Franklin County Automatic Data Processing Board

Clarence E. Mingo, II, Secretary/Chief Administrator
David R. Payne • Cheryl Brooks Sullivan • Kim Brown
Daniel J. O’Connor, Jr. • John O’Grady • Maryellen O’Shaughnessy • Edward J. Leonard

To: The Honorable Clarence E. Mingo, II, Secretary/Chief Administrator
Franklin County Data Processing Board

From: Franklin County Data Center

Date: February 4, 2019

Subject: Agenda for the Monday, February 4, 2019 Data Processing Board Meeting

The proposed agenda for the Monday, February 4, 2019 meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held in the FCDC Auditorium on the 9th floor of the Franklin County Courthouse, 373 South 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 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 Kim Brown, Member, Franklin County Court of Common Pleas
The Honorable Edward J. Leonard, Member, Franklin County Board of Elections
Mr. David R. Payne, Member, Franklin County Board of Elections
Robert Hinton, Delegate, Franklin County Recorder
Cindi Becker, Delegate, Franklin County Auditor
Larry McQuain, Delegate, Franklin County Auditor
Jim Holmes, Delegate, Franklin County Treasurer
Victoria Troy, Delegate, Franklin County Treasurer
Julie Grimes, Delegate, Franklin County Treasurer
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
Antone White, Delegate, Franklin County Clerk of Courts
Jennifer Goodman, Delegate, Franklin County Common Pleas Court
Michael Pittner, Delegate, Franklin County Common Pleas Court
AGENDA – Automatic Data Processing Board Meeting, February 4, 2019

9:00 A.M. Convene in Regular Session

- Call to order
- Secretary’s Comments
- Approve or amend the Minutes from the January 14, 2019 Board Meeting
- New Business

----- Resolution No. 19-010 Franklin County Salvage

----- Resolution No. 19-011 Franklin County Prosecuting Attorney’s Procurement Request- Laptop Replacements

----- Resolution No. 19-012 Franklin County Office on Aging Procurement Request- 2019 Information Technology Budget

----- Resolution No. 19-013 Franklin County Data Center Agency Information Technology Master Service Agreement – Franklin County Child Support Enforcement Agency

----- Resolution No. 19-014 Franklin County Data Center Agency Information Technology Master Service Agreement – Franklin County Treasurer’s Office

----- 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. 19-015 Personnel Action – All-Staff Base Salary Increase
  ----- Resolution No. 19-009 Personnel Action – New Hire – Server Engineer (Tabled 01/14/2019)

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

Reconvene in Regular Session

----- Resolution No. 19-015 Personnel Action – All-Staff Base Salary Increase
----- Resolution No. 19-009 Personnel Action – New Hire – Server Engineer (Tabled 01/14/2019)

Other Business

Adjourn
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Regular Monthly Meeting. :

PROCEEDINGS

Held at 373 South High Street, FCDC Auditorium, Ninth Floor, Columbus, Ohio, called on Monday, January 14, 2019.

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

Ms. Cindi Becker, Delegate, Franklin County Auditor

The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer

Mr. Robert Hinton, Delegate, Franklin County Recorder

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

Ms. Angela Mathews, Delegate, Franklin County Clerk of Courts

Mr. Michael Pifher, Delegate, Franklin County Court of Common Pleas

ALSO PRESENT:

Mr. Rick James, Data Center Chief Operating Officer
Ms. Julie Lust, FCDC Director, Financial Services
Ms. Jessica Wilkins-Bibbs, FCDC Director, Human Resources
Mr. Nick Soulas, County Prosecutor
Ms. Beverlyn Johns, Business Services Manager
Mr. Conrad Michael, Director PMO
Ms. Nikki Milburn, Director Information Security
Ms. Chloe Broom, Executive Administrative Assistant
AGENDA
-

ITEM
PAGE

4 Call to Order 4
5 Secretary's Comments 4
6 Approval of Minutes 6
7 New Business 6
8 Resolution 19-001 6
9 Resolution 19-002 7
10 Resolution 19-003 7
11 Resolution 19-004 8
12 Resolution 19-005 8
13 Resolution 19-006 10
14 Resolution 19-007 11
15 Resolution 19-008 13
16 Executive Session 14
17 Resolution 19-009 15
18 Other Business 16
19 Adjournment 17
-

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

January 14, 2019.

---

CALL TO ORDER

MS. BECKER: We'll go ahead and call our meeting to order.

The first order of business is Secretary Comments, and I'll defer to Rick James.

---

SECRETARY'S COMMENTS

MR. JAMES: Good morning, Data Board members. Due to a little longer than average agenda today, I'll be brief. So in the Customer Service pillar, the Portfolio Management Office officially closed two projects, Vets Analytics and the Kentico project, in the last month. We are actively working on 13 other projects.

Also the FCDC will be presenting another completed Master Services Agreement resolution to the Data Board this morning. This one is for the Franklin County Coroner's Office.

In the Governance pillar, the Data Center continues to work closely with Public Facilities Management on efforts to refresh the 8th Floor. We
are happy to report that most recently we have received updated flooring. New carpet has been installed in the office spaces, and the next step is for the flooring within all of our open areas to be replaced as well. That's that tile flooring.

In the Infrastructure Technology pillar, all agencies have been migrated to the new active directory structure. This, coupled with the upcoming upgrade to Exchange 2016, will better position Franklin County for migration into Office 365, as well as providing a more secure and easier to manage active directory structure.

In the Security pillar, engineering continues to respond to phishing attempts as well as attempted malware deployments, as this has become quite common. As we move closer to deployment, the team is expecting that the firewall replacement should aid in alleviating this.

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

MS. BECKER: And that concludes our Secretary Comments. Any -- okay. Sorry.

---
APPROVAL OF MINUTES

MS. BECKER: We'll do the approval of the minutes from the December 3 Board meeting. Are there any amendments or corrections?

MR. LEONARD: Move to approve.

MS. BECKER: Hearing none, motion for approval.

MS. BROOKS SULLIVAN: Second.

MS. BECKER: Being moved and seconded, the minutes from the December 3 Board meeting have been approved.

---

NEW BUSINESS

RESOLUTION 19-001

MS. BECKER: On to New Business. We have Resolution 19-001. Who is speaking to that?

MS. LUST: This will provide the Data Center the ability to approve on behalf of the Data Board for procurements less than $1,000.

MR. LUCKHAUPT: Move to approve.

MS. BROOKS SULLIVAN: Second.

MS. BECKER: Been moved and seconded. All those in favor. The resolution is approved.

(Vote taken; motion passes.)
RESOLUTION 19-002

MS. BECKER: Next is Resolution 19-002.

MS. LUST: And this will give the Data Board the ability to approve on behalf of the Data Board for procurements between $1,000 and $50,000. This includes all agencies other than the Data Center. We will continue to bring all of our resolutions still before this Board.

MS. BECKER: Okay. Questions? Comments?

MR. LUCKHAUPT: Move to approve.

MR. HINTON: Second.

MS. BECKER: It's been moved and seconded. Resolution 19-002 has been approved.

---

RESOLUTION 19-003

MS. BECKER: Next is Resolution 19-003, Salvage.

MS. LUST: And this is salvage that will be disposed of by Public Facilities Management. There is nothing unusual on this list this month.

MR. LEONARD: Move to approve.

MR. HINTON: Second.

MS. BECKER: Moved and seconded. All those in favor. Opposed. Hearing none, 19-003 has
been approved.

    (Vote taken; motion passes.)

    -- --

    RESOLUTION 19-004

    MS. BECKER: Next is 19-004, Data Center 2019 allocation and billing rates.

    MS. LUST: And these are the rates the Data Center will utilize to bill certain non-general fund agencies and programs. We will also use them for computer allocations for the countywide cost allocation plan. There were not any unusual changes this year. And most of the increases were due to increased security.

    Pending any questions, I do approve -- request your approval of these rates.

    MS. MATHEWS: So moved.

    MR. LUCKHAUP: Second.

    MS. BECKER: Being moved and seconded, anyone opposed. All those in favor. 19-004 is approved.

    (Vote taken; motion passes.)

    -- --

    RESOLUTION 19-005

    MS. BECKER: Next is Resolution 19-005,
Franklin County Auditor's procurement request.

MR. CHEN: Good morning, Data Center.
I'm Austin Chen, Chief Technologies Compliance Officer from the Auditor's Office.

Auditor's Office is seeking for the approval of server migration to Microsoft Azure environment. This migration aligns with the Auditor Office's technology roadmap as it moves servers and applications in the FCAO domain to a cloud environment designed for government use. The Auditor's Officer and Data Center have worked closely to complete technical reviews for this migration. We believe this is the cost effective solution we want to go to as it provides benefits including flexibility, disaster recovery, scalability, and security and compliance in federal, state, local government levels.

Pending any questions, I ask for your approval.

MS. BROOKS SULLIVAN: Move to approve.

MS. BECKER: There is a motion.

MR. LUCKHAUPT: I just had a question.

Will those be all your servers then?

MR. CHEN: Yes, yep.
MS. BECKER: Second?

MR. HINTON: Second.

MS. BECKER: It's been moved and seconded Resolution 19-005 has been approved. All those in favor. Opposed. Resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-006

MS. BECKER: Next is Resolution 19-006, Franklin County Engineer's procurement request.

MR. PHELPS: Michael Phelps, the Information Systems Manager for the County Engineer Cornell Robertson. This request encompasses the Engineer's entire IT budget for 2019 to be paid for with Engineer's funds.

MS. BECKER: Questions or comments?

MR. LUCKHAUPT: Move to approve.

MR. HINTON: Second.

MS. BECKER: It's been moved and seconded Resolution 19-006 has been approved. All those in favor. Opposed. Resolution is approved.

(Vote taken; motion passes.)

---
RESOLUTION 19-007

MS. BECKER: Next is Resolution 19-007, Franklin County Children Services' procurement request. Anyone from Children Services?

MS. MIDDLETON: Good morning. Hi. I'm Jeanne Middleton. I'm the IT Director at Franklin County Children Services.

This is an annual request we have for our staff augmentation. It will be similar to what we had last year. We will be upgrading our child abuse and neglect hotline. We will also be participating in the statewide EDMS, also known as Traverse. We've recently increased our OnBase presence and have moved to OnBase 18 internally so this will help us get positioned for Traverse and participating in that. We will also be working with ODJFS as we migrate our internet services there as well as Office 365.

Thank you.

MS. BECKER: Questions or comments? I just have one question. Will their movement to OnBase, will that be covered under our current service level agreement with them?

MS. LUST: They have their own instance of OnBase, and they are not joining the Franklin
County licensing. Am I correct, Jeanne?

MS. MIDDLETON: That is correct.

MR. LUCKHAUPT: But you are joining the State's OnBase instance, correct?

MS. MIDDLETON: That is correct for all child-related documentation for child welfare, case related. We'll be ultimately in Traverse at the State level, and all non-case related or non-discoverable as well as internal legal documents will remain on our OnBase.

MR. LUCKHAUPT: That would be an opportunity once you've made that migration to the State to look at the County's instance for those ancillary OnBase needs so.

MR. LEONARD: Are saying in terms of them being under such as a joint license or a --

MR. LUCKHAUPT: Yeah. They could be under the County umbrella for that part while all their cases are on the OnBase instance at the State.

MR. LEONARD: At the State license.

MS. LUST: We've negotiated a licensing agreement that all agencies within Franklin County can join our license at no additional charge and that would save them their licensing. I know as a County,
it's about $225,000 a year, so it's a substantial amount of money that could be saved.

MS. BECKER: Any other questions or comments? Motion to approve.

MR. HINTON: Move to approve.

MS. BECKER: Second?

MR. LEONARD: Second.

MS. BECKER: It's been moved and seconded Resolution 19-007 be approved. All those in favor. Opposed. Resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-008

MS. BECKER: Next is Resolution 19-008, Franklin County Data Center Agency Information Technology Master Service Agreement.

MS. JOHNS: Good morning, Honorable Data Board members. We are seeking approval for the Master Services Agreement for the Franklin County Coroner's Office.

There are no out of the ordinary changes to their agreement. Pretty standard. We may have to revisit it a little later in the year once they finish or move forward with building their new
building, but as of right now, their agreement is pretty standard to what we've had in the past years, so we are seeking approval.

MR. LUCKHAUPT: Motion to approve.

MS. BROOKS SULLIVAN: Second.

MS. BECKER: It's been moved and seconded Resolution 19-008 be approved. All those in favor. Opposed. Resolution is approved.

(Vote taken; motion passes.)

---

EXECUTIVE SESSION

MS. BECKER: Do we need to go into Executive Session?

MS. WILKINS-BIBBS: No.

MR. LUCKHAUPT: Yes.

MS. BECKER: We do. There has been a motion to go into Executive Session.

MR. LEONARD: I vote aye.

MS. BROOKS SULLIVAN: Aye.

MR. HINTON: Aye.

MR. LUCKHAUPT: Aye.

MS. MATHEWS: Aye.

MR. PIFHER: Aye.

MS. BECKER: I vote aye.
We are in Executive Session.

(Executive Session held.)

MR. LEONARD: Move that we come out of Executive Session.

MR. LUCKHAUPT: Second.

MS. BECKER: Moved and seconded. All those in favor. Opposed.

MR. LEONARD: Well, I think you have to take a roll-call. Aye.

MS. BROOKS SULLIVAN: Aye.

MR. HINTON: Aye.

MR. LUCKHAUPT: Aye.

MS. MATHEWS: Aye.

MR. PIFHER: Aye.

MS. BECKER: Aye. We are out of Executive Session. Okay. The minutes should reflect that it was a unanimous vote to return from Executive Session. During the course of Executive Session, no votes were taken or decisions were made.

---

RESOLUTION 19-009

MS. BECKER: So we will proceed to Resolution 19-009, personnel action, new hire, server engineer.
MR. LUCKHAUPT: And I move to table that resolution.

MR. LEONARD: Second that motion.

MS. BECKER: All those in favor. All those opposed. Resolution 19-009 will be tabled.

(Vote taken; motion passes.)

---

OTHER BUSINESS

MS. BECKER: Any other business?

MR. LUCKHAUPT: I would like to make another motion to approve $100,000 consulting services for the Data Center. Nick, can I do that, to make a motion for approval of that?

MR. SOULAS: I think so. Do you have a vendor in mind or is this generic?

MS. WILKINS-BIBBS: We do. Anomo Services or Guide Soft.


MR. SOULAS: Is that an existing arrangement?

MR. LUCKHAUPT: It's a State term contract, and it's basically a single vendor that pulls together many vendors, and they've negotiated that through DAS.
MR. SOULAS: Okay.

MR. LUCKHAUPT: So I move for approval of up to $100,000 of expenditures for service support.

MS. BECKER: Do we need a resolution for that though?

MS. LUST: We actually have an existing resolution for that, and then we can pass one later if that is -- additionals are needed over and above what's already been approved by this Board. It was approved at the Data Board in December, so we can do that.

MS. BECKER: Motion to approve Adam's motion of authorizing that $100,000 in services.

MS. MATHEWS: So moved.

MS. BROOKS SULLIVAN: Second.

MS. BECKER: All those in favor. Motion approved.

(Vote taken; motion passes.)

MS. BECKER: Any other business?

MR. LEONARD: Move to adjourn.

MS. BECKER: We're adjourned.

(Thereupon, at 9:27 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, January 14, 2019, and carefully compared with my original stenographic notes.

Karen Sue Gibson, Registered Merit Reporter.

(KSG-6675)
# RESOLUTION NO. 19-010

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER EQUIPMENT SALVAGE

## Voting Aye thereon

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarence E. Mingo, II</td>
<td>Secretary, Administrator</td>
</tr>
<tr>
<td></td>
<td>Franklin County Auditor</td>
</tr>
<tr>
<td>Kim Brown</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Judge, Franklin County Court of Common Pleas</td>
</tr>
<tr>
<td>Maryellen O'Shaughnessy</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Clerk of Courts</td>
</tr>
<tr>
<td>John O'Grady</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Commissioner</td>
</tr>
<tr>
<td>Daniel O'Connor</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Recorder</td>
</tr>
<tr>
<td>Cheryl Brooks Sullivan</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Treasurer</td>
</tr>
<tr>
<td>Edward J. Leonard</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Director, Franklin County Board of Elections</td>
</tr>
<tr>
<td>David Payne</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Deputy Director, Franklin County Board of Elections</td>
</tr>
</tbody>
</table>

## Voting Nay thereon

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarence E. Mingo, II</td>
<td>Secretary, Administrator</td>
</tr>
<tr>
<td></td>
<td>Franklin County Auditor</td>
</tr>
<tr>
<td>Kim Brown</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Judge, Franklin County Court of Common Pleas</td>
</tr>
<tr>
<td>Maryellen O'Shaughnessy</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Clerk of Courts</td>
</tr>
<tr>
<td>John O'Grady</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Commissioner</td>
</tr>
<tr>
<td>Daniel O'Connor</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Recorder</td>
</tr>
<tr>
<td>Cheryl Brooks Sullivan</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Franklin County Treasurer</td>
</tr>
<tr>
<td>Edward J. Leonard</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Director, Franklin County Board of Elections</td>
</tr>
<tr>
<td>David Payne</td>
<td>Member</td>
</tr>
<tr>
<td></td>
<td>Deputy Director, Franklin County Board of Elections</td>
</tr>
</tbody>
</table>
RESOLUTION NO. 19-010

FEBRUARY 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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 recommended 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>Animal Control &amp; Care</td>
<td>Printer</td>
<td>1</td>
</tr>
<tr>
<td>Auditor</td>
<td>Desktop PC</td>
<td>8</td>
</tr>
<tr>
<td>Auditor</td>
<td>Tablet PC</td>
<td>1</td>
</tr>
<tr>
<td>Auditor</td>
<td>Smartphone</td>
<td>1</td>
</tr>
<tr>
<td>Auditor</td>
<td>Laptop PC</td>
<td>8</td>
</tr>
<tr>
<td>Auditor</td>
<td>Monitor</td>
<td>35</td>
</tr>
<tr>
<td>Auditor</td>
<td>Printer</td>
<td>2</td>
</tr>
<tr>
<td>Auditor</td>
<td>Scanner</td>
<td>1</td>
</tr>
<tr>
<td>Clerk of Courts</td>
<td>Monitor</td>
<td>36</td>
</tr>
<tr>
<td>Clerk of Courts</td>
<td>Desktop PC</td>
<td>13</td>
</tr>
<tr>
<td>Clerk of Courts</td>
<td>Printer</td>
<td>2</td>
</tr>
<tr>
<td>Child Support Enforcement</td>
<td>Digital Voice Log</td>
<td>1</td>
</tr>
<tr>
<td>Data Center</td>
<td>Desktop PC</td>
<td>11</td>
</tr>
<tr>
<td>Data Center</td>
<td>Laptop PC</td>
<td>7</td>
</tr>
<tr>
<td>Data Center</td>
<td>Tablet PC</td>
<td>1</td>
</tr>
<tr>
<td>Data Center</td>
<td>Monitor</td>
<td>34</td>
</tr>
<tr>
<td>Data Center</td>
<td>Printer</td>
<td>1</td>
</tr>
<tr>
<td>Data Center</td>
<td>Projector</td>
<td>4</td>
</tr>
<tr>
<td>Data Center</td>
<td>Digital Camera</td>
<td>1</td>
</tr>
<tr>
<td>Data Center</td>
<td>Storage device (NAS)</td>
<td>2</td>
</tr>
<tr>
<td>Data Center</td>
<td>Rack Console</td>
<td>7</td>
</tr>
<tr>
<td>Data Center</td>
<td>Server</td>
<td>1</td>
</tr>
<tr>
<td>Prosecuting Attorney</td>
<td>Desktop PC</td>
<td>1</td>
</tr>
<tr>
<td>Prosecuting Attorney</td>
<td>Laptop PC</td>
<td>2</td>
</tr>
<tr>
<td>Prosecuting Attorney</td>
<td>Monitor</td>
<td>8</td>
</tr>
<tr>
<td>Prosecuting Attorney</td>
<td>Printer</td>
<td>2</td>
</tr>
<tr>
<td>Prosecuting Attorney</td>
<td>DVD Duplicator</td>
<td>1</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Desktop PC</td>
<td>8</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Laptop PC</td>
<td>4</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Docking Station</td>
<td>5</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Monitor</td>
<td>20</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Printer</td>
<td>2</td>
</tr>
</tbody>
</table>
RESOLUTION NO. 19-011
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PROSECUTING ATTORNEY'S
PROCUREMENT REQUEST
LAPTOP REPLACEMENTS

Voting Aye thereon

Clarence E. Mingo, II, 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

Clarence E. Mingo, II, 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. 19-011

FEBRUARY 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PROSECUTING ATTORNEY’S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
LAPTOP REPLACEMENT

WHEREAS, in accordance with Ohio Revised Code Section 307.842, the Franklin County Automatic Data Processing Board (ADP 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, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

WHEREAS, the attached list describes those purchases the Data Center Chief Information Officer feels are required to continue the normal and usual operation of the Data Center; and,

WHEREAS, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners’ approval, and,

WHEREAS, in accordance with Ohio Revised Code Section 307.845, the funds of the County Automatic Data Processing Board shall be disbursed by the County Auditor's warrant drawn on the county treasury five days after receipt of a voucher approved by a majority of the County Automatic Data Processing Board;

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the expenditure of funds and grants the Data Center Chief Information Officer, authorization to approve these requisitions in MUNIS.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Information Officer to sign the vouchers, referencing this resolution, on behalf of the Automatic Data Processing Board and submit the vouchers to the Auditor for further processing.
Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #19-011
Date: February 4, 2019

Title: Laptop Replacements
Request Number: 2019431
Agency: Franklin County Prosecuting Attorney
Amount: $58,000
Category: Other Hardware

Business Needs and Justification
The Prosecuting Attorney’s office has a need to use laptops during trial and to work remotely. The existing ultrabooks are out of warranty and are no longer supported.

Risks
The risk of not replacing the ultrabooks could result in an interruption of mission critical work for the Prosecuting Attorney’s office.

Options other than this procurement
This is General Fund so there are no other options for procurement.

FCDC Recommendation
The FCDC recommends the approval of the Prosecuting Attorney’s office’s request to ensure that this office is able to perform mission critical functions without interruption.

Fiscal Information
Funding Source:
General Fund
Future Year Cost

2019 Impact $58,000

Submitted: Date: 1-16-19
RESOLUTION NO. 19-012
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY OFFICE ON AGING
PROCUREMENT REQUEST
2019 INFORMATION TECHNOLOGY BUDGET

Voting Aye thereon

Clarence E. Mingo, II, 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

Clarence E. Mingo, II, 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. 19-012

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY OFFICE ON AGING
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
2019 IT BUDGET

WHEREAS, in accordance with Ohio Revised Code Section 307.842, the Franklin County Automatic Data Processing Board (ADP 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, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

WHEREAS, the attached list describes those purchases the Data Center Chief Information Officer feels are required to continue the normal and usual operation of the Data Center; and,

WHEREAS, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners’ approval, and,

WHEREAS, in accordance with Ohio Revised Code Section 307.845, the funds of the County Automatic Data Processing Board shall be disbursed by the County Auditor's warrant drawn on the county treasury five days after receipt of a voucher approved by a majority of the County Automatic Data Processing Board;

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the expenditure of funds and grants the Data Center Chief Information Officer, authorization to approve these requisitions in MUNIS.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Information Officer to sign the vouchers, referencing this resolution, on behalf of the Automatic Data Processing Board and submit the vouchers to the Auditor for further processing.
Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #19-012
Date: February 4, 2019

Title: 2019 IT Budget
Request Number: 2019114
Agency: Franklin County Office on Aging
Amount: $401,431
Category: Other Hardware

**Business Needs and Justification**

The Office on Aging maintains and manages its own technology to support 600 users over dozens of physical locations, leveraging the Data Center for some back-end services such as Microsoft Exchange and MUNIS.

The Office on Aging has submitted its entire hardware, software and support services budget for FY 2019 in order to ensure that the agency can carry out the agency’s mission in the most efficient and cost effective manner possible. Items in this document will be purchased throughout FY 2019 utilizing agency funds.

**Risks**

The risks involved would include not being able to meet our business IT needs to our staff members in a timely manner for hardware, software, and maintenance; therefore, impacting services to our customers.

**Options other than this procurement**

The only other option would be to submit LINK requests for each item, which is not efficient, effective, or fiscally responsible.

**FCDC Recommendation**

**Fiscal Information**

Funding Source:

Future Year Cost

2019 Impact: $401,431

Submitted: 

Date: 1/23/19
<table>
<thead>
<tr>
<th>Voting Aye thereon</th>
<th>Voting Nay thereon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarence E. Mingo, II, Secretary, Administrator</td>
<td>Clarence E. Mingo, II, Secretary, Administrator</td>
</tr>
<tr>
<td>Franklin County Auditor</td>
<td>Franklin County Auditor</td>
</tr>
<tr>
<td>Kim Brown, Member</td>
<td>Kim Brown, Member</td>
</tr>
<tr>
<td>Judge, Franklin County Court of Common Pleas</td>
<td>Judge, Franklin County Court of Common Pleas</td>
</tr>
<tr>
<td>Maryellen O'Shaughnessy, Member</td>
<td>Maryellen O'Shaughnessy, Member</td>
</tr>
<tr>
<td>Franklin County Clerk of Courts</td>
<td>Franklin County Clerk of Courts</td>
</tr>
<tr>
<td>John O'Grady, Member</td>
<td>John O'Grady, Member</td>
</tr>
<tr>
<td>Franklin County Commissioner</td>
<td>Franklin County Commissioner</td>
</tr>
<tr>
<td>Daniel O'Connor, Member</td>
<td>Daniel O'Connor, Member</td>
</tr>
<tr>
<td>Franklin County Recorder</td>
<td>Franklin County Recorder</td>
</tr>
<tr>
<td>Cheryl Brooks Sullivan, Member</td>
<td>Cheryl Brooks Sullivan, Member</td>
</tr>
<tr>
<td>Franklin County Treasurer</td>
<td>Franklin County Treasurer</td>
</tr>
<tr>
<td>Edward J. Leonard, Member</td>
<td>Edward J. Leonard, Member</td>
</tr>
<tr>
<td>Director, Franklin County Board of Elections</td>
<td>Director, Franklin County Board of Elections</td>
</tr>
<tr>
<td>David Payne, Member</td>
<td>David Payne, Member</td>
</tr>
<tr>
<td>Deputy Director, Franklin County Board of Elections</td>
<td>Deputy Director, Franklin County Board of Elections</td>
</tr>
</tbody>
</table>
RESOLUTION NO. 19-013

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

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 Child Support Enforcement Agency
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 Child Support Enforcement Agency  
Dolores Torriero  
80 E. Fulton St.  
(614) 525-3219  
Dolores.Torriero@jfs.ohio.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>Susan Brown</td>
<td>614-525-6030</td>
<td><a href="mailto:Susan.Brown@its.state.ohio.gov">Susan.Brown@its.state.ohio.gov</a></td>
</tr>
<tr>
<td>Dolores Torriero</td>
<td>614-525-3219</td>
<td><a href="mailto:Dolores.Torriero@jfs.ohio.gov">Dolores.Torriero@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>David Kowaleski</td>
<td>614-525-6400</td>
<td><a href="mailto:David.Kowaleski@jfs.ohio.gov">David.Kowaleski@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>Emily Sacksteder</td>
<td>614-525-7153</td>
<td><a href="mailto:Emily.Sacksteder@jfs.ohio.gov">Emily.Sacksteder@jfs.ohio.gov</a></td>
</tr>
<tr>
<td>Thomas Crum</td>
<td>614-525-7191</td>
<td><a href="mailto:Thomas.Crum@jfs.ohio.gov">Thomas.Crum@jfs.ohio.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></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Susan Brown</td>
<td>614-525-6030</td>
<td><a href="mailto:Susan.Brown@ifss.state.ohio.gov">Susan.Brown@ifss.state.ohio.gov</a></td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Dolores Torriero</td>
<td>614-525-3219</td>
<td><a href="mailto:Dolores.Torriero@ifss.ohio.gov">Dolores.Torriero@ifss.ohio.gov</a></td>
</tr>
<tr>
<td>David Kowaleski</td>
<td>614-525-6400</td>
<td><a href="mailto:David.Kowaleski@ifss.ohio.gov">David.Kowaleski@ifss.ohio.gov</a></td>
</tr>
<tr>
<td>Emily Sacksteder</td>
<td>614-525-7153</td>
<td><a href="mailto:Emily.Sacksteder@ifss.ohio.gov">Emily.Sacksteder@ifss.ohio.gov</a></td>
</tr>
<tr>
<td>Thomas Crum</td>
<td>614-525-7191</td>
<td><a href="mailto:Thomas.Crum@ifss.ohio.gov">Thomas.Crum@ifss.ohio.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>Susan Brown</th>
<th>614-525-6030</th>
<th><a href="mailto:Susan.Brown@ifss.state.ohio.gov">Susan.Brown@ifss.state.ohio.gov</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dolores Torriero</td>
<td>614-525-3219</td>
<td><a href="mailto:Dolores.Torriero@ifss.ohio.gov">Dolores.Torriero@ifss.ohio.gov</a></td>
</tr>
<tr>
<td>David Kowaleski</td>
<td>614-525-6400</td>
<td><a href="mailto:David.Kowaleski@ifss.ohio.gov">David.Kowaleski@ifss.ohio.gov</a></td>
</tr>
<tr>
<td>Emily Sacksteder</td>
<td>614-525-7153</td>
<td><a href="mailto:Emily.Sacksteder@ifss.ohio.gov">Emily.Sacksteder@ifss.ohio.gov</a></td>
</tr>
<tr>
<td>Thomas Crum</td>
<td>614-525-7191</td>
<td><a href="mailto:Thomas.Crum@ifss.ohio.gov">Thomas.Crum@ifss.ohio.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>Susan Brown</th>
<th>614-525-6030</th>
<th><a href="mailto:Susan.Brown@ifss.state.ohio.gov">Susan.Brown@ifss.state.ohio.gov</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emeka Okafor</td>
<td>614-525-7677</td>
<td><a href="mailto:Emeka.Okafor@ifss.ohio.gov">Emeka.Okafor@ifss.ohio.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 Child Support Enforcement Agency (CSEA). This MSA is entered by FCDC and CSEA and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or CSEA determine that material changes to services or the needs of CSEA 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 CSEAs, 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 CSEA. 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 CSEA 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.

2.1) CHARGES FOR SERVICES

A. SCHEDULE OF CHARGES AND DESCRIPTIONS

Charges for services rendered are based on actual usage. The rates used in calculating charges for services shall not exceed the individual unit rates as computed and recommended by MAXIMUS, Inc.; as referenced on the 2019 rate sheet. The individual unit rates in Schedule-1 are hereby incorporated by reference.

The Data Center provides information technology services including:

1) Machine Use
   i) iSeries (Program - 200)
      (a) iSeries CPU Minutes: The amount of time a computer’s processor spends running a process performing such tasks as executing a system call, updating a display, performing a calculation on an agency’s application. Batch and Interactive CPU minutes processed by the iSeries.
      (b) iSeries I/O Transactions: A measure of CPU utilization. Every time data is read from or written to peripheral devices such as disks or workstations from the iSeries during an application process I/O transactions are generated. Interactive I/O transactions are immediate responses to an application. Batch I/O is a series of non-interactive transactions processed at the same time. The cost pool only looks at interactive transactions.
(c) iSeries Storage: The total percentage of storage space determined by a monthly snapshot of an agency’s disk space storage on the iSeries servers required by their applications.

ii) Windows Machine Use (Program - 200)
(a) Windows Web Server and File Server MB: Disk storage in megabytes that an agency’s web application or files utilize on the FCDC web or file servers or Storage Area Networks (SANS).
(b) Imaging MB: A monthly snapshot of storage in megabytes of digitized documents by an agency’s imaging application on FCDC or agency-owned SANS. Storage is used as the unit of measure for this cost pool, but the pool includes all costs associated with the scanning application and back-up of the files.
(c) Windows Exchange Server Number of E-mail Accounts: The number of e-mail accounts on the Franklin County exchange servers. Includes SPAM and back-up services. Mailbox storage up to 200 MB per mailbox and attachments up to 50 MB.
(d) Windows Database Server CPU Minutes: The amount of time the database servers’ processors spend running a process performing such tasks as executing a system call, updating a display, or performing a calculation on an agency’s application. Includes SQL databases, business intelligence, imaging applications, and back-up services.
(e) VMware Virtual Servers: Environment of shared resources to ensure response time, availabilities and economies. Measured in percent of utilization of the environment and includes back-up services.
(f) Microsoft Office SharePoint Services (MOSS): Environment to allow collaboration, portals, enterprise search, content management, create workflow and electronic form creation and business intelligence for a more efficient workplace. Measured in percent of utilization of the environment and includes back-up services.

iii) Machine Related:
(a) Network Connection: The software, hardware and processes that protect the Franklin County IT infrastructure and the integrity of all data on the Franklin County network while providing and monitoring access through network, intranet, internet, VPN or dial-up connections. The Franklin County Data Center provides 200 MB per second Internet services (ISP), data encryption, global network infrastructure issue resolution, file access privileges, password changes and anti-virus, image deployment and management, web filtering and spam blocking software and updates to ensure the integrity of Franklin County workstations and improve security and workplace efficiency. Charges are allocated per number of workstations rate set by the Franklin County Data Board.
(b) iSeries Connection: The software, hardware and processes that protect the Franklin County IT infrastructure and the integrity of all data on the iSeries FCJS, FCDC1 or FCDC2 partitions while providing and monitoring access through network, intranet, internet, VPN or dial-up connections. This connection does not include access to ISP services, the Windows servers (exchange, file servers or SANS, database servers, imaging application or Web Focus), web filtering services, or spam blocking services. Charges are allocated per number of workstations rate set by the Franklin County Data Board. (Note: this connection is charged instead of the Network Connections for those accessing only the iSeries on the Franklin County Network.)
(c) Dedicated Equipment Hosting: Hosting of an agency owned server to include routine maintenance, monitoring and backup of data. Includes servers at the county complex, the disaster recovery site.

(d) Print Services: The percent of the total pages and images processed by the iSeries and Windows print servers. Includes hardware, software, maintenance, material and labor cost to provide print services on the Franklin County data network.

2) Professional Services (Various programs)
   (a) Project Services (400, 405, 500): Management, communication or analysis associated with projects or tasks. This service includes management of information systems requirements, contract services, project management, management of infrastructure projects, business analysis, project and programming research to define business rules, processes and requirements, meetings, phone or written correspondence.

   (b) Application Development Programming (600, 602, 604, 605, 630, 632, 634, 670): Programming by the I-Series application team to perform development, enhancements, maintenance, application research (code) or documentation, information gathering or distribution activities.

   (c) Web Services (605, 630, 632, 634, 670, 680): Research, design, documentation and distributions activities by the Web application team to create, enhance or maintain web sites, applications, desktop publishing or graphic design.

   (d) Enterprise Solutions (660): Database administration, development, conversion, data management, MUNIS maintenance, performance inspection and information gathering and distribution activities.

   (e) Server Support and Consulting (702): Server set up, application and software installation, troubleshooting, upgrades, other planning and design services and information gathering and distribution activities.

   (f) Network Support and Maintenance (700): Installation and maintenance of the network infrastructure for an agency and information gathering and distribution activities.

   (g) Desktop Support (200): Deploy, maintain or troubleshoot a desktop computing or peripheral item and information gathering, acquisition and distribution activities.

3) Miscellaneous – (Program 200)
   i) Salvage: Secure and destroy all data housed on the unit and dispose of the hardware in a manner that meets or exceeds all environmental and Franklin County standards.

      (a) Desktop computer, laptops or servers: The unit will have all data on the hard drive removed, tracked for data board approval and disposed.

      (b) All other items including monitors, printers, smartphones, or misc. items. The units will be tracked for data board approval and disposed.

   ii) Facility Use:

      (a) FCDC Training Room: ½ day unit use of the FCDC training room, projector and desktop units.

B. BUDGET

All charges for these services are calculated based on the recommendation of DMG–MAXIMUS, Inc. and the Data Center (Schedule-1). Usage estimates for the services
(Schedule-2) are compiled from actual previous usage records of CUSTOMER or are estimated by the Data Center, based on actual usage records of a similar user for the same services. Usage for certain services may, at the election of the Data Center, be projected or estimated by Customer and accepted by the Data Center for purposes of providing a maximum expenditure figure for the term of this agreement. (Conversation with our fiscal team)

C: Accounting for Services Provided

All services provided by FCDC for CUSTOMER will be invoiced monthly. Invoicing will be due no later than thirty (30) days after receipt of invoices. See invoice and payment cycle below. The CUSTOMER will pay 100% of costs to the provider from its existing budget, then the CUSTOMER will make application for Federal reimbursement. The Federal reimbursement rate is currently 66%. Payment shall be by check or warrant, made payable to:

FRANKLIN COUNTY DATA CENTER
373 South High Street, 9th Floor
Columbus, Ohio 43215-4599

Invoices will be sent to:
Director
Child Support Enforcement Agency
80 East Fulton; 3rd Floor
Columbus, Ohio 43215-6303

<table>
<thead>
<tr>
<th>Billing Month</th>
<th>Invoice Date:</th>
<th>Payment Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>April 12</td>
<td>May 24</td>
</tr>
<tr>
<td>April</td>
<td>May 17</td>
<td>June 21</td>
</tr>
<tr>
<td>May</td>
<td>June 14</td>
<td>July 19</td>
</tr>
<tr>
<td>June</td>
<td>July 19</td>
<td>August 23</td>
</tr>
<tr>
<td>July</td>
<td>August 16</td>
<td>September 20</td>
</tr>
<tr>
<td>August</td>
<td>September 13</td>
<td>October 18</td>
</tr>
<tr>
<td>September</td>
<td>October 11</td>
<td>November 22</td>
</tr>
<tr>
<td>October</td>
<td>November 15</td>
<td>December 20</td>
</tr>
<tr>
<td>November</td>
<td>December 13</td>
<td>January 24, 2020</td>
</tr>
<tr>
<td>December</td>
<td>January 10, 2020</td>
<td>February 21, 2020</td>
</tr>
</tbody>
</table>

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 strengthening 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 CSEA and the CSEA 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 CSEA 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 provided by the State Ohio</td>
<td></td>
<td>X</td>
<td></td>
<td>State of Ohio</td>
</tr>
<tr>
<td>Desktop Services for all PC's and peripherals</td>
<td></td>
<td>X</td>
<td></td>
<td>Eight Dell Monitors and Eight HP Desktops for MUNIS, Timekeeping system hardware server, one server, Windows Operating System, and utility software, and FCDC provided printers.</td>
</tr>
<tr>
<td>Server Services and Support for County servers</td>
<td></td>
<td>X</td>
<td></td>
<td>Includes patch updates and daily backups</td>
</tr>
<tr>
<td>Network Service and Support for County Domain and County servers</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network Service and Support provided by the State of Ohio</td>
<td></td>
<td></td>
<td>X</td>
<td>State Ohio</td>
</tr>
<tr>
<td>MUNIS</td>
<td></td>
<td></td>
<td>X</td>
<td>Auditor's Office Primary Support</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>BFM</td>
<td></td>
<td>X</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>OnBase</td>
<td></td>
<td>X</td>
<td>FCDC responsible for OnBase Software, Infrastructure and backups</td>
<td></td>
</tr>
<tr>
<td>Timeforce</td>
<td>X</td>
<td>X</td>
<td>CSEA is responsible for the application and FCDC is responsible for server maintenance, infrastructure and administration</td>
<td></td>
</tr>
<tr>
<td>Agency Website</td>
<td>X</td>
<td>X</td>
<td>Shared responsibility: CSEA is responsible for the content. FCDC is responsible for the Infrastructure.</td>
<td></td>
</tr>
</tbody>
</table>

### 6.3) SPECIAL SUPPORT REQUIREMENTS:

**FTI COMPLIANCE**

The FCDC will work in good faith with our stakeholders to procure the necessary resources required (funding, personnel, etc.) and work toward bringing the IT operations into compliance with Exhibit 7-IRS Publication 1075 in the following areas:

**Personnel**

- Background reviews for the FCDC full time employees and contractors
- Authorized use of sub-contractors
- Workstation access control policies for both onsite and remote contractors and sub-contractors.
- Training and compliance administration
FTI Data Handling

- Physical security of equipment in the FCDC sites (primary and secondary)
- Logical security - user authentication/ fine grained entitlements/ and role-based authentication
- Segregation of data, processing, storing, and transmitting
- Offsite storage backup and protection

The FCDC will provide quarterly updates to provide CSEA with FTI compliance status reports. Also, the FCDC will provide needed resources and information for inspections with State and Federal entities.

Recordkeeping

- Logging
- Collection
- Periodic Review
- Disposal

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@franklincountyoiohio.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:Beverly.johns@franklincountyohio.gov">Beverly.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</td>
</tr>
<tr>
<td></td>
<td>• No production or Individual End User affected</td>
<td>resolved</td>
</tr>
<tr>
<td></td>
<td>• Alternative approach is available and or fix can be deferred until</td>
<td>• Technician assigned and first contact within 1 normal business hour</td>
</tr>
<tr>
<td></td>
<td>acceptable maintenance window</td>
<td>• Resolved within 24 normal business hours</td>
</tr>
<tr>
<td>3</td>
<td>Minor Business Impact</td>
<td>• Incidents that degrade business service but do not prevent its delivery</td>
</tr>
<tr>
<td></td>
<td>• Incidents that degrade business service but do not prevent its delivery</td>
<td>• Component, procedure, is not critical to customer business function</td>
</tr>
<tr>
<td></td>
<td>• Component, procedure, is not critical to customer business function</td>
<td>• Service outage but alternative workaround is available</td>
</tr>
<tr>
<td></td>
<td>• Service outage but alternative workaround is available</td>
<td>• Incident Technical Contact and Resolution Goals</td>
</tr>
<tr>
<td>Priority</td>
<td>Description</td>
<td>Incident Tech Contact and Resolution Goals</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<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></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>---</td>
<td>------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1</td>
<td>16 business hours</td>
<td>Standard item procurement: Technical review, Security review, recommendation, <em>quote and facilitate ADPB approval under $50,000</em></td>
</tr>
<tr>
<td>1</td>
<td>2 weeks</td>
<td>Non-Standard item procurement: Technical review, Security review, recommendation, <em>quote and facilitate ADPB approval under $50,000</em></td>
</tr>
<tr>
<td>1</td>
<td>2 months</td>
<td>Non-Standard item procurement: Technical review, Security review, recommendation, <em>quote and facilitate ADPB approval over $50,000</em></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

*Or as required by IRS Publication 1075.*

**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 request to cse@franklincountyohio.gov.
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 CSEA only. CSEA and Data Center are to maintain a list of CSEA servers and it should be sent to CSEA 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:

__________________________  ____________________________
Richard V. James                  Customer
Franklin County Data Center

1/20/19  1/22/19
Date     Date

__________________________  ____________________________
Richard V. James, COO           Susan A. Brown, Director, FOOSFA
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. 19-014
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY TREASURER'S OFFICE

Voting Aye thereon

Clarence E. Mingo, II, 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

Clarence E. Mingo, II, 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
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 Treasurer’s Office
1.0) CONTACT INFORMATION

To better serve our valued Customers, a single point of contact within the FCDC has been established for Customers.

1.1) CUSTOMER SUPPORT CENTER

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

1.2) CUSTOMER CONTACT INFORMATION

Franklin County Treasurer’s Office
Jim Holmes
373 S. High St., 17th Floor
Columbus, OH 43215
(614) 525-4311
jwholmes@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>Jim Holmes</td>
<td>614-525-4311</td>
<td><a href="mailto:jwholmes@franklincountyohio.gov">jwholmes@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Victoria Troy</td>
<td>614-525-3201</td>
<td><a href="mailto:vdtroy@franklincountyohio.gov">vdtroy@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>Jim Holmes</td>
<td>614-525-4311</td>
<td><a href="mailto:jwholmes@franklincountyohio.gov">jwholmes@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Victoria Troy</td>
<td>614-525-3201</td>
<td><a href="mailto:vdtroy@franklincountyohio.gov">vdtroy@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Phyllis Roberts</td>
<td>614-525-4449</td>
<td><a href="mailto:psrobert@franklincountyohio.gov">psrobert@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>Jim Holmes</td>
<td>614-525-4311</td>
<td><a href="mailto:jwholmes@franklincountyohio.gov">jwholmes@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Victoria Troy</td>
<td>614-525-3201</td>
<td><a href="mailto:vdtroy@franklincountyohio.gov">vdtroy@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Lillian Williams</td>
<td>614-525-3379</td>
<td><a href="mailto:jbwilla@franklincountyohio.gov">jbwilla@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>Jim Holmes</td>
<td>614-525-4311</td>
<td><a href="mailto:jwholmes@franklincountyohio.gov">jwholmes@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Victoria Troy</td>
<td>614-525-3201</td>
<td><a href="mailto:vdtroy@franklincountyohio.gov">vdtroy@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Mary McGovern</td>
<td>614-525-3444</td>
<td><a href="mailto:mbgovern@franklincountyohio.gov">mbgovern@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 Treasurer’s Office (TREA). This MSA is entered by FCDC and TREA and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or TREA determine that material changes to services or the needs of TREA necessitate modifications to the agreement.
All services under this MSA shall be provided by their service definitions as presented in the FCDC Service Catalog and allocated to the TREAs, 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 catalog.

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 TREA. 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 TREA 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.

Center of Excellence – Center of Excellence (COE) 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 recommended hardware based on yearly budget recommendations. These are recommendation that can be reviewed for efficiency of agency and county environment.

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 TREA and the TREA 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 TREA 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 COE Services upon the Customer's request. The FCDC's COE 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>FCDC Primary Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Services for all PC's and peripherals (MSELA)</td>
<td></td>
<td>X</td>
<td>See 6.3 for additional details</td>
</tr>
<tr>
<td>Network and Server Services (Including Server administration for FCTS, Dynamics, Sympro, APERTA, QAS Batch)</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Application Security for TREA, which uses Microsoft Active Directory</td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
| Backup and Restoring of Databases:  
  - FCTS (FCTS,Pmt Gateway, Online Payment Processing)  
  - Dynamics  
  - APERTA  
  - Online Payment Processing | | X | Additional databases stored on the TREA servers |
| Public Facing; web development and maintenance for:  
  - TREA | | X | See 6.3 for additional details |
<p>| FTP Processes w/US Bank (Including FileWatcher process between FCA and FCT) | | X |  |</p>
<table>
<thead>
<tr>
<th>Application Development and Maintenance (iSeries)</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>• FRED</td>
<td></td>
</tr>
<tr>
<td>• PPTX and PPMR</td>
<td></td>
</tr>
<tr>
<td>• FCTS Feed for WebFocus</td>
<td></td>
</tr>
<tr>
<td>• RETX</td>
<td></td>
</tr>
<tr>
<td>Core Data Center Application Support</td>
<td>X</td>
</tr>
<tr>
<td>• Exchange</td>
<td></td>
</tr>
<tr>
<td>• Internet</td>
<td></td>
</tr>
<tr>
<td>• Operating System</td>
<td></td>
</tr>
<tr>
<td>• MS Office</td>
<td></td>
</tr>
<tr>
<td>• AntiVirus</td>
<td></td>
</tr>
<tr>
<td>MUNIS</td>
<td>X</td>
</tr>
<tr>
<td>BFM</td>
<td>Commissioners</td>
</tr>
<tr>
<td>SharePoint Administration (server)</td>
<td>X</td>
</tr>
<tr>
<td>Reporting</td>
<td>X</td>
</tr>
<tr>
<td>*****SSRS Services needed</td>
<td>WebFocus through 2014, migrating to SQL Reporting Services. Need SSRS Available to TREA IT.</td>
</tr>
<tr>
<td>Application development and maintenance, including database schema and updates</td>
<td>X</td>
</tr>
<tr>
<td>• FCTS, included but not limited to;</td>
<td></td>
</tr>
<tr>
<td>o Tax Bill Processing</td>
<td></td>
</tr>
<tr>
<td>o Escrow</td>
<td></td>
</tr>
<tr>
<td>o Delinquent Tax Contracts</td>
<td></td>
</tr>
<tr>
<td>o Bankruptcy</td>
<td></td>
</tr>
<tr>
<td>o Delinquent Tax Lien</td>
<td></td>
</tr>
<tr>
<td>o Real Estate Surplus</td>
<td></td>
</tr>
</tbody>
</table>
6.3) SPECIAL SUPPORT REQUIREMENTS:

- Billing
  - TREA’s DETAC and Escrow divisions are billable divisions.

- Acquisition and Support Procedures
  - TREA’s IT Director will quote all PC’s and peripherals to be purchased by the agency.
  - The quotes must follow FCDC standards as listing in the IT Budget instructions. *(Please see section 4 under Standard Hardware Profile)* The FCDC will review all quotes for project approval and provide recommendations as needed. Upon project approval by the FCDC/Data Board, TREA will proceed with the purchase of, as well as take delivery of, all IT purchases.
  - TREA will be responsible for delivering all equipment, in its entirety, along with a copy of all packing slips pertaining to the delivery, the FCDC Center of Excellence, where a team member will cross reference the inventory for acceptance.
  - If all information and inventory is not provided, the delivery may be refused by the FCDC. Upon delivery of the inventory and in accordance with the approved project, FCDC will begin the staging, configuration and testing of equipment. Install timelines will be based on when equipment was received/accepted by FCDC.
  - All install location planning, including new installs, replacements or redeployments, will be determined prior to the project approval. When installs are complete, replaced hardware not previously reallocated to a new location or TREA’s internal inventory (on the 17th floor), will be returned to the FCDC to be prepared for salvage. TREA will be responsible for the delivery of any hardware being released from their inventory to be salvaged to the FCDC Center of

---

<table>
<thead>
<tr>
<th>Service</th>
<th>X</th>
<th>See Section 6.3 for additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>APERTA Document Processor</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SharePoint Administration (development)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>External Domain management</td>
<td>X</td>
<td>This email is used for publishing of Tax bills via our current service provider MailGun <a href="https://app.mailgun.com">https://app.mailgun.com</a></td>
</tr>
</tbody>
</table>
Excellence. The salvage paperwork will be included with the hardware when released to the FCDC.

- APERTA Document Processor
  - TREA is the primary contact for the support of the APERTA system and hardware. This support includes maintenance agreements, problem troubleshooting of any system problems and support calls to the vendor.
  - FCDC is responsible for APERTA server administration including server backup of all data files. FCDC Center of Excellence will work with TREA on troubleshooting any APERTA system problems.
  - IF FCDC cannot resolve the problem, the will call TREA to contact the vendor. FCDC and TREA will work in unison with the vendor to resolve the problem.

- Franklin County Treasurer System (FCTS)
  - TREA is the “Primary” support for all FCTS requests for application modifications and enhancements.
  - In the event that TREA would contract additional support from a third party vendor, FCDC will support their vendor with troubleshooting and resolution needs.

- Online Payment Application
  - TREA has the duty to collect Real Estate and Manufactured Home property taxes. These events occur through the year and require the close monitoring of the network availability and external website application. Therefore the FCDC will need to be the first level support to provide that solution. See below for a sample timeline for each collection where support is critical.
    - Real Estate Tax
      - First Half Collection
        - Tax bills are mailed each year in mid-December with payment due on or before January 20th (or the first following business day if the 20th falls on a weekend or holiday) each year.
      - Second Half Collection
        - Each year tax bills are mailed in mid-May with payment due on or before June 20th each year (or the first following business day if the 20th falls on a weekend or holiday) each year.
    - Manufactured Home Tax
      - First Half Collection
        - Tax bills are mailed in late January with payment due on or before March 1st (or the first following business day if the 1st falls on a weekend or holiday) each year.
      - Second Half Collection
        - The tax bills are mailed each year in late June with payment due on or before July 31st (or the first following business days if the 31st falls on a weekend or a holiday) each year.
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 handle 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 csc@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:jtalessi@franklincountyohio.gov">jtalessi@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>3</td>
<td>Business Service Manager</td>
<td>614-525-6798</td>
<td><a href="mailto:BevJlyn.johns@franklincountyohio.gov">BevJlyn.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>
</table>
| 4 Minimal or No Business Impact | • Minimal impact to business or service  
• No production or Individual End User affected  
• Alternative approach is available and or fix can be deferred until acceptable maintenance window | • Technician assigned and first contact within 2 normal business hours  
• Resolved within 40 normal business hours. Email updates daily until incident is resolved |
| 3 Minor Business Impact | • Incidents that degrade business service but do not prevent its delivery  
• Component, procedure, is not critical to customer business function  
• Service outage but alternative workaround is available | • Technician assigned and first contact within 1 normal business hour  
• Resolved within 24 normal business hours  
• Email updates daily until incident is resolved |
| 2 Major Business Impact | • 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 | • Technician assigned and first contact within 30 mins. during normal business hours  
• Work until resolved  
• Email updates daily until incident is resolved |
| 1 Severe Business Impact | • Total loss of production service to entire County or multiple agencies  
• Critical System, network or key application outage (or imminent outage) with critical impact on service delivery  
• Impacts one or more service level commitments  
• Revenue or delivery schedule impacts | • Technician assigned and first contact within 15 mins. during normal business hours  
• Update 1 hour after assignment then every 2 hours during normal business hours until incident is resolved  
• Work until resolved |
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 • 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>

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

**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>E-mail</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>E-mail</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>E-Mail</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>E-Mail</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 CSC 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>
</table>

16
<table>
<thead>
<tr>
<th>Daily Backups</th>
<th>14 days</th>
</tr>
</thead>
<tbody>
<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 TREA only. TREA and Data Center are to maintain a list of TREA servers and it should be sent to TREA 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 CSC 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 CSC 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 CSC 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 CSC@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 CSC 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:

[Signature]
Franklin County Data Center

Date
1/23/19

[Signature]
Rosa Barker, IT Director

Print Name and Title
Richard V. James, COO

Date
01/18/2019

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. 19-015
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon

Clarence E. Mingo, II, 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'Conner, 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

Clarence E. Mingo, II, 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'Conner, 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, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves the transaction as described within, as recommended by the Data Board Administrator.

JUSTIFICATION:
This resolution is for the approval of a 2% base salary increase for all FCDC staff members, effective January 1, 2019. This will be for six pays. A subsequent resolution will be presented for any additional increase.
RESOLUTION NO. 19-009

FEBRUARY 4, 2019
(TABLED JANUARY 14, 2019)

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE – SERVER 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 2019-009 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,

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.
### PERSONNEL ACTION FORM

<table>
<thead>
<tr>
<th>TRANSACTION TYPE</th>
<th>New Hire - Backfill</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMPLOYEE/CANDIDATE NAME</td>
<td>Blake Maher</td>
</tr>
<tr>
<td>PERSONNEL ACTION NUMBER</td>
<td>19-009</td>
</tr>
<tr>
<td>PERSONNEL ACTION DATE (BOARD)</td>
<td>02/04/2019</td>
</tr>
<tr>
<td>DATA CENTER SECTION</td>
<td>Technology Infrastructure</td>
</tr>
<tr>
<td>NEW JOB POSITION / TITLE</td>
<td>Server Engineer</td>
</tr>
<tr>
<td>PAY GRADE</td>
<td>14</td>
</tr>
<tr>
<td>EFFECTIVE DATE</td>
<td>02/04/2019</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>$39.9038</td>
<td>$83,000.00</td>
</tr>
</tbody>
</table>

### KEY RESPONSIBILITIES OF ROLE

- Architect and support SAN storage tools and backup solutions, including Nimble Storage, EMC Data Domain, and Avamar.
- Manage and support VMware, SAN storage, backups and patch management.
- Responsible for management and maintenance Windows servers in physical and VMware environment.
- Serve as a technical resource for existing and new projects and provide guidance/insight on projects.
- Contribute in the architecture design, deployment and development of IT services and associated processes and procedures.
- Operate in a 24x7 highly scalable server infrastructure with emphasis on excellent time management skills and the ability to meet strict deadlines.
- Maintain and monitor all network, security and computer systems to meet FCDC’s current and future requirements.

### EMPLOYMENT NOTABLES

- As the Senior Network Engineer at GroupEleven, serves as the project lead for all client networks and domain projects, including: system configurations, installations, as well as defining, owning all system standards.
- As the Senior Domain Service Administrator at Hexion, he managed over 5,000 users and 25,000 active directory objects.
- Managed upgrades and maintenance of all global domain controllers from 2008 to 2016.
- Lead the disaster recovery duties for Domain Services.

### EDUCATION & OTHER CREDENTIALS

- Bachelor of Science in Electrical and Electronics Engineering – Bowling Green University
RELEVANT WORK EXPERIENCE

- SAN storage tools – 5 years
- VMware – 7 years
- Windows Servers – 7 years
- Office 365 – 2 years
- Active Directory – 7 years
- Domain Controllers – 8 years
- Microsoft Exchange – 8 years
- Cloud environments – 8 years
- PowerShell – 4 years

2017 POSITION MARKET AVERAGES

- Robert Half Technology $95,795
- Modis $92,914
- Randstad $91,155

Jessica Wilkins-Bibbs, Director, Human Resources
Career Summary

Experienced Windows System Administrator with 9 years of experience, managing domain services, windows server, computer networking, customer service, and VMware. Strong information technology professional with a Bachelor’s Degree focused in Electrical and Electronics Engineering from Bowling Green State University. Core competencies include:


Professional Experience

Senior Network Engineer - Consultant | August 2018– Present
GroupEleven | Columbus, OH

- Establish networking environment by designing system configuration; directing system installation; defining, documenting and enforcing system standards.
- Proficient in Dell switch configuration.
- Monitor network and domain environment with SolarWind utilities.
- Project lead for all client network and domain projects.

Senior Domain Service Administrator - Promoted | October 2016– August 2018
Hexion | Columbus, OH

- Domain Services team lead
- 4 years of automation and reporting with PowerShell
- 4 years maintain and upgrade our AD, DNS, DHCP, & GPO
- 4 years Netbackup v7.0-7.7 datacenter admin and DR recovery architect
- 4 years Microsoft SCOM 2012R2 alerting environment administrator
- 3 years assisting support on VSphere 6.5 and Hyper-V clients and upgrades
- 1 year Azure AD and office 365 administration
- 1 year administering Office 365
- Managed over 5k users and 25,000 AD objects
- Lead on AD functionality levels upgrades from 2003 to 2008
- Production AD migrated to Lab for upgrades and compliance via ADMT and Quest tools.
- Owner of the distributed file share for global catalog and all replicated site-based data.
- Manage upgrades and maintenance of all global domain controllers from 2008 -2012R2-2016
- Managed global logon scripts and site-based changes via GPO and Bat file
- Strong technical thinking and troubleshooting abilities
- Disaster recovery admin for Domain Services
- Tier 3 & 4 support for all escalated infrastructure issues
- Assisting support on Exchange 2016 and Skype for business environments
- Global project leader for all file print server P2V’s and upgrades
- Network Monitoring via SolarWinds and WhatsUp Gold
Windows System Administrator-Promoted | September 2014 – October 2016
Hexion | Columbus, OH
✦ Manage system servers for three global data centers
✦ Tape backup and Iron Mountain admin for 3 global data centers
✦ Successfully handled disaster recovery simulations for Datacenter backups.
✦ Server and PC builds (Virtual and Physical)
✦ Responsible for deploying and maintaining handfuls of third-party apps
✦ Tier 3 & 4 Support for Windows 7 & 10
✦ Handled all documentation and onboarding for the team.
✦ Microsoft Support admin that handled all Microsoft escalation cases

Additional Experience

Lan Administrator | October 2011 – September 2014
Hexion | Columbus, OH
✦ Customer Support for 500+ users at the corporate headquarters
✦ Dell certified technician
✦ Responsible for backups and maintaining Columbus based servers
✦ File Share and printer support
✦ Upgrading and procurement of equipment
✦ Worked with the service desk and infrastructure teams to troubleshoot site and user issues
✦ Subject matter expert for multiple platforms and worked as a resource for my peers
✦ Worked closely with higher-level executives when troubleshooting needed to restore functionality
✦ SME for domain service
✦ Lan support lead for infrastructure team projects.

Windows Administrator | August 2009 – September 2011
Gemco Medical | Hudson, OH
✦ Responsible for the local data center servers which contained 25+ machines
✦ Controlled backups and patching maintenance
✦ Exchange 2008 to 2013 migration
✦ Custom Desktop builds for local staff
✦ Managed and upgraded the local Lan networks
✦ Procurement of new software and equipment
✦ Travel to remote sites for end-user support
✦ Tier 1 & 2 support for the site

Professional Development

HR Training | Hexion
✦ Professional LeaderShip 101,201,301
✦ Future leaders program since Jan 2017
✦ Certified and trained in CPR | 2018
Microsoft Trained Classes | New Horizons
✦ Microsoft Azure Fundamentals
✦ Administering Windows Server 2012
✦ Cloud & Datacenter Monitoring with System Center Operations Manager
✦ Installing configuring Windows Server 2012
Portfolio Summary for February, 2019

Projects Completed

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>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</td>
</tr>
<tr>
<td>50705</td>
<td>DATA</td>
<td>ServiceNow Phase 3</td>
<td>Utilize previously purchased ServiceNow features. SN will enable FCDC to implement Continuous Service Improvement processes. Working on Service Portal and Catalogue items</td>
</tr>
<tr>
<td>50494</td>
<td>Commissioners</td>
<td>Commissioners’ Resolution Management System (CRMS) Upgrade</td>
<td>The project is in closure phase, awaiting sponsor’s response.</td>
</tr>
<tr>
<td>50682</td>
<td>Auditor</td>
<td>FCA Special Forms Transition</td>
<td>Transitioning the printing of 6 special forms for the Auditor’s Real Estate Div.</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.</td>
</tr>
<tr>
<td>50680</td>
<td>Auditor Real Estate</td>
<td>OnBase Export</td>
<td>Create an OnBase export utility to support special requests or to handle generation of microfilm. Working with vendor to implement solution</td>
</tr>
</tbody>
</table>

Active Projects

The Project Delivery Team is actively working to complete 11 additional projects and initiating 2 other new initiatives namely O365 and Sail point Identity management.
<table>
<thead>
<tr>
<th>50746</th>
<th>Data</th>
<th>Neogov Implementation</th>
<th>This is HR management software for Recruiting (Insight), Onboarding and Performance management modules to streamline manual processes.</th>
</tr>
</thead>
<tbody>
<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.</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.</td>
</tr>
<tr>
<td>50673</td>
<td>County</td>
<td>SCCV Implementation</td>
<td>Deploy Security Center Continuous View security software.</td>
</tr>
<tr>
<td>50714</td>
<td>County</td>
<td>SCCM Deployment</td>
<td>SCCM will provide a Software Catalog to endpoints for pushing and pulling software as requested or required.</td>
</tr>
<tr>
<td>50730</td>
<td>County</td>
<td>All-Encompassing RFP</td>
<td>SSI is to build an all-encompassing RFP</td>
</tr>
</tbody>
</table>
Tier 1 Data Storage:

Growth on Tier 1 storage continues as predicted according to the storage roadmap. Most of this storage is set up for high availability and zero downtime associated with any systems that are utilizing it. As storage utilization increases, we continue to see sub 1ms latency with the ability to handle an increase in the amount of data transferred.
Tier 2 Data Storage:

Tier 2 is the primary data storage for systems such as file servers and email. With the increase in moving systems, as appropriate, to Tier 1 storage, we are able to utilize the Tier 2 storage more effectively.
Tier 3 Data Storage:

The Tier 3 data growth is primarily driven by the need to move backup storage off of the current backup appliance that is at capacity. Franklin County is able to realize savings in cloud storage with the integration of the on-premise file system compression and storage, but this storage mechanism is not as efficient at storing backups as the backup appliance is.
Data Backup Storage:

The current backup storage is at capacity. Numerous efforts are in process to clean up space. Most optimization of the current backup system occurred over the 2018 year. A project to optimize the file system servers was recently prioritized that should also alleviate some pressure on this system.
Virtualization Environment:

The current environment is operating at approximately 50% capacity. Most of this efficiency has been gained through optimizations and the segregation of the production environment. Many of the non-production environment servers have been migrated to a non-production virtualization environment.

No data is available before May 2018.
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the February 4, 2019 Board Meeting

Date Approved: March 4, 2019

Clarence E. Mingo II, 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

-- -- --

Regular Monthly Meeting. :

-- -- --

PROCEEDINGS

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

-- -- --

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, and Mr. Jim Holmes, Delegate, Franklin County Treasurer

Ms. Melissa Messina, Delegate, Franklin County Recorder

Mr. Adam Luckhaupt, 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

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

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
Ms. Jessica Wilkins-Bibbs, FCDC Director, Human Resources
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

---
<table>
<thead>
<tr>
<th>ITEM</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call to Order</td>
<td>4</td>
</tr>
<tr>
<td>Secretary's Comments</td>
<td>4</td>
</tr>
<tr>
<td>Approval of Minutes</td>
<td>6</td>
</tr>
<tr>
<td>New Business</td>
<td>7</td>
</tr>
<tr>
<td>Resolution 19-010</td>
<td>7</td>
</tr>
<tr>
<td>Resolution 19-011</td>
<td>7</td>
</tr>
<tr>
<td>Resolution 19-012</td>
<td>8</td>
</tr>
<tr>
<td>Resolution 19-013</td>
<td>9</td>
</tr>
<tr>
<td>Resolution 19-014</td>
<td>10</td>
</tr>
<tr>
<td>Executive Session</td>
<td>11</td>
</tr>
<tr>
<td>Resolution 19-015</td>
<td>12</td>
</tr>
<tr>
<td>Resolution 19-009</td>
<td>13</td>
</tr>
<tr>
<td>Other Business</td>
<td>15</td>
</tr>
<tr>
<td>Adjournment</td>
<td>15</td>
</tr>
</tbody>
</table>
Monday Morning Session,
February 4, 2019.

---

CALL TO ORDER

MS. BECKER: Okay. 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.

---

SECRETARY'S COMMENTS

MR. JAMES: Good morning, Data Board members.

In the Customer Service pillar, the Portfolio Management Office is currently working on 11 active projects with one of them being the Office 365 initiative.

In the Governance pillar, the FCDC is experiencing an increase in the demand for technical support from agencies that do not have a signed Master Service Agreement. While we strive for stellar customer service, we are staffed and funded accordingly to the business needs outlined within our fully executed MSAs.

The Data Center's services RFP by Armstrong & Okey, Inc., Columbus, Ohio (614) 224-9481
Sophisticated Systems is currently on schedule. The vendor has provided deliverables one and two which include a list of services to be included in the RFP. The next deliverable is due the week of February 18 and will include definitions of the services grouped into categories that will be bid on by vendors.

In the Infrastructure Technology pillar, the file server optimization project was prioritized, and the initial analysis is occurring at the present time. This is validating a previous assertion regarding data that has not been accessed for extensive periods of time and is a prime candidate to be moved to Azure data storage.

In the Security pillar, the firewall replacement project is moving forward and the security engineers are now engaged in the planning and cutover activities in collaboration with our network team. The replacement will provide additional security features allowing for the retirement of one of the current security solutions making for a more simplified environment.

Since onboarding to the team in December, our identity engineer has completed the necessary Sailpoint training that will be critical to the
successful implementation of the solution. As another aspect of the project, an identity contractor with previous implementation experience has also been on-boarded to aid in the deployment, and project planning efforts are currently underway.

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

MS. BECKER: Thank you. Just one other thing real quick, I wanted to welcome Judge Kim Brown to the Data Board, her first official Data Board.

JUDGE BROWN: Thank you.

MS. BECKER: That concludes our Secretary's comments.

---

APPROVAL OF MINUTES

MS. BECKER: Next will be the approval of the minutes from the January 14, 2019, Board meeting. Are there any amendments or corrections?

Hearing none, motion for approval.

MS. BROOKS SULLIVAN: So moved.

MR. LEONARD: Second.

MS. BECKER: It's been moved and seconded that the minutes from the January 14 Board meeting be approved. All those in favor. Opposed. The
meeting -- the minutes are approved.

(Vote taken; motion passes.)

---

NEW BUSINESS

RESOLUTION 19-010

MS. BECKER: Okay. Next, we'll move to New Business. We have Resolution 19-010 Franklin County salvage.

MS. LUST: There is nothing out of the normal on this list. This resolution will allow us to transfer this to PFM for disposal.

MR. LEONARD: Move to approve.

MR. LUCKHAUPT: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-010 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-011

MS. BECKER: Next is Resolution 19-011 Franklin County Prosecuting Attorney's procurement request.

MR. GEORGE: Good morning. My name is Nate George, IT Director for the Prosecuting
Attorney's Office. This request is part of our annual IT budget to replace 40 laptops used by Assistant Prosecuting Attorneys in court and/or work remotely. Existing equipment is out of warranty, and battery life is failing as well as other basic functions. The existing equipment will be kept for spares and parts for the remaining models that have been -- that haven't been replaced yet. Please review this request as part of our annual IT budget.

MS. BECKER: Any questions or comments?

Motion for approval.

MR. LUCKHAUPT: So moved.

MS. BROOKS SULLIVAN: Second.

MS. BECKER: Moved and seconded that Resolution 19-011 be approved. All those in favor.

Opposed. Resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-012

MS. BECKER: Next is Resolution 19-012 Franklin County Office on Aging procurement request.

MR. GIOGLIO: Good morning. Eric Gioglio, IT Manager, Office on Aging. This resolution seeks approval for the Office on Aging's
2019 IT budget. As an agency with an autonomous IT
department, this approval will allow the Office on
Aging to execute our budgetary requirements in a
responsive, efficient, and cost effective manner.

If there are no questions, Office on
Aging requests approval of our annual budget at
approximately $401,431.

MS. BECKER: Questions or comments?

Motion for approval.

MS. MATHEWS: So moved.

MS. BECKER: Second?

MR. LEONARD: Second.

MS. BECKER: It has been moved and
seconded 19-012 be approved. All those in favor.

Opposed. The resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-013

MS. BECKER: Next is Resolution 19-013

Franklin County Data Center Agency Information
Technology Master Service Agreement.

MS. JOHNS: Good morning, Honorable Data
Board members. Today I am seeking approval of Child
Support Enforcement Agency's Master Service
Agreement. There are no major changes. We continue to become FTI compliant, and we did add some additional language and -- in the special requirements as to how we are moving in that direction.

Outside of that there are no major changes to this year's agreement.

MR. LEONARD: Have they provided any major demand on the Data Center's resources at all?

MS. JOHNS: No, not at this time.

MS. BECKER: Questions or comments?

Motion for approval.

MR. LEONARD: So moved.

MS. BECKER: Second?

MS. BROOKS SULLIVAN: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-013 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-014

MS. BECKER: Next is Resolution 19-014

Franklin County Data Center Agency Information Technology Master Service Agreement for the
Treasurer's Office.

MS. JOHNS: We are seeking approval for the Treasurer's Office's Master Service Agreement for 2019. Again, no major changes but what we did do was outline how we handle their tickets during tax season to ensure that those tickets are being handled with the highest level of priority.

Outside of that there are no additional changes.

MS. BECKER: Questions or comments?

MS. BROOKS SULLIVAN: I just want to say it's very much appreciated. Appreciate your support.

MR. LEONARD: I'll move to approve.

MR. LUCKHAUPT: Second.

MS. BECKER: It's been moved and seconded that Resolution 19-014 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

---

EXECUTIVE SESSION

MS. BECKER: There's a motion to hold Executive Session for the purpose of discussing personnel matters. Do we need to go into Executive Session?
MR. LUCKHAUPT: I'll move to go into
Executive.

MS. BECKER: Okay. It's been moved we go
into Executive Session. Let me see. The Board needs
to vote. All those -- I'm sorry. Mr. Payne.

MR. PAYNE: Yes.

MR. LEONARD: Aye.

MS. BECKER: Treasurer.

MS. BROOKS SULLIVAN: Aye.

MS. MESSINA: Aye.

MR. LUCKHAUPT: Aye.

MS. MATHEWS: Aye.

JUDGE BROWN: Aye.

MS. BECKER: And I vote aye. We are in
Executive Session.

(Executive Session held.)

MS. BECKER: The minutes should reflect
that it was a unanimous vote to return from Executive
Session. During the course of Executive Session, no
votes were taken or decisions were made.

---

RESOLUTION 19-015

MS. BECKER: Next, we have Resolution
19-015 personnel action, all staff base salary
increase.

MR. LEONARD: I'll move to approve.

MS. MATHEWS: Second.

MS. BECKER: It's been moved and seconded. All those -- it's been moved and seconded Resolution 19-015 be approved. All those in favor. Opposed. The resolution is approved.

(Vote taken; motion passes.)

---

RESOLUTION 19-009

MS. BECKER: Next is Resolution 19-009 personnel action.

MR. PAYNE: I have a question. The engineer that we have on staff now, is that person classified or unclassified?

MR. JAMES: It's not defined. That's why this is tabled. It's not defined. That's what I think --

MS. WILKINS-BIBBS: So on their job description it says unclassified.

MR. PAYNE: It says unclassified?

MS. WILKINS-BIBBS: Correct. Then after that is when the Prosecuting Attorney's Office opined everyone in the Data Center with the exception of the
CIO was classified. So that's what we are trying to muddle through.

MS. BECKER: Questions or comments? Questions or comments on 19-009?

MR. LUCKHAUPT: So we need to make a motion to keep it on the table or?

MR. SOULAS: It's on the table right now. It would be a motion to remove it from the table.

MS. BECKER: So do I have a motion?

Okay. So what's next? Do we have to vote on that?

MR. SOULAS: You would need a motion to remove it, a second, and I believe three-fourths majority.

MR. PAYNE: I will make a motion to remove it from the table.

MS. BECKER: Second? Okay. There's no second?

I'm sorry. I am looking at you, Nick.

MR. SOULAS: If there is no second --

MS. BECKER: So 19-009 will stay tabled. All those in favor.

MR. SOULAS: There's no need to vote.

There is not a second unless you seconded it. I'm
sorry, Cindi, I didn't hear.

MS. BECKER: I did not.

MR. SOULAS: Okay. There is nothing to take action on.

MS. BECKER: Okay. Any other business?

MS. MIDDLETON: Hello, everyone. I'm Jeanne Middleton. I'm the IT Director for Franklin County Children Services. Several months ago we did report some e-mail issues we were having with basic functionality. I want to bring back a thank you. We have made progress. We do still have some challenges, but we have made some significant progress, and I wanted to thank everyone.

MS. LUST: Thank you, Jeanne.

MS. BECKER: Okay. Anything else from anyone else?

All right. We are adjourned.

(Thereupon, at 9:33 a.m., the meeting was 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, February 4, 2019, and carefully compared with my original stenographic notes.

Karen Sue Gibson, Registered Merit Reporter.

(KSG-6688)

---

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