



Franklin County
Data Center

FRANKLIN COUNTY DATA CENTER 2012 OPERATIONS REPORT

Prepared for: Franklin County Automatic Data Processing Board
Franklin County Board of Commissioners

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CUSTOMER STATEMENT

Our customers are all Franklin County Offices and other legislated authorities as stipulated by the Ohio Revised Code and as approved by the Franklin County Automatic Data Processing Board.

VISION STATEMENT

The Franklin County Data Center is the essential technical service leader enabling partner agencies to provide innovative and highly efficient services to citizens of Franklin County.

MISSION STATEMENT

The Franklin County Data Center partners with County agencies to deliver cost efficient business solutions and provide superior customer service by focusing on continuous improvement and best practices driven by integrity, teamwork, and innovation.



FRANKLIN COUNTY
AUTOMATIC DATA PROCESSING BOARD
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1.0 INTRODUCTION

The Data Center 2012 Operations Report is submitted in compliance with the provisions of Ohio Revised Code Section 307.845 (annual estimate of expenditures; disbursement of funds; annual statement), which states:

"On the first Monday in April of each year the county auditor shall file with the county automatic data processing board and the board of county commissioners a report of the operations of the [data processing] center and a statement of the receipts and expenditures of the center during the year."

Its purpose is to provide the Franklin County Automatic Data Processing Board and the Franklin County Board of Commissioners with pertinent information regarding the operations, costs, and revenue for the calendar year 2012.

2.0 RESOLUTIONS

The Franklin County Automatic Data Processing Board considered 101 resolutions pertaining to computer hardware, software, services, and Data Center personnel actions during 2012, as compared to 98 for 2011.

3.0 DATA CENTER FINANCES

This section contains an accounting of the revenues, appropriations, and expenditures of the Data Center during the calendar year 2012.

3.1 DATA CENTER REVENUES

Data Center revenues are classified into three object codes under the MUNIS financial system:

- 4301-00 Account - Interfund Services and Charges
- 4301-01 Account - Interfund Charges for Licensing (MSELA)
- 4640-00 Account - Miscellaneous Revenues

The Interfund Services and Charges revenue generated by the Data Center was the result of the receipts from charges for measured machine use and professional services provided to specific non-general fund county and non-county government agencies.

The Interfund Charges for Licensing is an account used to track reimbursements to the General Fund for the annual costs associated with the Microsoft Enterprise Licensing Agreement and other enterprise

licenses and subscriptions from non-general fund participants. These charges and receipts represent the annual licensing costs associated with enterprise software licensing, subscriptions, the MSELA "seats" that have been designated as base seats, and the one-time contract costs relative to "true-up seats" for each participating non-general fund agency.

The Miscellaneous Revenues account is used generally for court payments made to staff that become reimbursements to the Data Center for payroll payments made while staff is assigned to jury duty. On occasion, other reimbursements and payments are received that are returned to the General Fund. Table 1 below represents the projections, totals, and sources of revenue collected by the Data Center during 2012. These revenues were posted to the Cash object code (1000) within the General Fund.

2012 Data Center Revenue Receipts

Source of Revenue	Account	Revenue
CASA (Court Appointed Special Advocates)	4301	4,896.67
Central Ohio Community Improvement Corporation	4301	2,252.25
Emergency Management & Homeland Security	4301	15,192.14
Franklin County ADAMH	4301	9,376.65
Franklin County Board of Developmental Disabilities	4301	8,125.24
Franklin County Child Support Enforcement Agency	4301	41,935.79
Franklin County Children Services	4301	42,224.92
Franklin County Community Based Corrections Facility	4301	19,526.74
Franklin County Department of Sanitary Engineering	4301	37,267.32
Franklin County Human Resources Benefits Program	4301	15,153.21
Franklin County Jobs and Family Services	4301	174,245.32
Franklin County Mid-Ohio Regional Planning Commission	4301	1,637.14
Franklin County Public Defender	4301	57,327.67
Franklin County Public Health	4301	22,661.30
Franklin Soil and Water Conservation District	4301	260.75
Metro Parks of Columbus and Franklin County	4301	702.74
Total Collected: Interfund Services and Charges	4301	\$ 452,785.85
2011-2012 Microsoft Enterprise License Chargeback	4301-01	\$ 247,851.73
Grand Total		\$ 700,637.58
2012 Revenue Projection		\$ 737,414.00
Delta		\$ (36,776.42)
Percent Projection Collected		95.01%

(Table 1)

Total 2012 revenue collected decreased by \$461,864.19, or approximately 40% when compared to 2011 receipts with 2012 total collections of \$700,637.58. The largest impact on revenue was the reduction in JFS revenue which was down 70.61% (\$418,598.71) in 2012. The reduction was the result of a move from full to iSeries only network connections and a decrease in programming needs for the daycare application.

Revenue posted to the Interfund Charges for the Licensing Account, 4301-01 increased by 4.97% to \$247,851.73 with the Central Ohio Community Improvement Corporation joining the county software assurance agreement during the 2011-2012 period. Non-general fund agency reimbursements for software licensure accounted for 35.38% of all Data Center annual revenue in 2012.

3.2 DATA CENTER APPROPRIATIONS AND EXPENDITURES

The Data Center received a total approved operating budget with transfers and adjustments of \$7,412,197.76 for 2012. This total amount represents a decrease of \$599,400.49 below the previous year, equaling a 7.48% reduction in funding when compared to 2011. Increases requested and approved for the baseline budget and Request for Results included a network upgrade to ensure network availability, the purchase of additional Storage Area Network (SANS) to increase the County's storage capacity, the purchase of Virtual Desktop hardware and software to improve operations, and the lease of a Xerox high capacity printer.

The Data Center utilized 97.8% of the adjusted appropriations returning \$161,520.22; of which over 55% were from payroll and personal services. The table below highlights the budget appropriations and the four major adjustments that occurred during the year.

2012 Data Center Appropriations, Transfers, and Expenditures

Account/Object Fund 1000	Original Appropriation	Adjusted Appropriation	Expenditures	Appropriations Returned	Note
5101 Personnel Services	3,864,485.00				
Adjustment					1
Adjustment		(87,465.00)			3
Total	3,864,485.00	3,815,924.00		23,107.22	
5141 PERS					
Adjustment					1
Adjustment		(4,178.00)			3
Total				28,908.92	
5143 Medicare					
Adjustment		566.00			1
Adjustment		(380.00)			3
Total	56,040.00	56,226.00	52,181.99	4,044.01	

Account/Object Fund 1000	Original Appropriation	Adjusted Appropriation	Expenditures	Appropriations Returned	Note
5144 COTA Total	-	-	4,995.82		5
5150 Fringe Benefits					
515000 Fringe less Contributions	983,990.00				
Adjustment		(7,010.28)			4
Adjustment		(8,102.00)			3
515001 Employee Contrib.	(119,000.00)		(96,222.50)		
5150 Fringe Ben. Combined Totals	864,990.00	849,877.72	797,392.22	52,485.50	
5173 Bureau Workman Comp	28,356.00				
Adjustment		7,010.28			4
Total		35,366.28	43,098.71		
5174 Unemployment Compensation	-	-	6,630.00		
5100 Total	5,354,933.00	5,299,921.00		89,187.40	
5200 Services and Charges	1,689,422.44				
Adjustment		(49,000.00)			2
Adjustment		27,382.39			3
5200 Total	1,689,422.44	1,667,804.83			
5300 Materials and Supplies	235,325.32				
Adjustment		7,339.92			3
5300 Total	235,325.32	242,665.24	157,891.43	84,773.81	
5400 Capital Outlays	87,404.00				
Adjustment		49,000.00			2
Adjustment		65,402.69			3
5400 Total	87,404.00	201,806.69	199,821.54	1,985.15	
Grand Total	7,367,084.76	7,412,197.76		161,520.22	

#1: Commissioners' Resolution 0411-12 (Pay Increase Resolution, May 29, 2012) Selected Franklin County Non-Bargaining Unit Employees were awarded a 1.0% payroll increase. The Data Center received a supplemental appropriation totaling \$45,113.00, for pay increases, and payroll retirement and tax obligations. FCDC pay increase were disbursed retro-active until January 1, 2012 as authorized by ADP Board Resolution 12-053, on June 4, 2012.

2: Commissioners' Resolution 0546-12 (transfer of appropriations July 31, 2012) A transfer from Data Center Services and Charges 5200 Fund 1000 appropriations to Data Center Capital Data Processing Equipment 5432 Fund 1000 in the amount of \$49,000 for the purchase of additional Storage Area Network (SANS) and Virtual Desktop hardware to increase the County's storage capacity and improve operations.

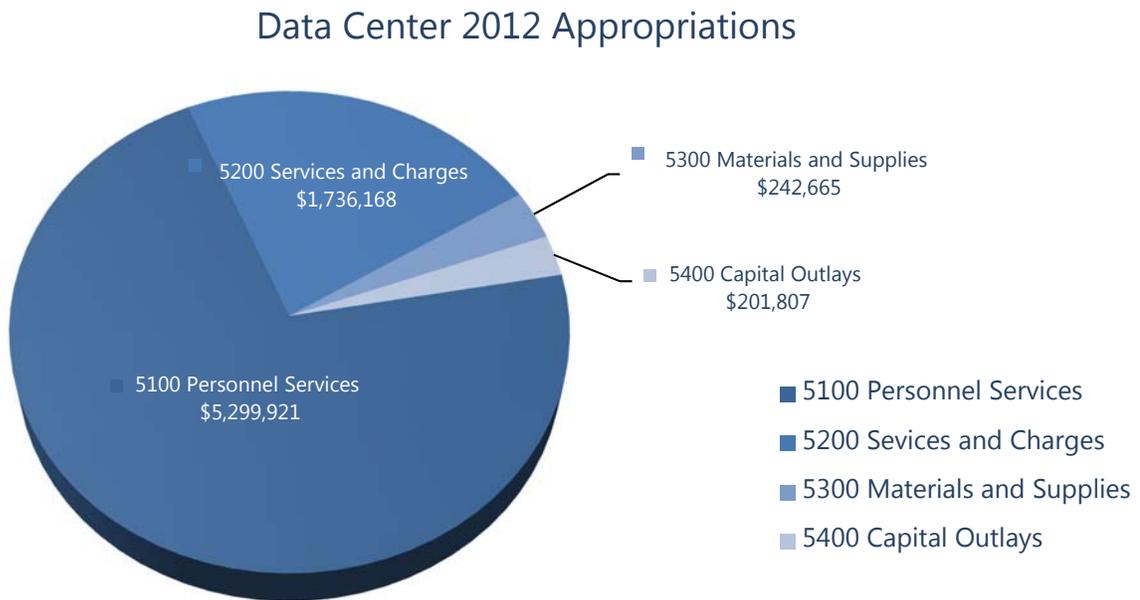
#3: Commissioners' Resolution 0740-12 (Transfer of appropriations October 23, 2012) A transfer from Data Center Personal Services 5101 Fund 1000 and Fringe Benefits 5100 Fund 1000 to Data Center Materials and Supplies 5300 Fund 1000, Services and Charges 5200 Fund 1000 and Capital Data Processing Equipment 5432 Fund 1000 for the purchase of equipment, hardware and services and software to perform a network upgrade to ensure network availability and improve operations.

#4: Commissioners' Resolution 0312-12 (Advance of cash from Workers' Compensation fund to Revolving Fund April 17, 2012) A journal entry between two funds within 5100 Fund 100 to facilitate the change in how Worker's Compensation is paid.

#5: Cota Contributions is not an item that is budgeted, however falls under Total Fringe Benefits and is within that budget.

(Table 2)

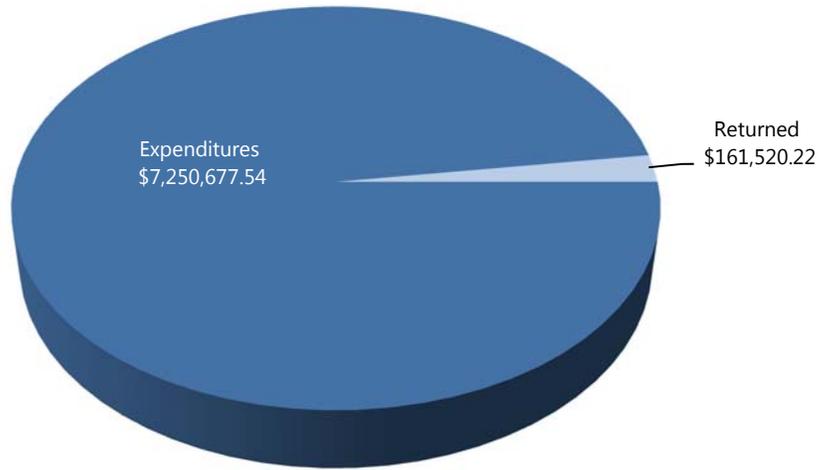
Chart 1 illustrates the appropriations received for the four major expenditure object codes during 2012. The total appropriations for payroll, payroll taxes, and benefits account (5100) represent over 71.5% of the annual budget. Services and Charges which include software and hardware maintenance, software subscriptions and licensure, and training accounted for 22.5%, Materials and Supplies 3.27% and Capital Outlays 2.72% of the annual budget.



(Chart 1)

As illustrated in Chart 2, the Data Center returned about two percent of the total funding appropriations approved and received during 2012 to the General Fund at year's end. These returned funds were primarily the result of cost avoidance achieved by the early conversion of the Xerox High-speed printer and controls over miscellaneous Materials and Supplies (5300).

Data Center 2012 Total Appropriations & Expenditures



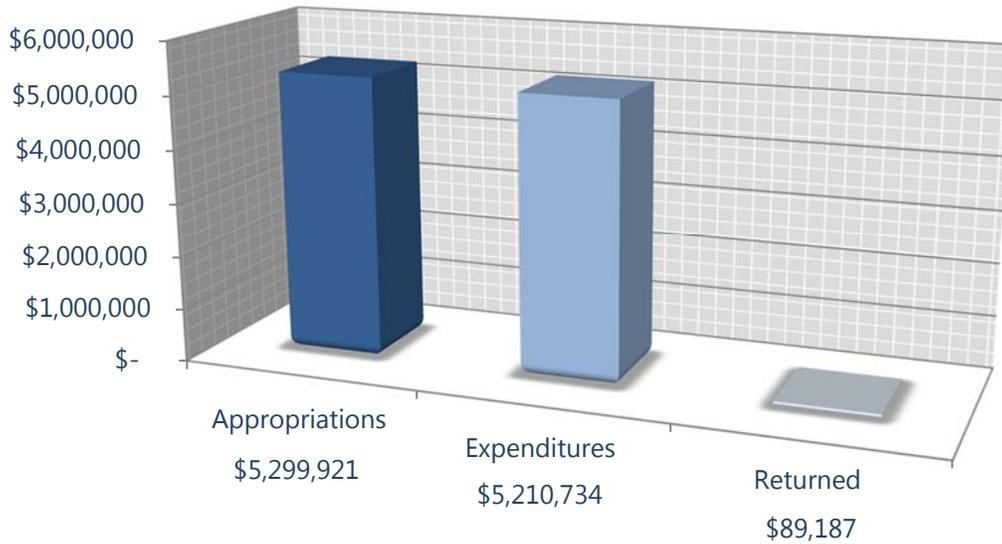
	5100 Personnel	5200 Services and Charges	5300 Materials and Supplies	5400 Capital Equipment	Total
Appropriations	5,299,921	1,667,805	242,665	201,807	7,412,198
Expenditures	5,210,734	1,682,231	157,891	199,822	7,250,678
Returned	89,187	(14,426)	84,774	1,985	161,520
Expended	98.3%	100.9%	65.1%	99.0%	97.8%

(Chart 2)

3.2.1 Payroll & Personnel Services (5100)

Payroll Personnel Services funding includes the appropriations used to pay the Data Center's staff, healthcare, other fringe benefits, workers and unemployment compensation. The Data Center had a total of 68 authorized positions during the year of which 63 were filled at the end of the year. As indicated in Table-2, the Data Center returned \$89,187 or 1.7% of appropriations. This amount was after a transfer from 5100 to Services and Charges (5200), Materials and Supplies (5300) and Capital Outlays (5432) in the amount of \$100,125 for a network upgrade.

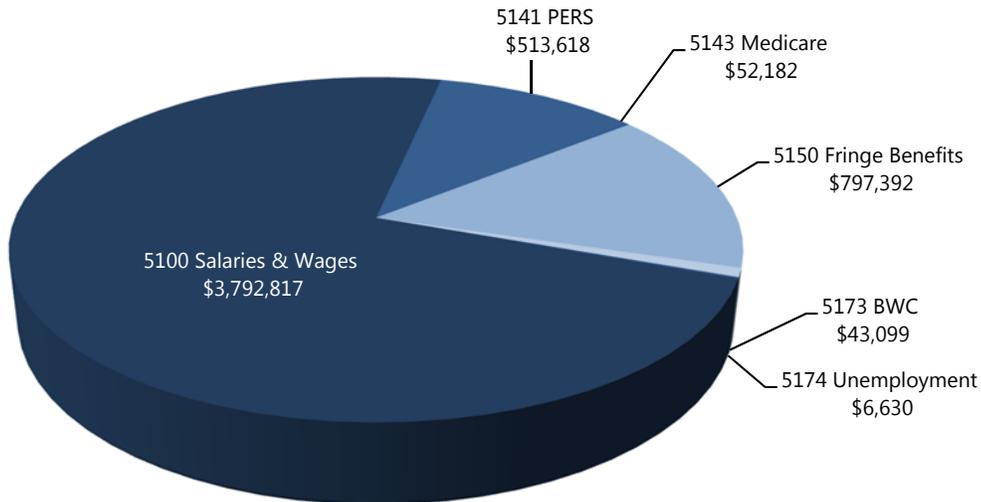
2012 Personnel Salaries & Benefits (5100)



(Chart 3)

The 5100 expenditure object codes include Wages and Salaries, County PERS contributions, County Medicare payments, Fringe Benefit costs, and BWC annual premiums, and Unemployment Compensation. Other personnel expenditures included \$4,995.82 for COTA Bus Pass contributions.

2012 Personal Services Expenditures (5100)

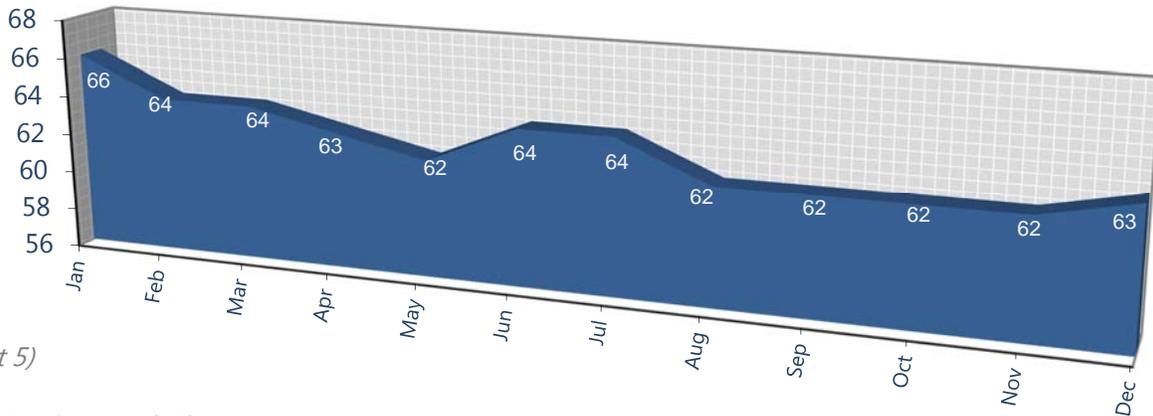


(Chart 4)

Note: In 2012, Data Center Staff contributed \$96,222.50 toward the cost of their healthcare benefits. The Fringe Benefit costs shown above reflect the net amount.

Chart 5, illustrates the personnel staffing levels within the Data Center by month in 2012. The average monthly staffing was 63.17 filled positions of the 68 authorized. Positions that were vacated during 2012 included the Director, Senior Computer Operator, Software Architect, Senior Business Account Representative, Technology Architect, Senior Customer Support Specialist, Web Developer 3, Project Manager, Network Administrator 2 and Quality Assurance Specialist. Team members hired in 2012 include Web Developer 3, CIO, Executive Administrative Assistant, Customer Support Supervisor, and Business Services Manager.

Data Center 2012 Filled Staff Positions

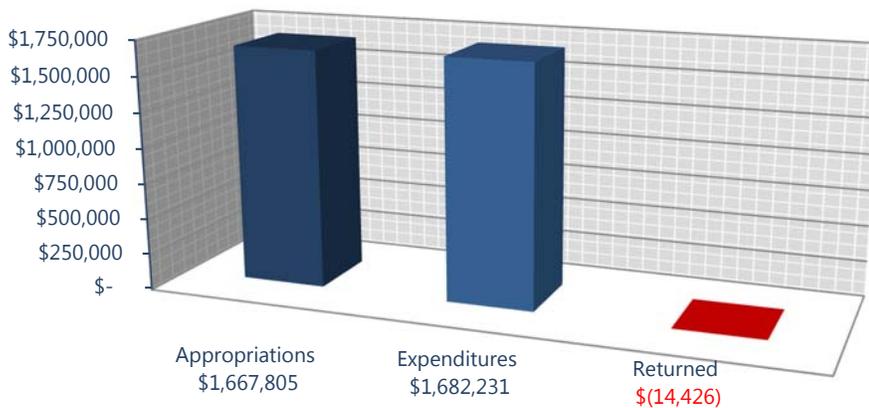


(Chart 5)

3.2.2 Services and Charges (5200)

During 2012 the Data Center over-spent the 5200 account by \$14,426. These accounts cover personal services contracts and staff augmentation funding, office services, and expenses, including the accounts for costs incurred for the county's Internet services and broadband disaster recovery connection, training and technical course registration fees, staff tuition reimbursement expenses, and rentals and operating leases. Additionally, accounts like software licensing, such as those for the countywide Microsoft License Agreement, software subscriptions, equipment maintenance fees, and transcription expenses for the monthly ADP Board meetings are included in this roll-up account. Chart 6, below, illustrates the total appropriations, expenditures, and amount returned to the General Fund for 2012.

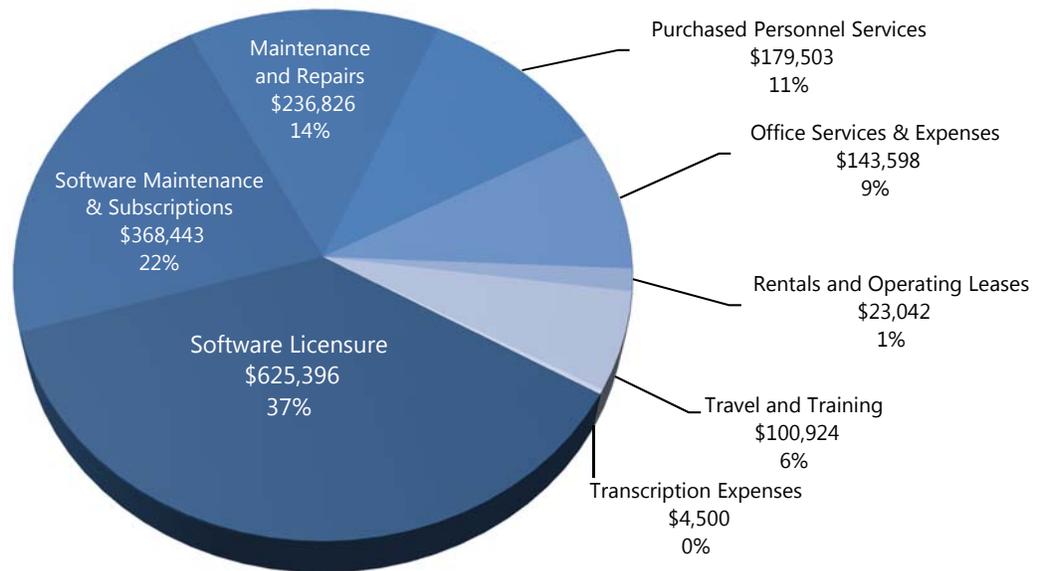
2012 Services and Charges 5200



(Chart 6)

The 2012 Data Center expenditures within the Services and Charges sub-accounts are represented in Chart 7. The largest sub-account for this expenditure group was the Software Licensure account (522102), with total expenditures of \$625,396, a 3% reduction when compared to 2011. Of this amount, \$542,486, or slightly more than 84% of the account expenditures, was for the annual Microsoft Enterprise License Agreement renewal. The Personnel Services accounted for \$179,503 during 2012 a \$64,675 increase over the 2012 budget. Travel and Training expenditures increased 50.46% with \$100,924 being expended for training, course work, and tuition reimbursements. It should be noted that objects over budget were absorbed internally.

2012 Data Center (5200) Services and Charges Expenditures

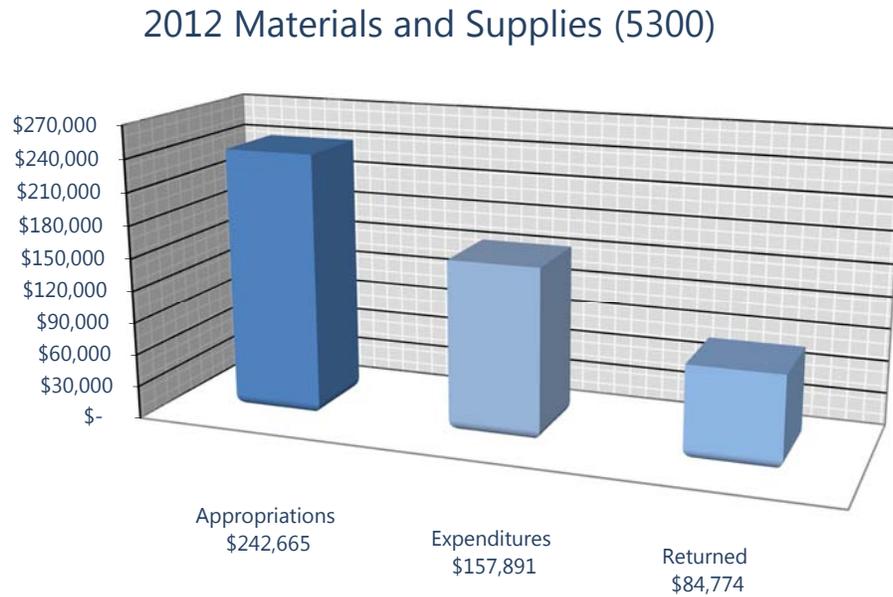


Object	Budget	Expenditure	Delta
Software Licensure	645,085	625,396	19,690
Software Maintenance & Subscriptions	360,035	368,443	(8,408)
Maintenance and Repairs	307,562	236,826	70,736
Purchased Personnel Services	114,828	179,503	(64,675)
Office Services & Expenses	143,636	143,598	38
Rentals and Operating Leases	32,272	23,042	9,230
Travel and Training	50,000	100,924	(50,924)
Transcription Expenses	6,600	4,500	2,100

(Chart 7)

3.2.3 Materials and Supplies (5300)

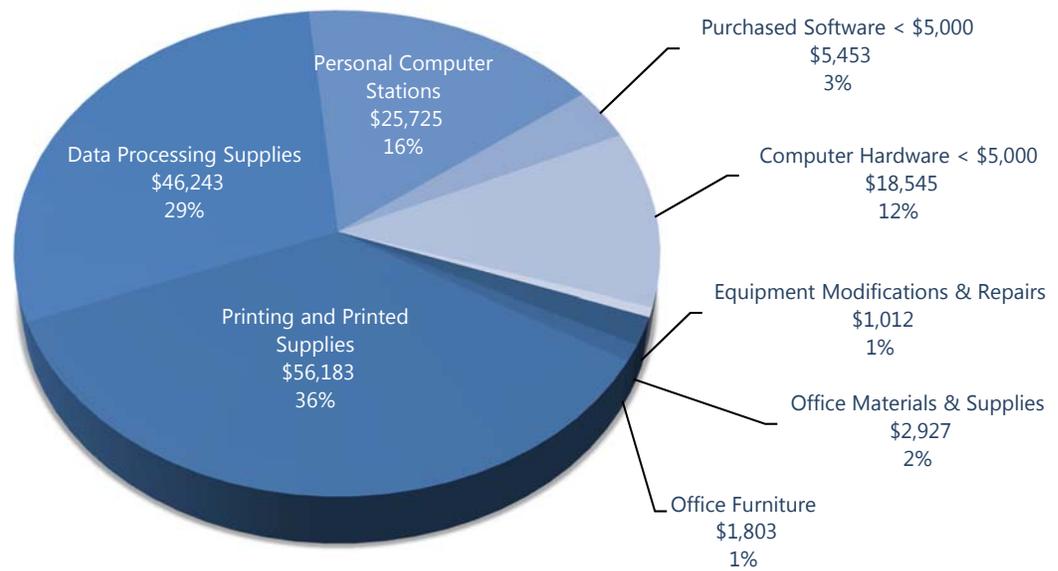
The Materials and Supplies account includes Office Materials and Supplies, Printing and Printed Forms, Office Furniture and Appliances, Data Processing Supplies, Packaged Software (Such as Adobe Creative Suite, and MS Visio), Computer Hardware (with a unit value of less than \$5,000), Desktop and Laptop Personal Computers, and Equipment Modification and Repair parts such as memory upgrades, wireless cards, and hard-drives. Chart 8 below represents the total appropriations, expenditures, the almost 35% of the Materials and Supplies funding that was utilized in other areas or returned to the General Fund as a result of cost cutting and delayed purchases.



(Chart 8)

During the year, the Data Center expended \$56,183 for paper and special forms, representing an almost 38% reduction when compared to the previous year. This was a result of Efiling printing being moved to the Print Shop in June 2012.

2012 Materials and Supplies Expenditures



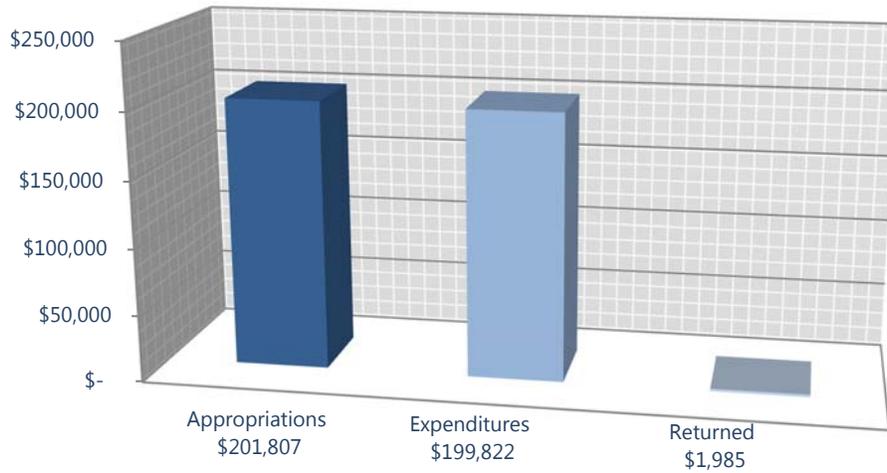
<i>Object</i>	<i>Budget</i>	<i>Expenditure</i>	<i>Delta</i>
<i>Office Materials & Supplies</i>	<i>3,500</i>	<i>2,927</i>	<i>573</i>
<i>Office Furniture</i>	<i>8,500</i>	<i>1,803</i>	<i>6,697</i>
<i>Printing and Printed Supplies</i>	<i>82,000</i>	<i>56,183</i>	<i>25,817</i>
<i>Data Processing Supplies</i>	<i>65,367</i>	<i>46,243</i>	<i>19,124</i>
<i>Personal Computer Stations</i>	<i>23,462</i>	<i>25,725</i>	<i>(2,263)</i>
<i>Purchased Software < \$5,000</i>	<i>23,000</i>	<i>5,453</i>	<i>17,547</i>
<i>Computer Hardware < \$5,000</i>	<i>32,836</i>	<i>18,545</i>	<i>14,291</i>
<i>Equipment Modifications & Repairs</i>	<i>4,000</i>	<i>1,012</i>	<i>2,988</i>

(Chart 9)

3.2.4 Capital Outlays and Equipment

The Capital Outlays account includes Data Processing Equipment, Capital Equipment, and Capital Leases. During 2012 \$114,403 was transferred from Payroll and Personal Services and Services and Charges to accommodate expenditures of \$199,822 on a small network upgrade, three servers for disaster recovery, virtual desktop and email archiving, a 14.4 terra byte (TB) virtual storage area network (SAN) and the capital lease on the Xerox high-speed printer. This is a 70% reduction from 2011 when a new IBM iSeries Power 7 mid-range computer and much larger network upgrade was acquired. At year's end, over 99% of the Data Center's capital appropriations were expended during 2012.

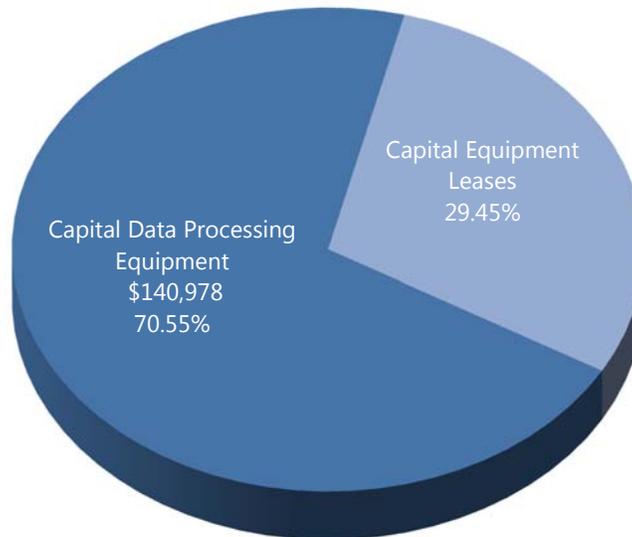
2012 Capital Outlays (5400)



(Chart 10)

Chart 11, illustrates the expenditures of the 5400 capital sub-accounts by percentage. Total expenditures for capital equipment leases during the year were \$58,844, covering the costs for the Xerox Docutech 128 High-Speed printer, with new capital equipment purchases mentioned above totaling \$140,978. Less than one percent of Capital was returned to the General Fund at the end of 2012.

2012 Capital Outlays (5400)

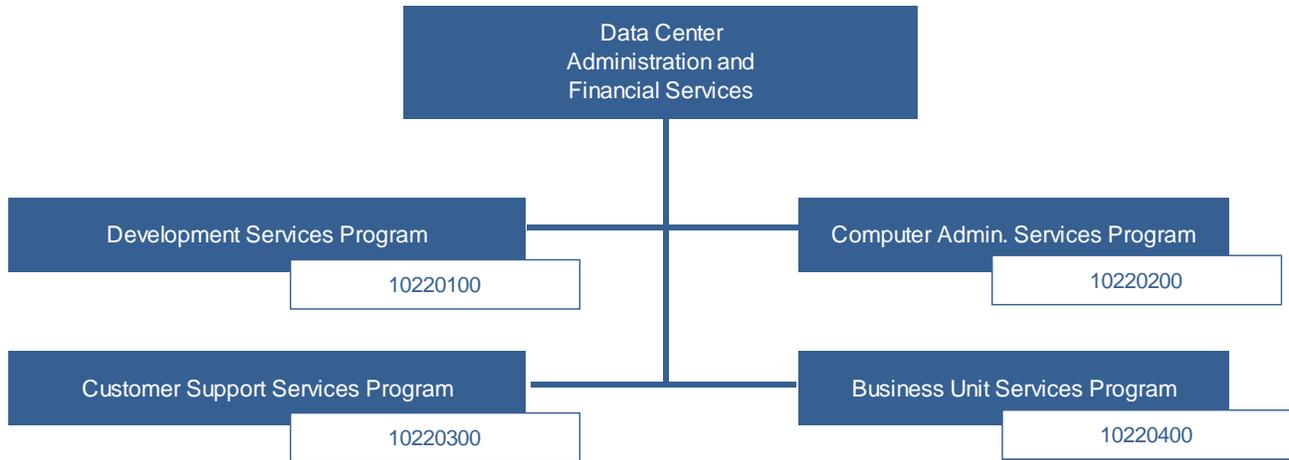


Object	Budget	Expenditure	Delta
Capital Data Processing Equipment	142,454	140,978	1,476
Capital Equipment Leases	59,353	58,844	510

(Chart 11)

3.3 BUDGETING FOR POLICY RESULTS AND OUTCOMES

Franklin County Data Center BRPO Org Chart



(Diagram 1)

The four Data Center Business Programs are organized around a single agency Line-of-Business: The Provision of Centralized Information Technology Services and Resources. Primary Measures have been established for each of the Data Center's four Business Programs that are, in some cases, roll-up results of secondary measures. Additionally, each program identifies inputs, activities, outputs, immediate outcomes, intermediate outcomes, and ultimate outcomes annually. The strategies provide benchmarks to determine effectiveness and efficiency of the individual Programs that combine to support the Line of Business. Additionally, they contribute to and influence the basic results or outcomes. The information below presents the 2012 results of these strategies and measures by Data Center Programs:

3.3.1 Data Center Development Services Program

The purpose of the Development Services program is to provide application development and maintenance services to Franklin County offices and other legislative authorities so they can achieve their business results.

Program Performance Measure Projected (Budget): 10220100

Input:

Customer, end-user, & public with statutory requirements for updates, fixes, and development of application programming. Use of various IT equipment and software to include Workstations, Printers, and many software system and utilities. Applicable to local, state, and federal laws.

Outputs:

Program and Update a variety of legacy systems as required by users or mandated by law. Program management and Software Application Contractors. Vendors, agency, and IT staff.

Outcomes:

Immediate - Customers and End-users are able to efficiently and correctly perform service duties within compliance of statutes and serve their customers.

Intermediate - Updated, compliant, and error free programming code for systems will allow the Data Center Customers and Users the ability to perform their duties and services in an effective and cost-responsible manner.

Ultimate - Promote efficient, responsive, and fiscally sustainable government operations. By leveraging the Business Value of Information Technology (BVIT) we will provide high quality, centralized Information technology services to our customers with a positive Return-on-Investment and dramatic cost savings.

Program's 2012 Original Operating Budget - \$2,038,369

of customer accepted programming hours: 25,724

of internal website hits: 1,058,088

of Probate Court case information requests via the web: 3,856,388

3.3.2 Data Center Computer Systems Administration Program

The purpose of the Computer Systems Administration program is to provide information technology infrastructure services to Franklin County offices and other legislative authorities so they can access and utilize secure and reliable computer resources.

Program Performance Measures Projected (Budget) 10220200:

Input:

Customer and statutory requirements for network availability to be at 99.9% or higher requires computer hardware installation, maintenance, upgrades, administration, and security. This involves the use of various computer system hardware and network hardware, operating systems, and upgrades as necessary.

Outputs:

Data Center customers require reliable information technology services which require a robust, secure, and stable infrastructure. Servers and network infrastructure components must be upgraded and/or replaced on a regular basis. Server virtualization technology will continue to be implemented in order to meet functional requirements and support "green" initiatives. Continued staff training will be

required for system support. The network will continue to be upgraded at a planned rate of 1/3 per year.

Outcomes:

Immediate - Customers and End-Users are able to efficiently and correctly perform service duties within compliance of statutes and serve their customers

Intermediate - Provide 99.9% network availability (including, but not limited to, computer system, network, internet access, etc.) Allowing the Data Center Customers and Users the ability to perform their duties and services in an effective and cost-responsible manner

Ultimate - Promote efficient, responsive, and fiscally sustainable government operations. By leveraging the Business Value of Information Technology (BVIT) we will provide high quality, centralized Information technology services to our customers with a positive Return-on-Investment and dramatic cost savings

Program's 2012 Original Operating Budget - \$3,738,399

% of Network uptime: 99.9%

3.3.3 Data Center Customer Support Program

The purpose of the Customer Support program is to provide point-of-entry and first level support services to Franklin County offices and other legislative authorities so they can continue their business workflow.

Program Performance Measures Projected (Budget) 10220300:

Input:

Requirements to provide first level technical support for personal computer systems.

Outputs:

Data Center customers need reliable information technology which requires timely customer support. This includes adequate and up to date computer hardware and software

Outcomes:

Immediate - Customers and End-Users are able to efficiently and correctly perform service duties within compliance of statutes and serve their customers

Intermediate - Maintain a 99.8% customer satisfaction rating on desktop resolved tickets and having these issues resolved within SLA guidelines. This allows customers to work in an effective and cost-responsible manner.

Ultimate - Promote efficient, responsive, and fiscally sustainable government operations. By leveraging the Business Value of Information Technology (BVIT) we will provide high quality, centralized Information technology services to our customers with a positive Return-on-Investment and dramatic cost savings

Program's 2012 Original Operating Budget - \$436,014

of desktop calls resolved including customer satisfaction ratings: 7,319, 99.83%

3.3.4 Data Center Business Account Services Program

The purpose of the Business Account Services program is to provide IT needs assessments and project management services to Franklin County offices and other legislative authorities so they can achieve their business results.

Program Performance Measures Projected (Budget) 10220400:

Input:

Customer Requirements, Project Plans, Service Level Agreements, BC/DRP, and Annual IT Plans. RFP's and ITB's. Policies and Procedures, New Technology, Customer Relationship Management

Outputs:

All levels of county and customer political leadership, business and IT management. Data Center Staff, Program management & Software Application Contractors. Vendors, agency, and IT staff. County services staff (Purchasing, Legal, OMB, PFM, etc.)

Outcomes:

Immediate - Customers and End-Users are able to efficiently and correctly perform service duties within compliance of statutes and serve their customers

Intermediate - Customers develop improved business processes and procedures based on new and applicable technologies at a cost that meets their funding levels.

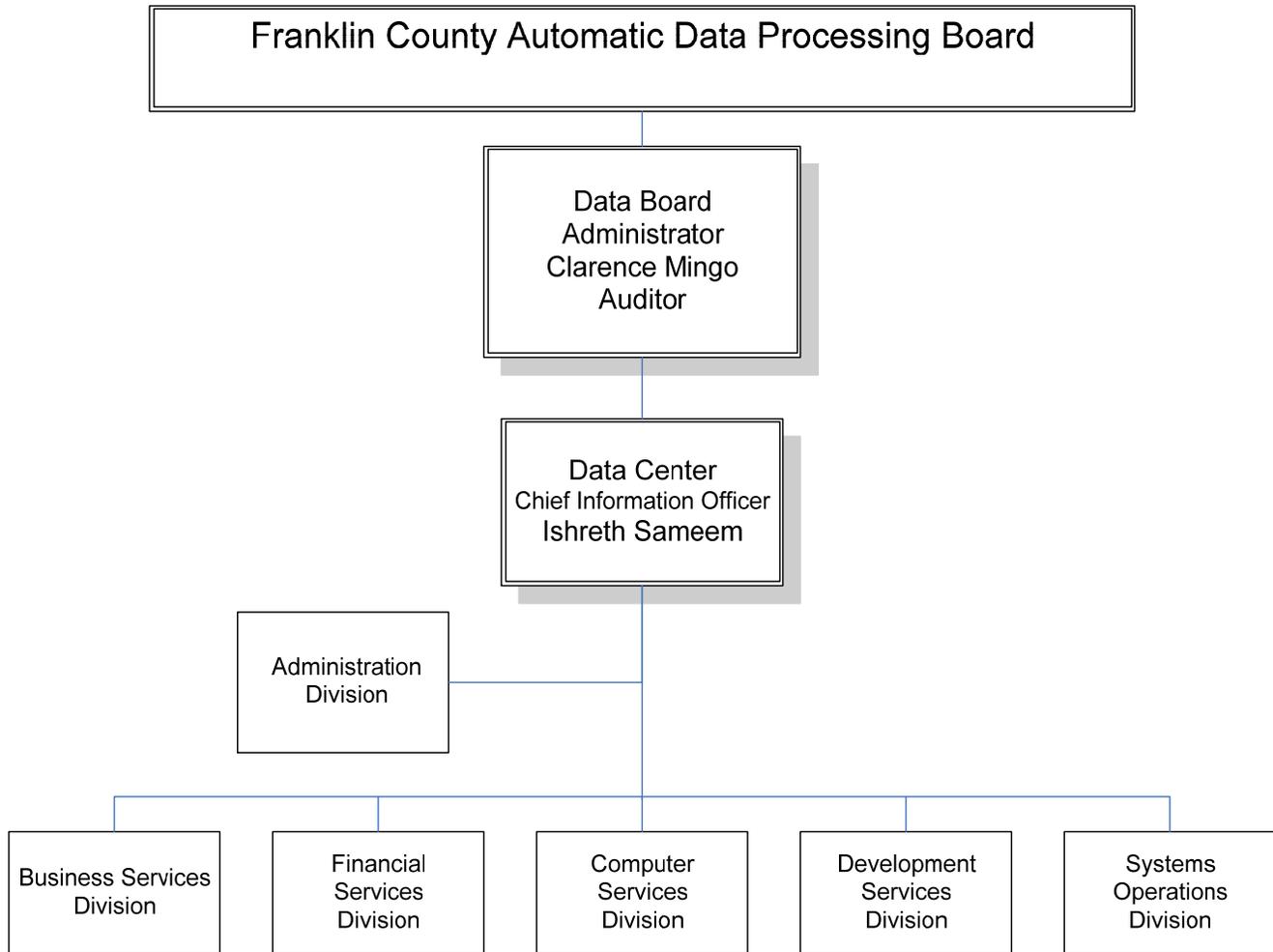
Ultimate - Promote efficient, responsive, and fiscally sustainable government operations. By leveraging the Business Value of Information Technology (BVIT) we will provide high quality, centralized Information technology services to our customers with a positive Return-on-Investment and dramatic cost savings

Program's 2012 Original Operating Budget - \$1,154,303

4.0 DATA CENTER ORGANIZATION

Franklin County Data Center Organization Chart

Revision – 12/10/2012



(Diagram 2)

4.1 DATA CENTER CHIEF INFORMATION OFFICER (CIO)

The Franklin County Auditor, in coordination with the Franklin County Automatic Data Processing Board, has appointed a Deputy Auditor as Data Center Chief Information Officer (CIO). The CIO plans, organizes, coordinates, and directs the resources of the Franklin County Data Center within the policies and regulations adopted by the Data Board.

The CIO is also responsible for overall communication and coordination of information technology issues with county agencies and other customers. The CIO works closely with elected and appointed

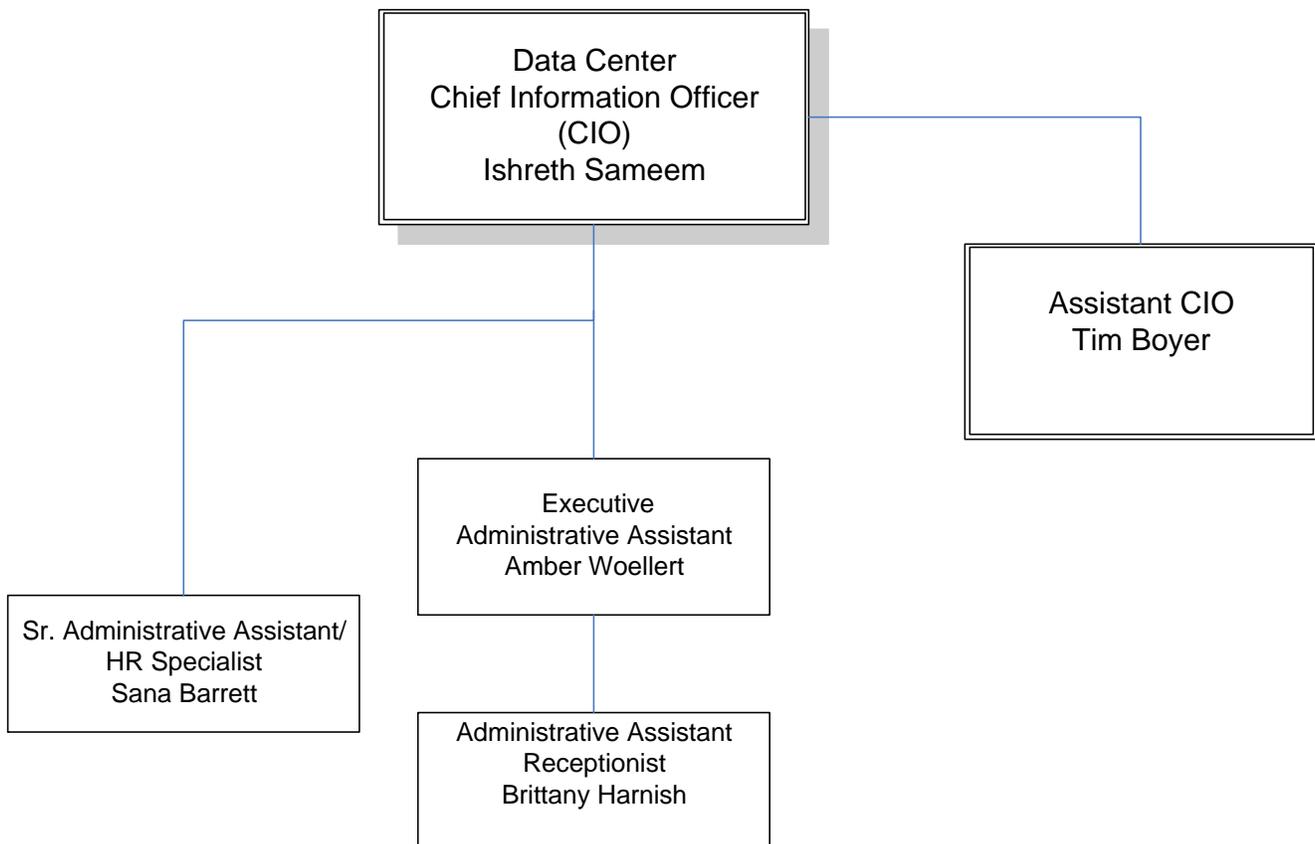
officials to ensure optimal technical integration of county information systems. The CIO has appointed an Assistant CIO who assists in the management and operations of the Data Center.

4.2 ADMINISTRATION DIVISION

The Administration Division manages the administrative functions of the Data Center. Responsibilities include preparation and distribution of Data Board agendas and resolutions, internal and external communications and correspondence, personnel and training administration, benefit program administration, records management, mail distribution, office supplies management, scheduling of meetings and facilities, travel and event coordination, leave/sick time coordination, telecommunications system administration, visitor management, key and lock control, and other administrative functions to support Data Center Divisions and overall operations.

Administration Division

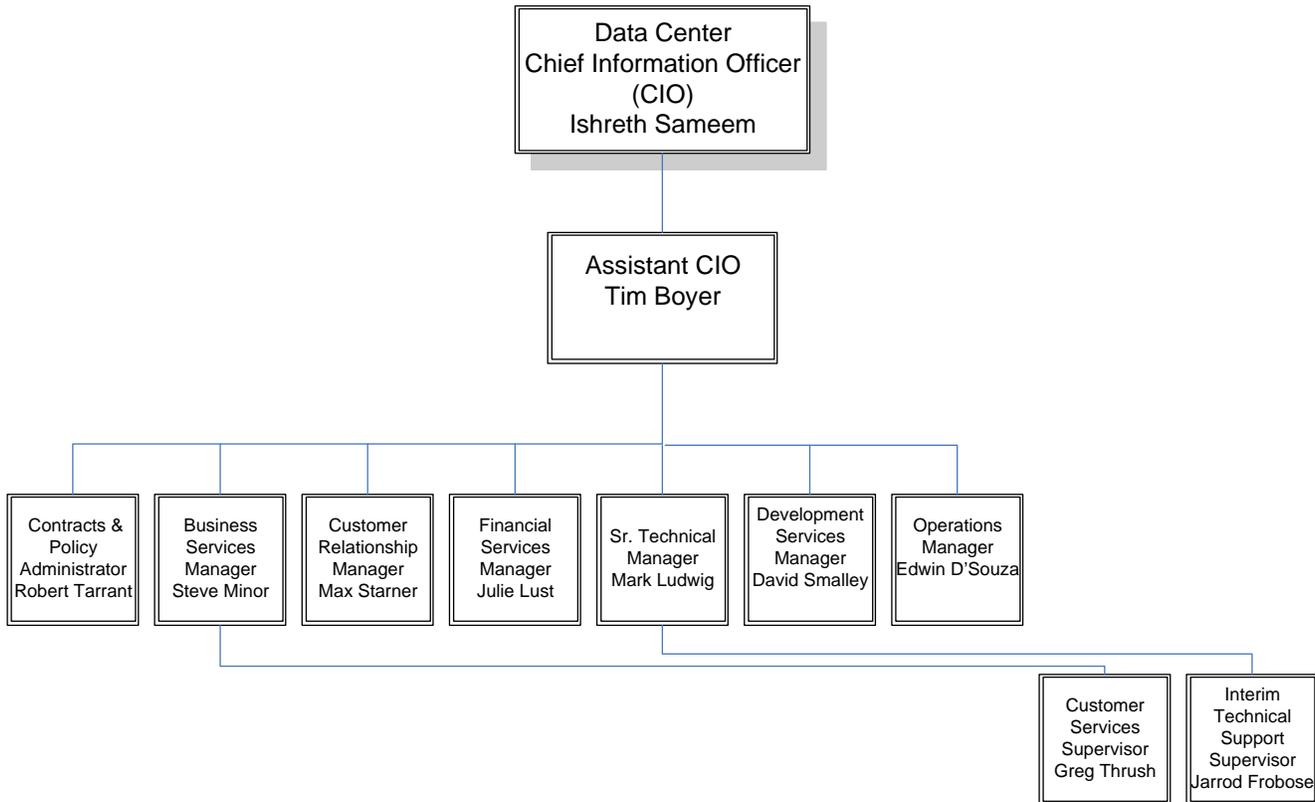
Revision – 12/10/2012



(Diagram 3)

Senior Administrative Team

Revision – 12/010/2012



(Diagram 4)

4.3 SYSTEMS OPERATIONS DIVISION

4.3.1 Operations Support Center

The Systems Operations Support Center is responsible for the day-to-day operations of the IBM platform equipment, along with support efforts for the Windows servers. This division controls and monitors the operations 24 hours per day, 5 days a week, with one shift operating on weekends. This responsibility entails nightly execution of all computer runs for customers, along with ensuring that all consumable supplies are available for producing the required output. They adhere to established procedures and processes, and utilizing various software packages to accomplish this.

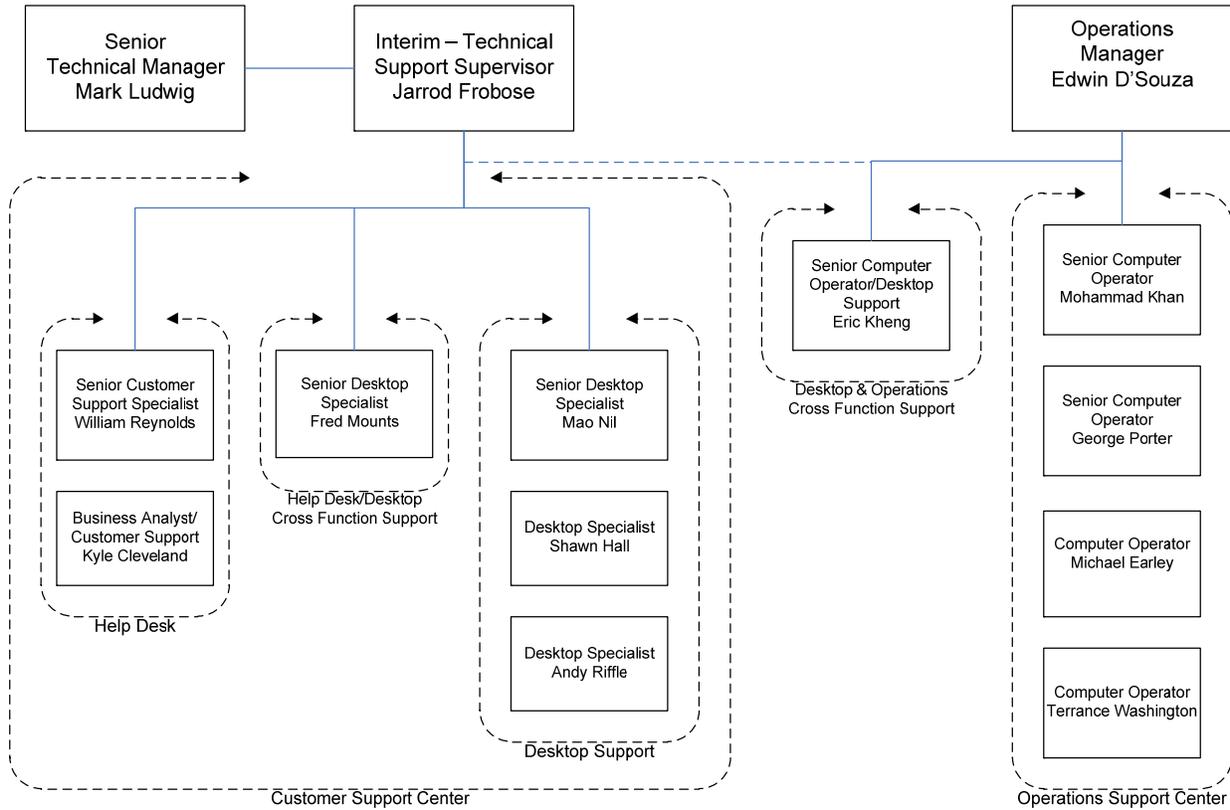
4.3.2 Customer Support Center

The Customer Support Center provides Help Desk and first-level support services to Data Center customers. The Customer Support Center is responsible for tracking all incoming calls, dispatching technical personnel, and providing customers with the current status of all matters reported to them. The Desktop Services Team is responsible for the installation, configuration, relocation, and replacement

of desktop workstations, terminals, printers, scanners, and other desktop peripherals for the over 3500 county worker. The technicians assigned to the Desktop Support Team also service and perform minor repairs on this equipment.

Systems Operation Division

Revision 12/10/2012



(Diagram 5)

4.4 COMPUTER SERVICES DIVISION

The Computer Services Division is responsible for the administration, operation, management, and performance of the Franklin County Data Network (FCDN). This includes both the physical infrastructure and the computing platforms that reside on the network. The Computer Services Division is organized into the following sections:

4.4.1 Network Administration Section

The Network Administration Section technical staff is responsible for maintaining, operating, and administering the routers, hubs, and switches that make up the Franklin County Data Network (FCDN). Technologies used within the network include fiber optic, Gigabit Ethernet, Wireless, and data/telecommunications load management.

4.4.2 Server Administration Section

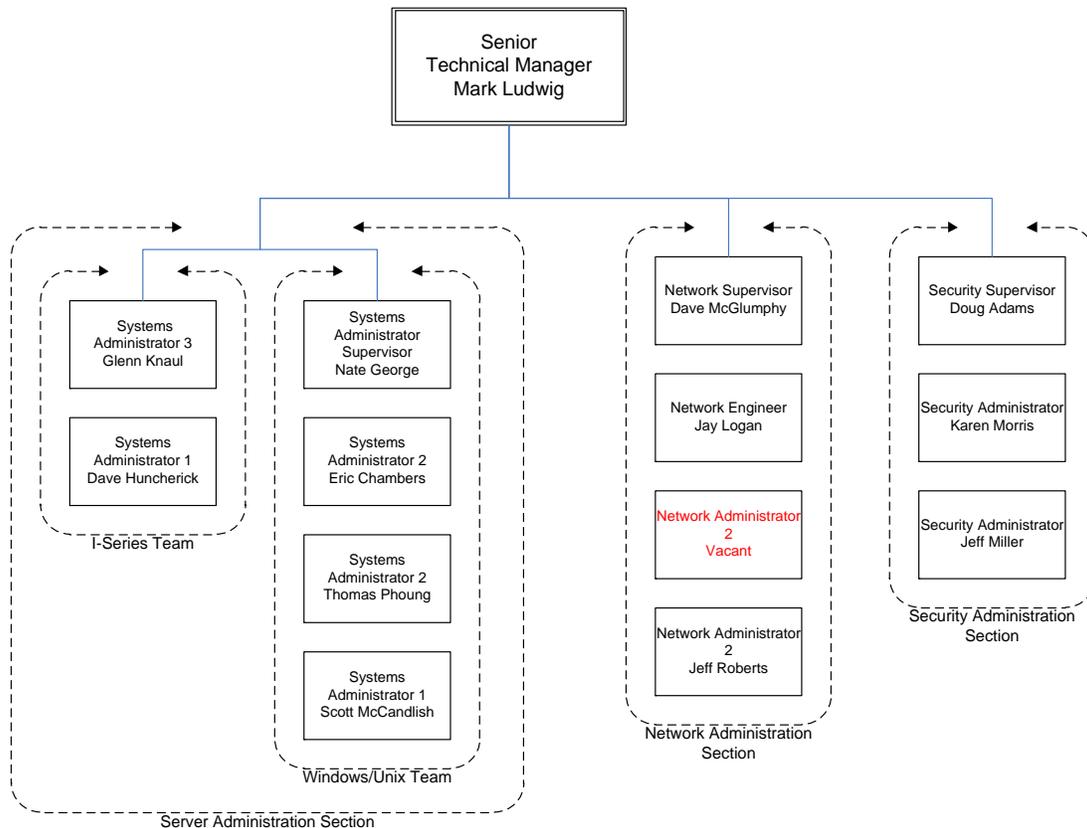
The Server Administration Section is responsible for the system administration and management of the IBM servers and software resources, including operating systems and utility software. This section is also responsible for Windows based server administration for file, print, Email, and Internet/Intranet server administration. The Systems Administration Section evaluates, recommends, installs, and maintains operating system and utility software; assures computer access, allocation of system resources, performance monitoring and tuning, database administration, and manages tape and direct access storage devices (DASD); ensures the secure backup and recovery of operating systems, applications, and data files; and assists the Business Account Representatives in developing technical solutions.

4.4.3 Security Section

The Security Section is responsible for managing the Data Center Information Security and Physical Security Program. This includes, but is not limited to, security consulting, administration of user accounts, assigning and maintaining system and Internet access, monitoring network security logs, troubleshooting access problems, responding to security incidents, patch management, and maintaining security policies and procedures. The Security Section is also responsible for the administration of the Antivirus services at both client and server levels.

Computer Services Division

Revision 12/10/2012



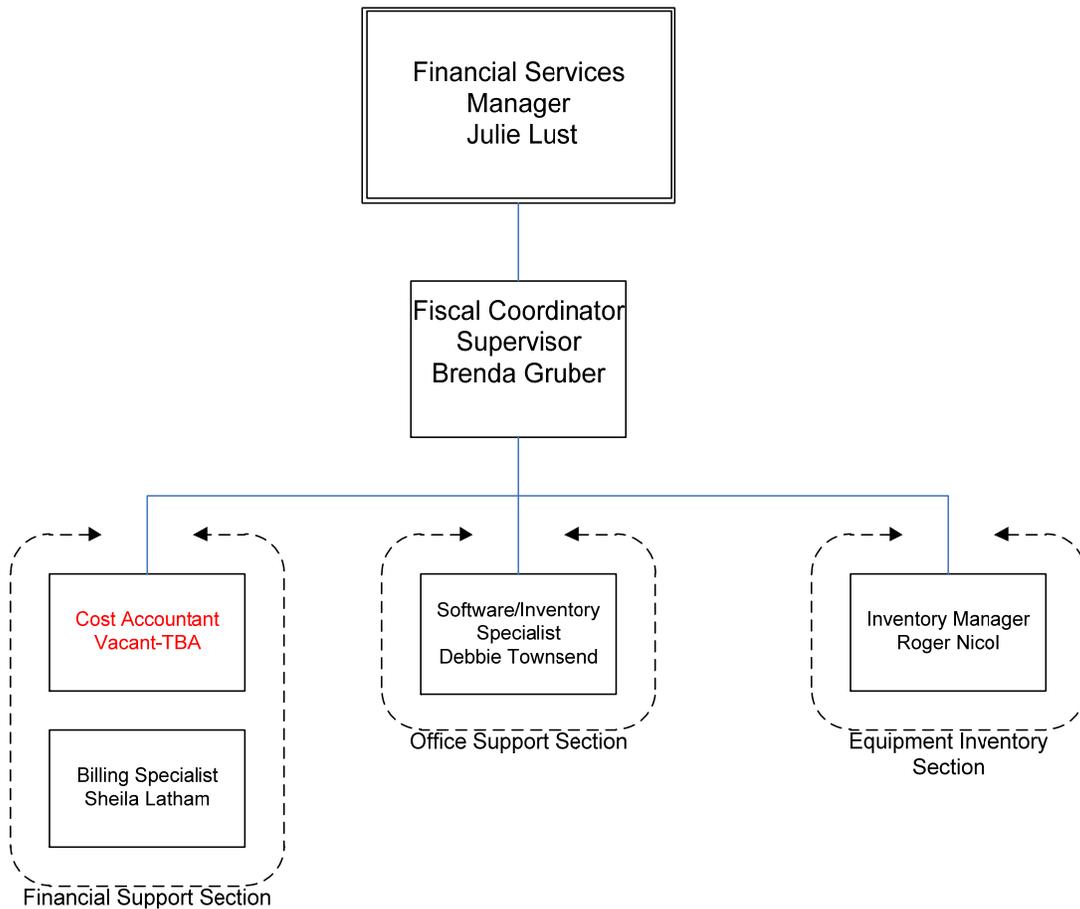
(Diagram 6)

4.5 FINANCIAL SERVICES DIVISION

The Financial Services Division provides a wide range of financial and planning services to the Data Center and its customers. These services include financial and cost accounting services, planning and budgeting, and custody and control of IT assets. Management responsibilities include cost allocation and service rate development; customer charge-backs, accounts receivable/payable, purchasing, payroll, and employee leave management. This division is also responsible for productivity measurement and financial reporting. Additionally, this division manages the Fiscal Document-Imaging System, which contains documents ranging from strategic planning and concept to purchasing, payment, and annual reporting.

Financial Services Division

Revision 12/10/2012



(Diagram 7)

4.6 BUSINESS SERVICES DIVISION

4.6.1 Business Services Support Section

The Business Services Support Section is staffed by Business Account Representatives (BARs) who are dedicated to knowing their customer base, providing business area analysis, and implementing the best solutions without bias to any particular technology. The BARs manage projects from assessment through implementation, ensuring that customers receive quality products in a timely manner. Other responsibilities include managing customer accounts, providing business and engineering analyses, developing cost estimates for system solutions, and negotiating service level agreements with customer agencies.

4.6.2 Policy Support Services Section

The Policy Support Services Section assists the Business Services Division in supporting the business functions of the Data Center. These activities include: policy and procedure development; contracting and acquisition management services; internal or complex project management; establishing performance-based metrics; and conducting internal reviews to ensure compliance with applicable laws, regulations, policies, and procedures. This section helps coordinate the annual IT Plan development process, develops customer service level agreements (SLAs), and coordinates the Data Center's business continuity/disaster recovery program.

4.6.3 Quality Assurance Section

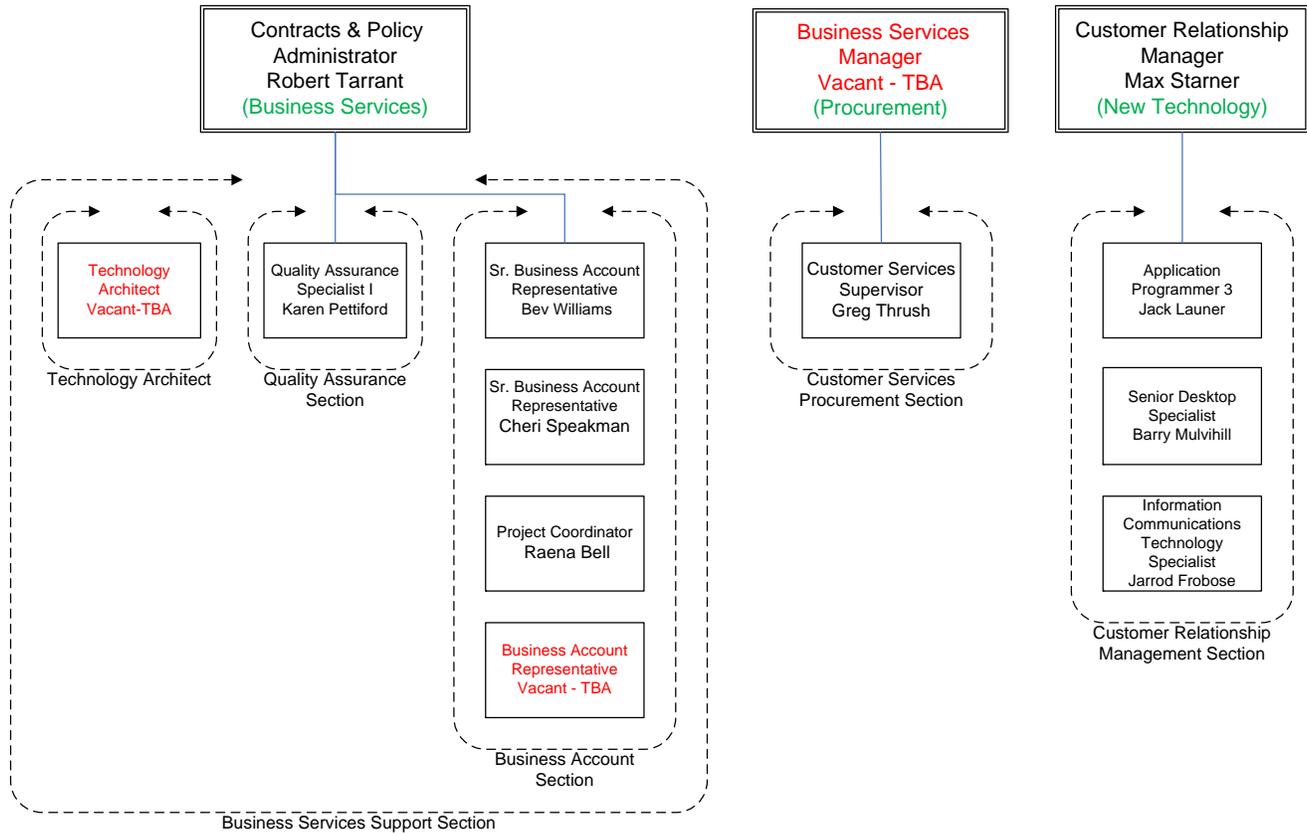
The Quality Assurance Section performs tasks using test methodologies requiring planning, scheduling, testing, and documentation to assure that software products and data outputs meet design specifications for Data Center and contractor developed programs and to identify areas of the product(s) where focused test efforts need to be applied. The Quality Assurance Section supports the Business Services Division by researching, testing, debugging, documenting all procedures from filing through approval for FCJS and eFlex docketing of each of the court applications. Provides testing of code and follow-up with general user processes including as needed, questions/comments received for the webmaster. Provides editing, reviewing and recommendations of end-user improvements for the County Home Page. Provides quality assurance auditing support for the Development and Business Services Divisions for activity tracking, timesheets, and Requirements Data Base activities.

4.6.4 Customer Relationship Management Section - New Technology Support

The Data Center's Customer Relationship Management (CRM) program, coordinated by a Customer Relationship Manager, serves as the Data Center's primary liaison to customer organizations and as the point of entry for IT project requests to support the Business Services Division. The Customer Relationship Manager coordinates customer communications through the county portal, county home page, user groups, video production and mobile TV monitors. The New Technology Team researches, tests, recommends, and coordinates new technologies that will best support our customer's objectives.

Business Services Division

Revision 12/31/2012



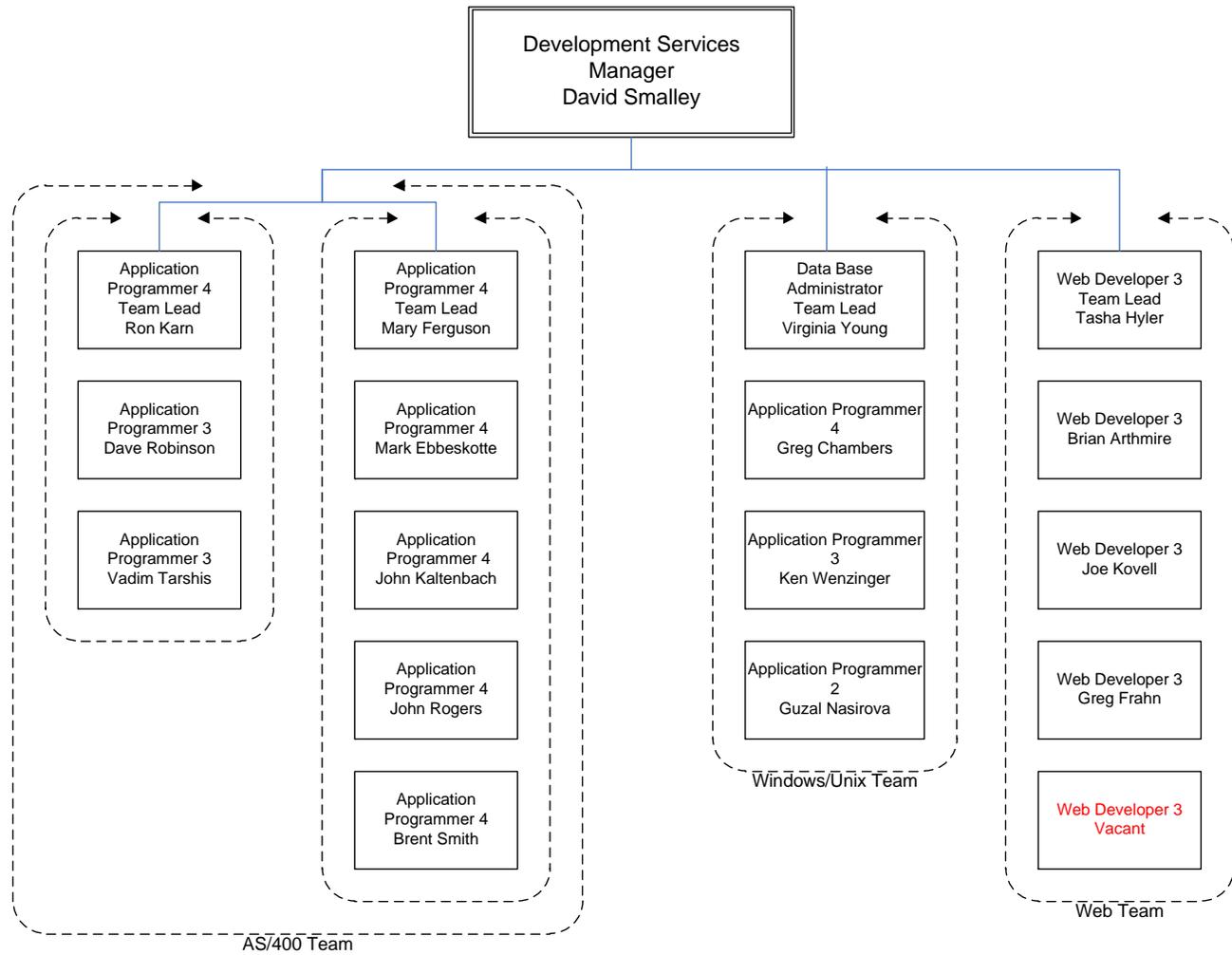
(Diagram 8)

4.7 DEVELOPMENT DIVISION

The Development Division is responsible for the analysis and business requirements gathering, design, development, testing, implementation, and maintenance of computerized business applications, including the conversion of applications between computing platforms. Application programming services include maintenance and modification of existing applications and development of new applications that are custom-tailored to customers' business needs. All applications are developed using industry-standard design, documentation, and quality assurance methodologies. Other development services include e-government solutions, Internet and Intranet informational pages, and web-based application portals.

Development Services Division

Revision 12/10/2012



(Diagram 9)

5.0 CUSTOMER BASE AND RESOURCE USAGE STATS

The Data Center provides support to county offices, agencies and courts, as well as to other legislative authorities through professional services, a countywide secure network, countywide and agency specific applications and specialized services as needed. Resources are tracked, audited and allocated to the applicable client through the Countywide Cost Allocation Plan and revenue producing invoices on behalf of the Commissioners as directed in the Code of Federal Regulations, Chapter ii, Part 225.

5.1 COMPUTER RESOURCES BY AGENCY

The Clerk of Court's office was the largest consumer of computer resources with 30.49% of total resources, up from 29.18% in 2011, but down from 33.55% in 2010. With the move of Day Care to the State of Ohio application Job & Family Services reduced its use of Franklin County resources from 9.01% of total Franklin County resources in 2010 to 5.96% on 2011 and now 2.62% in 2012. 93.65% of the resources were allocated to agencies through the Countywide Cost Allocation Plan while 6.35% of allocations produced revenue which was posted to the General Fund.

Also noteworthy is the increased use of resources by the Auditor's Office, the Sheriff, Probate Court, the Prosecuting Attorney and Public Facility management while the Commissioner's Office, the Treasurer, and the Board of Elections' percent of total use decreased. Table 8 below shows the value of resources utilized during 2012 as well as the percentage of total resources for both 2012 and 2011.

Agency	2012 Allocation	% of Total	2011
Clerk of Courts	2,290,943.15	30.49%	29.18%
Commissioners	1,164,480.64	15.50%	16.33%
Auditor	781,606.62	10.40%	7.69%
Sheriff	431,297.49	5.74%	5.32%
Treasurer	368,263.83	4.90%	6.89%
Probate Court	303,661.94	4.04%	3.45%
Prosecuting Attorney	219,292.83	2.92%	2.57%
Public Facilities Management	205,055.19	2.73%	1.91%
Job & Family Services	197,170.81	2.62%	5.96%
Board of Elections	195,632.25	2.60%	3.13%
Veterans Service	112,043.86	1.49%	0.89%
Human Resources	107,946.87	1.44%	0.83%
Domestic and Juvenile Court	107,518.49	1.43%	2.81%
Animal Control	107,011.98	1.42%	0.86%
Economic Development & Planning	94,500.93	1.26%	1.45%
Recorder	86,650.44	1.15%	1.06%

Agency	2012 Allocation	% of Total	2011
Public Health	80,719.33	1.07%	0.32%
Court of Common Pleas	74,233.86	0.99%	0.87%
Public Defender	70,532.77	0.94%	0.65%
Purchasing	59,301.64	0.79%	0.54%
Engineer	52,005.83	0.69%	0.05%
Child Support Enforcement	47,356.62	0.63%	0.52%
Children Services	45,468.32	0.61%	0.77%
Fleet Management	42,205.78	0.56%	1.35%
Court of Appeals	40,506.57	0.54%	0.49%
Coroner	37,608.35	0.50%	2.04%
Office on Aging	36,284.66	0.48%	0.33%
Sanitary Engineer	35,475.32	0.47%	0.52%
Justice Program Unit	34,072.70	0.45%	0.21%
Community Based Correction Facility	22,383.90	0.30%	0.21%
Emergency Management	14,033.85	0.19%	0.34%
ADAMH	10,863.57	0.14%	0.22%
Columbus City Police	8,113.48	0.11%	0.04%
Veterans Memorial	7,491.30	0.10%	New in 2012
Board of Developmental Disabilities	7,188.83	0.10%	0.12%
CASA	5,698.23	0.08%	0.06%
Central Ohio Community Investment	3,068.42	0.04%	New in 2012
MORPC	1,575.52	0.02%	0.01%
Law Library	1,534.08	0.02%	<.01%
Metro Parks	1,357.95	0.02%	0.01%
Municipal Court	941.46	0.01%	<.01%
Soil & Water	647.50	0.01%	0.01%
Hilliard Police	147.81	<.01%	<.01%

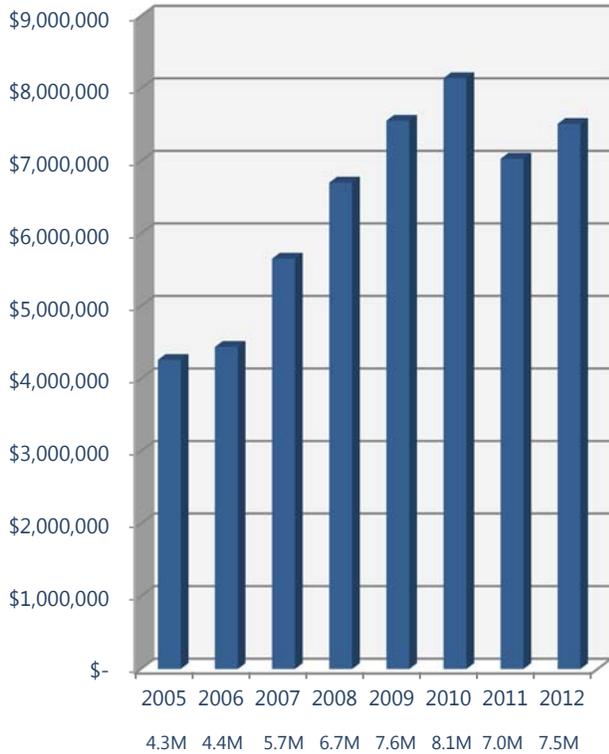
(Table 3)

5.2 COST STUDY ALLOCATION RECOVERY

Recovery in 2012 totaled 89.14% which is the lowest percent in five years. While most areas recovered 97-100%, the Network Services was unsuccessful recovering only 90.58% due to a reduction in connections from Job and Family Services and Children Services. Professional Services was also

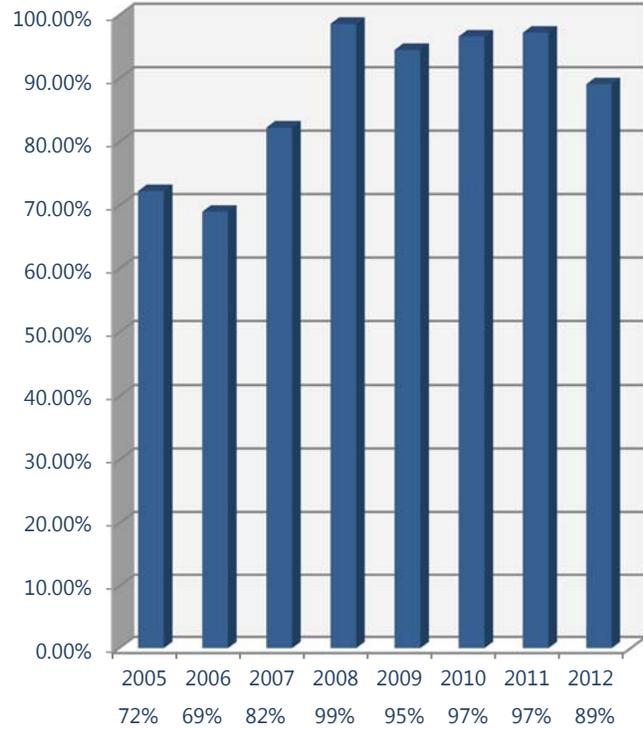
unsuccessful recovering 82.06% due to and artificial increase in estimated hours for Programming Services, and Web Services to lower the hourly rate and a reduction in Project Services staffing levels.

Total Recovery



(Chart 12)

Percent Total Recovery



(Chart 13)

Resource	Total Cost	Recovered	Recovery
iSeries Resources	\$ 1,432,032	\$ 1,428,691	99.77%
Windows Resources	\$ 805,076	\$ 794,752	98.72%
Professional Services	\$ 4,410,581	\$ 3,619,213	82.06%
Network Services	\$ 853,756	\$ 773,339	90.58%
Print Services	\$ 640,033	\$ 640,033	100.00%
Miscellaneous Services	\$ 287,498	\$ 257,868	89.69%
Total Recovery	\$ 8,428,976	\$ 7,513,896	89.14%

(Table 4)

5.3 COMPUTER RESOURCES

The Data Center manages a secure computer network with over 3,000 users utilizing the network through network, intranet, internet, VPN and dial-up connections. Internet services are provided at 200MB per second and data encryption, global network infrastructure issue resolution, file access privileges, password changes, anti-virus software, image deployment and management, web filtering and spam blocking software and security updates are utilized to ensure the integrity of network, and improved security and workplace efficiency.

5.3.1 iSeries Platform

The IBM iSeries is a stable and reliable platform which is celebrating its 25th anniversary. The Franklin County Data Center has operated the iSeries servers since the early days of its release and currently it houses over forty applications including the Franklin County Justice System (FCJS), Efiling, Probate Court's Case Management System and the Clerk of Courts Financial System (CFS). During the year the system experienced no downtime while undergoing a 67.5% increase in utilization and meeting capacity needs while processing 632,014 CPU minutes and almost 78 million I/O transactions.



5.3.2 VMware

As part of the Commissioners' Green Initiative virtualization of servers continues. This countywide cost saving initiative has grown in popularity for existing servers and most new installations today are virtualized saving valuable hardware and licensing funds in addition to providing greater reliability. In 2012 the Data Center hosted 80 virtual servers for nine agencies and countywide services.

5.3.3 Email

Microsoft Exchange 2007 is managed by the Windows Server Team and is used for the County's Email services. During 2012, use of the countywide email system increased 26% to 2,600 users. 22,951,008 emails were processed with a system availability of 99.998%. During 2012 the SPAM filter device was updated and successfully blocked over 12 million unwanted emails.

5.3.4 Loaner Equipment

Laptops, PCs, monitors, projectors, iPads, TV screens and printers are available to meet the temporary needs of our client thus increasing efficiency while reducing overall county costs. During the year over 14,000 units (per unit/per day) were used.

5.3.5 Print Services

Print Services is managed by the operations team and operates 24 hours a day, 5 days a week to produce all requests by our clients in a timely manner. 82,282,374 pages were processed by the Windows and iSeries print servers which is a 49% reduction when compared to 2011. This reduction was due in large part to print services for Efiling being moved to the Print Shop in June of 2012. While Efiling was moved to the Print Shop, other court requests experienced a slight increase.



5.3.6 Intellivue

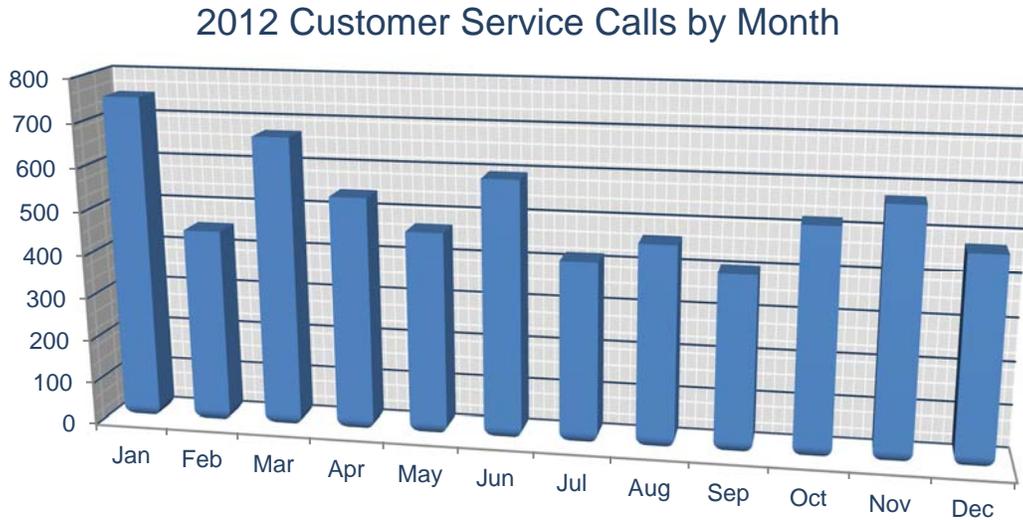
Utilization of the countywide imaging application continues to grow. There are currently twelve agencies using forty-one imaging applications totaling almost 73 million documents. The application experienced 100% availability during 2012 greatly increased efficiency throughout the twelve agencies.

5.4 PROFESSIONAL SERVICES

The Franklin County Data Center provided over 59,500 professional and technical service hours to assist partner agencies in providing innovative and highly efficient services to citizens of Franklin County. The cost effective business solutions were delivered through services focused on continuous improvement and best practices driven by integrity, teamwork and innovation.

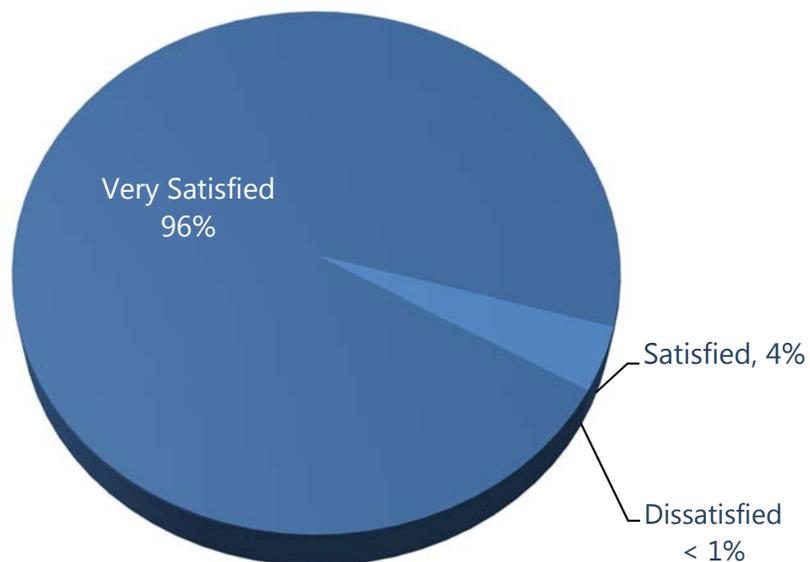
5.5 CUSTOMER SERVICE

The customer service team responded to 6,375 calls during 2012, an 18% reduction from 2011 calls. 95.3% of calls, down from 96% in 2011, were closed and of the 870 surveys returned by our clients, 96% were very satisfied and 4% satisfied.



(Chart 14)

2012 Customer Survey Results



(Chart 15)

6.0 COMPUTER SYSTEMS AND NETWORK UPGRADES

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
IBM 9672-R42 MAINFRAME	GENERAL	MAR-1996	PURCHASED IN 1996 AND FULLY DEPRECIATED. THE OPERATING SYSTEM WAS UPGRADED FROM OS/390 VER. 2.6 TO OS/390 VER. 2, RELEASE 10 IN DECEMBER, 2001
HDS 7690 DASD MAINFRAME- ATTACHED	GENERAL	SEP-1995	NEW DISK SUBSYSTEM TO REPLACE VARIOUS HDS (OBSOLETE) DISKS -- PROVIDES SOME EXPANDED STORAGE, AND MUCH IMPROVED PERFORMANCE; TOTAL CAPACITY: 226 GIGABYTES (SOME RAID-1). INCREASED DASD CAPACITY TO A TOTAL OF 686.46 GIGABYTES IN JUNE 97. PURCHASED THE 7700 DASD SUBSYSTEM
HDS 7490 TAPE STORAGE SUBSYSTEM MAINFRAME ATTACHED	GENERAL	JUN-1997	INSTALLED CONTROLLER AND EIGHT 7490 TAPE DRIVES. THESE DRIVES UTILIZE 36 TRACKS AND GIVE US ADDITIONAL CAPACITY PER TAPE AND ADDED PERFORMANCE
IBM AS/400-530 / 2050 MIDRANGE (FCDC1)	GENERAL	NOV-1995	ORIGINAL AS/400-B70 INSTALLED IN DECEMBER 1989. UPGRADED FROM A MODEL B70 TO AN F70 IN MARCH 1994; UPGRADED FROM A MODEL F70 TO A 320 IN NOVEMBER, 1995; TOTAL DASD CAPACITY: 41GB (SOME RAID/MIRRORING). UPGRADED MARCH 15, 1997 TO A 9406-500 MODEL-2151 2-WAY RISC PROCESSOR, WITH 768MB RAM & 55.11GB DASD; UPGRADED TO OS/400 VERSION 4, RELEASE 5, IN NOVEMBER 2001
IBM AS/400-300 / 2051 MIDRANGE (FCDC3)	GENERAL	JUL-1996	ORIGINAL AS/400-F35 INSTALLED IN APRIL 1994, INCLUDED WITH THE B70 UPGRADE, TO OFF-LOAD DEVELOPMENT. UPGRADED FROM AN F35 TO A 300 IN NOVEMBER 1995, TO SUPPORT ADDITIONAL PRODUCTION USE. UPGRADED AGAIN, ON JULY 10, 1996, TO A MODEL 320 WITH AN ADDITIONAL 45GB OF DISK (TOTAL DASD: 62GB), TO SUPPORT THE BOARD OF ELECTIONS DIGITIZED SIGNATURE SYSTEM. IN JULY 1997, UPGRADED TO A RISC PROCESSOR. UPGRADED TO OS/400 VERSION 4, RELEASE 5, IN MAY 2001
IBM AS/400-530 / 2141 MIDRANGE (FCDC2)	GENERAL, SHERIFF	JUN-1996	ORIGINAL AS/400-E45 INSTALLED IN JANUARY 1993, REPLACED AN S/38. THE MODEL E45 WAS UPGRADED TO A MODEL 300 IN JUNE 1996; TOTAL DASD CAPACITY: 15.7GB (RAID/MIRRORING). ON FEBRUARY 18, 1997, THIS MODEL 300 WAS UPGRADED TO A RISC BASED 9406-500, SINGLE PROCESSOR; TOTAL RAM IS 256MB, AND 8.3GB OF DASD WAS ADDED AT THAT TIME, FOR A TOTAL DASD CAPACITY OF 24GB; UPGRADED TO OS/400 VERSION 4, RELEASE 5, IN AUGUST 2001
IBM RISC/6000 / 7013 (IBM 7013) MINICOMPUTER	COMMUNICATIONS INTERNET FIREWALL	OCT-1991	THE PROBATE COURT'S TURNKEY SYSTEM WAS MOVED TO THE AS/400 APRIL 1, 1994. THE RISC/6000 WILL BE USED AS A COMMUNICATIONS CONTROLLER -- FOR THE INTERNET FIREWALL. TOTAL DISK CAPACITY IS 4GB

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
IBM 3720-001 MAINFRAME- ATTACHED	COMMUNICATIONS	MAR-1988	REMOTE COMMUNICATIONS CONTROLLER; REPLACED AN OBSOLETE IBM 3705 CONTROLLER
IBM 3745-170 MAINFRAME- ATTACHED	COMMUNICATIONS	DEC-1989	ADDED TO MEET EXPANDED NEEDS FOR REMOTE COMMUNICATIONS AND TO CONNECT THE TOKEN RING NETWORK WITH THE ENTERPRISE SERVER
IBM 3745-17A/3746-900	COMMUNICATIONS	SEP-1995	UPGRADED/EXPANDED THE 3745-170 FOR NEEDED CAPACITY
XEROX 4850-STA #1 MAINFRAME- ATTACHED	GENERAL	MAR-1993 DEC-2000	LASER PRINTER WITH HIGHLIGHT COLOR. UPGRADED WITH CARTRIDGE TAPE SYSTEM IN DECEMBER 2000
XEROX 4850-STA #2 MAINFRAME- ATTACHED	GENERAL	SEP-1996 DEC-2000	LASER PRINTER WITH HIGHLIGHT COLOR. UPGRADED WITH CARTRIDGE TAPE SYSTEM IN DECEMBER 2000
INTEL PROCESSOR- BASED SERVERS	PRINT/FILE APPLICATION & DATABASE SERVERS	1996- PRESENT	THE SERVER FARM ON THE 8 TH FLOOR HAS GROWN TO OVER 30 SERVERS, AND NUMEROUS SERVERS ARE LOCATED THROUGHOUT THE COUNTY FACILITIES TO SUPPORT OUR CUSTOMER BASE. IMPLEMENTED A MICROSOFT EXCHANGE SERVER AND RAPID APPLICATION DEVELOPMENT SERVER. PURCHASED TAPE CARTRIDGE SYSTEM FOR NIGHTLY BACKUP OF SERVERS
820-2 WAY PROCESSOR ISERIES SERVER (FORMERLY AS/400)	GENERAL APPLICATIONS, WEB SERVER, WINDOW APPLICATIONS	OCT-2002	THIS SERVER WAS PURCHASED TO CONSOLIDATE 3 AS/400S AND TO HOUSE 13 MIGRATED MAINFRAME APPLICATIONS. OS LEVEL V5R1M0. MAIN STORAGE 5G. TOTAL DISK 525G
3590 ISERIES ATTACHED CARTRIDGE TAPE SYSTEM	GENERAL	NOV-2002	REPLACEMENT FOR 3490-TAPE SYSTEM TO BE COMPATIBLE WITH NEW 820 ISERIES SERVER. TAPE CAPACITY 2.3G
NETWORK UPGRADE	GENERAL	MAY-2004	UPGRADED CORE SWITCH AND FIREWALL (SUN BOX) TO PROVIDE REDUNDANCY FOR NETWORK AVAILABILITY. SWITCH SOFTWARE UPGRADED IN NOV. 2004
WINDOWS TAPE LIBRARY SYSTEM	WINDOWS BACKUP	MAR-2004	PURCHASED PHYSICAL TAPES AND WINDOWS SERVER TO IMPROVE BACKUP TIME
DATA CENTER SAN PURCHASE	INCREASE STORAGE CAPABILITY	FEB-2005	1 GIG MEMORY, 500 GIG STORAGE, 2500 CPW
I5 PURCHASE	UPGRADE TO 820	FEB-2005	
WEBFOCUS ON WINDOWS CARD INSTALLED IN I5	DATA MINING	MAR-2005	ALLOWS CUSTOMERS TO CREATE THEIR OWN REPORTS
JFS NETWORK UPGRADE	ASSISTED JFS	APR-2005	PROGRAMMING AND INSTALLING JOB AND FAMILY SERVICES CISCO 4506'S CORE SWITCHES. ADDED WIRELESS ACCESS POINTS
CORONER NETWORK UPGRADE	RE-WIRED LOCATION	APR-2005	WORKING WITH PFM ON THE REWIRING OF THE CORONER'S OFFICE
UPGRADED I5 OS	V5R2 TO V5R3	MAY-2005	ADDED OPERATING SYSTEM FUNCTIONALITY
IHATESPAM UPGRADE	SPAM FILTER	MAY-2005	INCREASED FILTERING CAPABILITY
ADDED NEW TAPE DRIVES TO I5	3582 TAPE LIBRARY	JUN-2005	FASTER TAPE DRIVES
ADDED WINDOWS SERVER CARD TO I5	ISERIES SERVER CARD	JUL-2005	ADOBE READER EXTENSIONS PROJECT

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
INSTALLED WSUS	WINDOWS SERVER UPDATE	AUG-2005	ALLOWS UPDATES TO BE INSTALLED REMOTELY TO ALL PC'S ON NETWORK
D/R I5 520 PURCHASE	HOT SITE I5 INSTALL	OCT-2005	MACHINE WILL MIMIC THE I5 INSTALLED IN THE DATA CENTER IN THE EVENT THE MACHINE IS INACCESSIBLE
COMPLETED SECURITY POLICIES	GENERAL	NOV-2005	COMPLETED SECURITY POLICIES DEFINING SECURITY AS IT PERTAINS TO FCDN (FRANKLIN COUNTY DATA NETWORK)
SONET RING INSTALL	ASSISTED JFS	JAN-2006	WORKED WITH STATE AND JFS TO TEST CONNECTIONS ALL JFS LOCATIONS. CONFIGURED EQUIPMENT TO CONNECT TO RING
REMOVED FINAL APPLICATION FCJS FROM MAINFRAME	MAINFRAME REMOVAL	JAN-2006	MAINFRAME WILL BE DECOMMISSIONED AND SALVAGED
PURCHASE BES (BLACKBERRY) SERVER	MANAGE COUNTY'S GROWING NUMBER OF BLACKBERRY DEVICES	AUG-2006	LINK OUTLOOK WITH BLACKBERRY DEVICES
EXISTING SAN	INCREASE STORAGE, MIGRATE PUBLIC DEFENDER	OCT-2006	ADDITIONAL STORAGE ADDED TO EXISTING SAN - 1 TB USABLE
ISERIES PLATFORMS DASD UNITS	INCREASE STORAGE FOR FCJS	DEC-2006	20EA - 70 GB DASD UNITS FOR THE ISERIES PLATFORMS - 10EA FOR THE PRODUCTION AND 10 EA FOR THE DISASTER RECOVERY BACK-UP SERVER.
FCDN FIREWALL	UPGRADE TO FCDN FIREWALL SERVER SYSTEM TO MEET CURRENT DATA THROUGHPUT, LOAD-BALANCING AND BUSINESS CONTINUITY REQUIREMENTS	JAN-2007	PURCHASE, INSTALL, AND CONFIGURE A REPLACEMENT FRANKLIN COUNTY DATA NETWORK (FCDN) FIREWALL SYSTEM CONSISTING OF TWO DELL POWEREDGE FIREWALL SERVER SYSTEMS AND MANAGEMENT SOFTWARE.
PBDF	INSTALL NEW PBDF SERVER.	MAR-2007	SERVER ACQUISITION/REPLACEMENT WITH SAN CONFIGURATION AND DATA MIGRATION. TO INSTALL AND CONFIGURE THE 2 LEFTHAND 1TB SAN MODULE. BACKUP AND MIGRATE DATA FROM PBDF OLD SAN TO NEW SAN MODULE
IMAGING SERVER REPLACEMENT PROJECT	INSTALL, CONFIGURE, AND IMPLEMENT POWEREDGE 2950 SERVER AND THREE LEFTHAND NETWORK 1TB SAN MODULES	APR-2007	MOVE IMAGING FROM ISERIES WINDOWS CARD TO STAND-ALONE WINDOWS SERVER
ISERIES DASD	PURCHASE AND INSTALL 4 DASD DRIVES ON THE ISERIES SERVER	JUN-2007	PURCHASE AND INSTALL 4 DASD DRIVES - ISERIES SERVER
VMWARE	SERVER CONSOLIDATION/ VMWARE CONFIGURE AND INSTALL	AUG-2007	PURCHASE, INSTALL, AND CONFIGURE HIGH-CAPACITY DELL SERVER WITH VMWARE SOFTWARE ONTO THE FRANKLIN COUNTY DATA NETWORK
BLACKBERRY BES ADDITIONS	BLACKBERRY SERVICE FOR MULTIPLE COUNTY AGENCIES	JAN-2008	THIS IS AN CONTINUED / ONGOING PROJECT
NETWORK UPGRADE	REPLACING ANTIQUATED SWITCHES ON FLOORS, CORE SWITCHES, ROUTERS	FEB-2008	NECESSARY TO SUPPORT 2007 FRANKLIN COUNTY NETWORK ADMINISTRATION AND MAINTENANCE REQUIREMENTS. THIS IS PART 1 OF 3 YEAR PLAN
DESKTOP REPLACEMENT	REPLACING DESKTOP PCS FOR MULTIPLE AGENCIES	FEB-2008	REPLACING DESKTOP PCS FOR MULTIPLE AGENCIES

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
SERVER VIRTUALIZATION	VIRTUALIZING SERVERS FOR MULTIPLE AGENCIES	MAR-2008	VIRTUALIZING SERVERS SAVES AGENCIES MONEY AND COMPLIES WITH COMMISSIONERS "GREEN" OBJECTIVE
SAN STORAGE ADDITION	PURCHASE 3 ADDITIONAL 3TB SAN MODULES AND INSTALL THEM ON THE FRANKLIN COUNTY DATA NETWORK (FCDN)	MAR-2008	THE FRANKLIN COUNTY DATA CENTER NEEDS TO ADD ADDITIONAL SAN STORAGE TO THE COUNTY NETWORK TO MEET THE INCREASING DEMAND FOR FILE STORAGE CAPACITY. GROWTH IS CURRENTLY OCCURRING AT A RATE OF 46% / YEAR
SERVER REPLACEMENT MRDD	REFRESH SERVERS AT ARC INDUSTRIES SOUTH & HAGUE LIVING SKILLS CENTER	MAY-2008	REFRESH AGING SERVERS AT ARC INDUSTRIES SOUTH AND THE HAGUE LIVING SKILLS CENTER WHICH FALL WITHIN OUR FIVE YEAR REPLACEMENT CYCLE
I5 I-SERIES SERVER UPGRADE	UPGRADE FROM IBM MODEL I-520 SERVER TO A NEW MODEL I-570 SERVER	MAY-2008	THIS WAS NEEDED TO MEET THE PERFORMANCE REQUIREMENTS OF THE FRANKLIN COUNTY JUSTICE SYSTEM (FCJS) AND OTHER APPLICATIONS WHICH ARE CURRENTLY OR PROJECTED TO BE HOSTED ON THAT PLATFORM. THE CURRENT SERVER IS OPERATING AT OVER 95% OF CPU CAPACITY (FCJS ONLY) AND LACKS THE ABILITY FOR FURTHER EXPANSION. IT WILL NOT BE ABLE TO SUPPORT THE PERFORMANCE DEMANDS OF THE FCJS ENHANCEMENTS WHICH ARE SCHEDULED FOR DEPLOYMENT IN 2008
EDP	EDP MOVE TO LAZARUS BUILDING	MAY-2008	ASSISTED IN PREPARING NEW LOCATION FOR EDP
GIGABIT FIBER INSTALLATION	ADDITIONAL GIGABIT FIBER UPLINKS FOR FLOOR SWITCHES IN FCCH	JUN-2008	ADDITIONAL GIGABIT FIBER UPLINKS FOR FLOOR SWITCHES IN FCCH
NET BACKUP INSTALLATION	UPGRADE TO EXISTING SERVER BACKUP SYSTEM	JUN-2008	THIS UPGRADE PROVIDED FASTER BACKUPS, MORE DATA PER TAPE, AND ADDED FUNCTIONALITY SUCH AS ABILITY TO BACK UP SHAREPOINT MORE EFFICIENTLY
DISASTER RECOVERY VIRTUAL SERVER IMPLEMENTATION	COUNTY AGENCIES REQUIRE A BACKUP CAPABILITY SHOULD THEIR PRIMARY SYSTEMS FAIL. THIS INCLUDES BOTH BUSINESS CONTINUITY AND DISASTER RECOVERY SITUATIONS	JUN-2008	LEVERAGING COUNTY'S D/R INVESTMENT AT EMA
BLACKBERRY BES ADDITIONS	PROVIDE BLACKBERRY SERVICE FOR MULTIPLE COUNTY AGENCIES	JAN-2009	THIS IS AN CONTINUED / ONGOING PROJECT
NETWORK UPGRADE	REPLACING ANTIQUATED SWITCHES ON FLOORS, CORE SWITCHES, ROUTERS	FEB-2009	NECESSARY TO SUSTAIN 2009 FRANKLIN COUNTY NETWORK PERFORMANCE AND MAINTENANCE REQUIREMENTS
DESKTOP REPLACEMENT	REPLACING DESKTOP PCS FOR MULTIPLE AGENCIES	FEB-2009	MULTIPLE AGENCIES
RECORDER DATA BASE SERVER REPLACEMENT	REPLACE DB SERVER EXCEEDING LIFECYCLE AND OUT OF MAINTENANCE	APR-2009	
RECORDER IMAGING SERVER REPLACEMENT	REPLACE SERVER EXCEEDING LIFECYCLE AND OUT OF MAINTENANCE	APR-2009	

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
SQL UPGRADE TO 2008	DATA BASE SOFTWARE UPGRADE	MAY-2009	UPGRADE MULTIPLE VERSIONS OF SQL TO 2008
COUNTYWIDE VPN INITIATIVE	INSTALL AND CONFIGURE VPN ON MULTIPLE AGENCY LAPTOPS	JUN-2009	TO ALLOW WORK FROM HOME IF NECESSARY
ISERIES TAPE ENCRYPTION	ENCRYPTING ALL ISERIES BACKUP TAPES	JUN-2009	ENSURE DATA INTEGRITY
UPGRADE ISERIES AT D/R FACILITY	UPGRADED TO I5 MODEL 570	JUL-2009	KEEPING IN STEP WITH GROWING D/R NEED
LAPTOP ENCRYPTION	ALL COUNTY OWNED LAPTOPS ENCRYPTED	JUL-2009	PROTECT HARD DRIVE DATA AGAINST INTRUSION
APERTA DOCUMENT PROCESSING REPLACEMENT FOR TREASURER	NEW DOCUMENT PROCESSING SOLUTION FOR TREASURER	AUG-2009	DATA CENTER ASSISTED WITH SEVER SET UP AND SUPPORT
INCREASED INTERNET BANDWIDTH	INCREASE FROM 30 TO 60 MBPS	SEP-2009	COUNTY INTERNAL AND EXTERNAL (WEB SITE) USAGE HAD INCREASED DUE TO INTERNET BEING UTILIZED MORE FOR BUSINESS
EXCHANGE UPGRADE	FROM 2003 TO 2007	OCT-2009	THIS ALLOWED FOR A MULTIPLE-SERVER EXCHANGE ENVIRONMENT TO AID IN PERFORMANCE
ISERIES PROCESSOR ADDITION	EXPANDED FROM 2 TO 3 PROCESSORS	OCT-2009	THIS WAS NEEDED TO HANDLE GROWING CIO USAGE
ISERIES DISK ADDITION	ADDED DISK FOR FCJS	NOV-2009	THIS HELPED WITH PERFORMANCE AS WELL FOR FCJS/CIO
MUNIS UPGRADE	UPGRADE TO COUNTY PAYROLL SYSTEM	NOV-2009	IN SUPPORT OF THE AUDITOR UPGRADING MUNIS TO THE NEXT VERSION, THE SERVER AND OPERATING SYSTEM NEEDED TO BE UPGRADED
SAN ADDITION TO D/R FACILITY	ADD SAN MODULES TO CURRENT CLUSTER AT D/R SITE	DEC-2009	MOVING TOWARDS COMPLETE FAIL OVER AT DR FACILITY
QAS INSTALL	ADDRESS VERIFICATION DATABASE	DEC-2009	MULTIPLE AGENCIES WERE RUNNING THEIR OWN VERSION. CENTRALIZING IT PROVIDES BETTER SUPPORT AND COST SAVINGS
CONTINUED BLACKBERRY BES AND SMARTPHONE ADDITIONS	CONTINUE TO PROVIDE BLACKBERRY/ SMARTPHONE SERVICE FOR MULTIPLE COUNTY AGENCIES	JAN-2010	THIS IS AN ONGOING PROJECT
NETWORK UPGRADE	REPLACING ANTIQUATED SWITCHES ON FLOORS, CORE SWITCHES, ROUTERS	FEB-2010	NECESSARY TO SUPPORT FRANKLIN COUNTY NETWORK ADMINISTRATION AND MAINTENANCE REQUIREMENTS. THIS IS AN ONGOING PROJECT AS NETWORK EQUIPMENT BECOMES ANTIQUATED.
DESKTOP REPLACEMENT	REPLACING DESKTOP PCS FOR MULTIPLE AGENCIES	FEB-2010	REPLACING DESKTOP/LAPTOPS EXCEEDING 5 YEAR REPLACEMENT CYCLE.
SERVER VIRTUALIZATION	VIRTUALIZING SERVERS FOR MULTIPLE AGENCIES	MAR-2010	VIRTUALIZING SERVERS SAVES AGENCIES MONEY AND COMPLIES WITH COMMISSIONERS "GREEN" OBJECTIVE. THIS IS AN ONGOING PROJECT.
SNORT NETWORK INTRUSION AND DETECTION SOFTWARE	DETECTION SOFTWARE FOR MALICIOUS NETWORK ACTIVITY	APR-2010	RECOMMENDATION FROM SECURITY ASSESSMENT.

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
4TH I SERIES PROCESSOR ACTIVATION	EXPANDED FROM 3 TO 4 PROCESSORS	JUN-2010	NEEDED TO HANDLE CONTINUALLY INCREASING FCJS/CIO USAGE.
SAINT INTEGRATED VULNERABILITY ASSESSMENT AND PENETRATION TESTING TOOL	WILL IDENTIFY AND REMEDIATE VULNERABILITIES ON ANY NETWORK RESOURCE (PC, SERVER, ETC)	JUL-2010	RECOMMENDATION FROM SECURITY ASSESSMENT.
INSTALLATION OF JUSTICETRAX SYSTEM	FORENSIC SOFTWARE FOR CORONER	AUG-2010 SEP-2010	CORONER BUDGET ITEM.
VETS EMPLOYEE RELOCATION.	RELOCATION OF VETS EMPLOYEES DO TO BUILDING ISSUES	SEPT-2010 OCT-2010	TEST OF D/R PROCEDURES
MUNIS UPGRADE	UPGRADE TO COUNTY PAYROLL SYSTEM	SEP-2010	PREPARING FOR MIGRATION TO SQL DATABASE IN 2011
EFILE HARDWARE SETUP.	SETUP SERVERS/LOAD BALANCERS FOR EFILE	SEP-2010	IN SUPPORT OF CLERK/COURTS EFILE PROJECT
INSTALLATION OF WIRELESS ACCESS POINTS	ADDED WIRELESS CAPABILITY TO AUDITOR'S FLOORS	SEP-2010 OCT-2010	IN SUPPORT OF AUDITOR WIRELESS DEVICES.
INSTALLATION OF NEW HARDWARE MANAGEMENT CONSOLE (HMC)	THIS IS FOR ENHANCED HARDWARE MANAGEMENT ON IBM SERVERS.	OCT-2010	THIS DEVICE PROVIDE HARDWARE MANAGEMENT INTERFACE TO IBM I SERIES SERVERS.
INSTALLATION OF NETWORK SWITCHES.	CONFIGURED AND INSTALLATION CORE AND FLOOR SWITCHES IN NEW COURTHOUSE.	NOV-2010 DEC-2010	IN SUPPORT OF CLERK PERSONNEL MOVING TO NEW COURTHOUSE IN 2011.
CONTINUED BLACKBERRY BES AND SMARTPHONE ADDITIONS	CONTINUE TO PROVIDE BLACKBERRY/ SMARTPHONE SERVICE FOR MULTIPLE COUNTY AGENCIES	JAN-2011	THIS IS AN ONGOING PROJECT
SAN ADDITION - BOE	ADDING ADDITIONAL STORAGE TO EXITING STORAGE POOL	JAN-2011	FILE STORE WAS EXCEEDING CAPACITY
NETWORK UPGRADE	REPLACING ANTIQUATED SWITCHES ON FLOORS, CORE SWITCHES, ROUTERS	FEB-2011	NECESSARY TO SUPPORT FRANKLIN COUNTY NETWORK ADMINISTRATION AND MAINTENANCE REQUIREMENTS. THIS IS AN ONGOING PROJECT AS NETWORK EQUIPMENT BECOMES ANTIQUATED.
REPLACEMENT IBM SERVER	INSTALL, AND CONFIGURE AN IBM I SERIES M750 POWER 7 PRODUCTION SERVER	FEB-2011	INCREASED PERFORMANCE IN SUPPORT OF FCJS/EFILE AND REDUCED COST
DESKTOP REPLACEMENT	REPLACING DESKTOP PCS FOR MULTIPLE AGENCIES	MAR-2011	REPLACING DESKTOP/LAPTOPS EXCEEDING 5 YEAR REPLACEMENT CYCLE.
FCTS SERVER AND LICENSE UPGRADE	FCTS SERVER (TREADATA) CAN NO LONGER MEET THE PERFORMANCE REQUIREMENTS FOR THE FCTS APPLICATION.	MAR-2011	RECOMMENDATIONS HAVE BEEN MADE THAT WILL MEET THE NEED FOR THE FCTS MAINTENANCE AS WELL AS THE PLANNED FUTURE ENHANCEMENTS OF THE APPLICATION.

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
SWITCH INSTALLATION NEW COURTHOUSE	13 VOIP CAPABLE SWITCHES PLUS CORE SWITCH INSTALLED	MAR-2011	THIS IS IN SUPPORT OF THE CLERK'S OFFICE
SERVER VIRTUALIZATION	VIRTUALIZING SERVERS FOR MULTIPLE AGENCIES	APRIL-2011	VIRTUALIZING SERVERS SAVES AGENCIES MONEY AND COMPLIES WITH COMMISSIONERS "GREEN" OBJECTIVE. THIS IS AN ONGOING PROJECT.
THE CLERK OF COURTS MOVE TO NEW COURT HOUSE	THE CLERK OF COURTS MOVED SOME OF THEIR OFFICE'S OVER TO THE NEW BUILDING FROM HOJ.	JUNE-2011	IN SUPPORT OF THE CLERKS' OFFICE-INSTALL DESKTOPS AFTER PROFESSIONALLY MOVED TO NEW COURTHOUSE.
FUGITIVE SAFE SURRENDER	THE MUNI COURTS, WORKING WITH OTHER COUNTY AGENCIES TO SETUP A SAFE LOCATION IN DOWNTOWN COLUMBUS SO NON-VIOLENT CRIMINALS CAN TURN THEMSELVES IN AND HAVE THEIR ARRAIGNMENT HEARING AT THE SAME TIME AND PLACE.	JULY-AUG 2011	THIS IS SOMETHING THAT WOULD POSSIBILITY TAKES PLACE ONCE OR TWICE A YEAR.
SAN PURCHASE	STORAGE INCREASE TO THE SAN AT THE COUNTY DR FACILITY	SEPT-2011	PURCHASE ADDITIONAL SAN STORAGE TO ENSURE CRITICAL DATA IS ABLE TO BE REPLICATED TO THE DR SITE.
MOVE ANIMAL SHELTER TO NEW NORTHLAND LOCATION.	MOVE DESKTOPS FROM OLD SHELTER LOCATION TO NEW AND INSTALL.	AUG-SEPT-2011	IN SUPPORT OF ANIMAL CONTROL
HARDWARE PURCHASE (DESKTOP PCS)	THE TREASURER'S OFFICE PURCHASED 22 DELL OPTIPLEX 780	OCT-2011	MEET THE 5 YEAR LIFE CYCLE RECOMMENDED BY DATA CENTER FOR ALL PC TO BE PROPERLY SUPPORTED.
ADAMH MOVING TO COUNTY NETWORK AND SERVER SUPPORT	PROVIDE HIGH SPEED DATA LINE NEEDED TO ALLOW ADAMH TO CONTRACT WITH THE COUNTY DATA CENTER TO HOST AND PROVIDE SUPPORT FOR COMPUTER SERVERS.	NOV-2011	INSTALL 1GB HIGH SPEED DATA LINE IMPLEMENTED BY AT&T
DESKTOP VIRTUALIZATION PROOF OF CONCEPT	MCPC CONDUCTED A PROOF OF CONCEPT TRIAL OF VM-WARE DESKTOP VIRTUALIZATION SOFTWARE AND EQUIPMENT.	DEC-2011	DESKTOP VIRTUALIZATION PROVIDES FLEXIBILITY IN THE ABILITY TO WORK FROM OFFSITE LOCATIONS WITH THE SOFTWARE APPLICATIONS SECURELY CONTAINED IN A CENTRALIZED. POC WAS A SUCCESS. ANTICIPATE MOVE FORWARD WITH VDI IN 2012.
CONTINUED BLACKBERRY BES AND SMARTPHONE ADDITIONS	CONTINUE TO PROVIDE BLACKBERRY/ SMARTPHONE SERVICE FOR MULTIPLE COUNTY AGENCIES	JAN-2012	THIS IS AN ONGOING PROJECT. MOVING MORE TO SMART PHONES AND AWAY FROM BLACKBERRY. EVENTUAL PHASE OUT OF BES
PFM MITEL PHONE SYSTEM UPGRRADE	MIGRATING PHONE SYSTEM TO VOIP	JAN 2012 – DEC 2012	THIS INVOLVED CONFIGURING SWITCHES AND ACTIVATING PORTS

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
VARIOUS WIRELESS PROJECTS	INSTALLED WIRELESS AT AUDITOR, FLEET, PUBLIC HEALTH	FEB 2012-AUG 2012	ASSESSING WIRELESS ACCESS POINT PLACEMENT AND INSTALLATION
LAW LIBRARY MOVE	LAW LIBRARY MOVED TO MINI COURT BUILDING	MAR 2012	NEEDED TO VACATE DUE TO RENOVATION OF HOJ
DESKTOP REPLACEMENT	REPLACING DESKTOP PCS FOR MULTIPLE AGENCIES	MAR-DEC-2012	REPLACING DESKTOP/LAPTOPS EXCEEDING 5 YEAR REPLACEMENT CYCLE.
PFM CARPENTER SHOP MOVE	CARPENTER SHOP MOVED TO REMODELED OLD ANIMAL CONTROL LOCATION	APR 2012	NEEDED NETWORK INSTALLED AND CONNECTED
VETERANS ADMINISTRATION IT ASSESSMENT	VETERANS ADMINISTRATION HAS REQUESTED DATA CENTER SUPPORT	MAY 2012	INSTALLING SWITCHES MIGRATING DESKTOPS
T1 TO ETHERNET UPGRADE	UPGRADED ANTIQUATED COMMUNICATION LINES TO HIGHSPEED T1	JUNE- JULY 2012	IN CONJUNCTION WITH PFM
SYSTEM CENTER CONFIGURATION MANAGER INSTALLATION	ASSIST WITH DESKTOP MANAGEMENT	AUG 2012	SCCM/MDT SOFTWARE AND DESKTOP INSTALLATION
ISERIES OS UPGRADES	OPERATING SYSTEM UPGRADE TO V6R1	SEPT 2012	UPGRADED 4 PARTITIONS
BOEL REMOTE VOTING SITE	ASSISTED IN SETTING UP CONNECTION TO BOEL REMOTE VOTING SITE	SEPT -OCT 2013	THIS WAS LOCATED AT OLD KOHLS LOCATION AT NORTHLAND
EMAIL ARCHIVE	ALLOWING TRANSPARANT ARCHIVE OF EMAIL TO FREE UP SPACE ON SERVER	OCT 2013	COMM VAULT SOLUTION
DESKTOP VIRTUALIZATION PILOT	INSTALLED AND CONFIGURED SERVER AND 10 VDI CLIENTS	NOV-DEC 2012	DESKTOP VIRTUALIZATION PROVIDES FLEXIBILITY IN THE ABILITY TO WORK FROM OFFSITE LOCATIONS WITH THE SOFTWARE APPLICATIONS SECURELY CONTAINED IN A CENTRALIZED. POC WAS A SUCCESS. ANTICIPATE MOVE FORWARD WITH VDI IN 2012.

(Table 5)

7.0 MAJOR ACCOMPLISHMENTS

The Data Center worked diligently during 2012 to provide reliable, secure, and innovative technology to meet the business needs of all Franklin County offices and other legislative authorities.

7.1 COUNTYWIDE AND MULTIPLE AGENCY ACCOMPLISHMENTS

7.1.1 Efiling: Efiling continues to expand with Civil, Domestic, Juvenile, Appeals and Probate Court filing most of their case types electronically. This multiple court application provides efficiency to the Clerks of Courts in an environmental manner.

7.1.2 Server Virtualization: As part of the Commissioners' Green Initiative virtualization of servers for multiple agencies continues. This countywide cost saving initiative has grown in popularity for existing servers and most new servers today are virtualized. In 2012 the Data Center virtualized 15 servers saving valuable hardware and licensing funds in addition to providing greater reliability. Staff members conducted a successful pilot for VMware desktop virtualization software and equipment. Approximately ten VDI clients were installed successfully. Further testing will continue in 2013.

7.1.3 Countywide Phone System Upgrade: Public Facility Management commissioned Mitel to upgrade the County phone system to Voice-Over IP. The Data Center was involved with installing and configuring the network equipment throughout the entire implementation. The scope also included removal of old T1 connections and replacing it with high-speed Ethernet.

7.1.4 Apple IOS Device Support: the Data Center's support of Apple IOS devices was mainstreamed through aggressive support team education and improved reference and self-help documentation. Increased user experience, coupled with remedial training increased the efficiency of the user experience. Most trouble tickets can now be resolved at the help desk level, with only the most difficult issues escalated to second tier support.

7.1.5 Website Redesign: Eleven County websites were redesigned for standardizations, updated web technology and public or user experience enhancements. The web team will continue to challenge themselves in 2013 and beyond to focus on the user experience and accessibility.

7.1.6 Electronic W-2: The web team partnered with the Franklin County Auditor's Office to build an enhancement to the Online Payroll Service System (OPSS) that allows employees to receive their W2 electronically.

7.2 DATA CENTER

7.2.1 Video Production: In 2012, The Data Center Video Production Services' workload increased by 40% as we responded to agency requests to support their audio and visual initiatives. The additional requests allowed the Data Center to reduce the rate for these services to 169.19 per hour.

7.2.2 New High-Speed Printer: The Data Center leased and installed a second high-speed printer while continuing use of the model at the end of its lease at a cost lower than the lease for the original printer. This allows the operations staff to provide printing services to County agencies uninterrupted in the event of a printer malfunction.

7.2.3 Data Center Logo: As part of the 2012-2013 rebranding initiative, a new Data Center logo was deployed in late 2012. Data Center employees and Franklin County officials contributed feedback that helped the Data Center choose the final design. The rebranding initiative will continue in 2013 with the release of a new website, the updating of Data Center collateral and the improvement of offices and meeting rooms.



7.2.4 Work-Place Safety: The Operations staff with the assistance of Human Resources Risk Management and PFM worked to make the operations work areas more safe and compliant with OSHA regulations. The post-processing equipment was modified to allow viewing of items being processed allowing better monitoring for jams with the lid closed. Several open floor spaces were closed with grate-like covers to allow more stability and cushioned mats were placed around areas where employees stand for extended periods of time. Additionally, all operations staff underwent risk and safety training.

7.2.5 Combined Charitable Campaign: The Data Center's Combined Charitable Campaign achieved 118% of its 2012 goal. In addition the Data Center assisted other County agencies with meeting the goals by providing media and promotion support using videos, portal announcements, and electronic signage.

7.3 VETERANS MEMORIAL ADMINISTRATION

The Data Center worked closely with Veterans Memorial to perform an assessment of their current IT equipment and operations and move to county services. This move included installation and configuration of a switch at their location at 300 West Broad Street and connection to the Franklin County network.

7.4 BOARD OF COMMISSIONERS

The web team partnered with the Board of Commissioners to rebrand all of their agency websites. This rebranding included utilization of the same color pallet and similar layouts, while maintaining the individuality of each agency through content and imagery.

7.5 AUDITOR

7.5.1 New Homestead Application: The web team developed an application which allows citizens to submit new homestead applications electronically which is then processed by the staff through an

administration piece. In addition to ease of use for the citizens of Franklin County, the administrative piece allows the Auditor's staff to easily search and retrieve applications and their current status. It also has a direct link to the office's imaging application for easy of storage.

7.5.2 Website Accessibility: The Web team partnered with the Auditor's Board of Revisions (BOR) team and the Ohio School for the Blind to address website accessibility. BOR forms were redesigned based on meetings and suggestions by all involved and tested by the Ohio School for the blind. The outcome was a form that reaches a community of users that previously did not have ease of use.