

C O N N E C T I O N

Your Source for Employee Information



Employee Clinic's new digs

Nurse **Whitney FRANKLIN** and Physicians Assistant **Mike LANGFUS** show off the recently renovated and expanded Employee Health Clinic on McDonald Street. Thanks to some long hours from Facilities Maintenance workers, the clinic now has four exam rooms, a spacious waiting room, and more. It's just part of a months-long project to add more offices and exams rooms for our Healthcare workers and clients. The work will continue, as renovation sweeps through the rest of the building. Space opened up when Engineering, Development Services, Special Projects and the Fire Marshal moved their offices to the JJAEP Building on Community Drive.

What you're missing ... on MYCC

Not logging into MyCollinCounty regularly? Here's a sample of what you're missing out on:

- **Free Soccer Ticket Drawings:** We give out pairs of free tickets and parking passes to FC Dallas — AND other special events and concerts at the Frisco Stadium.
- **Announcements on County Issues:** From retirement receptions to system shutdowns to benefit information and free seminars on health-related matters;
- **Courthouse Café menus**, updates on **civil service** documents, county **policies and procedure** updates and changes, temporary **office closures**, cleaning notices, **outside events** in the county ... it's the best way to stay up-to-date on what's going on around here.

Network Security: Assessment points to Keeping closer eye on data, desk computers

In the last few months, Information Technology took a close look at how easy it might be for someone to gain access to our desktop computers and network data.

What they found in their security assessment was that, in some cases, employees were a little too trusting, and they ask that you think twice before allowing someone into your work area or network, such as clicking on a link contained in an email, no matter where it appears to have come from.

So tips and advice were drawn up to remind all of us how important it is to safeguard our computers, and access to a data network that stores a great deal of sensitive information.

More can be had on MyCollinCounty's Announcements section; here's the *Readers Digest* version:

The Basics

The following is a list of basic security issues that we all should think about, whether you work on a computer or not:

- ◆ Never give your computer password to anyone either in person, via email or over the telephone. IT will *never* ask for your password.
- ◆ Always confirm the identity of anyone you see working on any county computer. (More on that on the next page)
- ◆ Never allow a county employee,

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Network Security



So ... how DO you know that IT guy is **OUR** IT guy?
Easy: We've got photos of the good guys (below)

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contractor or individual into a secured area that their badge will not allow them access without first confirming their employment status and verifying their need to gain access. Call the **IT Help Desk** for IT workers at Ext. 4540 or the **Facilities Control Room** at Ext. 5339.

- ◆ Never allow any person you don't know personally (county badged or un-badged) to piggyback or follow you through a **secured door** or entryway.
- ◆ Always **lock your computer** when you leave your desk. Change the settings to lock your computer after a relatively short period of inactivity.
- ◆ Never distribute computer login information or specific **security procedures** through an unsecured email or by posting to a public website.
- ◆ Protect yourself and the county from **email phishing**. Do not open emails and attachments sent from unknown sources and be aware of the addresses from which emails are sent.
- ◆ Be aware of requests from unknown personnel asking you to install **software** or to visit a website and download software.
- ◆ Be aware of USB (flash/thumb) drives, compact discs or DVD discs left unguarded in open areas. These could be a means to introduce a **virus** into the network.

Computer System Updates

- ◆ **IT does not send email messages** containing download links or instructions to download computer updates;
- ◆ IT uses a software-based process to "push" computer updates to county systems at night;
- ◆ If there is an issue with an automated update an IT staff member will contact the user and attempt to perform the update using remote access tools; and,
- ◆ If the update cannot be loaded remotely, a Network Support Specialist will be dispatched to resolve the issue in the user's office.

Removal of Computer Equipment

- ◆ IT resources will not attempt to remove computer equipment from an office area without the knowledge of the department;
- ◆ Generally, removal of computer equipment will coincide with delivery of a replacement unit (either a loaner system or a new asset); and,
- ◆ Work order information will be available from the technician or may be verified by contacting the Service Desk, Ext. 4540.

Identity Verification, Password Reset Requests

- ◆ Some form of personally identifying information will be requested by the Service Desk prior to any system access request work being per-

formed;

- ◆ This information is used to protect your system credentials and is not stored or otherwise utilized by the Service Desk;
- ◆ Password resets will set a new single use password which will require a password change as part of the next Windows login; and,
- ◆ New passwords must follow the current Collin County Password Policy.

Identifying our own guys

So how do you know that the IT person who shows up at your desk is actually one of *our* folks?

When an Information Technology support staffer shows up at your office to install software or check for problems, you can easily check out if they're the real thing, or not.

IT rounded up some mug shots -- er, photos -- of their current support staff.

These are the folks who are supposed to show up at your door with a desktop replacement, software installs and other IT gizmos and digital doohickeys for you to do your job.

If you don't know them, just go to the **Document Center** (on *MyCollinCounty*) and click on the "IT Staff Photos" for a quick confirmation.

If you can't find their bright shining face on that page, call the Help Desk at **Ext. 4540**. It's easy!



Texas Comptroller Leadership Circle

Auditor's Office helps Collin Co. win award for Open Government

For the fifth straight year, the Texas Comptroller has cited Collin County for its efforts in government transparency. For the first time, the county was awarded a Leadership Circle Platinum Award, the first time the Comptroller has recognized local government for "exceeding" open government disclosures on their websites.

Collin County has received the Comptroller's top "Gold" awards since the Leadership Circle awards program launched in 2010, but we're no stranger to innovative and progressive measures in open government. We were the first county government in the nation to post its checkbook online for public scrutiny in 2008, when county Auditor **Jeff MAY** launched the Open government page on the website.

This year's award goes beyond posting of budgets, financial reports and check registers online, and includes detailed summary information online about current bonded debt and repayment. You can see our expanded government Transparency page for yourself from www.collincountytx.gov.

Additionally, we included Budget & Finance's Quarterly Performance Reports from **Monika ARRIS** to go along with the online package of available data.

Other Collin County government agencies announced March 20 as Platinum Award recipients included: Frisco and McKinney, The Collin Community College District, Frisco, Richardson, and Wylie ISDs.



Above, Purchasing Agent **Michalyn RAINS** is presented a proclamation from Commissioners Court and County Commissioner Pct. 1 **Mark REID**.

Purchasing Month

March was National Purchasing Month, a time to acknowledge the role of public purchasing as a group of professionals that make a difference in governmental efficiency and effectiveness. It also provided an opportunity to help educate elected officials, administrators, taxpayers and vendors about the purchasing process.

The Collin County Purchasing Department celebrated with an open house on March 27 for county employees. For those of you who attended, the question of the day was, "How many purchase orders are issued in Collin County annually?" Answer: 10,591. **Jeff MAY**, County Auditor, had the closest guess with 10,515.



Buyer **Carol MAGERS** (right) talks with **Tonya KELLOGG** of the County Clerk's office during the open house; below right, **Sherrie LaFOLLETT** catches up with **Rendy BOX**, who retired from Purchasing in September.



THE COLLIN COUNTY CONNECTION is published six times a year for county employees by the Public Information Office. Please submit your articles, anniversaries, announcements, classified ads, good deeds and kudos in plain text email to: publicrelations@collincountytx.gov. We post deadlines for submissions on the Calendar at MyCollinCounty.



Kathy OWENS (left) and **Felicia CHISM** mark the opening of JJAEP's library. Felicia is the JJAEP Coordinator, Kathy is the assistant coordinator.

JJAEP opens new library

The staff of the Collin County Juvenile Justice Alternative Educational Program (JJAEP) is happy to announce the completion of our library. With continual minor additions, we are very proud to offer our students one more positive aspect of being here at the JJAEP.

We recognize that this being a non-traditional school still does not excuse the fact that reading is a fundamental key to success and we wanted our students to continue to share that experience.

We would like to thank McKinney ISD for all of their generous donations of books and the McKinney ISD faculty and staff for delivering book shelves to the school.

The staff at JJAEP encourages everyone to come by on your free time to check out the beginning stages of the library that we are all so proud of.

— Pam HUFFMAN

E-Filing training continues at County Court of Law level

The County Clerk's office conducted a series of e-filing workshops in February and March for court staff, local attorneys and paralegals.

Beginning Jan. 1, the Texas Supreme Court required all civil, family and probate cases to be filed electronically.

To help assist attorneys and staff during this transition, **Stacey KEMP** and staff conducted interactive e-filing workshops in late February in the County Court at Law Clerk's Conference Room. Due to limited seating, however, the sessions were limited to five attendees, with one-on-one training from staff.

While results of the training were very positive, soon the County Clerk's office was receiving calls for more workshops and a waiting list for training grew.

So in late March, another series was set up in the Commissioners Courtroom. **Jessica LIKNESS** of IT conducted the training, set up with 14 computers and four scanners for attendees to have a hands-on experience.

Attendees included local attorneys, par-



alegals, legal secretaries, judges and court coordinators. Items such as bookmarking, page numbering, OCR, exhibits and reasons for rejections.

Just like with the February workshops, everyone left with a better understanding of e-filing.

Jessica LIKNESS of IT (left center) starts up one of the last March sessions to train groups of local law professionals on how to e-file cases, which is now required in County Courts at Law, as well as the District Courts.

— CeCe LEGGIERI



Tax Office

23 Years' Service

County Tax Assessor and Collector **Kenneth MAUN** (left) congratulated **Ronna JOHNSON** for her dedicated years of service to the Collin County Tax Office during a retirement party in her honor in late March. Ronna was a devoted employee since June 1990. She was promoted to Motor Vehicle Supervisor in February 1997, where each day she greeted everyone with a smile. Ronna is loved and respected by everyone in the Tax Office and will be greatly missed.

Facilities Maintenance

Facilities Maintenance welcomes their new Control Room Operator, **Glenn BRACEY**.

Congratulations to **Kevin BEAVERS**, who has been promoted to Facilities Maintenance Tech II/HVAC under the supervision of **Jimmy PIERCE**.

Facilities would like to extend Congratulations to **Gary MACKEY** and **Jimmy HAMM**, who retired. Gary began his employment with the County December 2003 and retired in February. Jimmy began with Collin County August 2005 and combined with his military service he was able to retire in March. Thank you, gentlemen, for your service.

District Clerk



Indoor Winter Olympics

In honor of the closing ceremonies for the Winter Olympic Games (above), the District Clerk's office held an international celebration complete with their own version of the game and a newly recognized country, The Island of Divas. Slalom, the Biathlon and toboggan races were replaced with: the Potato Race; Washer Stacking; Go the Distance; Snowball Toss; and – more of a traditional summer event, really -- Clipboard Tennis.

Juvenile Detention

The Juvenile Detention Center completed their annual week long audit with the Texas Juvenile Justice Department in February and received an overall grade of 95.59% (Training 100%, PRE 94.35%, POST 92.42%). Job well done!

Right, **J.C. Kelly**, celebrated 10 years of service, and 2013 Officer of the Year is **Aveis MILUS**, shown here with Superintendent **Jeff FALEFIA**.



Amber KINCHELOE, (right) Program Coordinator for Felony Collections, recently completed her Bachelor of Science degree in Business Administration. Congratulations, Amber.





Environmental Deputy lauded for keeping county beautiful

Collin County Sheriff's Office Deputy **Lee HOWE** was chosen from a nationwide field of law enforcement professionals as the recipient of the "Law Enforcement Recognition" award for outstanding contributions to environmental health and targeting illegal dumping in Collin County.

The national "Keep America Beautiful" conference was recently held in Charlotte, N.C., and recognition was given to individuals showing outstanding contributions to their communities, states, and the country to promote a healthy and safe environment.



Deputy Howe has worked tirelessly with the county's Public Works Department to produce a positive impact on Collin County with the removal of waste and prosecution of those responsible. Deputy Howe's efforts also involve education for the public on the effects of illegal dumping in the community. His career spans 40 years in law enforcement, including 12 years serving Collin County under the direction of Sheriff **Terry BOX**.

Recent Retirements

Three Collin County Sheriff's Office employees have recently retired and were each honored with a Retirement Reception.

They received a Retirement Plaque & congratulations from Sheriff Terry Box. We will miss all of them, who have a combined total of 74 years of service with the Collin County Sheriff's Office:

- ◆ Deputy **John HOLTON** (above, right, with Sheriff **Terry BOX**) retired with 33 years of service.
- ◆ Below, right, Kitchen Supervisor **Delores MORRIS** retired with 25 years of service, and
- ◆ Detention Officer **Joe COURINGTON** (below, left) retired with 16 years of service.



20 Years of Service

Three employees have recently celebrated 20 years of service with the Collin County Sheriff's Office. Congratulations to the following employees who have reached this significant milestone:

Virginia WESTRICK, **Regina RAMON**, and Detention Officer **Jimmy DODSON**. They were each presented 20-year Anniversary Plaques during separate ceremonies.

Right, Chief Deputy **Rick ALLEN** presented Virginia with her 20-year plaque and Sheriff Box presented plaques to Regina (below left) and Jimmy.



COUNTY CLERK



Anniversaries

Above, left to right: **Loriane DOZIER**, Deputy Clerk II, 20 years; **Louann FAWCETT**, Deputy County Clerk II, 10 years; and, **Danielle JACKSON**, Deputy Clerk II, 5 years.

What to do about a 9-1-0ooops call from your desk phone

It happens: You dial "9" to get an outside line and then a "1" and then a second, inadvertent "1" -- realize what's happened and quickly hang up, right?

Most likely that went through as a 9-1-1 call and our Dispatchers, and Telecommunications folks are asking that you **STAY** on the line and let them know it was an accident, so that emergency personnel aren't dispatched.

We say this because, in recent months, there have been more than just a few 9-1-1 hang-ups from misdials.

Our best advice is: stay on the line and talk to the dispatcher, emergency or not. It will save your colleagues a lot of time and effort.



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FOR THE MONTH OF **APRIL**

\$25

ADOPTION FEE

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COLLIN COUNTY ANIMAL SERVICES

4750 COMMUNITY AVE.
MCKINNEY, TX 75071
TUES-FRI 9AM TO 6PM,
SAT & SUN 12PM TO 5PM



CLASSIFIEDS

BOAT FOR SALE: Asking \$9,000 for well-kept inboard motorboat. For details and specs, please feel free to email: dwebb@webbwebb.com.



How to report those pesky spam emails from your In-Box

To report any emails you may suspect as spam, possibly malicious, or even a phishing attack please do the following:

- ◆ If you have an email you are questioning select it, but do not open. Then, within your Outlook client, select the "Home" tab and select the "More" option.
- ◆ Select "Forward as Attachment"
- ◆ When the new email opens add **spam@seg.att-mail.com** to the "To..." field.
- ◆ Then select "Send."

So you know, you will not receive a confirmation of your spam submission. However, AT&T will use the attached email attachment and will begin blocking emails which are similar.

Any questions? Please contact the **Help Desk at Ext. 4540.**