

# Warren County Ohio TELECOMatters

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

July 2024

Telecom's Director, Paul Kindell, conducted the Emergency Communications Network SOSINK Meeting (Southwest Ohio – Southeast Indiana – Northern Kentucky) in the Warren County EOC (Emergency Operations Center)



## REMINDER: MONTHLY MAINTENANCE - Wednesday, July 17, 2024

\*Central Square maintenance - 5:00am – 8:00am

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

Telecom will be closed on July 4, 2024

We have On-Ca ll staff available via Dispatch should you need services from Warren County Telecom!

### 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.

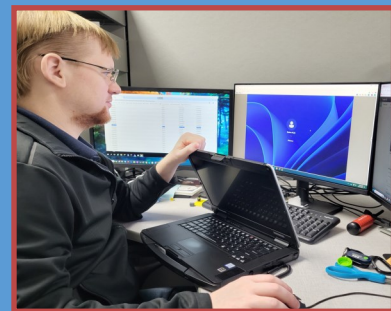
Here are the current systems from Panasonic Toughbook line:

\*\* 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*

**Go Cyber Collective** Director Paul Kindell presented the 9-1-1 system to the Go Cyber Collective on Thursday, June 20, 2024. He spoke about how 911 is designed and how it works behind the scenes. In an emergency, calling 9-1-1 connects you to a Public Safety Answering point (PSAP), that sends help based on your location. Next Generation 9-1-1 (NG911) will soon let you send pictures and messages, enhances location accuracy, improves coordination between emergency centers, and enables sharing critical information for faster and better emergency response. He also spoke to how important it is that we work to protect it from cyber attack.



In addition, David Shiverdecker, Data Systems Analyst 2, exhibited his WIFI box at Go Cyber. This Hotbox is a robust, portable case featuring a 5G Cradlepoint (mobile router) with dual SIM cards for AT&T's FirstNet and Verizon Wireless services. This deployable unit provides reliable WiFi access to field units in remote or challenging areas and includes the ability to hardwire into the Cradlepoint router for a secure, stable connection. Ensuring seamless connectivity and enhanced operational efficiency wherever it's needed.

### Items the "Data Reporting Warehouse" can assist with:

The Central Square Computer Aided Dispatch (CAD) System is where the initial "Incident Data Begins / Originates" prior to populating into both Fire and Law Records Management Systems and the Data Warehouse. It contains and automatically records a vast amount of incident and unit response data.

The power of the Data Warehouse Reporting System is that it can query data / build reports on many CAD tables and fields that may not be included or available within the respective Fire and Law Records Management Systems.

This allows for the creation of more specific customized and granular reporting capabilities depending upon what is needed or required.

The Data Warehouse Reporting System can be used to build various reports for use in but not limited to:

- Creating planning zones for agency response areas.
- Use in establishing a risk assessment process for agency response areas such as Incident Type Trending / GIS Based Pinpoint / Heat Map visualizations.
- Determining needed available resources for fire and non-fire risks.
- Assess current deployment practices and establish target performance goals such as effective response force (ERF).
- Developing response performance data. (Response Times).
- Reports may be developed for use for daily, monthly, annual reporting needs or for use in larger scale Strategic Planning and ongoing Quality Improvement processes.
- Raw data from reports can easily be exported into various formats for additional customization options (I.E. MS Excel, CSV, PDF, etc).



*Pictured: (above) Director, Paul Kindell (top right) David Shiverdecker, Fortinet and the Data Systems Unit, (right) The Telecom Team networking with local agencies.*

### LAW Records Management Systems (RMS) Patch 17

On Wednesday, June 26, 2024, we installed patch 17 to RMS that resolved four issues.

1. On a crash report users will now have "Motor Vehicle in Transport" available under Events as they enter the unit information. You will no longer have to wait until a second unit is entered.

The other three issues all are related to OIBRS reports.

2. Statutes with an OIBRS code of 90F have been corrected, this includes the charge of Endangering Children.

3. 13B offenses will no longer allow for major injuries.

4. When a case has property listed that has a status of "None", those reports will be accepted by the State.

If you have any questions, please reach out to [Rhonda.Bernard@wcoh.net](mailto:Rhonda.Bernard@wcoh.net)



Need help? [Help@wcoh.net](mailto:Help@wcoh.net) 513-695-HELP





## WELCOME Josh Webb | Infrastructure Systems Technician 1

- **Before coming to Telecom, I worked with:** HBC2 maintaining all of Kroger's cable infrastructure and equipment in the Cincinnati and Hamilton data centers for 10 years.
- **My education and industry training include:** I have held a BICSI Technician certification since 2016. I am currently pursuing the CompTIA Network+ certification with plans of going on to the CCNA certification.
- **Key skills I plan to utilize here at Telecom include:** All of my years and experience with copper cable installation, racking and stacking servers and switches, good communication skills, and hopefully be able to utilize some leadership skills I've learned.
- **In my spare time, I spend time with:** My wife Christa and my 2 year old son Luke. They are my world!
- **A fun fact about me is:** I am a lifelong musician. I have played the drums since I was 4, and played in church music teams since I was 12. I'm a huge comic book fan, Batman is the greatest of all time uncontested. I will talk to you about all things comic books, Star Wars, DC, Marvel, Teenage Mutant Ninja Turtles for as long as you would like.



## Be a part of our Team

### WE ARE HIRING!

Here's your chance to shine!

Position:

- Communications Systems Analyst 1

Apply online:

- Click [Here](#)



**Did you know?** TELECOM's Communication Systems Unit now has one volunteer firefighter at Massie township, and one in training? Alex Mokrycki, Communication Systems Supervisor, has been at Massie for almost 4 years. Pictured below, is Steven Jennison, Communications Systems Analyst 1 (pictured with other Massie volunteer firefighters) where he is going through the steps of training to become a volunteer Firefighter at Massie Township!



### Telecom is proud of it's *past and present* Firefighters within Warren County!

Telecom has a handful of "*past and present Firefighters*", with a rich history of self-sacrifice and life saving experiences! Because of their experiences, these Telecom team members have many of the same Firefighter characteristics and they bring them to work every day; their professionalism, competence, respect, and loyalty; they are trustworthy, reliable, and accountable and we value their teamwork, dedication and work ethic everyday!



**Pictured:** left to right: Gary Estes (Deputy Chief/Carlisle), Alex Mokrycki (Massie Twp) and Joshua Moyer (Franklin Twp). **Not pictured**—Tommy Kramer (Franklin Twp)

**Training needs?** We are just a help ticket away from meeting all of your training needs! Just send us a ticket through [help@wcoh.net](mailto:help@wcoh.net). Our Public Safety Systems Manager, Joshua Moyer, coordinates all training for our broad audience of partners including county co-workers, schools, public safety, and state/federal agencies. Josh also schedules our Radio training with Corey Burton, our Communications Systems Manager.



**Pictured:** Joshua Moyer, PSSM, leading a new Chief's training.

### ~Telecom Important Dates~

Happy Birthday



**#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!**

## #TCKudos

To: \_\_\_\_\_ Dept: \_\_\_\_\_  
 From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Thank you for.... \_\_\_\_\_

### Community Service

Telecom raised over \$380 from August 2023—June 2024 for the Warren County Humane Society! On the third Thursday of every month, Telecom team members would donate a \$1 (or more) to wear a jersey for a good cause!

