

Pictured: Warren County Law Agencies at the Police Memorial on May 15, 2024

TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

June 2024

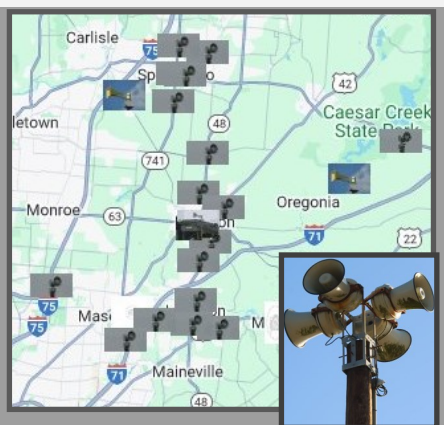
Telecom's 2023 Annual Report is now published! Click [here](#) to read!

REMINDER: MONTHLY MAINTENANCE - THURSDAY, JUNE 20, 2024

- *Central Square maintenance - 5:00am – 8:00am
- *Monthly maintenance - 5:00pm– 8:00pm <https://status.wcpsn.net/>

JUNE ~ ESO UPDATE
 ALL historical handoffs have been completed and the Zoll environment has been shut down!
 Please contact joseph.newton@wcoh.net with any questions.

County Sirens Warren County does not own or maintain any outdoor warning sirens in the county. We only *define* and *send* the tones that activate the sirens. The tones that are sent during a Tornado Warning activate the majority of the sirens in the county; the exception being Lebanon and Franklin sirens. It is one tone string that all County activated sirens have programmed into them so you activate one, you activate them all. Each Village, Township and City is responsible for all maintenance and repairs on their sirens. Each should have a maintenance contract with a provider of their choice to ensure the sirens are maintained and ready to activate. Franklin and Lebanon own and maintain their own sirens and activate them independently of the County activated sirens.



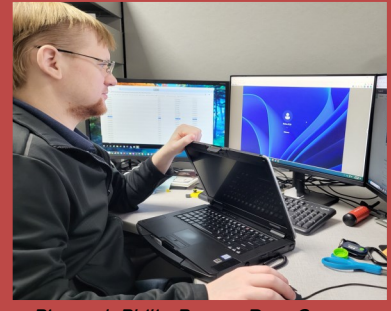
WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS— Recommendation Tech Bulletin is updating soon!

It is time to start thinking about Mobile Data Computer/MDC (MDC – any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion)) and their future with the upcoming Windows 11.

The end date for Telecom's use of Windows 10 will be July 31, 2025.
 We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware.

As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.

- Here are the current systems from Panasonic Toughbook line:*
- ** G2 - CF20 replacement [CLICK HERE](#)
 - ** CF-33 [CLICK HERE](#)
 - ** FZ-55 [CLICK HERE](#)
 - ** CF-40 - Fully-rugged FZ-55 (No one has yet)



Pictured: Philip Bomer, Data Systems Technician 2

CENTRALSQUARE'S CAD-to-CAD Demo CENTRALSQUARE presented a Demo of their CAD-to-CAD Unify product at the Warren County EOC on May 15, 2024. The Unify solution is a CAD-to-CAD interoperability network that connects CAD systems together to save time, save lives and keep your PSAP professionals off the phone so they can take and dispatch 911 calls. CentralSquare Unify offers cross-jurisdictional glue to connect public safety agencies to one another when a crisis strikes. We had agencies attend from Warren, Butler, Clermont and Montgomery counties, as well as Clearcreek Twp, Fairfield, Lebanon, Monroe and Franklin. Warren County purchased the Unify Hub for Southwest Ohio. We are in the process of establishing connections with Cincinnati, Hamilton County and West Chester Twp. Once live, this connection will bridge the gap between PSAPs. If you have questions about C2C or the SOWH Hub can reach out to Public Safety Systems Manager joshua.moyer@wcoh.net. *Thank you to all those who were in attendance for this event!*



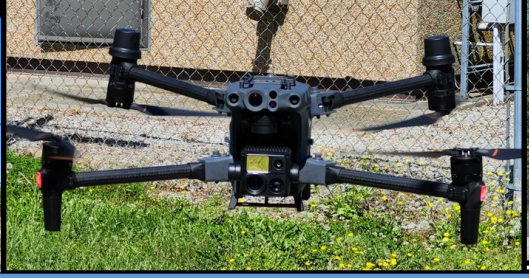
Pictured: CENTRALSQUARE presenters and Telecom's Josh Moyer

Warren County Sherriff's Office and TELECOM work together

TELECOM appreciates the teamwork that Warren County Sherriff's Office provided. Telecom needed Warren County SO's use of their drone to fly over *Blackhawk Tower* to determine the height the weather camera needed to see over the trees nearby. Telecom is having the cameras look west to see weather as it comes in. At Blackhawk, there are trees west of the tower so we needed to know how high to place the camera to see over them. We would have had to have someone climb it, or guess and possibly be wrong. The SO was able to use a drone to assist Telecom with being accurate and also save taxpayers from needlessly placing it too high on the tower. Telecom can also use the footage for any possible future upgrades or additions to the tower.



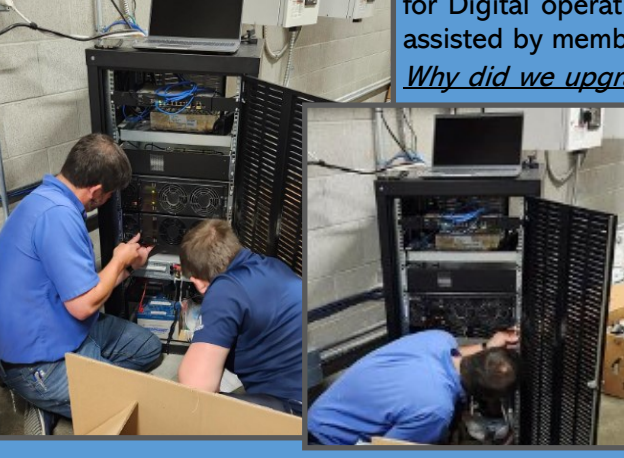
Pictured: Sherriff's Office detective, John Smith, assisting Telecom by flying the drone around the Blackhawk Tower



CENTRALSQUARE Technology's ENGAGE Conference

Public Safety Systems Manager (PSSM) Joshua Moyer, Data Systems Manager, Jeff Cegin, Analysts Rhonda Bernard and David Shiverdecker, and Database Administrator, Jeremiah Marcum, all attended the yearly Central Square Training Conference in Dallas, TX. Joined in Telecom's group was Emergency Services' Communications Operations Manager Jesse Madden, Training Coordinator Samantha Hall and Supervisor Brian Holtel, as well as Franklin PD's Dispatch Supervisor Peggy Hembree were in attendance. Together, this group works to ensure that Warren County partners are getting the best and most out of the products they use and that citizens are getting the absolute best service they can. Attending ENGAGE 2024 provided our agencies with critical information and resources about updates that will help us maximize our current products. The conference had three full days of training opportunities, including expert-led breakout sessions and user-oriented presentations, as well as information about Central Square's product roadmap. We were able to engage directly with Central Square's developers, product owners and support staff. While there we were also able to meet with executives from Central Square to

Jail Repeater upgrade



Telecom upgraded the Jail repeater for Digital operation. Jeff Powell, with Mobilcomm, was on-site, who was assisted by members from Communication Systems task unit.

Why did we upgrade the WC Jail Repeaters? For better radio coverage! The repeater that Telecom and Mobilcomm upgraded enables two-way radios within the Jail to achieve better coverage and a longer range than is possible without a repeater.

How does a repeater work? A repeater receives the radio signal on one frequency and simultaneously transmits the same signal on another frequency. Repeaters are used to extend transmissions so that the signal can cover longer distances or be received on the other side of an obstruction.



Pictured: WC Emergency Services and Telecom staff

voice our concerns and hardships to try and help make our products and user experiences better.



Need help? Help@wcoh.net 513-695-HELP





Pictured (left to right): Telecom's Infrastructure Systems Unit's Charles Zugaro, Dustin Flint and Jordan Snyder—standing by Telecom's Mission, Vision and Core Values wall.

OUR MISSION

Established in 1965, Warren County Telecommunications has evolved into a 24/7 technology support provider for our customers in the public safety and government communities. With expertise in secure Data and Radio Systems, Public Safety Applications, Telephone, Training, and Administrative Support, we provide reliable solutions that are in alignment with Warren County initiatives and leadership goals.

In support of this mission, we will:

• Provide excellent customer service and support
• Understand and meet customer needs
• Provide reliable solutions that are in alignment with Warren County initiatives and leadership goals

OUR VISION

Warren County Telecommunications is recognized as a high performance organization providing technical excellence that advances our partners in alignment with Warren County's mission and goals.

OUR CORE VALUES

- **Collaboration:** We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge, leveraging unique skills, and building effective partnerships.
- **Continuous Improvement:** We strive for operational excellence through the ongoing development of our individual team members and technology.
- **Innovation:** We encourage creative and critical thinking.
- **People:** We respect, care for, and actively listen to our coworkers and partners.
- **Service:** We push our limits to provide consistent, agile, reliable, and accessible services to all.
- **Transparency:** We maintain open communication and ethical business practices to be accountable in our interactions.

TELECOM Matters

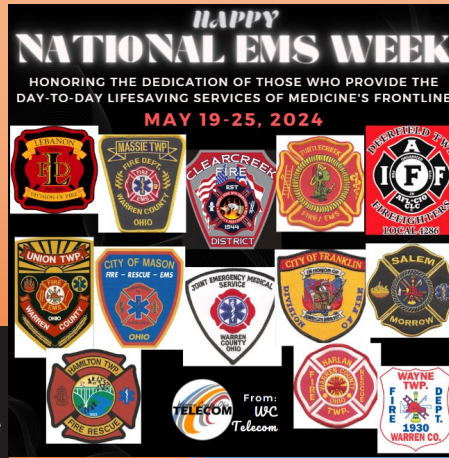
our monthly newsletter of things that matter. all things Telecom.

Pictured left Charles Zugaro running the flying pig.

TELECOM's Charles Zugaro runs the Flying Pig

We love to celebrate TELECOM's staff accomplishments, both professional & personal! Charles Zugaro, Infrastructure Systems Analyst, has been training for months to run in the flying Pig Marathon! He ran the 10K (6.2 miles) with an average pace of 11:10 mile. We are so proud of him—his preparation, determination, spirit, and for crossing the finish line!

Way to go Charlie!



National Emergency Medical Services (EMS) Week!

National EMS Week was observed the week of May 19-25, 2024! During that week, we honored those EMS heroes for their unwavering commitment and dedication as they provide lifesaving care to our Warren County Community ~ *Thank you!*

Police Week and Memorial Service

TELECOM also honored Police week, May 12-18, 2024, as well as attended the Warren County Police Memorial on May 15, 2024. We can not stress how grateful we all are for all of the sacrifices made by our law enforcement officers! These officers put their lives on the line and they selflessly put others before themselves every single day! *Thank you!*



William Cornett Successfully Passes CISSP Exam

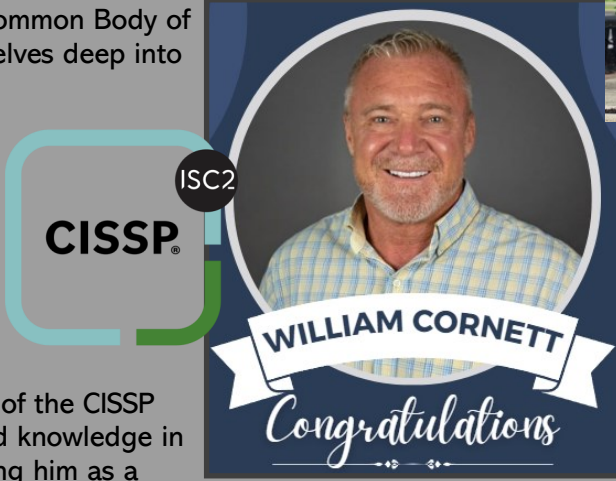
We are thrilled to announce that William Cornett has triumphed in his endeavor by passing the Certified Information Systems Security Professional (CISSP) examination. The CISSP certification is recognized as an esteemed credential within the field of information security, granted by the prestigious International Information System Security Certification Consortium, or ISC2.

As of July 2022, the number of ISC2 members in possession of the CISSP certification is a mere 95,243 in the United States and a total of 156,054 globally. This exclusive group of professionals showcases the commitment and expertise required to excel in the realm of information security. **Less than 0.0002% of the US population holds this certification!**

The CISSP examination, based on the Common Body of Knowledge (CBK) as defined by ISC2, delves deep into eight crucial domains:

- Security and risk management
- Asset security
- Security architecture and engineering
- Communication and network security
- Identity and access management (IAM)
- Security assessment and testing
- Security operations
- Software development security

William Cornett's successful completion of the CISSP examination reaffirms his dedication and knowledge in information security practices, positioning him as a valuable asset in the ever-evolving landscape of cybersecurity.



International CAD Consortium Public Safety Systems

Manager Joshua Moyer, along with Emergency Service's Training Coordinator, Samantha Hall, attended the annual International CAD Consortium Conference in Virginia Beach in late April. The International CAD Consortium (ICC) is a non-profit organization comprised of leaders working in the field of public safety to implement technological solutions for emergency response organizations (police force, fire department, 911, etc.). ICC members come from municipalities, emergency services or a regional corporation and they are namely responsible for providing emergency call dispatching systems, communication infrastructures, geomatics solutions and for managing communication centers as well as all other activities directly related to the routing of emergency workers to emergency response sites. The main goal of this organization is to allow its members to share their knowledge and expertise with their peers. Through roundtable discussions, networking, and social events, this gives PSSM Moyer and Training Coordinator Hall a chance to see what others are doing, what's coming and be part of future developments. Our goal is to ensure Warren County is on the leading edge of technology and operational advancements.



Telecom Important Dates!

YEARS OF SERVICE

William Cornett—3 years!
BIRTHDAY

Kim McKinney—June 3!



Be a part of our Team

WE ARE HIRING!

Here's your chance to shine!

Positions:

- Communications Systems Analyst I
- Infrastructure Systems Technician

Apply online:

➤ Click [Here](#)



Franklin Title Office TELECOM's Infrastructure Unit spent time in late May running cable at the Title Office in Franklin! Pictured below is Charles Zugaro running fiber.



#TCKudos Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to the employee and their Supervisor/Department Head. If you know of someone from Telecom that has gone over and above, please take the time to **nominate** them! This month's recognition goes to **JOSEPH NEWTON, Tyler Blair, our Data Team and Philip Bomer!**

#TCKudo #TCKudo #TCKudo #TCKudos

<p>To: Joseph Newton From: Lisa Hicks Dept: DELTA Date: 5/6/2024</p> <p>Thank you for... Joe Newton is always willing to assist! Amongst many requests for help, he worked on my self-verified all of the applications on my new work phone, and made sure all of the previous work was always being so helpful. Joe!</p>	<p>To: Joseph Newton From: Rhonda Bernard Dept: Telecom Date: 05/14/2024</p> <p>Thank you for... What I was expecting is conference last week, just took lead on an issue with notifications and an away fx and ended up becoming something larger, I appreciate him stepping in and taking the lead!</p>	<p>To: DELTA TEAM and Philip Bomer From: Christopher Dill Dept: DELTA Date: 5/15/2024</p> <p>Thank you for... I would like to let Telecom know what a great job they are doing in ref to the new Supervisor have asked for a lot of things and Telecom has been very accommodating in getting what I need. Even after using it for a week and asking them to change things know things the Delta is special about out to Philip who I have talked to several times to change position of speed and 911 generation keypad. Moving things from one position to another. I'm sure he doesn't want to come to Dispatch because I will ask him to move something else lol. I know that I appreciate their hard work and what they do for us!</p>	<p>To: Tyler Blair From: Jennifer Burnside Dept: DELTA Date: 5/28/24</p> <p>Thank you for... Playing an instrumental role in getting this newer ending 2022 stroke / stroke button project completed and fully functional. Thanks for all your hard work the last couple months making things happen! Well done Tyler!</p>
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