BCCS Pulse Newsletter

A newsletter of the Bureau of Communications and Computer Services

Green Building Practices

- Utilize the double-sided printing option on photocopiers and network printers in order to cut paper usage in half.

- Don't print e-mails unless absolutely necessary.

- Print in black and white unless it is crucial to have something printed in color.

- Use the blue recycling bins under your desk. If you don't have one, contact the CMS I-Cycle program to get one.

- Store electronic reports rather than paper reports.

- Avoid using FAX cover sheets.

- Reuse paper for note pads.

- The National Safety Council estimates that riding the bus is over 170 times safer than automobile travel – and it's greener too!

THINK

Green IT Challenge
www.green.illinois.gov

Reducing Use of Imaging Devices to Save Energy, Trees, and Operational Costs

The Illinois Green Governments Coordinating Council (GGCC), chaired by Governor Quinn and comprised of 14 state agencies, is challenging all state agencies and personnel to take action to substantially reduce the total number of imaging devices in operation.

Imaging devices include printers, photocopiers, fax machines, and scanners. Your participation in this effort will help the State save money by reducing administrative and operational expenses.

Why Reduce Imaging Devices?

The GGCC estimates that the Green IT Challenge will save the State tens of millions of dollars in the following areas:

- Energy consumption
- Expenditures on consumables such as paper and ink cartridges,
- Third party outsourced repair outlays,
- Internal IT service calls and support, maintenance and leasing costs

Every 10% reduction in the use of imaging devices translates to a 1% savings of annual agency expenditures.

For example, an agency with an annual budget of $100 million could save up to $1 million over the course of one year. Additional benefits include lowering the State's carbon footprint and impact on the environment through reduced use of energy, paper, toner ink, and cartridges.

The Green IT Challenge includes:

Setting a reduction target
The GGCC target is a minimum statewide ten percent (10%) reduction in the use of currently operational imaging devices.

Want to do more?
Larger agencies can aim for a thirty percent (30%) reduction. Update the goals in your agency's environmental sustainability plan, as appropriate.

Developing a plan to achieve target
Between now and May 1, 2010, map out the strategies that agency personnel can take to reduce imaging devices, such as simply unplugging unused desktop devices, consolidating separate devices into a single multi-function device, and replacing desktop printers with networked printers. Break the strategies into specific action steps, make assignments to responsible staff, and set a schedule.

Put the plan into action!
Now through December 31, 2010, carry out the strategies in the agency plan and work toward the reduction target of 10% or more. Report on successful efforts and seek recognition for outstanding accomplishments.

In response to the GCCC's request, **BCCS-Springfield** stepped up reducing its Imaging Device total by **38%** sending **77 devices** to Surplus for re-use. Kudos to everyone who sacrificed their device for the greater good of the State.

SIREN
State-of-the-Art Electronic Alerting System

- Designed to efficiently and quickly notify customer-designated individuals about emergency situations

- Response Manager Administration

- Response Manager Collaboration

- Response Manager Alerting

State of Illinois
SIREN
Rapid Electronic Notification

BCCS is preparing to launch a new service. The State of Illinois Rapid Electronic Notification (SIREN) System will be available soon for its customers to address their rapid and urgent notification needs. SIREN is a state-of-the-art electronic alerting system designed to efficiently and quickly notify customer-designated individuals about emergency situations

such as natural disasters, network infrastructure outages, public health epidemics and warnings, as well as, public safety and public service warnings. It is equally effective at sending day-to-day informational alerts for proper response.

Through SIREN, customers have the ability to send out alerts to telephones (including text enabled cell phones), email addresses (retrievable on any device that receives email such as a BlackBerry), alphanumeric pagers, and facsimile machines. Response Manager, the software solution that is the engine of SIREN, also interacts with the alert recipients by allowing them to confirm receipt of the alerts. The system is web-based and accessible wherever there is a computer and internet connection.

Customer IT Coordinators will need to submit Enterprise Service Request (ESR) forms via email to the BCCS IT Service Desk to request the service. Questions pertaining to initial inquiries about the SIREN System or about ESR forms can be directed to the BCCS IT Service Desk from Springfield at (217) 524-4784 or from other locations at 1-800-366-8768. The SIREN service is expected to be launched in early July. Stay tuned for pricing and service details.
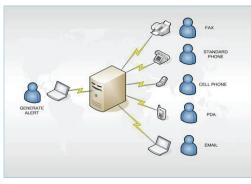
IT Governance

- Process has been in place since 2004

- 867 Project Charters submitted to date

- During March 2010, 34 Project Charters submitted, a record number for one month
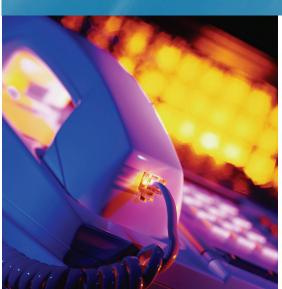
IT Governance is a process that was designed to manage the application of technology to business needs. All agencies, boards and commissions under the Governor are subject to IT Governance unless specifically exempted by Legislation.

The IT Governance process has been in place since 2004. A total of 867 Project Charters have been submitted to date. During March 2010, 34 Project Charters were submitted, a record number for one month.

IT Governance applies to business-sponsored projects under the following guidelines:

- New business functionality is being added

- A move to a new or updated platform is being made

- Presentation layer

- Database

- Technical platform

- Programming language

- An old system is being replaced (lifecycle)

- A system is being in-sourced or outsourced either partially or completely

- The work has enterprise implications

For more information on IT Governance, please visit www.illinois.gov/governance or contact Dianne Breen, IT Governance Manager at (217) 524-6952 or John Cunningham, Enterprise Architect, at (217) 785-6318.

Station Count
True-Up Process

"Integral to the True-Up process is the verification of agency site addresses and main site phone numbers since this inventory data assures agencies of timely repairs"

Marvin Thomas
CSC Quality Assurance Team

The Customer Service Center has aggressively worked to migrate all existing wireless services to rates and plans available under the new wireless master contract.

The CSC completed migration of 100% of the existing Verizon lines to new Verizon contract pricing based on past calling patterns, and best cost-savings as determined by CMS Business Services.

As of June 21st , the CSC had migrated 90% of the state's *Push to Talk* devices and the remaining devices are either scheduled for disconnection or subject to special coverage arrangements coordinated by CMS. Currently, CSC staff is working with AT&T to migrate wireless lines to their new contract pricing for those state users in the West-Central territory between Jacksonville and Quincy. These two final phases of the migration project will be completed by June 30, 2010.

Please visit the BCCS web site at www.bccs.illinois.gov for current devices and service plans. Go to the Telecommunications Services section and select the Wireless Devices Detail. Once on the page, use the left-hand menu bar to review specific cell phone and Blackberry features or to review available service plan options. AT&T devices and plan information will be added to the web site within a few weeks.

BCCS manages the state's telecommunications equipment providing move, add and change activity in addition to repair and preventative maintenance through its full-service vendors. The Customer Service Center (CSC) conducts an annual "Station Count True-Up" process that verifies system type and calculates the number of installed and working telephone stations for which an agency should pay monthly maintenance. [Note: manufacturer discontinued telephone sets, fax machines, cordless phones, Polycoms, modems, stock inventory, vandal-proof sets, and TDD units are not included in station count calculations.] Also integral to the True-Up process is the verification of agency site addresses and main site phone numbers since this inventory data assures agencies of timely repairs.

Marvin Thomas *(CSC Quality Assurance team member)* will deliver the annual True-Up reports to agency Telecommunications Coordinators. The CSC has a limited time frame in which to complete this project, as it must occur after the telecom bill run for June and before July's bill run. Each site's FY10 starting station count is adjusted based on the FY 10 move, add, and change activity to generate the starting FY11 station count. If additional adjustments must be made, the CSC corrects EMS, the state's telecommunications inventory system.

The CSC requires that each Telecommunications Coordinator review the True-Up reports and inform our office of:

- An incorrect main site phone number

- Any discrepancy in the number of stations/telephones

- Any discrepancy in the system type identified in the record

- Any discrepancy in the site address

- Other discrepancies of any kind

A Telecommunications Coordinator has the right to dispute the station count numbers and provide, if necessary, supporting documentation to establish a corrected station count. Should any dispute occur over accurate station counts, the CSC can coordinate a vendor walk-through and physical telecom inventory at the site. BCCS encourages agencies to use the True-Up process to increase cost savings. If agency notification of station count information is received by August 31, 2010, the agency telecom billing will be adjusted back to the start of FY11. However, if notification of discrepancies is received on or after September 1, 2010, billing adjustments will become effective on the first day of the month following the date the CSC received the notification.

(IBOP) Illinois Broadband Opportunity Partnership

CMS, together with active participation of and matching funds from 41 state and local partners, has applied for broadband funding to build a fiber and wireless infrastructure to reach 3,138 K-12 schools, community colleges, higher education, health care, public safety and governmental entities across 55 counties within central and eastern Illinois. The IBOP effort will extend and update what began as the state's educational network, the Illinois Century Network (ICN). The network supports speeds from 10Mbps to 10Gbps.

Broadband service in many communities across the State of Illinois is often limited in coverage, bandwidth constrained, or priced beyond the means of many organizations. Broadband is frequently limited to 1-2 Megabits per second (Mbps) per facility in many rural communities. Yet our community anchor institutions need to leverage broadband to enhance the delivery of their services, lower operational costs, and improve the quality of their offerings. They lack affordable access to high speed broadband services capable of supporting everyday 21st Century applications.

The **IBOP** project combines the strengths of five regional fiber-optic networks, and many community proposals, to provide a comprehensive statewide broadband infrastructure. Collectively, the projects will directly connect all 48 community colleges to the Illinois Century Network. The projects will interconnect networks and share fiber infrastructure, providing network redundancy, while also avoiding duplication. A key component of the proposal is a community-driven initiative to extend broadband connections to 241 anchor institutions in McLean, Woodford, Livingston, Logan, Piatt, and DeWitt counties. This proposal, the Central Illinois Regional Broadband Network (CIRBN), is led by Illinois State University, and will build fiber in a number of communities. The project has developed a governance structure to ensure the long term viability and expansion of the network. The CIRBN model can easily be replicated in more communities in the future.

The network will provide access to the Internet, private peering points, Internet2 and the National Lambda Rail. Nine commercial service providers have already provided letters of intent to use the middle mile infrastructure to deliver broadband services to residents and businesses throughout the service area. The total project is expected to cost $96M. IBOP-EC is providing a cash match of $30M (31.69%) plus an in-kind contribution of $3.9M (4.1%). Award announcements are expected to begin this Summer.

BCCS Training Connection
Keyboard Shortcuts for Windows

Windows system key combinations
- F1: Help
- CTRL+ESC: Open **Start** menu
- ALT+TAB: Switch between open programs
- ALT+F4: Quit program
- SHIFT+DELETE: Delete item permanently
- Windows Logo+L: Lock the computer (without using CTRL+ALT+DELETE)

Windows program key combinations
- CTRL+C: Copy
- CTRL+X: Cut
- CTRL+V: Paste
- CTRL+Z: Undo
- CTRL+B: Bold
- CTRL+U: Underline
- CTRL+I: Italic

General folder/shortcut control
- F4: Selects the **Go To A Different Folder** box and moves down the entries in the box (if the toolbar is active in Windows Explorer)
- F5: Refreshes the current window.
- F6: Moves among panes in Windows Explorer
- CTRL+A: Select all the items in the current window
- BACKSPACE: Switch to the parent folder

BCCS Personal Trainer

Think Before You Click
Always think before you click on links or images in an email, instant message, or on web sites. Even if you know and trust the sender of the email, instant message, web site, or a friend's social networking page, it is still prudent to use caution when navigating pages and clicking on links or images.

Use Hard Passwords
Developing good password practices will help keep your personal information and identity more secure. Passwords should have at least eight characters and include uppercase and lowercase letters, numerals and symbols.

Avoid Phishing Scams
Phishing is a form of identity theft in which the intent is to steal your personal data, such as credit card numbers, passwords, account data, or other information.

Shop Safely Online
When submitting your purchase information, look for the "lock" icon on the browser's status bar to be sure your information is secure during transmission. Always remember to pay by credit card and keep a paper trail.

Protect Your Identity
When visiting web sites, it's important to know what information is being collected, by whom and how it will be used.

Source: www.us-cert.gov