



Coeur d'Alene Tribe Information Technology

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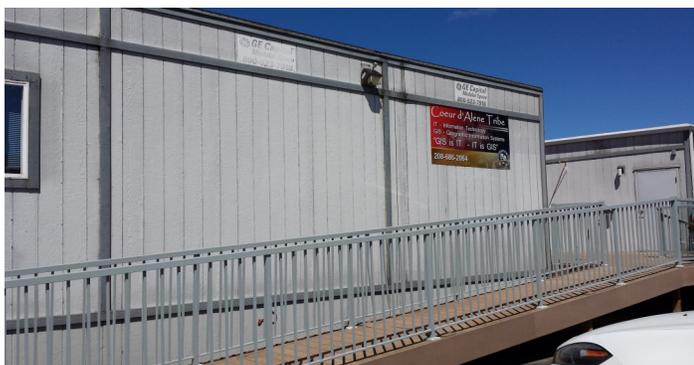
IT Gov. Services

About our Department

The Coeur d'Alene Tribe Information Technology (IT) Department includes a consortium of programs such as IT Government Services, Red Spectrum Communications, Geographic Information Systems (GIS), and the Tribal Radio Station, KWIS 88.3 FM. The goal at IT Services is to provide innovative and accessible technical solutions that preserves and promotes tribal knowledge. We accomplish this by providing Network and Computer Services, Telecommunications, and Information Systems support to all departments within the Tribal Government. Our competent staff provides access to the tribal network and its myriad of resources (e.g., internet, email, shared files). It oversees Network and computer installation, and upgrades as well as troubleshooting and repairs issues. We also provide a centralized location for new telephone service or a change in service. Additionally, IT Gov. Services offers information security, backup, sharing, document archiving, and information dissemination through the intra- and inter-nets. Lastly, the Tribal website design and maintenance is under IT Services purview.

New Residence

IT Gov. Services along with the GIS program recently moved from the IT Lab building to the offices across from the Finance Department, which had previously housed Education. For those of us who mostly sit all day, we put on our muscles for a couple of days to make the transition as smooth as possible. We are all now situated in our new offices and enjoying the much needed additional office space.



Staff:

- Valerie Fasthorse

IT Director

- James Twoteeth

IT –GIS Manager

- James Franklin

Network

Administrator

- Andy B. Schiley

Database

Administrator

- Jim Taylor

Telecommunication

Technician

- Greg Harper

Computer

Technician

- Jordan Goddard

Tero

Individual High- lights:

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Staff 3

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Databases is Where It's @



Andy B. Schiley is our Database Administrator, and he is more than competent in overseeing maintenance of the Tribe's database system. Andy has been creating custom applications for Lake Management, Land Services, and Tribal Council. Andy often works with James Franklin to get networks up and running.



"Those who say it cannot be done; should not interrupt those doing it."

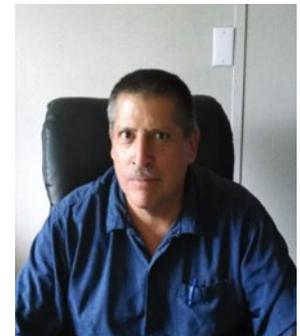
Andy has competed in the Ironman Triathlon, so he is an inspiration to us all to keep moving.

Telecommunication Technician

Jim Taylor's primary duties are to maintain the functioning of all types of communication technology such as fax machines, copy machines, and IP phones. He also handles the documentation for billing, purchasing, and disposal of electronics.

Additionally, he tracks the inventory of all items related to technology. Jim also does quality checks on the Fiber To Home project, which should be ready in the near future, so keep an eye out for it.

He has recently been recovering from another knee operation, but looks to be mending nicely.



"If it ain't broke, don't fix it."

Personal Computer Technician



To stay in shape, save money, and do his part to cut down on emissions, Greg Harper rides his bicycle to work every day, and is undeterred by rain or snow.

Greg is the master of Docuware, a document management system that allows people to organize, access, view, collaborate, update and customize their documents, which are stored in a digital "document cabinet."

Greg is known for his ability to break down a computer in record time.

So, when computers fail us, and they all do at some point, Greg is known as the "lifesaver."



"Personal Computers are my playthings."

IT Network Administrator

James Franklin is our Network Administrator, and is the person with “the plan” for deciding on how the network should be functioning.

James laments that people like to undergo experiments on how to make their own servers faster, but unfortunately it will most likely cause a breakdown. It is not good for a business to have constant problems with their network.

James has worked hard to learn his way around the new technology, and it helps that he has a passion for network programming.

In his spare time he enjoys reading comic books, but he is also very well known at the Wellness Center, and has been known to bike to Harrison after work.



“Gonna connect em’ all.”



*“Live in your world,
die in mine.”*

TERO Employee

Jordan Goddard is a Tribal member who was first introduced to the Information Technology field when he started out for the Summer Youth Program back in 2006 at 16 years old. He became a skilled technician with a reputation for getting the job done.

His name is not known by many, but he likes to go by his nickname SK. He said he has been into computers since he was eight, and has been taking computers apart and doing odd technical jobs since. He likes to make computers run faster than they were made to run, and likes those jobs that are challenging.

Jordan looks forward to getting a full time job in the future.

“Life is nothing, but a dream.” – Jordan G.



"These will help anyone to understand the information given to them."

E-mail Etiquette

E-mails are getting to be a problem by bogging down the network servers. It takes a great deal of space when people hold onto their e-mails inside the servers provided. To cut down on the amount of space taken up by e-mails, we advise people to either archive their e-mail to their personal machines or delete all unnecessary e-mails waiting in their trash folder and sent folders. Eventually we will cut down on the amount of space e-mails take up, and it will provide better delivery speeds.

We ask that you please actively backup or archive your e-mail.

If you have problems do not hesitate to call for help.

Remember to save important attachments when you may need them later. Importantly, you never want to go without saving.

Password Safety

Passwords are commonly used to keep your computer safe, but in some instances are terrible at keeping what you hold important to be safe.

We remind people to use a personal password consisting of eight characters or more, and keeping at least one character capitalized. Adding numbers to your password is a plus to higher security, but if you make your password too complex you may have trouble remembering it; however, simple passwords are too easy.

Please keep this information in mind for any of your electronics that have a password function.

For more information, please do not hesitate to contact the IT helpdesk.

Computer Failure

Computer failure is caused when the computer randomly shuts off. This can be caused by power outages, viruses or computer components. There are safety precautions that can help mitigate the effects such as a surge protector, but for a little extra you might want to invest in an APC or UPS. These devices are battery operated in case of a blackout or power outage.

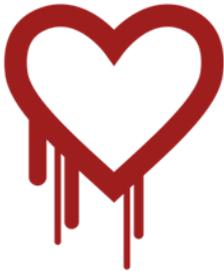
Power is also a danger when water is in the mix, or any liquid for that matter. High electrical currents can maim and kill anyone.

We all cause Static electricity, and it can short a computer out if you happen to be working on one. It is important to ground yourself by touching any kind of metal. Components from within the computer may also be damaged by electrical current, and sometimes there will be a burn that shows that the component has been "fried".



"Please remember to save constantly."

Personal Computers, Viruses and Malware



*"If it works, then don't
replace it until it
doesn't."*

*"Unclaimed territory
will be infected when
least seen."*

You may have a slow computer, but at one time it was a fast piece of technology. Computers do not need to be replaced every year when new models are unleashed. We can keep a machine going for years until the hardware or software is no longer being supported. For example, Windows XP was introduced in 2001, and it ran strong until this last April when it stopped being supported.

When operating systems become unsupported it can open the way for viruses and malware. Viruses are bugs that infect your entire system until you can no longer use it, and it can also steal important information for distribution across the internet.

The most recent and widely publicized was the Heartbleed virus that takes advantage of a weakness that has always existed in most secure websites.

Malware is short for malicious software. It is unwanted software that is installed on your computer without your consent.

To help protect your computer, make sure automatic updating is turned on to get all the latest security updates. Keep your firewall turned on, and please do not open spam email messages or click on suspicious websites. Lastly, scan your computer with the provided software we installed to check for any viruses or malware.

Information Help Desk System

A new Information Help system is being implemented for IT Gov. Services. Everyone will call the help desk for their information problems and concerns pertaining to computer issues. We will open work orders through that line of contact. One person will be handling your problem, but if they have limited information then you will be forwarded to a higher technically experienced technician.

The 3-point contact is the foundation of our new system, and is designed for our customers, and to document and track our workflow.

The first point of contact is the Help Desk. If you call a technician directly they will direct you to the Help Desk. The Help Desk will handle the easy service tech calls over the phone.

The second point of contact will be an e-mail sent to the IT Manager who will determine, based on the workload and the problem, the IT technician who will handle the work request.

Should the IT technician be unable to satisfactorily resolve the problem, an email will be sent to the IT Manager who will then make the decision to involve the Network Administrator.

This new system is active and the way we take work orders now.



IT Help Desk

686-2064



*"Customers come first,
remember that."*

Manager of IT Gov. Services

James Twoteeth is Manager of both Geographical Information Systems (GIS) and IT Government Services. James has the management skills needed to put a team together and make decisions on how to make improvements.

He is focused on customer attention, and implementing strategies towards customer care. James has a goal to put some systems in place that would insure that Information Technology runs smoothly for the next coming years.

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