Centralized Imaging System

The Centralized Imaging System (CIS) is an enterprise service that provides Montana’s governmental entities the ability to capture, store and retrieve both images and documents. CIS minimizes cost to all entities participating in this service by sharing the costs of hardware, software and support resources. CIS utilizes the State’s existing information technology infrastructure.

The CIS has been developed and functioning over the last year. There are four State agencies using the system at this time for production purposes and three agencies working on projects in pilot phases.

The Board of Housing and the Board of Investments are both imaging their paperwork to allow multiple internal employees to access this information. The images are also a records retention solution for both agencies. The Board of Housing has implemented a fax server that will send faxes to the imaging system in addition to scanning paper images.

The Historic Preservation Office is employing the images as a records retention solution, but also as a means to allow outside access to this information. They will also share selected images with agencies in other states.

The Department of Labor and Industry is using imaging as part of their customized MISTICS system. All internally generated documentation was revised to include bar codes to automate their index fields. The images are again a records retention solution, but also used to accumulate multiple pieces of paperwork that need to be mailed to an individual. The Department is also using a fax server to create images.

Software Upgrade

ISD is currently in the process of upgrading the Filenet Panagon software that is the basis of the Centralized Imaging System service. The highlights of the new software are:

- **Web Services** – This software allows you to retrieve documents and images via Internet Explorer or Netscape Navigator. The new version has a Windows Explorer-like user interface which allows users to become productive quickly and reduces training time. As with the current version, FileNET allows viewing of 200 different file types.
Content Services – This is the new version of FileNET's document management software. The new version of the software allows support of compound documents. An example of a compound document is a Microsoft Word document with links to a Microsoft Excel spreadsheet or an embedded Microsoft Excel chart. FileNET allows you to keep track of versions of this document whether you make changes to the text in the Word document or data in the Excel spreadsheet or Excel chart.

Capture Professional – Capture software allows you to bring data into the imaging repository in 3 different manners. You can scan a piece of paper, import electronic files (FileNET supports over 200 file types), or import images transmitted via fax. The new version of the software allows the scanner to recognize page lengths when multiple sizes of paper are mixed together. This software allows you to turn unstructured paper into easily manageable and quickly accessible electronic images that can never be lost, misplaced or stolen.

Visual Workflo – This software allows you to route work electronically. The new version of the software allows use of standard Web browsers to access work items. Notification and linking to a work item can be done via Microsoft Outlook allowing users to make use of a technology that is already familiar to them. The new version of Visual Workflo integrates with both our Imaging and Content Services servers.

Please contact Nan Chambers of the Computing Technology Services Bureau at 444-2790, Outlook, or via e-mail at nchambers@state.mt.us for further information concerning the Centralized Imaging System.

Internet Privacy – Identity Theft

Are you one of those trusting people that purchases items via the Internet? These types of transactions are becoming more and more common with the added popularity of Internet access. Twenty years or so ago, when the use of credit cards first began, people did not want to make purchases over the telephone by giving out credit card information.

Today, most people trust the phone system and are not afraid to place orders with their credit card in this manner. So what’s different about the Internet?

Over the last several years, due to the insecurity of web sites, over one million people have had credit card information stolen by making purchases on the Internet. Along with this information, such things as social security numbers, mother’s maiden name, driver’s license number, etc. have gone with it. When someone has all of this information, identity theft can easily be accomplished.

Identity theft is defined as the abuse of your name, social security number, date of birth, employer or taxpayer identification number, alien registration number, official state or other issued driver’s license or identification number, or Government passport number. All of these critical pieces of information need to be protected as you surf the web. The most common use of identity theft is the use of credit cards to make purchases. Some criminals also apply for new credit cards in your name when they have all of the pertinent information. They then use the card for a few days or sell it to someone else to make illegal purchases.

So how do we protect ourselves from identity theft? Here are a few pointers when using the Internet:

- Come up with another word to use as your mother’s maiden name on the Internet. Some sites request this information when you set up a password and then later, forget what the password is. They then ask for your mother’s maiden name to verify that you are who you say you are.
- Challenge each request for your social security number. Many sites will take a bogus number and do not actually check to be sure if it is correct.
- Make up an “Internet birthday” to use for sites that request this information. Most requests for your birthday are making sure you are old enough to purchase items on the Internet. Here is your chance to be “29 again.”
- When purchasing items on the Internet, be sure the site is secure. To do this, check for the use of SSL, https, or that the lock icon is definitely locked at the bottom of your browser.
For more information regarding internet privacy, contact Lynne Pizzini, Information Security Manager, at 444-4510, Outlook or email at lpizzini@state.mt.us.

Tracking the Legislative Session Online

The 57th session of the Montana Legislature will begin January 3, 2001. Be prepared to track the legislation affecting your agency.

Training for state agency personnel and interested members of the general public will be held on November 13, 14, and 15 in room 102 of the Capitol building from 12:30 p.m. to 4:30 p.m. Each of these sessions will be the same, so attend only one.

The training will cover two areas:

- Using the Legislative Branch’s internet interface to the LAWS system for tracking legislation and the legislative process. This is how the public and/or state agency personnel can obtain timely information throughout the 2001 session. Up-to-date bill status, bill text, hearing schedules, journals, agendas, legislator information, and more are all available online through LAWS.
- Using the ISD-developed Oracle Bill Status Tracking System (BST) to track legislation and maintain internal annotations on legislation of interest. This system is available only to state agency personnel.

In each of the training sessions, LAWS, the public access interface, will precede the agency-only training on the Bill Status Tracking System. Each half will be approximately an hour and a half with a break in between. Seating is open (non-reserved) so larger agencies are asked to schedule only some attendees for each session.

The Legislative Branch contact for the LAWS system is Tom Mulvaney, 444-3591, Outlook or email at tmulvaney@state.mt.us. The ISD contact for the Bill Status Tracking System is Barry Fox, 444-5895, Outlook, or email at bfox@state.mt.us.

ISD Billing Systems Cutover

ISD’s new billing systems will go into production December 1, 2000. The first invoices from these systems will go out in January.

Computer Processing will be billed from the CIMS system. Telecommunications services will be billed from TRU Server system. This includes telephone equipment and usage, SummitNet, other data network charges and audio/video conferencing.

Two Agency Information Sessions will be held in December to demonstrate the differences between the new invoices and the old invoices for both systems. The sessions will also cover rate changes, organization codes, reports available from the Report Distribution System (RDS) and more.

The sessions are geared for the financial staff in each agency responsible for paying the ISD bills.

Session 1: December 5
1:00 p.m. – 4:00 p.m.
Room 218, Mitchell Building
Session 2: December 6
9:00 a.m. – 12 noon
Room 218, Mitchell Building

Please register in advance for the session of your choice by sending an email to Barbara Clark via Outlook or baclark@state.mt.us.

For more information on the CIMS system, contact Teresa Enger of the ISD Centralized Services Bureau, 444-1830, Outlook or via email at teng@state.mt.us. Information on the TRU Server system is available from Sibyl Govan of the ISD Network Technology Services Bureau, 444-2861, Outlook or via email at sgovan@state.mt.us.

9-1-1 ADVISORY COUNCIL
DEVELOPING STRATEGIC PLAN

In October the 9-1-1 Advisory Council held two meetings, facilitated by Marc Scow of the Department of Fish, Wildlife and Parks, to begin developing a strategic plan for improving 9-1-1 service in Montana and to provide direction for the 9-1-1 program section of ISD.

Meeting attendees started by listing numerous issues related to provision of 9-1-1 service. Working in smaller groups, they discussed in more detail issues related to these categories: 1) Politics and legislative issues; 2) Statewide infrastructure and support for local 9-1-1 jurisdictions, including development of standards for public safety answering points (PSAPs); 3) Workforce development, including training and certification, staffing, recruitment and retention, salary, and technical support; 4) Public education and outreach; 5) PSAP equipment needs and standards; and 6) Funding.

The Council intends to develop a draft strategic plan that will be distributed to PSAP managers, public safety and local government agencies, and telephone service providers for comment. After the necessary revisions have been incorporated, the final draft of the strategic plan will provide direction for the 9-1-1 Advisory Council and the State 9-1-1 program office as they work with local 9-1-1 jurisdictions to improve 9-1-1 service in Montana. The plan will be reviewed frequently and revised as necessary to accommodate new goals and objectives, more advanced technology, and changes resulting from revisions to federal statutes and new FCC rulings.

For more information on 9-1-1 activities in the State, contact Surry Latham, Program Manager, 444-2420, Outlook or email at slatham@state.mt.us.

Windows 2000 Server Project

Microsoft’s Windows NT 4 Server is currently used by many state agencies for web servers, database servers and various application servers. Microsoft has a new version of this operating system called Windows 2000 Server. It provides significant improvements over NT 4, the most notable being Active Directory. However, a fair amount of design and planning is needed before deploying this new operating system.

At their September meeting, the Information Technology Managers Council was asked to participate in this effort. A project team was formed in early October to plan and implement Windows 2000 Server in State government. The team is comprised of ISD staff plus agency representatives from the Department of Corrections, Office of Public Instruction, Public Service Commission and Department of Transportation. The project team will examine all the issues regarding Windows 2000 Server, including the design of an Active Directory infrastructure for the State and an NT 4 domain migration strategy. Pilot projects will be conducted and agency migration plans will be established. The team intends to complete this work in 4-6 months.

For more information about this project, contact Dawn Pizzini of ISD, 444-2974, Outlook or email at dpizzini@state.mt.us.
What's In a Name?

ISD is looking to tap the creative talent of State employees to help name our state intranet. Work is starting on the Montana State Intranet - an internal network of news and services for State employees - but we are searching for a name for this new service.

Since this browser-accessible service will soon be used by State employees for everything from timesheet entry to reading the latest agency news, we want it to have a catchy title. Any State employee is welcome to submit ideas for a name for our intranet. Ideas will be judged by a special team for creativity, ease of use, relevance to State government and functionality.

Ideas should be submitted by email to Wendy Wheeler, wwheeler@state.mt.us by November 15, 2000. The winning entry will be incorporated into the banner design of the new State intranet, and the winner will be recognized in a future issue of ISD News & Views.

Work on the intranet is still in the early stages, but we hope to give you a glimpse in a few months. Stay tuned.

OUTSOURCING OF COM

The demand for COM (Computer Output Microfiche) has dropped dramatically because it has been and continues to be replaced by newer technology such as the automated report distribution system (RDS) and the imaging system. Therefore, ISD has contracted with an outside vendor to provide this service to those agencies still desiring to use microfiche. The vendor is:

COMSTOR
2219 N. Dickey Road
Spokane WA  99212
800-776-2451
Jim Shasky

ISD has been working with agencies using COM to help them with this conversion process to the new vendor. We anticipate this conversion will be completed by November 1, 2000. If you have any

reports you desire to print on COM and would like information on that process, contact Sylvia Slocum of the Computing Technology Services Bureau, 444-2558, Outlook or e-mail at sslocum@state.mt.us.

Backup Tape Life - How old is too old?

One of the most common problems with tape backup either for a server or a workstation is either bad or old tape media. Worn media is the cause of most write errors during backups and most read errors during restores.

Most backup systems in the State network use either 4mm Digital Data Storage (DDS) tapes or higher capacity Digital Linear Tape (DLT) tapes. The common measure of durability of tapes is given in "head passes." For DDS tapes, durability ratings are listed in the 5,000 head pass range, while DLT tapes durability ratings are listed from 200,000 for DLT 1 to 1,000,000 for DLT IV.

At a theoretical rate of 10 head passes a day, a DDS tape will last about 1.37 years, while a DLT tape will last 54.8 years. Looking at these number does not mean that your DLT tape will last 54 years with no errors, it just means this is what the manufacturer states it "could" last for. For a rule-of-thumb, you can expect a DDS tape to last for about one to two years of full-time use, while a DLT tape should last for about four to five years.

Things you can do to extend tape life:

- Appropriate cleaning of the tape drive heads. If your drive has a cleaning light, clean the tape drive using a cleaning cartridge when this comes on. Some tape drive technologies have gone to a built-in cleaning section on each tape. Read your tape drive manual carefully to see if the drive needs to be cleaned periodically.
- Buy high quality tapes. There is a difference between manufacturers on what magnetic materials are used for the tape media. Read the manufacturer's specifications before choosing a brand of tape.
- Don't use the same tape over and over. Tapes have a duty cycle rating, and most DDS tapes
are rated at a 40% or 60% duty cycle. This means changing the tape at least weekly and rotating tapes so that the same tape is not used excessively.

- Make sure the tapes are being used and stored in appropriate environmental conditions. Excessive heat, cold, dust, sunlight, or humidity can damage the tape media and the tape drive.

- Use the appropriate type of tape for the tape drive technology. Read the tape drive manual to see what exact type of tape can be used in the drive.

For more information on tape backups, contact Stuart Fuller of the Computing Technology Services Bureau, 444-7099, Outlook or email at sfuller@state.mt.us.

Passing Parameters from Oracle Forms to Reports

Oracle reports often have parameters associated with them in order to allow narrowing the amount of data returned from the database. Often, the report is called from an Oracle form, and it is desirable to use values from the form as the parameter values for the report. A parameter list is used to pass values from a form to the report.

For example, let's say an Oracle report has an agency name parameter. The report is called from an Oracle form where the user has already defined the agency of interest. By passing this information from the form to the report, the user is prevented from having to re-enter the agency information.

The following PL/SQL example shows how to create a parameter list when calling a report from a form. The example assumes the report is named my_report and has a parameter field called AGENCY_NAME. It also assumes the form has a field called AGENCY_AGY_NM that contains similar values. The parameter list is created and then passed to the report when it is invoked via the RUN_PRODUCT command.

```sql
DECLARE
    plist_id PARAMLIST;
BEGIN
    plist_id :=
    CREATE_PARAMETER_LIST('my_param_list');
    ADD_PARAMETER(plist_id, 'AGENCY_NAME', text_parameter, :agency.agy_nm);
    Run_product(REPORTS,
        'my_report.rep',
        SYNCHRONOUS,
        RUNTIME,
        FILESYSTEM,
        plist_id,
        'NULL');
    DESTROY_PARAMETER_LIST(plist_id);
END;
```

Once the call to the report is complete, execution control is returned to the PL/SQL routine. As the final step, the parameter list is removed. This way, successive calls to the same report can be performed.

Additional information can be obtained by contacting the Computing Technology Services Bureau: Barry Fox at 444-5895, Outlook or email at bfox@state.mt.us; Tom Rediske at 444-1593, Outlook or email at trediske@state.mt.us; or Tony Noble at 444-2922 or email at tnoble@state.mt.us.

Office 2000 – Free Downloadable Templates

Need to create CD or shipping labels? Looking for a new style for your customer invoices? The Microsoft Office Template Gallery includes new downloadable templates, including calendars (in the Meetings, Events, and Projects category), labels (in Stationery, Labels, and Cards), invoices (in Business Forms), and more at http://officeupdate.microsoft.com/TemplateGallery/default.asp.

For more information about this article, contact Irvin Vavruska of End User Systems Support at 444-6870, Outlook, or email ivavruska@state.mt.us. For other help contact your agency support staff or call the ISD Customer Support Center at 444-2000.
__Excel – Creating Random Numbers__

Creating random numbers in Excel is easy. For example, suppose you need to automatically create a series of six random numbers. Each of the six numbers must fall between 1 and 99. Go to cell A1 and enter `=randbetween(1,99)`.

Click cell A1, then use the mouse to grab the handle at the lower right corner of the cell. When the mouse pointer turns to a crosshair, **drag** to the right to F1. When you need a new set of random numbers, press F9.

If you need more or fewer than 6 random numbers, simply drag across more or fewer cells (i.e. A1 thru C1 for 3 random numbers). If you want the random numbers to be between a range other than 1 to 99, change arguments in the `randbetween` function.

This tip is adapted from [www.tipworld.com](http://www.tipworld.com).

For more information about this article, contact Irvin Vavruska of End User Systems Support at 444-6870, Outlook, or email ivavruska@state.mt.us. For other help contact your agency support staff or call the ISD Customer Support Center at 444-2000.

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__Word 2000 – An Introduction to Layers__

If you work on a document that contains a series of text boxes, graphics, and shapes in addition to text, you are going to need to tell Word how you want the various objects to overlap with one another. Each object in your document will need to be assigned a layer, which will tell Word whether the object goes in front of or behind other objects.

The four different layers in Word 2000 are, from top to bottom:

- Foreground layer
- Text layer
- Background layer
- Header/Footer layer

The foreground layer is the topmost, and graphics in this layer will cover any underlying objects and text. The text layer resides between the foreground layer and the background layer, and it is reserved for text only. The background layer is beneath the text, and finally, the header/footer layer is the bottom most layer reserved for objects you wish to use as watermarks.

To move an object backward or forward between these layers, first make sure the **Drawing toolbar** is visible (by right-clicking the Standard toolbar and selecting Drawing), then **select** the object you wish to move, and, finally, **select Draw, Order**. The ensuing commands allow you to move your object backward, forward, in front of, and behind text.

These tips are adapted from [www.tipworld.com](http://www.tipworld.com).

For more information about this article, contact Irvin Vavruska of End User Systems Support at 444-6870, Outlook, or email ivavruska@state.mt.us. For other help contact your agency support staff or call the ISD Customer Support Center at 444-2000.

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__Word 2000 – Preserving Formatting When Copying Text__

If you are copying text from one document to the next, the trick to preserving the original document’s formatting is to select the original document’s ending paragraph symbol in addition to the text. Text formatting is tied to that paragraph symbol, and without it, Word 2000 will automatically revert the text to the current document’s formatting. If you are unsure of how much text to select to include the paragraph symbol, simply click the Show/Hide Paragraph Symbol button (¶) on the Standard toolbar to see where the paragraph symbol lies.

These tips are adapted from [www.tipworld.com](http://www.tipworld.com).

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email ivavruska@state.mt.us. For other help contact your agency support staff or call the ISD Customer Support Center at 444-2000.
**Outlook – FAQ's**

ISD sees many questions and problem tickets that are essentially the same, just asked by different people or on a recurring basis. Things like maximum mailbox sizes, message size limits, and missing messages fall under the “Frequently Asked Questions” (FAQ) category.

A set of web pages has been created to answer these Frequently Asked Questions and provide quick and accurate solutions. Point your browser to [http://www.state.mt.us/outlook](http://www.state.mt.us/outlook) and then click on the link that directs you to the Outlook FAQ to get to the index of topics. Please note that some of the topics are aimed at end users, while others are directed towards LAN managers or technical support staff. If you do not understand part or all of the recommended solution, contact your agency support staff for assistance.

Suggestions for new topics to add are welcome. Please contact the ISD Customer Support Center at 444-2000 to request additional information on one of the FAQ’s or to suggest a new topic.

**Dial-up/Internet Data Network Access Training for End Users**

While out of the office on State business or working from home, do you need access to the mainframe, email, or files stored on your network server? If you answered yes to this question and would like to learn more, then sign up for this **newly updated** training session. Learn what you can do while accessing the State network with a modem or from the Internet.

There is no charge for this workshop. The following topics will be covered:

- Dial-up Configuration
- Services Available
- Dial-up Networking Terminology
- Virtual Private Networking (VPN)
- Future of Remote Network Access

**Computer Security Training for State Employees**

This is a free, two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

**Training Calendar**

**Non Credit Workshops**

To enroll in a class, you must send or deadhead a State Training Enrollment Application to

State Training Center, HCT
Helena, MT 59601

If you have questions about the course descriptions or enrollment, please visit our web site at [www.hct.umontana.edu](http://www.hct.umontana.edu), call 444-6821 or email to ‘Helena College of UM’ or blunceford@state.mt.us

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. *HCT is also willing to schedule specific classes by request for state agencies*
## State Training Calendar

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| **Data Network/Mainframe Classes** | | TBA | 544.95 | inc. book |}

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### PowerPoint
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- Dec 5-6
- 200.00
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- +book

### Microsoft Project
- Windows 95/98
- Nov 30-Dec 1
- 200.00
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### SABHRS Classes

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<td>Dec 19-20</td>
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<td>Dec 11 pm</td>
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<td>(PS Query, Doc Direct, Doc Analyzer, Pivot tables and etc.)</td>
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<td>For Managers &amp; Budget/Accounting Analysts</td>
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### More SABHRS Classes for MANAGERS

<table>
<thead>
<tr>
<th>Course</th>
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<td></td>
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<td>Financial Modules</td>
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<td>GL1: Basic Journal Entries</td>
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### Human Resource Modules

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<tr>
<td>Managing Position &amp; Employee Data</td>
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<td>Training Administration</td>
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<td>Human Resource Upgrade 7.5</td>
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<td>Nov 28 am</td>
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<td></td>
<td>Dec 18 pm</td>
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Prerequisites may be met with consent of Instructor.
*High Estimate - Cost may vary depending on travel expenses & # of students
**The Outlook 98, Oracle Designer and Oracle Developer class fees are recovered through the monthly data network rate and paid for by ISD.
State Training Enrollment Application

Course Data

Course Requested: ____________________________________________
Date Offered: ____________________________________________

Student Data

Name: ____________________________________________
Agency & Division: __________________________/
Billing Address: ____________________________________________
Phone: ____________________________________________
E-mail Address: ____________________________________________

How have you met the required prerequisites for this course? Explain, giving the class(es) taken, tutorial(s) completed, and/or experience.

__________________________________________________________________________________________

Billing Information/Authorization Mandatory

Agency #: ________ ________ ________ ________

Authorized Signature: ____________________________________________

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager: ____________________________________________ (signature)

Training is needed for:
☐ Agency Oracle Developer
☐ Continuing education opportunity. (Agency will be billed for training)
☐ Agency contractor. (Agency will be billed for training)

Full Class Fee Will Be Billed To The Registrant Unless Cancellation Is Made Three Business Days Before The Start Date Of The Class.

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