

FRANKLIN COUNTY DATA CENTER

100 DAY PROGRESS REPORT

PREPARED FOR:

Franklin County Auditor
Franklin County Automatic Data Processing Board
Franklin County Board of Commissioners

PREPARED BY:

Adam Frumkin, CIO
Franklin County Data Center

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MESSAGE FROM THE CIO

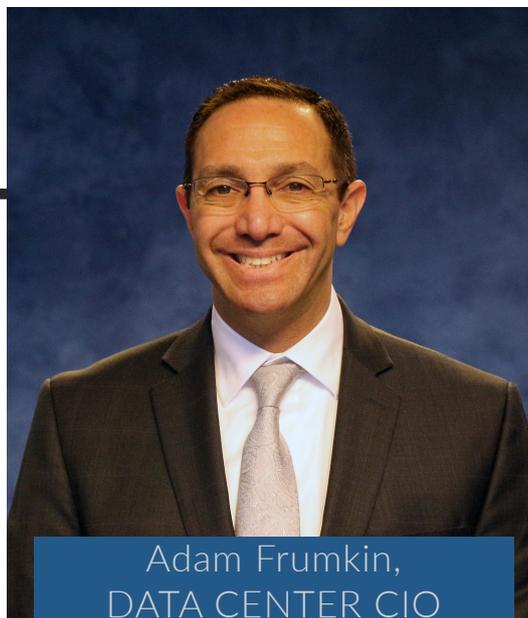
The Franklin County Data Center (Data Center) is a service provider and information technology resource dedicated to serving over forty offices, agencies, and departments in Franklin County, Ohio. We are governed by the authority of the Automatic Data Processing Board, and seek direction and alignment from its Secretary, the Franklin County Auditor. 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 the Franklin County government agencies. We offer such services as centralized and distributed computing, regular data backups, protected data storage, application development, consulting services, and customer IT support.

Over the past three months, the Data Center has started the process of transforming its culture, priorities, and practices. With that, an assessment was performed on equipment, services, and contracts. As a result of the assessment, it was determined that some items could be severely scaled back or cancelled. In total, the Data Center has an estimated savings of \$512,597.92 as of the start of the third quarter of 2019.

As your new Data Center CIO, it is my honor to share with you our 100 day progress report. It is due to your willingness to work with us that we have been successful with reaching so many achievements and accomplishments.

I am looking forward to continuing to service the customers of the Data Center and people and businesses of Franklin County for another 100 days and beyond.



Adam Frumkin,
DATA CENTER CIO



01

Organizational structure change occurred

which gave some employees an opportunity to serve in a different capacity.

02

Business Relationship Managers (BRM) were added

to the Business Services department to liaise between our customers and the Data Center.

03

Expanding our footprint of service offerings

by bringing services back into the Data Center and releasing our managed service provider from their contract.

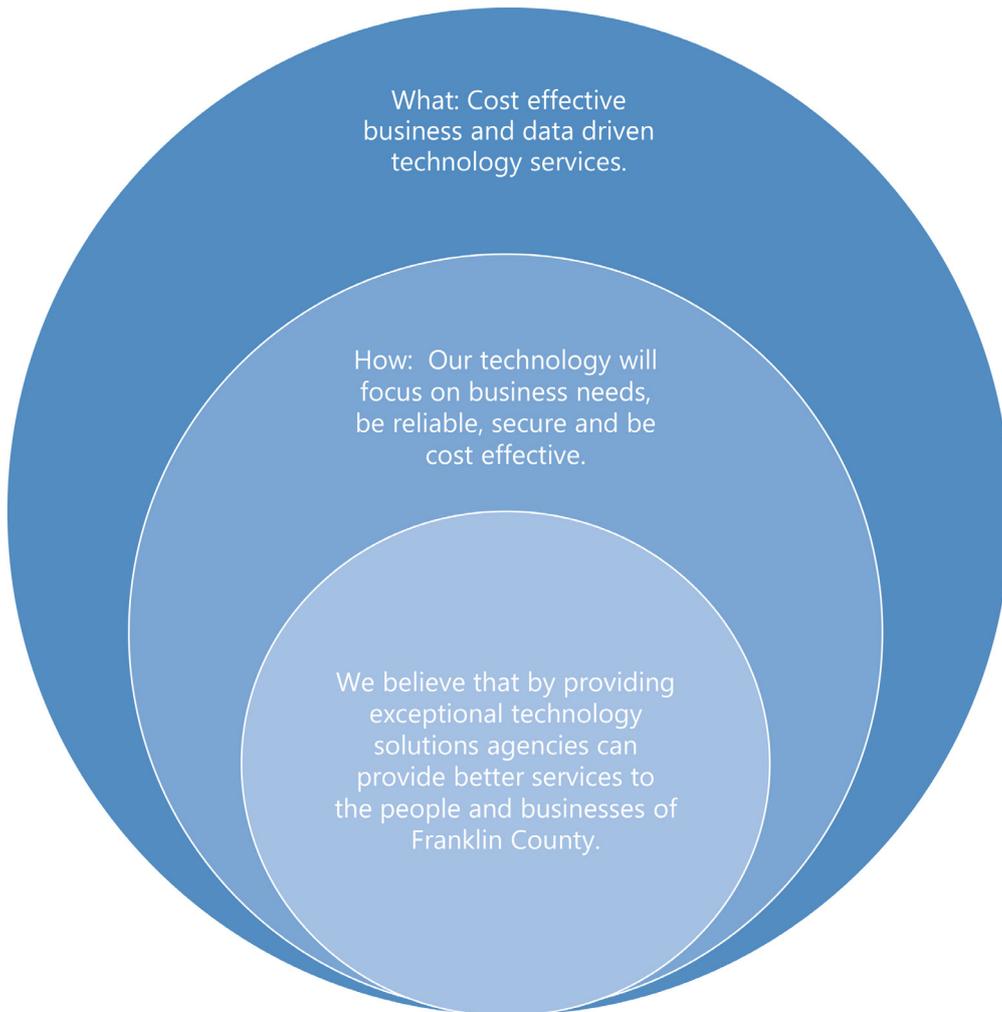
04

Had multiple touchpoints with various agencies

and customers in order to share the vision and direction of the Data Center.

OUR VISION

THE TRUSTED ENTERPRISE
TECHNOLOGY SERVICE PROVIDER.



OUR MISSION

THROUGH COLLABORATION AND INNOVATION, PROVIDE COST EFFECTIVE BUSINESS DRIVEN TECHNOLOGY SOLUTIONS THAT ENABLE OUR PARTNER AGENCIES TO OFFER SERVICES TO THE PEOPLE AND BUSINESSES OF FRANKLIN COUNTY.

COLLABORATION & PARTNERSHIP

COLLABORATION AND PARTNERSHIPS
ARE KEY ATTRIBUTES TO THE SUCCESS
OF THE DATA CENTER.



OUR GOAL IS...

to work with our customers and treat them as critical parties during major projects, planned migrations, and contract negotiations.



IN THE SECOND QUARTER OF 2019...

the Data Center successfully partnered with FCCS, JFS, and the State of Ohio to migrate FCCS' mailboxes to the state. Collaboration also took place during the 2019 Primary Elections with the Board of Elections.



THE DATA CENTER HAS, AND WILL CONTINUE...

to be an interactive partner with the Franklin County Coroner's Office as they build a state of the art Forensic Science Center. To ensure that all technical needs and requirements are met, the Data Center has participated in site visits, blueprint discussions, and construction conversations. Advocating for our customer's technical needs is our goal with the Coroner's Office.

As we continue to grow our collaboration and partnership efforts with the Franklin County agencies, we want to expand footprint beyond the county jurisdiction.

The Data Center has established a strong relationship with the State of Ohio and the City of Columbus and are working toward the ability for us to share data services and support.

In addition, the CIO and other Data Center team members want to continue being an influencer within the information technology space. Therefore, we collectively sit on technology boards, serve in an advisory capacity, or participate in various activities for multiple groups. Highlighting a few including CIO Tomorrow, Ohio Public Sector CIO Academy, Ohio Digital Government Summit, OCITA, Leadership and Government & Public Sector Speaker Series, Senior IT Leaders Group, State of Ohio Users Group, and Women in Leadership IT Group.

The Data Center has benefitted from the relationships that have been established both within Franklin County and beyond.

INITIATIVES & STRATEGIES

THE DATA CENTER HAS CONTINUOUS INITIATIVES TO REDUCE OUR TECHNICAL DEBT FOOTPRINT, BY CAREFULLY AUDITING THE MONEY THAT IS SPENT BY THIS AGENCY.

AS A RESULT, WE HAVE WORKED DILIGENTLY TO OPTIMIZE THE DATABASE ENVIRONMENTS THROUGHOUT COUNTY.

This has produced a cost savings of \$44,000 in licensing costs. In addition, the Data Center negotiated with vendors on the upgrade of the data back-up and recovery solution, producing a \$165,717 cost savings.

Additionally, with services expanding, we are able to provide expanded assistance to our customers. As an example, the Data Center was able to bring ADAMH's disaster recovery operation in house, which decreased their spending as they no longer needed their external provider.

Further, multiple other agencies have entrusted the Data Center to onboard services that they once did on their own. As an example, the Clerk of Courts has requested that the Data Center take over all of their imaging projects.

Likewise, the Recorder's Office requested to be part of the Data Center's domain. Various other examples, include Emergency Management, Department of Disabilities, Economic Development, and others have shown their confidence that our partners have in the Data Center and support our expanding operations.

As we move forward with building up our application development department, and expand our service footprint, we will continue to provide application updates, migrations, and new development to our customers.

Looking forward, with the prospective larger footprint, security is at the top of mind when it comes to our systems and network. The Data Center has strengthened their firewall by replacing the existing system. By doing this, the barrier between our trusted network and nefarious activities has been reinforced.

We have also implemented KnowBe4, which is a Security Awareness Training. In order to ensure strong resilience against security threats, it's imperative that end users are trained on how to identify a phishing attack, what information should not be provided on the internet, and what suspicious activities look like.

DESCRIPTION	BUDGET	PROJECTED EXPENSE	BUDGET / PROJECTED VARIANCE
Year 3 MS Server and Cloud Agreement: SQL, SharePoint, Server	118,000.00	73,818.08	44,181.92
Infrastructure support services - currently Presidio	1,100,000.00	765,000.00	335,000.00
SSI RFP project	176,680.00	59,500.00	117,180.00
Replacement of 10 year old Xerox copier	24,966.00	8,730.00	16,236.00

CUSTOMER RELATIONS

WITH UNDERSTANDING THE STAFF AND TECHNOLOGY STACK OF THE DATA CENTER, THE CUSTOMER EXPERIENCE HAS BEEN EQUALLY IMPORTANT TO THE CIO.

One of the top priorities of the CIO during his first 100 days was to meet with all customers to understand the dynamics in relationships, their expectations of the Data Center, and their experience of working with the Data Center.

As a result, a decision was made to give a notice of cancellation to our managed service provider, and bring services back into the Data Center. The thought process was to take control of how our customers were being serviced and to ensure that moving forward they receive exemplary customer service from the start to end of their experience with the Data Center.

In addition, the Data Center deployed a user friendly process for customers to use when submitting tickets. In the second quarter of 2019, the Data Center released the self-service ServiceNow portal to all IT Contacts. End users may now request specific services from the Data Center, immediately know the service level requirement to level set expectations, and know an estimated cost prior to submitting a request. While this process is evolving, the Data Center has received positive reviews from multiple end users.



LEADERSHIP & DEVELOPMENT

THE ORGANIZATIONAL
SHIFT FOUND WITHIN
THE DATA CENTER HAS
ALLOWED THE HUMAN
RESOURCES TEAM
TO RECRUIT NEW
MEMBERS TO FILL OUR
GROWING NEEDS AS WE
CONTINUE TO EXPAND
SERVICES.

In total, we have hired nine full time employees, to include eight service oriented team member and one executive leader.

In addition, two current team members have been promoted, giving them additional opportunities that will support their career paths. In light of the changes, multiple employees have switched roles to positions that aligned them to the direction of the agency. This has caused renewed energy, focus, and excitement within the Data Center.



datacenter.franklincountyohio.gov

614.525.3282