



# Department of Information and Communication Services

October 2004

**BITS & BYTES**

Issue: 2004-10

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**Looking Ahead!** – As we look to the future, I would like to bring you up to date on What's New in the I-CS Department for 2005. Marilyn McBain has done a great job as Department Chief during her 2003-2004 term, and will now become the new IS Division Chief (DVC-IS) taking over for Peter Kirschner. As I look at stepping up to the plate to become your new Department Chief (DC-I) on 1 Nov., I think we have a real opportunity to move forward, building on what works and addressing what needs improvement. There are three objectives we can focus on to strengthen our level of service to our fellow members:

- 1) **We need to get serious about easing the reporting burdens on our members and our IS Staff Officers.** No one likes excessive paperwork! We need to find a better balance between what's needed to support our programs, and at the same time what's manageable for our members to report and for our IS Staffers to input on a regular and timely basis.
- 2) **We need to gain more benefits from the use of technology within the Auxiliary.** We have already seen what can be done with effective unit websites (we now have over 700 local sites) communicating 24/7 with our members and the public we serve. We have to find new ways our many websites can do an even better job of conveying the Auxiliary message online. We also have to look at new technologies, not only to handle our information flow but to reduce administrative expenses, improve management, and even generate revenue. We will continue top quality training programs like the AUX-04 "C" School to develop the skills we need to support technology in the Auxiliary.
- 3) **We need to improve our communication.** Two years ago, we started Bits and Bytes as a service to you our IS and CS Officers. We felt it was extremely important that you had regular contact from the Department; giving you a better sense of the direction we were going and also a better sense our commitment to you. We want to build on this effort! We have added Hob Bonnett BC-ICT who is directly involved with our CS "Customer Service" effort. Hob is working on our new online CS Manual [www.auxservices.org/csmanual](http://www.auxservices.org/csmanual) which will make it easier for our CS Officers to quickly get the answers they need to do their job. We rebuilt the AUX-04 "C" School to better meet the needs of our CS Officers. We want to bolster our support for our IS Officers as well, adding to our "How To" library, giving better access to our AUX-10 "C" Schools in 2005, and providing improved "Customer Service".

It's a big job ahead of us. To help, I have asked Vickie Vose to join the Team as our new Deputy Chief (DC-Id) from D8WR. Many of you already know Vickie with her energetic efforts and involvement at the local levels (Flotilla, Division, District), as well as involvement in many National Projects. Our returning Department Staffers share the commitment to you in building our I-CS system to the best it can be. Please join me in congratulating them on their appointment and for their willingness to serve.

To you, our IS and CS Officers, my congratulations and deep respect for the job you do. Without your efforts, we could not accomplish what needs to be done, not only for the Auxiliary but for our Country...

Thanks,



Jeff Mahl  
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**HELP! TRAIN ME!** -- That's what many AuxInfo users are requesting Helpdesk to do. They've been given the URL <http://www.auxinfo.uscg.gov> and left on their own. While there are several tutorials available, many users can't (or won't) use them. Can you -IS officers step up to the challenge?

An excellent (and necessary) Flotilla Training Topic is to give our members more than just the URL. Briefly explain...

- Where (what cube) things appear.
- How to 'Drill Down' by curse and click. (Like how to find themselves.)
- What 'click on blue' does.
- Parameter Options.
- How to set a 'bookmark'.
- Bottom menu features (Like zero suppression and printing)
- How to build custom displays (advanced - left tree right clicks).

An untrained member is often intimidated by PowerPlay. Giving members the basics can save a lot of queries and entrench your reputation for expertise! Help us help them.

An added advantage in training those who serve in staff/elected roles is that they can review activity of members and units - so there is no need to generate statistical paper reports - the data is there for everyone to use.

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**We have a Winner!** -- We are very pleased to announce the winner of the cgaux.org National website design contest. Tony Gadomski submitted the winning entry, and is from Flotilla 26 (Chicago) serving as ADSO-CS for D9WR. Tony's design incorporates features that will make the new cgaux.org much more user friendly, with easier navigation, including a more powerful search capability, and it will have a very clean, contemporary "look and feel". In recognition of his efforts, Tony will receive a prize of \$250!

We will soon start building the all new website, and during that time you will still have full use of the existing cgaux.org. Once the new site has been developed and tested, we will migrate to the new site with every effort to make the transition as seamless as possible for you the user.

Congratulations to Tony Gadomski, and thanks to those who entered helping to make [www.cgaux.org](http://www.cgaux.org) the premier online National persona of the Auxiliary! We will keep you updated on the progress.

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**AUXDATA PRINTING** -- Users continue to report that while logged in to AuxData, their printers suddenly start printing some report that they did not request - usually from some other unit. The cause is some other user is not following the print instructions, and is trying to use the AuxData menu bar File-Print function. Direct printing IS NOT SUPPORTED and the results are unpredictable as you are using the server menu bar - NOT yours!

The ONLY proper way to print anything in AuxData is to first save the output in a file. Use File-Generate to file > (desired file type) to download and save the output. Once saved, you can print it later. Complete instructions are at [http://auxdata.uscg.gov/Tutorial\\_508/reports/Reports.htm](http://auxdata.uscg.gov/Tutorial_508/reports/Reports.htm) All users need to be familiar with the correct process. Be part of the solution - not part of the problem!

To avoid printing 'suprises', it's a good idea to keep your printer turned off during AuxData sessions. Should a printing error be directed to you, you will instead receive a pop-up which you can cancel - saving a lot of paper and aggravation.

Please share this with all members who have AuxData access.

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**2004 BOW Awards correction!** It has come to our attention that there was a transposed number in the Flotilla Runner-up category for the Best of Web awards which appeared in last month's issue of B&B. The original announcement read Flotilla

52 from District 7, but should have read Flotilla 25 District 7 and did connect to the correct website.

We'd like to take this opportunity to congratulate <http://www.uscgaux.org/~0700205/> on their site, and regret any inconvenience!

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### **Factoid**

Money is no longer an excuse for not protecting your computer from viruses! Grisoft now offers a FREE AVG antivirus application that comes with updates: <http://free.grisoft.com/freeweb.php/doc/2/> This product is far better than going without protection due to expense (especially if you may have a seldom used second computer). Of course the best protection is still offered by fee based applications like Norton or MacAfee.

### **Cyber Spot of the Month**

Last month we talked about Service Pack 2 for Microsoft XP users. This update to XP provides an improved level of protection in many critical areas. Microsoft provides a website [www.microsoft.com/protect](http://www.microsoft.com/protect) that can help answer specific questions you may have about Service Pack 2. SP2 greatly enhances your systems defense capability, and you should seriously consider this upgrade.

### **Did you know?**

Each year there are instances where newly elected or appointed officers don't get the information they need simply because their AUXDATA records are not updated? Be **sure** to remember to send form 7006 Change of Officer Report <http://www.uscgaux.org/~forms/archive/a7006f.pdf> promptly to your IS Officer as soon as the officers take their positions for 2005, or anytime there is a change in your officers..

### **Reminder:**

This mail system is for use only for the distribution of Bits & Bytes, and other I-CS Department information. It is not to be used for any other purpose. Thanks for your cooperation.

### **Viewing problems?**

Check the Bits & Bytes Archive for a complete list of \*all\* issues at: <http://www.cgaux.org/cgauxweb/infoserv/BandB.htm>

### **Bits & Bytes**

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