



Franklin County
Data Center

OPERATIONS REPORT



20



18

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A MESSAGE FROM THE SECRETARY

Thank you to the voters of Franklin County for the opportunity to serve as your Franklin County Auditor and the Secretary of the Franklin County Automatic Data Processing Board.

As we begin our journey together, I am pleased to collaborate with the board members on behalf of the residents and businesses of the County. I strongly believe the opportunity lies before us to elevate the County and the Data Center and improve services to the taxpayers.



To that end, I am happy to announce that I recently appointed Adam Frumkin as the new Chief Information Officer to oversee the functions of the Data Center. Together, we look forward to providing the County with efficient and effective services through the Data Center in 2019.

Partnered together, we are committed to working with each agency to better understand their individual needs and ensure that we continue to provide outstanding customer service and innovative technology solutions.

I look forward to an active 2019 and beyond.

A white, cursive handwritten signature of Michael Stinziano on a dark blue background.

Michael Stinziano
Franklin County Auditor
Secretary and Chief Administrator of the Automatic Data Processing Board

OUR STRATEGIC INITIATIVES



ENHANCE THE USER EXPERIENCE

The Franklin County Data Center will continue to enhance user experiences through the modernization of outdated legacy applications. In 2018, the Data Center will improve the web presence of Franklin County by providing an enterprise content management framework that enables self-service updates, collaboration and automatic digital solutions.



HEIGHTENED DATA PRIVACY & PROTECTION

Heightened Data Privacy and Protection requires a collaborative effort between the people, process and technology that will together increase data protection across Franklin County. The Franklin County Data Center will enhance data privacy and protection through the enhancement of enterprise security operations, updating policies, governance and securing user devices.



CONTINUOUS OPTIMIZATION

The Franklin County Data Center continuously optimizes the maintenance and support services for existing service commitments to the users of the Franklin County Data Network, countywide applications, technological devices and to the businesses and citizens of Franklin County.



COLLABORATE AND ADVANCE

The Franklin County Data Center collaborates and advances extensible shared technology solutions to maximize Franklin County's IT return on investment. By leveraging reliable and cost-effective centralized and/or shared services, individual agencies can then focus more of their resources and budgets on their core mission.

OUR BACKGROUND

The Franklin County Data Center (Data Center) is an Information Technology (IT) organization dedicated to providing both centralized and shared services for over forty offices, courts and agencies in Franklin County, Ohio. The agency is administered by the Franklin County Auditor and operates under the authority of the Automatic Data Processing Board. The establishment, governance and responsibilities of the Data Center are outlined in Sections 307.84 through 307.846 of the Ohio Revised Code (ORC). The Data Center is responsible for acquiring, maintaining and coordinating the use of IT equipment, software and services throughout Franklin County government agencies.

The Data Center delivers countywide information technology services to county agencies, courts and commissions as well as policy and standards management, technology lifecycle investment planning and data privacy and security management. Teams within the Data Center carry out these responsibilities according to the Data Center goals:

The Chief Information Officer provides the management and leadership of the Data Center. Responsibilities include providing a strategic direction of the technology roadmap and ensuring the appropriate, secure and efficient use of information technology across the county. As such, emphasizing strong collaboration in the planning, analysis, procurement and delivery of technology solutions for the benefit of the county.

The following are operating under the direction of the Chief Information Officer:



ADMINISTRATION:

Works with agency partners, Data Center staff and the Automatic Data Processing Board Secretary to compile information for board meetings and to provide services which support the Data Center's strategic initiatives.



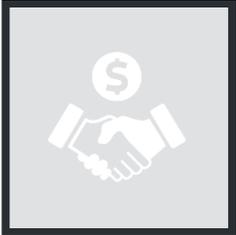
APPLICATION SERVICES:

Provides oversight, enhancements and maintenance for over 200 applications serving the needs of agency partners providing services to the people and businesses of Franklin County.



BUSINESS SUPPORT SERVICES:

Negotiates and manages the level of services provided by the Data Center, ensuring agency partners have the technology tools required to meet their vision and mission.



DELIVERY SERVICES:

Works with agency partners, the Data Center staff and vendors to deliver projects focused on business value to agency partners and a return on investment.



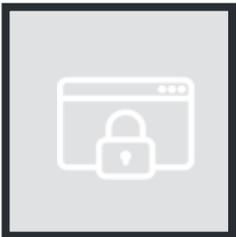
FISCAL SERVICES:

Works with agency partners and Data Center staff to govern County IT procurement and ensures the Data Center is a good steward of County resources while operating within budgetary requirements.



HUMAN RESOURCES:

Provides talent management, workplace administration and organizational development services to provide support to the staff and strategic direction of the Data Center.



INFORMATION SECURITY SERVICES:

Works with agency partners to lead the creation, implementation and management of enterprise efforts for information assurance, security, privacy and risk management.



INFRASTRUCTURE SERVICES:

Provides a redundant and reliable computing environment that serves agency partners and the citizens and business of Franklin County.

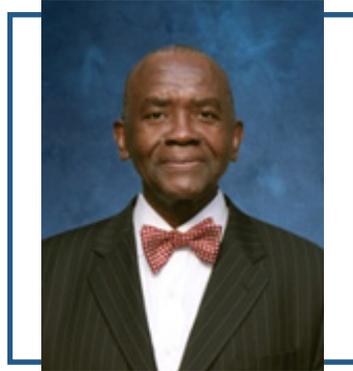
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

2018 OFFICERS & MEMBERS



CLARENCE E. MINGO II

Franklin County Auditor
Secretary & Chief
Administrator



GUY L. REECE II

Franklin County Court of
Common Pleas Judge
Chairman



CHERYL BROOKS SULLIVAN

Franklin County Treasurer



EDWARD J. LEONARD

Franklin County Board of
Elections Director



DANIEL J. O'CONNOR JR.

Franklin County Recorder



JOHN O'GRADY

Franklin County Commissioner



MARYELLEN O'SHAUGHNESSY

Franklin County Clerk of Courts



DAVID PAYNE

Franklin County Board of
Elections Deputy Director
Vice-Chairman

INTRODUCTION



2018

THE 2018 OPERATIONS REPORT IS SUBMITTED IN COMPLIANCE WITH THE PROVISIONS OF SECTION 307.845 OF THE OHIO REVISED CODE WHICH STATES:

“On the first Monday in April of each year the county auditor shall file with the county automatic data processing board and the board of commissioners a report of the operations of the center and a statement of the receipts and expenditures of the center during the year.”

The report’s purpose is to provide the Franklin County Automatic Data Processing Board and the Franklin County Board of Commissioners with pertinent information regarding the operations, costs and revenue for the calendar year 2018.

The Data Center worked diligently during 2018 to deliver cost-efficient technology solutions and provide superior customer service by focusing on continuous improvement and best practices driven by integrity, teamwork and innovation.

Categorized by our four pillars, highlights of accomplishments from 2018 are below.

THE DATA CENTER

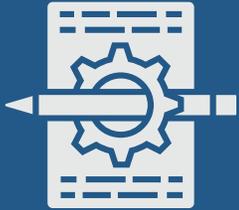


INFRASTRUCTURE

The Infrastructure team is committed to providing a stable and secure information technology infrastructure that consistently meets the needs of our partner agencies by allowing them to provide services to the businesses and people of Franklin County. This highly technical team consists of Network, Server, Application and Center of Excellence Teams.

THE NETWORK TEAM

made major contributions by integrating with the State of Ohio security programs and implementing an additional network security device to prevent unauthorized access to critical voting records, systems and processes. In addition, the network team was instrumental in visualizing the aging critical systems used by the Board of Elections.



THE APPLICATION DEVELOPMENT TEAM

successfully completed the roll out of a content management software tool for web sites. The website modernization included the ability of mobile responsiveness, meaning that all of the sites now work and function on mobile devices, which is necessary for mission critical operations.

39 WEBSITES

The project included 39 Franklin County agency websites.

In 2017, on the older web servers with aged technology, there were over 210 downtimes with an uptime percentage of 99.5%. During 2018, on the content management software tool's based servers and sites, there were only 23 counted downtimes with an uptime of 99.9%.

THE SERVER TEAM

led the internal upgrade of the hardware and software for the iSeries AS400 mid-range system in 2018. This upgrade provided a more reliable, responsive and cost effective solution for housing 39 applications vital to county operations. In addition, this team completed a major portion of the Active Directory reorganization. The Active Directory system is now aligned to best practices with standardized naming, organization and hierarchy.

THE CENTER OF EXCELLENCE

PROCESSED OVER



1,900 Tickets
3,300 Inquiries
2,800 First call resolutions

COMPUTER DEPLOYMENTS



Deployed
1,000+ PC's
to agencies throughout
Franklin County for computer
refresh projects.

The Center of Excellence remains the first point of contact for the Data Center and continues to optimize its imaging process for streamlined and secure deployments.

THE DATA CENTER



CUSTOMER SERVICE

The Customer Service team is comprised of three areas of focus that come together to ensure that priorities are aligned with our partner agencies' business needs through communication, project management and resource allocation. Included are the Project Management, Enterprise Solutions and Business Services teams.

THE PROJECT MANAGEMENT TEAM

built an ITIL based process within ServiceNow. ServiceNow is a service management software that provides IT service management, IT operations management and IT business management, which assists the Data Center in streamlining their intake process. The ITIL based process has enhanced our program management, leading to repeatable actions. As a result, the team completed 14 projects varying in scope, resources, size, cost and priority. Favored among the Data Center customers was a content management tool, which allows our customers to control their changes and edits on their website.

COMPLETED
14
PROJECTS

WITH A
100%
ACCEPTANCE RATE

THE ENTERPRISE TEAM

implements and maintains IT systems at an enterprise or organization level with the purpose of improving performance, efficiency and service delivery. During 2018, the team created a full stage environment for SharePoint, which is critical for moving towards Office 365, and eliminated approximately 20TB of local storage by archiving data to a cloud solution.

BUSINESS SERVICES

RESPONSIBILITIES
INCLUDE:

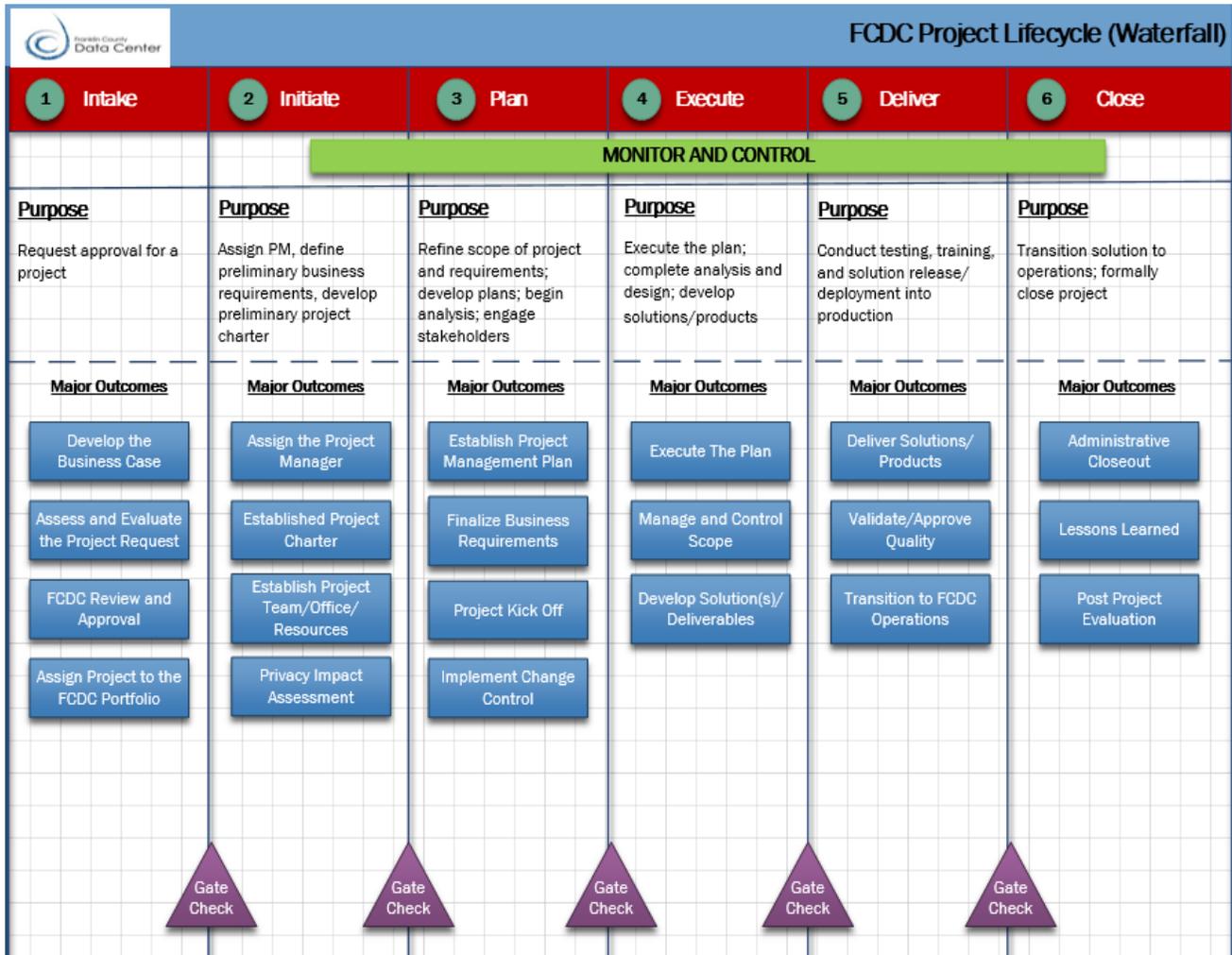


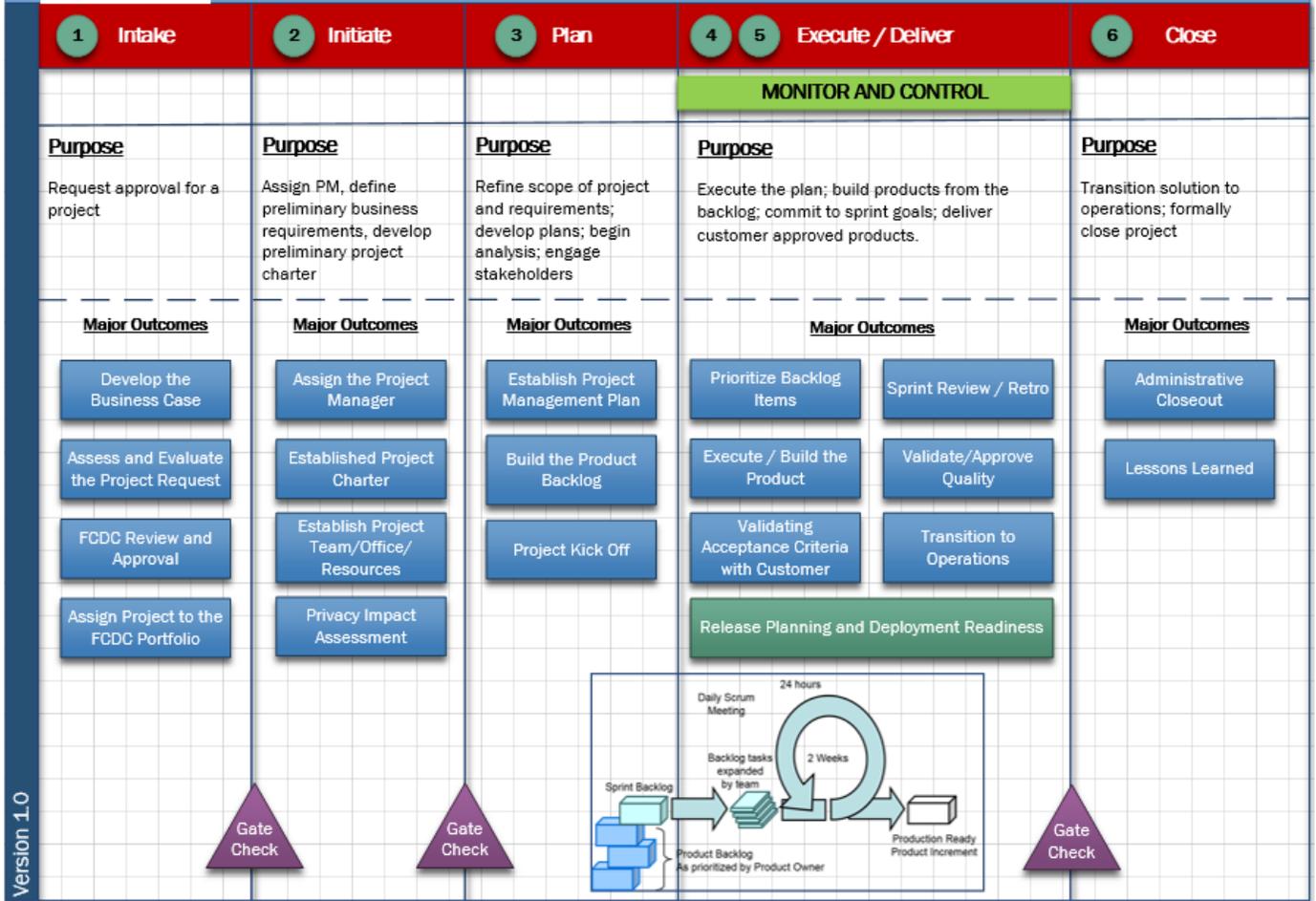
- Customer relationship management
- Research and development
- Defining service level agreements
- Service request intake and analysis

In 2018, this team was able to reconstruct the Data Center's service agreements by creating a Master Service Agreement in collaboration with their agency customers. Tying the agreements together with the Data Center services was a newly created Service Catalog, which details item descriptions, service levels, customer benefits and the Data Center responsibilities. In addition, Business Services crafted and communicated multiple notifications related to scheduled maintenance times, degradation of service impacts and migration details.

THE DATA CENTER

receives requests that include procurements, new technologies, enhancements, service maintenance, subject matter expertise, media services and analysis. The team manages projects from the initial inquiry through implementation while ensuring our customers receive high-quality projects promptly. The Data Center adopted two standard project lifecycle frameworks to better execute on projects. They are depicted below.





THE DATA CENTER

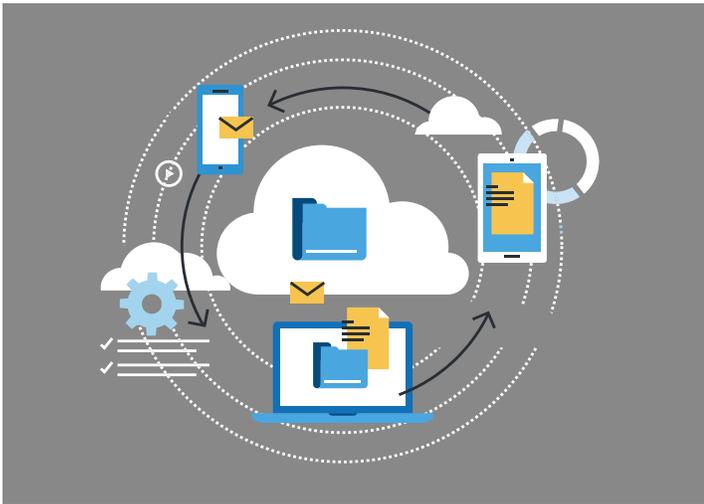


INFORMATION SECURITY

The Information Security team oversees the strategies, policies, processes and tools that maintain the confidentiality, integrity and availability of digital information. Multiple security controls within the Franklin County Data Network are utilized, throughout the lifecycle, to reduce the risk of unauthorized access, use, replication or destruction of data and minimize the impact should a breach occur.

THE DATA CENTER INFORMATION SECURITY TEAM

completed a seamless endpoint vulnerability management system migration, which is a solution that detects malicious behavior and prevents bad actors from attacking an organization's end point devices.



The team implemented a mobile device management solution to optimize the capabilities and security of some mobile devices while protecting the IT network. The solution has allowed end users to access e-mail and internal systems remotely. Expansion to additional devices is planned.

The team successfully deployed privileged identity management which monitors and restricts access to service or super-user accounts to meet compliance regulations and reduce the risk of data breaches. The solution also requires multi-factor identity authentication as a second layer of protection.

THE SOLUTION SERVES TWO PURPOSES:

1

Isolate and actively manage the credentials utilized for privileged access to reduce the risk of credentials being compromised.

2

Create a separate security barrier for additional protection.

THE DATA CENTER



GOVERNANCE

The Governance team is responsible for tracking, monitoring and auditing the executable performance measures within the Data Center. This includes vendor contracts, managed service agreements, accounting functions, IT procurement, budgeting process, staffing and talent management, risk compliance, asset management and service level agreements.

RETENTION RATE



RECRUITMENT AND RETENTION

2018 proved another dynamic year for recruitment and retention, yielding continued improvements in quality-of-hire, rate to fill and retention. In spite of a competitive Columbus IT market tightening as the overall job market strengthened, the Data Center hired five skilled team members. Internet recruiting strategies, including cost-free sites such as LinkedIn, secured solid results. The Data Center extended six promotions of internal talent, development opportunities that have also proven fruitful with employee retention. The rate of employee retention improved by 11% in 2018 from the year prior.

11%

EMPLOYEE RETENTION RATE IMPROVED FROM THE PRIOR YEAR.

6

PROMOTIONS EXTENDED TO INTERNAL TALENT.

EMPLOYEE ENGAGEMENT & RECOGNITION

As part of the Data Center's commitment to continuous improvement, team members received 33 certifications during 2018.

33 
CERTIFICATES
ISSUED

More than half of the certifications were the Information Technology Infrastructure Library (ITIL) foundation certifications that focus on IT service management best practices and how to align IT services with business needs. This knowledge has enabled the Data Center to provide effective, efficient business solutions and outstanding customer service to our partner agencies. Additional certifications for the year included ServiceNow Administrator, Professional Scrum Master (PSM I), Agile Practitioner (PMI ACP), CompTIA Security +, Prosci Change Management and Internet Recruiting (CIRS). Staff was also enriched by a spirited implicit bias and diversity awareness training, facilitated by an expert in the field. Continuous professional development has become a proud staple of the Data Center.

GOVERNANCE

EMPLOYEE ENGAGEMENT & RECOGNITION

Fresh team building initiatives were implemented in 2018 to enhance employee engagement.

EEAT - EMPLOYEE ENGAGEMENT ACTION TEAM



WELLNESS WEDNESDAYS

Was introduced to further encourage health, wellness and camaraderie during the lunch hour.

Yoga, writing letters to service members and a step challenge were some of the Wellness Wednesday activities that brought the team closer together.



FIRST FRIDAYS

The volunteer-based employee engagement action team also found success organizing First Fridays to develop camaraderie and team work during the lunch hour.

RECOGNIZING OUTSTANDING EMPLOYEES WITH THE EMPLOYEE OF THE QUARTER PROGRAM.

The Data Center completed its third year of recognizing outstanding employees with the Employee of the Quarter program. Honorees were nominated by peers for their exemplary performance and contributions to the team.

OUR HONOREES

Q1 JAY ALESSI

Q2 JEFF SANDERS

Q3 PAULA DAYHOFF

Q4 DAWN BOYD

GOVERNANCE

CHARITABLE GIVING & COMMUNITY INVOLVEMENT

In addition to providing business solutions and outstanding customer service to our partner agencies, **the Data Center's culture promotes strong community involvement and charitable giving.**

THE GIVING TREE

The Data Center participated in the Giving Tree for the Stowe Mission, which provides warm winter clothing for those in need. The Data Center joined together to donate hats, gloves, socks, toiletries, school supplies and other basic necessities to their homeless ministry.



OPERATION FEED CAMPAIGN

**THE DATA CENTER ACHIEVED
125% OF ITS 2018 OPERATION FEED
CAMPAIGN GOAL.**



**THE DATA CENTER TOTAL DONATIONS
\$1,887.51 = 7,550 MEALS**

This directly benefits families in need in the Franklin County, Ohio area.

EXCEEDED THEIR GOAL

In total, they donated \$7,315.11 to the 2018 Combined Charitable Campaign. Additionally, the Data Center partnered with the Auditor's Office for a back-to-school supplies drive for The Harambee School, in the Linden area.

EXCEEDED GOAL  TOTAL DONATION
\$5,500 **\$7,315.11**

This was in donated payroll deductions and special events for the Combined Charitable Campaign, which benefits multiple mission-minded non-profit agencies.

COUNTYWIDE MULTIPLE AGENCY COLLABORATIONS

In 2018, the Data Center implemented a mass communication tool to effectively communicate with their stakeholders and contacts during events that would cause an interruption in their normal communication methods, such as a degradation in email service. the Data Center team worked closely with the Board of Commissioners to establish templates and protocols for use of this systems.



CONTINUITY OF OPERATIONS



Continuity of Operations is a list of procedures that allow a government agency to perform mission critical operations in the event of a calamitous event. The Data Center partnered with Homeland Security and other agencies in an effort to coordinate operation plans and develop continuity arrangements.

WHILE THIS PROJECT IS ONGOING, THE DATA CENTER MADE SIGNIFICANT PROGRESS BY INSTALLING MULTIPLE UPSS AND PERFORMING MULTIPLE TESTS TO OUR DISASTER RECOVERY LOCATION.

ELECTION READINESS

About one month before each election day, election readiness begins. The Data Center establishes an election support team and their alternates. This team is made up of representatives from almost every team within the organization.



THE DATA CENTER SETS UP MEDIA SFTP ACCOUNTS AND ARRANGES TESTS FOR MEDIA OUTLETS.

All equipment for the election is prepared which includes, laptops, cabling, switches, etc. A Disaster Recovery Plan is set up. Any additional personnel is briefed.

THE DATA CENTER

BOARD OF ELECTIONS

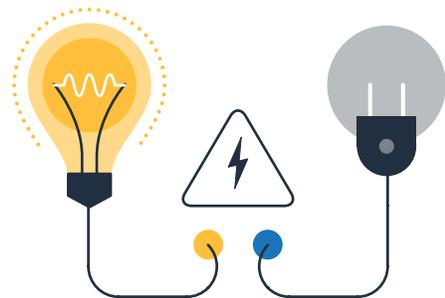
In preparation for the 2018 November election, the Board of Elections teamed up with the Data Center security team for Security Awareness Training to educate the Board of Elections staff on information security best practices. The training covered varying security related topics including how to spot a phishing email, good password management, keeping your devices updated and the security services that are provided by the Data Center. This was a great session on how to be cyber safe not only at work but also at home.

The Data Center worked with multiple agencies to prepare for the scheduled preventive electrical maintenance power outage project led by Public Facilities Management.

THE DATA CENTER INFRASTRUCTURE TEAM

The Infrastructure team played a pivotal role in this project as they were responsible for all IT technical components.

The Data Center ensured that all critical applications failed over during the power outage and garnered a 100% rating. While the Data Center was met with challenges outside of their control, the project was a success.





THE FRANKLIN COUNTY DATA CENTER FINANCES

This section contains an accounting of the revenues, appropriations and expenditures of the Data Center during calendar year 2018.

THE FRANKLIN COUNTY DATA CENTER REVENUES

THE DATA CENTER REVENUES ARE CLASSIFIED INTO FOUR OBJECT CODES UNDER THE MUNIS FINANCIAL

**4301-00
ACCOUNT**

INTERFUND SERVICES
AND CHARGES

**4631-00
ACCOUNT**

SETTLEMENT
REIMBURSEMENTS

**4301-01
ACCOUNT**

INTERFUND CHARGES
FOR LICENSING

**4640-00
ACCOUNT**

MISCELLANEOUS
REVENUES

THE INTERFUND SERVICES AND CHARGES REVENUE

The Interfund Services and Charges revenue generated by the Data Center was the result of the receipts from charges for measured machine use and professional services provided to specific non-general fund county and non-county government entities.

INTERFUND CHARGES FOR LICENSING

The Interfund Charges for Licensing is an account used to track reimbursements to the General Fund for the annual software costs from non-general fund participants.

SETTLEMENT REIMBURSEMENTS

The Settlement Reimbursements account was utilized for one reimbursement of an unauthorized procurement by a separated employee.

MISCELLANEOUS REVENUES

The Miscellaneous Revenues account was used for receipt of the second payment of a Local Government Innovation Grant (LGIG) from the Ohio Development Services Agency. This grant was awarded for successful completion of an intake and delivery process improvement initiative.

2018 FRANKLIN COUNTY DATA CENTER REVENUE

SOURCE OF REVENUE	ACCOUNT	REVENUE
ADAMH (ALCOHOL DRUG AND MENTAL HEALTH BOARD)		\$23,255.27
CASA OF FRANKLIN COUNTY (COURT APPOINTED SPECIAL ADVOCATES)		\$13,297.41
CENTRAL OHIO COMMUNITY IMPROVEMENT CORPORATION		\$13,125.88
EMERGENCY MANAGEMENT & HOMELAND SECURITY		\$36,397.72
FRANKLIN COUNTY AUDITOR REAL ESTATE FUND		\$920,178.07
FRANKLIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES		\$70,099.14
FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY		\$285,927.92
FRANKLIN COUNTY CHILDREN SERVICES		\$512,953.69
FRANKLIN COUNTY DEPARTMENT OF SANITARY ENGINEERING		\$43,529.54
FRANKLIN COUNTY HUMAN RESOURCES BENEFITS PROGRAM		\$12,872.97
FRANKLIN COUNTY JOBS AND FAMILY SERVICES		\$35,505.11
FRANKLIN COUNTY LAW LIBRARY		\$3,937.46
FRANKLIN COUNTY PUBLIC DEFENDER		\$74,511.47
FRANKLIN COUNTY PUBLIC HEALTH		\$64,910.05
FRANKLIN SOIL AND WATER CONSERVATION DISTRICT		\$1,170.16
GUARDIANSHIP BOARD		\$6,667.91
METRO PARKS OF COLUMBUS AND FRANKLIN COUNTY		\$14,241.00
MORPC (MID-OHIO REGIONAL PLANNING COMMISSION)		\$9,071.24
INTERFUND SERVICES AND CHARGES	4301-00	\$2,141,652.01
INTERFUND CHARGES FOR LICENSES	4301-01	\$331,812.66
SETTLEMENT REIMBURSEMENTS	4631-00	\$562.50
MISCELLANEOUS REVENUES	4640-00	\$56,160.00
	GRAND TOTAL	\$2,530,187.17
	2018 REVISED REVENUE BUDGET	\$2,535,260.00
	DELTA	(\$5,072.83)
	PERCENT PROJECTION COLLECTED	99.80%

2018 TOTAL REVENUE EQUALED \$2,530,187.17.

This amount represents 99.80% of the budgeted revenue. This was an increase of \$910,602.56, or approximately 56%, when compared to 2017 receipts. The increase was the result of billed resources provided to the Franklin County Auditor for services provided to the Real Estate Division.

THE DATA CENTER APPROPRIATIONS AND EXPENDITURES

The Data Center received a total approved operating budget with transfers and adjustments of \$13,546,272 for 2018 and expended \$12,848,633 or 95%. Expenditures increased 2.8% when compared to 2017.

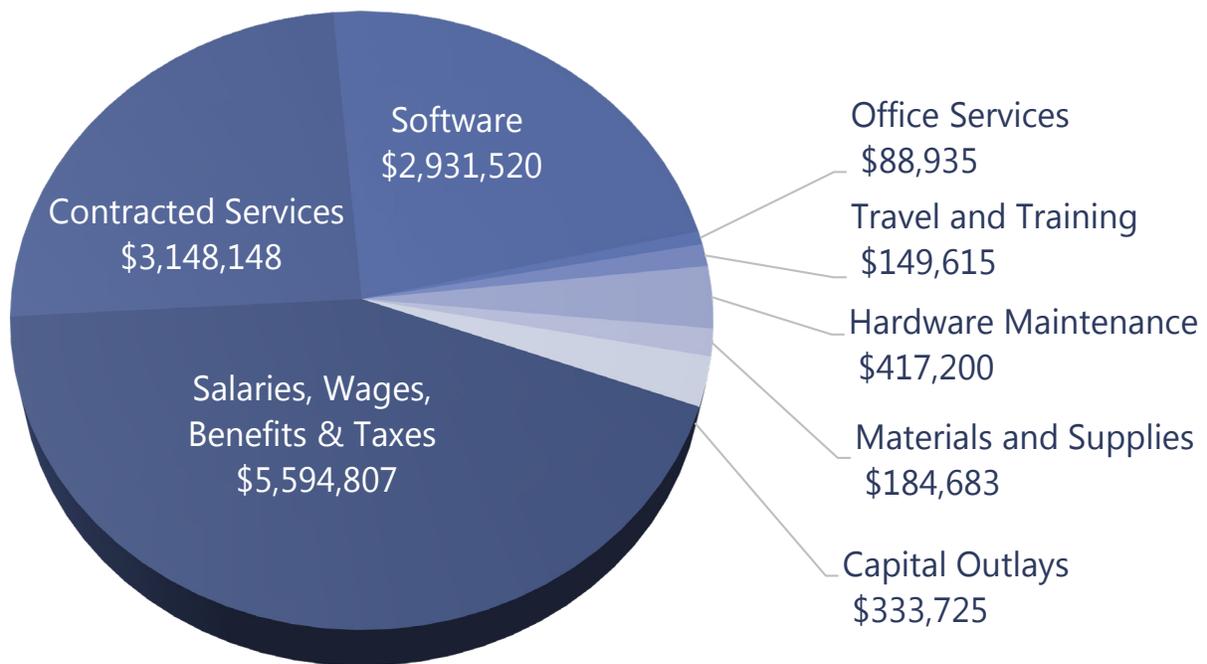
ACCOUNT	ORIGINAL APPROPRIATION	REVISED APPROPRIATION	EXPENDED	APPROPRIATION RETURNED	FOOTNOTE
PERSONAL SERVICES	\$3,823,729.00				
ADJUSTMENT		\$131,412.00			1
ADJUSTMENT		\$135,500.00			2
TOTAL		\$4,090,641.00	\$4,055,819.03	\$34,821.97	
FRINGE BENEFITS	\$1,353,578.00				
ADJUSTMENT		\$21,493.00			1
ADJUSTMENT		\$12,500.00			2
ADJUSTMENT		\$163,144.00			3
TOTAL		\$1,550,715.00	\$1,538,987.82	\$11,727.18	
MATERIALS & SERVICES	\$7,279,785.00				
ADJUSTMENT		\$284,739.00			3
TOTAL		\$7,564,524.00	\$6,920,101.77	\$644,422.23	
CAPITAL OUTLAYS	\$386,131.00				
ADJUSTMENT		-\$45,739.00			3
TOTAL		\$340,392.00	\$333,724.68	\$6,667.32	
GRAND TOTAL	\$12,843,223.00	\$13,546,272.00	\$12,848,633.30	\$697,638.70	

¹ Resolution 0038-18: Non-bargaining two percent salary and wage increase

² Resolution 0843-18: Omnibus staff retirements and wellness

³ Resolution 0755-15: iSeries capital hardware and staff retirements

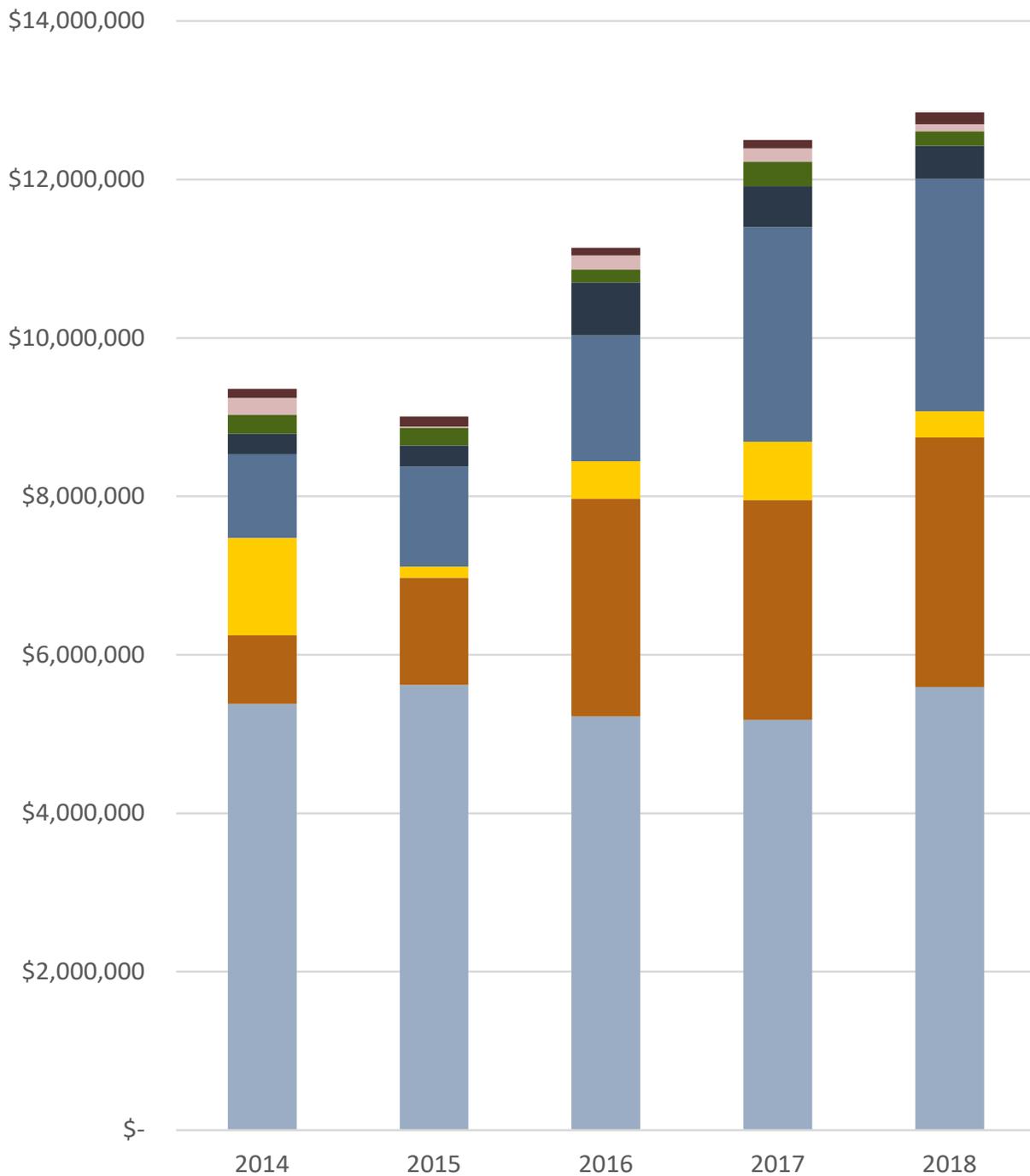
2018 FRANKLIN COUNTY DATA CENTER EXPENDITURES



Capital outlays represent the continued lease of two high-capacity printers utilized by the operations team, the upgrade of the IBM® iSeries platform and upgrade of the firewall. The iSeries platform houses 39 applications vital to the operations of Franklin County and had reached end-of life-support. A capital project was successfully executed to upgrade both the hardware and operating system and remediate Java as required by the upgrade. Upgrades were also made to two existing domain controllers and the firewall to increase security on the Franklin County Data Network.

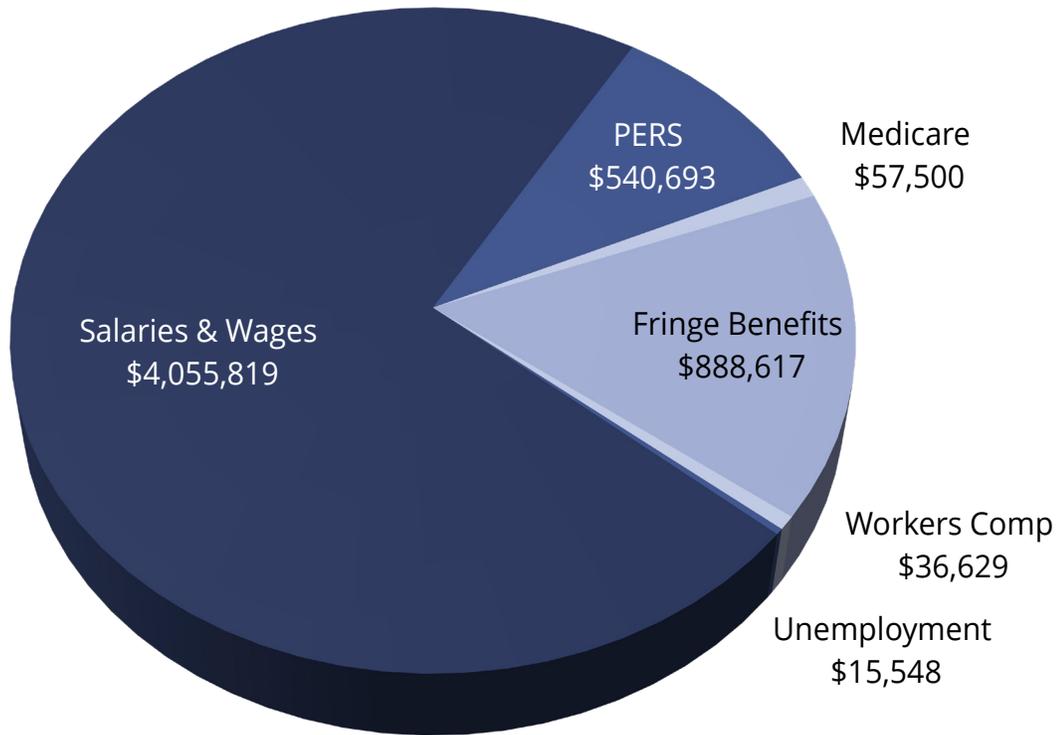
As illustrated in the following graph, salaries, wages, benefits and taxes have remained stable over the past five years. The increase in contracted services represents an increased utilization of contractors for both staff augmentation and projects that require a subject matter expert and use of managed service providers (MSP) beginning in December of 2017.

The increase in software expenditures in 2017 and 2018 is the result of additional security measures in the areas of incident monitoring and response, end-point security, identity management and privileged access management. The investment to secure Franklin County's data and information technology infrastructure is vital in order to comply with current laws and regulations, reduce the risk of a security incident through the use of secure solutions and processes, and to meet the obligation to the citizens and businesses of Franklin County.

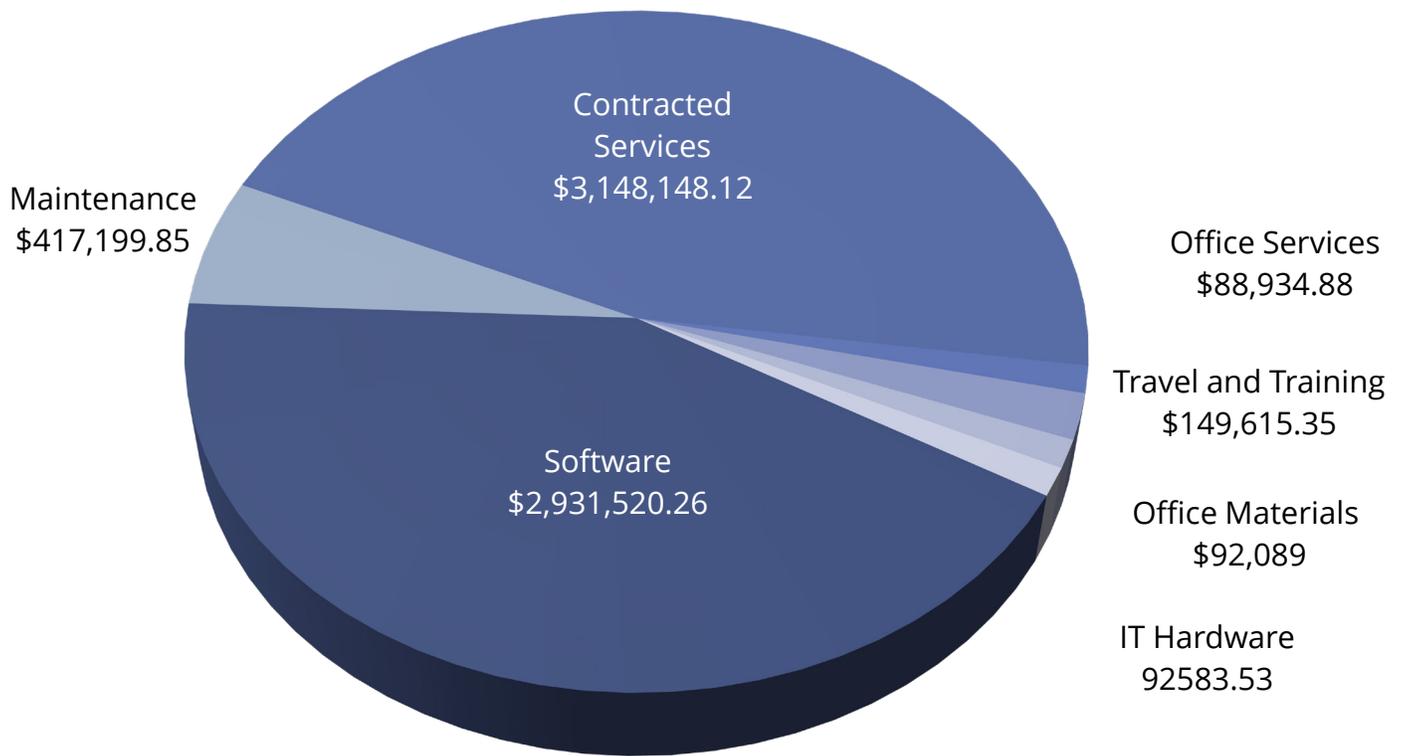


- Salaries, Wages, Benefits & Taxes
 - Capital Outlays
 - Hardware Maintenance
 - Office Services
- Contracted Services
 - Software
 - Materials and Supplies
 - Travel and Training

2018 Employee Expenditures



2018 Materials & Services Expenditures





CONTACT

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