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

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

Date: May 6, 2019

Subject: Agenda for the Monday, May 6, 2019 Data Processing Board Meeting

The proposed agenda for the Monday, May 6, 2019 meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held in **FCDC Auditorium on the 9th floor** of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

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

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

Jo Ellen Cline, Delegate, Franklin County Auditor
Sherra Anthony, Delegate, Franklin County Auditor
Jim Holmes, Delegate, Franklin County Treasurer
Victoria Troy, Delegate, Franklin County Treasurer
Julie Grimes, Delegate, Franklin County Treasurer
Jennifer Goodman, Delegate, Franklin County Common Pleas Court
Michael Pfifer, Delegate, Franklin County Common Pleas Court
Robert Hinton, Delegate, Franklin County Recorder
Melissa Messina-Lanthorn, Delegate, Franklin County Recorder
Kaliyah Shaheen, Delegate, Franklin County Board of Commissioners
Zak Talarek, Delegate, Franklin County Board of Commissioners
Angela Mathews, Delegate, Franklin County Clerk of Courts
Sharlene Chance, Delegate, Franklin County Clerk of Courts
AGENDA - Automatic Data Processing Board Meeting, May 6, 2019

9:00 A.M. Convene in Regular Session

• Call to Order

• Secretary’s Comments

• Approve or amend the Minutes of the April 1, 2019 Regular Board Meeting

• New Business

----- Resolution No. 19-029 Franklin County Salvage

----- Resolution No. 19-030 Franklin County Data Center Procurement Request – Data Center Infrastructure Managed Services

----- Resolution No. 19-031 Franklin County Data Center Procurement Request – Data Center Operating Procurement

----- Resolution No. 19-032 Franklin County Public Facilities Management Procurement Request – Replacement Computers

----- Resolution No. 19-033 Franklin County Public Facilities Management Procurement Request – Camera Switches

----- Resolution No. 19-034 Franklin County Data Center Agency Information Technology Master Service Agreement – Franklin County Children’s Services

----- Resolution No. 19-035 Franklin County Data Center Agency Information Technology Master Service Agreement – Franklin County Public Health

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

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

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

• Move to Executive Session

• Executive Session
----- Resolution No. 19-036 Personnel Action – Promotion – IT Service Team Lead
----- Resolution No. 19-037 Personnel Action – New Hire – Server Engineer
----- Resolution No. 19-038 Personnel Action – New Hire – Cloud Engineer

• Motion to Adjourn the Executive Session
Roll call vote (requires a majority of the quorum)
Reconvene in Regular Session

----- Resolution No. 19-036 Personnel Action – Promotion – IT Service Team Lead

----- Resolution No. 19-037 Personnel Action – New Hire – Server Engineer

----- Resolution No. 19-038 Personnel Action – New Hire – Cloud Engineer

Other Business
Adjourn
Minutes of the April 1, 2019 Board Meeting

Date Approved: May 6, 2019

Michael Stinziano, Secretary/Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel J. O'Conner 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, 9th Floor, Columbus, Ohio, called at 9:02 a.m. on Monday, April 1, 2019.
BOARD MEMBERS:

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

The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer

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

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

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

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

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

ALSO PRESENT:

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

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Monday Morning Session,
April 1, 2019.

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CALL TO ORDER

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

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

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

MS. O'SHAUGHNESSY: Can everybody hear?

MR. FRUMKIN: Sorry?

MS. O'SHAUGHNESSY: Speak up.

MR. FRUMKIN: Oh, sorry.

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

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

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

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

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SECRETARY'S COMMENTS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

MS. O'SHAUGHNESSY: I have a question.

MR. FRUMKIN: Please.

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

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

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

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

MR. SANDERS: Uh-huh.

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

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

SECRETARY STINZIANO: Any other questions or comments?

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


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APPROVAL OF MINUTES

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

MS. O'SHAUGHNESSY: So moved.

MR. LUCKHAUPT: Second.

SECRETARY STINZIANO: All those in favor?
Any opposed? I'm going to abstain since I wasn't
here.

(Vote taken; motion passes.)

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NEW BUSINESS

RESOLUTION 19-021

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

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

MS. O'SHAUGHNESSY: Move to approve.

MR. LUCKHAUP: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-022 AND RESOLUTION 19-023

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

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

MS. BROOKS SULLIVAN: So moved.

MS. O'SHAUGHNESSY: Second.

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

(Vote taken; motion passes.)

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

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

SECRETARY STINZIANO: Hearing a motion to approve.

MS. O'SHAUGHNESSY: Second.

MR. LEONARD: Second.

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

(Vote taken; motion passes.)

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

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

SECRETARY STINZIANO: If you must.

(Laughter.)

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

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

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RESOLUTION 19-028

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

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

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

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

MR. EBBESKOTTE: Thank you.

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

(Applause.)

SECRETARY STINZIANO: Any other questions or comments?

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

MR. LUCKHAUPT: So moved.

MS. O'SHAUGHNESSY: Second.

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

(Vote taken; motion passes.)

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MOTION TO HOLD EXECUTIVE SESSION

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

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

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

MS. LUST: You do.

SECRETARY STINZIANO: I do?

MS. LUST: Yes.

SECRETARY STINZIANO: Okay.

Judge Brown.

JUDGE BROWN: Yes.

SECRETARY STINZIANO: Clerk O'Shaughnessy.

MS. O'SHAUGHNESSY: Yes.

SECRETARY STINZIANO: Commissioner O'Grady.

MR. LUCKHAUPT: Yes.

SECRETARY STINZIANO: Recorder O'Connor.

MS. MESSINA-LANTHORN: Yes.

SECRETARY STINZIANO: Treasurer Brooks Sullivan.

MS. BROOKS SULLIVAN: Yes.

SECRETARY STINZIANO: Director Leonard.

MR. LEONARD: Yes.

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

(Thereupon, the Board moved into Executive
Session.)

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ADJOURNMENT OF EXECUTIVE SESSION

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

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RESOLUTION 19-024

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

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

MR. LUCKHAUPT: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-025

SECRETARY STINZIANO: Resolution 19-025.

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

MR. FRUMKIN: No. 25.

MS. LUST: No. 25.

MS. WILKINS-BIBBS: Oh, I skipped one. I'm sorry. This is for approval of our CIO's salary.

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

MS. O'SHAUGHNESSY: So moved.

MR. LUCKHAUPT: Second.

MS. BROOKS SULLIVAN: Second.

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

(Vote taken; motion passes.)

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RESOLUTION 19-026 AND RESOLUTION 19-027

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

MR. SOULAS: Yes, thank you.

SECRETARY STINZIANO: -- the recommendation.

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

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

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

MR. LUCKHAUPT: So moved.

MS. O'SHAUGHNESSY: Second.

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

(Vote taken; motion withdrawn.)

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

MS. O'SHAUGHNESSY: So moved.

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

(Vote taken; motion withdrawn.)

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

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

MR. LEONARD: Yeah, welcome.

MS. O'SHAUGHNESSY: Welcome.

SECRETARY STINZIANO: I appreciate that. Tell your Board members.

(Laughter.)

SECRETARY STINZIANO: Thank you. Judge Brown?

JUDGE BROWN: No.

SECRETARY STINZIANO: Recorder's Office?

MS. MESSINA-LANTHORN: No.

SECRETARY STINZIANO: Commissioners?

MR. LUCKHAUPT: Welcome.

SECRETARY STINZIANO: Thank you. Madame Clerk?

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

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

SECRETARY STINZIANO: I was wondering. You should have brought some of the equipment in so we could practice.

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

SECRETARY STINZIANO: Not before the May.

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

SECRETARY STINZIANO: I appreciate that, Director.

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

MR. LEONARD: Move to adjourn.

SECRETARY STINZIANO: Second?

MS. O'SHAUGHNESSY: Second.

SECRETARY STINZIANO: All those in favor? (Vote taken; motion passes.)

SECRETARY STINZIANO: We are adjourned. (Thereupon, at 9:13 a.m., the meeting adjourned.)
CERTIFICATE

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

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

My commission expires July 17, 2023.

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RESOLUTION NO. 19-029  

MAY 6, 2019  

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD  

FRANKLIN COUNTY DATA CENTER EQUIPMENT SALVAGE  

Voting Aye thereon  

Michael Stinziano, Secretary, Administrator  
Franklin County Auditor  

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

Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts  

John O'Grady, Member  
Franklin County Commissioner  

Daniel O'Connor, Member  
Franklin County Recorder  

Cheryl Brooks Sullivan, Member  
Franklin County Treasurer  

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

Voting Nay thereon  

Michael Stinziano, Secretary, Administrator  
Franklin County Auditor  

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

Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts  

John O'Grady, Member  
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David Payne, Member  
Deputy 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 EQUIPMENT SALVAGE

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

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

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board recommends the Franklin County Board of County Commissioners, in accordance with Ohio Revised Code Section 307.12, sell at public auction or by sealed bid to the highest bidder, the computer equipment specified in the attached list, as recommend by the Data Center Chief Information Officer.
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</tr>
<tr>
<td>Commissioners</td>
<td>Monitor</td>
<td>4</td>
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<tr>
<td>Commissioners</td>
<td>Printer</td>
<td>7</td>
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<tr>
<td>Court of Appeals</td>
<td>Desktop PC</td>
<td>60</td>
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<tr>
<td>Court of Appeals</td>
<td>Monitor</td>
<td>6</td>
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<tr>
<td>Court of Appeals</td>
<td>Printer</td>
<td>6</td>
</tr>
<tr>
<td>Emergency Management</td>
<td>Backup Unit</td>
<td>4</td>
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<tr>
<td>Emergency Management</td>
<td>Desktop PC</td>
<td>5</td>
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<tr>
<td>Emergency Management</td>
<td>Laptop PC</td>
<td>10</td>
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<tr>
<td>Emergency Management</td>
<td>Docking Station</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Management</td>
<td>Fax Machine</td>
<td>2</td>
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<tr>
<td>Emergency Management</td>
<td>Monitor</td>
<td>4</td>
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<tr>
<td>Emergency Management</td>
<td>Printer</td>
<td>13</td>
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<tr>
<td>Emergency Management</td>
<td>Switch</td>
<td>2</td>
</tr>
<tr>
<td>Board of Developmental Disabilities</td>
<td>Desktop PC</td>
<td>127</td>
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<td>125</td>
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<td>Switch</td>
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<td>Board of Developmental Disabilities</td>
<td>Access Point</td>
<td>13</td>
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<tr>
<td>Board of Developmental Disabilities</td>
<td>Mobile Phone &amp; Radios</td>
<td>65</td>
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<tr>
<td>Board of Developmental Disabilities</td>
<td>Monitor</td>
<td>3</td>
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<tr>
<td>Board of Developmental Disabilities</td>
<td>Printer</td>
<td>1</td>
</tr>
<tr>
<td>Board of Developmental Disabilities</td>
<td>Projector &amp; Screen</td>
<td>1</td>
</tr>
<tr>
<td>Board of Developmental Disabilities</td>
<td>Scanner</td>
<td>1</td>
</tr>
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<td>Agency</td>
<td>Description</td>
<td>Number of Units</td>
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<tr>
<td>--------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Public Facility Management</td>
<td>Printer</td>
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<tr>
<td>Prosecuting Attorney</td>
<td>Desktop PC</td>
<td>4</td>
</tr>
<tr>
<td>Prosecuting Attorney</td>
<td>Laptop PC</td>
<td>1</td>
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<tr>
<td>Prosecuting Attorney</td>
<td>Monitor</td>
<td>11</td>
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<tr>
<td>Prosecuting Attorney</td>
<td>Printer</td>
<td>2</td>
</tr>
<tr>
<td>Sanitary Engineer</td>
<td>Desktop PC</td>
<td>4</td>
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<tr>
<td>Sanitary Engineer</td>
<td>Monitor</td>
<td>4</td>
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<td>Sanitary Engineer</td>
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<td>2</td>
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<tr>
<td>Sheriff</td>
<td>Desktop PC</td>
<td>9</td>
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<tr>
<td>Sheriff</td>
<td>Laptop PC</td>
<td>3</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Docking Station</td>
<td>1</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Monitor</td>
<td>10</td>
</tr>
<tr>
<td>Sheriff</td>
<td>Printer</td>
<td>2</td>
</tr>
</tbody>
</table>
RESOLUTION NO. 19-030

FRANKLIN COUNTY, OHIO
AUTO-MATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PROCUREMENT REQUEST – DATA CENTER INFRASTRUCTURE MANAGED SERVICES

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O’Shaughnessy, Member
Franklin County Clerk of Courts

John O’Grady, Member
Franklin County Commissioner

Daniel O’Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O’Shaughnessy, Member
Franklin County Clerk of Courts

John O’Grady, Member
Franklin County Commissioner

Daniel O’Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

David Payne, Member
Deputy Director, Franklin County Board of Elections
WHEREAS, in accordance with Ohio Revised Code Section 307.842, the Franklin County Automatic Data Processing Board (ADP Board) may authorize, in writing, any County office to contract for automatic data processing services, or operate or acquire automatic data processing equipment; and,

WHEREAS, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

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

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

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

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

NOW THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Information Officer to sign the vouchers, referencing this resolution, on behalf of the Automatic Data Processing Board and submit the vouchers to the Auditor for further processing.
Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution  19-030
Dated  5/6/2019

<table>
<thead>
<tr>
<th>Title</th>
<th>Data Center Infrastructure Managed Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency</td>
<td>Franklin County Data Center</td>
</tr>
<tr>
<td>Amount</td>
<td>$275,000</td>
</tr>
<tr>
<td>Category</td>
<td>Services and Software</td>
</tr>
</tbody>
</table>

**Business Justification**

The Franklin County Automatic Data Processing Board approved amended resolution 17-024 on May 1, 2017. This resolution authorized moving forward with a managed service agreement for infrastructure support services (MSA) as a means of increasing service levels at a reduced cost. The resolution also resolved that the Data Center was to present a roadmap to a broader managed services request for proposal (RFP) and that the MSA should serve as a bridge until the RFP process was complete.

Since the MSA went into production on December 1, 2017 service level (SLA) breaches have resulted in non-performance credits in the amount of $139,808.17 while many tasks that were not documented as breaches were performed by Data Center staff to ensure timely response and customer satisfaction. During this same time the Data Center worked with Sophisticated Systems, Inc. (SSI) to develop a RFP for all Data Center services and found that due to the complexity of the Franklin County IT environment, number and types of services provided, procedural and communication needs, lack of standardization, legacy applications and federation of systems, authority and decision making across various agencies and entities utilizing managed services for all Data Center services would be very costly, not available in many areas including much of infrastructure services and came with a high risk of failure.

To provide cost effective technology that provides business solutions to the agencies of Franklin County this resolution authorizes:

1. Per the contract agreement, provide Presidio Networked Solutions Group, LLC (Presidio) a 180 day notice to cancel the infrastructure support services contract effective 11/2/2019.
2. Per the contract agreement, provide Presidio notice of immediate cancelation of the Managed Plus portion of the contract based on SLA performance breaches.
3. Utilize savings from Managed Plus portion of the contract to organically grow the staff in order to provide value-added services as the technology service provider for Franklin County.
4. Utilize existing and future non-performance credits and a portion of baseline savings for the procurement and implement of infrastructure system monitoring and reporting software in an amount not to exceed $275,000.
5. Provide SSI notification to cancel the remaining portion of the contract agreement to draft a RFP for Data Center services.

**Risks**

The Data Center does not foresee any risk associated with moving forward with the above procurement.

**Fiscal Information**

Funding Source: FCDC Baseline Budget
RESOLUTION NO. 19-031

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PROCUREMENT REQUEST – DATA CENTER
OPERATING PROCUREMENT

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

David Payne, Member
Deputy Director, Franklin County Board of Elections
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 Information Officer feels are required to continue the normal and usual operation of the Data Center; and,

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

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

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

NOW THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Information Officer to sign the vouchers, referencing this resolution, on behalf of the Automatic Data Processing Board and submit the vouchers to the Auditor for further processing.
Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution 19-031
Dated May 6, 2019

<table>
<thead>
<tr>
<th>Title</th>
<th>Data Center Operating Procurement</th>
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</thead>
<tbody>
<tr>
<td>Agency</td>
<td>Franklin County Data Center</td>
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<tr>
<td>Amount</td>
<td>$84,468.00</td>
</tr>
<tr>
<td>Category</td>
<td>Services</td>
</tr>
</tbody>
</table>

**Business Justification**

The Franklin County Data Center, the centralized IT team supporting over forty Franklin County agencies, is in need of a compensation and classification study. Currently, the Data Center has 47 full-time staff member with several open positions. Over the past several years, the Data Center has struggled with employee turnover over twenty-five percent. In order for the Data Center to be competitive in an IT hub as large as Columbus, it is imperative that the team be equipped to attract and retain talent and that salaries, classifications, and position descriptions remain on par with the industry. Benefits of conducting the study include: improved retention rates, increased ability to attract skilled talent in the market with local competitors like Amazon, Google and Facebook, and enhanced employee engagement.

In addition to the compensation study, the Data Center requires services to destroy obsolete back-up tapes that contain data no longer required for production or retention and implementation expertise for Microsoft® Office 365.

<table>
<thead>
<tr>
<th>Short Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office services to destroy obsolete physical and electronic data</td>
<td>$600.00</td>
</tr>
<tr>
<td>Consulting and advisory services to perform a compensation and classification study</td>
<td>$23,868.00</td>
</tr>
<tr>
<td>Consulting and engineering services associated with the implementation of Microsoft® Office 365</td>
<td>$60,000.00</td>
</tr>
</tbody>
</table>

**Risks**

There is no risk of moving forward with either of the above procurements.

**Fiscal Information**

Funding Source: FCDC Baseline Budget for the first two items. The Data Center will work with OMB to identify funding for the services associated with Office 365 if needed.
RESOLUTION NO. 19-032

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PUBLIC FACILITIES MANAGEMENT
PROCUREMENT REQUEST – REPLACEMENT COMPUTERS

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

FRANKLIN COUNTY PUBLIC FACILITIES MANAGEMENT
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
REPLACEMENT COMPUTERS

WHEREAS, in accordance with Ohio Revised Code Section 307.842, the Franklin County Automatic Data Processing Board (ADP Board) may authorize, in writing, any County office to contract for automatic data processing services, or operate or acquire automatic data processing equipment; and,

WHEREAS, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

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

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

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

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

NOW THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Information Officer to sign the vouchers, referencing this resolution, on behalf of the Automatic Data Processing Board and submit the vouchers to the Auditor for further processing.
Information Technology Procurement Resolution 19-032
Date: May 2019

Title: Replacement of Computer Hardware

Agency: Franklin County
Amount: $280
Category: Business and Information Technology

Public Notice:

There is a need to replace computer hardware due to budgetary constraints. In order to prepare for new hardware, we need to procure hardware.

Risks:

With the rapid pace of technology, the needs are constant and demand ongoing support.

Options Available:

This is General Fund so there are no other options.

FCDC Recommendation:

The Franklin County Data Center (FCDC) has proactively recommended that the only supported hardware is only for standard, supported, hardware. The FCDC

Fiscal Information:

Fund Source: General Fund
Future: Post

2019 Act $71,280

Submitted: Date: 4/3/19
RESOLUTION NO. 19-033

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PUBLIC FACILITIES MANAGEMENT PROCUREMENT REQUEST – CAMERA SWITCHES

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

David Payne, Member
Deputy Director, Franklin County Board of Elections
RESOLUTION NO. 19-033

MAY 6, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PUBLIC FACILITIES MANAGEMENT INFORMATION TECHNOLOGY PROCUREMENT REQUEST CAMERA SWITCHES

WHEREAS, in accordance with Ohio Revised Code Section 307.842, the Franklin County Automatic Data Processing Board (ADP Board) may authorize, in writing, any County office to contract for automatic data processing services, or operate or acquire automatic data processing equipment; and,

WHEREAS, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

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

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

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

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

NOW THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Data Center Chief Information Officer to have vouchers prepared upon receipt of these various goods and services; and further authorizes the Data Center Chief Information Officer to sign the vouchers, referencing this resolution, on behalf of the Automatic Data Processing Board and submit the vouchers to the Auditor for further processing.
Resolution 19-033
Date May 2019

Title: Camera Changes

Agency: Franklin County Mutual Aid Management

Amount: $86,110.09

Category: Hardware and Software

Business Justification
The current Mutual Aid Management policies have existing ties with the Common In Court Do not use illegal Mt me Da Censetra standards, which does not utilize accurately support equipment.

Risks
If there is an open properties, keys face mount a device to video.

Options and Consideration
There are no other options for procurement

FCDC Recommendation
The Franklin County Data Center (FCDC) has process which is only for standard, supported, hardware

Financial Information
Funding is to be received from:

Future Cost
2019 Impact: $86,110.09 Date: 2/9
RESOLUTION NO. 19-034

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD
FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY CHILDREN'S SERVICES

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY CHILDREN’S SERVICES

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

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves the initial project plan as submitted with the understanding that updates will be made as the plan progresses.
Information Technology Master Service Agreement
Between the Franklin County Data Center and Franklin County Children’s Services
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) **BILLING INQUIRIES**

Franklin County Data Center  
Fiscal Services  
373 S. High St., 9th Floor  
Columbus, OH 43215  
fcdcfinaancialservices@franklincountyohio.gov

1.3) **CUSTOMER CONTACT INFORMATION**

Franklin County Children’s Services  
Jeanne Middleton  
855 W. Mound St.  
Columbus, Ohio 43223  
(614) 272-4953  
jamiddle@fccs.us

1.4) **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>Jeanne Middleton</td>
<td>614-272-4953</td>
<td><a href="mailto:jamiddle@fccs.us">jamiddle@fccs.us</a></td>
</tr>
<tr>
<td>Gerry Cannon</td>
<td>614-351-2023</td>
<td><a href="mailto:gmccannon@fccs.us">gmccannon@fccs.us</a></td>
</tr>
<tr>
<td>Mark Taylor</td>
<td>614-272-4817</td>
<td><a href="mailto:mataylor@fccs.us">mataylor@fccs.us</a></td>
</tr>
<tr>
<td>IT Management Team</td>
<td></td>
<td><a href="mailto:IT_Mgmt_Team@fccs.us">IT_Mgmt_Team@fccs.us</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>Jeanne Middleton</td>
<td>614-272-4953</td>
<td><a href="mailto:jmiddle@fccs.us">jmiddle@fccs.us</a></td>
</tr>
<tr>
<td>Gerry Cannon</td>
<td>614-351-2023</td>
<td><a href="mailto:gmccannon@fccs.us">gmccannon@fccs.us</a></td>
</tr>
<tr>
<td>Mark Taylor</td>
<td>614-272-4817</td>
<td><a href="mailto:mtaylor@fccs.us">mtaylor@fccs.us</a></td>
</tr>
</tbody>
</table>

1.5) CUSTOMER WEB REQUEST COORDINATOR CONTACT LIST

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

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeanne Middleton</td>
<td>614-272-4953</td>
<td><a href="mailto:jmiddle@fccs.us">jmiddle@fccs.us</a></td>
</tr>
<tr>
<td>Gerry Cannon</td>
<td>614-351-2023</td>
<td><a href="mailto:gmccannon@fccs.us">gmccannon@fccs.us</a></td>
</tr>
<tr>
<td>Mark Taylor</td>
<td>614-272-4817</td>
<td><a href="mailto:mtaylor@fccs.us">mtaylor@fccs.us</a></td>
</tr>
<tr>
<td>Bruce Cadwallader</td>
<td>614-341-6085</td>
<td><a href="mailto:bleadwalt@fccs.us">bleadwalt@fccs.us</a></td>
</tr>
</tbody>
</table>

1.6) AUTHORIZED PROCUREMENT REQUESTORS

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

<table>
<thead>
<tr>
<th>NAME</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeanne Middleton</td>
<td>614-272-4953</td>
<td><a href="mailto:jmiddle@fccs.us">jmiddle@fccs.us</a></td>
</tr>
<tr>
<td>Gerry Cannon</td>
<td>614-351-2023</td>
<td><a href="mailto:gmccannon@fccs.us">gmccannon@fccs.us</a></td>
</tr>
<tr>
<td>Alice Maddox</td>
<td>614-275-2793</td>
<td><a href="mailto:acmaddox@fccs.us">acmaddox@fccs.us</a></td>
</tr>
<tr>
<td>Christine Kade</td>
<td>614-275-2575</td>
<td><a href="mailto:cmkade@fccs.us">cmkade@fccs.us</a></td>
</tr>
<tr>
<td>Brenda Farr</td>
<td>614-341-6050</td>
<td><a href="mailto:blfarr@fccs.us">blfarr@fccs.us</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 Franklin County Children’s Services (FCCS). This MSA is entered by FCDC and FCCS and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or FCCS determine that material changes to services or the needs of FCCS 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 billed per the direction of OMB at rates set by the Automatic Data Processing Board.
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 FCCS. 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 FCCS 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 FCCS and the FCCS 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 FCCS 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.

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>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>Server Services 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’s responsibility is limited to internal networking up to the municipal switch.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>FCDC will follow standard troubleshooting</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 FCDN. In the event of any issues such as a power outage with FCCHBSMT, PFM would be the primary support for the outage as there is no redundancy.</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></td>
<td>X</td>
<td>Commissioners</td>
</tr>
<tr>
<td>Microsoft Application Support and License Agreement (MSELA)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><a href="http://childrenservices.franklincountyohio.gov">http://childrenservices.franklincountyohio.gov</a></td>
<td></td>
<td></td>
<td>X</td>
<td>FCDC supports break fix FCSS will perform all new development and enhancements.</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@franklincountyoiohio.gov. This email account is only monitored during normal business hours.

How to Escalate or Expedite
Customer may escalate or expedite an Incident by emailing the FCDC at coe@franklincountyoiohio.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@franklincountyoiohio.gov">coe@franklincountyoiohio.gov</a></td>
</tr>
<tr>
<td>2</td>
<td>IT Service Manager</td>
<td>614-525-2543</td>
<td><a href="mailto:jtalessi@franklincountyoiohio.gov">jtalessi@franklincountyoiohio.gov</a></td>
</tr>
<tr>
<td>3</td>
<td>Business Service Manager</td>
<td>614-525-6798</td>
<td><a href="mailto:Beverlyn.johns@franklincountyoiohio.gov">Beverlyn.johns@franklincountyoiohio.gov</a></td>
</tr>
<tr>
<td>4</td>
<td>Director of Customer Service</td>
<td>614-525-2568</td>
<td><a href="mailto:cxmichael@franklincountyoiohio.gov">cxmichael@franklincountyoiohio.gov</a></td>
</tr>
</tbody>
</table>
**Service Priorities**

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

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Technical Contact and Resolution Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Minimal impact to business or service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No production or Individual End User affected</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Alternative approach is available and or fix can be deferred until acceptable maintenance window</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Incidents that degrade business service but do not prevent its delivery</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Component, procedure, is not critical to customer business function</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service outage but alternative workaround is available</td>
<td></td>
</tr>
<tr>
<td>2</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></td>
</tr>
<tr>
<td>1</td>
<td>Total loss of production service to entire County or multiple agencies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Critical System, network or key application outage (or imminent outage) with critical impact on service delivery</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Impacts one or more service level commitments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Revenue or delivery schedule impacts</td>
<td></td>
</tr>
</tbody>
</table>

- Technician assigned and first contact within 2 normal business hours
- Resolved within 40 normal business hours. Email updates daily until incident is resolved
- Technician assigned and first contact within 1 normal business hour
- Resolved within 24 normal business hours
- Email updates daily until incident is resolved
- Technician assigned and first contact within 30 mins. during normal business hours
- Work until resolved
- Email updates daily until incident is resolved
- Technician assigned and first contact within 15 mins. during normal business hours
- Update 1 hour after assignment then every 2 hours during normal business hours until incident is resolved
- Work until resolved
Service Request Fulfillment

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

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

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

Levels of Support

The FCDC provides Customers with three general levels of support:

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

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

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

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

The Data Center offers two procurement options.

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

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

SLA

<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>24 Hours</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td>24 Hours</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
<tr>
<td>5 Days</td>
<td>Email</td>
<td>FCDC to Customer</td>
</tr>
</tbody>
</table>

A notice is sent to customer after Security Request Form Submission
Customer receives notice of assignment of their request to the appropriate group
Customer receives notice of completion of their request
Customer receives notice of closure of their request

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. **VM Ware Workspace ONE®** is the standard solution for Franklin County mobile device management. If a County agency with a Service Level Agreement (SLA) with the Franklin County FCDC wishes to implement an alternative mobile device management program, the Agency must, in accordance with Ohio Revised Code 307.84, present appropriate justification to the Franklin County Data Board. (Will be in the attached security policy)

**Server Backup Retention Policy**

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

Server backups will be restored according to the following schedule:

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

**Backup Retention Policy**

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

Database backups will be restored according to the following schedule:
<table>
<thead>
<tr>
<th>Hourly Backups</th>
<th>1 day or N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Backups</td>
<td>14 days</td>
</tr>
<tr>
<td>Weekly Backups</td>
<td>30 days</td>
</tr>
<tr>
<td>Monthly Backups</td>
<td>3 months</td>
</tr>
<tr>
<td>Yearly Backups</td>
<td>7 years</td>
</tr>
</tbody>
</table>

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

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

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

SOFTWARE MAINTENANCE AND PROGRAMMING SERVICES

Security Updates

Windows Operating System Updates:

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

Website Updates

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Minor Enhancements

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

Major Enhancements

Major enhancements to the Program(s) are those that require substantial programming and documentation effort on the part of the FCDC, or that substantially alter the functionality or purpose of the listed programs.
Whenever possible, the Customer will provide the FCDC with advance notification of requirements for "major" enhancements. The FCDC retains the right to determine which enhancements will be considered "minor" and which will be considered as "major."

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

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

**Data Conversion Responsibility**

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

**General Conditions**

Billable customer agencies will be invoiced by the FCDC for the actual man-hour costs and computer use charges expended by the FCDC in support of this agreement.

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.
RESOLUTION NO. 19-035  MAY 6, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
AGENCY IT MASTER SERVICE AGREEMENT
FRANKLIN COUNTY PUBLIC HEALTH

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
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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
FRANKLIN COUNTY PUBLIC HEALTH

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

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves the initial project plan as submitted with the understanding that updates will be made as the plan progresses.
Information Technology
Master Service Agreement

Between
Franklin County FCDC
and
Franklin County Public Health
1.) CONTACT INFORMATION

To better serve our valued Customers, a single point of contact within the FCDC 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
csc@franklincountyohio.gov

1.2) CUSTOMER CONTACT INFORMATION
Franklin County Public Health
Joe Mazzola
280 E. Broad St., 2nd Floor
Columbus, OH 43215

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>Joe Mazzola</td>
<td>614-525-4722</td>
<td><a href="mailto:JoeMazzola@franklincountyohio.gov">JoeMazzola@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Theresa Seagraves</td>
<td>614-525-4921</td>
<td><a href="mailto:TheresaSeagraves@franklincountyohio.gov">TheresaSeagraves@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Cassondra Burns</td>
<td>614-525-3619</td>
<td><a href="mailto:cassondraburns@franklincountyohio.gov">cassondraburns@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Jennifer Robinson</td>
<td>614-525-3846</td>
<td><a href="mailto:JenniferRobinson@franklincountyohio.gov">JenniferRobinson@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Mitzi Kline</td>
<td>614-525-3028</td>
<td><a href="mailto:mkline@franklincountyohio.gov">mkline@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>John Wolf</td>
<td>614-525-3938</td>
<td><a href="mailto:jmWolf@franklincountyohio.gov">jmWolf@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

1.4) CUSTOMER SECURITY COORDINATOR CONTACT LIST

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone#</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe Mazzola</td>
<td>614-525-4722</td>
<td><a href="mailto:JoeMazzola@franklincountyohio.gov">JoeMazzola@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Theresa Seagraves</td>
<td>614-525-4921</td>
<td><a href="mailto:TheresaSeagraves@franklincountyohio.gov">TheresaSeagraves@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Cassondra Burns</td>
<td>614-525-3619</td>
<td><a href="mailto:cassondraburns@franklincountyohio.gov">cassondraburns@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Jennifer Robinson</td>
<td>614-525-3846</td>
<td><a href="mailto:JenniferRobinson@franklincountyohio.gov">JenniferRobinson@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Jeff Gibbs</td>
<td>614-525-4148</td>
<td><a href="mailto:rigidbs@franklincountyohio.gov">rigidbs@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>John Wolf</td>
<td>614-525-3938</td>
<td><a href="mailto:jmWolf@franklincountyohio.gov">jmWolf@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>
1.5 CUSTOMER WEB REQUEST COORDINATOR CONTACT LIST

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

NOT APPLICABLE TO FRANKLIN COUNTY PUBLIC HEALTH

1.6 AUTHORIZED PROCUREMENT REQUESTORS

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe Mazzola</td>
<td>614-525-4722</td>
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</tr>
<tr>
<td>Theresa Seagraves</td>
<td>614-525-4921</td>
<td><a href="mailto:TheresaSeagraves@franklincountyohio.gov">TheresaSeagraves@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Cassandra Burns</td>
<td>614-525-3619</td>
<td><a href="mailto:Sandihtut@franklincountyohio.gov">Sandihtut@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>John Wolf</td>
<td>614-525-3938</td>
<td><a href="mailto:Jenniferrobinson@franklincountyohio.gov">Jenniferrobinson@franklincountyohio.gov</a></td>
</tr>
<tr>
<td>Mitzi Kline</td>
<td>614-525-3028</td>
<td><a href="mailto:mkrkline@franklincountyohio.gov">mkrkline@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>

2.) DESCRIPTION AND SCOPE OF THE AGREEMENT

The Master Service Agreement (MSA) outlines the professional services provided by Franklin County Data Center (FCDC) in support of the Franklin County Public Health (FCPH). This MSA is entered by FCDC and FCPH and is in effect as of the date signed by both parties. It will remain in effect until either the FCDC or FCPH determine that material changes to services or the needs of FCPH 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 FCPH in accordance with their rates and billing frequency. Services shall be performed in accordance with and adhere to the standards, performance and timing goals as provided in the catalog.

Any requested modifications to the standards, performance and timing goals or the roles and responsibilities of service delivery staff as presented in the FCDC Service Catalogue shall be negotiated by and between FCDC and FCPH. 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 FCPH 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 are 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.) CONTENTS OF THE MSA

This MSA consists of (1) this document, including all terms and conditions listed herein, (2) Listing of applications and or systems supported, and (3) Service Level Agreements (SLA)

4.) DEFINITIONS

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 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, 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.) 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 FCPH and the FCPH 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 FCPH and negotiated Service Level Agreements:

6.) 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, so long as there are resources available. The FCDC’s Center of Excellence will only dispatch on calls received from, or authorized by, the personnel referenced in the customer contact list (see Section 1.3).

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

<table>
<thead>
<tr>
<th>Applications/Servers</th>
<th>Agency Primary Support</th>
<th>FCDC Primary Support</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Services for all PC and peripherals</td>
<td>X</td>
<td>X</td>
<td>FCDC is responsible for imaging</td>
</tr>
<tr>
<td>Server Services and Support</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Network Service and Support</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>IT Security Services and Support</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>MUNIS</td>
<td></td>
<td></td>
<td>Auditor’s Office is responsible for the application and FCDC is</td>
</tr>
<tr>
<td>Service/Program</td>
<td>Owner</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-------------</td>
<td>--------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Microsoft Application Support and License Agreement (MSELA)</td>
<td>XM</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Agency Website</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Rabies Financial Tracking Application (BOHTS)</td>
<td>X</td>
<td>FCDC manages the database and portal access of the application.</td>
<td></td>
</tr>
</tbody>
</table>
7.) 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
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, calls are answered by the On-Call staff. 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 esc@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.

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 Center</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 Services 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>614-525-5568</td>
<td><a href="mailto:cxmichael@franklincountyohio.gov">cxmichael@franklincountyohio.gov</a></td>
</tr>
</tbody>
</table>
**Service Priorities**

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

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Incident Technical Contact and Resolution Goals</th>
</tr>
</thead>
</table>
| 4 Minimal or No Business Impact | • Minimal impact to business or service  
• No production or Individual End User affected  
• Alternative approach is available and or fix can be deferred until acceptable maintenance window | • Technician assigned and first contact within 2 normal business hours  
• Resolved within 40 normal business hours. Email updates daily until incident is resolved |
| 3 Minor Business Impact | • Incidents that degrade business service but do not prevent its delivery  
• Component, procedure, is not critical to customer business function  
• Service outage but alternative workaround is available | • Technician assigned and first contact within 1 normal business hour  
• Resolved within 24 normal business hours Email updates daily until incident is resolved |
| 2 Major Business Impact | • A component, minor application or procedure is down, unusable, or is so difficult to use that it is causing a critical impact to business service delivery for one or more customers | • Technician assigned and first contact within 30 mins. during normal business hours  
• Work until resolved  
• Email updates daily until incident is resolved |
| 1 Severe Business Impact | • Total loss of production service to entire County or multiple agencies  
• Critical System, network or key application outage (or imminent outage) with critical impact on service delivery  
• Impacts one or more service level commitments  
• Revenue or delivery schedule impacts | • Technician assigned and first contact within 15 mins. during normal business hours  
• Update 1 hour after assignment then every 2 hours during normal business hours until incident is resolved  
• Work until resolved |
Service Request Fulfillment

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

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

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

Levels of Support

The FCDC provides Customers with three general levels of support:

**Level 1 Support:** This level of support is provided by the COE team 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.
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 (*refer to section 4.0 Definitions*) 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 FCDC Mobile Device Management policy. **VM Ware Workspace ONE®** is the standard solution for Franklin County mobile device management. If a County agency with a Service Level Agreement (SLA) with the Franklin County FCDC wishes to implement an alternative mobile device management program, the Agency must, in accordance with Ohio Revised Code 307.84, present appropriate justification to the Franklin County Data Board.
**Server Backup Retention Policy**

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

Server backups will be restored according to the following schedule:

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

**Backup Retention Policy**

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

Database backups will be restored according to the following schedule:

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

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

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

Website Updates

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

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

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

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

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

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

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

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

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

If web publication requests are not emailed to the 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 "Help Desk" 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 "Help Desk" 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.) 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.
## SERVICE ADDENDUM

<table>
<thead>
<tr>
<th>Service</th>
<th>Sub-Service</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure - Network and</td>
<td>Engineering and</td>
<td>• Design of LAN solutions which will meet county requirements</td>
</tr>
<tr>
<td>connectivity</td>
<td>Configuration</td>
<td>• LAN equipment provisioning and management</td>
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<td></td>
<td></td>
<td>• Installation and decommissioning of LAN equipment (e.g., switches, hubs)</td>
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<td>• Testing of LAN infrastructure (e.g., stress testing, regression testing, failover testing) changes in a non-production environment, prior</td>
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<td>to introduction into county’s production environment</td>
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<td>• Management of LAN connectivity and performance, including wired and wireless LANs</td>
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<td>• Management of layer 1 through 7 switching devices and network appliances (e.g., load balancers)</td>
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<td>• Monitoring all managed network devices via SNMP</td>
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<td>• Monitoring LAN ports switches for servers and interconnectivity between the switches and other network devices; LAN ports should be</td>
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<td></td>
<td>monitored for peak utilization, average utilization, latency, error levels unless otherwise agreed upon by county</td>
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<td></td>
<td></td>
<td>• Wiring and cabling</td>
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<td>• Password reset services per established security standards</td>
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<td></td>
<td></td>
<td>• Regular and ad-hoc reporting per county requirements</td>
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<tr>
<td></td>
<td></td>
<td>• Compliance with security policies and best practices</td>
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<tr>
<td></td>
<td></td>
<td>• Asset management and configuration management</td>
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<tr>
<td></td>
<td></td>
<td>• Development and maintenance of LAN documentation and diagrams</td>
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<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<td>-------------------------</td>
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<tr>
<td></td>
<td>Wireless Services</td>
<td>• wireless LANs supporting all network traffic originating from computing devices (e.g., desktop devices, local file and print servers, application servers, database servers, peripherals and other network devices and other end user devices)</td>
</tr>
<tr>
<td></td>
<td>Wiring Services</td>
<td>• Maintain wiring and cabling for FCDC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Wiring and cabling (e.g., extended demarcation cabling)</td>
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<td></td>
<td></td>
<td>• Manage physical wiring between servers and wiring closet and between wiring closet and desktop</td>
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<tr>
<td></td>
<td>Network monitoring</td>
<td>• Manage current automated tools for monitoring network circuits, devices and traffic</td>
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<td>• Implement measures and provide proactive analysis of network data and reports to limit network outages and optimize the county’s bandwidth utilization</td>
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<td></td>
<td>• Proactively monitor current network utilization and provide information to the county for use in determining future capacity requirements</td>
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<td></td>
<td>• Monitor, operate, perform problem determination, alert, and repair for all network environments on a 24x7x365 basis, including for Service Outage, loss of connection and specific performance indices</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor LAN ports for all servers and uplinks; LAN ports should be monitored for peak utilization, average utilization, latency, and error levels</td>
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<tr>
<td></td>
<td></td>
<td>• Perform remote LAN analysis diagnostics and on-site troubleshooting</td>
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<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<tr>
<td>Infrastructure - Messaging and</td>
<td>Exchange Email</td>
<td>• Recommend vendor’s standard Messaging Services solution and procedures and participate in defining Messaging Services policies and procedures for functions including e-mail, calendaring and email messaging delivery components</td>
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<tr>
<td>Collaboration</td>
<td></td>
<td>• Review and approve Messaging Services solution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide e-mail system administration services (e.g., mailbox administration, add/move/delete, mailbox permissions, creation of distribution lists and owners)</td>
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<td></td>
<td></td>
<td>• Provision, implement, configure, maintain and manage the Messaging Services infrastructure required to deliver services</td>
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<tr>
<td></td>
<td></td>
<td>• Provision Messaging Services software licenses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Define mailbox provisioning policies (e.g., retention, size, archival)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide public folder administration services, including creation/deletion of folders, folder owner permissions and ownership assignment, and folder replication management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide security Services (e.g., virus eradication, and spyware prevention, and e-discovery support)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Perform Messaging Services application upgrades (e.g., service packs, hot fixes, virus protection, and spyware prevention) on all supported application components</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install, test, provide technical support, database administration and security administration for Messaging Services applications</td>
</tr>
<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<td>-------------------------</td>
<td>--------------------------------------------------------------------</td>
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</tr>
</tbody>
</table>
| Infrastructure -        | MSSQL- Supported Database Versions – New database installation    | • Install, configure and maintain database system software to support the normal business operation of county applications and other software components associated with databases  
  | Database Management     | must be able to run on SQL 2016                                   | • Perform database refreshes or clones upon request  
  |                         |                                                                    | • Support data import or export requests as required  
  |                         |                                                                    | • Create copies of data or databases as requested  
  |                         |                                                                    | • Create and maintain database links  
  |                         |                                                                    | • Plan table space reorganizations  
  |                         |                                                                    | • Execute table space reorganizations on a scheduled basis  
  |                         |                                                                    | • Monitor and manage database space (add data files as needed)  
  |                         |                                                                    | • Maintain database inventory  
  |                         |                                                                    | • Create database indexes as requested by the county  
  |                         |                                                                    | • Create and manage database and metadata profile  
  |                         |                                                                    | • Manage database security and permissions  
  |                         |                                                                    | • Support database User ID administration  
  |                         |                                                                    | • Implement database security per design  
  |                         |                                                                    | • Configure and manage database audit profiles  
  |                         |                                                                    | • Provide security administration including service requests, managing role and end user database permissions in accordance with county policies  

<table>
<thead>
<tr>
<th>Service</th>
<th>Sub-Service</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• Perform database restores or recovery from export dumps or backups, archived logs or SAN&lt;br&gt;• Create/refresh development/test/staging databases from production data&lt;br&gt;• Execute authorized service requests&lt;br&gt;• Define and provide database creation, configuration, upgrade, patches and refresh requirements for in-scope services&lt;br&gt;• Recommend all operating system and database tuning and changes&lt;br&gt;• Execute all database system level changes (e.g., initialization parameters)&lt;br&gt;• Execute all schema changes for all instances and allow for rollback of data&lt;br&gt;• Execute database data definition requirements for applications (e.g., MAC for tables, triggers, attributes)&lt;br&gt;• Maintain documentation for all database instance parameters and system settings&lt;br&gt;• Maintain consistent database parameters and system settings across all like instances according to county-approved development-to-quality assurance - to-production life cycle&lt;br&gt;• Execute database data definitions for applications and developer schemas&lt;br&gt;• Define and execute database startup, shutdown, performance monitoring and tuning scripts, and keep database running at optimal performance for the required workload&lt;br&gt;• Implement and administer appropriate database management tools across all database instances. Performance metrics and historical data must be available for trending and reporting&lt;br&gt;• Perform appropriate database sizing activities&lt;br&gt;• Proactively identify and remediate bottlenecks (e.g., locking conflicts, latch contention, rollback requirements) for all database instances</td>
</tr>
<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<tr>
<td></td>
<td></td>
<td>- Resolve locking conflicts, latch contention, rollback requirements, problematic SQL/processes etc. for all database instances</td>
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<tr>
<td></td>
<td></td>
<td>- Provide technical assistance to applications developers and third party vendor support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Proactively monitor databases and open Service Desk Trouble Tickets for problems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Open, track, and manage to resolution all database incidents and problems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Import new versions of database code components supplied by application support and allow for rollback of data</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Patch database software as needed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Manage database communication software configuration, installation and maintenance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Provide database storage management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Define database backup policies, schedules, retention periods, levels (i.e., full, incremental, or differential)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Execute the county’s database backup and recovery policies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Perform performance testing, database tuning, and threshold activities for both ongoing and project work</td>
</tr>
<tr>
<td></td>
<td>Change Management</td>
<td>- Make any changes related to the databases in accordance with approved change management procedures and gain required approvals</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Plan for the introduction of major changes, enhancements and new county application programs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Document and classify proposed changes to the CAB, where required risk, impact and back out plans of those changes and establish Release Management plans for major changes</td>
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<tr>
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<td>- Verify that change met objectives and resolve negative impacts from the change</td>
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<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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</tr>
</tbody>
</table>
|                               | Database design assistance                       | • Database design Services for the installation, maintenance and support of county existing and future database solutions and the configurations (e.g. stand-alone databases, clustered databases).  
• Determine and provide database standards |
<p>| Infrastructure - Hosting Services | Windows 2012 R2 and Windows 2016               | • Support current versions                                                |
| Infrastructure - Data Storage | SSRS 2016 hosting                               | • Host SSRS 2016 server to support reporting needs                       |
|                               | Tier 1 and Tier 2 Data Storage                  | • Business critical, high availability, replicated data                  |
|                               |                                                  | • Provide standard hierarchical Storage and Data Management Services solutions (e.g., shared/dedicated storage, tiered storage, platforms, supporting infrastructure, encryption, security, scheduling, access control) and procedures to meet county Storage and Data Management Services requirements |
|                               |                                                  | • Procure and provide data storage infrastructure and Services (e.g., RAID array, SAN, NAS, tape, optical) |
|                               |                                                  | • Provide and own backup and archival consumables (e.g., Disk, tape, optical) |
|                               |                                                  | • Monitor and control storage performance according to county requirements and perform tuning as required |
|                               |                                                  | • Maintain and improve storage resource efficiency                         |
|                               |                                                  | • Maintain data set placement and manage data catalogs                   |
|                               |                                                  | • Notify the county of any data losses or potential for risk of data loss or compromise (e.g., lost backup tape, damaged backup tape, operational errors) |
|                               |                                                  | • Perform data and file backups and restores per established procedures and SLRs |
|                               |                                                  | • Manage file transfers and other data movement activities                |</p>
<table>
<thead>
<tr>
<th>Service</th>
<th>Sub-Service</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 3 Data Storage</td>
<td></td>
<td>• Cold and cool storage for infrequently accessed data, replicated data</td>
</tr>
</tbody>
</table>
| Archive Data Storage                     |                                                           | • Archive data media at a secure offsite location  
• Ensure ongoing capability to recover archived data from media as specified (i.e., backwards compatibility of newer backup equipment) |
| Web Services                             |                                                           |                                                                                                                                         |
| File Services                            |                                                           |                                                                                                                                         |
| IT Governance - Procurements             | Technical Review and Recommendations                     | • Conduct technical reviews of procurement requests                                                                                     |
|                                          | Sourcing and Price Negotiation                           | • At the customer's request obtain quotes per the Franklin County Commissioner's Purchasing Policy                                       |
| IT Governance - Licensing                | Licensing                                                 | • Manage licensing of all assets                                                                                                       |
| Security-Engineering and Technology      | Platform Patch and Change Management                     | • Review all security patches relevant to the IT environment and classify the need and speed in which the security patches should be installed as defined by FCDC security policies  
• Install security patches per the FCDC change management process and procedures  
• Deploy anti-malware updates and patches  
• Apply application hot pack packages and patches as required |
|                                          | Internet/Web Content Management                           | • Firewall management (e.g. DMZ, Internet, third party connections)  
• Filter outbound URLs to enforce compliance with county Internet “acceptable usage policies” by checking URLs against lists of known “inappropriate” sites  
• Filter inbound URLs real-time threat protection, block access to sites |
<table>
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<tr>
<th>Service</th>
<th>Sub-Service</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Security request management</td>
<td>• Provide support for security request</td>
</tr>
</tbody>
</table>
|                              | Enterprise and Private media protection | • Provide Security Intrusion Prevention and Detection Services  
• Provide, install, configure, and manage intrusion detection/prevention sensors at specific network entry points and all third party connection and wireless network entry points  
• Provide alerts of malicious activity and intrusions according to risk rating of the signatures  
• Respond to and remediate the effects of malicious activity and intrusions as defined in the Incident Management process.  
• Continually develop recommendations for improved security  
• Maintain a media library of county-approved media type and media management system  
• Provide secure offsite storage for designated media and transport media to FCDC approved offsite location as required  
• Decommission media in accordance with FCDC policies and procedures  
• Provide media and document destruction services, in accordance with FCDC policies and procedures |
|                              | Firewall Administration           | • Provide Firewall Management, DMZ and Internet Infrastructure requirements and policies (including segregation requirements and policies)  
• Perform Firewall Management, DMZ and Internet Infrastructure engineering and |
<table>
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<tr>
<th>Service</th>
<th>Sub-Service</th>
<th>Definition</th>
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<tr>
<td></td>
<td></td>
<td>related security design including methods for secure network access and authentication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Implement defined access requirements and standards via firewall rule sets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ensure compliance to defined security and configuration standards including Internet content filtering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor performance levels of the firewall/DMZ/Internet infrastructure through setting of thresholds, provide reporting, and take proactive and/or reactive steps to resolve any performance issues</td>
</tr>
<tr>
<td>Enterprise secure file transfer</td>
<td></td>
<td>• Implement, manage and maintain infrastructure required to securely deliver system Interface, EDI and FTP management Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide secure file transfer service</td>
</tr>
<tr>
<td>Key Management</td>
<td></td>
<td>• Provide encrypt key management services</td>
</tr>
<tr>
<td>Application security</td>
<td></td>
<td>• Provide application security scanning and reporting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Recommend potential improvements to application security architecture</td>
</tr>
<tr>
<td>Network security</td>
<td></td>
<td>• Malicious code detection and prevention (e.g. IDS, IPS, anti-virus, anti-malware)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• E-mail gateway and SPAM filtering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tiered web filtering (e.g., URL filtering, malicious sites, spyware, advertisements, instant messaging, free software downloads)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provision, installation, configuration, management, and maintenance of network intrusion detection and prevention sensors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ongoing vulnerability assessment and remediation</td>
</tr>
<tr>
<td>Vulnerability management</td>
<td></td>
<td>• Provide vulnerability scanning and reporting</td>
</tr>
<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<tr>
<td></td>
<td>End of Life/ End of Support</td>
<td>• Provide framework process for EOL/EOS management</td>
</tr>
<tr>
<td></td>
<td>Platform Management Program</td>
<td>• Technology Refreshment and Replenishment (TR&amp;R) Services are those activities associated with modernizing the IT infrastructure on a</td>
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<tr>
<td></td>
<td></td>
<td>continual life cycle basis</td>
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<tr>
<td></td>
<td>Security Compliance and Consulting</td>
<td>• Provide guidance for compliance framework and assessment</td>
</tr>
<tr>
<td></td>
<td>Compliance Framework</td>
<td>• Provide evidence of compliance for FCDC related requests</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Periodic reviews of FCDC adherence to Regulatory compliance controls</td>
</tr>
<tr>
<td></td>
<td>IT Audit Strategy and Maintenance</td>
<td>• Perform information security compliance, auditing, and reporting per county defined requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Collaboration with county agencies for security related audit processes and evidence gathering</td>
</tr>
<tr>
<td></td>
<td>Security Consulting</td>
<td>• Advises agencies on strategic security direction of the FCDC and the impact to the consuming agency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Will provide security advisement on projects that impact any aspect of the FCDC network</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Consult with agencies as needed for agency related security questions or concerns</td>
</tr>
<tr>
<td></td>
<td>Security Identity and Access</td>
<td>• Install, configure and maintain identity management solution</td>
</tr>
<tr>
<td></td>
<td>Management</td>
<td>• Provide ongoing strategy and roadmap for the evolution of the user access management solution</td>
</tr>
<tr>
<td></td>
<td>User Access Management</td>
<td>• Assist agencies with any questions or requests related to the solution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Collaborate with solution provider to ensure system up time and notifications of any planned outages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide technical assistance to applications developers and third party vendor support for any system integration requests</td>
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<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<td></td>
<td></td>
<td>• Provide audit evidence for identity management for systems that utilize the user access management solution</td>
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<tr>
<td></td>
<td></td>
<td>• Perform configuration, monitoring, analysis, and reporting of access certifications</td>
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<td></td>
<td></td>
<td>• Ensure self-service password reset functionality for integrated systems is functioning as designed and adheres to password security policy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Perform periodic system audit to ensure system is performing as designed</td>
</tr>
<tr>
<td>Privileged Identity Management</td>
<td></td>
<td>• Install, configure and maintain privileged identity management solution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide ongoing strategy and roadmap for the evolution of the privileged identity management solution</td>
</tr>
<tr>
<td></td>
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<td>• Assist agencies with any questions or requests related to the solution</td>
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<td></td>
<td></td>
<td>• Collaborate with solution provider to ensure system up time and notifications of any planned outages</td>
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<tr>
<td></td>
<td></td>
<td>• Provide audit evidence for privileged identity management for systems that utilize the solution</td>
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<tr>
<td></td>
<td></td>
<td>• Perform periodic system audit to ensure system is performing as designed</td>
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<td></td>
<td></td>
<td>• Ensure password policy configuration within the solution exceeds that of the Security Policy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide license usage reporting to Governance team and provide guidance in determination of need</td>
</tr>
<tr>
<td>Mobile Device Management</td>
<td></td>
<td>• Install, configure, and maintain the Mobile Device Management Solution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide ongoing strategy and roadmap for the evolution of the solution</td>
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<td></td>
<td></td>
<td>• Assist agencies with any questions or requests related to the solution</td>
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<td>• Collaborate with solution provider to ensure system up time and notifications of any planned outages</td>
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<td></td>
<td>• Perform periodic system audit to ensure system is performing as designed</td>
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<td>Service</td>
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<td></td>
<td></td>
<td>• Provide license usage reporting to Governance and Finance team for guidance in determination of need and license costs</td>
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<tr>
<td></td>
<td></td>
<td>• Tier 2 support for any end user issue that may arise. ServiceNow will be utilized for ticketing</td>
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<tr>
<td></td>
<td></td>
<td>• Clear a device in the event of it being lost / stolen / compromised to ensure the protection of the network</td>
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<tr>
<td>Multi Factor Authentication</td>
<td></td>
<td>• Install, configure, and maintain the MFA Solution (Ping)</td>
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<td></td>
<td></td>
<td>• Provide ongoing strategy and roadmap for the evolution of the solution</td>
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<td></td>
<td></td>
<td>• Guidance and planning for application onboarding to MFA</td>
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<td></td>
<td></td>
<td>• Assist agencies with any questions or requests related to the solution</td>
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<td>• Collaborate with solution provider to ensure system up time and notifications of any planned outages</td>
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<td></td>
<td>• Perform periodic system audit to ensure system is performing as designed</td>
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<td></td>
<td></td>
<td>• Tier 2 support for any end user issue that may arise. ServiceNow will be utilized for ticketing</td>
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<tr>
<td>Single Sign On Capability</td>
<td></td>
<td>• Install, configure, and maintain the Single Sign on Solution (Ping)</td>
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<td></td>
<td></td>
<td>• Provide ongoing strategy and roadmap for the evolution of the solution</td>
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<td></td>
<td>• Guidance and planning for application onboarding to allow for single sign on capabilities</td>
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<td>• Assist agencies with any questions or requests related to the solution</td>
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<td></td>
<td></td>
<td>• Collaborate with solution provider to ensure system up time and notifications of any planned outages</td>
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<tr>
<td>Customer Service-Project Management</td>
<td>Project Management</td>
<td>• Business Analysis</td>
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<tr>
<td></td>
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<td>• Change Control</td>
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<td>• Resource Management</td>
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<td>• Project Delivery</td>
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<td>• Risk Issue Governance</td>
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<td></td>
<td>• Organizational Change Management</td>
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<tr>
<td>Service</td>
<td>Sub-Service</td>
<td>Definition</td>
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<td>-------------------------------</td>
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</tr>
<tr>
<td>Customer Service - Business</td>
<td></td>
<td>• Effective relationship management to help business achieve its objectives.</td>
</tr>
<tr>
<td>Service</td>
<td>Relationship</td>
<td>Management</td>
</tr>
<tr>
<td>Customer Service - Enterprise</td>
<td>OnBase</td>
<td></td>
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<tr>
<td>Application Services</td>
<td></td>
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<td></td>
<td>SharePoint</td>
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<td></td>
<td>Intellivue</td>
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<td>MUNIS</td>
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<td></td>
<td>SSRS</td>
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<tr>
<td></td>
<td>iSeries</td>
<td></td>
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<tr>
<td>Customer Service - Meeting</td>
<td>FCDC Auditorium</td>
<td></td>
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<tr>
<td>and Training Spaces</td>
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<tr>
<td></td>
<td>FCDC Meeting Room A</td>
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<td></td>
<td>FCDC Meeting Room B</td>
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<tr>
<td></td>
<td>FCDC Training Room</td>
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</tbody>
</table>
9. APPROVAL SIGNATURES

Review and Acceptance of the Master Service Agreement

Both the Customer and the Franklin County Data Center will review this agreement as needed for additions and modifications.

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

Franklin County Public Health
Customer | Agency

Joe Mazzulla, Health Director
Print Name and Title, FCPH

Adi Fankin, CIO
Print Name and Title, FCDC

Signature, FCPH 4/26/19

Signature, FCDC

This Master Service Agreement will be submitted to the Franklin County Automatic Data Processing Board for final approval. Additional approval by the Franklin County Board of Commissioners may be required.
RESOLUTION NO. 19-036

MAY 6, 2019

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – PROMOTION
IT SERVICE TEAM LEAD

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – PROMOTION
IT SERVICE TEAM LEAD

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

WHEREAS, the Board Administrator requests Board approval of Personnel Action number 2019-036 which is attached hereto and made a part hereof; and,

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves the transaction as described within the attached Personnel Action, as recommended by the Data Board Administrator.
# FRANKLIN COUNTY, OHIO

## AUTOMATIC DATA PROCESSING BOARD

### Data Center Personnel Action – Promotion – Dawn Boyd

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

### PAY GRADE SALARY RANGE

<table>
<thead>
<tr>
<th>MINIMUM</th>
<th>MID</th>
<th>MAXIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 51,113</td>
<td>$ 58,780</td>
<td>$ 66,447</td>
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</table>

<table>
<thead>
<tr>
<th>BASE RATE</th>
<th>ANNUAL SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PREVIOUS</td>
<td>$24,2094</td>
</tr>
<tr>
<td>INCREASE</td>
<td>$2,4209</td>
</tr>
<tr>
<td>NEW</td>
<td>$26,6303</td>
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</tbody>
</table>

### MISCELLANEOUS ACTIONS / COMMENTS

Dawn Boyd has exhibited strong leadership qualities within the COE team, often providing guidance to team members in the absence of the IT Service Manager. She has worked diligently to learn the processes and procedures of the team well enough to take lead on updating the standard operating procedures. She has asserted herself as a subject matter expert on the team in a number of areas, including user management, pc deployments and network troubleshooting. Already this year, she has successfully resolved 484 tickets, earning many customer accolades. With this promotion, Dawn will collaborate more closely with the IT Service Manager to identify areas for continual service improvements.

Jessica Wilkins-Bibbs
Director, Human Resources
RESOLUTION NO. 19-037

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE
SERVER ENGINEER

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Conner, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Conner, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

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

WHEREAS, the Board Administrator requests Board approval of Personnel Action number 2019-037 which is attached hereto and made a part hereof; and,

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approve the transaction as described within the attached Personnel Action, as recommended by the Data Board Administrator.
## PERSONNEL ACTION FORM

<table>
<thead>
<tr>
<th>TRANSACTION TYPE</th>
<th>New Hire</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMPLOYEE/CANDIDATE NAME</td>
<td>Nathan Hoy</td>
</tr>
<tr>
<td>PERSONNEL ACTION NUMBER</td>
<td>19-037</td>
</tr>
<tr>
<td>PERSONNEL ACTION DATE (BOARD)</td>
<td>05/06/2019</td>
</tr>
<tr>
<td>DATA CENTER SECTION</td>
<td>Technology Infrastructure</td>
</tr>
<tr>
<td>NEW JOB POSITION / TITLE</td>
<td>Server Engineer</td>
</tr>
<tr>
<td>PAY GRADE</td>
<td>14</td>
</tr>
<tr>
<td>EFFECTIVE DATE</td>
<td>05/06/2019</td>
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</tbody>
</table>

## PAY GRADE SALARY RANGE

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

<table>
<thead>
<tr>
<th>BASE RATE</th>
<th>ANNUAL SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW</td>
<td>$ 40,8654</td>
</tr>
</tbody>
</table>

### KEY RESPONSIBILITIES OF ROLE

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

### EMPLOYMENT NOTABLES

- Earned a promotion at Ice Miller, LLP early in his tenure from Desktop Technician to Desktop Architect Lead known for engineering Microsoft system center configuration manager (SCCM) solutions.
- As a Software Analyst at Honigman Miller Schwartz and Cohn, LLP, created Powershell scripts which helped to automate several processes.
- Currently serving at Ohio Department of Public Safety at a IT architecture contractor, implementing configurations items/baselines and troubleshooting SCCM issues.

### EDUCATION & OTHER CREDENTIALS

- Bachelor of Science in Computer Information Systems – DeVry University
- Microsoft Certified Technical Specialist: Administering and Deploying System Center 2012 Configuration Manager
- Microsoft Certified Technical Specialist: Windows 7, Configuring
- CompTIA Network + Certification
- CompTIA A+ Certification
<table>
<thead>
<tr>
<th>RELEVANT WORK EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SAN storage tools – 5 years</td>
</tr>
<tr>
<td>• VMware – 7 years</td>
</tr>
<tr>
<td>• Windows Servers – 7 years</td>
</tr>
<tr>
<td>• SCCM – 7 years</td>
</tr>
<tr>
<td>• Active Directory – years</td>
</tr>
<tr>
<td>• Domain Controllers – 7 years</td>
</tr>
<tr>
<td>• Microsoft Exchange – 5 years</td>
</tr>
<tr>
<td>• Cloud environments – 4 years</td>
</tr>
<tr>
<td>• PowerShell – 4 years</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2019 POSITION MARKET AVERAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Robert Half Technology $95,795</td>
</tr>
<tr>
<td>• Modis $92,914</td>
</tr>
<tr>
<td>• Randstad $91,155</td>
</tr>
</tbody>
</table>

Jessica Wilkins-Bibbs, Director, Human Resources
Nathan C. Hoy
nathanhoy@outlook.com | 614-296-9115 | 821 Westray Drive | Westerville, OH 43081

EXPERIENCE

Technical Architecture Specialist 3 | Ohio Department of Public Safety
February 2019 - Present | Columbus, OH

- Manage software distribution for Microsoft/Third-Party security patches leveraging SCCM
- Implemented Configuration Items/Baselines to improve overall compliance
- Troubleshooting SCCM client health related issues

Application Packager | Nationwide Insurance
July 2017 - December 2018 | Columbus, OH

- Design, develop, test, deploy, maintain and troubleshoot scripted applications
- Convert scripted (wise script, vbscript, batch, etc.) applications into PowerShell scripts
- Coordinate software development activities with automation team and line of business project team to monitor feasibility and meet project objectives
- Work with software vulnerability management team to mitigate risk and implement into scripts

Software Support Analyst | Honigman Miller Schwartz and Cohn LLP
June 2016 - July 2017 | Detroit, MI

- Responsible for design and maintaining software on workstations and servers
- Preliminary testing of software upgrades utilizing pilot programs
- Troubleshooting problems and determining system requirements and limitations
- Monitor application software for problem performance
- Create, manage and deploy group policy objects
- Create and implement PowerShell scripts to automate various tasks

Desktop Architect (Lead) | Ice Miller LLP
Dec 2008 - May 2016 | Columbus, OH

- Maintain, manage and upgrade Microsoft SCCM 2012 environment
- Operating system deployment leveraging SCCM to design, deploy and maintain Windows 7
- Implemented SCUP integration with Microsoft SCCM to patch 3rd party products
- Manage software distribution for Microsoft security patches leveraging SCCM
- Manage application/package creation/distribution for workstation software leveraging SCCM
- Coordinated with the applications and networking departments for patching Windows servers
- Created and deployed Windows endpoint protection policies and procedures
- Create, manage and deploy group policy objects

EDUCATION

Bachelor of Science in Computer Information Systems
DeVry University - Columbus, OH

CERTIFICATIONS

- MCTS: Administering and Deploying System Center 2012 Configuration Manager
- MCTS: Windows 7, Configuring
- CompTIA Network+
- CompTIA A+
RESOLUTION NO. 19-038

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE
CLOUD ENGINEER

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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

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

WHEREAS, the Board Administrator requests Board approval of Personnel Action number 2019-038 which is attached hereto and made a part hereof; and,

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approve the transaction as described within the attached Personnel Action, as recommended by the Data Board Administrator.
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

DATA CENTER PERSONNEL ACTION – NEW HIRE – RYAN BURKETT

PERSONNEL ACTION FORM

<table>
<thead>
<tr>
<th>TRANSACTION TYPE</th>
<th>New Hire</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMPLOYEE/CANDIDATE NAME</td>
<td>Ryan Burkett</td>
</tr>
<tr>
<td>PERSONNEL ACTION NUMBER</td>
<td>19-038</td>
</tr>
<tr>
<td>PERSONNEL ACTION DATE (BOARD)</td>
<td>05/06/2019</td>
</tr>
<tr>
<td>DATA CENTER SECTION</td>
<td>Technology Infrastructure</td>
</tr>
<tr>
<td>NEW JOB POSITION / TITLE</td>
<td>Cloud Engineer</td>
</tr>
<tr>
<td>PAY GRADE</td>
<td>14</td>
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<td>EFFECTIVE DATE</td>
<td>05/06/2019</td>
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</table>

PAY GRADE SALARY RANGE

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

<table>
<thead>
<tr>
<th>BASE RATE</th>
<th>ANNUAL SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>$41,826.9</td>
<td>$87,000.00</td>
</tr>
</tbody>
</table>

KEY RESPONSIBILITIES OF ROLE

- Responsible for designing the strategy, policy and roadmap for Franklin County Exchange and Office 365 environment.
- Engineer and support the Exchange and Office 365 environment, including administration, configuration and management.
- Responsible for Microsoft operational support such as incident resolution, incident escalation, critical situation disposition and closure.
- Provide enterprise technical support such as messaging architecture and design, operational analysis, and integration to the software infrastructure including Active Directory and routinely auditing system security compliance.
- Serve as the subject matter expert for Microsoft cloud-based technologies.
- Ensure integration with business applications, maintenance and support of email applications, and delivery of core messaging functions.

EMPLOYMENT NOTABLES

- As a Cloud Administrator at Safelite, was integral in migrating over 8,000 on-premise mailboxes to Office 365
- Won the Belron Exceptional People Award for his work on the Clutter Buster retention policy project in which he created end-user documentation leading to the elimination of 60 million emails
- Was awarded the Help Desk Institute’s Desktop Support Technician of the Year in 2015, winning the Midwest district and was one of the top five national finalists
- Honorably served ten years in the United States Air Force

EDUCATION & OTHER CREDENTIALS

- Belron Exceptional People Award - 2019
- A.A.S Information Systems Management – Community College of the Airforce - 2009
- System Center Configuration Manager (SCCM) Training - 2016
RELEVANT WORK EXPERIENCE

- Cloud environments - 4 years
- Office 365 - 1.5 years
- Azure AD and Azure AD Connect - 1.5 years
- SCCM - 5 years
- Active Directory - 5 years
- Domain Controllers - 1.5 years
- Microsoft Exchange - 1.5 years
- PowerShell - 5 years
- Group Policy - 5 years
- DNS - 5 years

2019 POSITION MARKET AVERAGES

- Robert Half Technology $101,165
- Modis $106,575
- Randstad $91,155

Jessica Wilkins-Bibbs, Director, Human Resources
Ryan Paul Burkett  
8421 Yuma Dr.  
Powell, OH 43065  
Cell: (614) 595-8409  
Ryan.Burkett@hotmail.com

OBJECTIVE: Seeking a position that will challenge and use information technology skills while providing personal and professional growth.

SUMMARY OF QUALIFICATIONS

- Proven Leader
- Works Under Pressure
- Outstanding Communications skills
- Clerical Skills
- Customer Support
- Staff Training
- Troubleshooting
- Critical Thinking
- Problem Solving

TECHNOLOGY SKILLS SUMMARY

- Microsoft Azure Identity Management
- System Center Configuration Manager (SCCM)
- Active Directory (AD)
- Exchange and Office 365
- Sharepoint, PowerApps, Flow
- AD Federation Services (ADFS)
- Windows 10, 8, 7
- Microsoft Powershell

EXPERIENCE

Cloud Administrator, Safelite Group, Columbus, OH, Aug 2017-Present
Implemented Single Sign-on (SSO), software as a service (SaaS) and platform as a service (PaaS) integrations in Microsoft Azure with third party vendors. Managed Microsoft Office 365 and Exchange services for 7,500 users.

- Teamed with business units to overhaul company website enabling communication to an additional 4,000 users.
- Migrated 365 e-mail accounts to one domain using self-authored Microsoft Powershell scripts.
- Created Microsoft Office user guides for OneDrive for Business, Microsoft Authenticator, and company website. Recognized by CEO for exceptional support.
- Identified and removed 1,000 inactive user accounts saving $75,000 in license costs.
- Developed a Microsoft PowerApp streamlining a 35,000 line spreadsheet to ensure that parts inventory data is easily submitted to a central location rather than a user's mailbox directly.
- Implemented SSO for 15 SaaS applications utilizing SAML and OAUTH protocols.
- Instituted e-mail retention policy by coordinating with legal team resulting in 60M e-mails being removed from the environment. Earned top company award.

Infrastructure Administrator, Safelite Group, Columbus, OH, 2013-Aug 2017
Provided technical support to 15,000 employees, to include executive/priority staff, across more than 700 locations nationwide. Worked with Network, Windows, and Telecommunication administrators to diagnose, troubleshoot, and resolve hardware, software, or other network and system problems. Replaced defective components when necessary.

- Image and configure desktop/laptops to company standards using SCCM. Developed a script that reduced total configuration time by 30%.
• Hand-picked to provide audio/visual setup to visiting VIP’s. Lauded by Senior Vice President for outstanding customer service.
• Aided on-site technicians who replaced 600 multifunction printer/scanner/faxing devices during 5 month hardware refresh project – 10 months faster than previous refresh.

Information Security Analyst, Langley Air Force Base, VA, 2009-2013
Supervised and operated IT resources to monitor, evaluate and maintain systems, policy, and procedures to protect clients, networks, data/voice systems and databases from unauthorized activity.
• Led 10 man team that scanned 150,000 systems monthly to ensure systems were updated with latest security patches.
• Created vulnerability reporting script that saved 30 man hours/month.
• Imaged servers to run Windows 2008 using SCCM.

Network Administrator, Al Udeid Air Base, Qatar, November 2012-May 2013
Administered 9,000 system network using tools such as Active Directory and SCCM to ensure the security of the network was maintained. Eliminated over 100 copies of illegal software on network preventing $80,000 in licensing fees.
• Migrated PC operating system using SCCM’s operating system deployment from Microsoft Vista to Windows 7.
• Managed 12 TB network storage by created/deleting folders and modifying permissions. Removed 11,000 unauthorized files to ensure company polices/directives were enforced.

Administered and managed the overall Information Assurance program. Provided information systems life-cycle management. Processed and reviewed systems requirement documentation, requests for service, telecommunication service requests.
• Created functional groupings of systems to draft certification and accreditation documentation that saved over 5,000 man hours.
• Trained approximately 300 subordinates on current security techniques and security policies governing over 20,000 network users.

EDUCATION, TRAINING, AWARDS
Belron Exceptional People Award (2019) – Team awarded for e-mail retention policy project.
Help Desk Institute (HDI) Desktop Support Technician of the Year (2015) – Won Midwest Region. Selected as one of the top five National Finalists.
Level 1 Supervisor and Management Training (2008)
U.S. Air Force: Specialized training in leadership, diversity, communication, and security
System Center Configuration Manager Training (2016)
<table>
<thead>
<tr>
<th>Available</th>
<th>Available Budget</th>
<th>Encumbrances</th>
<th>Expended</th>
<th>Budget</th>
<th>Revised Budget</th>
<th>Appropriation Original</th>
<th>2019 Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>51.06%</td>
<td>7'389,322</td>
<td>3'394,983</td>
<td>3'748,314</td>
<td>1'372,013</td>
<td>68,099</td>
<td>3'447,269</td>
<td></td>
</tr>
<tr>
<td>0.03%</td>
<td>315</td>
<td>224,484</td>
<td>726,038</td>
<td>951,199</td>
<td>7'924,256</td>
<td>1'274,424</td>
<td></td>
</tr>
<tr>
<td>44.03%</td>
<td>3'885,694</td>
<td>3'110,138</td>
<td>1'325,424</td>
<td>7,924,256</td>
<td>1,671,225</td>
<td>8,172,568</td>
<td></td>
</tr>
<tr>
<td>70.77%</td>
<td>1'182,659</td>
<td>988,566</td>
<td>1,644,168</td>
<td>8,172,568</td>
<td>3'925,939</td>
<td>3,898,490</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
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<tr>
<td>19.10%</td>
<td>2'991,625</td>
<td>708,375</td>
<td>3'700,000</td>
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Franklin County Data Center Financial Updates as of April 30, 2019
<table>
<thead>
<tr>
<th>Resolution Number</th>
<th>Resolution Date</th>
<th>Resolution Amount</th>
<th>Year-to-date Savings</th>
<th>Year-to-date Expended</th>
<th>Year-to-date Savings realized</th>
</tr>
</thead>
<tbody>
<tr>
<td>19-031</td>
<td>5/6/2019</td>
<td>24,468</td>
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<tr>
<td>19-030</td>
<td>5/6/2019</td>
<td>200,000</td>
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<tr>
<td>19-018</td>
<td>3/4/2019</td>
<td>76,717</td>
<td>873,283</td>
<td>950,000</td>
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<tr>
<td>19-017</td>
<td>3/4/2019</td>
<td>7,063</td>
<td>507,633</td>
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<tr>
<td>24/1429</td>
<td></td>
<td>33,571</td>
<td></td>
<td></td>
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<tr>
<td>8,730</td>
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<td>16,236</td>
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<tr>
<td>157,000</td>
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<tr>
<td>44,182</td>
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<td>73,418</td>
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<td>84,740</td>
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</table>

Franklin County Data Center Procurement Resolution Update as of April 30, 2019
<table>
<thead>
<tr>
<th>Available Percent</th>
<th>Available Budget</th>
<th>Encumbrances</th>
<th>Expended</th>
<th>Budget</th>
<th>Revisited</th>
<th>Appropriation</th>
<th>Original</th>
<th>2019 Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>51.06%</td>
<td>7,389,322</td>
<td>3,344,983</td>
<td>3,748,314</td>
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<td>2,110,138</td>
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<td>726,038</td>
<td>9,242,924</td>
<td>7,924,256</td>
<td>817,256</td>
<td>964,498</td>
<td>2,182,659</td>
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<td>1,671,225</td>
<td>2,717,654</td>
</tr>
<tr>
<td>70.77%</td>
<td>-</td>
<td>-</td>
<td>3,925,939</td>
<td>1,028,285</td>
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<td>3,898,490</td>
<td>3,898,490</td>
<td>2,717,654</td>
</tr>
</tbody>
</table>

| Total            |                  |              |          |        |          |              |          |                  |
| Capital Investment|                  |              |          |        |          |              |          |                  |
| Materials and Supplies |                |              |          |        |          |              |          |                  |
| Benefits and Taxes |                  |              |          |        |          |              |          |                  |
| Salaries and Wages |                  |              |          |        |          |              |          |                  |

<table>
<thead>
<tr>
<th>Available Percent</th>
<th>Available Budget</th>
<th>Encumbrances</th>
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<th>Budget</th>
<th>Revisited</th>
<th>Appropriation</th>
<th>Original</th>
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<td>708,375</td>
<td>3,700,000</td>
<td>000</td>
<td>3,700,000</td>
<td>000</td>
<td>3,700,000</td>
<td></td>
</tr>
</tbody>
</table>

Franklin County Data Center Financial Updates as of April 30, 2019
Portfolio By Type

2 - Tech Mandatory: 33%
3 - Business Mandatory: 18%
4 - Recommended Initiative: 35%
5 - Discretionary: 14%
Portfolio Summary for May, 2019
Projects Completed

<table>
<thead>
<tr>
<th>Project</th>
<th>Agency</th>
<th>Title</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>50717</td>
<td>County</td>
<td>Windows Server EOL/EOS Upgrades</td>
<td>This project is on Hold as we have resource limitations. End of life servers to be upgraded to 2016 R2. Once Data Domain installation is complete the freeze will be removed.</td>
</tr>
<tr>
<td>50705</td>
<td>DATA</td>
<td>ServiceNow Phase 3</td>
<td>ServiceNow Portal is slated for release on 5/19.</td>
</tr>
<tr>
<td>50758</td>
<td>Franklin County Children Services</td>
<td>AD/Office365 Migration for FCCS to OIT/DAS via ODJFS</td>
<td>All active accounts are migrated to state, working through issues.</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. Office on Aging is the last agency to migrate.</td>
</tr>
<tr>
<td>50680</td>
<td>Auditor Real Estate</td>
<td>OnBase Export</td>
<td>Exports 3 &amp; 4 &amp; 5 (Informal Review-Year2011/2014/2017) - Samples Ready for QA Export 2 - Still on Hold for Quality Review</td>
</tr>
<tr>
<td>50746</td>
<td>Data</td>
<td>Neogov Implementation</td>
<td>Performance management module development is in progress.</td>
</tr>
<tr>
<td>Employee ID</td>
<td>Department</td>
<td>Project Title</td>
<td>Project Details</td>
</tr>
<tr>
<td>-------------</td>
<td>------------</td>
<td>---------------</td>
<td>----------------</td>
</tr>
<tr>
<td>50732</td>
<td>Purchasing</td>
<td>Print Services Transition</td>
<td>Working with SSI and Planet Press to identify requirements and architecture needs. We are awaiting for planet press PO to come through so we can test templates.</td>
</tr>
<tr>
<td>50731</td>
<td>County</td>
<td>File Server Upgrade</td>
<td>Efficient use of data storage and identifying data that has not been accessed over last year is being researched. Once data is gathered, will coordinate with agencies to figure out archival or back up plan.</td>
</tr>
<tr>
<td>50757</td>
<td>Commissioners</td>
<td>Office 365 Migration</td>
<td>The project is in initiation stage, Awaiting project resources to initiate the project.</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>50726</td>
<td>Sheriff</td>
<td>Matrix - Police - RMS Application</td>
<td>This application will provide a better solution for Offense Reporting along with a Records Management Application for the Detective Bureau</td>
</tr>
<tr>
<td>ID</td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>205</td>
<td>Incidents Opened Last Month</td>
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<td></td>
</tr>
<tr>
<td>217</td>
<td>Center of Excellence First Call Resolutions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>218</td>
<td>Incidents Closed Last Month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>437</td>
<td>Center of Excellence Tickets Closed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>