culture

strategic planning

diversity

value

resident focused

efficiency

Franklin County Data Center

maintaining

technology solutions

growing

planning

people driven

forward thinking

future focus

strategic

efficiency

fiscally responsible

inclusion

Franklin County, Ohio

2022 Annual Report

Auditor Michael Stinziano, Chief Administrator

Adam Frumkin, Chief Information Officer

A MESSAGE FROM SECRETARY STINZIANO

As your Franklin County Auditor and the Secretary of the Franklin County Automatic Data Processing Board, I am proud of the innovative technologies and high-quality digital services that the Board delivers to the agencies, residents, and businesses of Franklin County.

Together with Chief Information Officer Adam Frumkin and members of the Data Board, your Franklin County Data Center has implemented initiatives that will benefit the people of Franklin County for many years to come.

Over the past year the Data Center has continued to accomplish many important initiatives that have replaced legacy systems with modern, secure technology services for the residents and businesses of Franklin County. Their customer-focused team brings innovation and promotes a modern environment for the use of future digital services.

The Board has nimbly deployed technology services in the wake of the pandemic, allowing a county workforce of more than 5,000 to perform in a secure and stable environment both in the workplace and remotely.

The Data Center also continues to work with the Franklin County Digital Equity Coalition to promote high-quality broadband access for all county residents, an inequity that was brought to the fore during the recent pandemic. The coalition's work promotes economic and social opportunity for the households that don't have broadband access or rely on cellular services for the internet.

As we enter 2023 I look forward to another year of cutting-edge, award-winning digital innovations and outstanding technological solutions to serve the residents, agencies, and businesses of Franklin County.

Why

By providing exceptional technology solutions, agencies can provide better services to the residents and businesses of Franklin County

How

Our Technology will focus on business needs and be reliable, secure, and cost-effective

What

We provide cost-effective, business-driven technology solutions backed by a reliable and secure IT infrastructure

Data Center team building event October 2022

A FOCUS ON THE FUTURE
ADAM FRUMKIN, CIO

As the year came to a close, it was obvious that the Data Center had once again accomplished more than we expected. We have moved at a staggering pace since 2019 to offer more countywide solutions through modern technology and expand our services to partner agencies. After evaluating what led to our past success and what would be needed for future success, we decided in 2022 to focus on our culture and people.

Our success is attributed to our resident-first focus. We continually look for ways to provide better services to our partner agencies and, ultimately, to the residents and businesses of Franklin County. We understand that our partners and community deserve modern, efficient, and secure technology services that meet their needs to thrive.

Our success is also based on the dedication of our team and the importance we place on each team member, including the diversity they add to daily challenges and solutions. We promote a culture of trust and provide what each team member needs to be successful. In return, our dedicated team can focus on innovation, improving our technology systems, and moving Franklin County forward in a technology-focused environment that retires legacy design and systems and promotes a modern environment for future services.

Franklin County has been recognized as one of the top 15 metropolitan areas for technology growth and, in 2022, experienced the third-highest average tech salary increase in the country. To attract and retain the most talented, experienced, and dedicated staff, we will continue to focus on our culture, knowledge development, and celebrating the many different experiences and viewpoints each team member brings to our organization.

I remain personally proud of our dedicated team as we continue to focus on the future - strengthening our core services while providing exceptional service.

People – Our Most Valuable Resource
Kassy Franz, Chief People Officer

Since 2019 The Data Center has been in overdrive. We have more than doubled the services provided to our partner agencies, collapsed a major stand-alone domain into our Franklin County Data Network, increased our compute, storage, and backup systems by more than 30%, and responded to a worldwide pandemic by moving over 5,000 employees to a secure and stable environment enabling them to carry out the vital work of the County.

But we knew that pace could not be sustained. During those four years, our people dedicated themselves fully to the success of Franklin County technology. They had sacrificed time with their families and personal development to ensure our success.

We knew we had to strategically allocate resources and focus on our most important resource. Our people. Without them, we could not continue our success.

We showcased each person's value to our culture and our success. We worked with team members to ensure they had what they needed to bring the greatest value to our organization, resulting in 91 new professional certifications in 2022. We focused on trust, communication, and teamwork, investing in an all-day team building and collaboration event and encouraging fellowship during lunchtime potlucks, DEI conversations, and an after-hours Clipper game. These events allowed us to learn about one another and celebrate the diversity of knowledge, experiences, and ideas that our team brought to the obstacles and decisions we face daily.

We implemented a Corporate Social Responsibility program that encourages volunteerism, community engagement, and giving back to the county, residents, and businesses we support. Our team members participated in the Operation Feed and Combined Charities campaigns, NAMIWalks 2022, and the Stowe Mission Giving Tree. They volunteered at the Mid-Ohio Food Collaborative and the Franklin County Animal Shelter.

We knew this new focus was successful when 7 of the 20 new hires came from referrals of our current staff, and 23 team members were promoted in a single year. As the Data Center's Chief People Officer, I will continue to focus on our most valuable resource in 2023 and beyond as a vital component of our success.

Volunteering at the Franklin County Dog Shelter & Adoption Center

Data Center Core Values

PEOPLE: We understand that our most important resource is our people.

OPERATE: We operate in a transparent and professional manner built on trust, respect, unity, and honored commitments.

RELATIONSHIPS: We invest in collaboration and partnership by dedicating resources, time and effort to building lasting relationships with our partner agencies.

RESPONSIBLE: We are good stewards of our resources and are accountable to one another.

CHARACTER: We recognize great personal character as well as work results, understanding that "how we do it" is as important as "what we do".

FOCUS: We understand that information technology is evolving. We continually seek improvement and implementation of industry best practices.

DIVERSITY: We embrace Diversity and inclusivity as key components of our success.

A Message from the DEI Committee
Melissa Peoples, Co-Chairwoman

The Diversity, Equity, and Inclusion (DEI) effort continued throughout 2022 with the focus of building on the Data Center's core values; we will promote and celebrate diversity, equity, and inclusion. We are committed to building a team that recognizes, educates, and embraces each other as we move towards unity." The DEI champions have continued building upon our agency's education and awareness to grow and mature in this space.

The Data Center held DEI talks that provided a space to discuss recent events, learning opportunities and express thoughts. During one presentation, our brave team member shared a personal experience related to mental health and brought us a call to action! We had the opportunity to support that team member by promoting and attending the NAMI (National Alliance on Mental Illness) walk in honor of her loved one. It was an experience to see and learn more about some of our Franklin County partners that aid those mental health needs and impact the ongoing mental health crisis. We just began to scratch the surface of Neurodiversity and mental health awareness, and we plan to tackle these topics further in the upcoming year.

We continued producing a bi-monthly DEI newsletter highlighting DEI-related events and news, historical facts, and upcoming DEI initiatives. The year concluded with a cultural survey where the majority of employees participated in giving critical and meaningful feedback surrounding topics in which our team would like to grow.

We are excited and committed to addressing those topics to create the best workplace for all in 2023!

2022 Highlights

Technology is an essential part of almost every service provided to the residents and businesses of Franklin County. Today, residents, businesses, and partner agencies have immediate access to almost any information needed, tasks can be performed faster, and communication is better. But with this convenience, comes a large responsibility for the Data Center to securely maintain an environment that has more than doubled in five years, respond to the growing demand for technology with new services and expanded capacity, and develop a strategic roadmap for the future. The year was busy and exciting as we responded to meet the demand for maintenance, expansion, and planning.

2022 was a year of great expansion in our network, compute, storage, and backup & recovery infrastructure to meet the growing reliance on technology. We partnered with agencies, courts, and boards to complete complex projects like the consolidation of the Auditor's infrastructure into the County's enterprise domain, the design and deployment of the Clerk of Court's mobile application and dealer portal, and the upgrade of the Auditor's Enterprise Resource Planning (ERP) Accounting system. The security team implemented three new technology security programs, deployed upgrades to the Secure File Transfer (SFT) solution, and updated the Identity Federation and MultiFactor Authentication platform for risk reduction. Finally, the team deployed 13 new Microsoft Team rooms to facilitate efficient remote meetings between parties, including between the Public Defender's Office and their clients housed at the Franklin County jail.

During 2022 We Completed

15,336	Partner service requests
8,632	Planned technology tasks
252	Technology procurements
110	New initiative projects
174	Security reviews of new technology

Maintaining the current environment was also a priority in 2022. The Data Center continued the project to upgrade Microsoft server and SQL environments and the applications that reside on them. A project began to modernize the network infrastructure at over 34 locations, with three locations vital to Sheriff's Body-Worn Camera project completed. The web content-management system underwent vital upgrades, security and performance patches were regularly deployed to all servers and end-point devices, and the entire environment is continuously monitored and secured to reduce the risk of a cyber security event.

The Data Center is also always looking to the future by consistently reviewing and updating the 3-5 year technology hardware and software roadmaps, prioritizing projects and tasks based on Ohio Revised Code requirements and our community's needs, and working with the Office of Management and Budget and our partner agencies to review annual budgets, and IT plans to offer recommendations and facilitate collaboration between agencies.

	Our 81 Team Members Support & Maintain
1	Franklin County Data Network
2	Data Centers
2	Enterprise compute platforms
2	Internal storage clouds
3	Elections supported
3	Enterprise content management systems
44	Partner Agencies, boards, and offices
100	Databases
350	Applications
600	Servers
1,125	Web pages
2,500	Network devices
4,000	Employees
7,000	End-point devices
1.3 M	Residents

1. Consolidated the data storage environment into one platform. The consolidation retired two less reliable, costly solutions creating an efficient and highly available internal cloud storage environment
2. Designed and hosted the 2022 State of the County Report
3. Working together, the Security, Cloud Services, Application Development, and Infrastructure Server Engineering teams implemented a new web management and security tool to increase the efficient management of the web environment and reduce the risk of a security breach
4. Deployed a more effective Virtual Private Network (VPN) solution to establish a protected network connection when externally accessing the Franklin County Data Network. This connection is a vital tool allowing County employees to access the network securely from almost any location while reducing the risk of a bad actor accessing the network
5. Provided updates and enhancements to the Franklin County Justice System, including the Auto Scheduling project, the eFiling module, Civil Service Code, Year End Ceiling Report, and printed reports.
6. Deployed a modern Certificate Authority environment to ensure internal application communications are encrypted and secure
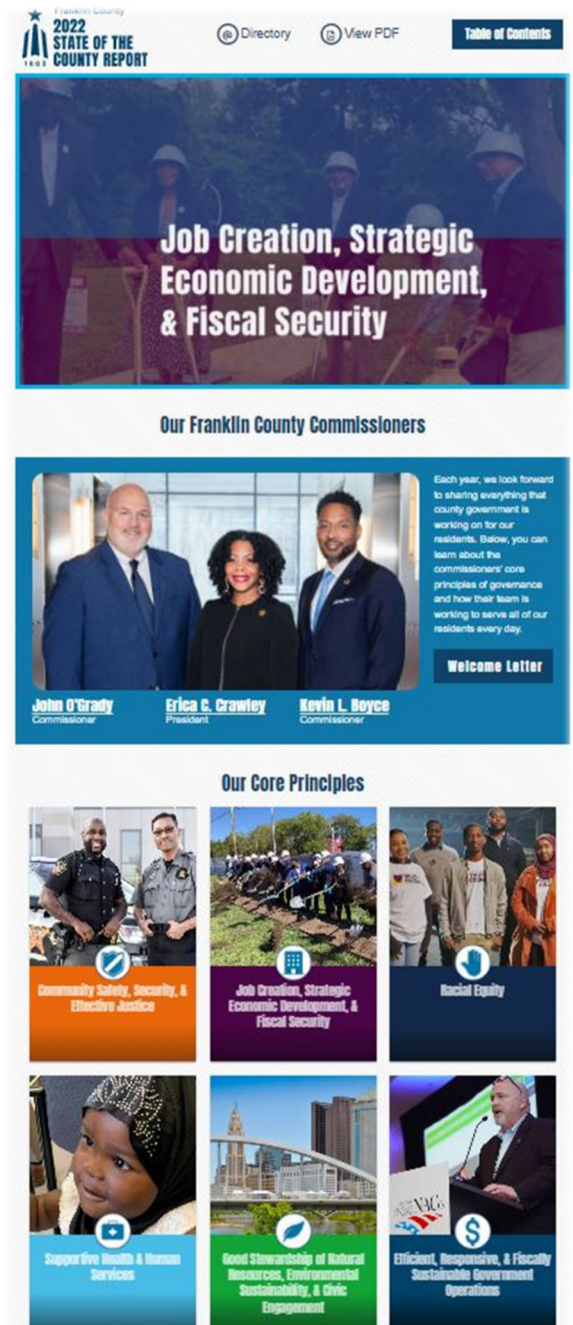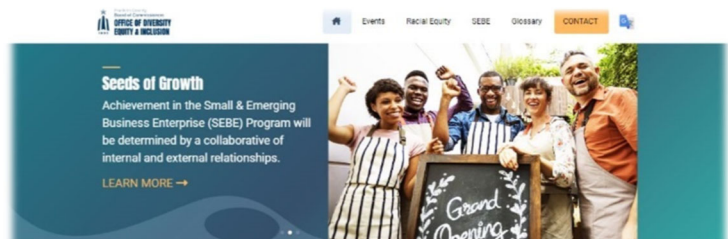
7. Partnered with the Job & Family Services and the Commissioner's Office to design and deploy web pages to promote the Franklin County RISE program
8. Participated in the ADAMH Crisis Center planning meetings for future technology needs
9. Partnering with Franklin County Justice Policy and Programs and the City of Columbus, our Data Analytics team provided valuable analysis for a project to address domestic violence in our community
10. Designed and deployed the Auditor's Annual eTax report
11. Designed and deployed reports with the OnBase Content Management System for Child Support Enforcement Agency, including DIP and external AFKS. Updated the Document Import Process (CIP) system to increase efficiency
12. Partnered with the Sheriff to design the infrastructure and security for the Computer Aided Dispatch (CAD) 911 system and the Body-Worn Camera project
13. Designed and deployed technology to successfully operate the nonprofit Café Overlook in the Franklin County Office Tower. The technology included security firewalls, access points, switches, internet, and WiFi services
14. Partnering with the Secretary of State and the Franklin County Board of Elections, performed pre-election security technology preparation and stress testing, ensuring a fair and secure election process
15. Enhanced the Auditor Real Estate eAlert solution
16. Produced and deployed a new endpoint local administration credential management system to increase cyber security and reduce risk
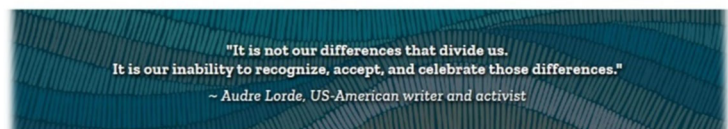
17. Enhanced and expanded the point-in-time data backup and recovery system, providing greater functionality and better positioning the County for recovery should a cyber incident occur

18. Enhanced the Single Sign-On (SSO) and Multi-factor Authentication (MFA) solutions to strengthen cyber security surrounding access to the Franklin County Data Network and the applications and data that reside on it

19. Partnering with the Franklin County Sheriff, Ohio State University, and the Columbus Police Department, deployed a real-time connectivity solution enabling secure sharing of mugshots between the three forces

20. Designed and deployed network, internet, and WiFi technology for the Guardianship Service Board's new workspace

21. Designed, procured, and deployed technology for consultation rooms at the jail, facilitating remote meetings between the Public Defender's Office and the residents they serve

22. Designed and deployed the Franklin County Diversity, Equity, and Inclusion website

23. Working with Child Support Enforcement Agency, completed the required Federal Tax Information (FTI) documentation, audit, and deployment of recommendations required by the IRS

24. Participated in the March 3rd Disaster Recovery and Continuity of Operation exercise organized by EMA

25. Provided partner agencies with security and technical reviews and contract negotiation and execution for technology-related procurements, including the Sheriff's Body-Worn Camera project, Animal Control & Care dog management system, and Office on Aging Case Management System projects

26. Designed and deployed a new Weights and Measure Complaint Form for the Auditor's office

27. Upgraded the secondary data center compute platform, including updates to electrical and rack colocations

28. Implemented improvements to the end-of-life equipment salvage process to increase processing speed and decrease data loss risk

29. Deployed new switching equipment to facilitate increased bandwidth. Double active internet bandwidth for all county users and systems

30. Launched a new web-based application to allow Fleet Management to resell or transfer ownership of used County vehicles

31. Designed and deployed 13 additional Microsoft Teams Rooms throughout county locations to facilitate remote meetings and services

32. Designed automatic electronic signature templates for Public Health, Job & Family Services, Child Support Enforcement, Coroner's Office, Economic Development & Planning, and Court Appointment Special Advocates providing digital government services and the ability for the residents and businesses of Franklin County to receive services and sign required documents remotely

33. Worked with the Board of Elections to document standardized procedures and processes and develop an election run book.

34. Provided technical and video support and worldwide remote access to the International Association of Coroners & Medical Examiners' Medicolegal Death Investigator Conference

Free Registration

October 14, 2022
Columbus, Ohio

In-person &
Virtual Options

Franklin County Forensic Science Center
Presents

Medicolegal
Death
Investigator
Conference
2022

Death Investigations in the Real World:
Expectations vs. Reality

Data Center Services

Enterprise Solutions and Licensing
- Adobe licensing
- DocuSign electronic signature platform
- Geographic information system (GIS)
- Grammarly writing assistance
- Intellivue document imaging solution
- Microsoft 365 productivity software
- Microsoft Dynamics platform
- Microsoft PowerBI data visualization
- OnBase content management platform

Infrastructure, Hardware, and Software
- Cloud solution services
- Communication & collaboration services
- Data backup solutions
- Data storage
- Network services (WAN & WiFi)
- Hardware inventory
- Internet, firewall & VPN services
- Server virtualization
- Telephone and voicemail services

Engineering Services - IT for IT Departments
- Partner IT staff can focus on business IT
- Partner IT staff have access to specialty skills within the Data Center
- Backup support for partner IT staff

Procurement and Contracts
- Assistance with contracts or RFPs
- IT budget planning
- IT procurement assistance
- Leverage enterprise pricing

GX Foundry (Government Experience)
- Graphic design
- GX foundry platform management
- Web development and content mgt

Leadership and Strategy
- Business relationship management
- IT assessment
- PFM IT coordination

Help Desk
- Centralized help desk services
- 1st and 2nd level support
- 24x7 On-call
- Remote and on-site support

Security
- Assistance and security audits
- Cyber security policy compliance
- MFA & SSO
- Security incident support
- Security training and consultation

NEW 2021 CERTIFICATIONS

Bachelors of Science in Technical Management
Masters in Natural Resources
SHRM-SCP
Security + Certification
VMware Certified Professional
CompTIA Security + Certified CE
CompTIA + Certified CE
CompTIA Cloud + Certification
CompTIA Security Analytics Professional
Microsoft 365 Intermediate
Microsoft Excel Intermediate
Microsoft Office Specialist
Microsoft Azure Data Fundamentals Certification
CyberArk Certified Trustee
CsSA Cybersecurity Analyst Certification
UXUI for Professionals
Certified Scrum Product Owner
Scrum Master Certification
Advanced Certificate Scrum Product Owner (A-CSPO)
Team Kanban Practioner
Prosci Certified Change Practioner
Project Management Professional (PMP)
HDI Support Center Manager
NACo Third Party Treats Certification
NACo Enterprise Cybersecurity Leadership Master Certificate
Certified Information Security Manager
ITIL Foundations Certificate in IT Service Management
Professional Administrative Certificate of Excellence
BRM Certification
Business Relationship Management Professional (BRMP)

Fiscal Highlights

2022 Revenue

Working closely with the Board of Commissioners Office of Management and Budget, the Data Center bills non-General Fund agencies and programs for technology resources. This process allows Franklin County to recover funds from state, federal, grant, and levy sources, benefiting the residents and businesses of Franklin County. In 2022 $3,394,252.77, or 89% of the budget, was collected. This is a 23% increase when compared to 2021. The budget shortfall of $424,358.23 resulted from outstanding partner invoices, unrecovered imaging services, and unrealized network connection billing resulting from Children Services move to the State of Ohio network.
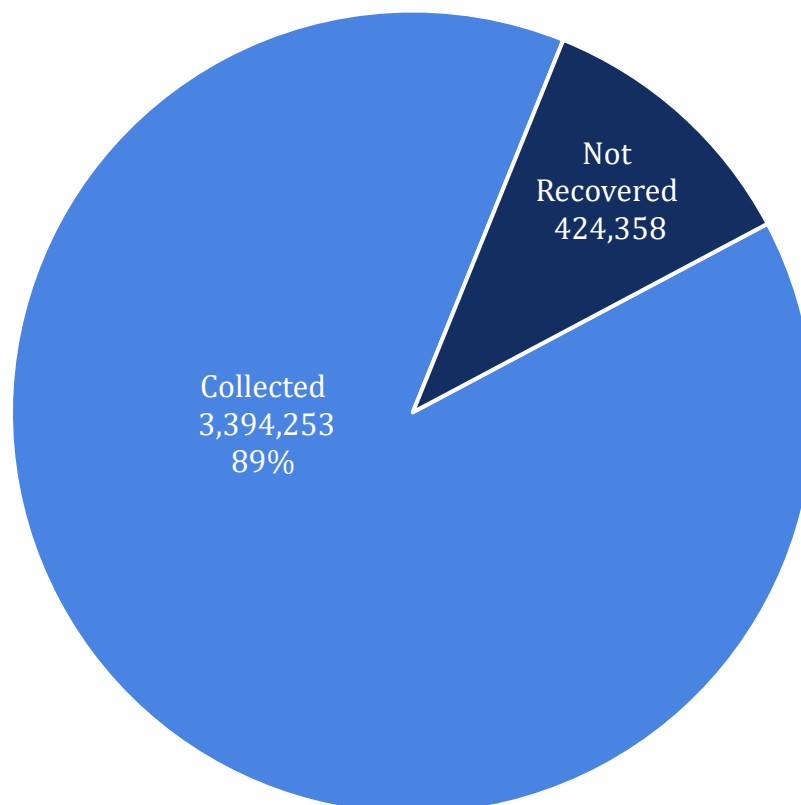
2022 Resource Utilization by Partner

| Agency	Utilization
Auditor	17.48%
Clerk of Courts	16.83%
Sheriff	13.67%
Child Support Enforcement	5.09%
Children Services	4.41%
Board of Elections	3.97%
Board of Commissioners	3.71%
Prosecuting Attorney	3.34%
Public Health	2.73%
Treasurer	2.38%
Public Facility Management	2.19%
Public Defender	2.19%
Coroner	1.63%
Animal Control & Care	1.62%
Office on Aging	1.50%
Job & Family Services	1.39%
Probate Court	1.36%
Domestic Relations & Juvenile Court	1.33%
Community Based Correction Facility	1.27%
Common Pleas Court	1.27%
Recorder	1.23%
Justice Policy and Programs	1.14%
Board of Developmental Disabilities	1.03%
18 Agencies with less than 1% utilization	7.28%

2022 EXPENDITURES

Total 2022 expenditures were $17,876,337, or 92% of the revised budget. This was an increase of 6.4% when compared to 2021 expenditures. $1,576,743 associated with projects the Data Center needed more time to complete and equipment delayed due to supply chain problems was not utilized and returned to the general fund.

The Data Center's largest expense continues to be salaries and wages, with a 12.32% increase compared to 2021. The growth resulted from an increase in staff, lower than-normal turnover, and a wage evaluation and adjustment. Central Ohio is one of the top 15 metropolitan areas for technology, and Columbus was ranked third in the United States for the top growth in technology salaries in 2022, with an average increase of 15.7%.

The Data Center focused on providing a culture and environment to retain quality staff and legacy knowledge while attracting new talent in this competitive environment. Working with the Office of Management and Budget, existing salaries were evaluated, resulting in job reclassifications and hourly tenure increases for some staff.

The strategy paid off with greater employee retention and staff augmentation costs decreasing by more than 71% since 2020.

The second largest expense is software subscriptions. During 2022 six additional software platforms were added to the environment, however, the Data Center was still able to reduce costs slightly through persistent and crucial contract negotiation.
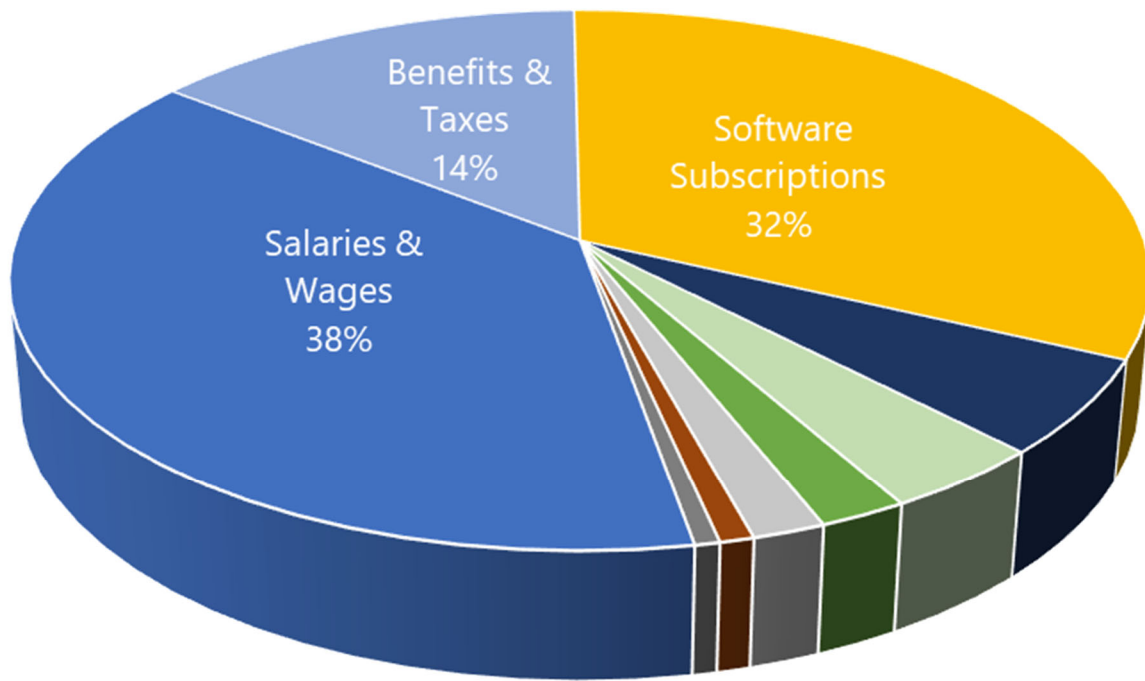
	2021	2022
Salaries & Wages	$ 6,098,818	$ 6,850,455
Benefits & Taxes	$ 2,289,635	$ 2,550,594
Staff Augmentation	$ 872,689	$ 392,176
Training, Tuition, and Certifications	$ 156,259	$ 151,960
Software Subscriptions	$ 5,813,838	$ 5,748,555
Technology Services	$ 830,605	$ 1,022,697
Technology Hardware	$ 746,907	$ 724,236
Equipment Maintenance & Repairs	$ 398,169	$ 324,194
Office Supplies & Services	$ 44,084	$ 111,470
Total Expenditures	$16,808,750	$17,876,337

2022 Franklin County Automatic Data Processing Board

Michael Stinziano

Franklin County Auditor
Secretary & Chief Administrator

Cheryl Brooks Sullivan

Franklin County Treasurer

Kim Brown

Franklin County Court of
Common Pleas, Judge

Daniel J. O'Connor Jr.

Franklin County Recorder

John O'Grady

Franklin County
Commissioner

Maryellen O'Shaughnessy

Franklin County Clerk of
Courts

David Payne

Franklin County Board
of Elections, Deputy Director

Antone White

Franklin County Board of
Elections, Director

Franklin County Data Center
373 S. High St.
Floors 8 & 9
Columbus, Ohio 43215
datacenter.franklincountyohio.gov