Racine County
Information Technology

BITS & BYTES
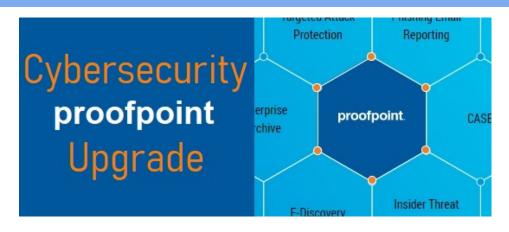## INNOVATE...CONNECT...INSPIRE

Welcome to the Racine County technology newsletter!

BITS & BYTES will provide you with interesting information from your Technology Team. Look for news about upcoming projects/upgrades and how they will benefit you, time-saving technical tips, information about our awesome team, and even some techy jokes here and there.

We hope you enjoy the future issues of **BITS & BYTES**!

Cybersecurity

Cybersecurity proofpoint Upgrade

Racine County has invested in upgrading its email filtering and security awareness training to Proofpoint.

Everyone hates receiving junk email… what is worse is the junk email that looks legitimate but really isn't. Our new software upgrade to Proofpoint will result in:

- Fewer phishing emails being delivered to your Inbox.
- Improved remediation by your Cyber Team if a malicious email is delivered to your Inbox.
- Clear and more specific "email tags" to denote external emails.

Our compliance with certain federal audits requires all Racine County users to be more educated on cybersecurity. For you, this means:

- A move to **quarterly** security training versus annually.
- Training will now be shorter and more easily digestible.
- Real-life scenarios based on current events.

REMEMBER... If you receive a phishing email and report it using the **Report Message PhishAlarm** (see button to the left), it can take only 10-15 seconds for Proofpoint to remove the message from ALL other user's mailboxes!

What do you tell a hacker after a bad breakup?
There are plenty of phish in the sea.

Infrastructure

Infrastructure Team solidifying our IT foundation

The Information Technology Infrastructure department is responsible for provisioning, managing, and maintaining Racine County's core technology infrastructure and services. The department is divided into two functional areas: Network/Telecommunications & Data Center Services.

WiFi Tips

- To avoid getting locked out of your account after a password change, make sure to "Forget" the RCIS-Internal WiFi on any of your mobile devices after changing passwords.

- The Racine County Public WiFi that is available within County buildings **should not** be used for conducting County business. Instead, please use RCIS-Internal WiFi.

I asked the barman what the WiFi password was. He said "First you need to buy a drink". I bought a beer, and asked again. He said "First you need to buy a drink, all lower case, no spaces".

Application Development

Need help with Tyler systems, SSRS reports, the Racine County website, IMS/21, Trimin, Ascent, etc.? Please contact the **Service Desk** so that they can get you connected to our Systems Analyst.

What Is The PMO Anyway?

The recent IT survey reflected a bit of a mixed bag for the Racine County PMO. Those of you who have used our services gave high marks for the added value of using the PMO for your projects - thank you! But, over 50% of you didn't even know we existed.

The team of M.T. Boyle, Josh Buisch, Walter Jepson, and special PM David Schneider, would be happy to meet with you to review your project. We can give you an overview of what we offer to help your internal, external, or IT-related projects move forward smoothly. A few cool projects that we have been working on include: County computer replacements, Honeywell EBI Upgrade and Deployment, Racine County's upcoming PlayRacineCounty.com (Racine County's youth sports website and EXPO hub).

Contact us through the employee website (PMO button) with any questions or project ideas!

Need to contact the Service Desk?

Wondering what the best methods are to inform the Service Desk of your need for assistance?

IT'S **NOT** IT @ racinecounty.com! That email should be like this in your minds: ~~IT @ racinecounty.com~~

These are the **good ways** to contact our Service Desk:

- **https://racinecounty.freshservice.com**
- **Call (262) 636-3777**
- **Email ServiceDesk@racinecounty.com**

To help us resolve your issue as quickly as possible, please provide as much information as you can. Screen shots, step-by-step details, etc. are all very beneficial to quickly finding a solution to your question.

IT Employee Homepage

Check it out!

Our IT Employee Homepage has been given a fresh new look! The following information is available at the click of a button:
- Learn about the various ways you can open a service ticket
- Learn about the Project Management Office (PMO)
- References for self troubleshooting issues
- Microsoft product information
- BITS & BYTES monthly newsletter
- and more!