To: The Honorable Michael Stinziano, Secretary/Administrator
Franklin County Data Processing Board

From: Adam Frumkin, Chief Information Officer
Franklin County Data Center

Date: April 1, 2019

Subject: Agenda for the Monday, April 1, 2019 Data Processing Board Meeting

The proposed agenda for the Monday, April 1, 2019 meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held in **FCDC Auditorium on the 9th floor** of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

The Board will reconvene in Regular Session at 9:00 A.M.
AN AGENDA WILL BE PROVIDED TO YOU AT THE MEETING.

Cc: The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer
The Honorable Kim Brown, Member, Franklin County Court of Common Pleas
The Honorable Daniel J. O’Connor Jr., Member, Franklin County Recorder
The Honorable John O’Grady, Member, Franklin County Board of Commissioners
The Honorable Maryellen O’Shaughnessy, Member, Franklin County Clerk of Courts
The Honorable Edward J. Leonard, Member, Franklin County Board of Elections
Mr. David R. Payne, Member, Franklin County Board of Elections
Jo Ellen Cline, Delegate, Franklin County Auditor
Sherra Anthony, Delegate, Franklin County Auditor
Jim Holmes, Delegate, Franklin County Treasurer
Victoria Troy, Delegate, Franklin County Treasurer
Julie Grimes, Delegate, Franklin County Treasurer
Jennifer Goodman, Delegate, Franklin County Common Pleas Court
Michael Pfifher, Delegate, Franklin County Common Pleas Court
Robert Hinton, Delegate, Franklin County Recorder
Melissa Messina-Lanthorn, Delegate, Franklin County Recorder
Adam Luckhaupt, Delegate, Franklin County Board of Commissioners
Kaliyah Shaheen, Delegate, Franklin County Board of Commissioners
Zak Talarek, Delegate, Franklin County Board of Commissioners
Angela Mathews, Delegate, Franklin County Clerk of Courts
Sharlene Chance, Delegate, Franklin County Clerk of Courts
AGENDA - Automatic Data Processing Board Meeting, April 1, 2019

9:00 A.M. Convene in Regular Session

- Call to Order
- Secretary’s Comments
- Approve or amend the Minutes of the March 4, 2019 Regular Board Meeting
- New Business

----- Resolution No. 19-021 Franklin County Salvage

----- Resolution No. 19-022 Franklin County Data Center Agency Information Technology Master Service Agreement- Franklin County Office on Aging

----- Resolution No. 19-023 Franklin County Data Center Agency Information Technology Master Service Agreement- Franklin County Purchasing Department

----- Motion to Hold an Executive Session for the Purpose of Discussing Personnel Matters

As authorized by O. R. C. Section 121.22, Division (G)(1)

- Second the Motion to Hold an Executive Session
  Roll call vote (requires a majority of the quorum)

- Move to Executive Session

- Executive Session
  ----- Resolution No. 19-024 Personnel Action – All-Staff Base Salary Increase
  ----- Resolution No. 19-025 Personnel Action – Salary Approval – Chief Information Officer
  ----- Resolution No. 19-026 Personnel Action – New Hire – Server Engineer
  ----- Resolution No. 19-027 Personnel Action – New Hire – Senior Microsoft Engineer
  ----- Resolution No. 19-028 Personnel Action – Retirement – Application Developer 4

- Motion to Adjourn the Executive Session
  Roll call vote (requires a majority of the quorum)

Reconvene in Regular Session

----- Resolution No. 19-024 Personnel Action – All-Staff Base Salary Increase

----- Resolution No. 19-025 Personnel Action – Salary Approval – Chief Information Officer

----- Resolution No. 19-026 Personnel Action – New Hire – Server Engineer

----- Resolution No. 19-027 Personnel Action – New Hire – Senior Microsoft Engineer

----- Resolution No. 19-028 Personnel Action – Retirement – Application Developer 4
AGENDA - Automatic Data Processing Board Meeting, April 1, 2019

Other Business
Adjourn
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the March 4, 2019 Board Meeting

Date Approved: April 1, 2019

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel J. O'Connor Jr., Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

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Regular Monthly Meeting. :

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PROCEEDINGS

Held at 373 South High Street, FCDC Auditorium, Ninth Floor, Columbus, Ohio, called on Monday, March 4, 2019.

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ARMSTRONG & OKEY, INC.
222 East Town Street, Second Floor
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481

Armstrong & Okey, Inc., Columbus, Ohio (614) 224-9481
BOARD MEMBERS:
Ms. Cindi Becker, Delegate, Franklin County Auditor
The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer
The Honorable Daniel J. O'Connor, Jr., Member, Franklin County Recorder
Mr. Zachary Talarek, Delegate, Franklin County Board of Commissioners
Ms. Angela Mathews, Delegate, Franklin County Clerk of Courts
The Honorable Judge Kim Brown, Member, Franklin County Court of Common Pleas
Mr. David R. Payne, Member, Franklin County Board of Elections

ALSO PRESENT:
Mr. Rick James, Data Center Chief Operating Officer
Ms. Julie Lust, FCDC Director, Financial Services
Mr. Nick Soulas, County Prosecutor
Ms. Beverly Johns, Business Services Manager
Mr. Conrad Michael, Director PMO
Mr. Jeff Sanders, Director Enterprise Architecture
Ms. Nikki Milburn, Director Information Security
Ms. Chloe Broom, Executive Administrative Assistant

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AGENDA

ITEM

Call to Order
Secretary's Comments
Approval of Minutes
New Business
Resolution 19-016
Resolution 19-017
Resolution 19-018
Resolution 19-019
Resolution 19-020
Other Business
Adjournment

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Monday Morning Session,
March 4, 2019.
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CALL TO ORDER

MS. BECKER: We will go ahead and call our meeting to order. The first order of business is the Secretary comments, and I will defer to Rick James.

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SECRETARY'S COMMENTS

MR. JAMES: Good morning, Data Board members. In the Data Center, we are actively working to deliver on 12 projects as well as multiple requests for stakeholders.

We are continuing to work with ADAMH on relocating some of their equipment into the Data Center. This was a more cost effective and stable solution than their previous cloud supplier. We are also working on expanding the services to ADAMH in the near future. Additionally, ADAMH's Master Service Agreement will be presented for Board review in today's agenda.

Work on the file system optimization continues, and we are now in the process of adjusting
some space on Tier 2 data storage in order to be able
to accommodate a number of service requests and
projects.

The Active Directory structure has been
optimized, and the last step in the project is the
upgrade and migration to the Exchange 2016, so we are
now positioned for integration into Office 365.

The Sailpoint project is continuing to
move forward as the cloud hosted solution is in the
configuration phase, and all necessary infrastructure
has been fully implemented. The next steps are to
begin system integration. This project is on
schedule, and we do not foresee any immediate
roadblocks.

The security operations and engineering
teams continue to respond to incidents and malicious
e-mail attempts. The teams continue to advise all
e-mail recipients to refrain from clicking on links
or opening e-mails that do not appear to be
legitimate or are from unknown senders.

Since last month, our Identity Engineer
has completed training on the recently implemented
Privileged Identity Management solution, which is the
monitoring and protection of superuser and
administrative accounts in an organization's IT environment. Her completion of training will now allow for the rollout of the solution to carry on. The firewall replacement project is nearing completion and planning for cutover activities is in the works.

Barring any questions or comments, I will defer back to Madam Secretary.

MS. BECKER: That concludes the Secretary comments.

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APPROVAL OF MINUTES

MS. BECKER: The next item will be the approval of the minutes from the February 4 Board meeting. Are there any amendments or corrections?

Okay. Hearing none, a motion to approve?

MS. BROOKS SULLIVAN: So moved.

MS. MATHEWS: Second.

MS. BECKER: It has been moved and seconded that the February 4 Board meeting be approved. All those in favor. Opposed. The minutes are approved.

(Vote taken; motion passes.)

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NEW BUSINESS

RESOLUTION 19-016

MS. BECKER: Next, we'll move on to new business. I have Resolution 19-016 Franklin County salvage.

MS. LUST: There's nothing unusual on this salvage list. Did want to inform the Board we did transfer 10 PCs, 12 monitors, and 1 printer out of salvage. We had an agency that desperately needed some PCs but did not have the budgetary funds to do that. We normally don't like to do that because the machines are at end of life, and we are always concerned with them having some functionality issues. But it was a request.

We did ensure we completely wiped the drives per Department of Defense specification so that those PCs were ready for that agency to move.

MS. BECKER: Any questions? Comments?

Motion for approval?

MS. MATHEWS: So moved.

MS. BECKER: Second?

MR. TALAREK: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-016 be approved. All those in
favor. Opposed. The resolution is approved.

    (Vote taken; motion passes.)

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RESOLUTION 19-017

MS. BECKER: Next is Resolution 19-017 Franklin County Data Center procurement request.

MS. LUST: Correct. And this is for two separate procurements, the first for software known as Barracuda Email Gateway. The Data Center manages about 7,600 mailboxes. This is a software that helps with spam and phishing and stuff on your e-mails. We had been utilizing this product for many years. It is in Gartner's upper quadrant, is one of the best security softwares, but we were using a physical device. We've had some failures on it recently, so this move will be to take it to a virtual device that will sit on our VCS, our virtual environment, and it will save us about $2,500 a year on maintenance.

    The other part of it is for additional contracting services. During this transition time, we needed additional services. We will work closely with O&M to identify funding for these as they're needed.

MS. BECKER: Any questions or comments?
A motion to approve?

MS. BROOKS SULLIVAN: So moved.

MR. O'CONNOR: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-017 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

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RESOLUTION 19-018

MS. BECKER: Next, we have Resolution 19-018 Franklin County Data Center procurement request.

MS. LUST: And this is a request for our backup and recovery services. I wanted to make sure the Board, you know, completely understood this. This provides us with a duplicate copy of any of your information that's on the FCDN and also provides recovery services. This is considered best in market, the product.

We originally bought it in 2015. Since then we have not upgraded it or expanded it, and we are currently at 91 percent of capacity. What this does is if you guys have a public records request and you need a particular document from a particular
point in time, our technical team can go back and get that for you. It's important not only for disaster recovery, business continuity, and for public records request, but it's also with security being what it is today, if we get a ransomware request, we don't have some of the same issues that other people have because we have that duplicate copy. So it is a very important protection thing.

During 2018, the system was full. The manufacturer says you should not go above 85 percent capacity for it to work properly. We are currently at 91 percent and that's with going in, moving some data off onto another system for backup, and then also going in and deleting things on an almost daily basis.

This expansion will allow us to move forward about 15 projects that we currently have on hold including some very big projects that we have for the Sheriff's Office, and it should give us the growth we need for the next three years.

So pending any questions, I do request your approval of this resolution.

MS. BECKER: Do I have a motion for approval?
MS. MATHEWS: I have a question, please.

Jason.

MR. SANKEY: We would just like to get a better understanding what the overall strategy is for data backup and storage. We understand that the Data Center is using Microsoft Azure for some of the backups and storage, and the Data Board approved additional storage purchased two years ago.

MS. LUST: Correct, and one of the things -- I will defer for the technical part to Jeff, but one of the important things I would like to mention is backup is different than storage. So we did in the last two years expand our storage, and now we have enough storage for current environment, but it's the backup to ensure that you have that additional copy of it that this particular appliance in software addresses.

So, Jeff, would you like to address?

MS. SANDERS: I think you pretty much summed it up well. So Azure is the cold and cooling storage, not necessarily what you need for disaster recovery or backup. The data domain is actually a far more cost effective solution. We can store a lot more data on data domain than we can on cloud storage.
for the price. When we have to do any recovery, we
have to do any sort of lookups, our security team
needs to go back and pull data from a year ago or
something like that to do public records requests,
they are going to pull it off the data domain.

MS. LUST: So this is -- I'm sorry. This
is that point in time secondary in case something
happens to your primary copy of a record.

MR. SANKEY: Which is similar to the
resolution that was approved in November of 2016.
That also talked about the recovery as well as the
EMC Data Domain and Avamar solutions. And at that
time it was an additional 90 terabytes on both the
primary and ER sites.

So I'm just trying to understand. I
think I heard since it was purchased additional
storage wasn't added?

MS. LUST: Correct.

MR. SANKEY: But this request approved
410,000 to add additional storage, and at that time
the percentage was between 71 and going up to 91
percent.

MS. LUST: Correct. That was for an
additional shelf and if my memory is correct, we did
not move forward with that at that time due to the funding for it. So we asked the Board for approval technologywise, and then we go for funding.

At that particular point we were able to sit down and come up with a more cost effective solution than adding a shelf to the EMC because each shelf is about 480,000. And what we are doing here is the same as adding four additional shelves. So I believe we did ask for Board permission, but we didn't move forward with that at that time.

MS. BECKER: Any other questions or comments? Motion for approval?

JUDGE BROWN: Moved.

MS. BECKER: Second?

MS. BROOKS SULLIVAN: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-018 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

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RESOLUTION 19-019

MS. BECKER: Next is Resolution No. 19-019 Franklin County Sheriff's Office procurement request.
MR. CROWTHER: Good morning, Data Board.

Shanon Crowther, Director of IT for the Sheriff's Office.

This resolution is for the replacement of existing desktop computers. It's part of our annual refresh when any of these machines are three to five years old and this is all approved in the 2019 IT plan, so I request your approval of this resolution.

MS. BECKER: Any questions or comments?

Can I have a motion for approval?

JUDGE BROWN: Moved.

MS. BECKER: Do I have a second?

MR. O'CONNOR: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-019 be approved. All those in favor. The resolution is approved.

(Vote taken; motion passes.)

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RESOLUTION 19-020

MS. BECKER: Next is Resolution No. 19-020 Franklin County Data Center Agency Information Technology Master Service Agreement.

MS. JOHNS: Good morning, Data Board members. We are seeking approval for ADAMH's Master
Service Agreement. The last time they received an update in their agreement was in 2015 so this is a refresh, no new changes. They have had some leadership changes in their IT space. Everything else is pretty much standard. They are on their own network, and we assist whenever needed.

Pending any questions I am asking for approval.

MS. BECKER: Any questions or comments?

Motion for approval?

MS. BROOKS SULLIVAN: So moved.

MS. MATHEWS: Second.

MS. BECKER: It's been moved and seconded Resolution 19-020 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

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OTHER BUSINESS

MS. BECKER: Next is other business. Do we have any other business that we need to discuss?

Okay.

MR. O'CONNOR: I have one. Where are you guys at in terms of classification for Data Center staff?
MR. JAMES: Well, we've submitted all information, job descriptions, et cetera, to -- well, I believe to the Commissioners, and we have not heard anything more back since then, so I can't clearly answer. Maybe Nick.

MR. SOULAS: I don't have any information.

MR. JAMES: So I'm not sure where it went from there.

MR. TALAREK: I mean, I don't have an update. I mean, I think, you know, in terms of the analysis, I think, you know, after the transition, my opinion would be that having a third party potentially look at it to make sure to validate the classifications, but I think that will be determined with the new administration.

MS. BECKER: Okay. Anything else?

All right. Move to adjourn?

JUDGE BROWN: Moved.

MS. MATHEWS: Second.

MS. BECKER: We are adjourned. Thank you.

(Thereupon, at 9:14 a.m., the meeting was concluded.)
CERTIFICATE

I do hereby certify that the foregoing is a true and correct transcript of the proceedings taken by me in this matter on Monday, March 4, 2019, and carefully compared with my original stenographic notes.

Karen Sue Gibson, Registered Merit Reporter.

(KSG-6707)
RESOLUTION NO. 19-021
APRIL 1, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER EQUIPMENT SALVAGE

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections
FRANKLIN COUNTY DATA CENTER EQUIPMENT SALVAGE

WHEREAS, it has been determined that certain County capital equipment (computer equipment) is obsolete and unfit for our use; and,

WHEREAS, the Franklin County Data Center recommends this obsolete equipment be declared surplus for the purpose of public sale/disposal; and,

WHEREAS, a list of this obsolete and unfit equipment is attached hereto and made a part hereof; and,

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board recommends the Franklin County Board of County Commissioners, in accordance with Ohio Revised Code Section 307.12, sell at public auction or by sealed bid to the highest bidder, the computer equipment specified in the attached list, as recommend by the Data Center Chief Information Officer.
<table>
<thead>
<tr>
<th>Agency</th>
<th>Description</th>
<th>Number of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Center</td>
<td>Display</td>
<td>2</td>
</tr>
</tbody>
</table>
## FRANKLIN COUNTY, OHIO
### AUTOMATIC DATA PROCESSING BOARD

### FRANKLIN COUNTY DATA CENTER
#### AGENCY IT MASTER SERVICE AGREEMENT
##### FRANKLIN COUNTY OFFICE ON AGING

<table>
<thead>
<tr>
<th>Voting Aye thereon</th>
<th>Voting Nay thereon</th>
</tr>
</thead>
</table>
| Michael Stinziano, Secretary, Administrator  
Franklin County Auditor | Michael Stinziano, Secretary, Administrator  
Franklin County Auditor |
| Kim Brown, Member  
Judge, Franklin County Court of Common Pleas | Kim Brown, Member  
Judge, Franklin County Court of Common Pleas |
| Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts | Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts |
| John O'Grady, Member  
Franklin County Commissioner | John O'Grady, Member  
Franklin County Commissioner |
| Daniel O'Connor, Member  
Franklin County Recorder | Daniel O'Connor, Member  
Franklin County Recorder |
| Cheryl Brooks Sullivan, Member  
Franklin County Treasurer | Cheryl Brooks Sullivan, Member  
Franklin County Treasurer |
| Edward J. Leonard, Member  
Director, Franklin County Board of Elections | Edward J. Leonard, Member  
Director, Franklin County Board of Elections |
| David Payne, Member  
Deputy Director, Franklin County Board of Elections | David Payne, Member  
Deputy Director, Franklin County Board of Elections |
RESOLUTION NO. 19-022

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY OFFICE ON AGING

WHEREAS, in accordance with Ohio Revised Code Section 307.846, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to contract for automatic data processing services, or operate or acquire automatic data processing equipment; and,

WHEREAS, Franklin County Data Center submits this annual renewal of their Agency IT Master Service Agreement (MSA) to the Board for approval; and, the Data Center Chief Information Officer recommends approval of this MSA subject to the Resource Requirements referenced in support of obtaining Federal Tax Information (FTI) security compliance.

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves the initial project plan as submitted with the understanding that updates will be made as the plan progresses.
Information Technology Master Service Agreement
Between the Franklin County Data Center and The Franklin County Office on Aging
1.0) CONTACT INFORMATION

To better serve our valued Customers, a single point of contact within the Franklin County Data Center has been established for Customers.

1.1) CENTER OF EXCELLENCE

Franklin County Data Center
Center of Excellence
373 S. High St., 9th Floor
Columbus, OH 43215
(614) 525-3282
COE@franklincountyohio.gov

1.2) CUSTOMER CONTACT INFORMATION

Franklin County Office on Aging
Eric Gioglio
280 E. Broad St., Room 300
(614) 525-5230
eric.gioglio@franklincountyohio.gov

1.3) CUSTOMER CONTACT LIST

The Customer Contact List serves as a list of individuals who are to be contacted during an outage, scheduled maintenance, and to receive news and updates from the FCDC.

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eric Gioglio</td>
<td>614-525-5230</td>
<td><a href="mailto:eric.gioglio@franklincountyohio.gov">eric.gioglio@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Scott McCandlish</td>
<td>614-525-5230</td>
<td><a href="mailto:scott.mccandlish@franklincountyohio.gov">scott.mccandlish@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

1.4) CUSTOMER SECURITY COORDINATOR CONTACT LIST

The Customer Security Coordinator Contact List serves as a list of individuals who have the authority to make user administration requests.

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eric Gioglio</td>
<td>614-525-5230</td>
<td><a href="mailto:eric.gioglio@franklincountyohio.gov">eric.gioglio@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>
1.5) **CUSTOMER WEB REQUEST COORDINATOR CONTACT LIST**

The Customer Web Request Coordinator Contact List serves as a list of individuals who have the authority to request website changes.

| Eric Gioglio       | 614-525-5230     | eric.gioglio@franklincountyohio.gov |

1.6) **AUTHORIZED PROCUREMENT REQUESTORS**

The Authorized Procurement Requestors List serves as a list of individuals who have the authority to submit a procurement request through the FCDC Link Application.

| Eric Gioglio       | 614-525-5230     | eric.gioglio@franklincountyohio.gov |

2.0) **DESCRIPTION AND SCOPE OF THE AGREEMENT**

The Master Services Agreement (MSA) outlines the professional services provided by Franklin County Data Center (FCDC) in support of the Franklin County Office on Aging (FCOA). This MSA is entered by FCDC and FCOA and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or FCOA determine that material changes to services or the needs of FCOA necessitate modifications to the agreement.

All services under this MSA shall be provided by their service definitions as presented in the FCDC Service Catalogue and allocated to the FCOAs, but billed to the General Fund in accordance with their rates and billing frequency. Services shall be performed in accordance with and adhere to the standards, performance and timing goals as provided in the catalogue.

Any requested modifications to the standards, performance and timing goals or the roles and responsibilities of service delivery staff as presented in the FCDC Service Catalog shall be negotiated by and between FCDC and FCOA. Any mutually agreed to adjustments to FCDC service performance goals or the roles and responsibilities of staff shall be memorialized in Service Level Agreements and be attached to this MSA.

This agreement is intended to ensure that the FCOA receives an acceptable level of response to information technology needs and to ensure common expectations of quality and timeframes for services provided. The FCDC’s service goals are:

- Provide a secure and reliable environment.
- Provide timely and effective technical support of desktop and network hardware and software.
- Provide timely and effective technical support of FCDC supported applications on FCDC operated and maintained platforms.
- Provide technical analysis, planning, and project management services.
- Provide technology solutions through timely acquisition, development, and implementation that effectively support Customer business needs (as long as the proper protocol and process is followed).
- Ensure the appropriate level of privacy and data integrity.
• Provide business continuity and disaster recovery planning and support services.

The FCDC will strive to ensure that all FCDC computer and network hardware and software are operational according to the terms and conditions of this agreement. If it is necessary to interrupt any service, prior notification will be given, when possible, and interruptions will be scheduled to minimize the impact to the Customer.

3.0) CONTENTS OF THE MSA

This MSA consists of (1) this document, including all terms and conditions listed herein, and (2) Listing of applications and or systems supported

4.0) DEFINITIONS

The descriptions below define commonly used phrases and words used in the FCDC.

Application Services - Activities include collaboration with customer to maintain software, host applications and help identify commercial off the shelf (COTS) software to meet customer needs.

Database Management - Database management services provides for the installation, maintenance, and support of county existing and future database solutions and the configurations (e.g. stand-alone databases, clustered databases) on FCDC supported platforms, versions, and technologies.

Data and Security Network Management Services - These are the services and activities required to provide and support the existing county data network environment that links computing users to the county and external resources (e.g., FTP, web applications). This also includes those activities associated with maintaining physical and logical security of all Network Management Services components (e.g., hardware, software) and data, malware protection, access protection and other Data Network Security Services in compliance with county security requirements and all applicable regulatory requirements.

Data Storage and Management - Data storage and management services includes the provisioning and day-to-day management of the existing and future FCDC storage and data environment, providing a stable supporting infrastructure and effectively and efficiently performing procedures to ensure services meet SLAs.

Incident Management – Services provided to recover from unplanned Franklin County FCDC IT service interruption.

IT Governance – Licensing - License Management Services are those activities associated with the acquisition, and ongoing management and tracking of software licenses.

IT Procurement Service -- IT Procurement Services provides security and technical requirements, review, and recommendation as well as approval on behalf of the Automatic Data Processing Board for all information technology procurements.
Messaging and Collaboration - Messaging services includes the provision and management of a messaging platform (e.g., Microsoft Exchange).

Priority Level – A priority level is based on certain criteria, based on the priority level definitions in the Terms and Conditions section of this MSA, and will determine the timing of resolution and communication.

Project Management - Project Planning and Management Services are those tasks and activities associated with initial project planning and preparation as well as project management throughout the term of the project.

Security Audit – As written in the Franklin County FCDC Security Policy the Franklin County FCDC (FCDC) has the right to audit, monitor, and secure all computing environments that are connected to the Franklin County Data Network (FCDN). This would also include any agency processes that are related to the security of the Franklin County Data Network. By gaining access to agencies’ computing environments and processes as needed, the FCDC would ensure customers and stakeholders of a simple, stable, and secure environment. Also, this policy gives the FCDC the ability to identify components that are at risk, in addition to strengthen security and privacy controls. In collaboration with the agency the FCDC will report to and assist the agency in the mitigation of any findings that may arise.

Security Engineering and Technology - Security Services are those activities associated with maintaining physical and logical security of all service area components (e.g., hardware, software) and data, malware protection, access protection and other Security Services in compliance with county security requirements and all applicable regulatory requirements.

Security Policy Ownership and Enforcement – Services that relate to the adherence of the Franklin County FCDC Security policy by the agencies that utilize the Franklin County Network. In an effort to ensure a secure network for each agency the cooperation and adherence of each agency to the Security Policy (Addendum #) is required. In the event a policy is not able to be followed by an agency it is the responsibility of the agency to collaborate with the Franklin County Information Security Team to find and implement a compensating control.

Service Desk - Service Desk Services are those services and activities required to coordinate and respond to incidents, problems and service requests and requests made by authorized county Information Technology (IT) service area end users and technical staff.

Service Request Management – Services surrounding the receipt, processing, and fulfillment of a Franklin County FCDC service offering.

Standard Hardware Profile – Hardware defined as Dell OptiPlex 5050 SFF for desktop, Dell OptiPlex 7050 MT for desktop, and Dell MPWS 3520 Laptop.

5.0) SERVICES

FCDC agrees to provide services under the terms and conditions of this MSA. FCDC’s ability to deliver the services described in the service descriptions depends upon full and timely
cooperation by the FCOA and the FCOA staff, as well as the accuracy and completeness of the information provided.

The service addendum, at the conclusion of this document, provides the listing of services chosen by FCOA and negotiated Service Level Agreements:

6.0) RESPONSIBILITIES

This section defines the Primary and Secondary support as it pertains to both the agency and the FCDC.

6.1) FCDC PRIMARY SUPPORT:

See related “Levels of Support” in the Information Technology Service Level Agreement Terms and Conditions.”

6.2) FCDC SECONDARY SUPPORT:

In the event the Customer’s IT staff is unavailable, the FCDC will provide backup Desktop Services upon the Customer’s request. The FCDC’s Customer Service will only dispatch on calls received from, or authorized by, the personnel referenced in the customer contact list (see Section 1.3).

Response times for both Primary and Secondary Support are handled the same based on the assigned Priority of the problem. (Related: See “Service Priorities” in the Information Technology SLA Terms and Conditions”)

<table>
<thead>
<tr>
<th>Applications / Servers</th>
<th>Agency Primary Support</th>
<th>Data Center Primary Support</th>
<th>Other Agency Primary Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Services for all PC’s and peripherals</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server Services and Support</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network Service and Support</td>
<td>X</td>
<td></td>
<td>FCDC provides primary support for 3rd floor LAN switch and building CORE; Agency has been provided no access to this equipment.</td>
<td></td>
</tr>
<tr>
<td>Applications / Servers</td>
<td>Agency Primary Support</td>
<td>Data Center Primary Support</td>
<td>Other Agency Primary Support</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------</td>
<td>-----------------------------</td>
<td>----------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>MUNIS</td>
<td></td>
<td>X</td>
<td>Auditor’s Office Primary Support</td>
<td>FCDC supports the Infrastructure</td>
</tr>
<tr>
<td>BFM</td>
<td></td>
<td>X</td>
<td>Commissioners</td>
<td></td>
</tr>
</tbody>
</table>

6.3) SPECIAL SUPPORT REQUIREMENTS:
None at this time.

7.0) TERMS AND CONDITIONS

Customer Support
The FCDC’s Center of Excellence (COE) is the point of entry for all new requirements and changes to existing systems or services. The FCDC is staffed with personnel dedicated to knowing their Customer base, providing business area analysis, and implementing the best solutions without bias to any particular technology. Within the FCDC, the Program Management Office manages projects from assessment through implementation ensuring that the Customer will receive a quality product in a timely manner.

Normal Business Hours
Normal business hours are defined as Monday through Friday, between 8 AM and 5 PM, EST. This excludes holidays, county government shutdown, and weekends.

Customer Center of Excellence (COE)
The COE serves as a centralized point of contact for all system issues. The COE team can be reached by calling: (614) 525-3282 (525-DATA) during normal business hours.

After normal business hours and on weekends and holidays, calls are answered by the On-Call staff by calling (614) 525-3282 (525-DATA). Critical issues will be handled based on the Service Priority. All non-critical issues will be tracked and handled based on the Service Priority on the next business day. A voice mailbox is also available and will be addressed the next business day. The COE may also be reached by email at COE@franklincountyohio.gov. This email account is only monitored during normal business hours.
How to Escalate or Expedite

Customer may escalate or expedite an Incident by emailing the FCDC at coe@franklincountyohio.gov or calling 614-525-3282.

Emergencies and after hours

In the event of an emergency, contact call 614-525-3282.

Communication Pathway

If a customer is not being serviced in a timely or proper manner, in accordance to the criteria outlined in this agreement, the customer should contact the following personnel until a resolution is achieved:

<table>
<thead>
<tr>
<th>#</th>
<th>Position</th>
<th>Phone</th>
<th>E-Mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Center of Excellence</td>
<td>614-525-3282</td>
<td><a href="mailto:coe@franklincountyohio.gov">coe@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>2</td>
<td>IT Service Manager</td>
<td>614-525-2543</td>
<td><a href="mailto:italessi@franklincountyohio.gov">italessi@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>3</td>
<td>Business Service Manager</td>
<td>614-525-6798</td>
<td><a href="mailto:beverlyn.johns@franklincountyohio.gov">beverlyn.johns@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>4</td>
<td>Director of Customer Service</td>
<td>614-525-2568</td>
<td><a href="mailto:cxmichael@franklincountyohio.gov">cxmichael@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

Service Priorities

Service Priorities describe how the COE prioritizes ongoing Customer issues and provides the expected time required to resolve these issues.

The COE prioritizes issues according to their urgency to ensure appropriate response time to service requests. A priority is assigned to each problem reported. The following four priorities are used to classify the urgency of the Customer service request:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Technical Contact and Resolution Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Minimal or No Business Impact</td>
<td>• Technician assigned and first contact within 2 normal business hours</td>
</tr>
<tr>
<td></td>
<td>• Minimal impact to business or service</td>
<td>• Resolved within 40 normal business hours. Email updates daily until incident is resolved</td>
</tr>
<tr>
<td></td>
<td>• No production or Individual End User affected</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Alternative approach is available and or fix can be deferred until acceptable maintenance window</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Minor Business Impact</td>
<td>• Technician assigned and first contact within 1 normal business hour</td>
</tr>
<tr>
<td></td>
<td>• Incidents that degrade business service but do not prevent its delivery</td>
<td>• Resolved within 24 normal business hours</td>
</tr>
<tr>
<td></td>
<td>• Component, procedure, is not critical to customer business function</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Service outage but alternative workaround is available</td>
<td></td>
</tr>
</tbody>
</table>

8
<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Tech Contact and Resolution Goals</th>
</tr>
</thead>
</table>
| 5 Planning | Handled as a service request | Technician assigned and first contact within 4 normal business hours  
Work scheduled according to standard or previously agreed service delivery time frames. |

Note: The above Priority classifications are guidelines to enable the technical support staff to concentrate their efforts on the most critical problems first. Requests for a problem to be assigned a higher priority should be directed to the COE. Requests for Priority escalation will be handled on a case-by-case basis.
Levels of Support

The FCDC provides Customers with three general levels of support:

Level 1 Support: This level of support is provided by the COE staff and includes incident resolution by telephone, Email, and knowledge-based information. If the incident cannot be resolved at Level 1, a ServiceNow ticket number will be emailed to Customer. The incident will then be referred to the appropriate FCDC team and moved to Level 2 Support.

Level 2 Support: Upon being assigned a ServiceNow ticket, technicians will proceed with troubleshooting and resolution of the incident. They may contact the Customer directly as required to obtain additional information. The COE or FCDC technician will provide status updates to the Customer through ServiceNow. When the incident has been successfully resolved, the FCDC technician will verify the completion and satisfaction level of the Customer prior to closing the ticket. Incidents which can't be resolved at Level 2 Support, or which require vendor support services, will be moved to Level 3 Support.

Level 3 Support: This level of support is required when the incident requires the assistance of an outside vendor to resolve. The COE and the technical staff will handle the necessary coordination with the vendor to ensure timely resolution of the incident.

Procurement

The Data Center provides procurement governance on behalf of the Automatic Data Processing Board (ADPB). Agencies are required to submit all IT procurement including the business need, justification and detailed description of the procurement. This includes specifications, SOWs, technical requirements and quotes if applicable.

The Data Center offers two procurement options.

Option 1: The agency provides business need, justification and detailed description of requirements within the procurement application. The Data Center will obtain 3 open market quotes or one Ohio STS quote as applicable. The Data Center will provide technical review, security review, recommended equipment, lowest/best vendor and facilitate ADPB approval. Once the agency provides a purchase order the Data Center can place the order on their behalf.

Option 2: The agency provides business need, justification, technical requirements of need along with the final approved quote and SOW if applicable within the procurement application. After technical and security review, the Data Center will facilitate ADPB approval as applicable.

<table>
<thead>
<tr>
<th>SLA</th>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Option 1</td>
<td>The agency provides business need, justification and detailed description of</td>
</tr>
<tr>
<td></td>
<td></td>
<td>requirements within the procurement application. The Data Center will</td>
</tr>
<tr>
<td></td>
<td></td>
<td>obtain 3 open market quotes or one Ohio STS quote as applicable. The Data</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Center will provide technical review, security review, recommended</td>
</tr>
<tr>
<td></td>
<td></td>
<td>equipment, lowest/best vendor and facilitate ADPB approval. Once the agency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>provides a purchase order the Data Center can place the order on their</td>
</tr>
<tr>
<td></td>
<td>Option 2</td>
<td>The agency provides business need, justification, technical requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>of need along with the final approved quote and SOW if applicable within</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the procurement application. After technical and security review, the Data</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Center will facilitate ADPB approval as applicable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>--------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>1</td>
<td>4 business hours</td>
<td>Customer will receive email notification of request acceptance or returned as incomplete.</td>
</tr>
<tr>
<td>1</td>
<td>16 business hours</td>
<td>Standard item procurement: Technical review, Security review, recommendation, quote and facilitate ADPB approval under $50,000</td>
</tr>
<tr>
<td>1</td>
<td>2 weeks</td>
<td>Non-Standard item procurement: Technical review, Security review, recommendation, quote and facilitate ADPB approval over $50,000</td>
</tr>
<tr>
<td>1</td>
<td>2 months</td>
<td>Non-Standard item procurement: Technical review, Security review, recommendation, quote and facilitate ADPB approval over $50,000</td>
</tr>
<tr>
<td>2</td>
<td>4 business hours</td>
<td>Customer will receive email notification of request acceptance or returned as incomplete.</td>
</tr>
<tr>
<td>2</td>
<td>12 business hours</td>
<td>Standard item procurement: Technical review, Security review and facilitate ADPB approval under $50,000</td>
</tr>
<tr>
<td>2</td>
<td>2 weeks</td>
<td>Non-standard item procurement: Technical review, Security review and facilitate ADPB approval over $50,000</td>
</tr>
<tr>
<td>2</td>
<td>2 months</td>
<td>Non-standard item procurement: Technical review, Security review and facilitate ADPB approval over $50,000</td>
</tr>
</tbody>
</table>

**Background Checks for FCDC Contractors**

FCDC contractors undergo a standard background check to include:

- Felony and misdemeanors for last seven years
- Social security trace
- Sex offender trace

**User Administration**

User Administration Services are those services for the creation, update, and removal of user accounts and privileges as requested by authorized users. Customers may create a User Administration Service Request by submitting a Security Request form: [https://securityrequest.co.franklin.oh.us/login/index.cfm](https://securityrequest.co.franklin.oh.us/login/index.cfm)
Process Timeline and Notifications

<table>
<thead>
<tr>
<th>Time</th>
<th>Tool/Method</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Hour</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A notice is sent to customer after Security Request Form Submission</td>
</tr>
<tr>
<td>24 Hours</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer receives notice of assignment of their request to the appropriate group</td>
</tr>
<tr>
<td>24 Hours</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer receives notice of completion of their request</td>
</tr>
<tr>
<td>5 Days</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer receives notice of closure of their request</td>
</tr>
</tbody>
</table>

Services

Project Management and Consulting Services
The Customer can request FCDC Project Planning support to develop or acquire new hardware, applications, or services, or to clarify specific procedural issues. The Customer must prepare a “Project Request” form and submit it to their FCDC COE team for analysis and action. This document will provide the FCDC with the specific details of the project, application, or procedure to be developed; the scope of the project, application, or procedure; the designated participants; the responsibilities of the participants; the time frame for completion; the costs and funding sources; the justification for the project; and the impact upon the organization if the project is not approved.

Demand Management
In order to proactively manage the ongoing demand of FCDC services with available resources, the Program Management Office utilizes a structured approach to prioritize project requests submitted from our customers. The scoring system is based on the following factors:

- Level of effort (estimate) required to complete a project
- Length of time a project was received
- Does the project mitigate risk for the requestor
- Whether the project is critical to the success of the Customer
- Is the project dependent on drivers currently not available (e.g., technology, vendors)
- Does the project have a direct impact to the public
- Does the project impact multiple agencies
- Are there resource constraints that will impact delivery

Projects requiring minimal effort (under ten total hours) will bypass prioritization and be delivered in the order it is received.

Exceptions to this process are approved by that FCDC CIO and PMO and include but aren’t limited to; legal or regulatory changes, prevention of customer to conduct normal business activities,
annual events requiring FCDC support (e.g., election support, year-end W-2 activities, and tax-related events).

**Salvage Requests**

The FCDC provides support for disposing of county computer equipment deemed “not needed for public use, is obsolete, or unfit for the use for which it was intended” (ORC 307.12). The request must come from an authorized requestor who provides a signed Fixed Asset Transfer Form listing each item to be salvaged. The FCDC will arrange the pickup and verify items against the transfer form. If an item can be repurposed the requesting agency will be notified the item will be re-used.

Customers should expect salvage requests to be processed within 45 days of a ServiceNow ticket submission. Once the salvaged items have been cataloged, resolution will be presented to the monthly Data Board for approval. Once approved the FCDC will make arrangements to have the items disposed of under ORC 307.12.

**Equipment Deployment Request**

The FCDC provides equipment that meets the Standard Hardware Profile. The Standard Hardware Profile definition can be found in section 4 of this document. Customers may request this service while submitting a request through the Procurement Service process. The suggested schedule is as follows:

- One to five devices will be deployed one business week after the request submission has been fulfilled through the Procurement Service process.
- Five to ten devices will be deployed within two business weeks after the request submission has been fulfilled through the Procurement Service process.
- Ten or more devices will be deployed on a case by case basis and determined after the request submission has been fulfilled through the Procurement Service process.
- Equipment that falls outside of the scope of the Standard Hardware profile will be deployed on a case by case basis.

**Mobile Device**

The FCDC provides support for Exchange Services via ActiveSync and the FCDN Wi-Fi Network, for County Issued smartphones and tablets operating Android, iOS and other non-desktop OS’s. At this time, any additional services are agency specific, including mobile applications.

If an FCDC Customer Agency has approved the use of employee-owned mobile devices in the course of their work, the FCDC will provide limited support for Exchange Services via ActiveSync. All support for this category of ownership is limited to Exchange Services.

Employees who use county-issued or personal mobile computing devices to conduct county business must adhere to the Franklin County FCDC Mobile Device Management policy. **VMWare Workspace ONE®** is the standard solution for Franklin County mobile device
management. If a County agency with a Service Level Agreement (SLA) with the Franklin County FCDC wishes to implement an alternative mobile device management program, the Agency must, in accordance with Ohio Revised Code 307.84, present appropriate justification to the Franklin County Data Board. (Will be in the attached security policy)

**Server Backup Retention Policy**

A Backup Retention Policy determines how long the user Server backups are saved and are available to be retrieved.

Server backups will be restored according to the following schedule:

<table>
<thead>
<tr>
<th>Retention Policy Name</th>
<th>Default Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Backup</td>
</tr>
<tr>
<td>Domain</td>
<td>/</td>
</tr>
<tr>
<td>Basic Expiration Date</td>
<td>60 days</td>
</tr>
<tr>
<td>Override Basic Retention Policy</td>
<td>Yes</td>
</tr>
<tr>
<td>Number of days kept for daily</td>
<td>14</td>
</tr>
<tr>
<td>Number of weeks kept for weekly</td>
<td>4</td>
</tr>
<tr>
<td>Number of months kept for monthly</td>
<td>12</td>
</tr>
<tr>
<td>Number of years kept for yearly</td>
<td>0</td>
</tr>
</tbody>
</table>

**Backup Retention Policy**

A Backup Retention Policy determines how long the user Database backups are saved on the disc and are available to be retrieved. SQL backups are useful to prevent the loss of data in the case of an accidental deletion or corruption of data, system failure, or disaster and to permit timely restoration of databases, should such events occur.

Database backups will be restored according to the following schedule:

<table>
<thead>
<tr>
<th>Hourly Backups</th>
<th>1 day or N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Backups</td>
<td>14 days</td>
</tr>
<tr>
<td>Weekly Backups</td>
<td>30 days</td>
</tr>
<tr>
<td>Monthly Backups</td>
<td>3 months</td>
</tr>
<tr>
<td>Yearly Backups</td>
<td>7 years</td>
</tr>
</tbody>
</table>

- Incremental Transaction Log backups will be saved for one day
- Daily Full backups will be maintained for a period for 14 days
- After 14 days, a Weekly backups will be maintained for a period of 30 days
- After 30 days, a Monthly Backup copy will be retained for three-months
- Yearly backup copy will be retained for seven-years

** There will be no T-log backups for the Databases in Simple recovery Model.
*** The FCDC's standard Backup Retention policy follows that Franklin County policy. However, in the event that the FCDC's standard Backup Retention policy does not meet the needs of the subject agency, a Memorandum of Understanding will be crafted in order to ensure that all retention policies are met and followed. Additional rates may apply.

SOFTWARE MAINTENANCE AND PROGRAMMING SERVICES

Security Updates

Windows Operating System Updates:

As Primary Support, the FCDC will ensure all PC operating systems are configured to receive security patches and operating system updates from our Windows System Update Services, as they are tested and approved by the FCDC. If the system is not capable of accepting Update Service patches, the FCDC will assure that all critical security patches are manually installed. Some servers are to be updated by FCOA only. FCOA and Data Center are to maintain a list of FCOA servers and it should be sent to FCOA annually for verification.

Website Updates

The FCDC provides Customers with three general levels of Web support:

Level 1 Support: The FCDC will provide primary website support. The FCDC will be responsible for support for all web development and maintenance, including but not limited to: software, coding languages, and graphics creation. In Level 1 Support, the Agency has the option to update content using FCDC recommended software tools and must attend a FCDC training session for guidelines and procedures. Level 1 Support is not provided for agencies using software tools with full access to application code. (This is considered Level 2 or 3). The FCDC will advise the agency on website standards and practices to be followed.

The Customer's responsibility is to provide the content and navigation under the guidance of the Web Team to best follow and comply with website standards. The Customer has the option to provide graphics for their website to the Web Team. The Web Team reserves the right to alter the graphic to be compliant with web standards. The FCDC will work with the Agency to ensure that content fits web guidelines. The FCDC is not responsible for content quality sent by the agencies for posting. Agencies can make Quality Assurance requests if it is necessary to have content reviewed for grammar, spelling, wording, et al. The FCDC COE must be notified when the agency adds staff (permanent or temporary) to the Web contacts to be able to accept web requests.

Level 2 Support: The FCDC is secondary website support for the agency. As Secondary Support, the Customer is the primary content manager of their website and is using a front-end content management tool such as Kentico. The Customer is responsible for the overall performance and maintenance of their web pages. The Customer will be responsible for responding to and troubleshooting any issues that arise regarding their web pages. The FCDC will respond to situations where the Customer's personnel have expended their resources and have not been able to resolve the issue(s). In the unlikely event that the division of responsibilities is unclear, the Customer and the FCDC will work in unison to achieve a satisfactory resolution. The FCDC COE
must be notified when the agency adds staff (permanent or temporary) to the Web contacts to be able to accept web requests.

**Level 3 Support:** The agency’s website is hosted on an FCDC server; it must be constructed and maintained according to FCDC guidelines. If an agency desires to have their site hosted by FCDC, but cannot conform to the guidelines, the Web Team is open to discussing working with the agency to come to a solution that benefits all involved. The FCDC COE must be notified when the agency adds staff (permanent or temporary) to the Web contacts to be able to accept web requests.

**Web Posting Guidelines:** All Franklin County hosted website publication requests must be emailed to COE@franklincountyohio.gov. Requests will be completed in the order received unless a web publication is deemed critical (i.e.: If the web publication is required by an emergency, has legal implications).

- The Web Team will implement code changes within 96 hours of receiving the request, allowing for sufficient time to review and test the code properly
  - If your request cannot be completed within this timeframe, you will be notified by the FCDC of the expected completion date
- The Web Team will publish asset files (e.g., images, PDFs, etc.) the next business day by 8 a.m. for all requests received prior to 2 p.m.

This policy does not apply to production issues or updates performed through county publication or similar content management tools.

Specific agency’s web publication requirements such as ORC rulings or seasonal business processes must be defined in Section 4- Special Support Requirements of the SLA support section.

If web publication requests are not emailed to the COE address as stated above, they cannot be guaranteed completion within a timely manner.

**Software Maintenance**

If the software maintained under this agreement should malfunction and fail to perform according to established performance parameters, the FCDC will immediately attempt to determine the cause of the malfunction and document the findings. The FCDC will then act on, coordinate, or direct any and all actions that are required to correct the performance failure in accordance with the provisions of this agreement.

The Customer shall notify the FCDC immediately regarding software program malfunctions and, if requested, shall assist the FCDC as required to identify or reproduce operating conditions that existed when the suspected malfunction occurred.

The FCDC agrees to provide unlimited telephone "COE" support during normal County business hours in accordance the SLA problem resolution procedures. These services include answering questions, providing technical guidance with regard to the Program(s), receiving trouble reports, troubleshooting system problems, and providing timely feedback to the Customer on the status of
maintenance actions. In addition, the FCDC agrees to provide emergency support outside of normal business hours on a "best effort" basis.

The FCDC also agrees to provide the Customer with telephone "COE" support (advice and technical assistance) with regard to incidents not directly related to the Program(s), but which impact Program performance. Such incidents include but are not limited to operation of the physical environment such as hardware, forms, cabling, telecommunication, interfaces to other systems, etc.

To the extent technically feasible, the FCDC will attempt to cause the Program(s) to perform in accordance with published specifications and may load new versions or upgrades to the Program(s) as required in maintaining the system functionality. The Customer will work with the FCDC to allow scheduled installation or maintenance actions with minimum disruption to the user community.

**Minor Enhancements**

The FCDC agrees to provide all programming and administrative support services required in response to changes in laws, regulations, policies, procedures, and work processes to ensure compliance with these requirements on a priority basis. This includes but is not limited to changes in report formats and minor programming changes which do not substantially alter the system(s) description. These minor enhancements will be managed and controlled by the FCDC Program Management Office.

**Major Enhancements**

Major enhancements to the Program(s) are those that require substantial programming and documentation effort on the part of the FCDC, or that substantially alter the functionality or purpose of the listed programs.

Whenever possible, the Customer will provide the FCDC with advance notification of requirements for "major" enhancements. The FCDC retains the right to determine which enhancements will be considered "minor" and which will be considered as "major."

All projects are managed by the FCDC's Program Management Office. Once a project is requested, a representative from the PMO will work with the Customer to document the project charter. After the project charter is approved the project will enter the Demand Management scoring system for prioritization (projects requiring minimal effort (under 10 total hours) will bypass prioritization and be delivered in the order it is received). Once active the project team will oversee the project from kickoff through implementation and warranty.

At the Customer's request, FCDC will perform an evaluation of the Customer's business workflow procedures to identify and recommend potential improvements, cost savings, and procedural changes. These recommendations may be incorporated into a major upgrade or implemented on an ad hoc basis as appropriate to meet the Customer's business requirements.

**Data Conversion Responsibility**
The FCDC agrees to provide any and all data conversion services required to implement agreed upon system enhancements or modifications. The FCDC will maintain backup data as required to ensure system integrity during the application conversion process.

**General Conditions**

Billable customer agencies will be invoiced by the FCDC for the actual man-hour costs and computer use charges expended by the FCDC in support of this agreement. General fund supported customer agencies will receive written notification of the FCDC resources expended in support of this agreement.

If the Customer's requirements exceed the capability or capacity of FCDC programming resources, and by agreement with the Customer, the FCDC will secure the services of a third-party programming services vendor in order to meet the agency requirements. The Customer will be responsible for payment of all fair and reasonable charges to the vendor for the agreed upon programming services.

**Discrepancies**

In the event of discrepancies found within the documented SLA processes, by the customer or FCDC, the FCDC will review the discrepancy(ies) to determine if the task should be added to the SLA in question and communicate the expectation(s) to the customer.

**8.0) TERM AND TERMINATION OF THE MSA**

This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180 day termination notification.
9.0 APPROVAL, SIGNATURES

REVIEW AND ACCEPTANCE OF THE MASTER SERVICE AGREEMENT

IN WITNESS WHEREOF, the parties hereto have endorsed by signature this Agreement:

[Signatures]

Franklin County Data Center

Date: 03/27/2019

Adam Frumin, CIO

Customer

Date: 2.20.19

Michelle Mooney-Durr

Print Name and Title

Print Name and Title

This Master Service Agreement will be submitted to the Franklin County Automatic Data Processing Board for final approval. Additional approval by the Franklin County Board of Commissioners may be required.
RESOLUTION NO. 19-023
APRIL 1, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY PURCHASING DEPARTMENT

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O' Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O' Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections
RESOLUTION NO. 19-023

APRIL 1, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY PURCHASING DEPARTMENT

WHEREAS, in accordance with Ohio Revised Code Section 307.846, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to contract for automatic data processing services, or operate or acquire automatic data processing equipment; and,

WHEREAS, Franklin County Data Center submits this annual renewal of their Agency IT Master Service Agreement (MSA) to the Board for approval; and, the Data Center Chief Information Officer recommends approval of this MSA subject to the Resource Requirements referenced in support of obtaining Federal Tax Information (FTI) security compliance.

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves the initial project plan as submitted with the understanding that updates will be made as the plan progresses.
Information Technology Master Service Agreement
Between the Franklin County Data Center and Franklin County Purchasing Department
1.0) **CONTACT INFORMATION**

To better serve our valued Customers, a single point of contact within the Franklin County Data Center has been established for Customers.

1.1) **CENTER OF EXCELLENCE**

Franklin County Data Center  
Center of Excellence  
373 S. High St., 9th Floor  
Columbus, OH 43215  
(614) 525-3282  
COE@franklincountyohio.gov

1.2) **CUSTOMER CONTACT INFORMATION**

Franklin County Recorder's Office  
Karl Kuespert  
373 S. High St., 25th Floor  
(614) 525-7266  
khkuespe@franklincountyohio.gov

1.3) **CUSTOMER CONTACT LIST**

The Customer Contact List serves as a list of individuals who are to be contacted during an outage, scheduled maintenance, and to receive news and updates from the FCDC.

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karl Kuespert</td>
<td>525-7266</td>
<td><a href="mailto:khkuespe@franklincountyohio.gov">khkuespe@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Megan Perry-Balonier</td>
<td>525-2402</td>
<td><a href="mailto:mabaloni@franklincountyohio.gov">mabaloni@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Kimberly Reynolds</td>
<td>525-2376</td>
<td><a href="mailto:kareynol@franklincountyohio.gov">kareynol@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

1.4) **CUSTOMER SECURITY COORDINATOR CONTACT LIST**

The Customer Security Coordinator Contact List serves as a list of individuals who have the authority to make user administration requests.

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karl Kuespert</td>
<td>525-7266</td>
<td><a href="mailto:khkuespe@franklincountyohio.gov">khkuespe@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Megan Perry-Balonier</td>
<td>525-2402</td>
<td><a href="mailto:mabaloni@franklincountyohio.gov">mabaloni@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Chris Johnston</td>
<td>525-5642</td>
<td><a href="mailto:ccjohnst@franklincountyohio.gov">ccjohnst@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>
1.5) **CUSTOMER WEB REQUEST COORDINATOR CONTACT LIST**

The Customer Web Request Coordinator Contact List serves as a list of individuals who have the authority to request website changes.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karl Kuespert</td>
<td>525-7266</td>
<td><a href="mailto:khkuespert@franklincountyohio.gov">khkuespert@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Megan Perry-Balonier</td>
<td>525-2402</td>
<td><a href="mailto:mabaloni@franklincountyohio.gov">mabaloni@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Chris Johnston</td>
<td>525-5642</td>
<td><a href="mailto:cjohnst@franklincountyohio.gov">cjohnst@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Kimberly Reynolds</td>
<td>525-2376</td>
<td><a href="mailto:kareynol@franklincountyohio.gov">kareynol@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

1.6) **AUTHORIZED PROCUREMENT REQUESTORS**

The Authorized Procurement Requestors List serves as a list of individuals who have the authority to submit a procurement request through the FCDC Link Application.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karl Kuespert</td>
<td>525-7266</td>
<td><a href="mailto:khkuespert@franklincountyohio.gov">khkuespert@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Megan Perry-Balonier</td>
<td>525-2402</td>
<td><a href="mailto:mabaloni@franklincountyohio.gov">mabaloni@franklincountyohio.gov</a></td>
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<tr>
<td>Kimberly Reynolds</td>
<td>525-2376</td>
<td><a href="mailto:kareynol@franklincountyohio.gov">kareynol@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

2.0) **DESCRIPTION AND SCOPE OF THE AGREEMENT**

The Master Services Agreement (MSA) outlines the professional services provided by Franklin County Data Center (FCDC) in support of the Franklin County Purchasing Office (PRCH). This MSA is entered by FCDC and PRCH and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or PRCH determine that material changes to services or the needs of PRCH necessitate modifications to the agreement.

All services under this MSA shall be provided by their service definitions as presented in the FCDC Service Catalogue and allocated to the PRCHs, but billed to the General Fund in accordance with their rates and billing frequency. Services shall be performed in accordance with and adhere to the standards, performance and timing goals as provided in the catalogue.

Any requested modifications to the standards, performance and timing goals or the roles and responsibilities of service delivery staff as presented in the FCDC Service Catalog shall be negotiated by and between FCDC and PRCH. Any mutually agreed to adjustments to FCDC service performance goals or the roles and responsibilities of staff shall be memorialized in Service Level Agreements and be attached to this MSA.

This agreement is intended to ensure that the PRCH receives an acceptable level of response to information technology needs and to ensure common expectations of quality and timeframes for services provided. The FCDC’s service goals are:

- Provide a secure and reliable environment.
• Provide timely and effective technical support of desktop and network hardware and software.
• Provide timely and effective technical support of FCDC supported applications on FCDC operated and maintained platforms.
• Provide technical analysis, planning, and project management services.
• Provide technology solutions through timely acquisition, development, and implementation that effectively support Customer business needs (as long as the proper protocol and process is followed).
• Ensure the appropriate level of privacy and data integrity.
• Provide business continuity and disaster recovery planning and support services.

The FCDC will strive to ensure that all FCDC computer and network hardware and software are operational according to the terms and conditions of this agreement. If it is necessary to interrupt any service, prior notification will be given, when possible, and interruptions will be scheduled to minimize the impact to the Customer.

3.0) CONTENTS OF THE MSA

This MSA consists of (1) this document, including all terms and conditions listed herein, and (2) Listing of applications and or systems supported

4.0) DEFINITIONS

The descriptions below define commonly used phrases and words used in the FCDC.

Application Services - Activities include collaboration with customer to maintain software, host applications and help identify commercial off the shelf (COTS) software to meet customer needs.

Database Management - Database management services provides for the installation, maintenance, and support of county existing and future database solutions and the configurations (e.g. stand-alone databases, clustered databases) on FCDC supported platforms, versions, and technologies.

Data and Security Network Management Services - These are the services and activities required to provide and support the existing county data network environment that links computing users to the county and external resources (e.g., FTP, web applications). This also includes those activities associated with maintaining physical and logical security of all Network Management Services components (e.g., hardware, software) and data, malware protection, access protection and other Data Network Security Services in compliance with county security requirements and all applicable regulatory requirements.

Data Storage and Management - Data storage and management services includes the provisioning and day-to-day management of the existing and future FCDC storage and data environment, providing a stable supporting infrastructure and effectively and efficiently performing procedures to ensure services meet SLAs.
Incident Management – Services provided to recover from unplanned Franklin County FCDC IT service interruption.

IT Governance - Licensing - License Management Services are those activities associated with the acquisition, and ongoing management and tracking of software licenses.

IT Procurement Service – IT Procurement Services provides security and technical requirements, review, and recommendation as well as approval on behalf of the Automatic Data Processing Board for all information technology procurements.

Messaging and Collaboration - Messaging services includes the provision and management of a messaging platform (e.g., Microsoft Exchange).

Priority Level – A priority level is based on certain criteria, based on the priority level definitions in the Terms and Conditions section of this MSA, and will determine the timing of resolution and communication.

Project Management - Project Planning and Management Services are those tasks and activities associated with initial project planning and preparation as well as project management throughout the term of the project.

Security Audit – As written in the Franklin County FCDC Security Policy the Franklin County FCDC (FCDC) has the right to audit, monitor, and secure all computing environments that are connected to the Franklin County Data Network (FCDN). This would also include any agency processes that are related to the security of the Franklin County Data Network. By gaining access to agencies’ computing environments and processes as needed, the FCDC would ensure customers and stakeholders of a simple, stable, and secure environment. Also, this policy gives the FCDC the ability to identify components that are at risk, in addition to strengthen security and privacy controls. In collaboration with the agency the FCDC will report to and assist the agency in the mitigation of any findings that may arise.

Security Engineering and Technology - Security Services are those activities associated with maintaining physical and logical security of all service area components (e.g., hardware, software) and data, malware protection, access protection and other Security Services in compliance with county security requirements and all applicable regulatory requirements.

Security Policy Ownership and Enforcement – Services that relate to the adherence of the Franklin County FCDC Security Policy by the agencies that utilize the Franklin County Network. In an effort to ensure a secure network for each agency the cooperation and adherence of each agency to the Security Policy (Addendum #) is required. In the event a policy is not able to be followed by an agency it is the responsibility of the agency to collaborate with the Franklin County Information Security Team to find and implement a compensating control.

Service Desk - Service Desk Services are those services and activities required to coordinate and respond to incidents, problems and service requests and requests made by authorized county Information Technology (IT) service area end users and technical staff.
Service Request Management — Services surrounding the receipt, processing, and fulfillment of a Franklin County FCDC service offering.

Standard Hardware Profile — Hardware defined as Dell OptiPlex 5050 SFF for desktop, Dell OptiPlex 7050 MT for desktop, and Dell MPWS 3520 Laptop.

5.0) SERVICES

FCDC agrees to provide services under the terms and conditions of this MSA. FCDC’s ability to deliver the services described in the service descriptions depends upon full and timely cooperation by the PRCH and the PRCH staff, as well as the accuracy and completeness of the information provided.

The service addendum, at the conclusion of this document, provides the listing of services chosen by PRCH and negotiated Service Level Agreements:

6.0) RESPONSIBILITIES

This section defines the Primary and Secondary support as it pertains to both the agency and the FCDC.

6.1) FCDC PRIMARY SUPPORT:

See related “Levels of Support” in the Information Technology Service Level Agreement Terms and Conditions.”

6.2) FCDC SECONDARY SUPPORT:

In the event the Customer’s IT staff is unavailable, the FCDC will provide backup Desktop Services upon the Customer’s request. The FCDC’s Customer Service will only dispatch on calls received from, or authorized by, the personnel referenced in the customer contact list (see Section 1.3).

Response times for both Primary and Secondary Support are handled the same based on the assigned Priority of the problem. (Related: See “Service Priorities” in the Information Technology SLA Terms and Conditions”)

<table>
<thead>
<tr>
<th>Applications / Servers</th>
<th>Agency Primary Support</th>
<th>Data Center Primary Support</th>
<th>Other Agency Primary Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Services for all PC's and peripherals</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server Services and Support</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6
<table>
<thead>
<tr>
<th>Applications / Servers</th>
<th>Agency Primary Support</th>
<th>Data Center Primary Support</th>
<th>Other Agency Primary Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Service and Support</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MUNIS</td>
<td></td>
<td>X</td>
<td>Auditor's Office Primary Support</td>
<td></td>
</tr>
<tr>
<td>BFM</td>
<td></td>
<td></td>
<td></td>
<td>Commissioners</td>
</tr>
<tr>
<td>Microsoft Application Support and License Agreement (MSELA)</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CRMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mailroom Equipment and Software</td>
<td>X</td>
<td></td>
<td></td>
<td>Vendor Supported</td>
</tr>
<tr>
<td>Print Shop Equipment and Software</td>
<td>X</td>
<td></td>
<td></td>
<td>Vendor Supported</td>
</tr>
<tr>
<td>Agency Website</td>
<td>X</td>
<td>X</td>
<td></td>
<td>Shared Responsibility: FCDC responsible for the infrastructure and PRCH is responsible for the content management</td>
</tr>
<tr>
<td>Bid Opportunities Application</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PO Applications</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Contract Applications</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>GOVDEALS Website</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

### 6.3) SPECIAL SUPPORT REQUIREMENTS:

**Special Circumstances:**

* During Purchasing’s critical period, (EOY - November 1st - December 31st and BOY - January 1st - February 28th), it is crucial that their staff maintain access to MUNIS. Any Help tickets concerning a Purchasing employee’s access to MUNIS or any other problem that may affect their ability to access MUNIS will be treated as a Priority 1.*

*Printing*: The Print Shop has critical print jobs. During these times, the Data Center will assist under Priority 1 to support either with backup printing or restoring printing service.

* E-Filing daily printing
* Board of Election ballots - 45 days prior to election
7.0) TERMS AND CONDITIONS

Customer Support

The FCDC’s Center of Excellence (COE) is the point of entry for all new requirements and changes to existing systems or services. The FCDC is staffed with personnel dedicated to knowing their Customer base, providing business area analysis, and implementing the best solutions without bias to any particular technology. Within the FCDC, the Program Management Office manages projects from assessment through implementation ensuring that the Customer will receive a quality product in a timely manner.

Normal Business Hours

Normal business hours are defined as Monday through Friday, between 8 AM and 5 PM, EST. This excludes holidays, county government shutdown, and weekends.

Customer Center of Excellence (COE)

The COE serves as a centralized point of contact for all system issues. The COE team can be reached by calling: (614) 525-3282 (525-DATA) during normal business hours.

After normal business hours and on weekends and holidays, calls are answered by the On-Call staff by calling (614) 525-3282 (525-DATA). Critical issues will be handled based on the Service Priority. All non-critical issues will be tracked and handled based on the Service Priority on the next business day. A voice mailbox is also available and will be addressed the next business day. The COE may also be reached by email at COE@franklincounty.ohio.gov. This email account is only monitored during normal business hours.

How to Escalate or Expedite

Customer may escalate or expedite an Incident by emailing the FCDC at coe@franklincounty.ohio.gov or calling 614-525-3282.

Emergencies and after hours

In the event of an emergency, contact call 614-525-3282.

Communication Pathway

If a customer is not being serviced in a timely or proper manner, in accordance to the criteria outlined in this agreement, the customer should contact the following personnel until a resolution is achieved:

<table>
<thead>
<tr>
<th>#</th>
<th>Position</th>
<th>Phone</th>
<th>E-Mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Center of Excellence</td>
<td>614-525-3282</td>
<td><a href="mailto:coe@franklincounty.ohio.gov">coe@franklincounty.ohio.gov</a></td>
</tr>
<tr>
<td>2</td>
<td>IT Service Manager</td>
<td>614-525-2543</td>
<td><a href="mailto:jtalessi@franklincounty.ohio.gov">jtalessi@franklincounty.ohio.gov</a></td>
</tr>
<tr>
<td>3</td>
<td>Business Service Manager</td>
<td>614-525-6798</td>
<td><a href="mailto:Beverlyn.johns@franklincounty.ohio.gov">Beverlyn.johns@franklincounty.ohio.gov</a></td>
</tr>
</tbody>
</table>
**Service Priorities**

Service Priorities describe how the COE prioritizes ongoing Customer issues and provides the expected time required to resolve these issues.

The COE prioritizes issues according to their urgency to ensure appropriate response time to service requests. A priority is assigned to each problem reported. The following four priorities are used to classify the urgency of the Customer service request:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Technical Contact and Resolution Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Minimal impact to business or service</td>
<td>• Technician assigned and first contact within 2 normal business hours</td>
</tr>
<tr>
<td>3</td>
<td>No production or Individual End User affected</td>
<td>• Resolved within 40 normal business hours. Email updates daily until incident is resolved</td>
</tr>
<tr>
<td>2</td>
<td>Alternative approach is available and or fix can be deferred until acceptable maintenance window</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Incidents that degrade business service but do not prevent its delivery</td>
<td>• Technician assigned and first contact within 1 normal business hour</td>
</tr>
<tr>
<td>2</td>
<td>Component, procedure, is not critical to customer business function</td>
<td>• Resolved within 24 normal business hours. Email updates daily until incident is resolved</td>
</tr>
<tr>
<td>2</td>
<td>Service outage but alternative workaround is available</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>A component, minor application or procedure is down, unusable, or is so difficult to use that it is causing a critical impact to business service delivery for one or more customers</td>
<td>• Technician assigned and first contact within 30 mins. during normal business hours</td>
</tr>
<tr>
<td>1</td>
<td>Total loss of production service to entire County or multiple agencies</td>
<td>• Work until resolved</td>
</tr>
<tr>
<td>1</td>
<td>Critical System, network or key application outage (or imminent outage) with critical impact on service delivery</td>
<td>• Email updates daily until incident is resolved</td>
</tr>
<tr>
<td>1</td>
<td>Impacts one or more service level commitments</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Revenue or delivery schedule impacts</td>
<td></td>
</tr>
</tbody>
</table>

1. Technician assigned and first contact within 15 mins. during normal business hours.
2. Update 1 hour after assignment then every 2 hours during normal.
Service Request Fulfillment

Service Request-Response and Fulfillment Timeline goals are governed by the FCDC standards for the individual service being delivered or the agreed upon delivery time frame as documented in the customer's Service Level Agreement. Standard first contact and service request confirmation is provided in the table below.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Tech Contact and Resolution Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Planning</td>
<td>• Handled as a service request</td>
<td>• Technician assigned and first contact within 4 normal business hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Work scheduled according to standard or previously agreed service delivery time frames.</td>
</tr>
</tbody>
</table>

Note: The above Priority classifications are guidelines to enable the technical support staff to concentrate their efforts on the most critical problems first. Requests for a problem to be assigned a higher priority should be directed to the COE. Requests for Priority escalation will be handled on a case-by-case basis.

Levels of Support

The FCDC provides Customers with three general levels of support:

Level 1 Support: This level of support is provided by the COE staff and includes incident resolution by telephone, Email, and knowledge-based information. If the incident cannot be resolved at Level 1, a ServiceNow ticket number will be emailed to Customer. The incident will then be referred to the appropriate FCDC team and moved to Level 2 Support.

Level 2 Support: Upon being assigned a ServiceNow ticket, technicians will proceed with troubleshooting and resolution of the incident. They may contact the Customer directly as required to obtain additional information. The COE or FCDC technician will provide status updates to the Customer through ServiceNow. When the incident has been successfully resolved, the FCDC technician will verify the completion and satisfaction level of the Customer prior to closing the ticket. Incidents which can't be resolved at Level 2 Support, or which require vendor support services, will be moved to Level 3 Support.
Level 3 Support: This level of support is required when the incident requires the assistance of an outside vendor to resolve. The COE and the technical staff will handle the necessary coordination with the vendor to ensure timely resolution of the incident.

Procurement

The Data Center provides procurement governance on behalf of the Automatic Data Processing Board (ADPB). Agencies are required to submit all IT procurement including the business need, justification and detailed description of the procurement. This includes specifications, SOWs, technical requirements and quotes if applicable.

The Data Center offers two procurement options.

Option 1: The agency provides business need, justification and detailed description of requirements within the procurement application. The Data Center will obtain 3 open market quotes or one Ohio STS quote as applicable. The Data Center will provide technical review, security review, recommended equipment, lowest/best vendor and facilitate ADPB approval. Once the agency provides a purchase order the Data Center can place the order on their behalf.

Option 2: The agency provides business need, justification, technical requirements of need along with the final approved quote and SOW if applicable within the procurement application. After technical and security review, the Data Center will facilitate ADPB approval as applicable.

<table>
<thead>
<tr>
<th>Option</th>
<th>SLA</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4 business hours</td>
<td>Customer will receive email notification of request acceptance or returned as incomplete.</td>
</tr>
<tr>
<td>1</td>
<td>16 business hours</td>
<td>Standard Item procurement: Technical review, Security review, recommendation, quote and facilitate ADPB approval under $50,000</td>
</tr>
<tr>
<td>1</td>
<td>2 weeks</td>
<td>Non-Standard Item procurement: Technical review, Security review, recommendation, quote and facilitate ADPB approval under $50,000</td>
</tr>
<tr>
<td>1</td>
<td>2 months</td>
<td>Non-Standard Item procurement: Technical review, Security review, recommendation, quote and facilitate ADPB approval over $50,000</td>
</tr>
<tr>
<td>2</td>
<td>4 business hours</td>
<td>Customer will receive email notification of request acceptance or returned as incomplete.</td>
</tr>
<tr>
<td>2</td>
<td>12 business hours</td>
<td>Standard Item procurement: Technical review, Security review and facilitate ADPB approval under $50,000</td>
</tr>
<tr>
<td>2</td>
<td>2 weeks</td>
<td>Non-standard Item procurement: Technical review, Security review and facilitate ADPB approval under $50,000</td>
</tr>
<tr>
<td>2</td>
<td>2 months</td>
<td>Non-standard Item procurement: Technical review, Security review and facilitate ADPB approval over $50,000</td>
</tr>
</tbody>
</table>

**Background Checks for FCDC Contractors**

FCDC contractors undergo a standard background check to include:

- Felony and misdemeanors for last seven years
- Social security trace
- Sex offender trace

**User Administration**

User Administration Services are those services for the creation, update, and removal of user accounts and privileges as requested by authorized users. Customers may create a User Administration Service Request by submitting a Security Request form: [https://securityrequest.co.franklin.oh.us/login/index.cfm](https://securityrequest.co.franklin.oh.us/login/index.cfm)

**Process Timeline and Notifications**

<table>
<thead>
<tr>
<th>Time</th>
<th>Tool/Method</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Hour</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A notice is sent to customer after Security Request Form Submission</td>
</tr>
<tr>
<td>24 Hours</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer receives notice of assignment of their request to the appropriate group</td>
</tr>
<tr>
<td>24 Hours</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer receives notice of completion of their request</td>
</tr>
<tr>
<td>5 Days</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer receives notice of closure of their request</td>
</tr>
</tbody>
</table>

**Services**

**Project Management and Consulting Services**

The Customer can request FCDC Project Planning support to develop or acquire new hardware, applications, or services, or to clarify specific procedural issues. The Customer must prepare a “Project Request” form and submit it to their FCDC COE team for analysis and action. This document will provide the FCDC with the specific details of the project, application, or procedure to be developed; the scope of the project, application, or procedure; the designated participants; the responsibilities of the participants; the time frame for completion; the costs and funding sources; the justification for the project; and the impact upon the organization if the project is not approved.

**Demand Management**
In order to proactively manage the ongoing demand of FCDC services with available resources, the Program Management Office utilizes a structured approach to prioritize project requests submitted from our customers. The scoring system is based on the following factors:

- Level of effort (estimate) required to complete a project
- Length of time a project was received
- Does the project mitigate risk for the requestor
- Whether the project is critical to the success of the Customer
- Is the project dependent on drivers currently not available (e.g., technology, vendors)
- Does the project have a direct impact to the public
- Does the project impact multiple agencies
- Are there resource constraints that will impact delivery

Projects requiring minimal effort (under ten total hours) will bypass prioritization and be delivered in the order is received.

Exceptions to this process are approved by that FCDC CIO and PMO and include but aren't limited to; legal or regulatory changes, prevention of customer to conduct normal business activities, annual events requiring FCDC support (e.g., election support, year-end W-2 activities, and tax-related events).

**Salvage Requests**

The FCDC provides support for disposing of county computer equipment deemed “not needed for public use, is obsolete, or unfit for the use for which it was intended” (ORC 307.12). The request must come from an authorized requestor who provides a signed Fixed Asset Transfer Form listing each item to be salvaged. The FCDC will arrange the pickup and verify items against the transfer form. If an item can be repurposed the requesting agency will be notified the item will be re-used.

Customers should expect salvage requests to be processed within 45 days of a ServiceNow ticket submission. Once the salvaged items have been cataloged, resolution will be presented to the monthly Data Board for approval. Once approved the FCDC will make arrangements to have the items disposed of under ORC 307.12.

**Equipment Deployment Request**

The FCDC provides equipment that meets the Standard Hardware Profile. The Standard Hardware Profile definition can be found in section 4 of this document. Customers may request this service while submitting a request through the Procurement Service process. The suggested schedule is as follows:

- One to five devices will be deployed one business week after the request submission has been fulfilled through the Procurement Service process.
- Five to ten devices will be deployed within two business weeks after the request submission has been fulfilled through the Procurement Service process.
- Ten or more devices will be deployed on a case by case basis and determined after the request submission has been fulfilled through the Procurement Service process.
- Equipment that falls outside of the scope of the Standard Hardware profile will be deployed on a case by case basis.

Mobile Device

The FCDC provides support for Exchange Services via ActiveSync and the FCDN Wi-Fi Network, for County Issued smartphones and tablets operating Android, iOS and other non-desktop OS’s. At this time, any additional services are agency specific, including mobile applications.

If an FCDC Customer Agency has approved the use of employee-owned mobile devices in the course of their work, the FCDC will provide limited support for Exchange Services via ActiveSync. All support for this category of ownership is limited to Exchange Services.

Employees who use county-issued or personal mobile computing devices to conduct county business must adhere to the Franklin County FCDC Mobile Device Management policy. VM Ware Workspace ONE® is the standard solution for Franklin County mobile device management. If a County agency with a Service Level Agreement (SLA) with the Franklin County FCDC wishes to implement an alternative mobile device management program, the Agency must, in accordance with Ohio Revised Code 307.84, present appropriate justification to the Franklin County Data Board. (Will be in the attached security policy)

Server Backup Retention Policy

A Backup Retention Policy determines how long the user Server backups are saved and are available to be retrieved.

Server backups will be restored according to the following schedule:

<table>
<thead>
<tr>
<th>Retention Policy Name</th>
<th>Default Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Backup</td>
</tr>
<tr>
<td>Domain</td>
<td>/</td>
</tr>
<tr>
<td>Basic Expiration Date</td>
<td>60 days</td>
</tr>
<tr>
<td>Override Basic Retention Policy</td>
<td>Yes</td>
</tr>
<tr>
<td>Number of days kept for daily</td>
<td>14</td>
</tr>
<tr>
<td>Number of weeks kept for weekly</td>
<td>4</td>
</tr>
<tr>
<td>Number of months kept for monthly</td>
<td>12</td>
</tr>
<tr>
<td>Number of years kept for yearly</td>
<td>0</td>
</tr>
</tbody>
</table>
Backup Retention Policy

A Backup Retention Policy determines how long the user Database backups are saved on the disc and are available to be retrieved. SQL backups are useful to prevent the loss of data in the case of an accidental deletion or corruption of data, system failure, or disaster and to permit timely restoration of databases, should such events occur.

Database backups will be restored according to the following schedule:

<table>
<thead>
<tr>
<th>Backup Type</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Backups</td>
<td>1 day or N/A</td>
</tr>
<tr>
<td>Daily Backups</td>
<td>14 days</td>
</tr>
<tr>
<td>Weekly Backups</td>
<td>30 days</td>
</tr>
<tr>
<td>Monthly Backups</td>
<td>3 months</td>
</tr>
<tr>
<td>Yearly Backups</td>
<td>7 years</td>
</tr>
</tbody>
</table>

- Incremental Transaction Log backups will be saved for one day
- Daily Full backups will be maintained for a period for 14 days
- After 14 days, a Weekly backups will be maintained for a period of 30 days
- After 30 days, a Monthly Backup copy will be retained for three-months
- Yearly backup copy will be retained for seven-years

** There will be no T-log backups for the Databases in Simple recovery Model.

*** The FCDC's standard Backup Retention policy follows that Franklin County policy. However, in the event that the FCDC's standard Backup Retention policy does not meet the needs of the subject agency, a Memorandum of Understanding will be crafted in order to ensure that all retention polices are met and followed. Additional rates may apply.

SOFTWARE MAINTENANCE AND PROGRAMMING SERVICES

Security Updates

Windows Operating System Updates:

As Primary Support, the FCDC will ensure all PC operating systems are configured to receive security patches and operating system updates from our Windows System Update Services, as they are tested and approved by the FCDC. If the system is not capable of accepting Update Service patches, the FCDC will assure that all critical security patches are manually installed. Some servers are to be updated by PRCH only. PRCH and Data Center are to maintain a list of PRCH servers and it should be sent to PRCH annually for verification.

Website Updates

The FCDC provides Customers with three general levels of Web support:

Level 1 Support: The FCDC will provide primary website support. The FCDC will be responsible for support for all web development and maintenance, including but not limited to: software, coding languages, and graphics creation. In Level 1 Support, the Agency has the option to update
content using FCDC recommended software tools and must attend a FCDC training session for guidelines and procedures. Level 1 Support is not provided for agencies using software tools with full access to application code. (This is considered Level 2 or 3). The FCDC will advise the agency on website standards and practices to be followed.

The Customer's responsibility is to provide the content and navigation under the guidance of the Web Team to best follow and comply with website standards. The Customer has the option to provide graphics for their website to the Web Team. The Web Team reserves the right to alter the graphic to be compliant with web standards. The FCDC will work with the Agency to ensure that content fits web guidelines. The FCDC is not responsible for content quality sent by the agencies for posting. Agencies can make Quality Assurance requests if it is necessary to have content reviewed for grammar, spelling, wording, et al. The FCDC COE must be notified when the agency adds staff (permanent or temporary) to the Web contacts to be able to accept web requests.

**Level 2 Support:** The FCDC is secondary website support for the agency. As Secondary Support, the Customer is the primary content manager of their website and is using a front-end content management tool such as Kentico. The Customer is responsible for the overall performance and maintenance of their web pages. The Customer will be responsible for responding to and troubleshooting any issues that arise regarding their web pages. The FCDC will respond to situations where the Customer's personnel have expended their resources and have not been able to resolve the issue(s). In the unlikely event that the division of responsibilities is unclear, the Customer and the FCDC will work in unison to achieve a satisfactory resolution. The FCDC COE must be notified when the agency adds staff (permanent or temporary) to the Web contacts to be able to accept web requests.

**Level 3 Support:** The agency's website is hosted on an FCDC server; it must be constructed and maintained according to FCDC guidelines. If an agency desires to have their site hosted by FCDC, but cannot conform to the guidelines, the Web Team is open to discussing working with the agency to come to a solution that benefits all involved. The FCDC COE must be notified when the agency adds staff (permanent or temporary) to the Web contacts to be able to accept web requests.

**Web Posting Guidelines:** All Franklin County hosted website publication requests must be emailed to COE@franklincountyohio.gov. Requests will be completed in the order received unless a web publication is deemed critical (i.e.: If the web publication is required by an emergency, has legal implications).

- The Web Team will implement code changes within 96 hours of receiving the request, allowing for sufficient time to review and test the code properly
  - If your request cannot be completed within this timeframe, you will be notified by the FCDC of the expected completion date
- The Web Team will publish asset files (e.g., images, PDFs, etc.) the next business day by 8 a.m. for all requests received prior to 2 p.m.

This policy does not apply to production issues or updates performed through county publication or similar content management tools.
Specific agency’s web publication requirements such as ORC rulings or seasonal business processes must be defined in Section 4- Special Support Requirements of the SLA support section.

If web publication requests are not emailed to the COE address as stated above, they cannot be guaranteed completion within a timely manner.

**Software Maintenance**

If the software maintained under this agreement should malfunction and fail to perform according to established performance parameters, the FCDC will immediately attempt to determine the cause of the malfunction and document the findings. The FCDC will then act on, coordinate, or direct any and all actions that are required to correct the performance failure in accordance with the provisions of this agreement.

The Customer shall notify the FCDC immediately regarding software program malfunctions and, if requested, shall assist the FCDC as required to identify or reproduce operating conditions that existed when the suspected malfunction occurred.

The FCDC agrees to provide unlimited telephone "COE" support during normal County business hours in accordance the SLA problem resolution procedures. These services include answering questions, providing technical guidance with regard to the Program(s), receiving trouble reports, troubleshooting system problems, and providing timely feedback to the Customer on the status of maintenance actions. In addition, the FCDC agrees to provide emergency support outside of normal business hours on a "best effort" basis.

The FCDC also agrees to provide the Customer with telephone "COE" support (advice and technical assistance) with regard to incidents not directly related to the Program(s), but which impact Program performance. Such incidents include but are not limited to operation of the physical environment such as hardware, forms, cabling, telecommunication, interfaces to other systems, etc.

To the extent technically feasible, the FCDC will attempt to cause the Program(s) to perform in accordance with published specifications and may load new versions or upgrades to the Program(s) as required in maintaining the system functionality. The Customer will work with the FCDC to allow scheduled installation or maintenance actions with minimum disruption to the user community.

**Minor Enhancements**

The FCDC agrees to provide all programming and administrative support services required in response to changes in laws, regulations, policies, procedures, and work processes to ensure compliance with these requirements on a priority basis. This includes but is not limited to changes in report formats and minor programming changes which do not substantially alter the system(s) description. These minor enhancements will be managed and controlled by the FCDC Program Management Office.
Major Enhancements

Major enhancements to the Program(s) are those that require substantial programming and documentation effort on the part of the FCDC, or that substantially alter the functionality or purpose of the listed programs.

Whenever possible, the Customer will provide the FCDC with advance notification of requirements for "major" enhancements. The FCDC retains the right to determine which enhancements will be considered "minor" and which will be considered as "major."

All projects are managed by the FCDC's Program Management Office. Once a project is requested, a representative from the PMO will work with the Customer to document the project charter. After the project charter is approved the project will enter the Demand Management scoring system for prioritization (projects requiring minimal effort (under 10 total hours) will bypass prioritization and be delivered in the order it is received). Once active the project team will oversee the project from kickoff through implementation and warranty.

At the Customer's request, FCDC will perform an evaluation of the Customer's business workflow procedures to identify and recommend potential improvements, cost savings, and procedural changes. These recommendations may be incorporated into a major upgrade or implemented on an ad hoc basis as appropriate to meet the Customer's business requirements.

Data Conversion Responsibility

The FCDC agrees to provide any and all data conversion services required to implement agreed upon system enhancements or modifications. The FCDC will maintain backup data as required to ensure system integrity during the application conversion process.

General Conditions

Billable customer agencies will be invoiced by the FCDC for the actual man-hour costs and computer use charges expended by the FCDC in support of this agreement. General fund supported customer agencies will receive written notification of the FCDC resources expended in support of this agreement.

If the Customer's requirements exceed the capability or capacity of FCDC programming resources, and by agreement with the Customer, the FCDC will secure the services of a third-party programming services vendor in order to meet the agency requirements. The Customer will be responsible for payment of all fair and reasonable charges to the vendor for the agreed upon programming services.

Discrepancies

In the event of discrepancies found within the documented SLA processes, by the customer or FCDC, the FCDC will review the discrepancy(ies) to determine if the task should be added to the SLA in question and communicate the expectation(s) to the customer.
8.0) TERM AND TERMINATION OF THE MSA

This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180 day termination notification.

9.0 APPROVAL SIGNATURES

REVIEW AND ACCEPTANCE OF THE MASTER SERVICE AGREEMENT

IN WITNESS WHEREOF, the parties hereto have endorsed by signature this Agreement:

Franklin County Data Center

Date: 03/27/2019

Print Name and Title: Adam Frumkin, CIO

Customer

Date: 2/15/2019

Print Name and Title: Karl H. Kuasperl, Director, Purchasing

This Master Service Agreement will be submitted to the Franklin County Automatic Data Processing Board for final approval. Additional approval by the Franklin County Board of Commissioners may be required.
RESOLUTION NO. 19-024
APRIL 1, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AMENDED PERSONNEL ACTION
ALL-STAFF BASE SALARY INCREASE

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections
WHEREAS, the 2019 Approved Budget for the various County offices did not include appropriations for a salary and wage increase for non-bargaining employees; and

WHEREAS, the 2019 Approved Budget did set aside a reserve within the General Fund to provide appropriations equivalent to two percent of budgeted payroll for non-bargaining employees to provide salary and wage increase along with an additional one-and-a-half percent of budgeted payroll in order for appointing authorities to deal with issues of wage compression and provide merit increases; and

WHEREAS, a transfer of General Fund appropriations and non-general fund supplemental appropriations were needed and made to meet the payroll and fringe benefit obligations associated with providing these non-bargaining employee increases; and

WHEREAS, the Data Center received only a portion of the allotted two percent and none of the additional one-and-a-half percent of budgeted payroll as part of Resolution No. 0024-19 passed by the Board of Commissioners on January 15, 2019; now therefore,

BE IT RESOLVED, that the Franklin County Automatic Data Processing Board hereby approves the Data Board Administrator's request for the transfer of appropriations for the remaining portion of the allotted two percent and the additional one-and-a-half percent of budgeted payroll for the Data Center.
RESOLUTION NO. 19-025

APRIL 1, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – SALARY APPROVAL
ADAM FRUMKIN

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections
RESOLUTION NO. 19-025

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – SALARY APPROVAL
ADAM FRUMKIN

WHEREAS, Ohio Revised Code Section 307.844 provides that, subject to approval of the County Automatic Data processing Board, the County Auditor as Chief Administrator of the Board may employ such persons as are necessary for the operation of the Data Center and shall fix the compensation of all such employees; and

WHEREAS, the Board Administrator requests Board approval of the personnel action to establish the salary of the Chief Information Officer at $185,000; and

WHEREAS, funding for this personnel action is available within the Data Center Personal Services Account; now therefore,

BE IT RESOLVED, that the Franklin County Automatic Data Processing Board hereby approves the Personnel Action described above, as recommended by the Data Board Administrator.
WHEREAS, Ohio Revised Code Section 307.844 provides that, subject to the approval of the County Automatic Data Processing Board, the County Auditor as Chief Administrator of the Board may employ such persons as are necessary for the operation of the Data Center and shall fix the compensation of all such employees; and,

WHEREAS, the Board Administrator requests Board approval of Personnel Action number 2019-026 which is attached hereto and made a part hereof; and,

WHEREAS, funding for this personnel action is available within the Data Center Personal Services (5100) Account; and,

WHEREAS, the County Automatic Data Processing Board delegates authority to the Chief Information Officer to select the candidate for this position and determine salary within the approved pay grade; and

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approve the transaction as described within the attached Personnel Action, as recommended by the Data Board Administrator.
# RESOLUTION NO. 19-026  
**FRANKLIN COUNTY, OHIO**  
**AUTOMATIC DATA PROCESSING BOARD**  

Data Center Personnel Action – New Hire – Server Engineer

<table>
<thead>
<tr>
<th>PERSONNEL ACTION FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRANSACTION TYPE</td>
</tr>
<tr>
<td>EMPLOYEE/CANDIDATE NAME:</td>
</tr>
<tr>
<td>PERSONNEL ACTION NUMBER</td>
</tr>
<tr>
<td>PERSONNEL ACTION DATE (BOARD)</td>
</tr>
<tr>
<td>DATA CENTER SECTION</td>
</tr>
<tr>
<td>NEW JOB POSITION / TITLE</td>
</tr>
<tr>
<td>PAY GRADE</td>
</tr>
<tr>
<td>EFFECTIVE DATE</td>
</tr>
</tbody>
</table>

## PAY GRADE SALARY RANGE

<table>
<thead>
<tr>
<th>MINIMUM</th>
<th>MID</th>
<th>MAXIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>$70,786</td>
<td>$81,404</td>
<td>$92,022</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BASE RATE</th>
<th>ANNUAL SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW</td>
<td></td>
</tr>
</tbody>
</table>

## KEY RESPONSIBILITIES OF ROLE

- Architecture and support SAN storage tools and backup solutions, including but not limited to, Nimble Storage, EMC Data Domain and Avamar.
- Manage and support VMware, SAN storage, backups and patch management.
- Manage and maintain Windows servers in physical and VMware environment.
- Serve as the technical resource for existing and new projects and provide guidance/insight on projects.
RESOLUTION NO. 19-027

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE – SENIOR MICROSOFT ENGINEER

WHEREAS, Ohio Revised Code Section 307.844 provides that, subject to the approval of the County Automatic Data Processing Board, the County Auditor as Chief Administrator of the Board may employ such persons as are necessary for the operation of the Data Center and shall fix the compensation of all such employees; and,

WHEREAS, the Board Administrator requests Board approval of Personnel Action number 2019-026 which is attached hereto and made a part hereof; and,

WHEREAS, funding for this personnel action is available within the Data Center Personal Services (5100) Account; and,

WHEREAS, the County Automatic Data Processing Board delegates authority to the Chief Information Officer to select the candidate for this position and determine salary within the approved pay grade; and

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approve the transaction as described within the attached Personnel Action, as recommended by the Data Board Administrator.
**Data Center Personnel Action – New Hire – Senior Microsoft Engineer**

<table>
<thead>
<tr>
<th>PERSONNEL ACTION FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRANSACTION TYPE</td>
</tr>
<tr>
<td>EMPLOYEE/CANDIDATE NAME:</td>
</tr>
<tr>
<td>PERSONNEL ACTION NUMBER</td>
</tr>
<tr>
<td>PERSONNEL ACTION DATE (BOARD)</td>
</tr>
<tr>
<td>DATA CENTER SECTION</td>
</tr>
<tr>
<td>NEW JOB POSITION / TITLE</td>
</tr>
<tr>
<td>PAY GRADE</td>
</tr>
<tr>
<td>EFFECTIVE DATE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAY GRADE SALARY RANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MINIMUM</td>
</tr>
<tr>
<td>$82,590</td>
</tr>
</tbody>
</table>

**KEY RESPONSIBILITIES OF ROLE**

- Engineer and support the Exchange and Office 365 environment, including administration, configuration and management.
- Responsible for Microsoft operational support such as incident resolution, incident escalation, critical situation disposition and closure.
- Responsible for service management such as process life cycle management, process improvement, continuous service improvement, and trend analysis.
- Manage specialized messaging services such as support of e-discovery/broadcast message/(Freedom of Information Act (FOIA), integration with business applications, articulate services, and maintenance of the service artifacts.
- Provide enterprise technical support such as messaging architecture and design, operational analysis, and integration to the software infrastructure including Active Directory and routinely auditing system security compliance.
- Responsible for the operations management of an environment for the delivery of email (Internal and Office 365).
- Ensure integration with business applications, maintenance and support of email applications, and delivery of core messaging functions (e.g. e-discovery and large scale broadcast message across the enterprise).
- Monitor systems and identify performance issues proactively.
- Serve as subject matter expert for Microsoft applications: Exchange, Office 365, OneDrive, Sharepoint and Teams.
- Serve as the technical resource for existing and new projects.
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
EMPLOYEE RECOGNITION – RETIREMENT
MARK EBBESKOTTE

RESOLUTION NO. 19-028
APRIL 1, 2019

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Edward J. Leonard, Member
Director, Franklin County Board of Elections

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
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Edward J. Leonard, Member
Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections

David Payne, Member
Deputy Director, Franklin County Board of Elections
RESOLUTION NO. 19-028

APRIL 1, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
EMPLOYEE RECOGNITION- RETIREMENT – MARK EBBESKOTTE

WHEREAS, the Automatic Data Processing Board Secretary would like to invite the members of the Board to join him in recognizing the outstanding service of a member of the Data Center; and,

WHEREAS, Mark Ebbeskotte will retire on April 30, 2019 having provided 33 years of exemplary service to the Franklin County Data Center and its entire customer base; and,

WHEREAS, Mark began his Government career with the Franklin County Data Center in 1986; and,

WHEREAS, Mark provided service for the Franklin County Data Center, for 33 years, as an application developer. He impacted critical projects including as lead support of the Child Day Care System, prior to its migration to the State of Ohio. He has also provided years of extensive support to the eFiling system. Mark has diligently shared his expertise with the iSeries team and has been well known as a reliable, generous staple within FCDC; and,

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board does hereby express their deep appreciation for Mark’s dedication and faithful service to the Franklin County Data Center, Franklin County Data Board and the Franklin County Data Center Customer base and citizens. The Board wishes Mark the best in his future endeavors.
# Portfolio Summary for April, 2019

## Projects Completed

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Title</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>50682</td>
<td>Auditor</td>
<td>FCA Special Forms Transition</td>
<td>This project has delivered on objectives and is officially closed now.</td>
</tr>
</tbody>
</table>

## Active Projects

The Project Delivery Team is actively working on 11 projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Project Title</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>50717</td>
<td>County</td>
<td>Windows Server EOL/EOS Upgrades</td>
<td>This project is on Hold as we have resource limitations. End of life servers to be upgraded to 2016 R2. Actively working with 13 Agencies to upgrade servers, 134 decommissions thus far have been completed.</td>
</tr>
<tr>
<td>50705</td>
<td>DATA</td>
<td>ServiceNow Phase 3</td>
<td>Implementing Service Portal, addressing issues found before Official UAT.</td>
</tr>
<tr>
<td>50758</td>
<td>Franklin County</td>
<td>AD/Office365 Migration for FCCS to OIT/DAS via ODJFS</td>
<td>The project is in initiation stage.</td>
</tr>
<tr>
<td></td>
<td>Children Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50650</td>
<td>County</td>
<td>Active Directory Health, Remediation Activities and Group Policy/Architecture</td>
<td>AD remediation is complete, we are now focused on migrating exchange from 2013 to 2016. 53% of mailboxes have been migrated to 2016.</td>
</tr>
<tr>
<td>50680</td>
<td>Auditor Real Estate</td>
<td>OnBase Export</td>
<td>Exports 3 &amp; 4 &amp; 5 (Informal Review-Year2011/2014/2017) - Samples Ready for QA Export 2- Still on Hold Quality Review</td>
</tr>
<tr>
<td>50746</td>
<td>Data</td>
<td>Neogov Implementation</td>
<td>Onboarding modules has been implemented, performance management module is the next to be implemented.</td>
</tr>
<tr>
<td>Code</td>
<td>Department</td>
<td>Project Name</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
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<td>---------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>50732</td>
<td>Purchasing</td>
<td>Print Services Transition</td>
<td>Once the print operations are consolidated, there should be savings in equipment leases/purchases and maintenance. Working with SSI and Planet Press to identify requirements and architecture needs.</td>
</tr>
<tr>
<td>50731</td>
<td>County</td>
<td>File Server Upgrade</td>
<td>Efficient use of data storage and identifying data that has not been accessed over last year is being researched. Once data is gathered, will coordinate with agencies to figure out archival or back up plan.</td>
</tr>
<tr>
<td>50757</td>
<td>Commissioners</td>
<td>Office 365 Migration</td>
<td>The project is in initiation stage.</td>
</tr>
<tr>
<td>50747</td>
<td>County</td>
<td>Sailpoint Integration Analysis and Implementation</td>
<td>That ability to perform access certifications on a quarterly basis is required for compliance purposes, to be able to deliver this systematically and in an easy to use system is imperative for successful completion. The proposed plan is to pilot role-based access controls. This allows for more appropriate access being granted based on the role that someone has within an agency, furthering the practice of least privilege access.</td>
</tr>
<tr>
<td>50730</td>
<td>County</td>
<td>All-Encompassing RFP</td>
<td>SSI is to build an all-encompassing RFP. This has been placed on hold.</td>
</tr>
</tbody>
</table>
187 incidents opened last month

182 center of excellence first call resolutions

377 center of excellence tickets closed

186 incidents closed last month
Minutes of the April 1, 2019 Board Meeting

Date Approved: May 6, 2019

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
Judge, Franklin County Court of Common Pleas

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel J. O'Connor Jr., Member
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Deputy Director, Franklin County Board of Elections
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Regular Monthly Meeting

PROCEEDINGS

Held at 373 South High Street, FCDC Auditorium, 9th Floor, Columbus, Ohio, called at 9:02 a.m. on Monday, April 1, 2019.
BOARD MEMBERS:

The Honorable Michael Stinziano, Secretary/Administrator, FCADPB, Franklin County Auditor

The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer

The Honorable Judge Kim Brown, Member, Franklin County Court of Common Pleas

The Honorable Maryellen O'Shaughnessy, Member, Franklin County Clerk of Courts

The Honorable Edward J. Leonard, Member, Franklin County Board of Elections

Mr. Adam Luckhardt, Delegate, Franklin County Board of Commissioners

Ms. Melissa Messina-Lanthorn, Delegate, Franklin County Recorder

ALSO PRESENT:

Mr. Adam Frumkin, FCDC Chief Information Officer
Ms. Julie Lust, FCDC Director, Financial Services
Ms. Jessica Wilkins-Bibbs, FCDC Director, HR
Mr. Nick Soulas, County Prosecutor
Ms. Beverlyn Johns, Business Services Manager
Mr. Conrad Michael, Director PMO
Mr. Jeff Sanders, Director Enterprise Architecture
Ms. Nikki Milburn, Director Information Security
Ms. Chloe Broom, Executive Administrative Assistant

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<tr>
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<tr>
<td>Adjournment</td>
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Monday Morning Session,
April 1, 2019.

---

CALL TO ORDER

SECRETARY STINZIANO: We'll go ahead and call the meeting to order. First order of business is our Secretary Comments.

MR. FRUMKIN: Good morning. How is everybody doing this morning? I wanted to give a quick bio of who I am, and then we'll get into the comments as well, so.

I'm Adam Frumkin. I'm the new Chief Information Officer for the Data Center for Franklin County.

MS. O'SHAUGHNESSY: Can everybody hear?

MR. FRUMKIN: Sorry?

MS. O'SHAUGHNESSY: Speak up.

MR. FRUMKIN: Oh, sorry.

I have a little more than 20 years of experience overall in both the public and private sector, IT and consulting and different types of information technology overall.

I've been with a public entity here in Ohio. I was the CIO for 9.6 years there, before I
left to go back into consulting. And while I was there, I was also the President of PRISM which is Public Retirement Information Systems Management group, which is all the CIOs of all the retirement systems across the entire nation, including Canada and the Virgin Islands as well. So I have large experience, not just from a local perspective but nationally.

And I also not only do that, but my goals and what I've been focused on is strategic planning, technology, process reengineering, enterprise system implementation. And then I'm also an Adjunct Professor at both Ohio State and Ohio Dominican as well.

So, with that, I'll go ahead with the Secretary's Report.

---

SECRETARY'S COMMENTS

MR. FRUMKIN: In the Data Center, the Customer Service and Infrastructure Technology pillars are assisting the Franklin County Children's Services team with their migration from the State network -- to the State network. Excuse me.

Since last month's meeting, Business
Services has executed Master Service Agreements for Franklin County Office on Aging as well as Franklin County Purchasing. These agreements will provide the Data Center's customers with distinct roles and responsibilities for services received, in addition to delivering clarity concerning processes and delivery of information.

The Enterprise Solutions Team has identified and expanded the Board of Elections' Intellivue application to now include their Human Resources and Fiscal documentation. With the expansion, all documents will be stored digitally versus the previous paper form. The Project Management Team successfully closed the Franklin County Auditor's office's "Special Forms Transition" project.

Of late, the Data Center was able to negotiate additional maintenance and hardware credits of $76,717, which represents 8 percent of the total cost for the data back-up and recovery solution passed last month in Resolution 19-018. The solution should be ready for installation and implementation within the next four to six weeks.

The umbrella MSA RFP project, with
third-party vendor Sophisticated Systems, Incorporated, has been placed on hold, pending administration's review and direction of the initiative.

The firewall replacement project is nearing completion. As part of the replacement, website filtering was switched to the new firewall devices, so some users may have recently experienced additional restrictions on the websites that they can visit. While every effort has been made to provide a like service, there may be instances where the website classification changes are needed. In that case, we advised the IT contacts to be first to review the need for access to the site and then reach out to the Data Center Information Security team to take the appropriate action for that site.

The e-mail migration project that the Infrastructure team is performing will also bring with it added security features in the form of an external e-mail notification that will be displayed on e-mails that are received from senders that are not part of the county network. The notification is to encourage all users to be cautious when clicking on links and opening attachments from external
sources.

The information security policy will be undergoing a transformation as well. As sections are completed, we'll be working with the agencies in seeking feedback related to these policies.

As an update on the Sailpoint project, integration is underway and the Center will be piloting self-service password reset functionality within the Data Center and then will be phasing a rollout to all the agencies within the county.

Please be on the lookout for communication from the Information Security team in the next few weeks related to all these items that have been spoken about.

The Server team was also able to take space consumed on our production storage appliances from the 90th percentile down to the 60th percentile by optimizing the space organization. We are also now seeing decreased latency with IO requests.

Lastly, approximately 15-plus engineering requests are currently in the queue or awaiting resources. In order to provide acceptable service to our agencies, the Data Center team has brought several requests back in house from the managed service provider,
including the Lobby Central app upgrade, SL -- SSL security certificates, and also server analysis.

You also may notice at each seat you have a copy of the Operations Report, and I'd like you to feel free to look at that at your leisure, and please respond back to me with any questions that you may have.

Barring any questions or comments -- does anybody have any questions or comments?

MS. O'SHAUGHNESSY: I have a question.

MR. FRUMKIN: Please.

MS. O'SHAUGHNESSY: We had slow access to Case Information Online. I understand there was a fix in order. Where are we with that?

MR. SANDERS: With the CIO app, we've been pulling more images from Cloud Azure storage back locally, year by year, or a year at a time. We have been restricting access from places that we -- we basically put in rate limiting on it so that we restrict access from IP addresses that essentially have known bots or something that's going out and automating, hitting that and pulling back data.

I have not heard of necessarily any issues in the last couple of weeks. We've had a
couple of IPs that have been blocked that are legitimate that we've added into the white list and those are resolved immediately. So in the last month, I actually don't know of any issues with CIO access. If -- there might be somebody else in this room who might be able to say if there's been any other issues, but I don't know of any.

MS. O'SHAUGHNESSY: We had a significant amount of phone calls, several weeks ago. They have diminished considerably as you continue to migrate from the cloud back to the server. So, certainly the next time you make a change like that and diminish the access by the legal community, please let us know what you're doing so that we have an opportunity to tell the legal community what's going on.

MR. SANDERS: Uh-huh.

MR. FRUMKIN: Thank you. I'll take that under advisement and I'll make sure we look into that. Thank you.

Barring any other questions, I'll refer back to Auditor Stinziano.

SECRETARY STINZIANO: Any other questions or comments?

I want to thank Adam. He's been on the
job a week, so I appreciate everyone's flexibility
and particularly the work with the office in getting
the Operations Report completed before today's
meeting.

---

APPROVAL OF MINUTES

SECRETARY STINZIANO: Next will be
approval of the minutes from the March 4th Board
meeting. Are there any amendments or corrections?
Seeing none, is there a motion for approval?

MS. O'SHAUGHNESSY: So moved.

MR. LUCKHAUPT: Second.

SECRETARY STINZIANO: All those in favor?

Any opposed? I'm going to abstain since I wasn't
here.

(Vote taken; motion passes.)

---

NEW BUSINESS

RESOLUTION 19-021

SECRETARY STINZIANO: Next, moving to New
Business. Resolution 19-021 regarding Franklin
County Salvage.

MS. LUST: There are only two items on
the salvage list this week, and those are two large
screens that were utilized throughout the courthouse. All the other ones that were positioned throughout the courthouse have been transferred to other agencies that can utilize them. These two were no longer able to be in service. So, pending any questions, we do request your approval of the resolution.

MS. O'SHAUGHNESSY: Move to approve.

MR. LUCKHAUP: Second.

SECRETARY STINZIANO: I have a motion and a second. All those in favor? Any opposed? The resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-022 AND RESOLUTION 19-023

SECRETARY STINZIANO: The next agenda item is Resolution 19-022, the Franklin County Office on Aging IT MSA; and Resolution 19-023, the Franklin County Purchasing Department IT MSA.

MS. BEVERLY JOHNS: Good morning, Data Board Members. We are seeking approval for the MSA for the Franklin County Office on Aging. There was a significant change with Office on Aging's MSA this year in that they have left our network.
In the past, we've been responsible for their internet. They have since left that responsibility and taken that on with that agency. They will be responsible for desktop services, server services, and network services. We will continue to host some web services for them. Outside of that, no other changes with that particular MSA. Pending any questions, I am asking for approval.

MS. BROOKS SULLIVAN: So moved.

MS. O'SHAUGHNESSY: Second.

SECRETARY STINZIANO: Hearing a motion and a second, all those in favor? Any opposed? The resolution is approved.

(Vote taken; motion passes.)

MS. BEVERLYN JOHNS: Next, we are seeking approval of Resolution No. 19-023, Purchasing -- Franklin County Purchasing Department's MSA. There are no major changes in this MSA. There are some special requirements that they have asked the Data Center to take care of during budget season; that's noted in Section 6.3. Outside of that, there are no major changes. Pending any questions, I am asking for approval.

SECRETARY STINZIANO: Any questions or
MR. LUCKHAUPT: Move to approve.

SECRETARY STINZIANO: Hearing a motion to approve.

MS. O'SHAUGHNESSY: Second.

MR. LEONARD: Second.

SECRETARY STINZIANO: Motion and a second. All those in favor? No opposition. The resolution is approved.

(Vote taken; motion passes.)

SECRETARY STINZIANO: Next, we do have some personnel resolutions. Is there a motion?

MR. LUCKHAUPT: Yeah, may I make a motion to take 19-028 out of sequence?

SECRETARY STINZIANO: If you must.

(Laughter.)

MR. LUCKHAUPT: Just because -- just because there's nothing -- it's a retirement, so.

SECRETARY STINZIANO: Okay. I'm fine with that.

---

RESOLUTION 19-028

SECRETARY STINZIANO: So now we'll hear Resolution 19-028.
MS. WILKINS-BIBBS: Good morning, Data
Board Members. We'd like to take this opportunity to
give some recognition, much deserved recognition to
Mark Ebbeskotte, who, after 33 years of service, will
retire from the Franklin County Data Center. His
last day is the 30th of April.

Mark has worked so diligently over the
years. I think his most-prized project was the --
let me get this right -- Child Daycare System, and
he's also supported other applications. He's known
for not taking any shortcuts no matter how complex an
application is. He likes to get in there, learn it
and do it very well.

In all my years at the Data Center, I
don't think Mark has missed a single day. He's just
that dedicated. He's known for being -- aside from
being dedicated, he's known for being very generous.
We'll miss him so much. He's very generous, kind,
caring. He's also very sarcastic; we've grown to
love that about Mark.

We want to wish you well in your
retirement. It's well deserved.

MR. EBBESKOTTE: Thank you.

MR. LUCKHAUPT: I have a few remarks
about Mark. I've worked with him over 20 years, and
I was there when he was supporting the daycare
application and he was always a consummate
professional. He stuck to his guns. He didn't take
-- you're right -- he didn't take shortcuts. He was
critical for that daycare application before the
State replaced it. Thanks, Mark.

(Applause.)

SECRETARY STINZIANO: Any other questions
or comments?

Seeing none, is there a motion to approve
Resolution 19-028?

MR. LUCKHAUPT: So moved.

MS. O'SHAUGHNESSY: Second.

SECRETARY STINZIANO: A motion and a
second. All those in favor? None opposed. Motion
passes.

(Vote taken; motion passes.)

---

MOTION TO HOLD EXECUTIVE SESSION

SECRETARY STINZIANO: Next, we do have
some personnel resolutions. Can I have a motion to
enter into Executive Session?

MR. LUCKHAUPT: So moved.
MS. O'SHAUGHNESSY: Second.

SECRETARY STINZIANO: We will take a roll call vote. Who normally calls the roll call vote?

MS. LUST: You do.

SECRETARY STINZIANO: I do?

MS. LUST: Yes.

SECRETARY STINZIANO: Okay.

Judge Brown.

JUDGE BROWN: Yes.

SECRETARY STINZIANO: Clerk O'Shaughnessy.

MS. O'SHAUGHNESSY: Yes.

SECRETARY STINZIANO: Commissioner O'Grady.

MR. LUCKHAUPT: Yes.

SECRETARY STINZIANO: Recorder O'Connor.

MS. MESSINA-LANTHORN: Yes.

SECRETARY STINZIANO: Treasurer Brooks Sullivan.

MS. BROOKS SULLIVAN: Yes.

SECRETARY STINZIANO: Director Leonard.

MR. LEONARD: Yes.

SECRETARY STINZIANO: Auditor Stinziano, aye. We'll now move into Executive Session. If you
need to retain anyone in the room to assist, you may
do so, but we request that only Board members and
representatives from the Prosecutor's Office please
stay.

(Thereupon, the Board moved into Executive
Session.)

---

ADJOURNMENT OF EXECUTIVE SESSION

SECRETARY STINZIANO: We will reconvene
from Executive Session. The minutes should reflect
that it was a unanimous vote to return from Executive
Session, and during the course of the Executive
Session, no votes were taken or discussion of votes
were taken.

---

RESOLUTION 19-024

SECRETARY STINZIANO: Next, we'll bring
forward Resolution 19-024.

MS. WILKINS-BIBBS: This resolution is
seeking approval for the 2 percent base salary
increase for all FCDC Staff members, as well as the
1-1/2 percent discretionary as funded by the Board of
Commissioners. Pending any questions, we request
your support of this resolution.
MS. BROOKS SULLIVAN: So moved.

MR. LUCKHAUPT: Second.

SECRETARY STINZIANO: Seeing a motion and a second, all those in favor, vote aye. Any nays?

The motion passes.

(Vote taken; motion passes.)

---

RESOLUTION 19-025

SECRETARY STINZIANO: Resolution 19-025.

MS. WILKINS-BIBBS: This resolution is seeking approval for the Data Board to delegate authority to the FCDC CIO to hire Server Engineer candidate --

MR. FRUMKIN: No. 25.

MS. LUST: No. 25.

MS. WILKINS-BIBBS: Oh, I skipped one.

I'm sorry. This is for approval of our CIO's salary.

SECRETARY STINZIANO: Any questions or comments? Seeing none, is there a motion for approval?

MS. O'SHAUGHNESSY: So moved.

MR. LUCKHAUPT: Second.

MS. BROOKS SULLIVAN: Second.

SECRETARY STINZIANO: Seeing a motion and
a second, all those in favor? Any opposed? Seeing none, the motion passes.

(Vote taken; motion passes.)

RESOLUTION 19-026 AND RESOLUTION 19-027

SECRETARY STINZIANO: Next, we do have two resolutions. The first resolution is 19-026. Instead of presenting this, though, we're going to have the Prosecutor explain --

MR. SOULAS: Yes, thank you.

SECRETARY STINZIANO: -- the recommendation.

MR. SOULAS: Thank you, Auditor Stinziano. It is the recommendation of the Prosecuting Attorney's Office that Resolutions 19-026 and 19-027 be withdrawn by the Board at this time because of concerns regarding the statutory authority in the way that these have been drafted. And it's our recommendation that the Data Center proceed in a slightly alternate route as the CIO will explain.

MR. FRUMKIN: So what the discussion around this was, was that we would withdraw these two resolutions at this time. We will move forward with selecting the candidate and bring it back to a
special-called Board meeting for approval so that we
can move forward with the hiring process in a timely
manner based on the history and the atmosphere of the
candidates in the Columbus area, so that we can move
forward on an expedited perspective when needed. So
we will then come back and ask for a special meeting
and then move forward from there. We will move
forward with selecting candidates for these two
resolutions and then bring them back.

SECRETARY STINZIANO: Any questions or
comments? Seeing none, is there a motion to withdraw
Resolution 19-026?

MR. LUCKHAUPT: So moved.

MS. O’SHAUGHNESSY: Second.

SECRETARY STINZIANO: I have a motion and
a second. All those in favor of withdrawing? Any
opposition? Seeing none, that motion is withdrawn.

(Vote taken; motion withdrawn.)

SECRETARY STINZIANO: Next, the
Prosecutor’s Office also spoke to it, Resolution
No. 19-027. Also a recommendation for withdrawal.
Is there a motion to withdraw Resolution No. 19-027?

MS. O’SHAUGHNESSY: So moved.

MS. BROOKS SULLIVAN: Second.
SECRETARY STINZIANO: A motion and a second. All those in favor, vote aye. Opposed? Seeing none, that motion is withdrawn.

(Vote taken; motion withdrawn.)

SECRETARY STINZIANO: That is all we have regarding resolutions and new business. Any other business before the Board?

MS. BROOKS SULLIVAN: It's good to have you here. I would like to welcome you formally.

MR. LEONARD: Yeah, welcome.

MS. O'SHAUGHNESSY: Welcome.

SECRETARY STINZIANO: I appreciate that.

Tell your Board members.

(Laughter.)

SECRETARY STINZIANO: Thank you.

Judge Brown?

JUDGE BROWN: No.

SECRETARY STINZIANO: Recorder's Office?

MS. MESSINA-LANTHORN: No.

SECRETARY STINZIANO: Commissioners?

MR. LUCKHAUPT: Welcome.

SECRETARY STINZIANO: Thank you.

Madame Clerk?

MS. O'SHAUGHNESSY: No.
SECRETARY STINZIANO: Director?

MR. LEONARD: Everything is running smoothly towards the May Primary.

SECRETARY STINZIANO: I was wondering.

You should have brought some of the equipment in so we could practice.

MR. LEONARD: Ah. Well, let's see --

SECRETARY STINZIANO: Not before the May.

MR. LEONARD: Another day. We will save it for another day. But I assure you, there are plenty of opportunities in the community, and we have a schedule on our website.

SECRETARY STINZIANO: I appreciate that, Director.

Any further comments? Seeing none, is there a motion to adjourn?

MR. LEONARD: Move to adjourn.

SECRETARY STINZIANO: Second?

MS. O'SHAUGHNESSY: Second.

SECRETARY STINZIANO: All those in favor?

(Vote taken; motion passes.)

SECRETARY STINZIANO: We are adjourned.

(Thereupon, at 9:13 a.m., the meeting adjourned.)
CERTIFICATE

I do hereby certify that the foregoing is a true and correct transcript of the proceedings taken by me in this matter on Monday, April 1, 2019, and carefully compared with my original stenographic notes.

Carolyn M. Burke, Registered Professional Reporter, and Notary Public in and for the State of Ohio.

My commission expires July 17, 2023.

---

Armstrong & Okey, Inc., Columbus, Ohio (614) 224-9481