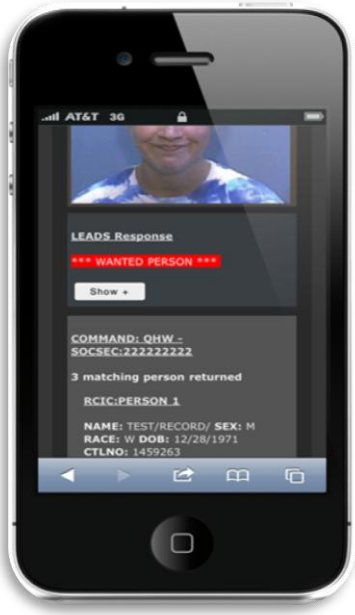
ETS Communiqué

ENTERPRISE TECHNOLOGY SOLUTIONS
August 2011

eCLEAR mobile goes live & gives Cops access to Important Info

***Above**: Example of a license plate query on an Android phone*

***Below:** Example of an individual query on an Iphone*



Hamilton County Law Enforcement have a new tool to assist in crime fighting – **eCLEAR mobile**. Cincinnati Police and other Hamilton County Police Departments are field testing the new handheld application. Officers reported eCLEAR mobile to be very beneficial in the field.

eCLEAR mobile is a quick assessment tool developed by ETS CLEAR staff. It is designed for Smart Phones but it is device independent, so it also works on tablets, laptops and even desktops. It provides query capabilities wherever an internet connection is available.

By developing the website internally with ETS software developers, Police agencies save software application purchase costs of $550 per device and annual maintenance costs of $100 per device.

Features Include:

- Query of persons, vehicles and property
- Very simple and easy to use interface
- Color coded responses with images for quick and easy identification and dissection of information
- Query forms can be used via voice Control
- Returns local, State, and National responses

"I have found the application very beneficial in the field; during a recent home visit my partner and I entered a residence and discovered in plain view heroin packaged for resale, there were multiple subjects in the residence. The mobile eCLEAR program provided us the ability to remain together inside the residence and in control of the evidence and subjects while we conducted our investigation, with the added benefit of the history function which allowed us to maintain all the information necessary to identify the subjects, including photos which are beneficial in verifying the identity of individuals."- HCSO Deputy

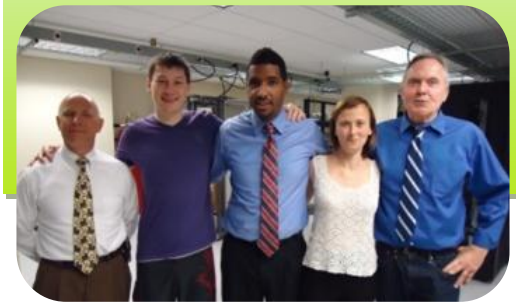
city of CINCINNATI
ENTERPRISE TECHNOLOGY SOLUTIONS

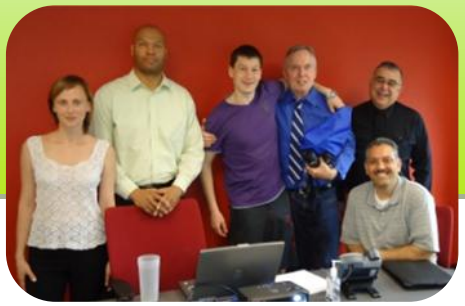
ETS gets an International Visit

The ETS Department had an exciting visit in May 2011with students from the country of Ukraine.

Zakhar Kasianenko, 19 years old and Anna Lahno, 18 years old, are both students at the Kharkiv Regional Institute of National Academy of Public Administration under the President of Ukraine. The students were accompanied by a chaperone, Olena Danilevih.

The two students showed an interest in the services of CITCO, particularly eGov, CFS and the area of IT Security. They spent a half day with ETS staff learning about the department and how ETS services the City and City staff.





Ukraine Quick Facts:

Ukraine is a Republic

Ukraine is the largest country in Europe- slightly smaller than Texas

IT Daily- Combating issues around the Clock

IT issues can happen on a daily basis with little to no notice. You wouldn't believe the different types of issues ETS staff members encounter from day to day. Staffers spend many hours working on and backing up the City's: radios, telephones, networks, servers and other computer related systems, so that in the event of an emergency, City employees have all of their resources and technologies readily available.

Check out the list below of unexpected IT speed bumps that were remedied just within the last couple months without disrupting City business!

Rhythmyx processor failed	Rhythmyx is the City's Content Management System which operates the websites.
Spam filter disk failure	Spam filter is a feature used with the email system to protect the City from viruses.
WebFOCUS upgrade issue	WebFOCUS is a tool used to retrieve data and reports from CFS.
UPS failure	A power disruption caused an Uninterrupted Power Supply (UPS) unit to malfunction.

Get Social w/ ETS on ***Facebook*** *&* ***Twitter****!*

ETS Contact Center Stats

Here's an overview of ETS Contact Center activity year to date through June 2011.

CALLS, EMAILS, LOGGED SERVICE REQUESTS:

Measurement	Jan	Feb	Mar	Apr	May	Jun	YTD	AVG per Month
Telephone Calls	677	537	592	596	645	604	**3651**	**609**
Emails	1558	2812	2094	1641	2298	2266	**12669**	**2112**
Logged ETS CC Database Requests	573	461	518	436	564	552	**3104**	**517**
Phone Directory Requests	NA	NA	NA	NA	72	42	**114**	**57**

* Through June 29, 2011

Data Sources

Telephone Calls = Total calls to 352-4357, 352-6200, and 352-4745 per Avaya CMS
Emails = Total emails stored in ETS Contact Center Monthly Completed Items Folder
Logged ETS CC Database Requests = Total number of service requests with a request data in specified month
Phone Directory Requests = Total requests for phone directory changes submitted through online directory

TOTALS BY SERVICE REQUEST TYPE:

Service Type	Total	Percent
Telephone (Mobile & Desk)	1434	46.20%
Email	295	9.50%
Passwords Reset for all Systems	242	7.80%
Hardware and Software Purchases	219	7.06%
PC Support, Hardware Repair (Printers, Scanners, etc), Training	185	5.96%
EGov Web	184	5.93%
CLEAR	125	4.03%
Other	105	3.38%
CHRIS	101	3.25%
Citrix Remote Access	77	2.48%
Radio Network	38	1.22%
Metropolitan Area Network	31	1.00%

Service Type	Total	Percent
CFS/VSS	27	0.87%
Fiber Network	17	0.55%
Storage (SANS)	7	0.23%
Application Development	4	0.13%
Datacenter needs	4	0.13%
Providing Anti-Virus	3	0.10%
Consultation Business Development	2	0.06%
Contact Center	1	0.03%
CSR/Permits	1	0.03%
IT security investigations	1	0.03%
Providing Service Patches	1	0.03%
TOTAL	**3104**	**100.0%**

You can reach the ETS Contact Center by- Phone: 352-HELP (4357),
Email: etscontactcenter@cincinnati-oh.gov or
Web Form: IT Service Request

Contact Center team performs the following functions:
- City-wide IT Help Desk for enterprise systems
- Mobile technology support
- Telephone network administration
- ETS data center operations
- Telecom billing administration

ETS Contact Center team members:
- Perry Miler
- Tammy Sexton
- Pam Smith
- Karen Litz
- Tom Lyons

Mobile App News

PC Free – Independence for all iOS devices.

With iOS 5, you no longer need a computer to own an iPad, iPhone, or iPod touch. Activate and set up your device wirelessly, right out of the box. Download free iOS software updates directly on your device. Do more with your apps — like editing your photos or adding new email folders — on your device, without the need for a Mac or PC. And back-up and restore your device automatically using iCloud.

Newsstand - A custom newsstand for all your subscriptions.

Read all about it, all in one place. iOS 5 organizes your magazine and newspaper app subscriptions in Newsstand: a folder that lets you access your favorite publications quickly and easily. There's also a new place on the App Store just for newspaper and magazine subscriptions. And you can get to it straight from Newsstand. New purchases go directly to your Newsstand folder. Then, as new issues become available, Newsstand automatically updates them in the background — complete with the latest covers. It's kind of like having the paper delivered to your front door, only better.

Reminders – A better way to do to-dos.

Next time you think to yourself, "Don't forget to...," just pull out your iPhone, iPad, or iPod touch and jot it down. Reminders lets you organize your life in to-do lists — complete with due dates and locations. Say you need to remember to pick up milk during your next grocery trip. Since Reminders can be location based, you'll get an alert as soon as you pull into the supermarket parking lot. Reminders also works with iCal, Outlook, and iCloud, so changes you make update automatically on all your devices and calendars.

Apple App Issues:

Designed by Tia Brown

Employees of ETS:

Promoted:

- *David Beasley*

Switch - a - roo:

- *Kevin Linn*
- *John Ross*
- *Scott Runtz*

Retired:

- *Preston Sims*

Congrats Staff!

ETS - Kudos Corner:

The ETS Employee of the Semester is:
Bruce House

As expressed by a co-worker, "Bruce is an extremely dedicated employee who is always looking for ways to improve ETS. When ETS was looking to dispose of some equipment that was obsolete, Bruce used his resourcefulness to find a buyer for some of the equipment returning $10,500. Then he found a location to donate the rest instead of sending it to a landfill."

Congrats Bruce on being named ETS Employee of the Semester!