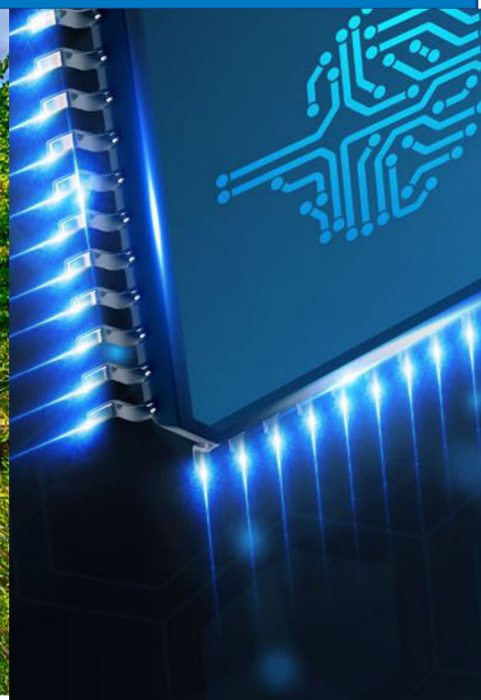
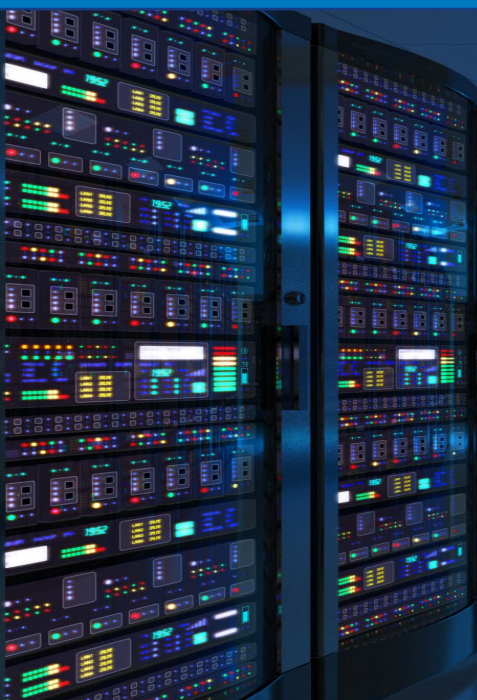




2023 Annual Report

Franklin County Data Center
Technology for a Better Community





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A Message from Secretary Stinziano

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

In concert with Chief Information Officer Adam Frumkin and members of the Data Board, your Franklin County Data Center strives to lead the way with technologies that will benefit Franklin County for many years to come.

The Data Center continues to deploy modern, secure technology services for the residents and businesses of Franklin County. The center is focused on collaboration with the county's many agencies, working together to provide cost-effective, business-driven technology solutions that enable our partner agencies to provide more effective services for Franklin County residents and businesses.

One recent example of collaborative cutting edge technological innovations is the Franklin County courts connectivity project, which will enhance public access to court records.

In addition, the board continues to employ agile technology services that enables a county workforce of more than 5,000 to perform work remotely or in the office workplace in a secure and stable environment. The Data Center continues to work with the Franklin County Digital Equity Coalition to promote high-quality broadband access for all county residents, with the goal of providing expedient and secure services for every residents. The coalition's work promotes economic and social opportunity for the households that don't have broadband access or rely on cellular services for the internet.

As we welcome 2024, I look forward to a new year of cutting-edge digital innovations and outstanding technological solutions that will benefit the residents, agencies, and businesses of Franklin County.



Continual Growth and Impact

Adam Frumkin, CIO

The Franklin County Data Center has continued to grow and innovate in an ever-changing technology world. We strive for excellence in delivering services to our partner agencies that serve the residents and businesses of Franklin County.

Impact is more than just a buzzword; it's one of our driving forces. Our passion is to revolutionize how people interact with technology, making it more accessible and empowering for everyone while maintaining a secure environment. Our Values guide every decision we make, from prioritizing inclusivity and diversity to fostering innovation and excellence.

This commitment to our Values is woven into the fabric of our culture, where collaboration thrives, ideas are celebrated, and every team member is valued for their unique contributions. Together, we are shaping a future where technology truly makes a positive impact on people's lives.




Adam Frumkin, CIO

Getting to know CIO Frumkin

Adam Frumkin is a results-driven leader with over 25 years of experience developing, directing, and executing business transformation and strategies. He has an established record of collaborating with other executives to bring clarity to strategic business decisions and implementing technology to transform business processes.

He has focused experience in strategic planning, cultural & organizational development and emotional intelligence, process reengineering, enterprise system implementations, cybersecurity and disaster recovery, and business continuity planning.

Serves as:

- Vice Chair for the NACo IT Standing Committee
- Subcommittee Vice Chair of the NACo Finance, Pensions, and Intergovernmental Affairs Steering Committee for the Elections Subcommittee.
- Fusion Learning Partners Board of Directors
- Council Chair to the Public Technology Institute (PTI) Executive Committee

Awards:

- 2023 Top 25 Doers, Dreamers, and Drivers by Government Technology
- State Scoop – Local Smart County Executive of the Year 2021
- Columbus Business First - Bix

He is an adjunct professor at The Ohio State University and the PTI Certified Government Chief Information Officer (CGCIO) through Rutgers University.



CIO Frumkin speaking at the Ohio Digital Government Summit

2023 Revenue

Working with the Board of Commissioners Office of Management and Budget, the Data Center bills non-General Fund agencies and programs for technology resources. This process allows Franklin County to recover funds from state, federal, grant, and levy sources, benefiting the residents and businesses of Franklin County. In 2023, \$2,832,740 was collected and returned to the general fund.

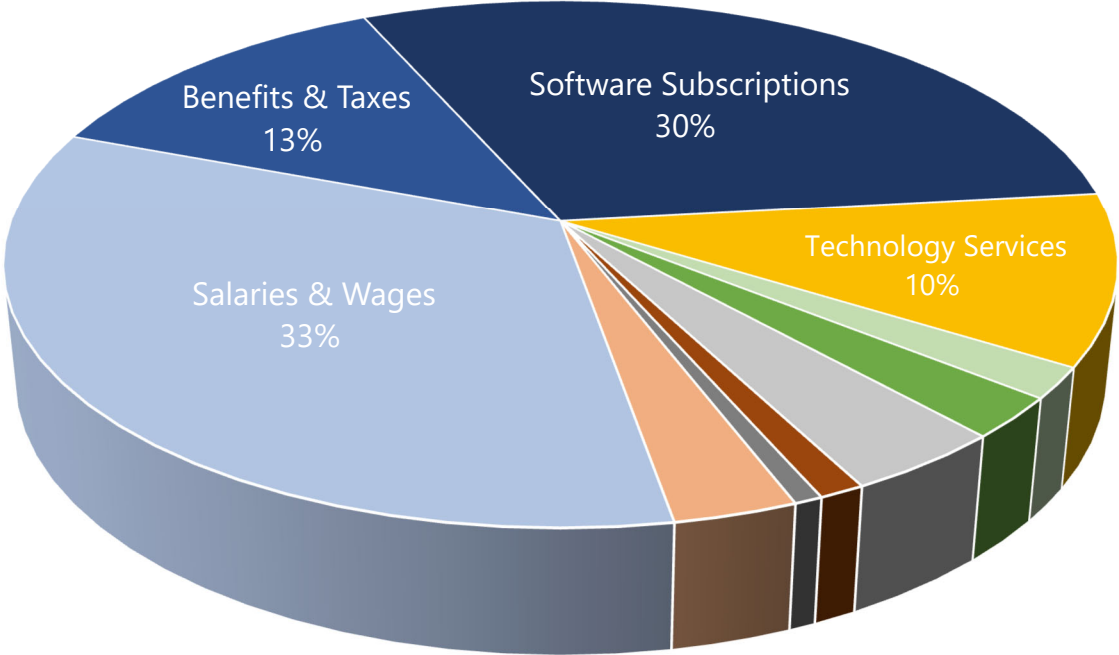
2023 Expenditures

Expenditures for 2023 totaled \$23,411,250, a 31% increase compared to 2022. The increased expenditures were directly related to increased technology solutions throughout the county, while steadfast contract negotiations maintained or reduced almost all baseline expenditures during the year.

Additional 2023 funding requirements:

- Increased cyber security software and services
- Began implementation of the Zero-Trust cyber security program
- Staff expansion for cyber security, technology support, and infrastructure
- Infrastructure associated with Body Worn Cameras
- Infrastructure associated with 911 services
- Network infrastructure evaluation, 34 locations.
- Began wired and wifi network upgrades
- Increased bandwidth countywide, redundant fiber in some locations
- Expanded services to 8 additional partner agencies
- Replace the production and disaster recovery iSeries mid-range platform
- Quickbase low-code development platform
- Remote collaboration areas throughout the county
- Technology and collaboration deployments at the new jail
- Expand compute & storage environments to support increased utilization
- Training, certification, and travel expenses

Expenditures by Category



	2022	2023
Salaries & Wages	\$ 6,850,455	\$ 7,832,418
Benefits & Taxes	\$ 2,550,594	\$ 2,947,771
Software Subscriptions	\$ 5,748,555	\$ 7,017,104
Technology Services	\$ 1,022,697	\$ 2,461,099
Technology Hardware	\$ 724,236	\$ 448,258
Equipment Maintenance & Repairs	\$ 324,194	\$ 942,879
Staff Augmentation	\$ 392,176	\$ 594,501
Training, Tuition, and Certifications	\$ 151,960	\$ 270,576
Office Supplies & Services	\$ 111,470	\$ 167,185
Capital Hardware	\$ -	\$ 729,459
Total Expenditures	\$17,764,868	\$23,411,250

2023 Resource Utilization by Partner

The Data Center provides technology services to 40 partner agencies, courts, and boards. The chart below indicates utilization as a percentage of total resources for 2023. 26 Partners are included. There were 14 partners whose combined utilization was less than 3%.

Agency	Utilization
Clerk of Courts	28%
Sheriff	15%
Auditor	12%
Prosecuting Attorney	6%
Child Support Enforcement	3%
Board of Elections	3%
Treasurer	3%
Public Facilities Management	2%
Public Defender	2%
Veteran's Service	2%
Public Health	2%
Children Services	2%
Job & Family Services	2%
Coroner	2%
Court of Common Pleas, Domestic & Juvenile	2%
Probate Court	1%
Recorder	1%
Office on Aging	1%
Board of Developmental Disabilities	1%
Animal Control & Care	1%
Court of Common Pleas, General Division	1%
Board of Commissioners	1%
Sanitary Engineer	1%
Community-Based Correction Facility	1%
Justice Policy and Programs	1%
Human Resources	1%

Why

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

How

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

What

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



Leadership Excellence Training, 2023

Cyber Security

Franklin County agencies, courts, and boards rely on technology to run day-to-day activities. From providing services to our residents to cases being heard in our courts, everything is run by IT. Electronic services available through websites and web-based vendor applications have made interacting with residents more efficient. Information is available and exchanged quickly, and services can be provided instantly without the need to travel to a remote location. But with this convenience comes the threat of bad actors intercepting data or disrupting services.

Understanding that we are only as resilient as our digital systems and that we must reduce risk and protect service availability, the Data Center launched the Zero Trust Security Approach in 2023. This never-trust, always-verify framework allows team members across the county to work securely from anywhere while safeguarding critical assets and data. Consisting of five pillars, the framework focuses on three principles:

- Always authenticate and authorize based on all available data points, including user identity, location, device health, service or workload, data classification, and anomalies.
-

- Limit user access with just-in-time and just-enough access, risk-based adaptive policies, and data protection to help secure data and productivity.
-

- Verify end-to-end encryption and use analytics to get visibility, drive threat detection, and improve defenses.
-

Zero Trust Security Approach



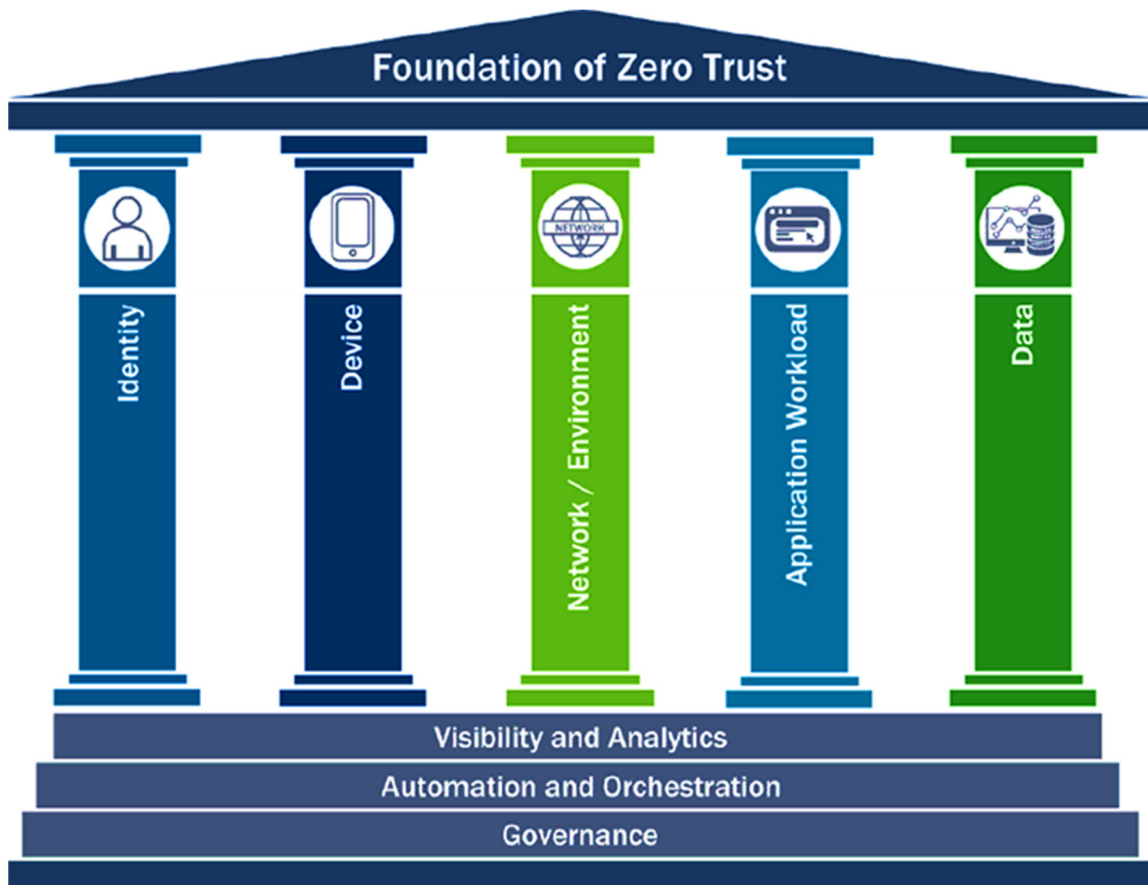
Verify
Every User



Validate
Their Devices



Intelligently Limit
Their Access



2023 Cyber Security Highlights

- **Expanded Single Sign On (SSO) use for additional applications**
SSO is an authentication tool that enables users to access multiple applications securely using just one set of credentials. It is an efficient way for users to log on to various applications while providing our security team real-time insight into which users accessed applications, when, and from where. The expansion addresses the Identity Pillar while centralizing access control, reducing password fatigue, and improving security and compliance.
- **Cyber security for the systems and data that support elections**
Our resident's confidence that their vote counts relies on the security and resilience of the technology infrastructure behind the election process. The Data Center works closely with the Board of Elections and the Secretary of State throughout the entire year, protecting the systems, networks, software, and data that support voter registration, early voting, election day activities, and the certification process that are stable and secure.
- **Infrastructure and Email Risk Mitigation**
In 2023, we launched the Vulnerability Management program, DMZ Identity Control program, and Email Risk Mitigation program. Using a combination of policies, procedures, and technology, the programs provided safeguards against cyber threats, including ransomware, denial-of-service, malware, and phishing attacks. These initiatives helped us identify, understand, and fix potential security issues before they become cybersecurity events, compromised data, or systems impacted.

Prevented
265,000
phishing and
malware attacks

Provided 7,742
hours of security
awareness
training

Processed
4,500 user
access
requests

Meet Franklin County's Chief Information Security Officer, Nikki Milburn

Nikki Milburn is a trusted member of the cyber security community, having CISSP-ISC2, CISM-ISACA, CCISO-EC Council, and FEMA Cyber Response certifications. As an active ISSA, TPRA, MS-ISAC, and EI-ISAC member, Nikki is regularly asked to advise others, speak at local and national conferences, and participate in simulations, tabletop events, and cybersecurity forums.

2023 Speaking Engagements

Comptia PTI Virtual CIO & Tech Leader Summit: *What Does Zero Trust Really Mean*

SharkBytes Podcast: Season 3: Episode 16: *A Vision of Cybersecurity Through the Eyes of a CISO*

PTI Cyber Leader Summit: *IT Cyber Modernization and Zero-Trust*

PTI Cyber Leader Summit: *Deep Dive: Cybersecurity in Franklin County, Ohio*

Tanium Converge: US Public Sector Track: *Securing Public Data and Services*

Ohio Digital Government Summit: *Managing the 4Rs of Cyber: Risk, Reward, Response, and Recovery*

2023 Participations

NACo Cyber Simulation: Election Disruption

NACo Cyber Simulation: Employee Management

HSAC –Cyber Security Planning Subcommittee for Ohio

Central Ohio InfoSec Summit

Ohio IT Leadership Forum

Security Briefing for Public Sector & Education

MS-ISAC Annual Meeting

Cyber Security Summit Columbus

Cybersecurity Tabletop Exercise for Ohio Boards of Elections



CISO Milburn speaking
at the Ohio Digital
Government Summit

Growth Mindset

Kassy Franz, Chief People Officer

Organizations must stay ahead of the curve in today's ever-evolving business world by prioritizing adaptability and innovation. This requires a culture that values continuous learning and development. In 2023, the Data Center focused on the term coined by Professor Dweck's growth mindset. "A belief that your basic qualities can be cultivated through your efforts. Although people may differ in their initial talents and aptitudes, interests, or temperaments – everyone can change and grow through application and experience." ¹



Adopting a growth mindset offers numerous benefits. These include increased resilience, improved collaboration and communication, and enhanced motivation. Ultimately, it resulted in technology that positively impacted our community.

Two Areas of focus:

Empower employees through a culture of learning and development

In 2023, we had 32 employees obtain certifications, added LinkedIn Learning and Cybrary as Learning Management Systems, provided leadership training for every leader, and provided the ability for all employees to attend two local leadership conferences. We realize that when employees feel supported in their efforts to learn and grow, they are more likely to be engaged and motivated, thus leading to increased productivity and overall success.

¹ Copyright © 2024 Intelligent Change. [What Is Growth Mindset and How to Achieve It – Intelligent Change](#)

Foster a collaborative and inclusive environment

In 2023, the Data Center promoted 19 employees. Eight of the promotions were to management-level roles. We focused our recruiting efforts less on skills and more on an individual's willingness to learn and grow. This approach allowed for a more diverse talent pool. It allowed us to hire 20 new employees in a highly competitive IT market.

As we look forward to 2024, we reaffirm our commitment to building and sustaining a growth mindset culture. We are committed to providing the best experience for our employees and our partners, thus allowing for the highest productivity and best morale yet!



Wear pink to support breast cancer awareness

Technology for a Better Community

❖ Digital Services Expansion

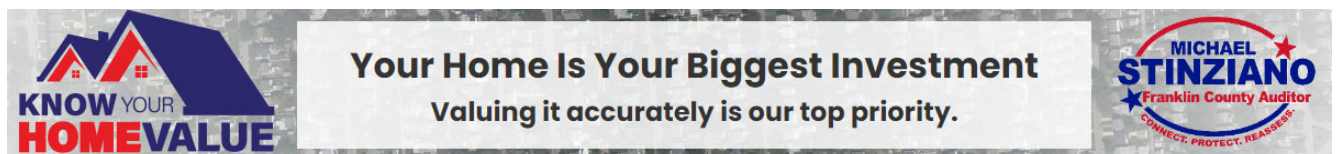
We understand that taking time off work, driving or finding transportation to a facility, locating and paying for parking, and finding the correct agency location within a building to receive services are difficult for many people. Looking for more efficient processes, we now offer many electronic services and digital signatures to facilitate efficient remote meetings, data gathering, and signatures. In 2023, we expanded these services with Job & Family Services, Public Health, Economic Development and Planning, and the Sheriff's Office. We are committed to developing these services to enable convenient services for all residents.

❖ One Franklin County

The Data Center launched a multi-year Board of Commissioner project to transform Franklin County's web presence and how agencies, courts, and boards work with residents and businesses. This public-centric unification of digital services will improve communication and engagement for residents.

❖ Property Value Re-Appraisal Project

Ohio law requires the county auditor to update all property values countywide every three years to reflect the changes in the marketplace. Franklin County Auditor Michael Stinziano launched the Know Your Home Value project, where homeowners could meet with appraisers in multiple locations across the county or virtually. The Data Center partnered with the Auditor's office to ensure the technology required for these meetings was secure and reliable.



❖ Office on Aging, Box Fan Distribution

The Data Center partnered with the Office on Aging on a project to use technology to create efficiencies in the receipt, tracking, and distribution of box fans for seniors in our community. This included monitoring of volunteers, staff, and documentation. The teams collaborated to re-work processes and workflows, resulting in better outcomes with less labor. Data Center team members became so invested in the project that they volunteered personal time to distribute fans and look forward to future volunteer opportunities.

❖ 2023 State of the County Website and Document

The Data Center partnered with the Board of Commissioners to develop and publish the State of the County report and website. The interactive website and report provide the Commissioner's core principles of governance and how their team is working to serve all our residents daily. The website can be found [here](#).



Technology for a Better Community

❖ Improved Network and WiFi Functionality

Technology is an essential part of almost every service provided to the residents and businesses of Franklin County. Today, residents, businesses, and partner agencies have immediate access to virtually any information needed, tasks can be performed faster, and communication is better. The volume and complexity of the applications and operations required to meet these needs have increased dramatically in the past several years, creating a need to upgrade the Franklin County Data Network.

In late 2022, the Data Center began a multi-year project to evaluate and update the wired and wireless data network, connecting 34 locations to our primary and secondary data centers, the internet, and over 200 vendor applications. In 2023, 6 miles of CAT6 data cable, six new firewall environments, and six new access layer switches were deployed. The Common Pleas Courthouse redesign and upgrade markedly improved the court's and residents' ability to access and use technology required for their day-to-day activities.

❖ 911 Infrastructure Upgrade

911 is a system that routes an emergency call to the appropriate 911 answering point for the caller's location and automatically displays the caller's phone number and address. The Sheriff's office is updating its 911 environment, and in 2023 the Data Center provided the vital technology infrastructure required for the project. The project required collaboration between the Sheriff's office, Data Center, and vendor to ensure the project's success, system security, and reliability for the community's safety.



❖ Body Worn Camera

A body-worn camera documents the execution of law enforcement duties. They collect audio, video, or photographic evidence, document interactions with the public, and assist in training and employee evaluations. The Sheriff's Office partnered with the Data Center to design and deploy an infrastructure to support Body Worn Cameras. This includes deploying SD-WAN environments at Sheriff locations and sub-stations to facilitate data uploads and an infrastructure to store and maintain data. The success of the deployment is another way in which the data center provides technology for a better community.



❖ Business Continuity

The Data Center maintains a secondary data center to provide high availability for vital applications and data backup for restorations in an emergency. During 2023, the team completed failover activities, increased redundancy, and upgraded the backup solution to increase availability in an emergency or technology outage.

❖ Unclaimed Funds

The Government Experience team redesigned the unclaimed fund's application, increasing data and system security and providing a better user experience for fund recipients and team members in the Auditor's office that maintains the data.

A Message from the DEI Committee

Melissa Peoples, Chairwoman

The Diversity, Equity, and Inclusion (DEI) effort continued throughout 2023, focusing on fostering a more inclusive and equitable work environment for all team members. We integrated utilizing the Microsoft Teams platform to share information and resources throughout the year. We revamped our internal quarterly newsletter by highlighting diverse cultural events, significant dates, and relevant DEI topics.



The Data Center expanded its knowledge and participated in a three-part training series with valuable insights and resources. We partnered with our local community professionals to develop the following topics.

- *Empowerment Through Inclusion: Decreasing Stigma Surrounding Mental Wellness*, where we focused on awareness and supporting the mental wellness of ourselves and our colleagues.
- *Resilience and Wellbeing in the Workplace*, where we concentrated on combating burnout and cultivating a workplace culture of resilience.
- *Question, Persuade, Refer (QPR)*, where we partnered with the Franklin County Suicide Prevention Coalition, and each participant left with the knowledge and competence to be a QPR Gatekeeper for suicide prevention.

We are proud of the progress made in 2023 towards building a more inclusive and equitable workplace. These initiatives have created a more informed and engaged staff! We are committed to continuing this journey and building on these accomplishments by providing more engaging DEI-related all-staff activities, introducing management-focused training, providing all staff DEI training, education and implementing Employee Resources Groups (ERG) and developing and presenting strategic goals for the organization to ensure continued progress towards advancing our DEI goals.



LevelUp Diversity Conference, May 4, 2023

Enterprise Solutions and Licensing

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

Engineering Services - IT for IT Departments

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

GX Foundry (Government Experience)

- Graphic design
- GX foundry platform management
- Web development and content mgt

Help Desk

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

Infrastructure, Hardware, and Software

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

Procurement and Contracts

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

Leadership and Strategy

- Business relationship management
- IT assessment
- PFM IT coordination

Security

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

2023 Franklin County Automatic Data Processing Board



Michael Stinziano

Franklin County Auditor
Secretary & Chief Administrator



Cheryl Brooks Sullivan

Franklin County Treasurer



Kim Brown

Franklin County Court of
Common Pleas, Judge



Daniel J. O'Connor Jr.

Franklin County Recorder



John O'Grady

Franklin County
Commissioner



Maryellen
O'Shaughnessy

Franklin County Clerk of
Courts



David Payne

Franklin County Board
of Elections, Deputy Director



Antone White

Franklin County Board of
Elections, Director

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