do more with less" using technology, there must be a willingness and strategy for collaborating and communicating across organizational processes/functions. Likewise, a prudent review of what is needed to motivate a highly trained, customer-service-oriented workforce is yet another critical component.

There is no getting around what is referred to as "people, process, and technology." Given the opportunity, technology is an enabler that has the capability to exceed service expectations, despite lean times. Perhaps the technology solution that you are looking for already exists. By contacting your MIS Coordinator, you will discover how committed OITC staff is in helping our customers make prudent use of technology.

Kimberly Ellison-Taylor

## Core Area I Mainframe Data Center Operations/Systems Support C. Frederick Johnson, OITC Core Area I Government Manager

### The Value/Initiatives/Status of Mainframe Computing to the County

#### The value of the mainframe to County Government

The mainframe is the quintessential host for processing much of the County's "mission critical" data. In addition, the mainframe can provide almost unlimited systems capacity and growth at small incremental costs. **The mainframe provides the most secure and least expen-**

**sive computing platform available!**

#### Core 1 Mainframe FY 05 initiatives based on available funding

- If the County obtains new mainframe hardware as requested, this would allow us to have annual Operating System installs. We could build a CICS Transaction Server 2.3 that will strengthen our appli-

cation development capabilities and will enable applications to be accessed as Web Services.

- If no new hardware is obtained, the emphasis will be on ways to provide additional resources and capabilities that will increase performance and fine-tune the existing mainframe

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environments.

- If funding is available, efforts to deploy a self-password management system will be undertaken. This will relieve the user community of the occasional, lengthy waits to reset or create passwords.

### **The status of Mainframe Projects**

#### Completed

- Installed the New Tape Management System.
- Installed a new release of Top Secret

5.3 (security) on the Test LPAR (logical partition) and other maintenance installs. Began preparations for migrating version 5.3 to the production LPAR.

#### In Progress

- Updating OS/390 R2.10 to include all available maintenance upgrades.
- Printing of JES (print) outputs and the daily archive processing reports to display as a Web screen on the Test LPAR environment. Work continues to

build the entire system.

#### Future

- Waiting on resolution of Top Secret 5.3 issues affecting the implementation of the CICS Transaction Server.
- Preparing to address Work Load Management (WLM) needs and to assess the overall strategy, design, and documentation needs for mainframe's System Managed Storage (SMS).

C. Frederick Johnson

## **Technical Enterprise Services News**

### **Online Training Lab Resource Center**

OITC continues to offer the Online Training Lab Resource Center located in Room 106 of the Largo Government Center (LGC). The lab is designed for County employees and contractors to schedule visits to take Online Training Classes in a quiet lab environment using the available lab PCs. The training lab is available between the hours of 9:00 am until 5:00 p.m. during the business week, except on holidays or on days when the training lab is reserved by government entities/staff.

Please contact Sandra E. Longs at 301-883-5992 or email [selongs@co.pg.md.us](mailto:selongs@co.pg.md.us) to schedule time to visit the lab.

### **Online Awareness Training**

OITC offers Online Training with a variety of technical and non-technical training courses. For details on Online Training opportunities or to schedule an Online Training Awareness Session for your agency, please contact Sandra E. Longs at 301-883-5992 or email [selongs@co.pg.md.us](mailto:selongs@co.pg.md.us).

### **Inventory Project**

The Asset Management Unit has received several inquiries regarding the status of the Physical Inventory project that began last summer. Since the summer interns returned to school, the Inventory Team has had limited success recruiting volunteers to assist with the project. The pro-

ject is continuing at a reduced pace.

### **Active Directory Migration and Windows 2000 Desktop Migration Projects**

The Active Directory Migration and Windows 2000 Desktop Migration Projects are progressing at a steady pace and with outstanding results!

#### **The Active Directory project has been completed for the following Agencies:**

- Board of Elections
- Board of License Commissioners
- Circuit Court
- Citizen Complaint Oversight Panel
- Clerk of the Court
- Conference & Visitors Bureau
- Department of Corrections
- Department of Environmental Resources
- Department of Public Works & Transportation
- Human Relations Commission
- Office of Central Services
- Office of Finance
- Office of Human Resources Management
- Office of Law
- Office of Management & Budget
- Office of the Sheriff
- Personnel Board
- Redevelopment Authority
- Soil Conservation
- State's Attorney's Office

### **The Windows 2000 Desktop Migration has been completed for the following Agencies:**

- Board of Elections
- Board of License Commissioners
- Circuit Court
- Citizen Complaint Oversight Panel
- Clerk of the Court
- Conference & Visitors Bureau
- Department of Community Relations
- Department of Environmental Resources
- Department of Public Works & Transportation
- Human Relations Commission
- Office of Human Resources Management
- Office of Law
- Office of Management & Budget
- Office of the County Council
- Office of the County Executive
- Office of the Sheriff
- Personnel Board
- Redevelopment Authority
- Soil Conservation
- State's Attorney's Office

#### **OITC has work-in-progress for the following Agencies:**

- County Executive
- County Council
- Police Department

#### **Plans and preparations are in progress for the following Agencies:**

Family Services

Shelby A. Henderson

## Technical Enterprise Services News (Continued)

### New Project Initiatives

The Technical Enterprise Services—Program Management Office (PMO) has been busily developing and implementing a number of new initiatives, processes, and services. These efforts will benefit OITC and the County government as a whole. Among the priority goals of PMO is to bring structure, organization, and consistency to the management of projects throughout the County.

Recently, PMO introduced several new project forms to County agency IT Coordinators. Completion of the forms is required for initiating a project, for identifying and clarifying the parameters of the project, and for establishing an audit trail for the project. These new processes will help foster a collaborative approach between the County agencies and OITC. Any agency interested in reviewing the forms may

browse or download the forms from the Outlook Public folder labeled **OITC\_Document\_Templates**.

PMO has also created a new Outlook mailbox labeled "OITC - Projects." All new OITC project requests should now be sent to this mailbox/address for review.

While busily providing project management support to a variety of projects, PMO staff is working to finish several decision support service tools that include a Resource Guide and a Project Portfolio. The Resource Guide will be a listing of all OITC staff and contractors with information about their daily responsibilities and skill sets that can enhance our resource management and utilization efforts. The Project Portfolio will list all OITC projects including a brief project description and other basic project details. As part of the portfolio, a process to

prioritize projects will be made available.

Lastly, PMO has organized a monthly meeting for OITC staff and contractors, IT Coordinators, and County agency staff. Our objectives are to promote greater collaboration on project and program management initiatives, to provide training, and to discuss projects and related issues in an open forum. Any persons interested in project management may attend.

If you would like more information about OITC's PMO initiatives or have comments, please send an e-mail to the "OITC - Projects" mailbox address in Outlook. The mailbox is checked daily.

James D. Wright

# Telecommunications

## Things To Remember!

### About Making Outgoing Calls ◦ Voicemail ◦ Fax Machines

- **Making Outgoing Calls** - Help us save the County money. When making a call to another County agency, please dial \*9 followed by the seven digit phone number. **ONLY dial 9 and the area code** when you need an outside line.
- **Voicemail** - To fast forward through or skip a person's voicemail greeting press #. To fast forward through a message that was left in your voice mailbox, press 33.
- **Fax Machines** - To prevent abuse of long distance access codes, check your fax machine summary report to make sure codes are not being printed on the report. If they are, change the programming on the fax machine.

For additional assistance, please contact **Telecommunications, OITC at \*9-499-8084**.

## Core Area 2 Network Management and Technical Support Todd Addis, OITC Core Area 2 Government Manager

### Internet Security: ISA Server and Intrusion Detection System (IDS)

#### Internet Security: Acceleration Server

##### Providing an Additional Level of Security

ISA Server is an enterprise firewall and secure application gateway designed to protect the enterprise network from hacker intrusion and malicious worms using application-level filtering. In addition, ISA Server provides packet filtering and stateful packet inspections, advanced proxy architecture, and more.

##### Offering Industry-Leading Web Cache Performance

Ranked first in the price/performance category, ISA Server, finished in the top tier of 31 other entries. This industry-leading Web cache performer is over 11 times faster than its predecessor, Microsoft Proxy Server 2.0.

##### Integrating with Microsoft Windows® 2000

ISA Server works in environments with mixed operating systems, but provides the greatest value when used with Windows. ISA Server provides better manageability, faster perform-

ance, and granular access control by taking advantage of Windows technology to integrate with Windows Virtual Private Network (VPN) and Microsoft Active Directory®.

##### Enabling You to Use Your Bandwidth Efficiently

ISA Server reduces network congestion and save on bandwidth costs by caching—serving content locally from the Web cache to reduce outbound Internet traffic.

##### Increasing Manageability

ISA Server uses centralized management features that make administering large deployments (including branch offices) easy. Also, ISA Server can restrict access: by users and groups, application type, time of day, content type, destination sets, and more.

#### Intrusion Detection System (IDS)

Cisco IDS Sensor analyzes traffic in real time, enabling users to quickly respond to security breaches. At 200 Mbps, the Cisco IDS can be deployed to provide protection in switched environments, on multiple

T3 subnets, and with the support of 10/100/1000 interfaces, it can also be deployed on partially utilized gigabit links. There will be one sensor between the outside 2600 router and the PIX 525 firewall.

Cisco IDS module will be placed in one of the core 6509 switches. The module will analyze the packet data streams within the network, searching for unauthorized activity, such as attacks by hackers, enabling users to respond immediately to security breaches.

The IDS module allows security and network administrators to monitor network traffic right off the switch backplane rather than using external IDS sensors connected to a switch SPAN port. This allows more granular access to the network traffic and overcomes some of the limitations that external IDS sensors connected to SPAN ports have.

William "Todd" Addis



<p><b>TO: OITC Customers</b></p> <p><b>Want to Express your views on technology, OITC Services, Internet, email, and more</b></p> <p><b><i>“From A Customer Viewpoint”</i></b></p> <p><b>Why not submit an article to</b></p> <p><b>Technology Times Newsletter!</b></p>	<p><b>How!</b></p> <ul style="list-style-type: none"><li>• <b>Write a 400-600 word article (include a heading)</b></li><li>• <b>Email your submission to:</b> OITCNewsletter@co.pg.md.us Attn: OITC Newsletter Editor</li></ul>
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## Core Area 3 Applications Maintenance and Development John (Jake) Jacobson, OITC Core Area 3 Government Manager

### We May Already Have the Technology Solution That You Are Looking For!

It is not unusual for Core 3 Applications Development to get a request from customers for an application that may already have been developed or have something very close to it. The following is a brief overview of applications that might be of value to your agency.

**Complaint Tracking Application:** This Web-based application allows you to enter and to track user complaints. The complaints can be entered on-line, and an e-mail response given back to a complainant be they County staff, vendors, or citizens. This tracking application prohibits changes being made to the complaint as entered, and likewise, prohibits modifying the County government's responses by any complainant. The application also keeps an historical record of all comments entered by the complainant or responding agency(ies) involved.

**Media Tracking System:** This Web-based application allows an agency to enter and track media inquiries and

articles concerning their agency. For example, if the Washington Post calls an agency to schedule an interview, the details of the request such as the interviewee, date of request, and the response provided can be entered and tracked in the Media Tracking Application. This system also maintains contact information of requestors and their agencies and a history of inquiries for each. Features such as these eliminate duplication and help to facilitate reports and statistics regarding specific subjects, an official, or an agency. It also can maintain a history of phone calls and inquiries made by individual persons or organizations.

**Contract Tracking System:** Currently, this Client/Server application is loaded on a PC desktop, although plans to turn it into a Web-based application are under consideration. If your agency is

working with outside vendors and monitoring vendor contracts, this application can keep track of dollar amounts and critical dates.

The above-mentioned applications are but a small sampling of in-house developed applications that can be of value to your agency. These applications are FREE of costs, but may require an additional server or hardware if existing resources are inadequate.

If the above sounds remotely like something your agency could use, e-mail John (Jake) Jacobson, Applications Manager, at [jjacobson@co.pg.md.us](mailto:jjacobson@co.pg.md.us). Jake will be happy to provide a full set of screen shots of the type of information that is being captured.

Before spending money on any applications, contact Applications Development; what you are looking for may be an email away.

John "Jake" Jacobson

## Special Feature Property Tax Information Available Online

Prince George's County Executive, Jack B. Johnson, announced new the property tax online Website. Summarized in this article are Mr. Johnson's comments and a highlight of the information provided on the web site:

*The public will now be able to view their real property taxes online. This is among the many initiatives to give residents greater access to government information via the Internet. Eventually, residents will be able to pay their taxes online.*

*While the initial system is inquiry only, the county is aggressively pursuing efforts to make online payments possible.*

The online real property tax information referred to in the County Executive's public announcement can be accessed from the Prince George's County Website at <http://goprincegeorgescounty.com>

Select the "Property Tax Inquiry" navigation bar under Fre-

*quently Used Services.* The tax information provided is "real time" reflecting the latest updates to the County's real property tax database.

Designed with the viewer in mind, the displayed tax information provides the most often requested data. Currently, four years of property tax payment history is display per household.

As taxes become due, the as-

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## Special Feature (Continued)

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essed tax amount is displayed for the current month and the next month. This includes taxes due on

real property going to settlement in the current month.

A link to the State Assessor's System is provided as well,

giving the public quick and easy access to the State's property assessment data.

Tanya Gott

## Elections

### The Impact of the Federal "Help America Vote Act" (HAVA) on the Role of Maryland's Local Election Boards

#### Help America Vote Act

The State Board of Elections (SBE) and the Maryland Election Officials (MAEO) met with Maryland Election Administrators. The purpose of the meeting was to discuss the impact of provisions of the federal Help America Vote Act (HAVA) legislation and the effect that this legislation will have on the 1993 National Voter Registration Act (NVRA) and current Maryland State election laws.

#### Impact on Local Election Boards

The enactment of HAVA has changed the responsibility of local election offices and mandates that a *single, uniform, official, centralized, interactive computerized statewide voter registration list be administered at the State level*. The NVRA, among other issues, affords U.S. citizens the opportunity to register to vote at their motor vehicle administration facilities. The State Board of Elections is required to collaborate with the local elections boards in developing a statewide voter system. The SBE contacted the Maryland Association of Election Officials (MAEO)—the organization representing the local election boards of the State of Maryland is to assist the State in implementing HAVA and the NVRA. Robin Downs, Elections Administrator for Prince George's County and MAEO President, appointed

a MAEO Voter Registration System Committee. OITC's Administrative Specialist, Dave Knauber, will serve as one of the members of this key committee.

#### MAEO Subcommittee Actions

The MAEO Voter Registration System Committee is comprised of two subcommittees that will analyze and make recommendations for a statewide Voter Registration System (VRS). One subcommittee is responsible for producing the Functional Requirements Document and the other subcommittee will do a market evaluation of computerized voting systems and software vendors whose products meet the requirements of HAVA and NVRA legislation. The subcommittee responsible for the Functional Requirements Document had identified seventeen functional areas and designated individual subcommittee members with developing requirements for a specified functional area. Among the functional areas identified were: Registration, Duplicate Record Checking, Street Files, Absentee Ballots, Polling Places, Administration, WEB/IVR and Imaging requirements, and more. The functional requirements that were drafted were based on local

elections boards operations and prior experiences. The drafts were e-mailed to the entire subcommittee members for review, modifications, and additional inputs.

As a result, the seventeen functional areas were reduced into eleven functional areas and were sent to the State Board of Elections.

The eleven functional area documents were assembled into a single Functional Requirements Document that was distributed to all local Election Administrators in the State for their individual review and comments. The requirements document was finalized and was then sent to the SBE for review.

#### The Ultimate Goal

The subcommittee's Functional Requirements Document will be used to develop a Request For Proposal document by the State of Maryland to solicit and to ultimately implement a new Voter Registration System in early 2005, which will affect statewide elections following 2006.

Dave Knauber

# 3rd Maryland Technology Showcase Exhibitors



OITC BOOTH



OITC's CTO on the right

## OITC Exhibit Focus

- Online GIS Data
- ResQue Portal Property Tax Information
- Election Voting System
- Online Training
- Web Page Content Management

### Office of Information Technology and Communications

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OITC

### We would like to hear from you!

What topics would you like to see addressed in the Technology Times?

Let us know how you prefer to receive you next issue of Technology Times. Indicate your preference:

hardcopy       email distribution

Are there others who should receive this newsletter?

Name: \_\_\_\_\_

Let us know, send your feedback and comments by email to [OITCNewsletter@co.pg.md.us](mailto:OITCNewsletter@co.pg.md.us). or by inter-office mail to: Norma Braveboy, OITC, L6C—Room 250.

Thank You!