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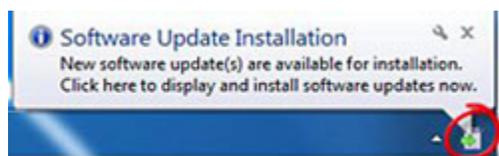
Technical Services explains Windows 7 software updates and Help Desk changes

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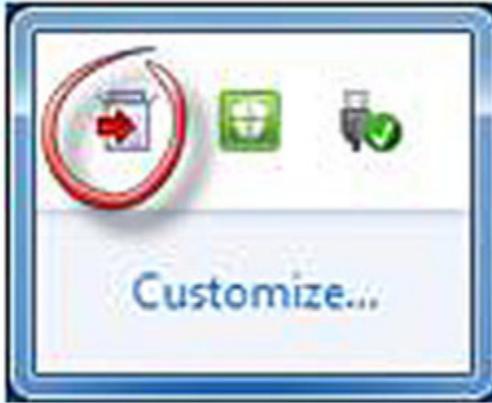
Software updates happen in two ways

To help ensure that our software is current and DNR's computing environment is secure, the Bureau of Technology Services (BTS) pushes software updates to department computers in two ways. Below are the two different scenarios under which you'll see updates:

When you see this message pop up



it means that **Windows 7 and Office 2010 security patches are being automatically pushed** (delivered) **to your PC.**



When the updates are complete and a reboot is required, the icon in the notification area will change to include a red arrow, indicating that an action is required.

You'll also receive the following notification:



Click "Restart Now" on the "Software Updates Installation Progress" window to re-start your computer and complete the update process.

When you see this message popup



it means that **software updates are automatically pushed to your PC via Run Advertised Programs.**

Note: How long it takes to run the updates depends on how many and what the updates are, as well as the speed of the network at your location. Also, updates often require that you reboot your PC for the updates to take effect. Because of these factors, BTS recommends that you schedule the updates to run overnight, i.e., start them just before leaving for the day and leave your PC on overnight.

There's no need for you to do anything, as these updates will occur automatically.

If you want to run these updates manually, however, to help alleviate network performance issues, click here for step-by-step ["Software Update Instructions."](#)

Help Desk moves from Windows 7 specific support to general support

The Help Desk will move from Windows 7 project support to regular Help Desk support for

department staff. For example, during the Windows 7 migration:

- **The purpose of the Help Desk during the Windows 7 deployment project:** Acted as the primary point of contact for issues, questions or training.
- **Help Desk tickets:** Help Desk staff completed approximately 750 tickets during the migration and resolved the following top issues:

*Office 2010 Training, e.g. "How do I.....?"

*Reconfiguring Outlook for e.g. missing calendar and email data

*Checking and installing manufacture-compatibility software, e.g. video and audio drivers

*Connectivity, e.g. connecting to network or email exchange

References for future training for Windows 7/Office 2010

- Agency knowledgebase/training: "[Welcome to the DNR Windows Site!](#)"
- Technical references for support staff: "[IT Shop Talk \(Win7\)](#)"

Support for Windows 7/Office 2010 moving forward

Contact information

- Phone number: 608-266-3694
- Email address: DNRDLITHelpdesk@wisconsin.gov

Support

Continued Windows 7 operating system, Internet Explorer 8, Office and Outlook 2010, VPN, Live Meeting and Smart phones/Tablets and future projects.

Points of contact

- Technical support staff: [central office ITC or regional RIMS](#)
- WI Help Desk (DET): 608-261-4400 for password resets, account lockouts, after-hours support, or as directed by support staff
- DNR Help Desk if your ITC or RIMS isn't available: The phone number 608-266-3694 should be used for general PC support (Windows 7, Office 2010, VPN, Live Meeting, audio/video, mouse/keyboard, etc.) and for cellular phone/tablet support.



Coming Soon...2013 Compliance Calendar for Gasoline Dispensing Facilities

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Owners and operators of Wisconsin gasoline dispensing facilities soon will receive the "[2013 Compliance Calendar for Gasoline Dispensing Facilities.](#)" Arriving in early January, the calendar will

serve several purposes.



The cover of the "2013 Compliance Calendar for Gasoline Dispensing Facilities" features an historic photo of a gas station in Chippewa Falls. Photo courtesy of State Historical Society

DNR's Small Business Clean Air Assistance Program uses the calendar as a compliance tool to help gasoline facilities comply with environmental regulations. The calendar actually serves several functions including providing factsheets summarizing regulations, highlighting regulatory changes and providing space for record-keeping. If kept on file for five years, the calendar can serve as the owner's/operator's official record.

Recipients should pay special attention to the calendar factsheets. The 2013 calendar highlights some important regulatory changes that they'll want to know about.

New this year, Wisconsin gas stations using Stage II vapor recovery systems to meet ozone nonattainment requirements now have the option to decommission their Stage II systems. Of special note, however, is that those facilities that don't decommission Stage II systems still are required to maintain their Stage II systems according to the original requirements. Owners/operators should review the NR 420 factsheet portion of the calendar for more information.

Prior to receiving the 2013 calendar, owners/operators can use the 2012 version, which goes through January 2013, to eliminate disruption of their records.

If you hear that an owner/operator of a gasoline dispensing facility hasn't received their 2013 Compliance Calendar by mid-January; would like to request additional copies; or has any questions, you can direct them to contact the Small Business Clean Air Assistance Program by phone at 1-855-889-3021 or by email at DNRCleanAir@wisconsin.gov.



Around the state...DNR employees shine

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Central office success story

Chris (Welch, web master in the Office of Communication): "I just wanted to formally thank you for helping with the web situation Friday. It was nice to know that you were there to help and HELP YOU DID!

"I was not in front of a computer (travelling to the funeral), so I was not able to see what

was going on. I am so glad that it was as well written as it was. Goes to show how thorough we are and how your leadership has helped us plan for whatever may come up! I feel with every ounce of my being that this is a great team and look forward to getting to know the new DWCs (division web coordinators) to continue this great team work. Thank you again.”

Tia Kropf-Beringer, Land Division web coordinator

Southeast Region success stories

- Congratulations to Conservation Warden **Sean Neverman** from the City of Port Washington Fire Chief Mark Mitchel: “I would like to thank you for assisting our department during the search and recovery efforts of a 15-year-old drowning victim, during the Labor Day weekend. Although the victim would not be recovered until September 6, it is comforting to know that assets, such as your boat and equipment, are made available to neighboring fire departments in their time of need. Please accept my deepest appreciation for a job well done.”
- Congratulations to Hydrogeologist **Mike Zillmer** for his article on diversity which ran in the “MyDNR Digest” ([“Celebrating diversity in Wisconsin and at DNR”](#)) last week (December 13). This is a great article that highlights not only our cultural diversity, but also the wonderful programs and events held here in the Southeast Region.



Secretary Stepp comment’s on judge’s ruling on tribal night hunting

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Editor’s note: For a recent media account on Judge Barbara Crabb’s decision on tribal deer hunting at night, read [“No tribal ‘off-rez’ night deer shining, for now”](#) published in the December 27, 2012 issue of the “Wisconsin Outdoor News.”

Secretary Cathy Stepp's comments:

The Department of Natural Resources is pleased with U.S. District Judge Barbara Crabb’s decision that Wisconsin Chippewa tribes overstepped their authority when they issued the authorization for hunting deer at night with lights without state approval. The DNR Secretary, the department and the State have maintained that the process established by the courts and the parties must be followed. The State will continue to work in good faith towards resolving the numerous issues surrounding the State’s management of natural resources within the ceded territory and their potential overlapping impacts with the Chippewa’s treaty-established rights to self-regulate their own harvest.

Judge Crabb summarized well what the State’s primary concern has been all along:

“To grant plaintiffs’ request, I would have to conclude that plaintiffs are permitted to amend a judgment that is more than 20 years old without a stipulation from defendants or approval from this court. Not only is that view untenable, but the consequences of adopting it could be perilous. One of the primary reasons for the creation of courts is to prevent the dangers that often accompany self-help remedies such as plaintiffs’ November 2012 order. Settling disputes by negotiation without court intervention is ideal for all the parties involved, but when negotiation fails, the parties must come to court (or submit to arbitration) to resolve the matter. The proper response cannot be for each side to decide on its own what the law permits, particularly with an issue like this one that involves public safety concerns. In these circumstances, it is essential that the parties exercise restraint and use the proper channels

to resolve their dispute.”

We will continue to work with the various Chippewa Bands on this and a host of other difficult topics. This approach is consistent with what Judge Crabb suggests in her decision:

“In making this determination, the parties should keep in mind that a motion under Rule 60(b)(5) is a request for equitable relief, which means that I may consider whether the parties have exhausted their good faith efforts to agree on the scope of any amendment to the judgment before I step in to resolve a particular dispute. *Farmer v. Brennan*, 511 U.S. 825, 847 (1994). A review of the parties’ negotiations leading up to the recent motions suggests that there remains a significant possibility of an agreement between the parties. Now that the current hunting season has been removed from the table, I encourage both sides to work together in the coming months to draft a joint motion to modify the judgment in a way that adequately addresses defendants’ safety concerns and provides due respect for plaintiffs’ treaty rights.”

Footnote: This column by Secretary Cathy Stepp was released on December 17, 2012. Read story in the December 18 Wisconsin State Journal [“Judge blocks Chippewa’s night deer hunt.”](#)



Lean team studying DNR GEF 2 mailroom operations

By: Kevin Huggins, Bureau of Customer Service and Outreach

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If you’re a regular “MyDNR Digest” reader, you’ve seen stories about DNR’s Lean initiative, such as the one run on September 6, 2012, [“Achieving new goals with the first Lean Government initiative.”](#)

Earlier this year, the Department Leadership Team decided to try a business-tested approach called “Lean Six Sigma.” This systematic approach uses data and teamwork to improve the speed and consistency of a process by eliminating waste and variation. It’s all about finding better ways to do things.

One of two [projects](#) in the Division of Customer and Employee Services is applying Lean principles to the operation of DNR’s central office mail room. The project team is seeking ways to streamline mail distribution while maintaining customer satisfaction, and it expects to complete its findings and recommendations by February.

The scope of this project includes reviewing the outgoing mail process, internal mail delivery, and preparation of mail to be shipped. Team members include **Diane Greisinger**, Office of the Secretary; **Ellie Puccio**, Bureau of Science Services; **Ellen Corso**, Office of Communication; **Winston Piotrkowski**, Bureau of Customer and Outreach Services; **Terry Westby**, Bureau of Customer and Outreach Services; **Kathy Mather**, Bureau of Forestry Business Services; and **Kevin Huggins**, Bureau of Customer and Outreach Services and project leader.

Footnote: *Kevin Huggins is quality assurance manager in the Bureau of Customer and Outreach Services.*



Links of interest...don't miss them

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- **Title & link:** ["Wisconsin Outdoor Fun" trail camera](#)

Description: The webmaster at "wisconsinoutdoorfun.com" sent in this link to a trail camera gallery. Mills Fleet Farm sponsors a contest at this site. Also, be sure to check out the link to a photo gallery titled "DNR: Top ten wildlife stories of 2012."

- **Titles & links:** ["Deer Oaks Employee Enhancement Newsletter December 2012"](#)

["Deer Oaks Supervisor/HR Newsletter December 2012"](#)

["Lifelines, Information for your life"](#)

Descriptions: This month's employee newsletter discusses holiday blues, travel screening tips, a flu shot reminder, exercising to improve your mood, and much more.

In this month's supervisor's newsletter topics include overcoming indecisiveness and common questions from supervisors about employee issues and employee assistance program referrals.

Deer Oaks publishes its first quarterly newsletter "Lifeline, Information for your life" this month. Learn more holiday travel tips, how to be safe on campus, and suggestions for a fun first date.

- **Titles & links:** ["Wheeler Report: Assembly Committees"](#)

["Wheeler Report: Senate Committees"](#)

Descriptions: Learn the names of Wisconsin Assembly and Senate committees, committee chairs and committee members, including those serving on committees that will review DNR-related bills.

- **Titles & links:** ["General Recreation" videos](#)

["Recreation Safety" videos](#)

Description: If you're going to live in Wisconsin, you'd best find something fun to while away the time during the winter. Just in time for the snow recently dumped on much of Wisconsin, Public Affairs Manager **Lisa Gaumnitz** has placed a number of videos, many created by Video Producer **Mary Farmiloe**, into playlists. On both lists you'll find fun and safe activities to get you out of the house and enjoying our winter wonderland.

- **Title & link:** ["The Good Ol' Days are Back:" The Revival of the Potosi Brewery"](#)

Description: The National Association of Development Organizations (NADO) recently published an article on the comeback of the Potosi Brewery in southwest Wisconsin. DNR-managed brownfields funds played a part in the restoration of this site, dating back to 1852. NADO writes about "small communities that have embraced creative economic development

strategies." You can find more about DNR's work on this redevelopment project at "[Potosi Brewery](#)" on the department's website.

- **Title & link:** "[Census Bureau Reports Hunting, Fishing and Watching Wildlife Up 3 Percent from 2006 to 2011](#)"

Description: This is one of the oldest and most comprehensive surveys of outdoor recreation ever conducted by the U.S. government. Announced on December 20, this report is released on behalf of the U.S. Fish and Wildlife Service and the Association of Fish and Wildlife Agencies.

DNR internal program newsletters

To better keep you updated on the work and happenings of the various department programs, this standing feature brings their internal newsletters to you. At this time, this list is incomplete, so be sure to check back for the addition of other newsletters.

Note to newsletter editors: Each issue of the "Digest" will include links to program newsletters. Be sure to submit new issues of your newsletter to [Diane Brinson](#), who will update the "Standing newsletters."

- "[The ForesTREEporter, December 21, 2012](#)"
- "[AWARE December 2012 Air, Waste and Remediation & Redevelopment](#)"



Helmets, trails, carols and laughs make pre-Christmas chat jolly

By: Joanne M. Haas, Office of Communication

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After all, it is the holiday season...the season to laugh.

In the middle of the Friday, December 21 online chat about everything snowmobiles with a Bureau of Law Enforcement-led experts team came the seasonal question that had nothing to do with the power sled, but turned up the laugh meter and ignited a poll.

"What's your favorite Christmas song," asked a participant. It didn't take long at all for the five panelists to answer. On the panel for this chat were Warden **Gary Eddy**, ATV/Snowmobile administrator, who led the team from the central office. Joining from the field via conference call were Recreational Education and Enforcement Section Chief and Warden **Todd Schaller**, who had attempted to drive to GEF 2, but got stuck in an ice boulder drift so joined from home; Warden Supervisor **Dave Walz** and Warden **Tim Ebert** from their Minocqua area office; and, Trail Grants Manager **Diane Conklin** of Community Financial Assistance from her Barron County base.



Warden Gary Eddy and Ryan Marty prepared for the online chat about snowmobiles. DNR Photo

Back to the holiday song question. The first to answer was Warden Ebert with a longtime favorite "Jingle Bells." Schaller told the chat he was an old school traditional and picked "White Christmas." Diane Conklin, the proud owner of four dogs, said hers also was "Jingle Bells," but the dog version. Eddy said it was Bing Crosby singing "I'm Dreaming of a White Christmas," and was momentarily shocked that he and Schaller had the same favorite. And the Cadillac answer came last from Walz who said, without hesitation, "Grandma Got Run Over by a Snowmobile." Walz's poetic license with the title of the famous song prompted this reply from one participant: "You guys are awesome."

Office of Communication technical expert **Ryan Marty**, who makes sure each chat runs on time and smoothly, took the answers and created an instant poll for chat participants to rate. The clear winner? "Grandma Got Run Over by a Snowmobile." No surprises there. Tied for the distant second was "Jingle Bells" (the dog version) and "Other." And tying for third, the traditional "Jingle Bells" and "White Christmas."

Warden Eddy kicked off the chat at 11:16 a.m. and signed off two hours and nine minutes later. The questions covered helmets, trails, clubs, where drivers can operate snowmobiles, equipment and more. The questions were good and served up a lot of valuable information snowmobile enthusiasts can put to use immediately in light of the recent major snowstorm that hit roughly two-thirds of the state.

As usual with the chats, Marty helped keep things moving by running a few polls in addition to the song survey. One asked how many snowmobiles were in the household. Twenty percent answered they owned five or more, while 30 percent answered each category of one and two.

Another poll asked about membership in a local snowmobile club. Nearly two-thirds of the chat participants said "no." And, another poll asked where they were from, the majority answered from northern Wisconsin; western was second; and the rest of the state was tied for third.

Some early statistics:

- One hundred and fifty-three participants viewed the chat.
- Staff answered 48 questions.
- From start to finish, the chat lasted two hours and nine minutes.

And, as Marty reminded everyone, each chat has enjoyed an increase in audience reach thanks to those who were unable to join the chat in progress, but who were able to return to read the transcripts.

Footnote: *Joanne M. Haas is a public affairs manager who works with the Division of Enforcement and Science.*

