FRANKLIN COUNTY DATA BOARD

SCHEDULE OF MEETINGS

2019 DATA BOARD MEETING DATES
(Meetings are held at 9:00 a.m. in the 9th Floor – FCDC Auditorium, 373 S. High Street)

MONDAY, JANUARY 14, 2019
MONDAY, FEBRUARY 4, 2019
MONDAY, MARCH 4, 2019
MONDAY, APRIL 1, 2019
MONDAY, MAY 6, 2019
MONDAY, JUNE 3, 2019
MONDAY, JULY 1, 2019
MONDAY, AUGUST 5, 2019
MONDAY, SEPTEMBER 9, 2019
MONDAY, OCTOBER 7, 2019
MONDAY, NOVEMBER 4, 2019
MONDAY, DECEMBER 2, 2019

SPECIAL MEETING – WEDNESDAY, DECEMBER 18, 2019
To: The Honorable Clarence E. Mingo, II, Secretary/Chief Administrator
Franklin County Data Processing Board

From: Franklin County Data Center

Date: January 14, 2019

Subject: Agenda for the Monday, January 14, 2019 Data Processing Board Meeting

The proposed agenda for the Monday, January 14, 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: Mr. David R. Payne, Vice Chair, Franklin County Board of Elections
The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer
Mr. Edward J. Leonard, Member, Franklin County Board of Elections
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
Robert Hinton, Delegate, Franklin County Recorder
Cindi Becker, Delegate, Franklin County Auditor
Larry McQuain, Delegate, Franklin County Auditor
Rosa Barker, 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
AGENDA – Automatic Data Processing Board Meeting, January 14, 2019

9:00 A.M. Convene in Regular Session

- Call to order
- Secretary’s Comments
- Approve or amend the Minutes from the December 3, 2018 Board Meeting
- New Business

----- Resolution No. 19-001 Data Center Acquisitions of Hardware, Software, or Services ($1000 or less)
----- Resolution No. 19-002 Data Center Acquisitions of Hardware, Software, or Services ($1001-$50,000)
----- Resolution No. 19-003 Franklin County Salvage
----- Resolution No. 19-004 Franklin County Data Center 2019 Allocation and Billing Rates
----- Resolution No. 19-005 Franklin County Auditor’s Procurement Request- Microsoft Azure
----- Resolution No. 19-006 Franklin County Engineer’s Procurement Request- 2019 Information Technology Budget
----- Resolution No. 19-007 Franklin County Children’s Services Procurement Request- Staff Augmentation
----- Resolution No. 19-008 Franklin County Data Center Agency Information Technology Master Service Agreement – Franklin County Coroner’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. 19-009 Personnel Action – New Hire – Server Engineer

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

Reconvene in Regular Session

----- Resolution No. 19-009 Personnel Action – New Hire – Server Engineer

Other Business

Adjourn
<table>
<thead>
<tr>
<th>Voting Aye thereon</th>
<th>Voting Nay thereon</th>
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<tbody>
<tr>
<td>Clarence E. Mingo II, Secretary, Administrator</td>
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<td>County Auditor</td>
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<td>Kim Brown, Member</td>
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<td>Judge, Court of Common Pleas</td>
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<td>Cheryl Brooks Sullivan, Member, County Treasurer</td>
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<td>Daniel J. O'Conner Jr., Member, County Recorder</td>
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<td>Deputy Director, Board of Elections</td>
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FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
ACQUISITION OF COMPUTER HARDWARE, SOFTWARE, OR SERVICES
($1000 OR LESS)

WHEREAS, in accordance with Ohio Revised Code Section 307.842, 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, the Franklin County Automatic Data Processing Board has approved an Information Systems Acquisition Process under Resolution 13-003; and,

WHEREAS, the process requires that the Data Center Chief Information Officer annually request the authority of the Board to approve the acquisition of computer hardware, software, or services in the amount of $1000 or less; and,

WHEREAS, the Data Center Chief Information Officer will report the approval of all actions taken under this resolution monthly to the Board; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to approve the acquisition of computer hardware, software, or services in the amount of $1000 or less as stated in its Information Systems Acquisition Process.
<table>
<thead>
<tr>
<th>Voting Aye thereon</th>
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<td>County Treasurer</td>
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<td>Daniel J. O'Connor Jr., Member</td>
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<td>County Recorder</td>
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<td>John O'Grady, Member</td>
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<td>Maryellen O'Shaughnessy, Member</td>
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<td>County Clerk of Courts</td>
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<td>David Payne, Member</td>
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FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
ACQUISITION OF COMPUTER HARDWARE, SOFTWARE, OR SERVICES ($1001 - $50,000)

WHEREAS, in accordance with Ohio Revised Code Section 307.842, 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, the Franklin County Automatic Data Processing Board has approved an Information Systems Acquisition Process under Resolution 13-003; and,

WHEREAS, the process requires that the Data Center Chief Information Officer annually request the authority of the Board to approve the acquisition of computer hardware, software, or services in the amount of $1001 - $50,000; and,

WHEREAS, the Data Center Chief Information Officer will report the approval of all actions taken under this resolution monthly to the Board; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to approve the acquisition of computer hardware, software, or services in the amount of $1001 - $50,000 as stated in its Information Systems Acquisition Process.
RESOLUTION NO. 19-003
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
EQUIPMENT SALVAGE

Voting Aye thereon

Clarence E. Mingo II, Secretary, Administrator
County Auditor

Kim Brown, Member
Judge, Court of Common Pleas

Cheryl Brooks Sullivan, Member,
County Treasurer

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

John O'Grady, Member
County Commissioner

Maryellen O'Shaughnessy, Member,
County Clerk of Courts

Edward J. Leonard, Member
Director, Board of Elections

Voting Nay thereon

Clarence E. Mingo II, Secretary, Administrator
County Auditor

Kim Brown, Member
Judge, Court of Common Pleas

Cheryl Brooks Sullivan, Member,
County Treasurer

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

John O'Grady, Member,
County Commissioner

Maryellen O'Shaughnessy, Member,
County Clerk of Courts

Edward J. Leonard, Member
Director, Board of Elections

David Payne, Member
Deputy Director, Board of Elections

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

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

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

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board recommends the Franklin County Board of County Commissioners, in accordance with Ohio Revised Code Section 307.12, sell at public auction or by sealed bid to the highest bidder, the computer equipment specified in the attached list, as recommended by the Data Center Chief Information Officer.
<table>
<thead>
<tr>
<th>Agency</th>
<th>Description</th>
<th>Number of Units</th>
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</thead>
<tbody>
<tr>
<td>Board of Commissioners</td>
<td>Desktop PC</td>
<td>12</td>
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<tr>
<td>Board of Commissioners</td>
<td>Laptop PC</td>
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<tr>
<td>Board of Commissioners</td>
<td>Tablet PC</td>
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<tr>
<td>Board of Commissioners</td>
<td>Monitor</td>
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<tr>
<td>Board of Elections</td>
<td>Desktop PC</td>
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<tr>
<td>Board of Elections</td>
<td>Server</td>
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<tr>
<td>Board of Elections</td>
<td>Printer</td>
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<tr>
<td>Board of Elections</td>
<td>Monitor</td>
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<td>CBCF</td>
<td>Server</td>
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<td>Court of Common Pleas, General</td>
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<td>Clerk of Courts</td>
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<td>Clerk of Courts</td>
<td>Monitor</td>
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<td>Clerk of Courts</td>
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<td>Clerk of Courts</td>
<td>Printer</td>
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<td>Office on Aging</td>
<td>Tablet PC</td>
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<tr>
<td>Office on Aging</td>
<td>Digital Camera</td>
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<tr>
<td>Office on Aging</td>
<td>DVD/CD Writer</td>
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<tr>
<td>Office on Aging</td>
<td>Smart Phone</td>
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<td>Office on Aging</td>
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<tr>
<td>Office on Aging</td>
<td>Printer</td>
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<tr>
<td>Office on Aging</td>
<td>Projector</td>
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<td>Children Services</td>
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<td>Children Services</td>
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<tr>
<td>Data Center</td>
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<td>Data Center</td>
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<td>Agency</td>
<td>Description</td>
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<td>Data Center</td>
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<tr>
<td>Public Defender</td>
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<td>Public Defender</td>
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<td>Prosecuting Attorney</td>
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<td>Sheriff</td>
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<tr>
<td>Sheriff</td>
<td>Monitor</td>
<td>2</td>
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<td>Sheriff</td>
<td>Printer</td>
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<td>Voting Aye thereon</td>
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<tr>
<td>Clarence E. Mingos II, Secretary, Administrator</td>
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<td>Edward J. Leonard, Member, Director, Board of Elections</td>
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<tr>
<td>David Payne, Member, Deputy Director, Board of Elections</td>
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FRANKLIN COUNTY, OHIO AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER DATA CENTER 2019
ALLOCATION AND BILLING RATES

WHEREAS, Ohio Revised Code Section 307.846 provides that the Franklin County Automatic Data Processing Board may enter into a contract with the legislative authorities of any municipal corporation, township, port authority, water or sewer district, school district, library district, county law library association, health district, park district, soil and water conservation district, conservancy district, other taxing district, regional council established pursuant to Chapter 167 of the Revised Code, or otherwise, or with the board of county commissioners or the Automatic Data Processing Board of any other county, or with any other federal or state governmental agency, and such authorities may enter into contracts with the county automatic data processing board, to provide automatic data processing services to any of them. The Board shall establish a schedule of charges upon which the cost of providing such services shall be based; and,

WHEREAS, MAXIMUS, Inc., an independent consultant offering cost accounting services, has been engaged through the authorization provided by Commissioners’ Resolution 0323-18, to assist the Data Center with establishing the CY-2019 Cost-Recovery/Resource Allocation rates, which are based on the Data Center’s 2019 estimated budget, and adjusted by CY-2017 actual cost carry-over variances; and,

WHEREAS, the Data Center Chief Information Officer has reviewed the schedule of rates and recommends approval; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Franklin County Data Center to use these rates in drafting Service Level Agreements (contracts) with the billable and non-billable agencies and entities, and for providing General Fund agencies the value of resources and services provided. The Draft Service Level Agreements will subsequently be submitted to the Board for approval.
The Data Center tracks monthly computer resources utilized by all Franklin County agencies, boards and courts and bills certain non-general fund entities on behalf of the Franklin County Commissioners and at the direction of the Office of Management and Budget. This resolution approves the 2019 rates that will be utilized to bill these agencies and determine allocations for the Countywide Cost Allocation Plan.

<table>
<thead>
<tr>
<th>Cost Pool</th>
<th>Measurement</th>
<th>2018 Rate</th>
<th>2019 Rate</th>
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<tbody>
<tr>
<td>Professional Services - Level 1 IT Support</td>
<td>Per Hour</td>
<td>$60.00</td>
<td>$70.00</td>
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<tr>
<td>Professional Services - Level 2 IT Support</td>
<td>Per Hour</td>
<td>$98.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>Network Connection</td>
<td>Per Connection/Month</td>
<td>$24.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>iSeries Only Connection</td>
<td>Per Connection/Month</td>
<td>$12.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Cloud Computing Services</td>
<td>Per Virtual Server/Month</td>
<td>$85.00</td>
<td>$58.00</td>
</tr>
<tr>
<td>Document Services (Imaging)</td>
<td>Per GB/Month</td>
<td>$4.00</td>
<td>$0.30</td>
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<tr>
<td>Email Services</td>
<td>Per Account/Month</td>
<td>$1.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Email Services</td>
<td>Per GB/Month</td>
<td>$5.00</td>
<td>$5.00</td>
</tr>
<tr>
<td>Data Storage</td>
<td>Per GB/Month</td>
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<td>$0.30</td>
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<tr>
<td>Physical Server Hosting Services</td>
<td>Per Server/Month</td>
<td>$575.00</td>
<td>$750.00</td>
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<tr>
<td>Database Services</td>
<td>Percent Utilization/Month</td>
<td>% utilization</td>
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<td>Print Services</td>
<td>Percent Utilization/Month</td>
<td>% utilization</td>
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<tr>
<td>Financial Services</td>
<td>Percent Utilization/Month</td>
<td>% utilization</td>
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<td>Enterprise Content Management Services</td>
<td>Percent Utilization/Month</td>
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<tr>
<td>Collaboration Services</td>
<td>Percent Utilization/Month</td>
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<tr>
<td>iSeries Computing Services</td>
<td>Percent Utilization/Month</td>
<td>% utilization</td>
<td>% utilization</td>
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### Voting Aye thereon

**Clarence E. Mingo II**, Secretary, Administrator  
County Auditor

**Kim Brown**, Member  
Judge, Court of Common Pleas

**Cheryl Brooks Sullivan**, Member  
County Treasurer

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

**John O'Grady**, Member  
County Commissioner

**Maryellen O'Shaughnessy**, Member  
County Clerk of Courts

**Edward J. Leonard**, Member  
Director, Board of Elections

**David Payne**, Member  
Deputy Director, Board of Elections

### Voting Nay thereon

**Clarence E. Mingo II**, Secretary, Administrator  
County Auditor

**Kim Brown**, Member  
Judge, Court of Common Pleas

**Cheryl Brooks Sullivan**, Member  
County Treasurer

**Daniel J. O'Connor Jr.**, Member  
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**John O'Grady**, Member  
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**Maryellen O'Shaughnessy**, Member  
County Clerk of Courts

**Edward J. Leonard**, Member  
Director, Board of Elections

**David Payne**, Member  
Deputy Director, Board of Elections
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY AUDITOR’S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
MICROSOFT AZURE

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 #19-005
Date: January 14, 2019

Title: Microsoft Azure
Request Number: 2018216
Agency: Franklin County Auditor’s Office
Amount: $83,723.04
Category: Other Hardware |

Business Needs and Justification

Business Needs: The Auditor’s office requires a simple, stable and secure infrastructure platform for all users, including internal and external agencies, municipalities, communities and Franklin County citizens. The existing infrastructure (servers and SAN storage) for the FCAO domain, which hosts many Auditor applications, is aging and thus becoming an increasingly larger risk. The ultimate goal is to move all servers and applications in the FCAO domain to a cloud environment designed for government use. The project team will further define the scope and timing of this move, which will include determining which servers or applications must remain on premise for the time being (hosted by FCDC). The servers in the cloud environment will continue to use existing on premise domain controller/Active Directory hosted in FCDC. Management of the new environment should remain similar to the existing environment, with FCAO being the primary resource and FCDC performing select tasks such as server patching. The project team will identify opportunities to use the cloud vendor’s tools to simplify or eliminate this management for both the Auditor’s office and the Franklin County Data Center (such as automated server patching).

Justification: The government cloud provides benefits including, but not limited to, cost savings, disaster recovery readiness, scalability, backup and restore speed, security and compliance in federal and SLTT levels. The Auditor’s office would save significant time on the management and troubleshooting with this infrastructure. Additionally, many Auditor applications would be in a position that is more robust against hardware failure, and faster to recover in a disaster recovery scenario. Last, this would satisfy regulatory requirements on having server backups replicated off-site and a solid disaster recovery plan.

Risks

Without the completion of this project, FCAO would have to fund the budget to refresh current servers and SAN storage and design a workable architecture for disaster recovery. There is also an increased risk of a disaster recovery scenario, which has very high potential costs to the entire office (the majority of Auditor applications could be affected). FCAO prefers to invest in a long term solution in the form of cloud infrastructure than to further fund an on premise solution.

Options other than this procurement

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

FCDC Recommendation
Fiscal Information
Funding Source:
General Fund
Future Year Cost

2019 Impact $83,723.04

Submitted: [Signature]  Date: 12/01/2018
RESOLUTION NO. 19-006
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY ENGINEER'S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
2019 IT BUDGET

Voting Aye thereon

Clarence E. Mingo II, Secretary, Administrator
County Auditor

Kim Brown, Member
Judge, Court of Common Pleas

Cheryl Brooks Sullivan, Member,
County Treasurer

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

John O'Grady, Member
County Commissioner

Maryellen O'Shaughnessy, Member,
County Clerk of Courts

Edward J. Leonard, Member
Director, Board of Elections

Voting Nay thereon

Clarence E. Mingo II, Secretary, Administrator
County Auditor

Kim Brown, Member
Judge, Court of Common Pleas

Cheryl Brooks Sullivan, Member,
County Treasurer

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

John O'Grady, Member
County Commissioner

Maryellen O'Shaughnessy, Member,
County Clerk of Courts

Edward J. Leonard, Member
Director, Board of Elections

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

FRANKLIN COUNTY ENGINEER’S OFFICE
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.
Frank Igionu Autyro ndg
Information & Communication Technology
Resolution
Resolution #19-006
Date January 14

Title 2010 Budget
Agency: Anambra State Government
Amount: 076,270.00
Category: Development Software

Budget Justification
The Anambra State Government has been experiencing a budgetary crisis, which has led to the
information technology department being underfunded. This budgetary crisis has been
highlighted by the Anambra State Government, which has been consistently underspending
on technology development.

The Anambra State Government has submitted a proposal for the development of software
budget for the year 2010. This proposal includes various initiatives to enhance the state's
digital infrastructure. The budget includes the implementation of a new e-government
strategy, which aims to improve service delivery and reduce bureaucracy.

Risks
With the budget proposal, there are several risks to be considered. The state government
must ensure that the proposed budget is allocable and will not suffer.

Opportunity and Procurement
The Anambra State Government has recommended the procurement of software

Fiscalisation
Fund Source: State Treasury

Future Demand
2019 Impact: $1,076.27, 70.00

Submitted: [Signature]
Date: [Signature]

RESOLUTION NO. 19-007
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CHILDREN'S SERVICES
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
STAFF AUGMENTATION

Voting Aye thereon

Clarence E. Mingo II, Secretary, Administrator
County Auditor

Kim Brown, Member
Judge, Court of Common Pleas

Cheryl Brooks Sullivan, Member
County Treasurer

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

John O'Grady, Member
County Commissioner

Maryellen O'Shaughnessy, Member
County Clerk of Courts

Edward J. Leonard, Member
Director, Board of Elections

Voting Nay thereon

Clarence E. Mingo II, Secretary, Administrator
County Auditor

Kim Brown, Member
Judge, Court of Common Pleas

Cheryl Brooks Sullivan, Member
County Treasurer

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

John O'Grady, Member
County Commissioner

Maryellen O'Shaughnessy, Member
County Clerk of Courts

Edward J. Leonard, Member
Director, Board of Elections

David Payne, Member
Deputy Director, Board of Elections

David Payne, Member
Deputy Director, Board of Elections
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 #19-007

Date: January 14, 2019

Title: Staff Augmentation
Agency: Franklin County Children's Services
Amount: $850,000.00
Category: Service Contract

Business Justification

FCDC has a business need for staff that specialize in IT high-level skills that are required to conduct business. Currently, FCDC needs advanced technically skilled employees to help throughout the year with projects to cover staff turnover. These professionals will be used for staff turnover as well as the projects that are approved in their 2018 budget such as SharePoint upgrade OnBase expansion, NET expansion, Legal Office 365, phone upgrades, video conferencing Phase 2, Infrastructure, Cisco Engineer, and SharePoint Professionals.

Risks

The risk is without staff augmentation the current projects which began in 2017 such as the SharePoint upgrade, will not be able to be completed. Microsoft is no longer sending service packs or updates for SharePoint 2010 (our current version). This leaves us open to vulnerabilities.

Options other than this procurement

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

FCDC Recommendation

Fiscal Information

Funding Source: IT Consultants /Professional services
General Fund
Future Year Cost this request is a partial year request

2019 Impact

This is Staff augmenting only

Submitted: Carpe A. Middleton
Date: 1/14/2019


<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>County Auditor</td>
<td>County Auditor</td>
</tr>
<tr>
<td>Kim Brown, Member</td>
<td>Kim Brown, Member</td>
</tr>
<tr>
<td>Judge, Court of Common Pleas</td>
<td>Judge, Court of Common Pleas</td>
</tr>
<tr>
<td>Cheryl Brooks Sullivan, Member, County Treasurer</td>
<td>Cheryl Brooks Sullivan, Member, County Treasurer</td>
</tr>
<tr>
<td>Daniel J. O'Connor Jr., Member, County Recorder</td>
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</tr>
<tr>
<td>John O'Grady, Member, County Commissioner</td>
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</tr>
<tr>
<td>Maryellen O'Shaughnessy, Member, County Clerk of Courts</td>
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</tr>
<tr>
<td>Edward J. Leonard, Member, Director, Board of Elections</td>
<td>Edward J. Leonard, Member, Director, Board of Elections</td>
</tr>
<tr>
<td>David Payne, Member</td>
<td>David Payne, Member</td>
</tr>
<tr>
<td>Deputy Director, Board of Elections</td>
<td>Deputy Director, Board of Elections</td>
</tr>
</tbody>
</table>
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 Coroner’s Office
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 Coroner’s Office
Matthew Caudill
520 King Ave
Columbus, OH 43201
(614) 525-2490
mattcaudill@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>Matthew Caudill</td>
<td>614-525-2490</td>
<td><a href="mailto:mattcaudill@franklincountyohio.gov">mattcaudill@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Dr. Anahi Ortiz</td>
<td>614-525-4600</td>
<td><a href="mailto:anortiz@franklincountyohio.gov">anortiz@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Beverly Harper</td>
<td>614-525-3797</td>
<td><a href="mailto:baharper@franklincountyohio.gov">baharper@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>Matthew Caudill</td>
<td>614-525-2490</td>
<td><a href="mailto:mattcaudill@franklincountyohio.gov">mattcaudill@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Dr. Anahi Ortiz</td>
<td></td>
<td><a href="mailto:amortiz@franklincountyohio.gov">amortiz@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Beverly Harper</td>
<td>614-525-3797</td>
<td><a href="mailto:baharper@franklincountyohio.gov">baharper@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>Matthew Caudill</td>
<td>614-525-2490</td>
<td><a href="mailto:mattcaudill@franklincountyohio.gov">mattcaudill@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Dr. Anahi Ortiz</td>
<td></td>
<td><a href="mailto:amortiz@franklincountyohio.gov">amortiz@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Beverly Harper</td>
<td>614-525-3797</td>
<td><a href="mailto:baharper@franklincountyohio.gov">baharper@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Andrea Jarvis Galvin</td>
<td>614-525-2107</td>
<td><a href="mailto:anjarvis@franklincountyohio.gov">anjarvis@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>Beverly Harper</td>
<td>614-525-3797</td>
<td><a href="mailto:baharper@franklincountyohio.gov">baharper@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 Coroner’s Office (CRNR). This MSA is entered by FCDC and CRNR and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or CRNR determine that material changes to services or the needs of CRNR 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 CRNRs, 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 Catalogue shall be
negotiated by and between FCDC and CRNR. 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 CRNR receives an acceptable level of response to information technology needs and to ensure common expectations of quality and timeframes for services provided. The FCDC’s service goals are:

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

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

3.0) CONTENTS OF THE MSA

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

4.0) DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

**Security Engineering and Technology** - Security Services are those activities associated with maintaining physical and logical security of all service area components (e.g., hardware, software) and data, malware protection, access protection and other Security Services in compliance with county security requirements and all applicable regulatory requirements.
Security Policy Ownership and Enforcement – Services that relate to the adherence of the Franklin County FCDC Security policy by the agencies that utilize the Franklin County Network. In an effort to ensure a secure network for each agency the cooperation and adherence of each agency to the Security Policy (Addendum #) is required. In the event a policy is not able to be followed by an agency it is the responsibility of the agency to collaborate with the Franklin County Information Security Team to find and implement a compensating control.

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

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

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

5.0) SERVICES

FCDC agrees to provide services under the terms and conditions of this MSA. FCDC’s ability to deliver the services described in the service descriptions depends upon full and timely cooperation by the CRNR and the CRNR 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 CRNR 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”)

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</td>
<td>X</td>
<td></td>
<td>Including signature pads and scanners</td>
</tr>
<tr>
<td>Toxicology Department – PC's</td>
<td>X</td>
<td></td>
<td>FCDC will provide support when needed</td>
</tr>
<tr>
<td>Server Hosting and Support Services,</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network Service and support</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MUNIS</td>
<td>X</td>
<td></td>
<td>Auditor's Office is Primary Support for the application</td>
</tr>
<tr>
<td>Microsoft Application Support and License Agreement (MSELA)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coroner's Imaging - Intellinetic</td>
<td>X</td>
<td></td>
<td>Files stored on FCDCIS2</td>
</tr>
<tr>
<td>Matrix</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Justice Trax</td>
<td>X</td>
<td></td>
<td>Shared Responsibility: Vendor supports the application/DC supports the infrastructure and Crystal Reports</td>
</tr>
<tr>
<td>Agency Website</td>
<td>X</td>
<td></td>
<td>Shared Responsibility: Kentico</td>
</tr>
<tr>
<td>EDRS – Death Certificates</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criminal e-filing System</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6.3) SPECIAL SUPPORT REQUIREMENTS:

None at this time

7.0) TERMS AND CONDITIONS

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

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

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

After normal business hours and on weekends and holidays, calls are answered by the On-Call staff by calling (614) 525-3282 (525-DATA). Critical issues will be handled based on the Service Priority. All non-critical issues will be tracked and 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 COE@franklincountyohio.gov. This email account is only monitored during normal business hours.

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

Emergencies and after hours
In the event of an emergency, contact call 614-525-3282.

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

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


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>
</table>
| 5 Planning | • Handled as a service request | • Technician assigned and first contact within 4 normal business hours  
• Work scheduled according to standard or previously agreed service delivery time frames. |

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

Levels of Support

The FCDC provides Customers with three general levels of support:

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

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

Procurement

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

The Data Center offers two procurement options.

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

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

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

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 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><strong>Type</strong></td>
<td>Backup</td>
</tr>
<tr>
<td><strong>Domain</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Basic Expiration Date</strong></td>
<td>60 days</td>
</tr>
<tr>
<td><strong>Override Basic Retention Policy</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Number of days kept for daily</strong></td>
<td>14</td>
</tr>
<tr>
<td><strong>Number of weeks kept for weekly</strong></td>
<td>4</td>
</tr>
<tr>
<td><strong>Number of months kept for monthly</strong></td>
<td>12</td>
</tr>
<tr>
<td><strong>Number of years kept for yearly</strong></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 CRNR only. CRNR and Data Center are to maintain a list of CRNR servers and it should be sent to CRNR annually for verification.

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

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

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

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

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

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

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

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

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

**Software Maintenance**

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

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

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

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

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

**Minor Enhancements**

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

**Major Enhancements**

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

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

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

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

**Data Conversion Responsibility**

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

**General Conditions**

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

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

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

8.0 TERM AND TERMINATION OF THE MSA

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

9.0 APPROVAL SIGNATURES

REVIEW AND ACCEPTANCE OF THE MASTER SERVICE AGREEMENT

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

[Signatures]

Franklin County Data Center

Date

Richard V. James

C.O.O.

Print Name and Title

Customer

Date

Matthew Caudill

Director

Print Name and Title

18
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. 19-009
JANUARY 14, 2019
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE – SERVER ENGINEER

<table>
<thead>
<tr>
<th>Voting Aye thereon</th>
<th>Voting Nay thereon</th>
</tr>
</thead>
</table>
| **Clarence E. Mingo II**, Secretary, Administrator  
County Auditor | **Clarence E. Mingo II**, Secretary, Administrator  
County Auditor |
| **Kim Brown**, Member  
Judge, Court of Common Pleas | **Kim Brown**, Member  
Judge, Court of Common Pleas |
| **Cheryl Brooks Sullivan**, Member,  
County Treasurer | **Cheryl Brooks Sullivan**, Member,  
County Treasurer |
| **Daniel J. O'Connor Jr.**, Member,  
County Recorder | **Daniel J. O'Connor Jr.**, Member,  
County Recorder |
| **John O'Grady**, Member,  
County Commissioner | **John O'Grady**, Member,  
County Commissioner |
| **Maryellen O'Shaughnessy**, Member,  
County Clerk of Courts | **Maryellen O'Shaughnessy**, Member,  
County Clerk of Courts |
| **Edward J. Leonard**, Member  
Director, Board of Elections | **Edward J. Leonard**, Member  
Director, Board of Elections |
| **David Payne**, Member  
Deputy Director, Board of Elections | **David Payne**, Member  
Deputy Director, Board of Elections |
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.
**Data Center Personnel Action – New Hire – Blake Maher**

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

**PAY GRADE SALARY RANGE**

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

<table>
<thead>
<tr>
<th>BASE RATE</th>
<th>ANNUAL SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 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
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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:

Technical Expertise | Critical & Analytical Thinking | User and Customer Support |
Relationship Building | Result Orientation | Versatility/Adaptability | Continuous Improvement |
Forward Thinking | Personal Credibility | Self-Confidence | Diagnostic Information Gathering |
Building Collaborative Relationships | oral Communication

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 administrating 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 January, 2019

Projects Completed

The Data Center’s Project Delivery Team completed 14 projects in 2018.

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Title</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>50704</td>
<td>Veteran Services</td>
<td>Vets Data Analytics Project</td>
<td>This project is now officially closed</td>
</tr>
<tr>
<td>50658</td>
<td>County</td>
<td>Franklin County Website Modernization Initiative - Phase 1-4</td>
<td>The project is now officially closed</td>
</tr>
</tbody>
</table>

Active Projects

The Project Delivery Team is actively working to complete 13 additional projects:

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Project Title</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>50717</td>
<td>County</td>
<td>Windows Server EOL/EOS Upgrades</td>
<td>End of life servers to be upgraded to 2016 R2. Actively working with 13 Agencies to upgrade servers, 134 decommissions thus far have been completed.</td>
</tr>
<tr>
<td>50705</td>
<td>DATA</td>
<td>ServiceNow Phase 3</td>
<td>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.</td>
</tr>
<tr>
<td>50711</td>
<td>County</td>
<td>Privileged Access Management</td>
<td>Implementing a privilege access management solution will allow the Data Center to securely centralizing password management for our critical accounts</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>Data Center is reaching out to all agencies affected by this AD redesign to review the changes and migration dates for the impacted agencies.</td>
</tr>
<tr>
<td>Code</td>
<td>Department</td>
<td>Project</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>------------------</td>
<td>------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</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>
<tr>
<td>50746</td>
<td>Data</td>
<td>Neogov Implementation</td>
<td>This is HR management software for Recruiting (Insight), Onboarding and Performance management modules to streamline manual processes.</td>
</tr>
<tr>
<td>50732</td>
<td>Purchasing</td>
<td>Print Services Transition</td>
<td>Once the print operations are consolidated, there should be savings in equipment leases/purchases and maintenance. Working with SSI and Planet Press.</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.</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>
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.

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

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

Ms. Cindi Becker, Delegate, Franklin County Auditor

The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer

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

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AGENDA

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Monday Morning Session,
January 14, 2019.

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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. LUCKHAUPT: 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-disclosable 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)