



# Making "IT" Happen

A Quarterly Newsletter of The Department of Technology

THE CITY OF  
**COLUMBUS**  
MICHAEL B. COLEMAN, MAYOR

DEPARTMENT OF  
TECHNOLOGY

**Third Quarter 2012**

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## From the Director's Desk



**Director Gary R. Cavin**

Welcome to the third quarter of Making "IT" Happen. The MyColumbus Mobile App is celebrating one year! The average number of 311 Service Requests submitted via the mobile app per month in 2011 was 56.6 and we have seen an increase in submissions in 2012 to 101. The average resolution time is 1.341 days faster.

Some of the enhancements from the past year include the Home Screen: Expanded Media Section to include: Live Streaming from CTV, Pinterest and the News Feed. Added MySettings option for Personalization which includes items such as: Trash Collection Days, New Recycling Containers Pickup Schedule, etc. Improved Screen Presentation for mobile devices & added new features on MYN. Added Activities and Events feed, Art Walk on GetActive. Many miscellaneous items including removal of pdf's throughout, Added Analytics, Improved Consistency (buttons, fonts, maps, etc.) We look forward to sharing future updates as they happen. Thanks again to all those who helped make MyColumbus Mobile App such a success!

## Social Engineering: You are at Risk!

By Miki Calero

The term "social engineering" refers to an attempt to gain access to information, primarily through misrepresentation, and often relies on the trusting nature of most individuals. Most users should be familiar with email phishing scams (a form of social engineering) and have been taught not to open attachments from unknown or untrusted sources or to visit untrusted web sites.

However, there are other ways that a perpetrator might try to gain access to information or systems. Below are several examples of social engineering methods--many of which rely on direct contact with an individual--along with suggestions to minimize the likelihood that such methods will be successful.

### IMPERSONATION

In this situation, the perpetrator

pretends to be someone else - for example, impersonating someone from the Help Desk. The impersonation may occur over the telephone, in person, or via email.

The perpetrator may try to make you feel obligated to assist, or under pressure to follow their directions. They may use intimidation or a false sense of urgency to seek your cooperation prompting you

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## DoT Employee Recognition



Jamie Davis (l) receives certificate from Director Gavin at the weekly staff meeting.

Jamie Davis has been recognized for his hard work making the ABC6 Boot Camp a success. He developed a standard configuration and HTML file for all the laptops ensuring that they were very easy for all of the job applicants to use. He went the day before the event to make sure that all the laptops were working properly and stayed onsite for technical assistance throughout the event. In addition, he set an excellent example for our summer intern showing him an outstanding work ethic and customer service.

Jamie is an active and dedicated member of the DoT team. His actions should serve as a great example to other employees. It is employees like Jamie that make our department a success.

## Social Engineering continued from Page 1

to react before you've fully thought through the consequences. Follow your organization's procedures when responding to requests for sensitive or confidential information. Never give out your password to anyone, even if they claim to be from "technical support."

### SYSTEMS AND PHYSICAL ACCESS

All too often, people will hold the door open for someone entering into a secure area or building without even knowing who the individual is or asking where they are going. The unauthorized individual may pretend to be a delivery person, a visitor, or even a fellow employee. Do not allow unauthorized individuals to follow you through secured access doors, and report this to appropriate officials.

### SHOULDER SURFING

This scenario refers to the ability of a perpetrator to gain access to information by simply watching what you are typing or seeing what is on your computer screen. This is known as "shoulder surfing," and can also be done by looking through a window, doorway, or simply listening in on conversations. Be aware of your work environment and who is around you when you are working with confidential information, or even when you are typing in your password. Do not let others see you type your password, and protect your computer screen from unauthorized viewing. Computers in public areas that are utilized for sensitive information should not have the monitors facing outward.

### BAITING

This scenario involves a perpetrator asking a variety of seemingly innocuous questions designed to probe for information. The attack is often done over the telephone but can also be done in person. Small amounts of facts are interjected at the right time into the conversation to make requests for information that sounds legitimate. Information you know could be valuable to the perpetrator--whether that information is about your work environment, fellow employees, projects, or personal information--must be handled with extreme care. Be mindful of what you say to whom.

### SURVEYS

Many of us have no doubt been recipients of requests to participate in surveys whether online, via telephone or otherwise.

The surveys may be for legitimate purposes or might be a scam. In either case, be aware of unwittingly disclosing information that may be used inappropriately. For example, disclosure of details about your organization, its network security, or infrastructure could prove extremely useful to someone with malicious intent. If you receive a survey request, you should contact the sponsoring organization to ensure the survey is legitimate. Then check with your supervisor or appropriate individual, such as your privacy or security officer to determine if it is ok to respond to the survey. If you do respond, make sure you are not sharing sensitive or confidential

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## Social Engineering continued from Page 2

information with unauthorized individuals or organizations.

### DUMPSTER DIVING

Searching through trash ("dumpster diving") is a method used by perpetrators to obtain sensitive information.

When confidential and sensitive documents are no longer needed, be sure to shred or properly destroy them in accordance with your organization's policy.

### SOCIAL MEDIA & NETWORKING WEBSITES

Use discretion when posting information online or commenting about anything on social networking sites. Once information is posted, it can potentially be viewed by anyone and may not be retracted afterwards. The more information you post, the more information is available for a perpetrator to use in an attempt to conduct a social engineering attack.

### RECOMMENDATIONS

The scenarios above represent just a few types of social engineering attempts you may encounter. By following some common sense rules and using your best judgment, you can defend against these attacks and better protect your-

self and your information:

1. Before releasing any information to anyone, it is essential to at least establish:
  - the sensitivity of the information
  - your authority to exchange or release the information
  - the real identity of the third party
  - the purpose of the exchange
2. Be aware of your surroundings. Make sure you know who is in range of hearing your conversation or seeing your work. Computer privacy screens are a great way to deter shoulder surfing in public places.
3. If you don't know someone who is in a restricted area, look for a badge or a visitor pass. If you are unsure about their authorization or access permission, report the situation to the appropriate staff.
4. Before you throw something in the trash, ask yourself, "Is this something I would give to an unauthorized person or want to become publicly available?" If you are not certain, always err on the side of caution and shred the document or deposit it in a secure disposal container.

## DoT Contacts



### Technology Help Desk

645-5758

[thd@columbus.gov](mailto:thd@columbus.gov)

### Account Managers

Lo Sawyer, Senior ITAM

645-7226

[Im Sawyer@columbus.gov](mailto:Im Sawyer@columbus.gov)

- City Attorney
- City Council
- Mayor's Office
- Municipal Court

Sima Gellman

645-6161

[sgellman@columbus.gov](mailto:sgellman@columbus.gov)

- City Treasurer
- Community Relations
- EBOCO
- Health
- Recreation & Parks

Paula Hall

645-0013

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- City Auditor
- Civil Service
- Building & Zoning
- Development
- Finance
- Human Resources
- Income Tax

Chris Jackson

645-2499

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- Public Safety
- Public Service

Sonia Krammes

645-5392

[srkrammes@columbus.gov](mailto:srkrammes@columbus.gov)

- Public Utilities

**Recycling is here.  
Recycle More.  
Trash Less. Fill it up.  
Make a difference.**

[www.RecycleColumbus.org](http://www.RecycleColumbus.org)

[http://www.youtube.com/watch?](http://www.youtube.com/watch?v=q7N9tJmA6Pg&list=PL1B164CF4896B59E8&feature=plcp)

[v=q7N9tJmA6Pg&list=PL1B164CF4896B59E8&feature=plcp](http://www.youtube.com/watch?v=q7N9tJmA6Pg&list=PL1B164CF4896B59E8&feature=plcp)

# thank YOU

A special thanks to  
Sima Gellman for  
sharing her expertise  
with publishing  
software and  
designing the new  
format for  
Making "IT" Happen

## What Is Life?

Submitted by Jeannette M. King

Life is a challenge	Meet it
Life is a gift	Accept it
Life is an adventure	Dare it
Life is a sorrow	Overcome it
Life is a tragedy	Face it
Life is a duty	Perform it
Life is a game	Play it
Life is a mystery	Unfold it
Life is a song	Sing it
Life is an opportunity	Take it
Life is a journey	Complete it
Life is a promise	Fulfill it
Life is love	Enjoy it
Life is a beauty	Praise it
Life is a spirit	Realize it
Life is a struggle	Fight it
Life is a puzzle	Solve it
Life is goal	Achieve it

## AgileDoTNet Conference

Some members of the City's Technology Department were able to squeeze in at the sold-out conference on August 1st. This was the 7th such event held in the US since 2008.

This year it was held at the Ohio Union at The Ohio State University and delivered a line-up of fourteen Agile presentations in four tracks – Analysis, Leadership, Development and Tools.

Agile software development has been a hot topic in the software industry for the last decade. Recent years have seen most large companies trying it with experimental teams. Agile development is a philosophy that emphasizes a fluid, collaborative atmosphere with the goal of providing working software. It manifests as an iterative and incremental process where the business customer and technical staff work as a close team. From all the needs of the business the team selects 1-3 specific activities that the software must do and they define, develop, test and install the software. As each set of needs is addressed, the

completed software is put into production and the next set of business activities becomes the focus. Because of the narrow focus and closer partnership Agile teams typically deliver new software features – working in production – every six, four, or even two weeks!

The closest that we have come to incorporating Agile methodologies at the City of Columbus is the nearly completed FirePoint System developed for the Division of Fire. The Agile practices demonstrated on that project were 1) iterative checkpoints with the customer to insure we were correctly understanding their needs and 2) a narrow scope in each iteration to keep the team focused on addressing just the needs for that iteration.

Adopting those two practices alone allowed us to deliver 25 different feature sets over a span of just 14 months! No wonder so many of our Fire Division teammates were pleased to work with us and our Fire Division stakeholder, Assistant Chief Walton, was "*... very pleased with our performance!*"

## iPad Use in Government

By Sima Gellman

When the iPad was introduced in 2009, it was perceived as just a fun consumer product. In the years since, astute businesses and government agencies across the country and throughout the world have recognized the value of iPads as a means to save money and gain efficiency.

### First Adopters

For Columbus City Council, cost savings come in the form of reduc-

ing the need to print documents for distribution. Council recently adopted the use of iPads to replace the legislation packets that are distributed weekly to council members and staff. These packets include the entire text for all pieces of legislation on the weekly agenda and related documents. Instead of printing out reams of hard-copy documents, soft copies

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# iPad Use in Government

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are uploaded to **DropBox**, where they can be downloaded to the iPads. The documents can be read with any one of several available document readers, but Council chose **iAnnotate** because notes can be written on documents and stored when it is saved.

Before purchasing the iPads, Council staff researched how iPads were used by city council staff in several other cities. All those contacted reported that the implementation was easier than expected, and use of the iPads provided a significant cost savings—enough to pay for themselves within a year to 18 months. Council members and staff no longer bring huge packets of documents to meetings, since they have immediate access to information for the current meeting, as well as from previous meetings, at their fingertips—more information than they ever had before.

## Security

To make sure the iPads secure, the **Department of Technology** has made some changes in how iPads and smart phones synchronize with email, contacts and calendars through **Outlook** using **ActiveSync**. A password is now needed to access the device, and Telephone Services has the ability to wipe all information from it if it's lost or stolen.

## Other Government Uses

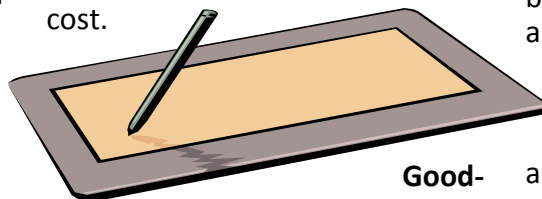
In other government agencies, iPads are used for police officers to draw sketches and record testimony on crime scenes, file police reports and investigate background information without having to call dispatch. Transportation workers in charge of inspecting street con-

struction projects use tablets to access and review construction permits. If a problem is discovered, a violation notice or other form can be issued on the fly. And agencies many are testing the device to explore the use of iPads to fully replace employees' laptops, since they are much handier for data entry in the field.

iPads can be used as a point-of-sale device, taking the cash register mobile with the ability to process credit and debit cards when collecting fees or fines and issuing licenses and permits.

## More Apps

There are many useful tools available for the iPad through the **Apple** store, many of them free or at a very low cost.



**Good-Reader** for iPad supports the viewing of many document formats including PDF and **Microsoft Office** files, and permits direct Wi-Fi transfer of data directly to the iPad. It costs about .99 and can connect to a variety of cloud-based storage services.

**QuickOffice Pro HD** can provide a convenient way to read and edit Word, Excel and PowerPoint files. **Dataviz's Documents to Go Premium**, which advertises similar functionality, also integrates email attachments from the iPad's Mail app. It also includes a wireless sync desktop application that permits PCs and Macs to synchronize with files on the iPad.

Both Cisco's **WebEx** and Citrix's **GoToMeeting.com** have native

iPad applications. **MightyMeeting**, which is both a presentation application as well as a remote collaboration application, is also available. And of course **Skype** and the native **iOS** app **Facetime**, are available as well.

Remote Desktop Apps: **2X**, **Jump**, and **Pocket Cloud** to name a few, are decent Terminal Services apps. They allow the user to access their desktop PC at work, increasing mobility.

New apps are constantly being developed and released, making the iPad extremely useful in a business setting.

## And there's a choice

Critics mostly agree that iPad is currently the best of the tablets, but for **Android** enthusiasts, there are some very good devices, like the new **Samsung Galaxy Note 10.1**, which runs **Android 4.0**. Many of the same apps are also available for Android.

## Credits & Further Reading

*IPad Bringing Business Value to Government*, By Matt Williams  
[www.govtech.com](http://www.govtech.com)

*IPad Report*, by Tom Diamond, Council Aide to Councilman Troy

*FAA Clears iPad For Takeoff Throughout Agency* By J. Nicholas Hoover  
[www.informationweek.com](http://www.informationweek.com)

*Utah's iPad User's Manual Could Serve as Example for Other Agencies* by Adam Stone, in March 30, 2012 *EMERGENCY MANAGEMENT*,  
[www.emergencymgmt.com](http://www.emergencymgmt.com)

*Usability of iPad Apps and Websites* Nielsen Norman Group [www.nngroup.com](http://www.nngroup.com)

*IPad Functionality: A User Experience* by Robert Woolley [www.govloop.com](http://www.govloop.com)

*How the NYC Department of Transportation Used Tablets to Go Paperless* by Wylie Wong in *StateTech Magazine*  
[www.statetechmagazine.com](http://www.statetechmagazine.com)

# Employee Highlight: Chris Anelick

Chris is a native of Columbus, Ohio, born and raised a Buckeye on the northeast side of town. He graduated from Brookhaven High School, where he was a member of the baseball and swim teams. He also attended Southeast Career Center within the Computer Aided Drafting/Computer Aided Manufacturing program.

Chris currently resides with his wife of 16 years and two sons in Canal Winchester. His eldest son Kyle is a sophomore at Canal Winchester High School, where he plays football and basketball. Kyle also played AAU basketball this past spring, participating in a dozen tournaments all around the Midwest. His youngest son Tyler is in the 8th grade where he plays football for the 8<sup>th</sup> grade team and hockey for the EYHA Icedragons. With all of these activities, Chris' wife Amber may be the hardest working person in the household, driving to sporting events, keeping on top of school and housework, and volunteering with the various sports organizations. Amber loves to cook and hopes to open her own restaurant or catering business someday.

Chris began work directly from the Career Center when he started with CAD Concepts, Inc. (now CCI) in 1993. He was an AutoCAD drafter working on several interesting projects, including civil, architectural, environmental, and patent drawings. In addition to these duties, Chris also helped



maintain the computer and network systems for the small company, which led to his eventual career path. In 1997, Chris began working at the Columbus Airport Authority as a Helpdesk Technician. He would remain at the Airport Authority for 13 years in various roles within IT. His last role was as the IT Operations Manager, where he directed and oversaw all infrastructure and application technology for the Airport Authority.

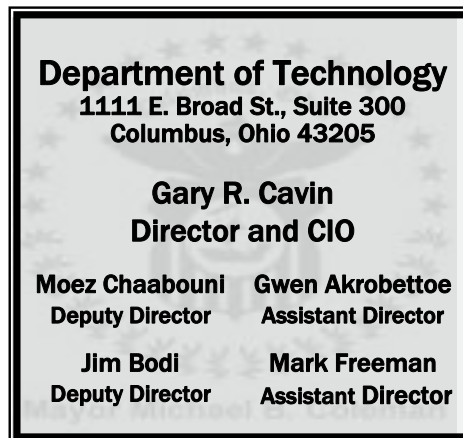
In 2010, Chris came to the City of Columbus as a Network Manager for the Department of Technology.

In this role, he manages the Server and Database teams, which are responsible for the installation, maintenance, and availability of over 300 servers; dozens of critical databases; email and calendar services; storage for all critical data and documents; and backup / recovery of all systems. Chris also participates in or leads several projects to improve the services the Department of Technology offers.

Chris is currently attending Franklin University to finish his bachelor's degree. If all goes according to plan, he will graduate in early 2014 with a major in Business Administration and a double minor in MIS and Marketing. Chris is also a certified Project Management Professional (PMP) and Microsoft Certified Systems Engineer (MCSE).

In his spare time (of which he has little), Chris enjoys sports, reading, riding his motorcycle, camping, movies, video games, and golfing. Chris is an avid hockey fan, and goes to about 35 Columbus Bluejackets hockey games every season. (Go Jackets!) You will find his office decorated with various Bluejackets memorabilia, with many more signed jerseys, sticks, and pictures at home. Chris will also be working for The Ohio State University at all of the home football games this season, and is looking forward to witnessing the start of the Urban Era firsthand.

(Go Bucks!)



*Making "IT" Happen* is published quarterly by the Columbus Department of Technology. Kimberly Bentley, editor. Submit articles to [kabentley@columbus.gov](mailto:kabentley@columbus.gov). Chris Anelick, Miki Calero, Kim Hetterscheidt, Jeannette King, Sima Gellman, Scott Wilson and Nicole Woodward also contributed to this issue.