Franklin County Automatic Data Processing Board

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

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

From:
Franklin County Data Center

Date:
March 4, 2019

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

The proposed agenda for the Monday, March 4, 2019 meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held in the FCDC Auditorium on the 9th floor of the Franklin County Courthouse, 373 South High Street, Columbus, Ohio 43215.

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

Cc:
The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer
The Honorable Daniel J. O’Connor Jr., Member, Franklin County Recorder
The Honorable John O’Grady, Member, Franklin County Board of Commissioners
The Honorable Maryellen O’Shaughnessy, Member, Franklin County Clerk of Courts
The Honorable Kim Brown, Member, Franklin County Court of Common Pleas
The Honorable Edward J. Leonard, Member, Franklin County Board of Elections
Mr. David R. Payne, Member, Franklin County Board of Elections

Robert Hinton, Delegate, Franklin County Recorder
Melissa Messina-Lanthorn, Delegate, Franklin County Recorder
Cindi Becker, Delegate, Franklin County Auditor
Larry McQuain, Delegate, Franklin County Auditor
Jim Holmes, Delegate, Franklin County Treasurer
Victoria Troy, Delegate, Franklin County Treasurer
Julie Grimes, Delegate, Franklin County Treasurer
Adam Luckhaupt, Delegate, Franklin County Board of Commissioners
Kaliyah Shaheen, Delegate, Franklin County Board of Commissioners
Zak Talarek, Delegate, Franklin County Board of Commissioners
Angela Mathews, Delegate, Franklin County Clerk of Courts
Sharlene Chance, Delegate, Franklin County Clerk of Courts
Antone White, Delegate, Franklin County Clerk of Courts
Jennifer Goodman, Delegate, Franklin County Common Pleas Court
Michael Pifher, Delegate, Franklin County Common Pleas Court
AGENDA – Automatic Data Processing Board Meeting, March 4, 2019

9:00 A.M. Convene in Regular Session

- Call to order
- Secretary’s Comments
- Approve or amend the Minutes from the February 4, 2019 Board Meeting
- New Business

---- Resolution No. 19-016 Franklin County Salvage

---- Resolution No. 19-017 Franklin County Data Center Procurement Request- Data Center Operating Procurement

---- Resolution No. 19-018 Franklin County Data Center Procurement Request- Data Center Capital Procurement

---- Resolution No. 19-019 Franklin County Sheriff's Office Procurement Request- Desktop Monitor Refresh

---- Resolution No. 19-020 Franklin County Data Center Agency Information Technology Master Service Agreement- Alcohol, Drug and Mental Health Board of Franklin County

Other Business

Adjourn
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the February 4, 2019 Board Meeting

Date Approved: March 4, 2019

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

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

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Regular Monthly Meeting:

PROCEEDINGS

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

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

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

Ms. Cindi Becker, Delegate, Franklin County Auditor

The Honorable Cheryl Brooks Sullivan, Member, and Mr. Jim Holmes, Delegate, Franklin County Treasurer

Ms. Melissa Messina, Delegate, Franklin County Recorder

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

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

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

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

Mr. David R. Payne, Member, Franklin County Board of Elections

ALSO PRESENT:

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

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<td>Resolution 19-009</td>
<td>13</td>
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<td>Other Business</td>
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<td>Adjournment</td>
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Monday Morning Session,

February 4, 2019.

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CALL TO ORDER

MS. BECKER: Okay. We will go ahead and call our meeting to order.

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

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SECRETARY'S COMMENTS

MR. JAMES: Good morning, Data Board members.

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

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

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

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

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

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

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

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

JUDGE BROWN: Thank you.

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

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APPROVAL OF MINUTES

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

Hearing none, motion for approval.

MS. BROOKS SULLIVAN: So moved.

MR. LEONARD: Second.

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

(Vote taken; motion passes.)

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NEW BUSINESS

RESOLUTION 19-010

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

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

MR. LEONARD: Move to approve.

MR. LUCKHAUPT: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-011

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

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

MS. BECKER: Any questions or comments?

Motion for approval.

MR. LUCKHAUPT: So moved.

MS. BROOKS SULLIVAN: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-012

MS. BECKER: Next is Resolution 19-012

Franklin County Office on Aging procurement request.

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

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

MS. BECKER: Questions or comments?
Motion for approval.

MS. MATHEWS: So moved.
MS. BECKER: Second?
MR. LEONARD: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-013

MS. BECKER: Next is Resolution 19-013 Franklin County Data Center Agency Information Technology Master Service Agreement.

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

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

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

MS. JOHNS: No, not at this time.

MS. BECKER: Questions or comments?

Motion for approval.

MR. LEONARD: So moved.

MS. BECKER: Second?

MS. BROOKS SULLIVAN: Second.

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

(Vote taken; motion passes.)

RESOLUTION 19-014

MS. BECKER: Next is Resolution 19-014 Franklin County Data Center Agency Information Technology Master Service Agreement for the
Treasurer's Office.

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

Outside of that there are no additional changes.

MS. BECKER: Questions or comments?

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

MR. LEONARD: I'll move to approve.

MR. LUCKHAUPT: Second.

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

(Vote taken; motion passes.)

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EXECUTIVE SESSION

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

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

MR. PAYNE: Yes.

MR. LEONARD: Aye.

MS. BECKER: Treasurer.

MS. BROOKS SULLIVAN: Aye.

MS. MESSINA: Aye.

MR. LUCKHAUPT: Aye.

MS. MATHEWS: Aye.

JUDGE BROWN: Aye.

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

(Executive Session held.)

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

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RESOLUTION 19-015

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

MR. LEONARD: I'll move to approve.

MS. MATHEWS: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-009

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

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

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

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

MR. PAYNE: It says unclassified?

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

MS. BECKER: Questions or comments?

Questions or comments on 19-009?

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

MR. SOULAS: It's on the table right now.

It would be a motion to remove it from the table.

MS. BECKER: So do I have a motion?

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

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

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

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

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

MR. SOULAS: If there is no second --

MS. BECKER: So 19-009 will stay tabled.

All those in favor.

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

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

MS. BECKER: I did not.

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

MS. BECKER: Okay. Any other business?

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

MS. LUST: Thank you, Jeanne.

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

All right. We are adjourned.

(Thereupon, at 9:33 a.m., the meeting was adjourned.)

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CERTIFICATE

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

Karen Sue Gibson
Karen Sue Gibson, Registered Merit Reporter.

(KSG-6688)
RESOLUTION NO. 19-016

MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER EQUIPMENT SALVAGE

Voting Aye thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Voting Nay thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

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

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

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board recommends the Franklin County Board of County Commissioners, in accordance with Ohio Revised Code Section 307.12, sell at public auction or by sealed bid to the highest bidder, the computer equipment specified in the attached list, as recommend by the Data Center Director of Enterprise Architecture.
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RESOLUTION NO. 19-017
MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
DATA CENTER OPERATING PROCUREMENT

Voting Aye thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Voting Nay thereon

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

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

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David Payne, Member
Deputy Director, Franklin County Board of Elections
RESOLUTION NO. 19-017
MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
DATA CENTER OPERATING PROCUREMENT

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 Operating 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 Operating 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 Operating Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Operating 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 # 19-017
Dated 3/4/2019

Title: Data Center Operating Procurement
Agency: Franklin County Data Center
Amount: $507,063
Category: Software and Services

Business Justification
The Franklin County Data Center maintains over 7,600 email mailbox accounts on the Franklin County Data Network (FCDN). To protect against inbound malware, spam, phishing, and Denial of Service attacks it utilizes a product known as Barracuda Email Security Gateway. Barracuda is recommend by Gartner placing it in its upper quadrant and listing it as a visionary organization in the security field. The Data Center has used the product via a physical appliance successfully for many years, however the current four year old devise is experiencing intermittent failure. This procurement will replace the physical appliance with a virtual instance which will sit on the FCDN’s UCS virtual platform. The replacement will be funded by the Data Center’s baseline budget and the cost includes both a vendor credit for the upgrade and a credit for unutilized maintenance.

In addition to the mailboxes, the Data Center maintains a secure and reliable IT infrastructure supporting 44 agencies, courts and organizations. Currently the infrastructure is supported by a small internal staff and several managed service providers. To continue to provide these services it has been determined that additional resources are required. This procurement will permit IT professional contractors to augment current services until a permanent solution can be determined and implemented. The Data Center will work with OMB to identify funding as needed for this procurement.

<table>
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<th>Program</th>
<th>Object</th>
<th>Short Description</th>
<th>Cost</th>
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<td>10221100</td>
<td>522101</td>
<td>Barracuda Email Security Gateway, Virtual, One year subscription.</td>
<td>$7,063.00</td>
</tr>
<tr>
<td>10221100</td>
<td>520105</td>
<td>Server, network and security engineers and system administration services</td>
<td>$500,000.00</td>
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Risks
There is no risk associated with moving from a physical to virtual Barracuda services.
Utilization of contractors that are not familiar with the complex Franklin County IT infrastructure requires training time and resources and carries a risk of error. Such errors can result in degraded or loss of services.

Fiscal Information
Funding Source: Barracuda: FCDC Baseline Budget
Contractors: The Data Center will work with OMB to identify funding
RESOLUTION NO. 19-018
MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
DATA CENTER CAPITAL PROCUREMENT

Voting Aye thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Voting Nay thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

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

David Payne, Member
Deputy Director, Franklin County Board of Elections
RESOLUTION NO. 19-018  MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
DATA CENTER CAPITAL PROCUREMENT

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 Operating 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 Operating 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 Operating Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Operating 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 # 19-018
Dated 3/4/2019

<table>
<thead>
<tr>
<th>Title</th>
<th>Data Center Capital Procurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency</td>
<td>Franklin County Data Center</td>
</tr>
<tr>
<td>Amount</td>
<td>$950,000</td>
</tr>
<tr>
<td>Category</td>
<td>Capital Hardware, Software and Services</td>
</tr>
</tbody>
</table>

**Business Justification**

Data Back-up (having a second copy of data) and recovery services (the ability to restore a file from a point in time) is vital for public records request, disaster recovery, business continuity and corruption incidents. In recent years the importance of these services has increased with rise of hacking and ransomware attacks.

In 2015 the Data Center implemented Dell EMC® Data Domain and Avamar as the countywide back-up and recovery solution replacing outdated tape, disk and NetBackup solutions. For the third year in a row, Dell EMC has been recognized by Gartner® as a leader in the 2018 Magic Quadrant providing integrated variable-length deduplication technology which facilitates daily full backups for virtual environments, remote offices, enterprise applications and network-attached storage (NAS). The solution reduces backup time and bandwidth requirements by only storing unique daily changes while maintaining daily full backups for immediate single-step restore.

The current system has not been expanded since its implementation in 2015 and during 2018 the Data Center had to move SQL database data off of the platform, perform daily manual clean-ups, and delete some information in order to continue daily back-ups. Even with these measures, 91% of the 132TB capacity is currently being utilized. Dell EMC Data Domain Best Practices states that for optimal performance, Data Domain systems should be less than 85% full. At 91% the likelihood of failed back-ups increases and Franklin County is at risk of not being able to restore data when required.

In addition to the current workload there are approximately 15 outstanding IT projects and requests that are on hold because, while storage space is available, the current back-up solution cannot accommodate the workload. These include the server end of life project (EOL 50717), the Sheriff’s Matrix project and the Sheriff’s network redundancy project. 25TB is required for the Sheriff projects alone.

This procurement, which will increase capacity to 280TB (244 usable) will allow for all current projects to move forward as well as anticipated growth over the next three years.

**Risks**

The Data Center does not anticipate any risk associated with the implementation of this upgrade. Not moving forward contains several risks including not being able to move forward with current projects, failure of nightly back-up processes and the inability to restore a file in the event of a corrupted file, public records request, and disaster or security events.

**Fiscal Information**

Funding Source: The Data Center will utilize $157,000 from 2019, 2020 and 2021 baseline budgets that would have been expended on maintenance for the legacy system and 2019 capital savings from a copier procurement to fund part of this project. Staff will work closely with OMB to identify the balance of the cost.
RESOLUTION NO. 19-019

MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY SHERIFF’S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
DESKTOP MONITOR REFRESH

Voting Aye thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Voting Nay thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

FRANKLIN COUNTY SHERIFF’S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
DESKTOP MONITOR REFRESH

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 Operating 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 Operating 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 Operating Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Operating 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 #19-019
Date: March 4, 2019

Title: Desktop Monitor Refresh
Agency: Franklin County Sheriff’s Office
Amount: $61,472.00
Category: Hardware

Business Justification
The Sheriff’s Office is in need of new hardware to replace existing and non-supported devices.

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

Options other than this procurement There are no other options for procurement.

FCDC Recommendation
The FCDC has performed a technical review and recommends approval of this resolution.

Fiscal Information
Funding Source: General Fund

Future Year Cost

2019 Impact $61,472.00
2020 Impact
2021 Impact

Submitted: [Signature]
Date: 2/25/19
RESOLUTION NO. 19-020

MARCH 4, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT ALCOHOL, DRUG AND
MENTAL HEALTH BOARD OF FRANKLIN COUNTY

Voting Aye thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Voting Nay thereon

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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

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Franklin County Recorder

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Franklin County Treasurer

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Director, Franklin County Board of Elections

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

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

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

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT – ALCOHOL, DRUG
AND MENTAL HEALTH BOARD OF FRANKLIN COUNTY

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
Operating 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 Alcohol, Drug and Mental Health Board of Franklin County
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

Alcohol, Drug and Mental Health of Franklin County
Susan Duderstadt
447 E. Broad St
Columbus, Ohio 43215
(614) 222-3772
sduderstadt@adamhfranklin.org

1.3) CUSTOMER CONTACT LIST

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

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Duderstadt</td>
<td>614-222-3772</td>
<td><a href="mailto:sduderstadt@adamhfranklin.org">sduderstadt@adamhfranklin.org</a></td>
</tr>
<tr>
<td>Jesse Lyon</td>
<td>614-222-3722</td>
<td><a href="mailto:jlyon@adamhfranklin.org">jlyon@adamhfranklin.org</a></td>
</tr>
<tr>
<td>Zac Morris</td>
<td>614-222-3719</td>
<td><a href="mailto:zmorris@adamhfranklin.org">zmorris@adamhfranklin.org</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>Susan Duderstadt</td>
<td>614-222-3772</td>
<td><a href="mailto:sduderstadt@adamhfranklin.org">sduderstadt@adamhfranklin.org</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 Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Duderstadt</td>
<td>614-222-3772</td>
<td><a href="mailto:sduderstadt@adamhfranklin.org">sduderstadt@adamhfranklin.org</a></td>
</tr>
<tr>
<td>Jesse Lyon</td>
<td>614-222-3722</td>
<td><a href="mailto:jlyon@adamhfranklin.org">jlyon@adamhfranklin.org</a></td>
</tr>
<tr>
<td>Zac Morris</td>
<td>614-222-3719</td>
<td><a href="mailto:zmorris@adamhfranklin.org">zmorris@adamhfranklin.org</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 Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Duderstadt</td>
<td>614-222-3772</td>
<td><a href="mailto:sduderstadt@adamhfranklin.org">sduderstadt@adamhfranklin.org</a></td>
</tr>
<tr>
<td>Jesse Lyon</td>
<td>614-222-3722</td>
<td><a href="mailto:jlyon@adamhfranklin.org">jlyon@adamhfranklin.org</a></td>
</tr>
<tr>
<td>Zac Morris</td>
<td>614-222-3719</td>
<td><a href="mailto:zmorris@adamhfranklin.org">zmorris@adamhfranklin.org</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 Alcohol, Drug and Mental Health Board of Franklin County (ADAMH). This MSA is entered by FCDC and ADAMH and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or ADAMH determine that material changes to services or the needs of ADAMH 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 ADAMHs, but billed to the General Fund in accordance with their rates and billing frequency. Services shall be performed in accordance with and adhere to the standards, performance and timing goals as provided in the catalogue.

Any requested modifications to the standards, performance and timing goals or the roles and responsibilities of service delivery staff as presented in the FCDC Service Catalog shall be negotiated by and between FCDC and ADAMH. 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 ADAMH 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 ADAMH and the ADAMH 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 ADAMH and negotiated Service Level Agreements:

6.0) RESPONSIBILITIES

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

6.1) FCDC PRIMARY SUPPORT:

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

6.2) FCDC SECONDARY SUPPORT:

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

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

<table>
<thead>
<tr>
<th>Applications / Servers</th>
<th>Agency Primary Support</th>
<th>Data Center Primary Support</th>
<th>Other Agency Primary Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Services for all PC’s and peripherals</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server Services and Support</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applications / Servers</td>
<td>Agency Primary Support</td>
<td>Data Center Primary Support</td>
<td>Other Agency Primary Support</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------</td>
<td>-----------------------------</td>
<td>------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SharePoint Environment</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network Service and Support</td>
<td>X</td>
<td>X</td>
<td></td>
<td>Shared Responsibility</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>FCDC is responsible for the Core switch and routing issues only.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>FCDC will assist ADAMH as needed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ADAMH is responsible for taking care of their internal network support.</td>
</tr>
<tr>
<td>MUNIS</td>
<td></td>
<td>X</td>
<td></td>
<td>Auditor’s Office Primary Support</td>
</tr>
<tr>
<td>BFM</td>
<td></td>
<td>X</td>
<td></td>
<td>Commissioners</td>
</tr>
<tr>
<td>Microsoft Application Support and License Agreement (MSELA)</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
</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>
<tr>
<td>4</td>
<td>Director of Customer Service</td>
<td>614-525-2568</td>
<td><a href="mailto:cxmichael@franklincountyohio.gov">cxmichael@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Technical Contact and Resolution Goals</th>
</tr>
</thead>
</table>
| 4 Minimal or No | • Minimal impact to business or service  
• No production or Individual End User affected | • Technician assigned and first contact within 2 
normal business hours |
<table>
<thead>
<tr>
<th>Business Impact</th>
<th>Description</th>
<th>Incident Tech Contact and Resolution Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Minor Business Impact</td>
<td>• Incidents that degrade business service but do not prevent its delivery&lt;br&gt;• Component, procedure, is not critical to customer business function&lt;br&gt;• Service outage but alternative workaround is available</td>
<td>• Technician assigned and first contact within 1 normal business hour&lt;br&gt;• Resolved within 24 normal business hours&lt;br&gt;• Email updates daily until incident is resolved</td>
</tr>
<tr>
<td>2 Major Business Impact</td>
<td>• A component, minor application or procedure is down, unusable, or is so difficult to use that it is causing a critical impact to business service delivery for one or more customers</td>
<td>• Technician assigned and first contact within 30 mins. during normal business hours&lt;br&gt;• Work until resolved&lt;br&gt;• Email updates daily until incident is resolved</td>
</tr>
<tr>
<td>1 Severe Business Impact</td>
<td>• Total loss of production service to entire County or multiple agencies&lt;br&gt;• Critical System, network or key application outage (or imminent outage) with critical impact on service delivery&lt;br&gt;• Impacts one or more service level commitments&lt;br&gt;• Revenue or delivery schedule impacts</td>
<td>• Technician assigned and first contact within 15 mins. during normal business hours&lt;br&gt;• Update 1 hour after assignment then every 2 hours during normal business hours until incident is resolved&lt;br&gt;• Work until resolved</td>
</tr>
</tbody>
</table>

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

**Levels of Support**

The FCDC provides Customers with three general levels of support:

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

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

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

**Procurement**

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

The Data Center offers two procurement options.

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

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

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

**Background Checks for FCDC Contractors**

FCDC contractors undergo a standard background check to include:

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

**User Administration**

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

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

**Services**

**Project Management and Consulting Services**

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

**Demand Management**

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

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

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

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

**Salvage Requests**

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

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

**Equipment Deployment Request**

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

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

**Mobile Device**

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

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

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

**Server Backup Retention Policy**

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

Server backups will be restored according to the following schedule:

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

**Backup Retention Policy**

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

Database backups will be restored according to the following schedule:

<table>
<thead>
<tr>
<th>Backups</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly</td>
<td>1 day or N/A</td>
</tr>
<tr>
<td>Daily</td>
<td>14 days</td>
</tr>
<tr>
<td>Weekly</td>
<td>30 days</td>
</tr>
<tr>
<td>Monthly</td>
<td>3 months</td>
</tr>
<tr>
<td>Yearly</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 ADAMH only. ADAMH and Data Center are to maintain a list of ADAMH servers and it should be sent to ADAMH 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 Kentic. 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 and dates]

Franklin County Data Center

Customer

2/25/19

11/31/19

Date

Date

Print Name and Title

Print Name and Title

Richard V. James

C.O.O.

Superintendent

Sr. Director of Information Technology

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.
Portfolio By Type

- 2 - Tech Mandatory 39%
- 3 - Business Mandatory 20%
- 4 - Recommended Initiative 29%
- 5 - Discretionary 12%
Portfolio Summary for March, 2019

Projects Completed

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Project Title</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>50717</td>
<td>County</td>
<td>Windows Server EOL/EOS Upgrades</td>
<td>This project is on Hold as we have resource limitations. End of life servers to be upgraded to 2016 R2. Actively working with 13 Agencies to upgrade servers, 134 decommissions thus far</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, addressing issues found before Official UAT.</td>
</tr>
<tr>
<td>50494</td>
<td>Commissioners</td>
<td>Commissioners' Resolution Management System (CRMS) Upgrade</td>
<td>The project is in closure phase, awaiting sponsor’s response.</td>
</tr>
<tr>
<td>50682</td>
<td>Auditor</td>
<td>FCA Special Forms Transition</td>
<td>Transitioning the printing of 6 special forms for the Auditor’s Real Estate Div. MH Homestead Mailers - in progress; final form approved</td>
</tr>
<tr>
<td>50650</td>
<td>County</td>
<td>Active Directory Health, Remediation Activities and Group Policy/Architecture</td>
<td>AD remediation is complete, we are now focused on migrating exchange from 2013 to 2016. Data Center is the first agency to be migrated to 2016 followed by other agencies.</td>
</tr>
<tr>
<td>50680</td>
<td>Auditor</td>
<td>OnBase Export</td>
<td>Exports 3 &amp; 4 &amp; 5 (Informal Review-Year2011/2014/2017) - Samples Ready for QA Export 2- Still on Hold Quality Review</td>
</tr>
</tbody>
</table>

Active Projects
The Project Delivery Team is actively working to complete 12 projects and initiating Office365 program.
<table>
<thead>
<tr>
<th>ID</th>
<th>Department</th>
<th>Project Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<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 is being researched. Once data is gathered, will coordinate with agencies to figure out back up plan.</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>50747</td>
<td>County</td>
<td>Sailpoint Integration Analysis and Implementation</td>
<td>That ability to perform access certifications on a quarterly basis is required for compliance purposes, to be able to deliver this systematically and in an easy to use system is imperative for successful completion. The proposed plan is to pilot role-based access controls. This allows for more appropriate access being granted based on the role that someone has within an agency, furthering the practice of least privilege access.</td>
</tr>
<tr>
<td>50730</td>
<td>County</td>
<td>All-Encompassing RFP</td>
<td>SSI is to build an all-encompassing RFP. Deliverable is expected soon.</td>
</tr>
</tbody>
</table>
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the March 4, 2019 Board Meeting

Date Approved: April 1, 2019

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

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

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

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Regular Monthly Meeting. :

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PROCEEDINGS

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

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

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

Ms. Cindi Becker, Delegate, Franklin County Auditor

The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer

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

Mr. Zachary Talarek, Delegate, Franklin County Board of Commissioners

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

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

Mr. David R. Payne, Member, Franklin County Board of Elections

ALSO PRESENT:

Mr. Rick James, Data Center Chief Operating Officer
Ms. Julie Lust, FCDC Director, Financial Services
Mr. Nick Soulas, County Prosecutor
Ms. Beverlyn Johns, Business Services Manager
Mr. Conrad Michael, Director PMO
Mr. Jeff Sanders, Director Enterprise Architecture
Ms. Nikki Milburn, Director Information Security
Ms. Chloe Broom, Executive Administrative Assistant
<table>
<thead>
<tr>
<th>ITEM</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call to Order</td>
<td>4</td>
</tr>
<tr>
<td>Secretary's Comments</td>
<td>4</td>
</tr>
<tr>
<td>Approval of Minutes</td>
<td>6</td>
</tr>
<tr>
<td>New Business</td>
<td>7</td>
</tr>
<tr>
<td>Resolution 19-016</td>
<td>7</td>
</tr>
<tr>
<td>Resolution 19-017</td>
<td>8</td>
</tr>
<tr>
<td>Resolution 19-018</td>
<td>9</td>
</tr>
<tr>
<td>Resolution 19-019</td>
<td>13</td>
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Monday Morning Session,
March 4, 2019.

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CALL TO ORDER

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

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SECRETARY'S COMMENTS

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

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

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

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

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

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

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

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

MS. BECKER: That concludes the Secretary comments.

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APPROVAL OF MINUTES

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

Okay. Hearing none, a motion to approve?

MS. BROOKS SULLIVAN: So moved.

MS. MATHEWS: Second.

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

(Vote taken; motion passes.)

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Armstrong & Okey, Inc., Columbus, Ohio (614) 224-9481
NEW BUSINESS
RESOLUTION 19-016

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

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

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

MS. BECKER: Any questions? Comments? Motion for approval?

MS. MATHEWS: So moved.

MS. BECKER: Second?

MR. TALAREK: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-017

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

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

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

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

MS. BROOKS SULLIVAN: So moved.

MR. O'CONNOR: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-018

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

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

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

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

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

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

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

Jason.

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

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

So, Jeff, would you like to address?

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

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

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

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

MS. LUST: Correct.

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

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

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

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

JUDGE BROWN: Moved.

MS. BECKER: Second?

MS. BROOKS SULLIVAN: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-019

MS. BECKER: Next is Resolution No.
19-019 Franklin County Sheriff's Office procurement
request.
MR. CROWTHER: Good morning, Data Board. Shanon Crowther, Director of IT for the Sheriff's Office.

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

MS. BECKER: Any questions or comments? Can I have a motion for approval?

JUDGE BROWN: Moved.

MS. BECKER: Do I have a second?

MR. O'CONNOR: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-020

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

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

Pending any questions I am asking for approval.

MS. BECKER: Any questions or comments?

Motion for approval?

MS. BROOKS SULLIVAN: So moved.

MS. MATHEWS: Second.

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

(Vote taken; motion passes.)

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OTHER BUSINESS

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

Okay.

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

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

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

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

MS. BECKER: Okay. Anything else?

All right. Move to adjourn?

JUDGE BROWN: Moved.

MS. MATHEWS: Second.

MS. BECKER: We are adjourned. Thank you.

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

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

Karen Sue Gibson, Registered Merit Reporter.

(KSG-6707)