

## A Time for Reflection...

It's that time of year when we pause and give thanks for the blessings we receive daily. We live in a country built on freedom of speech, religion, and assembly.

The original settlers celebrated Thanksgiving as part of their religion and the first celebration was actually days of prayers to celebrate the colonists first successful harvest.

The original settlers arrived during the winter months and had difficulties just existing. They were faced with building shelter and finding food.

Each families home consisted of thatched roofs and wooden frames. These first homes were roughly 800 square feet and housed an entire family.

They hunted waterfowl, which was plentiful in the Massachusetts Bay area. Seafood was also abundant, especially mussels, found clinging to rocks in

shallow water along the shoreline.

A normal days meal consisted of mussels, cornbread, curds (milk that has soured naturally produces curds) , and hasty pudding (wheat flour cooked in boiling water until it reaches the consistency of a



thick batter).

Tending the fire was a very important task. It not only provided warmth but all meals were cooked over an open fire. Cutting and fetching wood was the full-time job for many young settlers.

Gathering water used for cooking and drinking was an essential part of their survival. Bathing and washing clothes

was considered an extravagance.

Many settlers failed to survive the first few months in their new home. For the remaining settlers befriended by native Americans, they were taught how to grow crops and survive through the harsh winters. How many of us could have accomplished and prospered as they did?

How many people in other parts of the world are still living this way. Many don't have a normal days meal , clean drinking water, or a warm shelter for the night. So the next time we think we have it rough, give thanks that we live in a country that allowed millions of immigrants to prosper and grow into the nation we've become.

Let's all be thankful and feel blessed to be free to worship, speak and assemble without fear of retribution.

May you have a blessed Christmas and a prosperous New Year.

to drop by to visit or to have any of your questions answered. As always, if you have questions about any of our products please contact us at (865) 686-0411 or sales@geoconex.com. For technical support issues call 877-396-7315.

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### Holiday Safe Travel Tips

Simple precautions to help keep you safe during your holiday travels

- Take only the credit cards and personal identification you actually need
- Make copies of your credit cards, traveler check numbers, and telephone numbers needed to report a theft
- Carry a list of blood type, allergies, or any special medical conditions
- Carry required prescriptions in their original container
- Check with your medical insurance carrier about coverage away from home

Have a safe and happy holiday

## We've been traveling...

The month of October was a very busy travel month for GeoConex® employees. We attended the GANENA Conference in Athens, GA; TIES Conference In Nashville, TN;

ALNENA in Perdido Beach, AL; and MS Annual Conference in Tunica, MS. We previewed our NG911 CAD and our other suite of products. We saw many familiar faces and hope you had the chance

## Welcome New Employee...

Darrell Roddy, Technical Account Manager for East Tennessee. Darrell joined our staff in October 2007.

Several of you are already familiar with Darrel. Most recently he contacted East Tennessee area Directors sending introduction letters and is now in the process of visiting each Center.

Darrell brings over fourteen years 911 Center experience to the position. Darrel has been a dispatcher, dispatch supervisor, Administrative Assistant to the Director, GIS Mapping Manager and Interim Director of Roane County, Tennessee. Darrell was interim Director when the county went online in 1994.

Darrell helped integrate GIS mapping into Loudon County, Tennessee E-911 system in 2001. Darrell has been a NENA Emergency Number Professional since 2005.

Darrell lives in East Tennessee with his wife Linda.

## NG911 CAD...

is being field tested and so far the results are very favorable.

One center has the software loaded and has been testing extensively for the past few weeks.

Benefits include enhancements for both dispatchers and Administrators.

Our NG911 CAD allow PSAPs to manage

data from a wider variety of devices, services, or any networked communication device. Basically an Internet-based emergency call delivery technology for IP capable PSAPs, which means more information for the dispatcher. If a caller takes a picture with their cell phone and sends the picture to a 911 center the system allows the dispatcher to view the picture

and process information more accurately. Voice, video, pictures, etc can be routed to the dispatcher at the time of its arrival seamlessly, thereby improving response time for emergencies.

## More Offsite Data Storage Information...

In our last issue we gave a brief overview about Offsite Data Storage. This issue we delve a little deeper, exploring the reasons and the benefits of having offsite data storage.

The regulatory mandate TCA 10-7-121, TN Code Annotated for **Computer Records Storage Requirements** states: "All daily data generated and stored within the computer system is copied to computer storage media daily, and newly created computer storage media that is more than one week old shall be stored at a location other than at the building in which the original is maintained".

So the question to ask is will your Disaster Recovery Plan work? Do you understand all systems and processes that are critical to the operation of your business? Is there a plan to recover each system or process? Will this plan work?

A disaster recovery plan includes both the hardware and software necessary to run your Agency efficiently and accurately. The plan documents actions to be taken before, during, and after a disaster. Testing the plan identifies any gaps and training prepares personnel for plan activation in case of emergency. One of the more critical aspects of a plan is enabling employees, to work from remote locations and access critical information. If remote access is not included "business as usual" is impossible. The plan needs to be maintained and updated regularly to remain

current with changing system enhancements.

Data loss not only occurs when natural disasters strike, the most common being fire, but through deliberate sabotage such as viruses, or corrupted data by user or administrator errors,

Offsite Data Storage answers the requirements for computer storage media to be held at a location other than the building in which the original data is maintained.

One of the key benefits to your organization is, you don't need a huge budget to protect your data. The protection is very affordable regardless of the size of your Center. You decide which files and/or directories are to be backed up.

Another benefit, it isn't as time-consuming as older data storage methods like tape backups. Comparisons have been made and tape backups can take as much as ten times longer to process.

Still another benefit, your IT representative doesn't have to spend hours maintaining and updating another server along with making sure backups are completed accurately and efficiently.

Our Offsite Data Storage repository comes with server based software that runs in your facility. The data is encrypted to provide maximum security and helps avoid unintentional access, deletion, and file corruption.

Prevention of alteration of archived data

preserves the integrity of your data. The chain-of-custody and audit trail details accountability.

Administration settings allow you to select which computers and files/directories get backed up.

Our Offsite Data storage allows for both synchronous (offers the lowest recovery point objective and recovery time objective, long geographic distances renders this impractical) as well as asynchronous replication ( works across longer distances and is tolerant of WAN outages, but can range into hours because remote writes can lag significantly behind local writes).

Backing up data requires bandwidth, therefore most businesses schedule backups at the end of a slow shift when systems are being utilized the least.

To learn more, contact us at (865)686-0411 or email us at sales@geoconex.com

*Anyone who thinks people lack originality should watch them folding road maps.*

*Franklin P. Jopnes*

# This Issue our Spotlight is ON....

GreenLine Products. GeoConex is the southeast dealer for GreenLine Products. GreenLine Products produce 911 Marker Posts that have been rigorously tested to insure increased UV exposure outdoors will not cause the Marker to break or fade.

Effective identical 911 numbered markers helps reduce arrival times for EMS personnel, public safety and law enforcements officials.

The green post color blends aesthetically with the suburban or rural landscape, while the white reflective numbers are highly visible day and night. The 911 marker post includes a special anchor tab to help reduce theft and vandalism.

GreenLine products contain no glass, they are manufactured from just one flexible material throughout,



so they will not delaminate or separate upon impact. Bend them flat to the ground and GreenLine markers bounce back for more. There is no gradual deterioration or stiffness in windy conditions and can withstand a lifetime of freeze/thaw cycles.

They have been certified for use by a long list of local, state, and national test facilities, surpassing numerous performance standards.

- Made with post-consumer recycled, engineered plastic. Recyclable into itself and other GreenLine Products

Product features include:

- Highly visible in daylight or nighttime conditions

- Reflective numbers allows for easy identification from two directions
- Solid color throughout, will not fade from UV exposure
- High impact-resistant material
- Flexibility makes them safer than steel or wood marking posts
- Low maintenance long-lasting esthetics vs. wood, steel, or fiberglass
- Wide angle of reflectivity from emergency vehicle headlights
- Fast easy installation, needs no expensive installation equipment
- Free standing, locate addresses above brush, roadside vegetation, and snow
- Will not rust, rot, corrode, or become brittle

To learn more, contact us at (865)686-0411 or email us at sales@geoconex.com

## Today's Tips & Tricks brought to you by ...

our own Chris Taylor. Chris' Tips & Tricks focuses on an Editor or Viewer issue.

Has this ever happened to you?

You are working in Editor or Viewer. Then, without warning, you move the mouse to the side scroll bar to casually scroll up and.....THE SCREEN DISAPPEARS!!

What has happened ?

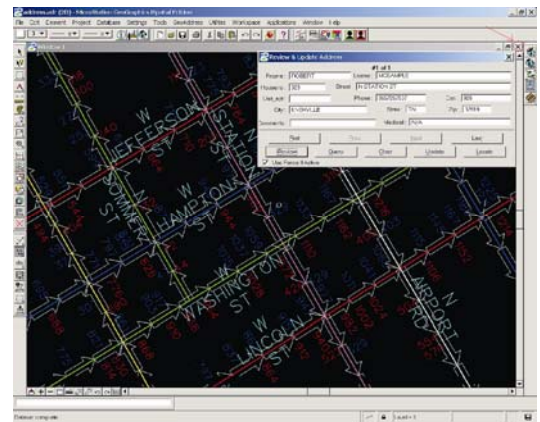
In the upper right corner of the map window, there is a "X" (see screenshot at right). It sits above the Up arrow on the

side scroll bar. What has happened is Window 1 has been closed.

Don't panic.

All you have to do now is look for the menu items (starting with File-Edit, etc.), find Window, click on it, go to Open/Close and choose 1. Now your map is back, just like you left it. .

Check back next issue for more Tips and Tricks.



## Words from Our Leaders...

2007 is coming to a close. We have all accomplished a lot in the past year, GeoConex and our customers as well. It really is amazing how fast time goes by.

At this time last year Craig and I were in the process of finalizing our decision to purchase GeoConex. As with any decision of this magnitude, many factors came into play.

In the end, our decision was one in which our relationships with you, our customers, played a large role. As I said, we have accomplished a lot in the past year, but none of it would have been possible without your loyalty and support.

We are very thankful to serve you as your vendor and we are very blessed to have gotten to know most of you personally.

We hope you had a wonderful Thanksgiving, we wish you a very Merry Christmas and New Year.

Ken Murphy

*Time is a companion that goes with us on a journey. It reminds us to cherish each moment, because it will never come again. What we leave behind is not as important as how we have lived.*

*Captain Jean-Luc Picard: played by Patrick Stewart, from the film "Star Trek: Generations"*

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*Your connection for life*



## Let's Hear from You...

We would really enjoy hearing from you. We're always interested in how we can better serve you. Record your thoughts and fax them to us at (865) 686-0046 or email us at sales@geoconex.com.

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### Contact Info

To better serve you, please let us know if our current contact information is the most up to date. If not, please complete the form below and fax or email the information to us.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

GeoConex® conveniently located in Knoxville, Tennessee, with surrounding offices in West Tennessee, Alabama, and Georgia. Our product line includes:

- Next-Generation Ready (NG)911 Cad*
- GIS Viewer (Dispatch)*
- Emergency Notification System*
- DataManager*
- Mobile Mapmaker*
- GIS Editor (Addressing System)*
- Incident Plotting*
- Automated Vehicle Location/Vehicle Monitoring System (AVL/VMS)*
- Records Management System (RMS)*
- Jail Management System (JMS)*
- Disaster Recovery*
- GreenLine Products*

Call us at (865) 686-0411 for more information