NEBRASKA
Information Technology Services
Department of Administrative Services (DAS)

The Mission of Information Technology Services is to serve the citizens of Nebraska by providing premier information technology leadership, policy and operations, which facilitate an effective, responsive and efficient government.

Crunch all you want
We'll make more!

We are often reminded of Jay Leno's old Doritos commercials when we look at capacity planning. Part of our responsibility to our clients is to ensure that the resources our clients require are in place at the time they are needed. Our team monitors usage trends and plan our responses to those trends well in advance. This approach allows us to adjust when new information becomes available and requirements change. We are also able to take advantage of advanced hardware and software capabilities that improve our service. These regular upgrades are built into our rates for service.

On April 24th, we increased our mainframe computing capacity by about 15% with the addition of a fourth computing engine to our MVS2 processor. We now operate one IBM z900-103 and one z900-104 processor. The capacity upgrade was timed to support the Department of Labor's acceptance testing of their new benefits payment system. The upgrade also positions us to absorb any increases in demand that accompany the new, faster disk drives we will be installing this quarter. This upgrade was accomplished without any interruption in service.

While we expect this additional capacity to meet our needs for the coming year, we are already planning for the next upgrade. In this way we position ourselves to take advantage of any price/performance improvements offered and keep our rates as low as possible.

If you have questions on our capacity planning efforts, please contact Tom Conroy at 402-471-4348.

Lotus Notes Interagency Workgroup News

The Lotus Notes Interagency Workgroup sponsored a collaboration meeting on May 3rd to introduce state Notes users to the new features offered with Notes 7.

The meeting was well attended, and several agency contacts had the opportunity to see Notes 7 e-mail, calendaring, and room reservations plus Sametime instant messaging. In addition to technical sessions for agency support staff, users were shown some new Lotus Notes applications that are being used in State of Nebraska agencies, such as the Personnel Action Workflow System (PAWS), Lotus Notes E-Fax, Order Status Tracking, Change Management Requests, Annual Review Scheduler and an office package consisting of Meeting Tracker, Group Calendaring and Status Report modules. Attached to this newsletter is a handout of the Lotus Notes 7 highlights that agencies may reproduce for distribution as needed.

We also want to express our appreciation to the variety of presenters that assisted us during this meeting. We heard not only from our own ITS Notes Administrators, but also from many agency representatives. Several of the attendees indicated that this was their first collaboration meeting, and they felt the presentations were very helpful.

If you missed this meeting and want to be on the notification list for the next meeting, or have any questions about Lotus Notes 7, contact: Marcia Stewart/DASIMS/NEBRLN or (mstewart@notes.state.ne.us)

New Qwest Centrex Contract

In the fall of 2005, for the first time ever the Office of the CIO bid out local telephone service within Qwest territory. The process resulted in a contract being awarded to Qwest, and the process has begun to implement the new contract across the State. Clients should be apprised that any features that are currently available and installed will not change. Beginning with the June 2006 billing, clients in the Qwest territory will see a new monthly rate of $16.00 per line as a result of this process. If you have any questions about your local service, features or pricing, please call 402-471-2761.

WIRELESS DOWNLOADS

Did you know that some cellular telephones provide an opportunity for downloading wallpaper, ringtones, games, and more? Agency personnel should be informed that there are charges associated with these features each time they download them. The charges for these applications are being set and billed to the State by the cellular providers. The Office of CIO – Network Services will be passing these charges through to agencies on the monthly phone bill detailing each charge against the appropriate cellular number. Each month agency communication coordinators will receive a list of all applications being charged to their account and the coordinating cellular number that accrued the fee. If you have questions, please call Norma White at 402-471-6391.

Disaster Recovery Planning and Continuity of Operations Planning

The Office of the CIO continues to work through the Business Continuity (BC) – Disaster Recovery (DR) Shared Services Group to discuss how State Government will handle this important function in the event of an emergency. The current BC-DR Shared Services Group activity centers around the development of two documents;

- As part of the annual review of their standards and guidelines, the Nebraska Information Technology Commission (NITC) asked the BC-DR Shared Services Group to review and revise the NITC disaster recovery standard. The Group revised the standard and submitted it to the NITC Technical Panel for approval. The standard is currently in the 30-day public comment stage of the approval process.

- The Group has undertaken the development of an **Agency Disaster Recovery Plan: Standard Contents Recommended Practices**. This document is the Group's attempt to define and describe what should be included in an agency disaster recovery plan.

Participants of the Group meetings have discussed starting the development of their own individual agency disaster recovery plans based on the **Agency Disaster Recovery Plan: Standard Contents Recommended Practices**. As they become available, these first iterations of individual agency disaster plans will be reviewed in future Group meetings.

The NITC disaster recovery standard document, the Agency Disaster Recovery Plan: Standard Contents Recommended Practices document, meeting notes from past BC DR Shared Services Group meetings and future meeting dates can be found at:

http://www.nitc.state.ne.us/sgc/workgroups/sharedservices/index.html

If you have any questions about this activity, or wish to be included in future meetings, please contact Dave Berkland at 402-471-0688.

Directory Listing Closing Dates

Book Number		Due Date
6	Aurora	July 1
10	Bladen	July 15
12	Byron	July 15
23	Lincoln	July 15
34	O'Neill / Valentine	July 15
36	Sandhills Area Regional	July 15
38	Sioux City	July 15
39	Wahoo	June 1
30	North Platte Valley/ Scottsbluff-Gering	June 1

If you have questions about directory closing dates please contact Renee at 402-471-4701.

Training Tapes

VHS training tapes on a variety of technology topics are available for check out. This month's featured video is "Email Errors". The video offers guidelines for sending and receiving email messages. The video can be used in an individual or group setting. If utilizing in a group setting the recommended approach is to view and then discuss the video contents in relationship to what your current practices are. This video is a product of The Telephone Doctor. Use of the tape is free to customers of the Office of CIO.

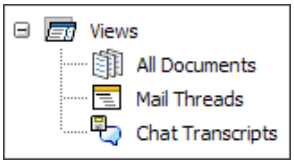
Contact Judy Davidson, 402-471-7732 or jdavidso@notes.state.ne.us if you require additional information or to request a full video library listing.

Notes 7 Attachment

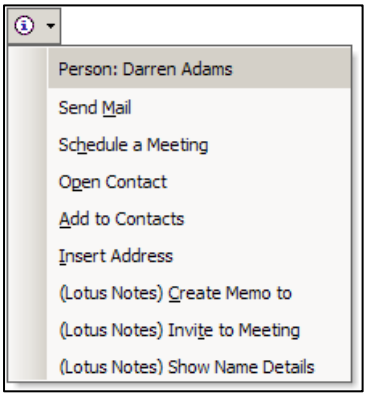
You are going to find that Notes 7 looks pretty much the same as Notes 6. You can be productive immediately and learn the new functions in your spare time. Here are some of the things that you might find most useful.

New Notes 7 Mail Features

- In the inbox you'll find the new ability to **Sort by Subject**, which we have all been requesting.
- For those users who like to read all their e-mail and then go back and respond to things, the **Follow Up Flags** help you flag those e-mails needing attention. You can even assign a priority and set up a reminder.
- **Message Markers** are a new customizable feature that can tell you at a glance if you are the sole recipient of a note, if a few others received it also, or if it was e-mailed to a large group.
- **Sametime Instant Messaging** is a feature of Notes 7 for those agencies that choose to make it available to staff. There are indicators beside the e-mail sender's names that tell you if the person is logged on, if they are away or available and lets you start a chat session with the person.
- You can now got to the All Doc view of your mail file, find a piece of e-mail that you've lost track of and then use the **Discover Folder** feature to see where you actually find it.
- While reading an e-mail you can click the **Show Thread** button to see a list of all the e-mails in that discussion thread. This provides a hierarchal view of a string of e-mails and replies.
- Previously, users could open Delivery Options and select options for priority, return receipt, electronic signature or encryption to an outbound message. Now when a note or reply is composed, those options will appear just below the tool bar as **Quick Delivery Options**.
- Notes 7 has a toggle button to help you **View Unread** or View All. It's a very handy feature but can trick you if you forget to toggle back to All View.
- Another feature displays a dialog box prompting you to **Add a Subject** to your e-mail just in case you forgot one.
- If you are a Sametime user, Notes 7 allows you to save a **Chat Transcript**. The transcripts are filed under Views. This is convenient in case the chat session includes useful information that should be kept, such as problem diagnostics or discussions leading to a decision.



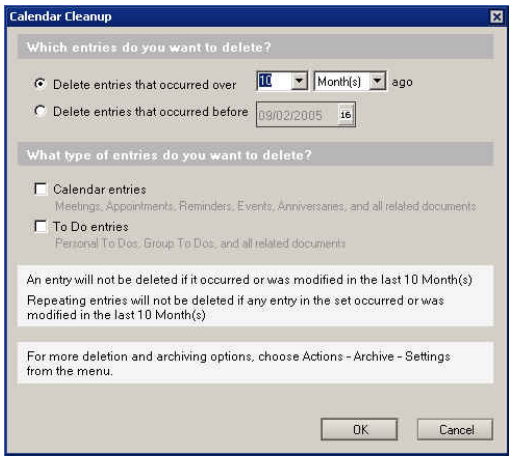
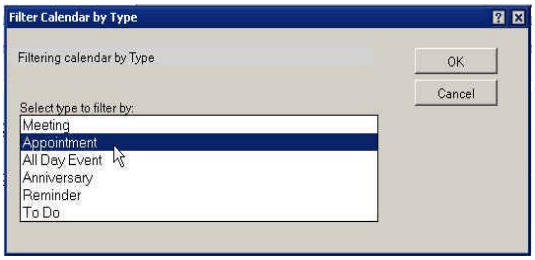
- **Close all windows** – This feature lets you close all your open Notes windows simultaneously.
- **Microsoft Word Smart Tags** – Smart Tags provide access to some common collaborative tasks while working in Microsoft Work XP or 2003. In Word document, a person's name becomes a live link with a Smart Tag attached. Clicking on the nearby icon provides the user with a menu associating some tasks with that person's name.



- Autosave allows you to have an active open e-mail document saved automatically. This can help you recover your work in case of a power failure or overnight workstation reboot. Notes discards these documents when the active document is sent, saved or discarded.

New Notes 7 Calendar Features

- For meetings that you schedule, you can set **Meeting Setup** preferences for Rooms and Resources. You can specify a preferred room and how Notes should function when you select rooms or resources for a meeting invitation.
- Notes also has the ability to learn to identify your **Preferred Rooms**.
- **Calendar Clean-up** is a feature many users have been waiting for. It simplifies deleting old calendar entries. Under the Tools menu, a Calendar Clean up dialog helps you choose the type of calendar entries to be removed, and the cut-off period.



- Another welcome feature is the **Escape from Meeting Response**. Many users have discovered a spot in meeting responses that did not allow one to escape or reconsider. Now Notes lets you press the ESC key while responding to a meeting request or back up.
- The **Calendar Filters** options, for users with a busy calendar, let you filter your calendar several ways. For instance, filtering by type would let you select only the meetings and hide all other items. Just as with filtering your Inbox to View Unread, this is an option that must be toggled back to View All.