

Franklin County  
**Data Center**

**FRANKLIN COUNTY DATA CENTER  
2013 OPERATIONS REPORT**

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

Submitted by: Clarence Mingo II  
Franklin County Auditor

Prepared by: Franklin County Data Center  
Ishreth Sameem, CIO

Published on: April 7, 2014



## 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  
2013 OFFICERS AND MEMBERS



JUDGE GUY L. REECE II, CHAIRMAN  
Franklin County Court of Common Pleas



EDWARD J. LEONARD, VICE-CHAIRMAN  
Franklin County Treasurer



CLARENCE E. MINGO II, SECRETARY/ADMINISTRATOR  
Franklin County Auditor



MARYELLEN O'SHAUGHNESSY, MEMBER  
Franklin County Clerk of Courts



JOHN O'GRADY, MEMBER  
Franklin County Board of Commissioners



TERRY BROWN, MEMBER  
Franklin County Recorder



WILLIAM A. ANTHONY, JR., MEMBER  
Director, Franklin County Board of Elections

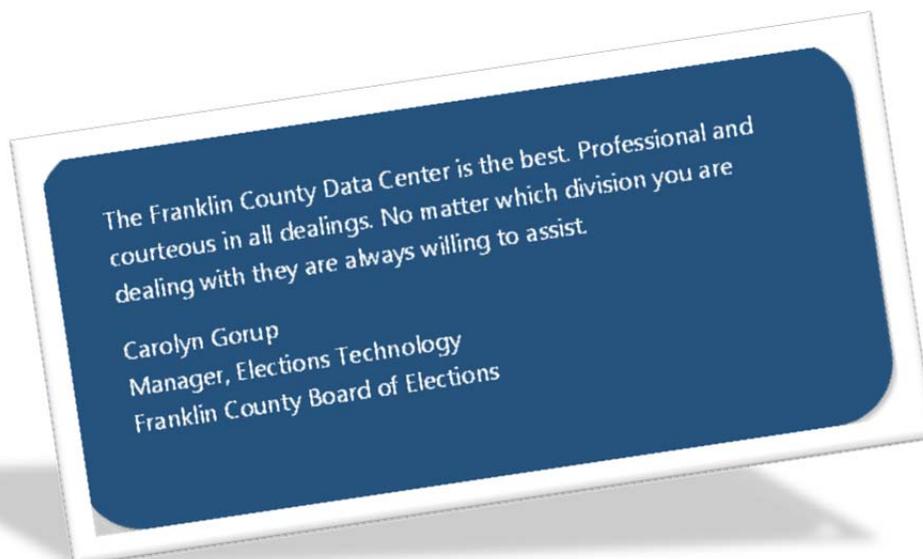


DANA WALCH, MEMBER  
Deputy Director, Franklin County Board of Elections

# TABLE OF CONTENTS

1.0 INTRODUCTION	1
2.0 RESOLUTIONS	1
3.0 DATA CENTER FINANCES	1
3.1 DATA CENTER REVENUES	1
3.2 DATA CENTER APPROPRIATIONS AND EXPENDITURES	3
3.2.1 Payroll & Personnel Services (5100)	5
3.2.2 Services and Charges (5200)	7
3.2.3 Materials and Supplies (5300)	8
3.2.4 Capital Outlays and Equipment	10
3.3 BUDGETING FOR POLICY RESULTS AND OUTCOMES	11
3.3.1 Data Center Development Services Program	11
3.3.2 Data Center Computer Systems Administration Program	12
3.3.3 Data Center Customer Support Program	13
3.3.4 Data Center Business Unit Services Program	14
4.0 DATA CENTER ORGANIZATION	15
4.1 DATA CENTER CHIEF INFORMATION OFFICER (CIO)	15
4.2 ADMINISTRATION DIVISION	16
4.3 PROGRAM MANAGEMENT DIVISION	17
4.3.1 Program Management Office	17
4.3.2 Program Management Support	18
4.4 FINANCIAL SERVICES DIVISION	19
4.5 COMPUTER SERVICES DIVISION	20
4.5.1 Network Administration Section	20
4.5.2 Server Administration Section	20
4.5.3 Security Section	20
4.6 DEVELOPMENT DIVISION	21
4.7 BUSINESS SERVICES DIVISION	22
4.7.1 Operations Support Center	22
4.7.2 Customer Services Center	22
4.7.3 Client Executive Manager and New Technology	22
5.0 CUSTOMER BASE AND RESOURCE USAGE STATS	23
5.1 COMPUTER RESOURCES BY AGENCY	23
5.2 COST STUDY ALLOCATION RECOVERY	25
5.3 COMPUTER RESOURCES	26
5.3.1 Email	26
5.3.2 Loaner Equipment	26
5.3.3 Print Services	26
5.3.4 OnBase	26
5.4 PROFESSIONAL SERVICES	26
5.4.1 Enterprise Solutions	27
5.4.2 Web Services	27

5.4.3 Project Delivery	27
5.4.4 Desktop Services	27
5.5 CUSTOMER SERVICE	28
<b>6.0 COMPUTER SYSTEMS AND NETWORK UPGRADES</b>	<b>29</b>
<b>7.0 MAJOR ACCOMPLISHMENTS</b>	<b>30</b>
7.1 COUNTYWIDE AND MULTIPLE AGENCY ACCOMPLISHMENTS	30
7.1.1 Security Assessment	30
7.1.2 Disaster Recovery Assessment	30
7.1.3 IT Leadership Forum	30
7.1.4 Network Redundancy Upgrade Design	31
7.1.5 XP Upgrade Project	31
7.1.6 Efiling	31
7.1.7 Antivirus Solution	31
7.1.8 MUNIS Support	31
7.1.9 Public Wireless	31
7.1.10 Wireless access to the secure county network	31
7.1.11 Case Information Online (CIO) Upgrade	32
7.2 DATA CENTER	32
7.2.1 Reorganization	32
7.2.2 New Intake Process	32
7.2.3 Rebranding Initiative	32
7.2.4 Operation Feed and Combined Charitable Campaign	33
7.2.5 Communication	33
7.2.6 Skill Inventory	33
7.2.7 OnBase	33
7.2.8 Culture & Strategic Direction	33
7.3 CHILD SUPPORT ENFORCEMENT, JOB & FAMILY SERVICES, AND CHILDREN SERVICES	33
7.4 BOARD OF ELECTIONS	34
7.5 AUDITOR APPLICATION IN ONBASE	34
7.6 ANIMAL CARE & CONTROL	34



## 1.0 INTRODUCTION

The Data Center 2013 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 2013.

## 2.0 RESOLUTIONS

The Franklin County Automatic Data Processing Board considered 103 resolutions pertaining to computer hardware, software, services, and Data Center personnel actions during 2013, as compared to 101 for 2012.

## 3.0 DATA CENTER FINANCES

This section contains an accounting of the revenues, appropriations, and expenditures of the Data Center during the calendar year 2013.

### 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 from non-general fund participants.

The Miscellaneous Revenues account is used for reimbursement from employees for court payments.

### 2013 Data Center Revenue Receipts

Source of Revenue	Account	Revenue
CASA (Court Appointed Special Advocates)	4301	7,695.78
Central Ohio Community Improvement Corporation	4301	1,998.99
Emergency Management & Homeland Security	4301	12,243.25
Franklin County ADAMH	4301	15,202.31
Franklin County Board of Developmental Disabilities	4301	9,039.58
Franklin County Child Support Enforcement Agency	4301	92,539.82
Franklin County Children Services	4301	38,011.99
Franklin County Community Based Corrections Facility	4301	23,746.94
Franklin County Department of Sanitary Engineering	4301	26,823.69
Franklin County Human Resources Benefits Program	4301	27,525.64
Franklin County Jobs and Family Services	4301	169,349.41
Franklin County Mid-Ohio Regional Planning Commission	4301	914.18
Franklin County Public Defender	4301	85,184.61
Franklin County Public Health	4301	27,620.23
Franklin Soil and Water Conservation District	4301	227.50
Metro Parks of Columbus and Franklin County	4301	1,700.52
<b>Total Collected: Interfund Services and Charges</b>	4301	<b>539,824.44</b>
2012-2013 Microsoft Enterprise License Chargeback	4301-01	\$279,462.99
Miscellaneous Revenues	4640-00	\$26.14
<b>Grand Total</b>		<b>819,313.57</b>
2013 Revenue Projection		\$663,976.00
Delta		\$155,337.57
Percent Projection Collected		123.40%

(Table 1)

Total 2013 revenue collected increased \$118,676, or approximately 17% when compared to 2012 receipts with 2013 total collections of \$819,313.57. While revenue decreased in 2012 as a result of Job & Family Services reduced needs, additional services were provided to ADAMH, Child Support and Enforcement, Community Based Correction Facility, the Benefits Division of Human Resources, Public Health and the Public Defender’s office and Job & Family Services in 2013.

### 3.2 DATA CENTER APPROPRIATIONS AND EXPENDITURES

The Data Center received a total approved operating budget with transfers and adjustments of \$8,332,431.06 for 2013. This total amount represents a 12.42% increase when compared to 2012. The increase was a result of funding for a network security assessment, disaster recovery analysis, and a computer refresh required for the XP operating system upgrade.

The Data Center utilized 93.2% of the adjusted appropriations returning \$567,755 most of which were for items ordered but not received in 2013. The table below highlights the budget appropriations and the four major adjustments that occurred during the year.

#### 2013 Data Center Appropriations, Transfers, and Expenditures

Account/Object Fund 1000	Original Appropriation	Adjusted Appropriation	Expenditures	Appropriations Returned	Note
5101 Personnel Services	3,883,157.00				
Adjustment		58,814.00			1
Total	3,883,157.00	3,941,971.00	3,826,011.56	115,959.44	
5100 Fringe Benefits	1,527,707.00				
Adjustment		9,515.00			1
Total	1,527,707.00	1,537,222.00	1,460,994.15	76,227.85	
5200 Services and Charges	1,790,981.24				
Adjustment		8,500.00			2
Adjustment		44,380.00			2
5200 Total	1,790,981.24	1,843,861.24	1,697,075.47	146,785.77	
5300 Materials and Supplies	223,173.26				
Adjustment		575,500.00			3
5300 Total	223,173.26	798,673.26	586,301.62	212,371.64	
5400 Capital Outlays	158,323.56				
Adjustment		27,880.00			2
Adjustment		24,500.00			3
5400 Total	158,323.56	210,703.56	194,293.17	16,410.39	
<b>Grand Total</b>	<b>7,583,342.06</b>	<b>8,332,431.06</b>	<b>7,764,675.97</b>	<b>567,755.09</b>	

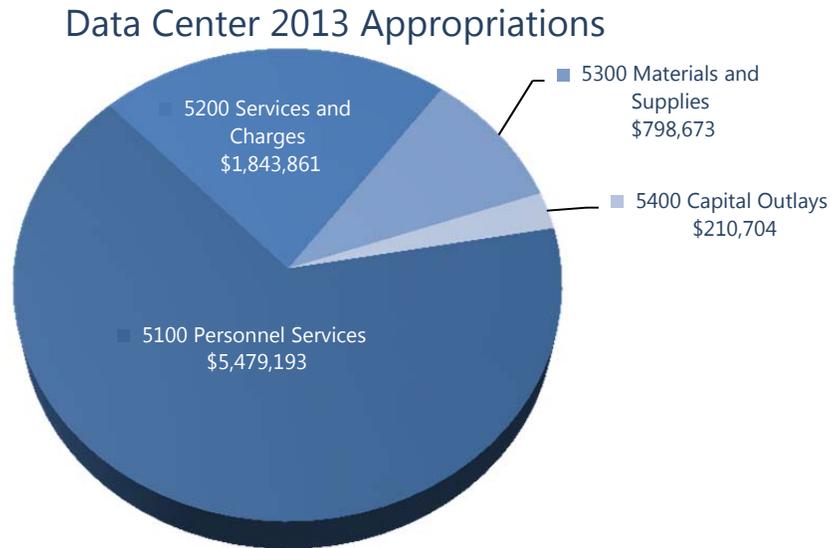
#1: Commissioners' Resolution 0031-13 (Pay Increase Resolution, January 15, 2013) Selected Franklin County Non-Bargaining Unit Employees were awarded a 1.5% payroll increase. The Data Center received a supplemental appropriation totaling \$68,329, for pay increases, and payroll retirement and tax obligations. FCDC pay increase were disbursed retro-active until January 1, 2013 as authorized by ADP Board Resolution 13-047, on May 6, 2013.

2: Commissioners' Resolution 0523-13 transfer of general fund appropriations for the 2012 credit. This credit was based on funds returned in 2012 and was a one-time credit.

#3: Commissioners' Resolution 0860-13 supplemental for the purchase of replacement computers countywide for the Microsoft XP upgrade project 10246.

(Table 2)

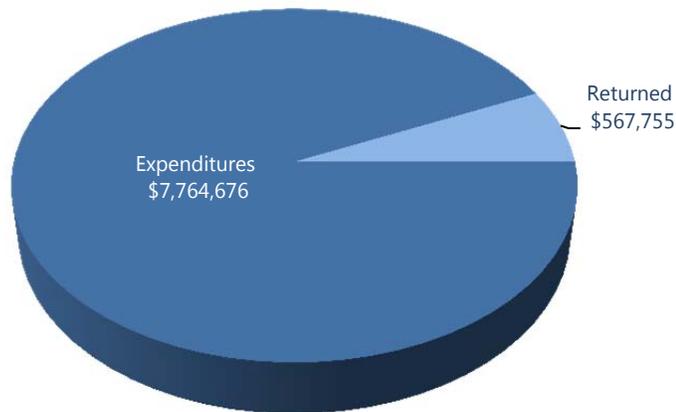
Chart 1 illustrates the appropriations received for the four major expenditure object codes during 2012. An increase in Services and Charges took place in 2013 related to projects for outside consultants to perform a security audit and disaster recovery analysis of County needs.



(Chart 1)

As illustrated in Chart 2, the Data Center returned 6.8% of the total funding appropriations received during 2013. The majority of funds returned were a result of equipment or services ordered however not received or paid for in 2013. The Data Center will attempt to amend 2014 purchases to allow for payment of these items from the 2014 budget without requesting additional funding.

### Data Center 2013 Total Appropriations & Expenditures



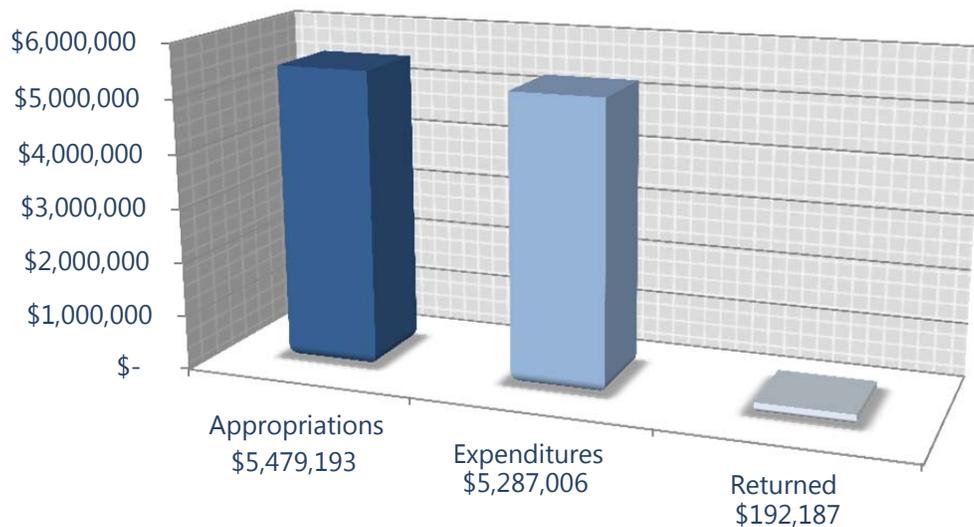
	5100 Personnel	5200 Services and Charges	5300 Materials and Supplies	5400 Capital Equipment	Total
Appropriations	5,479,193	1,843,861	798,673	210,704	8,332,431
Expenditures	5,287,006	1,697,075	586,302	194,293	7,764,676
Returned	192,187	146,786	212,372	16,410	567,755
Expended	96.5%	92.0%	73.4%	92.2%	93.2%

(Chart 2)

### 3.2.1 Payroll & Personnel Services (5100)

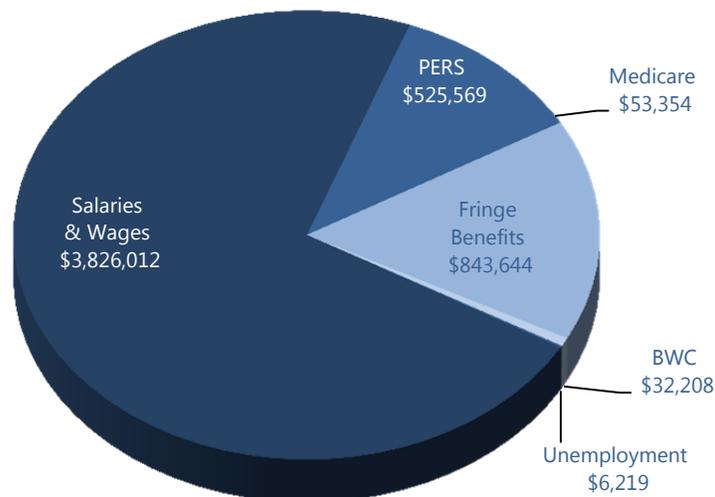
Payroll Personnel Services funding includes the appropriations used to pay the Data Center's staff, healthcare, other fringe benefits, workers and unemployment compensation. The Data Center had a total of 67 authorized positions during the year of which 63 were filled at the end of the year. As indicated in Table 2, the Data Center returned \$192,187 or 3.5% of appropriations which was a result of the Data Center's restructuring of staff to ensure the highest level of service is provided to the agencies and citizens of Franklin County. The Data Center plans to complete the reorganization and have all positions filled during 2014.

#### 2013 Personnel Salaries & Benefits (5100)



(Chart 3)

#### 2013 Personal Services Expenditures (5100)



(Chart 4)

*Note: In 2013, Data Center Staff contributed \$97,127 toward the cost of their healthcare benefits. The Fringe Benefit costs shown above reflect the net amount.*

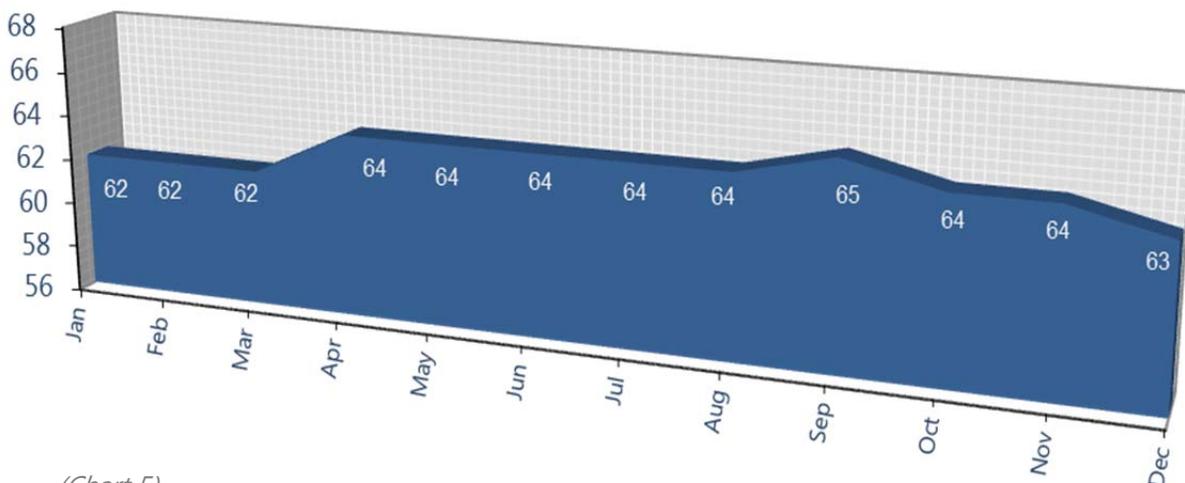
Chart 5, illustrates the personnel staffing levels within the Data Center by month in 2013. The average monthly staffing was 63.5 filled positions of the 67 authorized.

In 2013, new positions were created to better align with the mission and strategic goals. The positions of Human Resources Manager, Program Manager and Business Service Manager were added to provide leadership during this progressive period of organizational change. Additionally, other positions were reorganized to better support our updated business model introducing the Client Executive Manager, Project Coordinators, Project Managers and Business Analysts while retiring the position of Business Account Representatives. During 2014 restructuring should be complete and all positions filled.

The CIO determined it is necessary to enlist the assistance of a management consultant to assist in implementing improvements to both culture and strategic direction. Over the span of the year, a series of activities were executed during this process rendering many positive changes. Employees were given several opportunities to share candid input on the work atmosphere and direction of the Data Center. The senior management team was tasked with revisiting the vision and mission as well as defining what the preferred culture should be and championing that preferred culture.

Some of the exciting changes that have since been implemented to ensure that FCDC is valued by customers are the institution of the business services and program management divisions, centralizing customer support and adding new project delivery services. Other changes were adopted to reflect the goal to remain professional and sophisticated. These include committing to six strategic goals toward becoming more process driven while improving technology and related competencies. Lastly, many efforts were designated to improve the work environment. These efforts include establishing a formal human resources division to drive initiatives that improve employee relations and the CIO introducing a democratic approach to decision making. The senior management team is more closely involved with their respective teams, thus communication has proven more transparent. Additionally, there's a strategic commitment to invest in employees' professional development, to put staff on certification tracks, and to fill outstanding performance gaps. All of these changes have had a profound effect on how the Data Center operates.

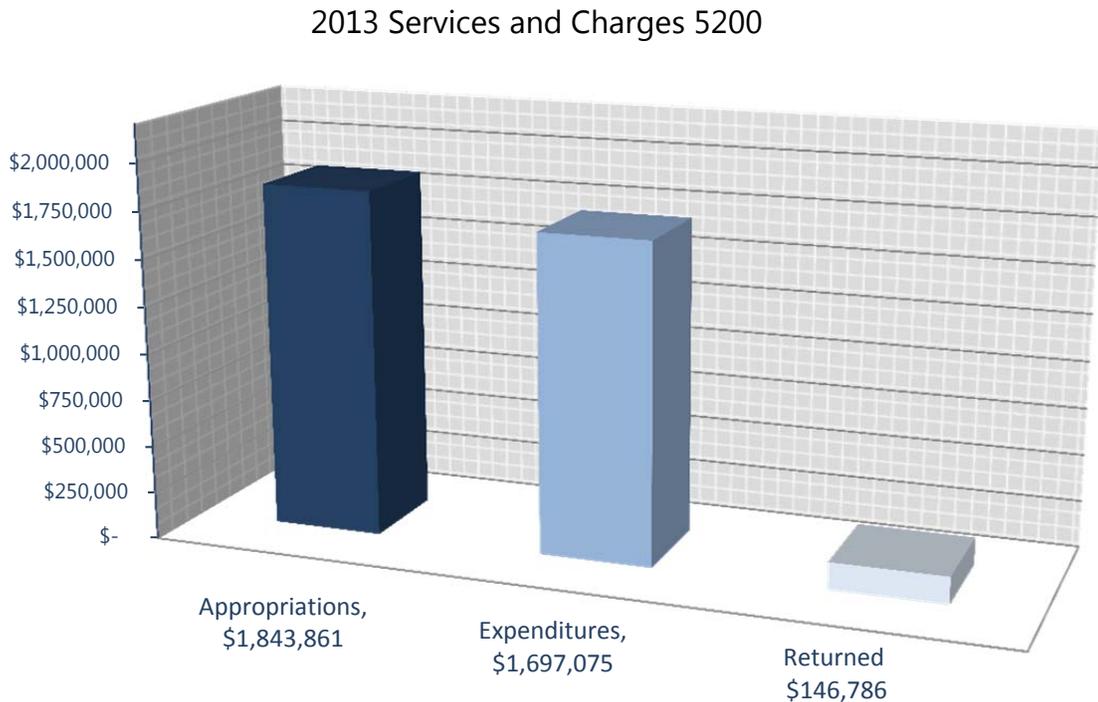
Data Center 2013 Filled Staff Positions



(Chart 5)

### 3.2.2 Services and Charges (5200)

The Data Center returned \$146,786 or almost 8% of the Services and Charges appropriations. 71% of the funds returned unutilized were from a personal services contract that was deferred and a salary survey that was delayed until 2014. All purchases were closely reviewed to ensure they supported the Data Center's Mission, Vision, and goals.

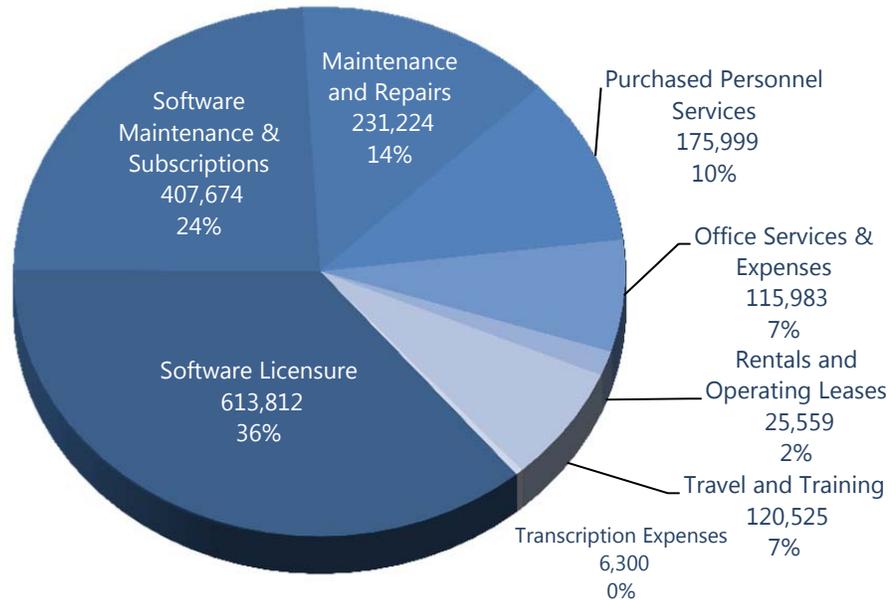


(Chart 6)

The 2013 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 \$613,812, a 1.9% reduction when compared to 2012. Both Purchased Personnel Services and Travel and Training exceed budget as a result of the investment in staff and service levels. It should be noted that objects over budget were absorbed internally.

The Data Center utilized third party consultants to perform a security audit and a disaster recovery assessment in which all Franklin County agencies were invited to participate. This independent study was vital to the security and availability of the IT network and applications.

## 2013 Data Center (5200) Services and Charges Expenditures



Object	Budget	Expenditure	Delta
Software Licensure	690,607	613,812	76,795
Software Maintenance & Subscriptions	515,264	407,674	107,589
Maintenance and Repairs	267,012	231,224	35,788
Purchased Personnel Services	149,149	175,999	(26,850)
Office Services & Expenses	138,007	115,983	22,024
Rentals and Operating Leases	27,223	25,559	1,664
Travel and Training	50,000	120,525	(70,525)
Transcription Expenses	6,600	6,300	300

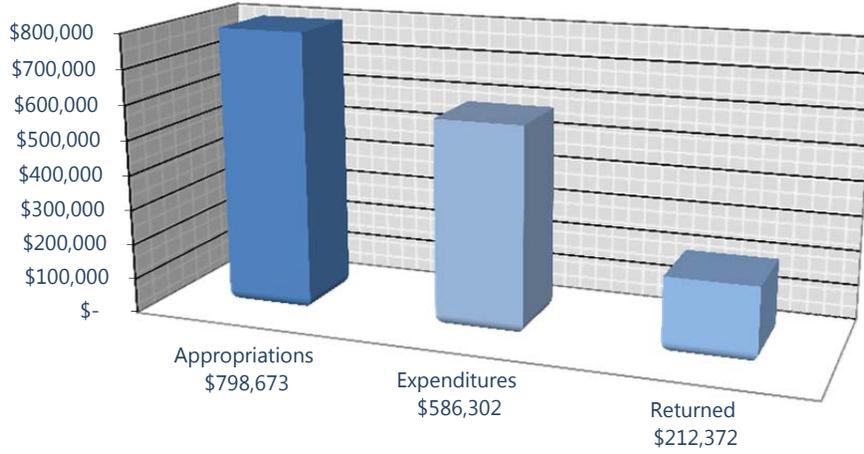
(Chart 7)

### 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. Chart 8 represents the total appropriations, expenditures, and funds returned unutilized.

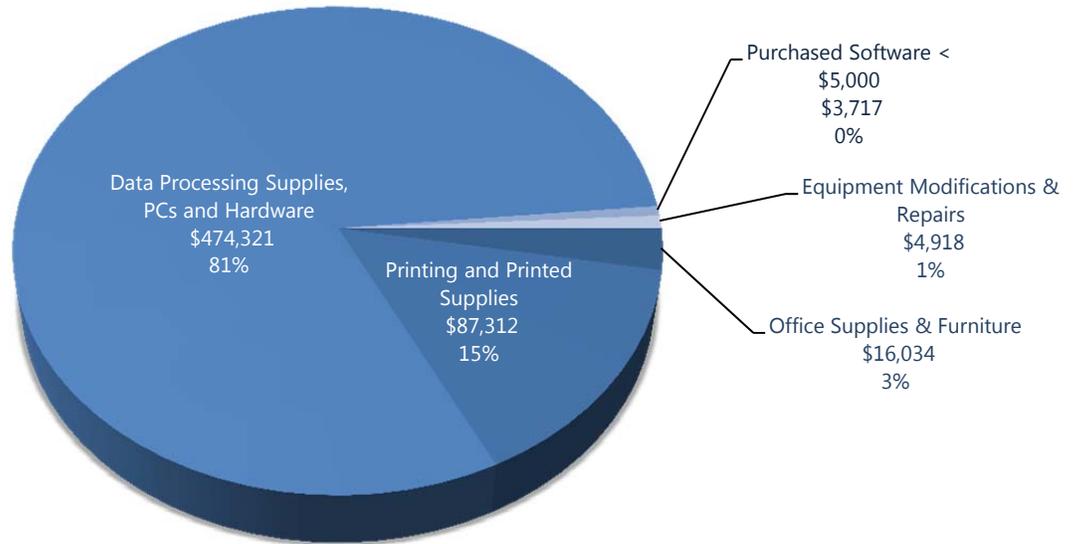
In April 2014 Microsoft will no longer support the Windows XP operating system which would have resulted in security vulnerabilities. Resolution 0860-13 provided funds to upgrade computers throughout the county and the portion returned was due to items purchased in 2013 being received and paid for during 2014.

### 2012 Materials and Supplies (5300)



(Chart 8)

### 2013 Materials and Supplies Expenditures

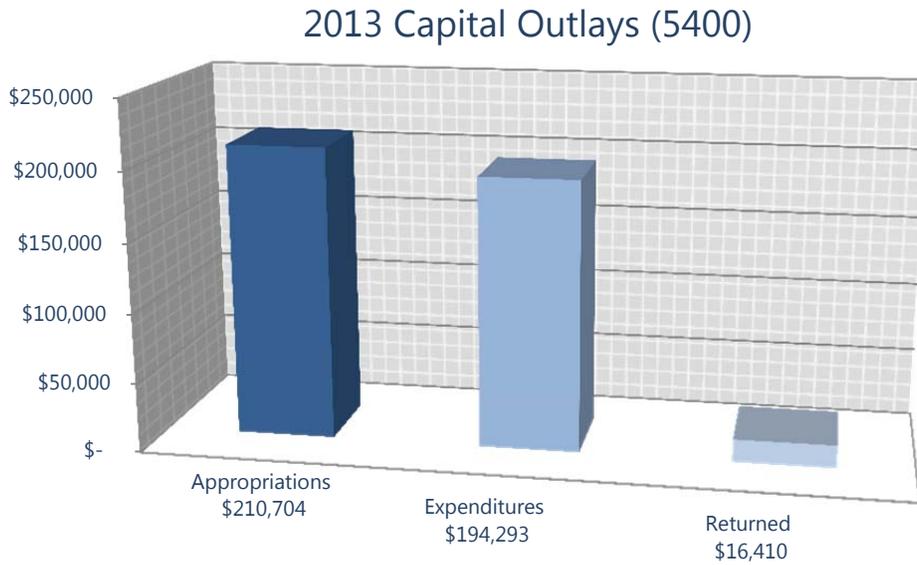


Object	Budget	Expenditure	Delta
Office Supplies & Furniture	5,000	16,034	(11,034)
Printing and Printed Supplies	75,000	87,312	(12,312)
Data Processing Supplies, PCs and Hardware	699,673	474,321	225,352
Purchased Software < \$5,000	10,000	3,717	6,283
Equipment Modifications & Repairs	9,000	4,918	4,082

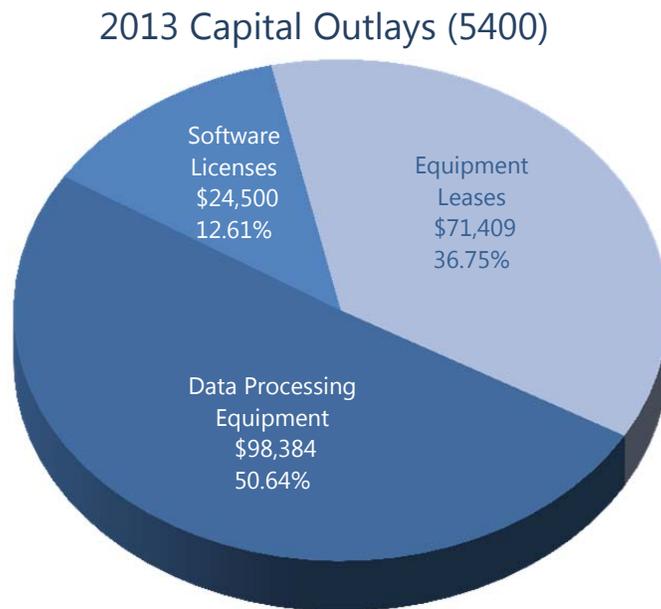
(Chart 9)

### 3.2.4 Capital Outlays and Equipment

The Capital Outlays account includes Data Processing Equipment, Capital Equipment, and Capital Leases. During 2013 outlays included payments on the Xerox Printer in Operations, an iPrism web filtering device, network switches and Windows servers.



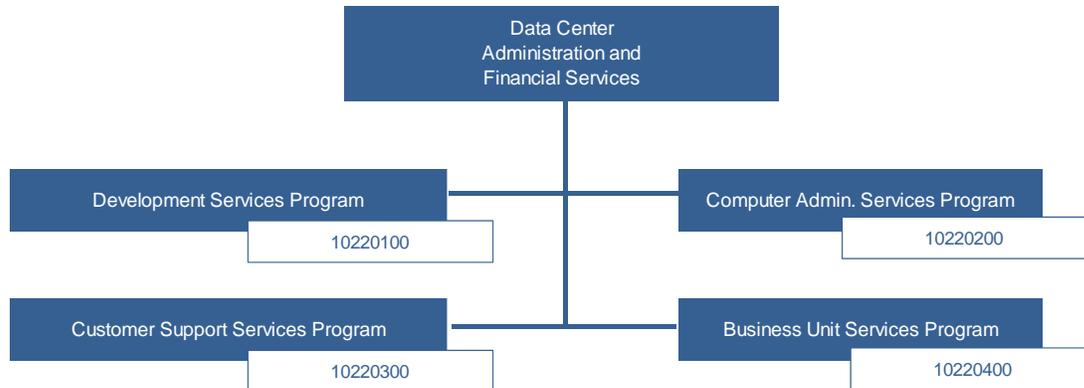
(Chart 10)



(Chart 11)

### 3.3 BUDGETING FOR POLICY RESULTS AND OUTCOMES

#### Franklin County Data Center BPRO 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. They contribute to and influence the basic results or outcomes. The information below presents the 2013 results of these strategies and measures by Data Center Programs. It is important to note that due to the reorganization of the programs, their staff and responsibilities, some of the measures do not properly reflect the programs accomplishments or output; new measures were submitted for 2014 and will be finalized in the 2015 Strategic Business Plan.

#### 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 2013 Revised Operating Budget: \$2,073,327

Program's 2013 Expenditures: \$2,160,926

# of customer accepted programming hours: 28,498 a 10.8% increase when compared to 2012

# of internal website hits: 529,700

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 and cost saving requirements. Continued staff training will be required for system support.

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 2013 Revised Operating Budget: \$4,066,701.31

Program's 2013 Expenditures: \$2,918,070 due to operations movement to program 300

% of Network uptime: 99.35%

### 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 2013 Revised Operating Budget: \$500,737

Program's 2013 Expenditures: \$977,470 with the addition of the operations and new technology teams

% of desktop calls resolved including customer satisfaction ratings: 99%

### 3.3.4 Data Center Business Unit 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, 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.

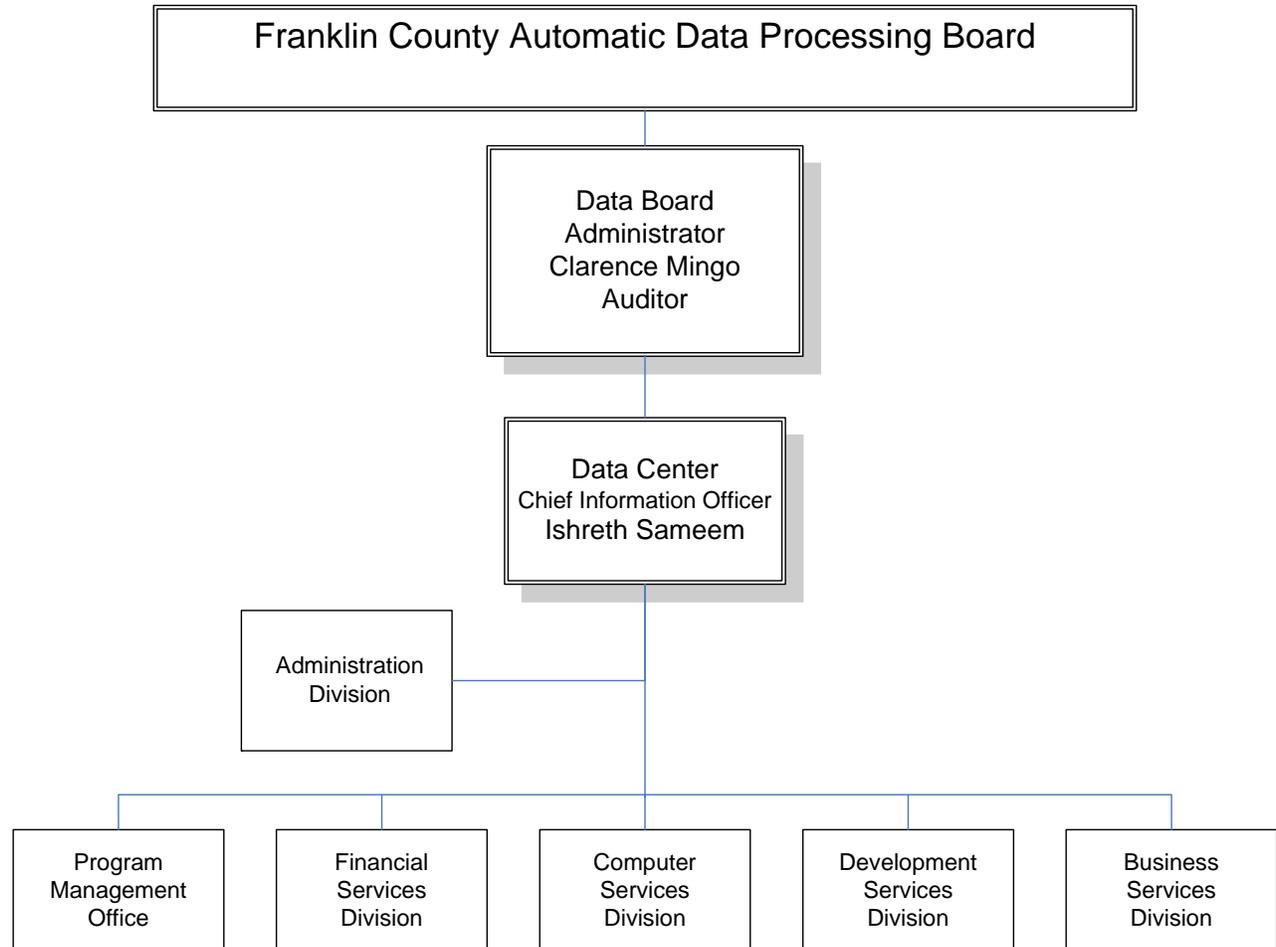
Program's 2013 Revised Operating Budget: \$1,115,185

Program's 2013 Expenditures: \$967,669 due to new technology team moving to 300.

## 4.0 DATA CENTER ORGANIZATION

# Franklin County Data Center Organization Chart

Revision – 11/21/2013



(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.

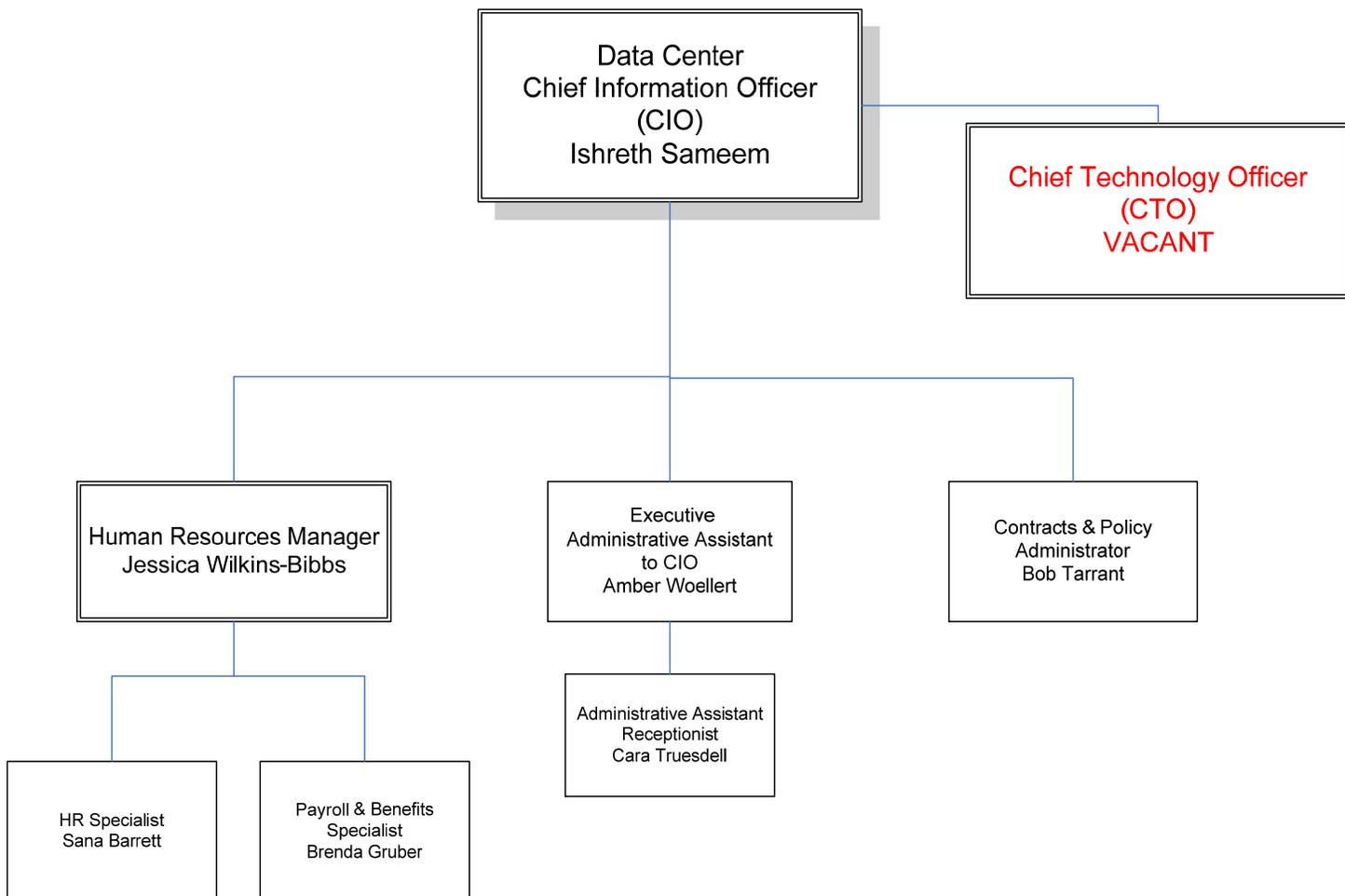
The CIO is also responsible for overall communication and coordination of information technology issues with county agencies and other customers. The CIO works closely with elected and appointed officials to ensure optimal technical integration of county information systems. The CIO has appointed an Assistant CIO (Chief Technology Officer) 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 overseeing that the operation runs smoothly. Responsibilities entail wide-range support including compliance leadership, performance management, recognition initiatives, employee recruitment and onboarding, payroll processing, health and safety, compliance, distribution of Data Board agendas and resolutions, internal and external correspondence, agenda preparations and meeting minutes for various countywide forums, personnel and training administration, benefit program administration, records management, monitoring and control of strategic long-term planning implementation, mail distribution, Public Facilities Management project coordination, travel and event coordination, management of charitable funds, visitor management, key control, policy and contract management and other administrative functions to support the Data Center divisions and overall operations.

### Administration Division

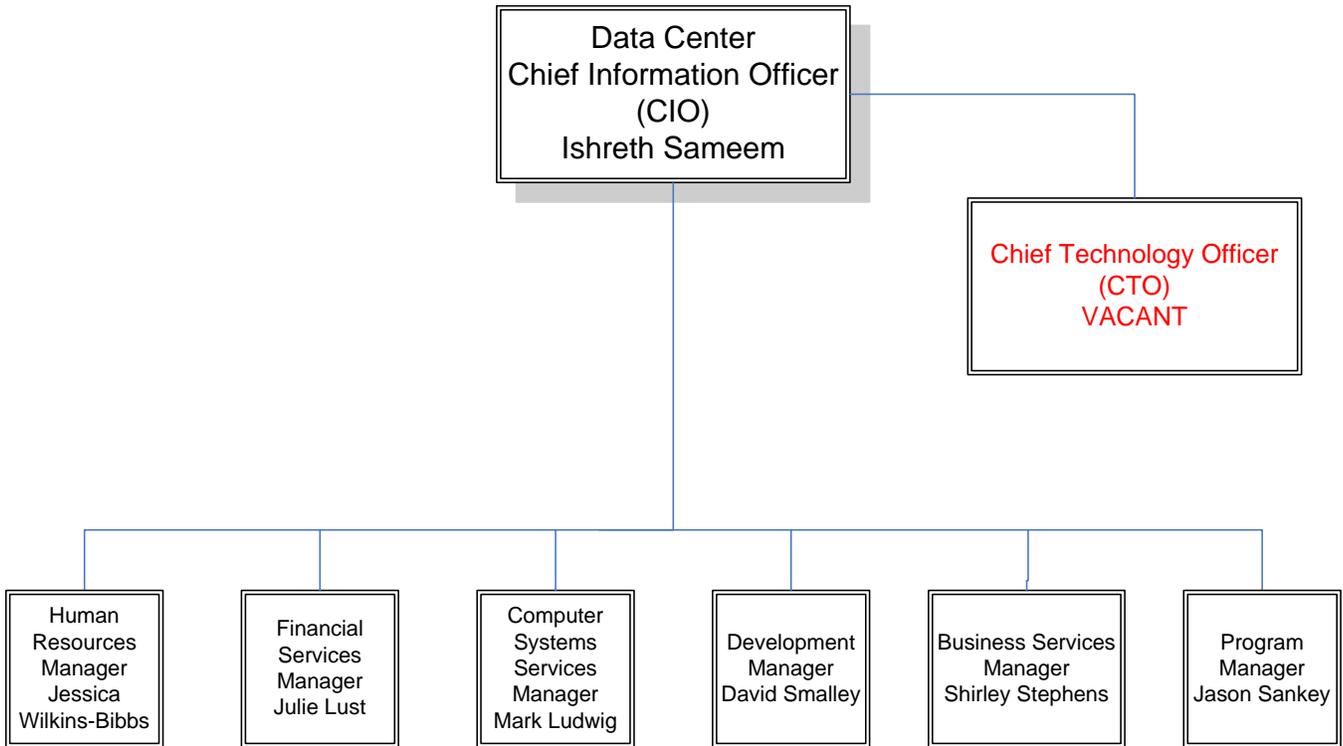
Revision – 11/21/2013



(Diagram 3)

# Senior Administrative Team

Revision – 11/21/2013



(Diagram 4)

## 4.3 PROGRAM MANAGEMENT DIVISION

### 4.3.1 Program Management Office

The Program Management Office (PMO) is committed to ensuring project management processes are consistently applied throughout the project delivery life cycle while offering transparency to our stakeholders. The PMO has introduced best practices to lay the foundation of our ability to consistently deliver high quality projects, while stressing the ongoing commitment to process improvement. The Project Management Office is staffed by Project Managers and Project Coordinators who are dedicated to achieving the overall goal of project management – delivering high quality projects on time and within budget.

With the governance of a structured program management office, the team manages projects from the assessment through implementation, ensuring that customers receive quality products in a timely manner. The office is responsible for executing the overall strategic direction in program and project management, demand management,



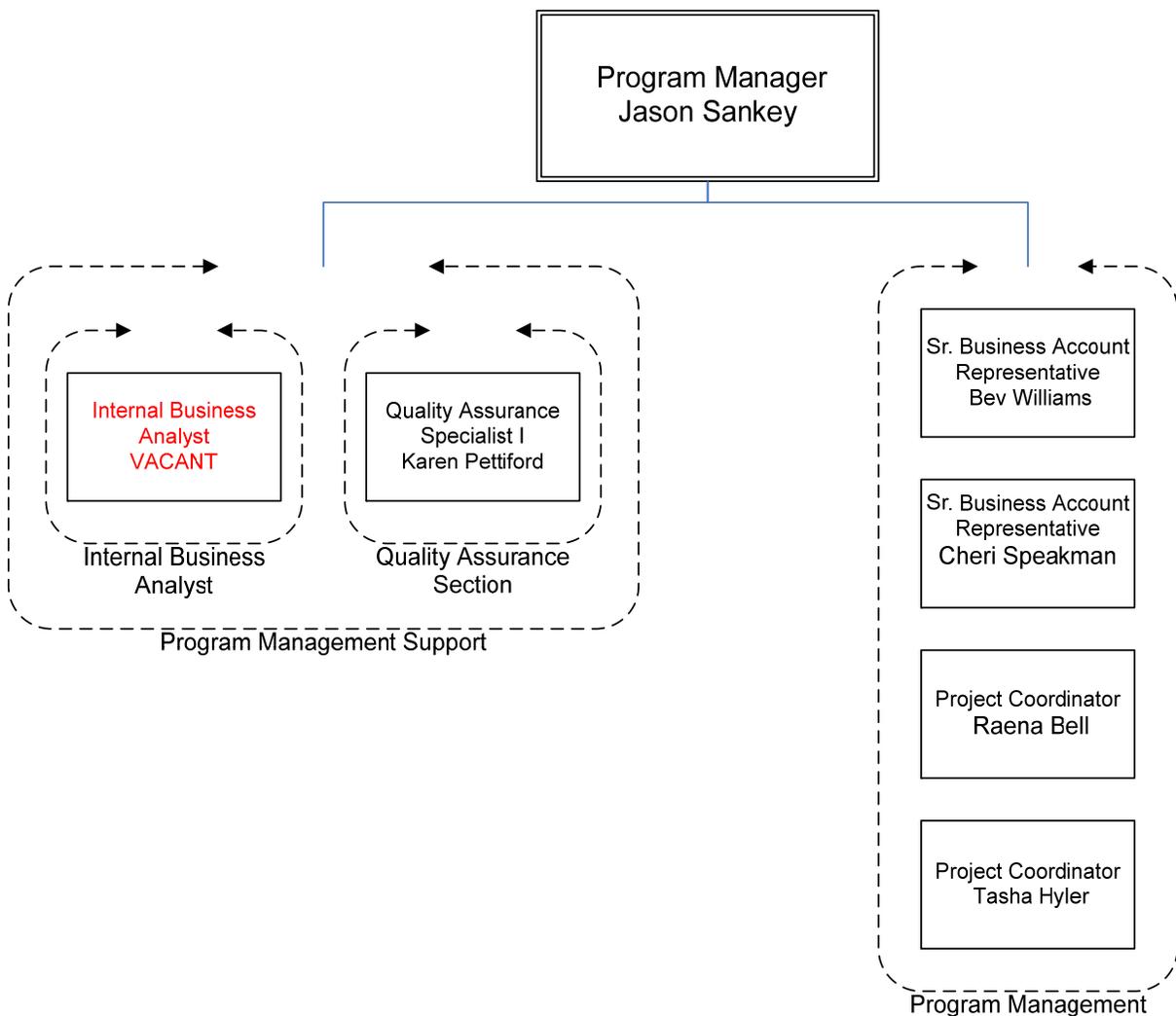
policies and procedures, analytics, change control, resource management, risk and issue governance and continuous process improvement.

#### 4.3.2 Program Management Support

The Program Management Support performs tasks using business analytics and test methodologies requiring planning, testing, and documentation to assure that all products and data outputs meet design specifications for Data Center developed programs and to identify areas of the product(s) where focused test efforts need to be applied.

## Program Management Office

Revision 11/21/2013



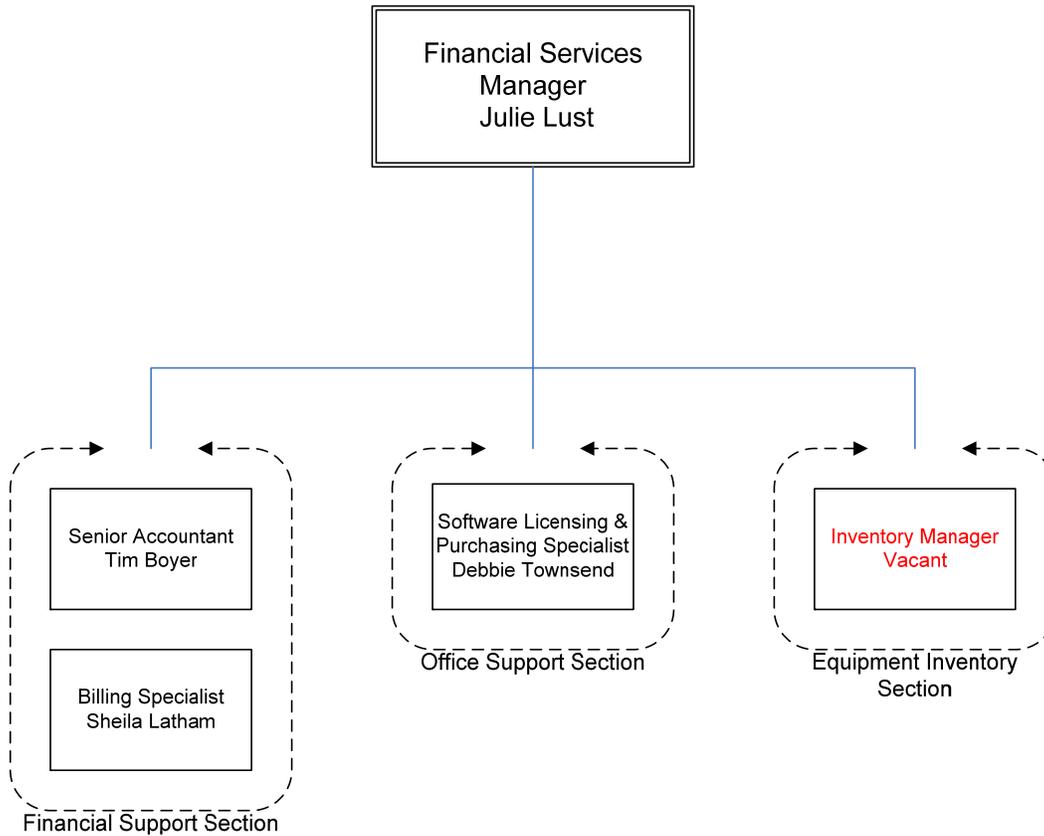
(Diagram 5)

#### 4.4 FINANCIAL SERVICES DIVISION

The Financial Services Division provides items under the government management cycle including planning, programming, budgeting, operations, accounting, reporting and auditing. These services include long and short term planning including the Strategic Business Plan, objective planning and documentation, operating budget preparation, compliance with budgetary controls, BPRO tracking, budgetary accounting, and reporting including monthly financial, quarterly BPRO and yearly expense and revenue updates and yearly financial and operation reports, and internal audits. Management responsibilities include cost allocation and service rate development; customer charge-backs, accounts receivable/payable, and purchasing. This division is also responsible for productivity measurement and financial reporting and 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 11/21/2013



(Diagram 6)

## 4.5 COMPUTER SERVICES DIVISION

The Computer Services Division is responsible for the administration, operation, management, and performance of the Franklin County Data Network (FCDN).

### 4.5.1 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).

### 4.5.2 Server Administration Section

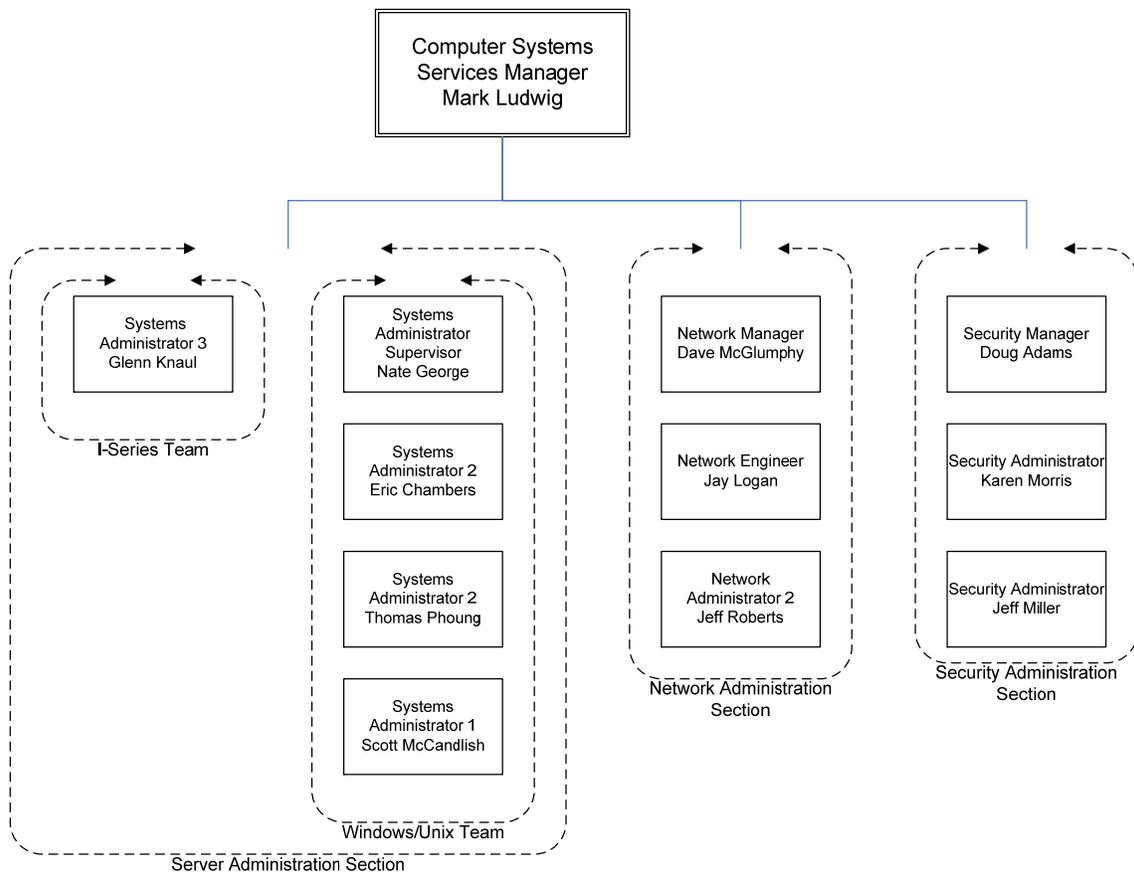
The Server Administration Section is responsible for the administration and management of the IBM and Windows servers. The section evaluates, recommends, installs, and maintains operating system and utility software; allocation of system resources, performance monitoring, ensures the secure backup of operating systems, applications, and data files; and assists in developing technical solutions.

### 4.5.3 Security Section

The Security Section is responsible for managing the Data Center Information Security and Physical Security Program. This includes administration of user accounts, maintaining system and internet access, monitoring network security logs, troubleshooting access problems, responding to security incidents, patch management, maintaining security policies, and administration of the Antivirus.

## Computer Services Division

Revision 11/21/2013



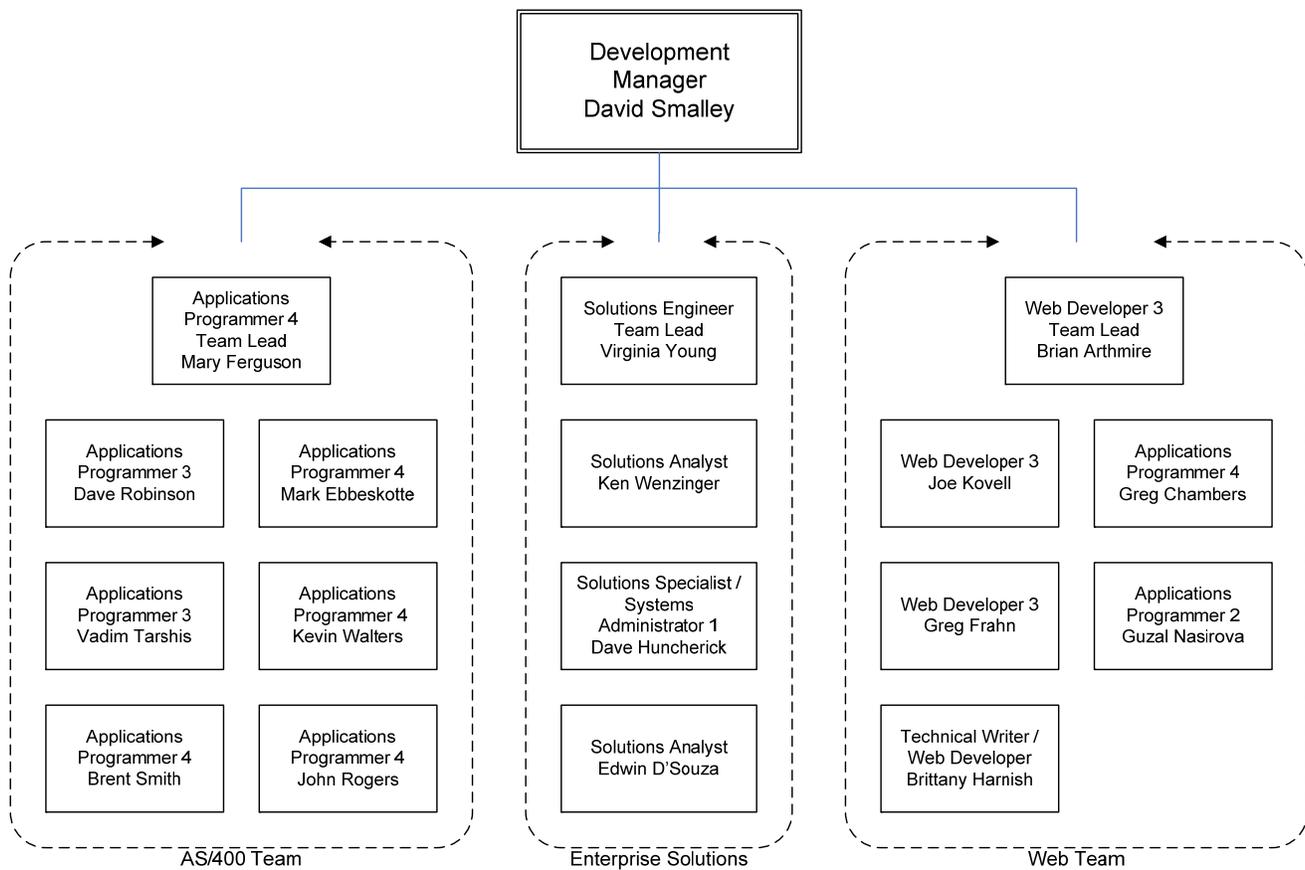
(Diagram 7)

## 4.6 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 11/21/2013



(Diagram 8)

## 4.7 BUSINESS SERVICES DIVISION

### 4.7.1 Operations Support Center

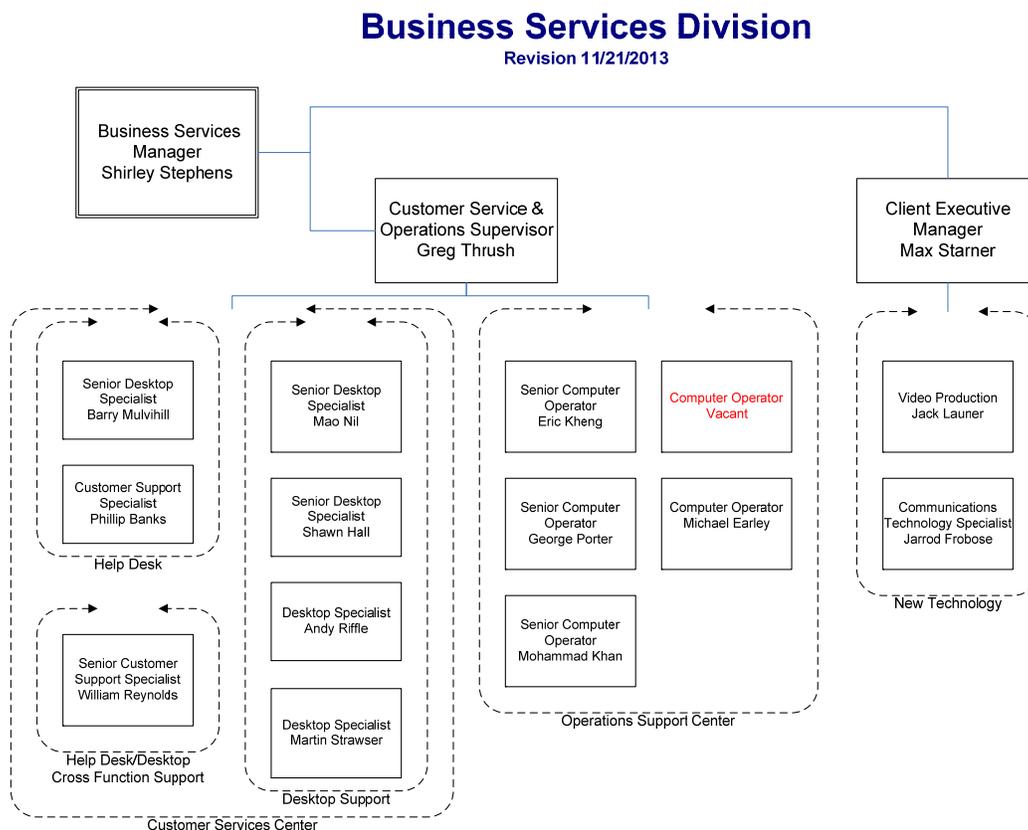
The Systems Operations Support Center is responsible for the day-to-day operations of the IBM platform equipment, along with support efforts for the Windows servers. This division controls and monitors the operations 24 hours per day, 5 days a week, with one shift operating on weekends. This responsibility 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.

### 4.7.2 Customer Services Center

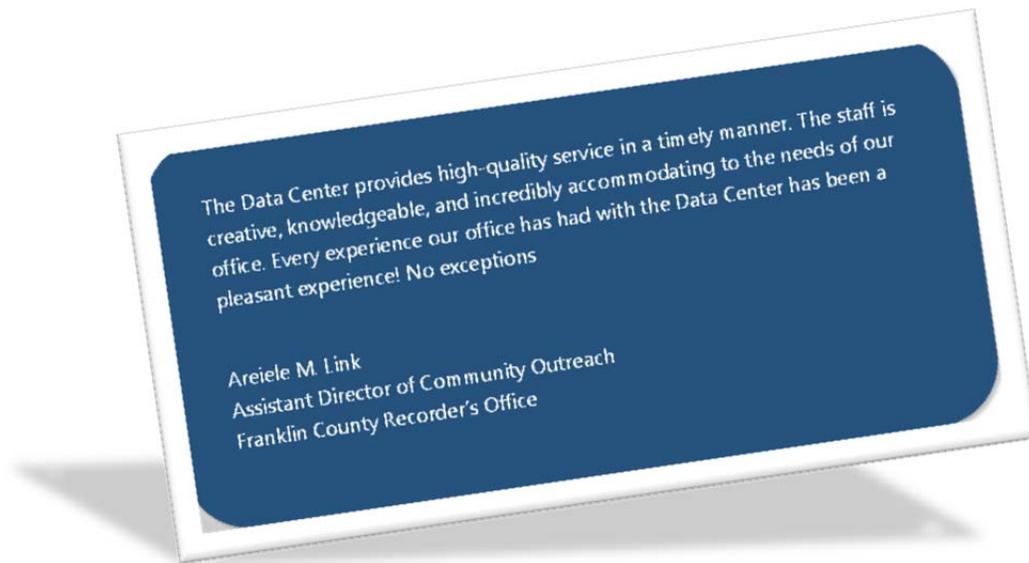
The Help Desk provides first-level support to Data Center customers. The Customer Support Center is responsible for tracking incoming calls, dispatching technical personnel, and providing customers with the current status of matters reported to them. The Desktop Support Team is responsible for the installation,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

### 4.7.3 Client Executive Manager and New Technology

The Client Executive 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, and recommends, new technologies that will best support our customer's objectives.



(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, project management 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 (CFR), Chapter ii, Part 225.

### 5.1 COMPUTER RESOURCES BY AGENCY

The Clerk of Court's office was the largest consumer of computer resources with 38.34% of total resources, up from 30.49% in 2012. As product owner of one of the largest applications: The Franklin County Justice System (FCJS) the Clerk of Courts is always the largest consumer of resources and consumption increased during 2013 as eFiling was successfully expanded to Civil, Criminal and Probate.

92.15% of the resources were allocated to agencies through the Countywide Cost Allocation Plan while 7.85% of allocations produced revenue which was posted to the General Fund. Revenue producing funds as a percent of allocations increased from 6.35% in 2012.

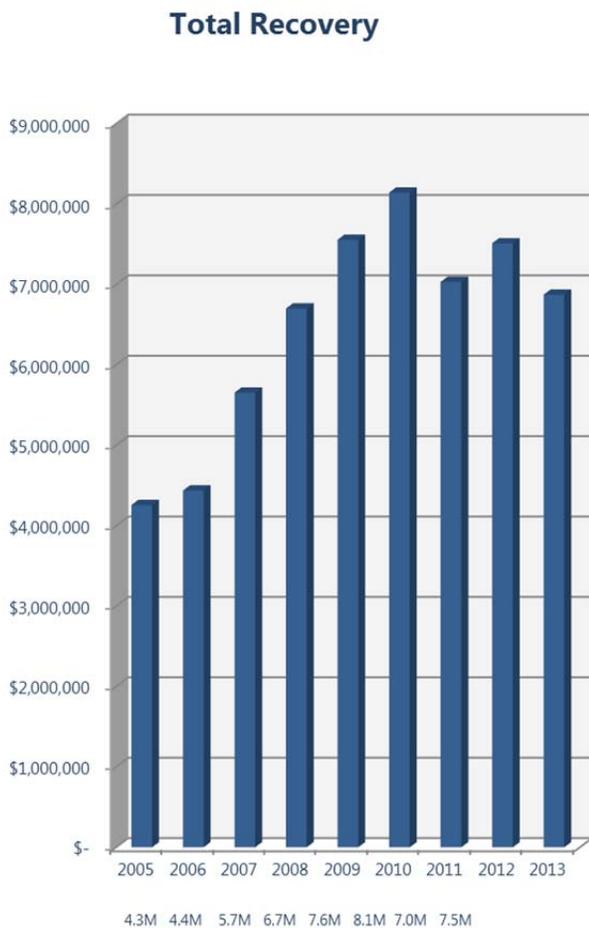
Also noteworthy is the increased use of resources by the Probate Court, the Prosecuting Attorney's office with the Matrix project, and Child Support Enforcement which has been collaborating more with the Data Center in order to increase efficiencies and reduce cost. Table 3 on the following page shows the value of resources utilized during 2013 as well as the percentage of total resources for both 2013 and 2012.

<b>Agency</b>	<b>2013 Allocation</b>	<b>% of Total</b>	<b>2012</b>
Clerk of Courts	2,635,955.81	38.35%	30.49%
Commissioners	677,079.25	9.85%	15.50%
Auditor	474,462.40	6.90%	10.40%
Probate Court	434,359.76	6.32%	4.04%
Sheriff	400,349.69	5.82%	5.74%
Treasurer	268,033.76	3.90%	4.90%
Prosecuting Attorney	247,876.91	3.61%	2.92%
Board of Elections	175,312.58	2.55%	2.60%
Job & Family Services	153,182.28	2.23%	2.62%
Public Facilities Mgt	140,291.31	2.04%	2.73%
Human Resources	105,102.75	1.53%	1.44%
Domestic & Juvenile Court	88,447.67	1.29%	1.43%
Child Support Enforcement	85,692.58	1.25%	0.63%
Recorder	84,251.92	1.23%	1.15%
Economic Dev & Planning	83,415.64	1.21%	1.26%
Court of Common Pleas	79,418.80	1.16%	0.99%
Veterans Service	79,144.85	1.15%	1.49%
Public Defender	78,791.92	1.15%	0.94%
Animal Control	78,274.87	1.14%	1.42%
Purchasing	77,670.72	1.13%	0.79%
Public Health	68,932.91	1.00%	1.07%
Office on Aging	47,461.46	0.69%	0.48%
Court of Appeals	44,293.08	0.64%	0.54%
Children Services	38,064.22	0.55%	0.61%
Coroner	37,905.96	0.55%	0.50%
Engineer	31,000.96	0.45%	0.69%
Sanitary Engineer	29,016.89	0.42%	0.47%
CBCF	25,361.13	0.37%	0.30%
Fleet Management	23,370.17	0.34%	0.56%
ADAMH	17,108.64	0.25%	0.14%
Emergency Management	12,914.36	0.19%	0.19%
JPU (Justice Program Unit)	11,994.38	0.17%	0.45%
CASA	11,386.62	0.17%	0.08%
Board of Dev Disabilities	8,595.24	0.13%	0.10%
Columbus City Police	4,502.76	0.07%	0.11%
Metro Parks	4,378.20	0.06%	0.02%
Veterans Memorial	4,215.19	0.06%	0.10%
Law Library	2,350.36	0.03%	0.02%
Central Ohio Community Investment Corporatio	1,090.02	0.02%	0.04%
Municipal Court	1,048.05	0.02%	0.01%
MORPC	994.30	0.01%	0.02%
Soil & Water	266.50	<.01%	0.01%
Hilliard Police	145.65	<.01%	<.01%

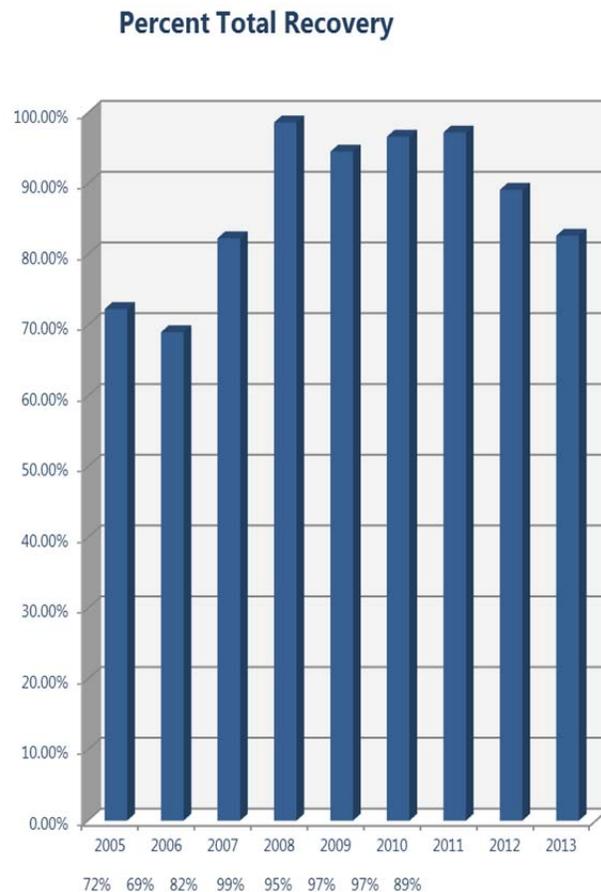
(Table 3)

## 5.2 COST STUDY ALLOCATION RECOVERY

Recovery in 2013 totaled 82.67%. While this is the lowest perfect in recent history, the reduction in total allocations was the result of a decision to lower professional service rates to market conditions to increase countywide use of centralized services. With the decreased rates and increased service quality it is assumed that usage will increase during 2014 and 2015 and recovery will return to previous levels.



(Chart 12)



(Chart 13)

Resource	Total Cost	Recovered	Recovery
iSeries Resources	\$ 1,458,296	\$ 1,458,165	99.99%
Windows Resources	\$ 1,133,827	\$ 1,030,742	90.91%
Professional Services	\$ 3,774,540	\$ 2,467,961	65.38%
Network Services	\$ 1,069,941	\$ 1,069,763	99.98%
Print Services	\$ 740,411	\$ 740,411	100.00%
Miscellaneous Services	\$ 139,177	\$ 108,202	77.74%
<b>Total Recovery</b>	<b>\$ 8,316,192</b>	<b>\$ 6,875,243</b>	<b>82.67%</b>

(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, virtual and VPN connections. Internet services are provided at 195MB 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 Email

Microsoft Exchange 2007 is managed by the Windows Server Team and is used for the County's Email services. During a disaster recovery survey it was determined that access to countywide email was listed as an essential service to agencies ability to perform its business functions. Therefore, a comprehensive plan is under way to upgrade our email server to Microsoft Exchange 2013, to provide real-time replication of email server at our Disaster Recovery site with automatic fail over in case of a disaster. This project is expected to be completed by the end of 2014. During 2013 almost 25 million emails were processed with over 16 million being determined to be spam and filtered and almost 9 million being delivered.

#### 5.3.2 Loaner Equipment

Laptops, PCs, monitors, projectors, tablets, 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 18,000 units (per unit/per day) were utilized by partner agencies.

#### 5.3.3 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. Over 126 million pages were processed by the Windows and iSeries print servers which is a 54% increase when compared to 2012.



#### 5.3.4 OnBase

OnBase is an ECM tool that software tool that operates on a strategy of methods and tools to capture, manage, store and deliver documents related to organization processes. During 2013 the Data Center had several individuals become certified in the application which will reduce consulting cost countywide for this application now used by Job & Family Services, the Auditor's Board of Revisions and the Data Center. In addition to supporting current projects the Data Center also designed two applications to support the agency's travel and training request process and customer satisfaction surveys.

### 5.4 PROFESSIONAL SERVICES

The Franklin County Data Center provided almost 49,000 professional and technical service hours to assist partner agencies and countywide initiatives with 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.

#### 5.4.1 Enterprise Solutions

The Enterprise Solution team was established to support enterprise technologies like OnBase, Intellivue, SharePoint and Munis. This very motivated and successful team increased professional service hours in these vital areas by 237% during 2013 while providing business solutions that benefited several agency and countywide initiatives.

#### 5.4.2 Web Services

The Web Team continued to provide business solutions and the addition of technical writer provided uniform application documentation, user manuals and illustrations. The team successfully launched Court Forms Work Flow in conjunction with Efiling thus providing an application for a critical business function. Development of the Food Assistance Application allowed data to be shared between Child Support Enforcement, Job & Family Services and Children Services while Website redesigns for both the Board of Elections and the Data Center implemented a fully responsive design to accommodate different screen sizes in mobile and desktop rendering.

#### 5.4.3 Project Delivery

The Data Center receives requests that include procurements, new technologies, enhancements, service maintenance, subject matter expertise, media services and analysis. The team manages projects from the initial inquiry through implementation while ensuring our customers receive high quality projects in a timely manner. In 2013 the Data Center Project Management Office introduced Agile methodologies to the project delivery model offering an exciting new way to engage clients throughout the project. In addition to client engagement, this collaborative way to deliver projects has provided efficiencies and cross-training opportunities. The Data Center's first pilot Agile project was the Board of Elections website redesign. After the success of this project, the team is now piloting additional projects utilizing Agile, Waterfall and Hybrid methodologies depending on the project type.



#### 5.4.4 Desktop Services

The Desktop Team focus in 2013 was improving our customer's experience. Several changes and enhancement were adopted throughout the year included combining teams and responsibilities to establish a single point of contact. Customers have express that the new intake process has streamlined their efforts and provided prompt and valuable support. The Data Center is now providing customers with on-the-spot first level support or properly escalating for second tier support to the individual or team who can best resolve the issue.

Another key improvement was introducing a solution for procurement. This provided customers with a process and transparency throughout allowing agencies to receive their desire support for

procurements. The system has been noted as having the flexibility to handle all types of requests from quoting to install or just to obtain approval for purchase.

Overall the new intake process and procurement solution has been received well and provided our customer's with a better experience overall when calling upon the Data Center. We are excited for 2014 and continuing efforts for building on the established foundation.

### 5.5 CUSTOMER SERVICE

The customer service team responded to 9,462 calls during 2013, a 50% increase when compared to 2012 with 99% of customers reporting they were very satisfied or satisfied with their service. The large increase which translated to processing 30 tickets per day to a high of 52 per day in October was due to the new intake process introduced in August 2013 which allows for improved tracking of all project requests including break-fix, projects, security, loaner and salvage requests and quick calls.



(Chart 14)

### 2013 Customer Survey Results



(Chart 15)

## 6.0 COMPUTER SYSTEMS AND NETWORK UPGRADES

The Franklin County Data Center maintains documentation of computer system and network upgrades since 1995. Table five below is the changes that occurred during 2013.

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
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.
CONTINUED BLACKBERRY BES AND SMARTPHONE ADDITIONS	CONTINUE TO PROVIDE BLACKBERRY/ SERVICE FOR MULTIPLE COUNTY AGENCIES	JAN 2013	THIS IS AN ONGOING PROJECT. MOVING MORE TO SMART PHONES AND AWAY FROM BLACKBERRY. EVENTUAL PHASE OUT OF BES
DESKTOP VIRTUALIZATION	ALLOW OFFSITE MUNIS USERS TO ELIMINATE DIAL UP CONNECTION AND USE THE INTERNET	MAR 2013	THIS INITIATIVE IS ALLOWING MOVING AWAY FROM OLD DIAL-UP APPLIANCE
WIRELESS IN COURTHOUSE	AT&T INSTALLED PUBLIC WIRELESS IN THE COURTHOUSE	AUG 2013	MOVING TOWARD PROVIDING WIRELESS IN MAJOR COUNTY FACILITIES
WIRELESS CONNECTION TO COUNTY NETWORK	CONFIGURATION OF ACCESS POINTS TO ALLOW COUNTY EMPLOYEES TO CONNECT TO COUNTY NETWORK RESOURCES.	OCT 2013	THIS WAS DRIVEN BY AGENCIES BEGINNING INITIATIVES TO INSTALL THEIR OWN WIRELESS ACCESS POINTS
SERVER VIRTUALIZATION	CONTINUE TO PROVIDE AND EFFICIENT, MANAGEABLE , COMPUTING ENVIRONMENT	JAN 2013	THIS IS AN ONGOING PROJECT TO COMPLY WITH THE COMMISSIONERS GREEN INITIATIVE
NETWORK UPGRADE DESIGN	UPGRADING TO A REDUNDANT RELIABLE, MORE ROBUST NETWORK. DESIGN WAS COMPLETED IN 2013. INSTALLATION WILL BE COMPLETED APRIL 2014	DEC 2013	THIS WILL REMOVE THE SPANNING TREE STRUCTURE WHICH USED TO BE BEST PRACTICE
EMAIL ARCHIVE	NECESSARY TO BETTER MANAGE THE EVER GROWING STORAGE CONSUMED BY EMAIL	FEB 2013	THIS IS AN ONGOING PROJECT. IT HAS BEEN DEPLOYED TO DATA CENTER. HAD SOME PROBLEMS. MOVING AHEAD TO DEPLOY TO AGENCIES. BIGGEST CHALLENGE IS AGENCIES DETERMINING THEIR RETENTION POLICIES.
SECURITY ACCESSION	CONTRACTED MSI TO PERFORM COMPLETE SECURITY ASSESSMENT	NOV 2013	RECOMMENDED CHANGES WILL BE IMPLEMENTED IN 2014
D\IR ACCESSION	POLL AGENCIES TO DETERMINE THEIR D\IR EXPECTATIONS FROM THE DATA CENTER	AUG 2013	A COMPREHENSIVE D\IR PLAN WAS DEVELOPED AND WILL BE IMPLEMENTED IN 2014 AT A NEW D\IR FACILITY
CIO UPGRADE	VICTIM OF ITS OWN SUCCESS. OUTGREW ITS OPERATING REQUIREMENTS AND HAD TO BE UPGRADED TO ACCOMMODATE MORE MEMORY	JUL 2013	ALLOWED MOVING TO NEW VERSIONS OF JAVA AND WEB SPHERE

COMPUTER SYSTEM	SPECIFIC USE	INSTALLATION	COMMENTS
HOJ RENAVATIOMN	DATA CENTER IS WORKING IN CONJUNCTION WITH PFM TO PROVIDE GUIDANCE FOR NETWORK SPECS.	AUG 2013	1ST PHASE OF PROJECT TO BE COMPLETED IN 2014
VIPRE	MOVE AWAY FROM SYMANTEC TO VIPRE	MAY 2013	VIPRE PROVIDES MORE ROBUST SCANNING AT A CHEAPER PRICE
IPRISM INTERNET FILTER UPGRADE	REACHING THE CAPACITY OF OLD APPLIANCE	NOV 2013	THIS WAS THOUGHT TO BE POSSIBLY CAUSING INTERNET SLOWNESS. NEEDED UPGRADED DUE TO REACHING CAPACITY
SECURE FTP SITE	ESTABLISHED A SECURE FTP SITE FOR THE COUNTY	FEB 2013	AGENCIES HAD A NEED TO TRANSFER PRIVATE INFORMATION ACROSS THE INTERNET SECURELY
MUNIS ADMINISTRATION	MUNIS ADMINISTRATION WAS TRANSFERRED FROM THE AUDITOR TO THE DATA CENTER	NOV 2013	SINCE MUNIS IS AN ENTERPRISE-WIDE APPLICATION IS DETERMINED THE DATA CENTER SHOULD SUPPORT ADMINSTRATE IT.

(Table 5)

## 7.0 MAJOR ACCOMPLISHMENTS

The Franklin County Data Center worked diligently during 2013 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.

### 7.1 COUNTYWIDE AND MULTIPLE AGENCY ACCOMPLISHMENTS

7.1.1 Security Assessment: During 2013 the Data Center partnered with MicroSolved, Inc. (MSI) to complete a security assessment to test both internal and external fronts. This vital assessment identified areas of vulnerability and produced recommendations on immediate and long term action.

7.1.2 Disaster Recovery Assessment: The Data Center partnered with ProTeam Solutions who met with County agencies to determine and document their disaster recovery (DR) expectations from the Data Center. A comprehensive DR plan was developed and will be implemented in 2014 at a new DR facility.

7.1.3 IT Leadership Forum: The Data Center partnered with Franklin County Commissioner's Chief Information Officer during the third quarter to organize a monthly forum for IT leaders throughout Franklin County to collaborate, share information, and showcase IT solutions to business needs. The purpose of the forum is to allow county agency IT leadership to come together to talk about issues related to the provision of IT services in Franklin County government. Discussion points include projects, resources, challenges, accomplishments, and exploring potential areas for collaboration. The ultimate goal of the forum is to share our IT experiences and concerns, and to discover opportunities to work together to improve IT service delivery to Franklin County.

7.1.4 Network Redundancy Upgrade Design: In collaboration with the Commissioner's CIO, the Court of Common Pleas, and Public Facilities Management, the Data Center is spearheading a project to redesign the countywide IT infrastructure. The scope of this project is to provide network upgrades, installation of new fiber, uninterruptable power supplies, and redundancy between the Data Center and the courts infrastructure. The new design, which will be fully implemented in 2014, required significant collaboration, trust and dedication by all involved and the resulting network will be the most reliable in county history. The Data Center appreciates the partnership from all parties and looks forward to future collaboration to ensure the most efficient, reliable and cost effective IT solutions are instituted countywide.

7.1.5 XP Upgrade Project: Another project that the Data Center worked in collaboration with the Commissioners CIO and many county agencies was the XP Upgrade project. This project which began in 2013 and will complete in the second quarter of 2014 is a result of Microsoft discontinuing support and security updates for the XP operating system April 8, 2014. Proof of concept and application testing and upgrades were necessary to ensure legacy applications were compatible with the Windows 7 operation system and 657 computers, 80 laptops and 57 tablets that were not compatible with windows 7 had to be replaced. During 2013 all equipment was ordered, proof of concepts complete and deployment began to ensure this security critical project is delivered prior to April 8, 2014.



7.1.6 Efiling: Efiling continues to expand with Civil, Domestic, Juvenile, Appeals and Probate Court filing most of their cases types electronically. This multiple court application was complete in 2013.

7.1.7 Antivirus Solution: An upgrade to the countywide antivirus solution was made with the implementation of the VIPRE system as a replacement of the Symantec application. Research showed that VIPRE provided more robust scanning at a price lower than Symantec.

7.1.8 MUNIS Support: During the fourth quarter of 2013 the support and administration of the countywide accounting application was transferred from the Auditor's Office to the Data Center. The transfer will allow more efficient user access and support of break-fix items and data requests. Transitioning from a single point of support to a team providing support along with a structured intake process will allow faster response to requests and centralized solutions.

7.1.9 Public Wireless: Per the request of many agencies for public wireless in the County Courthouse, PFM with the assistance of the Data Center completed an initiative with AT&T to install access points on all floors of the courthouse located at 373 S. High Street. The wireless access is utilized by attorneys, employees and citizens of Franklin County enabling them to function wirelessly.

7.1.10 Wireless access to the secure county network: consolidating multiple requests by county agencies and courts to purchase their own wireless access points to access the county network wirelessly, the Data Center worked with the Office of Management and Budget (OMB) and AT&T to configure the public wireless with a private VLAN allowing secure wireless access to the county network thus meeting the business needs of many within the county.

7.1.11 Case Information Online (CIO) Upgrade: Due to the success of the CIO which allows citizens to access past and present case information online the application it outgrew is operating requirement and required an upgrade during 2013 to accommodate more memory and an upgrade to new versions of Java and Web Sphere.

## 7.2 DATA CENTER

7.2.1 Reorganization: As part of the Data Center's commitment to the Vision and Mission Statements, a successful reorganization took place to better align both management and staff to provide superior customer service and continuous improvements.

- Senior Management Team: During 2013 the Senior Management team was reduced to a smaller, more agile team which is held accountable for their respective areas and empowered to fully manager their teams and areas of responsibility. The team is dedicated to achieving the Data Center's mission, vision and preferred culture, is held to a high standard of professionalism, conduct and ethics and is available to ensure the needs of our customers 24/7.
- Project Management Office: The Data Center established a Project Management Office which implemented standardization and processes to ensure each project is evaluated, analyzed, prioritized and managed to ensure transparency, provide efficiencies and increase the number of projects that are delivered on time and under budget.
- Enterprise Solution Team: The Enterprise Solutions team was established to meet the need for centralized IT solutions to current and future business needs. While currently focusing on countywide use of MUNIS, OnBase, Intellivue, and SQL reporting, this forward thinking group will introduce new centralized technologies as needs arise.
- Windows Programming Team: The Windows Programming team was eliminated and team members dispersed to other teams to better align with today's programming needs.
- Inventory Manager: With the retirement of the longtime Inventory Manager, management of Data Center inventory was absorbed into the Business Services team to increase efficiency and reduce labor cost.

7.2.2 New Intake Process: To better serve our valued customers, a single point of contact within the Data Center and a web based IT procurement application has been established. Streamlining the intake process was a collaborated effort among all Data Center programs. This new process allows prompt distribution of tasks to individuals or teams who can best address our customers' needs.

7.2.3 Rebranding Initiative: The rebranding initiative continued in 2013 with improvements to the Data Center lobby and administrative area, establishment of a command center for project management meetings, an Franklin County Justice System (FCJS) project room was created to allow close collaboration with the Clerk of Courts personnel and the customer service and desktop teams were consolidated on the 8<sup>th</sup> floor to provide a secure location for imaging computers and working on equipment.





Also as part of the rebranding initiative the Data Center web site was redesigned to create a comprehensive presentation of the vision, strategies and accomplishments of the Data Center. The new site utilizes a responsive layout and incorporates the new branding features. The site can be found at <http://datacenter.franklincountyohio.gov/>

**7.2.4 Operation Feed and Combined Charitable Campaign:** The Data Center met its goals for the Operation Feed campaign and achieved 80% of target for the Combined Charitable Campaign. The Data Center took the lead in assisting other County agencies with their charitable activities by providing media, promotional videos, portal announcements, and electronic signage to advertise their events.

**7.2.5 Communication:** The Data Center focused on both internal and external communication during 2013 forming a communication review board to review advice and audit all forms of communications. Managers hold weekly or bi-weekly meetings with team members to properly communicate the direction of the agency and answer any questions that team members have. A Customer Emergency Notification Process to notify customers quickly of service interruptions by providing an outage description, list of affected applications, timelines for addressing the issue and resolution steps was successfully implemented and was well received by agencies countywide.

**7.2.6 Skill Inventory:** The Data Center completed the skill inventory. This inventory of all Data Center team members provided an assessment of the type and level of skills to determine what training and supplemental staff was needed. Individual development plans (IDPs) were implemented and many benefits were recognized. The IDPs not only fill organizational and departmental performance gaps but also help increase job satisfaction and assist with succession planning.

**7.2.7 OnBase:** OnBase, a workflow and document management system was introduced during 2013 and projects for Human Resources files and Travel & Training authorizations and processing were successfully implemented. These two projects provided hands on training for the team that will support agencies countywide while providing a much needed and efficient flow of Human Resources documents.

**7.2.8 Culture & Strategic Direction:** Started during 2012, the Data Center was successful during 2013 improving the culture and strategic direction by successfully executing a series of activities which resulted in many positive changes within the Data Center. Employees were given several opportunities to share candid input regarding current and preferred work atmosphere, specific actions were taken to achieve the preferred culture and the senior management team was tasked with championing those changes and ensuring that the preferred culture was kept at the forefront in all areas.

### 7.3 CHILD SUPPORT ENFORCEMENT, JOB & FAMILY SERVICES, AND CHILDREN SERVICES

The Data Center developed the FAET (Food Assistance Employment and Training) application, a centralized database containing paternity, medical and child support orders, and location of non-custodial parents in one secure location thus eliminating the need for agencies to correspond on individual cases via email and phone conversations. This automated, shared, and secure case

management system saves valuable time and allows for more efficient and accurate status tracking for the agencies as well as outside partners such as COWIC and the Urban League.

#### 7.4 BOARD OF ELECTIONS

The Data Center and the Board of Elections partnered successfully to launch the first official Agile project redesigning the Board of Elections website with a fully responsive design enabling the site to be viewed on different screen sizes in mobile or desktop rendering. The site provides valuable information regarding voter registration, absentee voting, early voting, past election results, current election information, candidate and poll worker information, election petitions and campaign finance reports. The Franklin County Board of Elections redesigned website can be found at <http://vote.franklincountyohio.gov/>



#### 7.5 AUDITOR APPLICATION IN ONBASE

The Data Center worked with the Board of Revisions and an outside vendor to develop an OnBase application utilized for hearings and workflow processes. The Enterprise Solutions team supported the third party developer throughout the project and will maintain the system in the future.

#### 7.6 ANIMAL CARE & CONTROL

The Data Center worked with Animal Care & Control to redesign the Animal Care & Control website to create efficiencies for maintaining the popular web feature "Adoptable Dog Search". Updates to the site included rebranding to coordinate with the new facility, CMS tools for easy editing, a responsive layout for ease of use by mobile devices, and ADA compliance. The project also provided dynamic data entry to populate both the Shelter Buddy and website with a single entry and XML to update every 15 minutes including both the Animal Care & Control website and the Commissioner's Mobile Application.

