



OITC
"Access Anytime,
Anyplace, and Anyway"

Technology Times

Office of Information Technology and Communications

Director's Corner

Greetings and welcome to another exciting issue of the Technology Times.



Terri Ware,
OITC Director

As the end of the fiscal year (June 30) approaches, OITC will be working with County departments to close out FY03 transactions. Final telephone, pager and cellular billings will be sent out, in addition to departments closing out their Expense Distribution Tickets (EDT) covering items newly purchased on or before June 2003. Please contact your Management Information System (MIS) Coordinator if you have billing questions.

As most of you know, OITC provides centralized IT support, coordination and management to County Government agencies, the County Council, Circuit Court, Clerk

of the Court, and State's Attorney's Office, in addition to County boards and commissions. It is important that these entities touch base with OITC **before** making technology purchases.

The preceding statement cannot be emphasized enough. OITC **must** be an integral player participating in: planning sessions, assessing vendor demonstrations, and helping to develop specifications and requirements documentation for IT projects, maintenance, and upgrades. Major problems can occur, triggering delays and other complications due to expensive hardware and software costs or issues surrounding maintenance fees, license costs, integration services, interoperability, data migration,... Many of these issues can be addressed by careful planning of the application life-cycle process.

It is OITC's goal to work together with our County customers to ask those strategic ques-

tions of vendors, to ensure compatibility with our County's IT environment, and to provide the best IT support/services that satisfy the needs of OITC customers and County citizens. Do give us a call, so that we can help, as our motto states "Access any time, any place, and any way!"

Be on alert for our next newsletter issue (October 2003) that will spotlight the County's plans to reactivate the Technology Coordinating Committee (TCC). This committee, composed of senior County officials, will be responsible for providing strategic direction, prioritization, vision, and balance pertaining to the County's Information Technology assets.

As always, keep your comments, observations and suggestions coming. We enjoy hearing from you!

Terri Ware

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Core Areas Managers and Contractors:

Core Area 1, Mainframe Data Center Operations and Systems Support

- C. Fred Johnson, Government Manager, email: cfjohnson@co.pg.md.us
- LMIT, Contractor

Core Area 2, Network Management and Technical Support

- William (Todd) Addis, Government Manager, email: 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
- Ingenium Corp., Contractor

To speak with any of the Core Area Managers, call (301) 883-7378.

TO: OITC Customers

Want to Express your views on technology, OITC Services, Internet, email, and more

"From A Customer Viewpoint."

Why not submit an article to
Technology Times Newsletter!

How!

- Write a 300-500 word article (include a heading)

- Email your submission to:
OITCNewsletter@co.pg.md.us
Attn: OITC Newsletter Editor

Chief Technology Officer Perspective

Technology Governance

The need for technology governance has never been more pronounced. In an environment of doing more with less, OITC is finding innovative and creative ways to



Kimberly Ellison-Taylor,
OITC-CTO

improve the County's technology services. In the last newsletter, I detailed the vision of an e-Government environment. To get there, however, we have some aggressive goals that will set the stage for becoming a truly transformed government. The following explains how:

- **Enterprise Investment Leveraging Goal**

Despite having a different mission and scope of services, each County department has as an objective to provide the County with excellent and cost effective services. To this end, it is extremely important that all departments take advantage of enterprise technology investment opportunities to achieve cost effective economies of scale.

In order to gain greater value and to benefit the County as a whole, we must avoid fragmented technology solutions that are expensive to maintain and are incompatible with one another. For instance, before purchasing hardware or software departments should ask: Does this item help accomplish a specific goal or objective that addresses our mission? Are there other existing products in the Government and/or an additional module that can be added that would provide the desired re-

sults? Are there customized or specific lifecycle maintenance costs that should be considered? Would other County departments be interested in the same product?

- **Total Cost of Ownership Funding Goal**

The ability to accurately assess and forecast costs is exponentially improved when an accurate and true reflection of costs is captured throughout the "maintenance phase" of a product lifecycle. Unlike the other costs associated with the lifecycle—Analysis, Design, and Implementation phases—"Maintenance" is the longest and the most costly phase. Yet, technology licensing and maintenance costs are the most often missed and unaccounted for items of a department's technology request.

Before determining whether a new system is cost effective, your departments should consider the various costs related to staff-hours needed: to gather technology requirements, to manage the project, to train users, to provide technical support, to create documentation, and to implement the system. Consider other costs such as, database licenses, security, hardware, initial application costs, and yearly license fees as well.

Likewise, in determining if a technology solution both fits your budget and best matches your needs, consult with our Management Information Sys-

tems (MIS) Coordinators to do a comparative analysis of any or all alternative solutions.

- **Set Policies, Procedures, Standards**

Enterprise Architecture provides the framework upon which technology can be built more easily. This framework is composed of established standards and best practices that enable our network engineers and technical support teams to provide the proper environment and consistent support to our customers.

Currently, we are working aggressively to move to the more secure and stable environment of Windows NT/2000 to replace the current multiple-desktop environment (Windows 95, 98, NT, 2000) and related configurations. This will relieve the burden on our technicians—spinning the proverbial roulette wheel—when attempting to triage a customer issue.

We now have standards for Personal Digital Assistants (PDA's), telephones, pagers, cell phones, personal computers, servers, scanners, fax machines, etc. Every variation introduced not only lowers the service level, even if just by a notch, it also increases the total cost of ownership.

With policies, we can communicate expectations for technology compliance and use the policies as a guide for creating our standard operating procedures. At present, we have drafted a 400-page policy and procedure document that is being reviewed and finalized for distribution.

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Technology Governance (Continued)

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- **Knowledge Management**

The technology team faces many challenges when our County end users take advantage of retirement. Yes, we are aware of the hardware platform requirements, and yes, we maintain the system and make changes as requested.

However, we do not know the business and functional requirements of the various technology systems from the user perspective. We rely on the end user to explain: why a screen is needed, what data should be captured, or what were the business objectives that the original system was designed to meet.

As an e-Government environment pre-requisite, an assessment of the business process must be performed in a systematic and comprehensive manner specific to each Department. Managing the knowledge transfer process from seasoned to newer employees also becomes a key business continuity issue. If the people who know the system/process best were to leave without documenting their knowledge, how then would we understand the true impact of any changes that we propose?

- **Business Process Re-engineering/Automation**

Technology professionals ruefully acknowledge the "over sell" of technology benefits. However, we recognize two basic truths: "garbage in, garbage out" and "if a process is bad then technology will just make a bad process, faster." By reviewing key processes from "scratch" and by asking "WHY" at least 5 times,

"stove pipe thinking" is challenged.

Processes should be evaluated on a regular basis to determine if the original basis for the practice is still valid. In many cases, we find that the original reason was a great idea, however, over time it no longer provides the same benefit. Why not use technology proactively: to relieve the workload, to make up for needed staff positions, to reduce cycle time, or to improve overall productivity?

"Perhaps, the most critical of all the areas discussed previously is Centralized Strategic Planning."

- **Centralized Technology Strategic Planning**

Perhaps, the most critical of all the areas discussed previously is centralized strategic planning. It is the easiest to do, and would reap the biggest rewards.

Technology is a strategic enabler and can assist in helping each County agency meet its mission. If this is true, then the department is what drives technology. Hence, County departments' strategic plans form the blue print for setting the standards that technology should meet and exceed.

While, we do have a strategic plan for technology, it would be

easier to plan/forecast/budget for the future, if we knew in advance what direction departments wanted to go.

Also, centralized strategic planning would enable us to identify key stakeholders, who have similar visions, thereby providing an opportunity for a single technology solution to meet the needs of multiple departments.

In each of the areas discussed above, we recognize that these changes will not happen overnight. Each day, however, we get one step closer to achieving the above goals whenever departments take advantage of our offer to assist in technology planning.

We have carefully chosen Management Information Systems (MIS) Coordinators who are assigned to specific Departments. These experienced professionals are delighted to provide guidance on OITC's initiatives, accomplishments, and goals.



As it relates to FY '04, we have several focus areas to include: Security, Business Continuity, E-Government, Enterprise Architecture Plan, Information Technology Service Management, and Program Management. These areas will be addressed in detail in coming newsletter editions.

Kimberly Ellison-Taylor

Enterprise Services Perspective Shelby Henderson, Manager

Mission and Accomplishments of Enterprise Services

OITC's Enterprise Services team is composed of following five units:

- Asset Management
- Program Management
- Quality Assurance
- Technical Writing
- Training

Established around July of 2002, these units operated as a separate section for the first five months of their existence. In January 2003, these units were brought together to form the Enterprise Services department.

Over the past 6 months, each unit of Enterprise Services has been challenged to keep up with a heightened workload. Each unit in its respective area was tasked to: identify the "as-is" state of "people, process, and technology", and to envision the "to-be" state of "people, process, and technology", and finally to draw a roadmap for getting to the vision.

The following is a list of two of the significant accomplishments for each unit over the past 6 months:

Asset Management Unit

- Developed standard operating procedures for equipment installations, equipment loaners, purchase of assets, surplus equipment, break-fix, data eradication, and equipment re-order.
- Developed and implemented an automated Expense Distribution Ticket (EDT).

Program Management Unit

- Project-managed the technology components of the Health Insurance Portability and Accountability Act (HIPAA) project including the electronic transactions and code sets requirements and the security requirements.
- Project-managed the Windows NT/2000 Desktop Migration project (work-in-progress).

Quality Assurance Unit

- Established standards and design of Windows: OS Imaging and Migration Quality Control.
- Setup and Maintain the Test Lab Environment.

Training Unit

- Coordinated On-line Training opportunities for 4,000 total licenses. As of June 2003, 2,313 students have been enrolled.
- Provided training for the OITC Content Management System Training throughout the County.

Technical Writing Unit

- Evaluated existing documentation/repositories and investigated alternative methodologies, techniques, best practices, and tools for producing quality documentation on a consistent basis.
- Developed/designed the format for the OITC newsletter and coordinated the publication and distribution process.

Shelby Henderson

Core Area 1 Mainframe Data Center Operations/Systems Support Fred Johnson, OITC Core Area 1 Government Manager

Legacy Upgrades to Give IBM Mainframe a Second Life

Core Area 1 is currently in the process of upgrading our mainframe database engine from CA-Datcom version 9.0 to 10.0. CA-Datcom is a production-oriented database management system

that provides high performance, multi-user capabilities for databases running on IBM mainframe operating systems. CA-Datcom provides SQL support for all information controlled by the

database, even if the data was not originally designed for SQL access. Client/server and web access is supported for ODBC/JDBC-compliant tools. The County has

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Core Area 1 (Continued)

(Continued from page 4)

more than 100 production CA-Datcom databases that process over 200 million data accesses (read/write commands) per day.

The new 10.0 version provides many internal enhancements that will allow us:

To fine-tune our mainframe databases to run more efficiently.

To reorganize our largest databases into smaller units, thereby reducing the amount of down time required for

maintenance activities.

To access the new version of the database without requiring any programming changes to current programs.

To update current maintenance on all of the related mainframe products as well.

The test environment has just been upgraded to CA-Datcom version 10.0 with no significant problems; hence plans to upgrade the production environment of

Core Area 1 are scheduled for late July.

Wait there is more! We are excited about the prospect of providing web access to mainframe data—both direct and simulated. This capability was formerly available only through classic networking methods, but now has a mainframe alternative.

The Legacy continues!

Y'all stay tuned now. Ya hear?

Fred C. Johnson

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

The Advantages of Microsoft's Windows 2000 Active Directory

These are busy times for the Core 2 area. Presently we are migrating from Novell 5 and NT4 to Microsoft's Windows 2000 Active Directory technology. The Network staff are working in conjunction with Bindview to ensure a smooth migration. We appreciate the patience of our County users and are trying to make the transition as

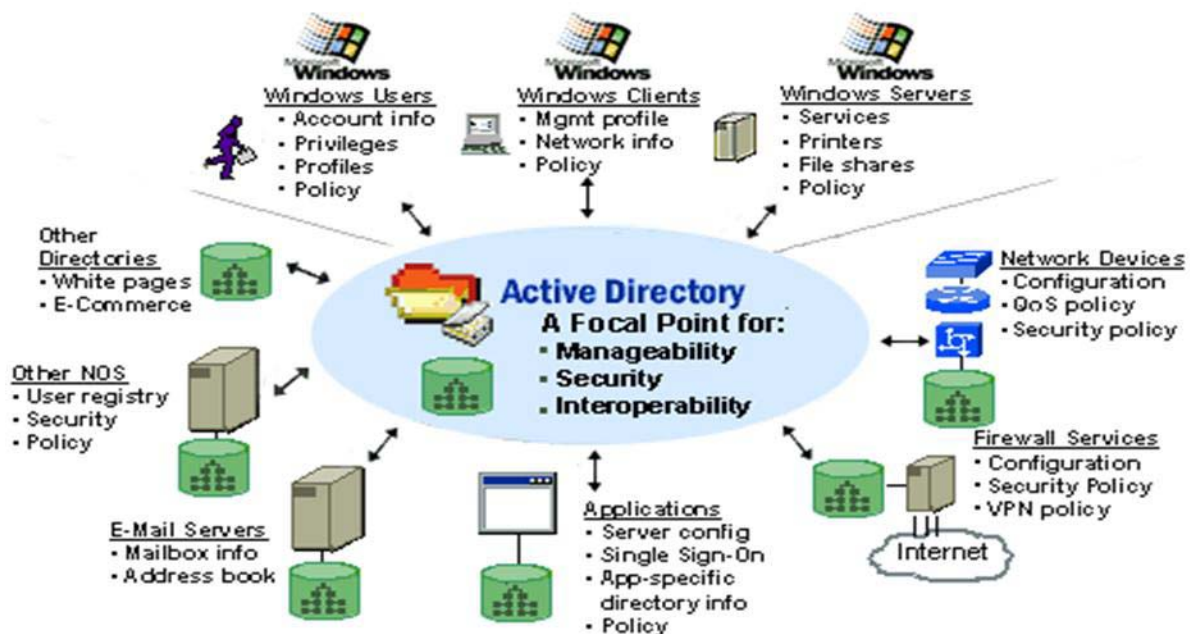
trouble-free as possible.

What are the advantages of Active Directory? Microsoft can best describe these benefits as follows:

"Active Directory provides a single point of management for Windows-based user accounts, clients, serv-

ers, and applications. It also helps organizations integrate systems not using Windows with Windows-based applications, and Windows-compatible devices, thus consolidating directories and easing management of the entire network

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Core Area 2 (Continued)

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operating system. Companies can also use Active Directory to extend systems securely to the Internet. Active Directory thus increases the value of an organization's existing network investments and lowers the overall costs

of computing by making the Windows network operating system more manageable, secure, and interoperable."

Your Assistance is greatly needed!

We are asking/hoping that our user community will take the time *each evening to logoff their machines and*

to delete unnecessary files and emails. Taking these needed steps will lead to cost savings for the County and improve maintenance operations of the Network.

Todd Addis

Core Area 3 Applications Maintenance and Development John (Jake) Jacobson, OITC Core Area 3 Government Manager

Project and Task Tracking System (PATTs) Is Here!

After much talking about it, Core 3 Area is ready to rollout PATTs to the IT and MIS Coordinators. For the last 3 months, Core 3 has been using PATTs to track tasks and to enter staff hours worked on tasks.

"I am very excited about delivering PATTs to the IT and MIS Coordinators!"

"I am very excited about delivering PATTs to the IT and MIS Coordinators," says John Jacobson, Application Manager. "When I started in this position, one of my main goals was to make Applications Development more accountable. PATTs allows users to look at their tasks, set priorities, and manage task's progress." What capabilities will IT and

MIS coordinators have when using PATTs:

IT Coordinators

- Login to PATTs with a User ID and Password.
- Ability to view all "Open" and "Closed" tasks for their departments only.
- Have access to estimated completion dates and actual versus estimated number of hours. This will replace the printed reports currently handed out at the IT Coordinators meeting.
- Ability to enter new tasks. Users of the system will still be able to enter problem tickets in Magic. An automated interface between Magic and PATTs has been developed.

MIS Coordinators

- Ability to view all tasks in PATTs for all departments.

- Access to the same PATTs functions that the IT Coordinators have to maximize global solutions.

The future release of PATTs 2.0 will include the following functionality:

- Automatic email notification with a Quality Survey form when tasks are completed.
- Ability to add attachments to a task.
- Ability of users, developers, and OITC management to add comments to a task.
- Act as a central repository for easy retrieval and better document management.
- Customized tracking system for projects, tasks and hours for OITC's Core Area 1, Core Area 2, GIS, Telecommunications, and Enterprise Services units.

John Jacobson

Institutional-Network (I-NET)

What Is I-Net and What It Can Do for County Network and Users

Institutional Network (I-Net) is Prince George's County's high-speed access network presently serving some County agencies. Typically, networks with high-

speed access and large bandwidths ranging from 1 gigabit (between building sites) to 100 megabit (desktop) are required to sufficiently run large scale applications.

Pursuant to the franchise agreement, the cable provider (Comcast) must install upgraded fiber optic cabling for an "Institutional Net-

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I-NET (Continued)

work" in the dedicated sites used in the Participating Communities. The Participating Communities designated 180 sites where fiber optic cabling was to be installed while the provider designed the network around these sites. As members of the "Participation Communities," County agencies within these designated sites can take advantage of the high-speed access network offered by I-Net.

As the provider, Comcast is responsible for bringing the fiber optic cable into the designated site, and County

Agencies as members of "Participating Communities" providing the equipment on the site or at the five hub facilities.

I-Net is the ideal solution to replace the Verizon "frame relay" network currently interconnecting some County facilities. Although satisfactory for main-frame application delivery, "frame relay" networks do not have the flexibility for delivering multi-media applications or video-teleconferencing capability.

Using I-Net, the County government has the latitude to design and construct a high speed network to deliver more efficient and extraordinary services to its citizens. I-Net services can begin to make a significant change in County operations. The possibilities of the I-Net are destined to expand current technology and new technology introduced in the coming years.

Nate Archey

MIS Coordinator's Corner Ernie Shepherd, Manager

The Value of MIS Coordinators

MIS Coordinators are good because:

- √ They are available to call whenever you are having difficulties in resolving IT-related problems;
- √ They will listen to your ideas when you need to discuss IT issues;
- √ They will provide answers to your IT questions, (how much does it cost, when will it be delivered, when will we be migrated to WIN2000...:

- √ They can put technical terms into understandable English/Spanish;
- √ They can provide an analysis of your current business processes and make recommendations in line with the County's IT initiatives;
- √ They can help you select the appropriate IT solutions using current technology;
- √ They can assist you in developing both short and long term solutions in support of your

Agency's mission;

- √ They function as an IT liaison between your Agency, the staff of OITC, and other technology-related entities as needed;
- √ They will represent your business goals and contribute to your success;

And, they are there for you, even if you just need someone to talk to.

Ernie Shepherd

Frequently Asked Question

Telecommunications: Initializing Your Mailbox, Ed Jones

Before using your Lucent-Aria voice mailbox, it must be initialized. This is a very simple process that "Marsha" talks you through by presenting an automated tutorial the first time you access your mailbox.

During this tutorial, you will establish your personal password, record your name, and record a personal greeting that will be heard by callers forwarded into your voice mailbox.

TO ENTER YOUR MAILBOX FROM:

- Your desk - Dial *9 883-8000 or VM speed dial button, then enter your personal password.
- Co-worker's desk - Dial *9 883-8000 or VM speed dial button, then enter *key, your 7 digit mailbox number and your personal password.
- Away from the office - Dial

(301) 883-8000 enter the # key, your 7 digit mailbox number and your personal password.

1. The "Welcome to Octel" tutorial begins.
2. Enter your temporary password (7 digit mailbox number).
3. You will be instructed to

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Frequently Asked Question (Continued)

change the temporary password to a new personal password. Your new password must be a minimum of 5 digits in length.

4. You will be prompted to record your first and last name.

5. You will be prompted to record a personal greeting.

6. You will be given a few helpful hints and then an advisory message.

7. After the advisory mes-

sage is deleted, you will be at the main menu.

The tutorial is complete. Now, anytime you enter your mailbox and put in your password you will immediately be at the main menu.

Security Perspective

Manoj V. Manomohan, OITC Security Analyst

People Are the Weakest Link

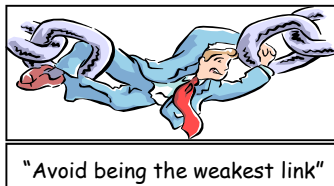
"People are the weakest link. You can have the best technology, firewalls, intrusion-detection systems, biometric devices - and somebody can call an unsuspecting employee. That's all she wrote, baby. They got everything." - Kevin Mitnick

He was and is dead right. He was one of the first hackers to get jail time for computer hacking. (For more information visit Kevin's web site: <http://www.kevinmitnick.com/home.html>).

Passwords virtually provide the keys to the network. Their significance cannot be over-emphasized when you consider the fact that passwords provide full entry to data and associated resources that are hosted on the network. Here are some more practical truths about password protection:

- Users Possess the Keys to the Data
- Carelessness is Dangerous
- Hackers Have Tools that Will Get Your Password
- Cracking Passwords is Pretty Easy
- Microsoft Passwords are Easier than Others
- No Password is "Un-crackable"
- Remember - It Only Takes One Weak Password to get

into the network.



You can avoid being the "weakest link" by following these general guidelines on password management from OITC's Policy Manual, currently being reviewed and implemented:

Password Management

County users are responsible for keeping their passwords secure. If found negligent regarding password security, users will be held responsible for any electronic information created, maintained, or sent under their password.

Password Guidelines

Once issued, the County Network User ID and Password must be initialized. Upon first use of the password the user will be required to change their password. Ensuring that your password is not easily guessed is critical to maintaining security.

Following these password guidelines will help to protect both your PC workstation and the County network from undesirable access:

- Users should never expose their

User ID and password visibly (i.e. - sticky notes on the desk or monitor, written on a desk calendar, or notebook...)

- Passwords should not be shared. Each network user has a unique and individual User ID and password of his/her own. No other person should have knowledge or access to either.
- Users should log-off when leaving their workstation for any significant time.
- Users in the 95/98 environment are strongly advised to have a password-protected screen saver during daily usage and to change the password every 90 days.
- Passwords should have the following characteristics:
 - They should be at least 8-characters long
 - They should include a combination of letters, numbers, and special characters
 - They should not be easily guessed (i.e. Do not use your name, spouses name, child's name, birth date, pet's name...)
 - They should be changed every 90 days.

Manoj Manomohan

Information Technology (IT) Coordinator List

Twice a month, OITC meets with the Agency IT Coordinator's to share and exchange IT projects, information, status updates, upcoming events, issues, and concerns. The following list represents our current listing of Prince George's County agency IT Coordinators. Please contact your IT Coordinator with any questions, issues, or concerns you have regarding Information Technology in your organization. If any information in this list is incorrect, please forward the corrections to OITCNewsletter@co.pg.md.us or forward through inter-office mail to Norma Braveboy, OITC, LGC-Room 250.

LIST

Employee Name	Department/Agency	Phone Number	Email Address
IT COORDINATORS			
S. Gail McKenny	Audits and Investigations	952-3654	sgmckenny@co.pg.md.us
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Kelly E. Markomanolakis		699-2773	kemarkomanolakis@co.pg.md.us
Ed Cave	Central Services (Office of)	808-1726	egcave@co.pg.md.us
Chaleta Lowery		883-6421	clowery@co.pg.md.us
Joretta Meyer	Circuit Court	952-4140	jlmeyer@co.pg.md.us
Joyce Conlon	Citizen's Complaint Oversight Panel	772-4668	jbconlon@co.pg.md.us
Janet Wyvill	Clerk of the Court	952-4176/4303	jmwyvill@co.pg.md.us
Barbara Wyne		952-4176/4303	bjwyne@co.pg.md.us
Sherry White-Talbert	Community Relations (Office of)	952-5252	swtalbert@co.pg.md.us
Dan Brown	Conference and Visitor's Center	925-8300	dmbrown@co.pg.md.us
Rus Ering	Corrections (Department of)	952-7327	JMEyring@co.pg.md.us
Lt. Stewart Bybee		952-7028	SJBybee@co.pg.md.us
Cpl. William Hunter		952-7241	WRHunter@co.pg.md.us
Joe Dabay		952-7003	jadabay@co.pg.md.us
Richard Zeiders	County Council	952-5432	rzeiders@co.pg.md.us
Gertrude Makell	County Executive (Office of the)	952-3835	gemakell@co.pg.md.us
Charlie Wilson	Environmental Resources (Department of)	883-7181	cwilson@co.pg.md.us
Menghisteab Seium	Family Services (Department of)	985-5303	mfseium@co.pg.md.us
Jeff Steinour	Finance (Office of)	883-6388	jlsteinour@co.pg.md.us
Christine Barker	Fire Department	883-7181	cbarker@co.pg.md.us
Sidney Clemons	Health Department	883-7818	cdclemons@co.pg.md.us
Janeen Lewis	Housing and Community Development	883-5546	Jclewis1@co.pg.md.us
Daria Bailey	Human Relations Commission	883-6170	Db Bailey@co.pg.md.us
Reggie Stewart	Information Technology and Communications (Office of)	883-7388	rjstewart@co.pg.md.us
Jacqueline McGreal	Law (Office of)	952-5234	Jmcgreal@co.pg.md.us
Jasmine Prepetit	Management and Budget (Office of)	952-3050	jprepetit@co.pg.md.us
Michael Aycoth		952-4237	
Earleen Bowen	Orphan's Court	952-3790	etbowen@co.pg.md.us
Sherry Smith	Personnel (Office of)	883-6302	sbsmith@co.pg.md.us
Carol Rubino	Personnel Board	883-6321	carubino@co.pg.md.us
Alan Lee	Police Department	772-4695	ajlee@co.pg.md.us
Charles Wrenn	Public Safety Communications	499-8152	cwrenn@co.pg.md.us
James M. White		499-8271	jmwhite@co.pg.md.us
Edward M. Scott	Public Works and Transportation (Department of)		emscott@co.pg.md.us
Sean Richardson		883-5600	strichardson@co.pg.md.us
Roy Sawamura	Revenue Authority		arsawamura@co.pg.md.us
Tim Berg		925-9448	tcb erg@co.pg.md.us
Lt. James Clahane	Sheriff (Office of the)	883-6997	jhclahane@co.pg.md.us
Karyn Lynch	Social Services (Department of)	909-7010	ktlynch@co.pg.md.us
Teresia Arnold	Soil Conservation	574-5162 Ext. 3	tdarnold@co.pg.md.us
Margaret Devore	State's Attorney's Office	952-2487	madevore@co.pg.md.us

OITC Mission Statement

To provide timely, accurate, secure and reliable technology solutions and services to enable agency missions through 10 core initiatives:

- Customer Relationship Management
- Strategic Partnerships
- Efficient Resource/Task Management
- Knowledge Management
- High Availability/Performance
- Effective Security/Data Integrity
- Proactive Strategic Planning
- Continuous Process Measurement
- Business Continuity Planning
- Staff Development

Office of Information Technology and Communications

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OITC
Customer Service Center

Call 301 883-5322 for Assistance

Coming Attractions

- Top 2004 Initiatives
- What level of support can OITC provide for COTS programs used by County customers
- OITC's Role in supporting State Elections Initiatives
- What MIS Coordinators need from you
- Which database is right for you?
- CYBER Attacks : Here to Stay...
- Prince George's County GIS Web Portal
- CICS TS: The bold new step toward web enabling transaction processing

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. or by inter-office mail to: Norma Braveboy, OITC, LGC—Room 250.

Thank You!