

Carl Bulger presided.

## **PRESENTATION:**

Bob Boller, Head of Bowie's IT Department, detailed the features of Bowie's IT system with emphasis on what is in the new City Hall and what was involved in the move from the old city hall on Kenhill Drive. With him was John Hoffman, the Chief Technician of the IT Department. The IT Department has nine other employees including a secretary and a part-time clerk.

All of the IT Department equipment going to the new City Hall was moved in one day, a Friday. This included 153 desktop computers and numerous scanners. They hooked up their new servers and switches, computers, printers, scanners, and new telephones over the weekend and were up and running on Monday morning.

Because of incompatibilities between their old printers, IT purchased 51 new printers for the new city hall. The computers are basic Dell Optiplex desktops with XP Professional operating systems which IT plans to upgrade to Windows 7 within the next few years. Each year they replace about 20 of the oldest computers.

The new city hall has a new data center which is connected to a "hot site" at the old city hall, now called the "Kenhill Center". The hot site is updated by the city hall servers several times a day so that if something happens to the city hall server, the server at the hot site will automatically take over its functions.

City Hall has 726 cables and 192 telephone extensions. It is now almost a total Voice Over Internet Protocol (VOIP) organization, allowing employees to hold meetings over the internet, avoiding travel time and expenses.

City Hall contains an IT Training room with workstations for 12 students and one instructor. In an emergency, the Emergency Operations Center will be connected to those workstations. Persons manning the EOC will operate those computers remotely with keyboards, mice, and monitors located in the EOC. There is also an alternate EOC at the Kenhill Center. The Kenhill Center is also the location of one of the five Prince George's County I-Net hubs. Almost all City functions and locations are connected to I-Net. Two sets of conduit connect City Hall. The main conduit comes in from Mitchellville Road. A backup conduit will come in from Evergreen Road.

Bowie employees have ID cards that are both an electronic pass and a city credit card (for those with purchasing authority).

Mr. Boller mentioned that during the earthquake City Hall suffered some roof damage, which became apparent during Tropical Storm Irene when some portions of City Hall got wet, including a vital installation in the Police Station on the Lower Level.

**BUSINESS:** Dan Lee asked for volunteers to inventory excess computer equipment in preparation for disposing of it. There were several volunteers.

Vic Kiviat mentioned that Microsoft now offers a downloadable anti-malware scanner called Microsoft Safety Scanner that will automatically scan your computer for anti-malware. Download it from <http://www.microsoft.com/> Major anti-malware vendors offer similar scans. The advantage is that an external scanner is more likely to overcome the defenses that sophisticated anti-malware is often capable of erecting.

Charlotte Melichar mentioned a website that helped her add a comment to an Excel 2010 spreadsheet like she had been able to do in previous versions of Excel. She said the website's step-by-step advice was concise and accurate. The web address: <http://AddictiveTips.com>

### **COMPUTER PROBLEMS:**

Thomas Lewis's new laptop gives him an error message "Your AOL email is corrupted." He came with a printout of the error message in which "Windows" was misspelled indicating that the error message may have been from a hacker or may have been advertising a rogue antimalware.

This prompted lots of advice. One person suggested Googling the error message to see if others had also received it. Another suggested going to a Restore Point. Another suggested scanning his computer with Microsoft's Safety Scanner that Vic Kiviat had just mentioned. Dick Henthorn, who formerly used AOL email, suggested that Thomas re-install AOL email. Someone else recommended that he get a Gmail account and try to read his AOL emails from there. Others, including Henthorn, have done it. After the meeting, Dick showed him how to access his AOL account via the web.

A lady said that her laptop gradually lost power. She said that just before that she saw sparks when she tried to plug it into an AC wall socket and wondered if that might be related. She

said that she was able to use the same power cord and transformer to power up another computer.