



# NEWS BYTES

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TRILLIUM Consulting

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Volume 16, Issue 1

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### *Trillium's Mission:*

“Helping organizations use technology to accomplish their business goals.”

## Announcing our New Website

If you haven't visited our website recently, we hope you will be pleasantly surprised when you do.

We've updated our site to include additional information on project management, process analysis, and other consulting services. We've also revamped our training schedule and course descriptions.

[www.trilliumconsulting.com](http://www.trilliumconsulting.com)



## In This Issue...

In our last issue, we began a series of articles on planning and implementing a wireless project.

On page 3 in this issue, we continue this series with information on managing devices and security for your wireless implementation. In future articles, we will

address training, applications, and other concerns that might impact your mobile workers.

Please contact us if you would like to discuss how a wifi project might improve efficiency for your mobile workers.

[www.trilliumconsulting.com](http://www.trilliumconsulting.com)

## Trillium Consulting Celebrates 15<sup>th</sup> Anniversary

In 1989, gas cost 97¢ a gallon, the Berlin Wall came down, and Quantum Computer Services named its new online service “America Online.” Intel released its 80486T processor running at a lightening fast 25Mhz, and the first 486 computer went on sale – for about \$12,000. Maxell marketed the first 5.25” 10Mb floppy disc and Hewlett Packard introduced the LaserJet III printer, the first printer with font cartridges so that several fonts could be selected. Windows 3.0 was released, and WordPerfect 5.1 and Wordstar were competing for the lead in the word processing software market.

During the same year, Trillium Consulting began as a small IT training and consulting firm offering PC training classes to corporations in the Seattle area. Over the past fifteen years, Trillium has grown into one of the largest independently-owned and woman-owned consulting and training firms in the Pacific Northwest.

“Fifteen years is a lifetime in the Information Technology industry. We have long-term, established relationships with our clients, and we focus on maintaining the flexibility and vision that brought our clients to us in the first place,” said Debbie Dingerson, Principal.

“With our expertise in IT project management, consulting and training, we can meet our clients’ specific business needs, now and in the future. We’re proud of our success, and we thank our clients and our employees for making it possible,” said Carla Page, Principal.

Today, Bellevue-based Trillium Consulting helps clients effectively implement information technology solutions by providing a variety of services related to IT planning, support, and education. Trillium specializes in the deployment and support of server and desktop solutions, with particular strength in end user IT training. ♦

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## Excel: Sharing Workbooks

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If you have multiple people who need to access or edit an Excel worksheet (Excel 97 and higher) simultaneously, you can create a shared workbook.

To create the shared workbook:

1. Enter and format all of the data that needs to be present in the workbook.
2. Click on **TOOLS, SHARE WORKBOOK**, then click on the **EDITING** tab.
3. Select the **ALLOW CHANGES BY MORE THAN ONE USER AT THE SAME TIME** check box, then choose **OK**.
4. Click on **FILE, SAVE AS**, then save the workbook on a network location.

All users with access to the network share have full access to the shared workbook, unless you use the **TOOLS, PROTECTION, PROTECT SHEET** command.

Each time you save the shared workbook, you're updated with any changes that others have saved since the last time you saved. If two people are editing the workbook at the same time, and try to save changes to the same cells, a conflict resolution dialog box appears that allows you to decide whose changes to keep. ♦

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## InfoPath and XML: A New Paradigm for Gathering Data

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The Microsoft Office 2003 Systems isn't just a collection of standalone products and tools anymore. Microsoft's newest Office release is truly an integrated "system" of tools comprised of core Office client applications, standalone applications, server products, and web services tools.

Within the Office System, XML provides the foundation for collaboration, allowing for the connection of information and business processes across the organization. While XML is not new, Office 2003 brings it to the desktop. Office applications including Visio, Excel, Word, Access, InfoPath, and FrontPage support the use of XML. This support enables end users to save their data separately from the form in which it is displayed, allowing it to be used not just by other people, but also by disparate applications, systems, and programs.

InfoPath is the first application built completely on XML from the ground up and is solely designed for the purpose of information gathering. InfoPath allows data to be gathered flexibly and efficiently in dynamic forms, which means you can effectively share, reuse, and repurpose information throughout your team or organization. InfoPath can be used to create many different types of forms, from new employee forms to asset tracking forms to product catalogs.

When a user completes a form, the data is then saved as an XML file. From that XML file, different applications can extract some or all of the data from that file or aggregate data from several different files. One person might generate an Excel spreadsheet to calculate the data in a form, while someone else might bring the same data into Access to run complex queries. InfoPath can also be used as a more user-friendly, front-end interface for Line of Business Servers, such as SAP and Siebel.

As the amount of information generated and used by an organization grows, it becomes more difficult to manage, and the old paradigms for dealing with it breaks down. A well-designed XML-based information management solution that uses InfoPath and SharePoint establishes a new paradigm for the organization based on three key ideals:

- All information is the same.
- All information is therefore like all other information.
- Users should be allowed to find, access, and work with information based on criteria they define, not on criteria established by the tools they use.

The data that InfoPath collects is just ones and zeroes. When put into a form that can be easily searched, used, and shared, it becomes *information*. And that information is a key asset for any corporation.

Please contact us at 425-957-4649 if you would like to arrange a presentation on using InfoPath, XML and SharePoint in your organization. ♦

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# Managing a Wireless Network

## Security, Virus Protection and Managing Assets

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In today's business environment, mobile workers need access to the right information at the right time using the right technology. A wireless network can give employees this access to information from virtually any location, but how do you know you are correctly managing the technology? What about considerations such as security, virus protection, and asset management? Before you expose your corporate data to the airwaves, make sure you have addressed new policies and technologies for securing and managing your mobile devices.

Managing a wireless network isn't that different from managing a standard corporate network. As with your corporate network, security is a primary concern. With a wireless network, however, a laptop or PDA is often used, and the chances of it being lost or stolen are higher than with desktops. When planning for the deployment of a wireless solution, there are three major security considerations. The first is controlling access to the data stored on the device. The second is how to secure the data that might be stored on the device. Finally, the third is how to determine the security requirements based on the applications used by the organization's business units.

The first layer of *security* for mobile workers is access control. Requiring mobile workers to enter a password and a personal identification number (PIN) in order to access corporate data or email remotely can help prevent unauthorized access. Several of our clients, for example, implemented a two-factor authentication using RSA SecureID tokens. Even with passwords and PINs, data stored on a device could become accessible to unauthorized users if a laptop is stolen or if a Pocket PC storage card is removed from a device and inserted into another. To ensure additional levels of security, investigate an encryption product to accompany password protection. It is also important to ensure that data stored on the devices is secure during transfer via the internet.

Access to applications is another important layer in security. The level of security needed for each application can differ. Email functionality may need medium levels of security, while financial or other company-sensitive information may need higher levels of protection. Work closely with your business units to identify security requirements based on the applications they use and to ensure that your security plan meets the needs of the organization.

*Virus protection* is also important for a wireless network. When users connect to personal email accounts, it is possible that viruses could be inadvertently downloaded to the mobile device, and a virus can be designed to attack the corporate network to which the device connects. Third party management systems can protect against this through standard measures already implemented to protect the corporate network.

Finally, make sure you have *a plan to manage both devices and software for your wireless network*. Most organizations have effective processes to manage software updates on their in-house assets using; for example, SMS. Mobile workers, however, often don't have a fixed schedule for returning to the base office, where updates most often take place. Have a plan to track the location and condition of mobile devices, and devise procedures to support them remotely.

Management of a wireless network and mobile workers isn't just a line on a project plan with a start date and end date. Rather, this management is an ongoing effort, with processes and policies that must be incorporated into your organization's overall security, virus protection, and asset management policies. ♦

*Next Issue: Preparing Your Mobile Workers for a Wireless Solution.*

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# Troubleshooting “Char” Styles in Word 2002

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Some clients who have upgraded to Office 2002 have reported that styles in documents unexpectedly change to the same style name, but with the word “Char” appearing once or more at the end of the name. Here are some tips that may be useful in preventing the frustrating issue of “Char” formats:

- Install Office 2002 SR-1 or higher.
- Don’t select just part of a paragraph before applying or modifying a style. Either select *all* of it (including the ending paragraph mark) or none (just leave the cursor in the paragraph with no selection).
- Turn ON the option “Prompt to update style” in the **Tools, Options, Edit** command to prevent unexpected style changes.

To clean up a document with Char styles:

1. Create a backup copy of the document.
2. Choose **Format, Styles and Formatting**.
3. Choose **Available Styles** from the Show drop-down list at the bottom of the task pane.
4. For each “Char” style in the list:
  - a. Right-click and choose **Select All “X” Instances**, then click on the name of the non-Char version of the style to apply it. Repeat this step until it says **Select All: Not Currently Used** when you right-click.
  - b. Right-click again and choose **Delete**, then choose **Yes** to confirm deleting the style.
5. Print preview your document to check for unexpected formatting changes, then save it. ♦

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