
Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

*Cheryl Brooks Sullivan • Kim Brown • Daniel J. O'Connor, Jr.
John O'Grady • Maryellen O'Shaughnessy • Antone White • David R. Payne*

SPECIAL PUBLIC NOTICE

FRANKLIN COUNTY DATA BOARD

MONTHLY MEETING SCHEDULED FOR

MONDAY, APRIL 04, 2022

Due to the circumstances of COVID-19 and wanting to ensure social distancing and being considerate to the safety of each member we will be hosting this month's meeting remotely. Please find below the information required to attend the Automatic Data Processing Board meeting on April 04, 2022, via Teams. This meeting will be recorded for public record, and all resolutions will still need to be signed by each member post meeting as required by law.

Adam Frumkin, CIO for the Franklin County Data Center is inviting you to a scheduled Teams meeting:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

[Learn More](#) | [Meeting options](#)

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

*Cheryl Brooks Sullivan ♦ Kim Brown ♦ Daniel J. O'Connor, Jr
John O'Grady ♦ Maryellen O'Shaughnessy ♦ Antone White ♦ David R. Payne*

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

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

Date: March 31, 2022

Subject: Agenda for the Monday, April 04, 2022, Data Processing Board Meeting

The proposed agenda for the Monday, April 04, 2022, meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held via Teams conference call. The calendar invitation will be updated with the link to Teams.

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

Jo Ellen Cline, Delegate, Franklin County Auditor
Gary Dwyer, Delegate, Franklin County Auditor
Shawn Dunlavy, Delegate, Franklin County Auditor
Susan Bedsole, Delegate, Franklin County Common Pleas Court
Adam Luckhaupt, Delegate, Franklin County Clerk of Courts
Sharlene Chance, Delegate, Franklin County Clerk of Courts
Tammy Seelig, Delegate, Franklin County Clerk of Courts
Angela Mathews, Delegate, Franklin County Clerk of Courts
Zak Talarek, Delegate, Franklin County Board of Commissioners
Juan Torres, Delegate, Franklin County Board of Commissioners
C. Chris Cupples, Delegate, Franklin County Recorder
Robert Hinton, Delegate, Franklin County Recorder
Dusten Kohlhorst, Delegate, Franklin County Treasurer
Jim Holmes, Delegate, Franklin County Treasurer
Victoria Troy, Delegate, Franklin County Treasurer
Foni Picinane, Delegate, Franklin County Treasurer
Steven Bulen, Delegate, Franklin County Board of Elections
Erin M. Gibbons, Delegate, Franklin County Board of Elections

AGENDA-Automatic Data Processing Board Meeting, April 04, 2022

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of March 07, 2022, Regular Data Board Meeting**
- **New Business**

-- **Resolution No. 22-028 Franklin County Technical Equipment Salvage**

-- **Resolution No. 22-029 Franklin County Data Center – Intellivue to IntelliCloud Upgrade and Implementation of eForms**

-- **Resolution No. 22-030 Franklin County Clerk of Courts – Intellinetics Contract: New CMS Migration Support**

-- **Resolution No. 22-031 Franklin County Clerk of Courts – Quicket Integration for the New CMS**

-- **Resolution No. 22-032 Franklin County Treasurer – MAPSYS, Inc. Supplemental Contract**

-- **Resolution No. 22-033 Franklin County Economic Development and Planning – Master Service Agreement**

-- **Resolution No. 22-034 Franklin County Justice Policy Program/Court Appointed Special Advocate – Master Service Agreement**

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. 22-035 Personnel Action – Promotion – Director, Enterprise Financial Services

-- Resolution No. 22-036 Personnel Action – Promotion – Enterprise Business Services Manager

-- Resolution No. 22-037 Personnel Action – Promotion – Enterprise Business Relationship Manager 3

- Resolution No. 22-038 Personnel Action – Promotion – Enterprise Server Engineering Manager
- Resolution No. 22-039 Personnel Action – Promotion – Enterprise Infrastructure Engineer 2
- Resolution No. 22-040 Personnel Action – Promotion – Enterprise Infrastructure Engineer 3
- Resolution No. 22-041 Personnel Action – New Hire – Enterprise Security Business Process Engineer 2
- Resolution No. 22-042 Personnel Action – New Hire – Enterprise Business Relationship Manager 2

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

Reconvene in Special Session

- **Resolution No. 22-035 Personnel Action – Promotion – Director, Enterprise Financial Services**
- **Resolution No. 22-036 Personnel Action – Promotion – Enterprise Business Services Manager**
- **Resolution No. 22-037 Personnel Action – Promotion – Enterprise Business Relationship Manager 3**
- **Resolution No. 22-038 Personnel Action – Promotion – Enterprise Server Engineering Manager**
- **Resolution No. 22-039 Personnel Action – Promotion – Enterprise Infrastructure Engineer 2**
- **Resolution No. 22-040 Personnel Action – Promotion – Enterprise Infrastructure Engineer 3**
- **Resolution No. 22-041 Personnel Action – New Hire – Enterprise Security Business Process Engineer 2**
- **Resolution No. 22-042 Personnel Action – New Hire – Enterprise Business Relationship Manager 2**

Other Business

Adjourn

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the March 07, 2022, Board Meeting

Date Approved: April 04, 2022

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Juan A. Jones

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

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

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

- - -

PROCEEDINGS via ZOOM

Called at 9:00 a.m., on Monday, March 7, 2022.

- - -

***Higgins & Associates
4889 Sinclair Road, Suite 102
Columbus, OH 43229-5433
*614.985.DEPO (3376) *888.244.1211***

1 **BOARD MEMBERS:**

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

4 **The Honorable Kim Brown, Member, Franklin County**
5 **Court of Common Pleas**

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

8 **The Honorable Antone White, Member, Franklin County**
9 **Board of Elections**

10 **Mr. Juan Torres, Delegate, Franklin County Board of**
11 **Commissioners**

12 **Mr. C. Chris Cupples, Delegate, Franklin County**
13 **Recorder**

14 **Mr. Dusten Kohlhorst, Delegate, Franklin County**
15 **Treasurer**

16 **ALSO PRESENT:**

17 **Mr. Adam Frumkin, FCDC Chief Information Officer**
18 **Ms. Julie Lust, Deputy Chief, Chief Financial**
19 **Officer**

20 **Mr. Conrad Michael, FCDC Director, Portfolio**
21 **Management Office**

22 **Mr. John Proffitt, Deputy Chief, Chief Technology**
23 **Officer**

24 **Ms. Mary Ann Brooks, Executive Administrative**
25 **Assistant**

Ms. Jeanine Hummer, First Assistant Prosecuting
 Attorney, Franklin County Prosecutor's Office

 - - -

	AGENDA	
	- - -	
2	ITEM	PAGE
3	Call to Order	4
4	Secretary's Comments	6
5	Approval of Minutes	14
6	New Business	
7	Resolution 22-019	15
8	Resolution 22-020	16
9	Resolution 22-021	18
10	Resolution 22-022	20
11	Resolution 22-023	21
12	Resolution 22-024	23
13	Resolution 22-025	24
14	Resolution 22-026	24
15	Resolution 22-027	24
16	Other Business	29
17	Adjournment	30
18		
19	- - -	
20		
21		
22		
23		
24		
25		

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Monday Morning Session

March 7, 2022

- - -

CALL TO ORDER

- - -

SECRETARY STINZIANO: Good morning.

I have got 9:00 o'clock on the official Auditor's laptop. And so we will use that for the beginning of the March 7, 2022 Automatic Data Processing Board meeting. We will begin with call to order.

Court of Common Pleas.

(No response.)

SECRETARY STINZIANO: Clerk of Courts.

CLERK O'SHAUGHNESSY: We're here.

SECRETARY STINZIANO: Board of Commissioners.

MR. TORRES: Present.

SECRETARY STINZIANO: The Recorder's office.

MR. CUPPLES: Good morning.

SECRETARY STINZIANO: Treasurer's office.

(No response.)

SECRETARY STINZIANO: And Board of

1 Elections.

2 DIRECTOR WHITE: Good morning.

3 DEPUTY DIRECTOR PAYNE: Good
4 morning.

5 SECRETARY STINZIANO: Thank you both
6 for being here.

7 I will begin with Pledge of
8 Allegiance. Please join me.

9 (Pledge of Allegiance.)

10 SECRETARY STINZIANO: Good morning.
11 Welcome to March. It's a beautiful day in Franklin
12 County if you are a duck. Appreciate everyone.
13 Hope you are doing well.

14 There was a question of why we are
15 back to virtual. The General Assembly, in their
16 infinite wisdom, decided to pass legislation that
17 allows for it. So hopefully convenience,
18 particularly if you are not a duck and did not have
19 to navigate today's weather.

20 With that, if you are going to
21 speak, unmute your microphones. We will do votes
22 by normal process that we would do in person. But
23 I will make sure I provide time if there's any
24 objections or abstentions. But if you are unable
25 to unmute, we will assume that is a vote for

1 affirmation.

2 With that, I will now turn it over
3 to Mr. Frumkin.

4 - - -

5 SECRETARY'S COMMENTS

6 - - -

7 MR. FRUMKIN: Good morning everyone,
8 again. Welcome, Data Board members and delegates.
9 This weekend gave us a hint of what will be here
10 sooner than later. We are only two weeks away from
11 Spring. And I would rather have the weather and be
12 a duck on Monday than be a duck on the weekend.

13 As always, I hope that everyone is
14 staying safe and doing well as we continue to serve
15 the people and businesses of Franklin County.

16 This morning we are recognizing
17 Women's History Month. International Women's Day
18 is celebrated tomorrow, March 8th, and was
19 established as a holiday in 1911. The National
20 Women's Party was formed in March of 1917. The
21 group was dedicated to giving women the right to
22 vote. Title IX passed on March 1, 1972. In fact,
23 the first-ever Women's History Week was created in
24 order to bolster support for Title IX, which
25 prohibited discrimination due to sex in federally

1 funded education programs. The Equal Rights
2 Amendment was passed in the Senate on March 22,
3 1972. In March of 1980, after celebrations had
4 spread across the country, President Jimmy Carter
5 declared that March 8th was officially the start of
6 National Women's History Week. And by 1987,
7 Congress declared the entire month of March Women's
8 History Month. It took 76 years for all of this to
9 happen.

10 According to the National Women's
11 History Alliance, 2022 is about women providing
12 healing and promoting hope. Not surprisingly, it
13 is in direct response to the ongoing COVID-19
14 pandemic. We would like to thank all of the women
15 throughout the county for their hard work and
16 dedication you give each of us every day. We would
17 not be where we are now without your courage and
18 dedication to help move what we do forward for the
19 people of Franklin County.

20 Moving on, from a project
21 perspective, the Data Center has managed several
22 projects of varying size and complexity through the
23 last month. Notable achievements this reporting
24 period are:

25 As part of the Server Migration

1 project, also known as Project Hailstone, the team
2 has successfully migrated and decommissioned 12
3 deprecated servers, which helps us reduce our
4 technical debt and risks.

5 The team worked with the Clerk of
6 Courts stakeholders and completed the Auto title
7 portal and the mobile app project. This project is
8 in the closure phase.

9 The team worked with ADAMH to enable
10 their remote desktop gateway, which will aid in
11 decommissioning the Franklin County Data Center's
12 remote desktop gateway.

13 We are actively working on the State
14 of the County website modification for 2022, as it
15 is scheduled to close this month.

16 And additionally, considerable
17 effort is being made in conjunction with
18 Commissioners to update and replace the technology
19 on the 16th floor in preparation for Cafe Overlook,
20 and we will hear more about that soon.

21 Some of the other significant
22 projects in progress:

23 Sheriff body-worn cameras moving
24 forward;

25 Nasuni Storage Migration project;

1 Board of Elections ePulse upgrade
2 project;

3 The RMS replacement with other Tyler
4 iasWorld;

5 Auditor laptop deployment project;

6 And continued support of our new
7 jail as well.

8 From a Security Team Perspective:

9 Patching was successfully completed
10 utilizing the Ivanti replacement that was procured.
11 Removal of the Ivanti client was also completed for
12 remaining servers and endpoints;

13 Beginning to research identity
14 providers for the replacement of our current Single
15 Sign-On and MFA solutions or multi-factor, research
16 and Proof of Concept will occur in 2022, with a
17 replacement planned for 2023;

18 Beginning to research e-mail
19 filtering providers for the replacement of e-mail
20 filtering solutions. Research and Proof of Concept
21 will occur this year, with a replacement planned
22 for Q1 of 2023 at the latest.

23 Additionally, collaboration with the
24 Cloud and Client team on the testing and analysis
25 by utilizing InTune for mobile device management.

1 With that, I would also like to ask
2 Nikki to give us a brief security update.

3 MS. MILBURN: Thank you.

4 A little different than most months,
5 I know we have a security update meeting planned
6 for tomorrow to talk through some other items as
7 well, answer any questions. So today I want to put
8 a shameless plug out there for two positions I have
9 open on my team, where I need help recruiting.

10 The first position is vendor risk
11 management. What this role will be doing is
12 performing security assessments with vendors as we
13 do assessments. So if somebody wants to procure
14 something, go through the link process, we do a
15 vendor risk assessment taking into consideration
16 the data that they were holding, how critical are
17 they to the agency that is requesting it.

18 Going through that is the intent of,
19 hey, we need to follow up with you next year so
20 give me a call on your security controls, are you
21 still where you are at. So that is the first
22 position. Kind of what I'm looking for, this
23 person has to have extremely strong communication
24 skills, both verbally and written, to be able to
25 work with the vendor, work with the agency, go

1 through this process, have the hard conversations
2 with them, what are you doing about this, how are
3 you protecting our data, how are you protecting
4 what is most important to us. So they need to have
5 very, very strong communication skills and
6 technical skills. They don't have to be like an
7 engineer in infrastructure right now. So part of
8 the security stuff in infrastructure we can teach.
9 That communication is a lot harder to find. And
10 just the ability to see the big picture, what is
11 the impact that this has on the county at large
12 when they are working with a vendor, will it bring
13 a risk into the network. It's not just that agency
14 impacted, it's the entire county. So being able to
15 see that big picture. That's the first position.
16 So if any names come to mind, shoot them my way
17 just based on that brief description.

18 The second position is Data Loss
19 Prevention. So this person primarily will be
20 working in our 365 environment for data in motion,
21 data at rest. So anything where you would assume
22 we have sensitive information, maybe it goes out to
23 contacts outside of the county, kind of putting
24 filters on there, say, hey, is there a better way,
25 can we use STP for this instead of sending the file

1 to someone. So really kind of thinking for that.
2 Skills I'm looking for are very strong analytical
3 skills, obviously communication is important as we
4 work with our partner agencies, and kind of an
5 understanding of what sensitive data is through
6 security regulations, whether it's SEGUS, whether
7 it's HIPAA, FTI, the different types of data that
8 we deal with and the impact it can have. On the
9 communication side, it's the ability to take all of
10 that and say this is the risk, but translate it so
11 that the agency understands it a little better than
12 the technical side. I know sometimes we get
13 extremely technical when we talk about things. We
14 need to do kind of a translation in between.

15 So those are the two positions I
16 have open that I'm really, really looking to fill
17 sometime soon because these are very, very
18 important. If names pop in your head, again, shoot
19 them my way, I would love to have a conversation
20 with them.

21 So that's the end of my shameless
22 plug. Give me assistance. I greatly appreciate
23 it.

24 MR. FRUMKIN: On the heels of our
25 shameless plug, I do appreciate and I did let Nikki

1 say she could do that, because I really wanted to
2 get that out to our board members. If you know
3 someone good with communication skills and would
4 like to learn security, please send them our
5 direction.

6 With that said, I'm encouraging
7 everyone to please tune into the technology
8 roundtable tomorrow, because more than half of the
9 roundtable tomorrow will be the Nikki show, giving
10 security -- a full security update of everything
11 going on, including answering the questions that
12 everybody has been asking about, which is how is
13 everything going on overseas affect us, and should
14 we be worried and what are we doing about it. So
15 she will be covering that at the tech roundtable.
16 We figured we would save it for tomorrow since we
17 have over a hundred people that show up, including
18 most of you, versus doing it today and doing it
19 again tomorrow.

20 With that, I would like to thank
21 Nikki for her update. And please do try to attend
22 tomorrow if you can. We do not have a financial
23 update this month. So barring any questions or
24 comments, I would like to defer back to Auditor
25 Stinziano, and thank each of you for your continued

1 support of our Data Center.

2 SECRETARY STINZIANO: Thank you.

3 Are there any question or comments?

4 - - -

5 APPROVAL OF MINUTES

6 - - -

7 SECRETARY STINZIANO: Hearing none,
8 we will conclude Secretary comments and we will now
9 move to approval of minutes of the February 7, 2022
10 Regular Board Meeting. Are there any amendments or
11 corrections?

12 Hearing none, is there a motion for
13 approval?

14 CLERK O'SHAUGHNESSY: I so move,
15 O'Shaughnessy.

16 SECRETARY STINZIANO: Is there a
17 second?

18 DEPUTY DIRECTOR PAYNE: Second,
19 David Payne.

20 SECRETARY STINZIANO: Thank you.

21 It's been moved and seconded. All
22 those in favor, please signify by voting aye.

23 Same sign for any opposition.

24 And any abstentions.

25 The minutes are approved.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- - -

NEW BUSINESS

RESOLUTION NO. 22-019

- - -

SECRETARY STINZIANO: We will now move to New Business. First is Resolution 22-019, Franklin County Technical Equipment Salvage.

MS. LUST: Thank you. Julie Lust, Franklin County Data Center.

This is equipment that the Data Center has determined is at end-of-life and should be disposed of. There's quite a bit of equipment on the list this week. One difference from normal months, we do have equipment the Data Center has not taken possession of, we have not audited it, removed hard drives and ensured the data was removed from those hard drives, instead Franklin County Children Services is processing that equipment and verified that on our behalf.

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

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?
Hearing no further review, I would

1 like to seek a motion for approval.

2 CLERK O'SHAUGHNESSY: I so move,
3 O'Shaughnessy.

4 MR. CUPPLES: Second, Recorder's
5 office.

6 SECRETARY STINZIANO: Thank you.

7 It's been moved and seconded. All
8 those in favor, please signify by voting aye.

9 Same sign for any opposition.

10 And any abstentions.

11 Motion is approved.

12 - - -

13 RESOLUTION NO. 22-020

14 - - -

15 SECRETARY STINZIANO: Next is
16 Resolution 22-020, Franklin County Commissioners
17 Technology for Cafe Overlook.

18 MS. HYLER: Good morning. I'm Tasha
19 Hyler for the Data Center.

20 Today I am requesting approval for
21 project expenditures to outfit the new cafeteria
22 vendor, Service, with upgraded infrastructure
23 technology to run their new Point of Sale, POS
24 system, called Toast. This upgrade will also bring
25 independent WiFi capabilities to patrons on the

1 16th floor of the Government tower. This solution
2 design maximizes capabilities for the vendor by
3 providing direct-wired access to the kiosks,
4 registers, printers, etc., and delivering dedicated
5 WiFi for the patrons on the 16th floor. This
6 initiative started for the Data Center in early
7 February. Since then, the Data Center has worked
8 closing with PFM and the Commissioners' office to
9 leverage existing contracts and open funding to
10 schedule implementations and procure hardware. The
11 vendor, Service, plans on several soft launches to
12 what is now called Cafe Overlook, beginning late
13 March, all the way up to the public launch
14 scheduled for April 18th.

15 It has been almost two years since
16 the start of the pandemic and the closure of the
17 cafeteria. I know I can speak on behalf of other
18 Franklin County employees and other patrons that
19 visit our complex, it will be nice to have the
20 cafeteria back and better than before.

21 Pending any questions, I ask for
22 your approval of Resolution 22-020.

23 SECRETARY STINZIANO: Thank you for
24 the presentation.

25 Are there any questions or comments?

1 Hearing no further review, I would
2 like to seek a motion for approval.

3 DIRECTOR WHITE: So moved, Antone
4 White.

5 CLERK O'SHAUGHNESSY: Second,
6 O'Shaughnessy.

7 SECRETARY STINZIANO: It's been
8 moved and seconded. All those in favor, please
9 signify by voting aye.

10 Same sign for any opposition.

11 And any abstentions.

12 MR. TORRES: Board of Commissioners
13 abstains.

14 SECRETARY STINZIANO: Thank you. We
15 will note the Commissioners have abstained.

16 Resolution has passed.

17 - - -

18 RESOLUTION NO. 22-021

19 - - -

20 SECRETARY STINZIANO: Next, we will
21 move to Resolution 22-021, Franklin County Public
22 Facilities Management 2022 Baseline Procurement and
23 Annual Renewal.

24 MR. MARKOV: Good morning, Data
25 Board Members. My name is Gary Markov, I'm the IT

1 Systems Administrator for Public Facilities
2 Management.

3 The Franklin County Public
4 Facilities Management provides professional,
5 technical and non-technical support and services to
6 county staff and guests in order to create and
7 maintain a safe, comfortable and functional
8 environment for conduct of public business. This
9 resolution will support the continual and efficient
10 operations of agency technology needs which is
11 critical for the organizational operations. I'm
12 asking for your approval of our 2022 baseline
13 annual renewals and procurements associated with
14 new projects and technology and software.

15 SECRETARY STINZIANO: Thank you,
16 Gary, for the presentation.

17 Are there any questions or comments
18 from members of the Board?

19 Hearing none, I will seek a motion
20 for approval.

21 CLERK O'SHAUGHNESSY: I so move,
22 O'Shaughnessy.

23 DIRECTOR WHITE: And I will second.

24 SECRETARY STINZIANO: It's been
25 moved and seconded. All those in favor, please

1 signify by voting aye.

2 Same sign for any opposition.

3 And any abstentions.

4 MR. TORRES: Board of Commissioners
5 abstains.

6 SECRETARY STINZIANO: Motion is
7 approved.

8 - - -

9 RESOLUTION NO. 22-022

10 - - -

11 SECRETARY STINZIANO: Next is
12 Resolution 22-022, Franklin County Board of
13 Developmental Disabilities, Varonis Software
14 Subscription.

15 MR. SHERICK: Good morning, Travis
16 Sherick, IT Director here at the Board of
17 Developmental Disabilities.

18 This resolution request is for a
19 data management platform solution that will help us
20 organize and manage our data, which we contain a
21 lot of HIPAA data and PII data, which will also
22 help us with our migration to OneDrive and
23 Microsoft Teams. The solution will also help with
24 our on-premise directory rights, cleanup and
25 management, as well as provide proactive security

1 alerts, identification and proactive responses to
2 ransomware and other threats. This request would
3 utilize board funds so no GRF funds are being
4 requested.

5 Pending any questions, I request
6 your approval of this resolution.

7 SECRETARY STINZIANO: Thank you for
8 the presentation.

9 Are there any questions or comments
10 from members of the Board?

11 Hearing no further review, I would
12 like to seek a motion for approval.

13 MR. CUPPLES: So moved, Recorder's
14 office.

15 DIRECTOR WHITE: Second.

16 SECRETARY STINZIANO: It's been
17 moved and seconded. All those in favor, please
18 signify by voting aye.

19 Same sign for any opposition.

20 And any abstentions.

21 Resolution is approved.

22 - - -

23 RESOLUTION NO. 22-023

24 - - -

25 SECRETARY STINZIANO: Next is

1 Resolution 22-023, Franklin County Public
2 Defender's office printer replacement.

3 MR. FAIN: Good morning everyone.
4 This is Jim Fain from the Franklin County Public
5 Defender's office.

6 We have 18 copiers here, copiers,
7 printers that are well past their lifecycle. This
8 will be a one-for-one swap for us.

9 Pending any questions, we request
10 your approval of Resolution 22-023.

11 SECRETARY STINZIANO: Thank you,
12 Jim. Brevity is always appreciated.

13 Are there any questions or comments?

14 Hearing no further review, I would
15 like to seek a motion for approval.

16 CLERK O'SHAUGHNESSY: I so move,
17 O'Shaughnessy.

18 DIRECTOR WHITE: Second, Antone
19 White.

20 SECRETARY STINZIANO: Thank you,
21 Director.

22 It's been moved and seconded. All
23 those in favor, please signify by voting aye.

24 Same sign for any opposition.

25 And any abstentions.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Resolution is approved.

- - -

RESOLUTION NO. 22-024

- - -

SECRETARY STINZIANO: Next is Resolution 22-024, Franklin County Sheriff's Office Full-Body Security Scanning System.

MR. CROWTHER: Good morning. Shannon Crowther, Director of IT for the Sheriff's office.

This resolution is for a body scanner to be placed at the new facility, James A. Karnes Correctional Facility, located at Fisher Road, which is scheduled to be opened later this year. This device is important to the safety and security of the Sheriff staff. And it can detect contraband, including drugs, cell phones, weapons, and ingested items. The Sheriff's office already operates a body scanner at the current Jackson Pike facility. The cost of this includes the shipping, installation, training, and network setup so that the two scanners can communicate. The funding for this is with inmate commissary funds.

Pending any questions, I request your approval of this resolution.

1 SECRETARY STINZIANO: Thank you for
2 the presentation.

3 Are there any questions or comments
4 from members of the Board?

5 Your microphone is cut off, I don't
6 know if you're wanting to ask a question or waiting
7 to make a motion. Since there's silence, I will
8 seek a motion for approval.

9 DIRECTOR WHITE: So moved.

10 CLERK O'SHAUGHNESSY: Second,
11 O'Shaughnessy.

12 SECRETARY STINZIANO: Thank you,
13 Clerk.

14 It's been moved and seconded. All
15 those in favor, please signify by voting aye.

16 Same sign for any opposition.

17 And any abstentions.

18 Resolution is approved.

19 - - -

20 RESOLUTION NOS. 22-025; 22-026; 22-027

21 - - -

22 SECRETARY STINZIANO: We now will
23 move to three personnel actions for the agenda. As
24 always, I will defer to see if there's any desire
25 for the Board to move to executive session before

1 we discuss the resolutions.

2 Hearing no desire to move into
3 executive session, I will now ask for the
4 presentation of all three actions, and then we will
5 come back and take a vote on each one.

6 Our HR Director will take over.

7 MR. FRUMKIN: Good morning again.
8 I'm glad I get to say I get to take that hat off
9 starting tomorrow, as Kassy returns tomorrow from
10 her maternity leave.

11 First one is Resolution 22-025,
12 Personal Action, a Backfill for Enterprise
13 Financial Analyst 1. This is for Daisi Barham. In
14 Daisi's current role as a transportation specialist
15 at Total Distribution, Inc., she is the sole
16 preparer of payroll, invoices, billing statements
17 and allocation of all drivers routes. In her
18 previous role at Alene Candles, she was the main
19 point of contact for meeting scheduling and
20 production scheduling and inventory and financial
21 reporting. And she is very eager to join and start
22 her career here at the Data Center.

23 Resolution 22-026, Personnel Action,
24 Backfill, Enterprise Financial Analyst 1. Tiffany
25 Yeager. In Tiffany's current role as a case

1 manager for Franklin County Job and Family Services
2 works with her clients on all of their financial
3 and employment information, verifications and other
4 documentation as required by specific programs,
5 rules, and guidelines. In her previous roles at
6 American Electric Power and Alliance Data, she
7 dabbled in security space, working closely with
8 following proper procedures and protocols. Tiffany
9 is also eager to move into this new position with
10 the Enterprise Financial Services team to broaden
11 her skills, and start a career in a field that she
12 is passionate about.

13 Final resolution is Resolution
14 22-027, Personnel Action and Backfill for an
15 Enterprise Identity Analyst 1, Keith Harrison. In
16 Keith's current role as a Helpdesk Analyst at
17 Fiserv, he administers modifications, creation and
18 termination of active directory accounts, processes
19 service requests, primary support of VPN and acts
20 as the main support for all users. In his previous
21 role at Nationwide, he acted as the main support
22 contact for all software and hardware systems. And
23 before Nationwide, he was the Service Desk Tier III
24 Analyst for Ascena. Keith is eager to join the
25 Data Center, and start his career in the security

1 field.

2 Thank you.

3 SECRETARY STINZIANO: Thank you for
4 the presentation.

5 We will begin with Resolution
6 22-025, the Backfill, Enterprise Financial Analyst
7 1, are there questions or comments from members of
8 the Board?

9 Hearing none, is there a motion for
10 approval?

11 CLERK O'SHAUGHNESSY: I so move,
12 O'Shaughnessy.

13 MR. CUPPLES: Second, Recorder's
14 office.

15 SECRETARY STINZIANO: It's been
16 moved and seconded. All those in favor, please
17 signify by voting aye.

18 Same sign for any opposition.

19 And any abstentions.

20 Resolution is approved.

21 Next is Resolution 22-026, Backfill,
22 Enterprise Financial Analyst 1, are there any
23 questions or comments?

24 Hearing none, is there a motion for
25 approval?

1 CLERK O'SHAUGHNESSY: I so move,
2 O'Shaughnessy.

3 DIRECTOR WHITE: Second.

4 SECRETARY STINZIANO: Thank you,
5 Director.

6 It's been moved and seconded. All
7 those in favor, please signify by voting aye.

8 Same sign for any opposition.

9 And any abstentions.

10 Resolution is approved.

11 Last is Resolution 22-027, Backfill,
12 Enterprise Identity Analyst 1, are there any
13 questions or comments?

14 Hearing none, is there a motion for
15 approval?

16 CLERK O'SHAUGHNESSY: I so move,
17 O'Shaughnessy.

18 MR. CUPPLES: Second, Recorder's
19 office.

20 CLERK O'SHAUGHNESSY: It's been
21 moved and seconded. All those in favor, please
22 signify by voting aye.

23 Same sign for any opposition.

24 And any abstentions.

25 Resolution is approved. That will

1 conclude today's resolutions.

2 - - -

3 OTHER BUSINESS

4 - - -

5 SECRETARY STINZIANO: We will now
6 move to Other Business, and look to each member of
7 the Board if there's anything additional you would
8 like to comment or share with the Board.

9 Judge Brown?

10 JUDGE BROWN: No, thank you.

11 SECRETARY STINZIANO: Clerk
12 O'Shaughnessy?

13 CLERK O'SHAUGHNESSY: Thanks for all
14 of the hard work you do. Our partnership has
15 really been good over these past years. So thank
16 you so much, Adam & Company.

17 SECRETARY STINZIANO: Board of
18 Commissioners?

19 MR. TORRES: No, thank you.

20 SECRETARY STINZIANO: Recorder's
21 office?

22 MR. CUPPLES: Nope. Have a good
23 week everybody.

24 SECRETARY STINZIANO: Treasurer's
25 office?

1 MR. KOHLHORST: No, thank you.

2 SECRETARY STINZIANO: Our friends at
3 the Board of Elections.

4 DIRECTOR WHITE: I want to, once
5 again, say thank you to the Data Center team for
6 all of their work at the Board of Elections,
7 typically, what we prepare for what we believe will
8 be a May 3rd Election, so kudos to the team and we
9 appreciate all of the hard work.

10 SECRETARY STINZIANO: Those are
11 wonderful comments, Director.

12 If there's nothing else for today's
13 meeting, we are adjourned. Thank you so much for
14 your time. Hopefully you appreciated the Zoom
15 capability and we will do it again next month.

16 Thanks everyone.

17 - - -

18 Thereupon, the proceeding adjourned at
19 approximately 9:21 a.m.

20 - - -

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

I, Angela S. Moore, a Professional Reporter and Notary Public in and for the State of Ohio, do hereby certify that the foregoing is a true, correct, and complete written transcript of the proceedings in this matter;

That the foregoing was taken by me stenographically and transcribed by me with computer-aided transcription;

That the foregoing occurred at the aforementioned time and place;

That I am not an attorney for or relative of either party and have no interest whatsoever in the event of this litigation.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 29th day of March, 2022.

/s/Angela S. Moore
Notary Public, State of Ohio

My Commission Expires: February 28, 2026.

- - -

C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

I, Angela S. Moore, a Professional Reporter and Notary Public in and for the State of Ohio, do hereby certify that the foregoing is a true, correct, and complete written transcript of the proceedings in this matter;

That the foregoing was taken by me stenographically and transcribed by me with computer-aided transcription;

That the foregoing occurred at the aforementioned time and place;

That I am not an attorney for or relative of either party and have no interest whatsoever in the event of this litigation.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 29th day of March, 2022.

Angela S. Moore

/s/Angela S. Moore
Notary Public, State of Ohio



My Commission Expires: February 28, 2026.

- - -

RESOLUTION NO. 22-028

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-028

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE**

WHEREAS, it has been determined that certain County technology equipment is obsolete and unfit for Franklin County use; and,

WHEREAS, the Franklin County Data Center Chief Information Officer recommends this equipment be declared surplus for the purpose of public sale or disposal; and,

WHEREAS, a list of the 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, that the equipment be placed for public sale or disposal, the technology equipment specified in the attached list.



Franklin County Automatic Data Processing Board
 Technical Equipment Salvage Resolution
 Resolution #: 22-028
 Date: 4/04/2022

Agency	Description	Number of Units
Child Support Enforcement Agency	Server	3
Board of Developmental Disabilities	Desktop PC	9
Board of Developmental Disabilities	Laptop PC	17
Board of Developmental Disabilities	Tablet PC	2
Board of Developmental Disabilities	Hotspot	10
Board of Developmental Disabilities	Monitor	7
Board of Developmental Disabilities	Phone	2
Board of Developmental Disabilities	Printer	12
Data Center	Laptop PC	1
Sheriff	Desktop PC	29
Sheriff	Laptop PC	19
Human Resources	Monitor	8
Human Resources	Projector	3
Public Facility Management	Desktop PC	7
Public Facility Management	Desktop PC	7
Public Facility Management	Laptop PC	1
Public Facility Management	Monitor	3
Public Facility Management	Copier	1
Public Facility Management	Camera	2
Public Facility Management	Printer	8
Prosecuting Attorney	Desktop PC	7
Prosecuting Attorney	Laptop PC	7
Prosecuting Attorney	Duplicator	2
Prosecuting Attorney	Monitor	8
Prosecuting Attorney	Scanner	1
Sanitary Engineer	Desktop PC	1

RESOLUTION NO. 22-029

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
INTELLIVUE TO INTELICLOUD UPGRADE AND
IMPLEMENTATION OF EFORMS**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John A. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Abstained

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-029

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
INTELLIVUE TO INTELICLOUD UPGRADE AND
IMPLEMENTATION OF EFORMS**

WHEREAS, in accordance with Ohio Revised Code Section 307.84, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or service; 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 the Franklin County Board of Commissioners' approval, and,

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.



Franklin County Automatic Data Processing Board
 Information Technology Procurement Resolution
 Resolution #: 22-029
 Dated: 4/04/2022

Title:	Intellivue to IntelliCloud Upgrade and Implementation of eForms
Agency:	Franklin County Data Center
Amount:	\$279,459.00
Category:	Software and Technology Services

Business Justification

Intellivue has been used as an enterprise document management solution for many years and has become a business-critical tool for many partner agencies for storing and indexing documents, workflow capabilities, and more. With a growing database of millions of document pages, the platform is a cornerstone of digital government operations for Franklin County. Columbus-based developer Intellinetics continues to be a loyal and supportive partner for Franklin County, and as our needs have changed, so has their platform. Our trusted document management system is adding technologies that will enable new digital workflow options that require minimal software development effort. It's also moving to a web-native client, eliminating bulky binary apps on most user PCs. Finally, the platform name is changing to IntelliCloud. To acquire new capabilities and keep pace with future improvements, we must upgrade the core system, migrate our millions of documents, and learn the new workflow engine by co-developing a handful of apps using the new engine. This resolution addresses all these goals.

Description

Project 1: Intellivue to IntelliCloud Upgrade

1. Professional services to deploy the upgrade from the current version to Intellicloud
2. Professional services to plan the mass migration via a detailed analysis of our legacy environment

COSTS:

- Software Licensing: \$63,558.00
- Professional Services: \$55,770.00
- FCDC Labor: \$59,800.00

Project 2: Implementation of eForms Workflow Web Application

1. Co-develop (with Intellinetics consultants) a handful of new "eForms" workflow web apps to learn the new workflow environment and prove out the functionality

COSTS:

- Professional Services: \$35,931.00
- FCDC Labor: \$64,400.00

Fiscal Information

Funding Source: The Intellivue upgrade and professional services was approved in the FCDC's 2022 budget. FCDC and the Franklin County Treasurer will work with OMB to identify funding for the implementation of eForms.

RESOLUTION NO. 22-030

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
INTELLINETICS CONTRACT: NEW CMS MIGRATION SUPPORT**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Abstained

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John A. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-030

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
INTELLINETICS CONTRACT: NEW CMS MIGRATION SUPPORT**

WHEREAS, in accordance with Ohio Revised Code Section 307.84, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or service; and,

WHEREAS, the attached detail describes the purchase(s) required for the normal operation; and,

WHEREAS, the Data Center Chief Information Officer has reviewed the technical and security aspects of the procurement and made recommendations on the attached detail; 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 the Franklin County Board of Commissioners' approval, and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the technology procurement.



Franklin County Automatic Data Processing Board
 Information Technology Procurement Resolution
 Resolution #: 22-030
 Dated: 4/04/2022

Title	Intellinetics Contract: New CMS Migration Support
Agency	Franklin County Clerk of Courts
Amount	Not to exceed \$55,770.00
Category	Technology Services

Business Justification

The Courts and the Clerk of Courts Office are currently in the process of implementing a new Court Case Management system. This contract will enable the current document management system vendor Intellinetics to create software that will combine TIFF files into multipage PDF files while preserving all metadata related to FCJS as well as an implementation plan for each of the three Go-Live phases of the new Court Case Management system implementation.

This is a critical component for the success of the project. The new Court Case Management system architecture is based on multipage PDFs rather than single-page TIFFs. If this project were not to occur, individuals would have to select a different link to view each page of a document within the system, which would waste staff time and resources.

Data Center Recommendation

The Data Center understands the importance of the new CMS system to Franklin County Residents. Intellinetics is also a trusted Franklin County technology partner. FCDC has confidence in the strong leadership of this project and is committed to assisting if called upon. FCDC recommends this resolution.

Fiscal Information

Funding Source: Funding for this contract will come from the County Justice Information System Fund.

RESOLUTION NO. 22-031

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
QUICKET INTEGRATION FOR THE NEW CMS**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Abstained

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Juan P. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-031

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
QUICKET INTEGRATION FOR THE NEW CMS**

WHEREAS, in accordance with Ohio Revised Code Section 307.84, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or service; and,

WHEREAS, the attached detail describes the purchase(s) required for the normal operation; and,

WHEREAS, the Data Center Chief Information Officer has reviewed the technical and security aspects of the procurement and made recommendations on the attached detail; 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 the Franklin County Board of Commissioners' approval, and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the technology procurement.



Franklin County Automatic Data Processing Board
 Information Technology Procurement Resolution
 Resolution #: 22-031
 Dated: 4/04/2022

Title	Quicket Integration for the New CMS
Agency	Franklin County Clerk of Courts
Amount	\$1,548,325.57
Category	Software and Technology Services

Business Justification

The Courts and the Clerk of Courts Office are currently in the process of implementing a new Court Case Management system. This contract will allow for the development and maintenance of real-time data integrations between the new Court Case Management system and other justice systems throughout the County. This will allow for more timely reporting, more efficiencies in justice-related work processes, and more accurate data collection within the County. Annual SaaS Fees do not begin until the work defined within the statement of work is complete.

This contract is necessary to fulfill one of the primary purposes of implementing the new Court Case Management system, which was to be integrated into other software systems. A stand-alone system without integrations to other justice-related systems would preserve manual processes, create data inconsistency, and create barriers to effective justice for the residents of Franklin County.

Description

- Professional Services: \$502,740.32
- Annual Fee for Vendor Software: Five (5) total payments at \$209,117.05 annually

Franklin County Data Center Recommendation

The Data Center understands the importance of the new CMS system to Franklin County Residents. FCDC recommends this resolution.

Fiscal Information

Funding Source: Funding for this contract will come from the County Justice Information System Fund.

RESOLUTION NO. 22-032

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY TREASURER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
MAPSYS, INC. SUPPLEMENTAL SYSTEM**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Abstained

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-032

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY TREASURER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
MAPSYS, INC. SUPPLEMENTAL SYSTEM**

WHEREAS, in accordance with Ohio Revised Code Section 307.84, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or service; and,

WHEREAS, the attached detail describes the purchase(s) required for the normal operation; and,

WHEREAS, the Data Center Chief Information Officer has reviewed the technical and security aspects of the procurement and made recommendations on the attached detail; 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,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board authorizes the technology procurement.



Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 22-032
Dated: 4/04/2023

Title	MAPSYS, Inc. Supplemental Contract
Agency	Franklin County Treasurer
Amount	Not to exceed \$110,000.00
Category	Technology Services

Business Justification

The approval of this contract will permit the vendor MAPSYS, Inc, to continue providing professional services to the Franklin County Treasurer. Total remittance to MAPSYS, Inc. will not exceed \$110,000.00 for the six-month term of this contract. Included is the maintenance and service of the Franklin County Treasurer's Tax Accounting System (FCTS) and associated applications. MAPSYS, Inc. will ensure advancing technology is properly planned for, managed, and utilized for the benefit of the county by continuing to support and maintain FCTS and associated applications.

Fiscal Information

Funding Source: General Fund (2022)

RESOLUTION NO. 22-033

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY TREASURER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ECONOMIC DEVELOPMENT AND PLANNING**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-033

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ECONOMIC DEVELOPMENT AND PLANNING**

WHEREAS, in accordance with Ohio Revised Code Section 307.84, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or service; and,

WHEREAS, Franklin County Data Center submits this Technology Master Service Agreement (MSA) to the Automatic Data Processing Board for approval; and,

WHEREAS, the Data Center Chief Information Officer recommends approval of this MSA.

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves this MSA and authorizes the Data Center CIO to sign all associated documents.

Information Technology

2022 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Economic
Development and Planning

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Economic Development and Planning (EDP). The purpose of this MSA is to identify the basic services and any agreed-upon specialized services to be provided by FCDC regarding information technology for EDP.

This MSA is in effect as of the date on which the Automatic Data Processing Board approves and signs the associated resolution and will remain in effect indefinitely. Either party can initiate modifications, changes, or termination of this agreement at any time.

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Cheri Speakman

(614) 525-6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Chief Operations & Communications Officer, Tasha Hyler

(614) 525-6798

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: tjhyler@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Enterprise Financial Services Manager, Michelle Halsell

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Economic Development and Planning

General Information

150 S. High Street

FSL Suite 10

Columbus Ohio, 43215

(614) 525-3095

Director, James Schimmer

jrschimmer@franklincountyohio.gov

(614) 525-3095

2.3 Contact Groups

Information Technology Contact (IT Contact): E-mail and Everbridge communications from FCDC will go to the following list of people. Communications may include information on scheduled maintenance, outage alerts, general information, etc. IT contacts will always have the Partner Agency lead (elected official, chief of staff, director, etc.).

Service Management (Service): Individuals are granted entitlements to view Service Management ticket details. <https://helpdesk.franklincountyohio.gov>

Procurement Requestors (Procurement): Individuals who are authorized to submit procurement requests via the FCDC Procurement system: <https://link.franklincountyohio.gov>

Security Access Authorization Contact (Security): Individuals who are authorized to make user management requests via the FCDC Security Form: <https://securityrequest.co.franklin.oh.us>

Billing Management (Invoices): Individuals who are authorized to discuss invoices and make decisions for monthly IT resources and any hardware purchases

Website Coordinators (Website): Individuals authorized to make requests to FCDC regarding website content.

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
James Schimmer	jrschimmer@franklincountyohio.gov	X			X		X
Jenny Snapp	jrsnapp@franklincountyohio.gov			X	X		X
Matt Brown	mybrown@franklincountyohio.gov						X
Jonathan Lee	jonathanlee@franklincountyohio.gov	X	X	X	X		X
Ryan Schneider	ryanschneider@franklincountyohio.gov			X		X	X

Note: IT Contacts may work with their BRM to modify the individuals on any list at any point.

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

N/A = Does not currently utilize the service from FCDC

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	Vendor	<p>SmartGov Mobile is the mobile app utilized to perform inspection and document cases and requests. It is part of the Smart Gov third-party SaaS permit management solution (see section 4.0 Special Support below). The support for this software is covered under a maintenance agreement EDP has with SmartGov (Vendor).</p> <p>FCDC is not responsible for any issues regarding this software but will always advocate helping EDP resolve problems with the Vendor.</p>
Web Development and Content Management	Shared	<p>EDP's public website is a Kentico website. EDP maintains development.franklincountyohio.gov and content.</p> <p>EDP also maintains the Big Darby Accord website, which is also in Kentico and maintained by EDP - bigdarbyaccord.org</p>

Data Analytics	Support	Notes
Data / Process Analysis	N/A	
Reporting (Interactive/Operational)	N/A	

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	Shared	<p>FCDC works with EDP GIS Manager to assist him with supporting his staff.</p> <p>FCDC has set up:</p> <ul style="list-style-type: none"> • SCCM (System Center Configuration Manager) • Jira Agency ticket page • CyberArk

Enterprise Offerings	Support	Notes
Adobe Licensing	Shared	EDP is utilizing FCDC Adobe administration, and FCDC has set up an agency portal for EDP staff to manage their licenses
DocuSign	FCDC	EDP has (1) template in Power form – Residential Zoning Compliance
Everbridge	Partner	EDP maintains their staff in Everbridge
Geographic Information Systems (GIS)	Partner	<p>EDP utilizes the ArcGIS environment licensed and maintained by the AUDR.</p> <p>They currently use the standard suite of tools funded by AUDR:</p> <p>ArcGIS Desktop Business Analyst Dashboards Experience Builder – web page builder Field Maps – allows for in-field data collection Hub – allows for the creation of shared data spaces where the public can download data</p> <p>EDP has also procured ArcGIS Urban licensing that allows them to map 3D buildings and short-range/long-range planning data.</p> <p>While EDP utilizes data from the AUDR, they also provide zoning and economic development data to the AUDR.</p>
Intellivue Document Imaging Solution	FCDC	EDP Planners access an Intellivue archive application that contains archived case files.
Microsoft 365	FCDC	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	EDP maintains (3) standard Zoom licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	
Hardware Salvage	FCDC	
Remote and On-Site Support	FCDC	
User Device Management and Imaging	FCDC	

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	N/A	
iSeries Infrastructure Support	N/A	

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	
Data Storage	FCDC	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	FCDC	FCDC currently hosts a virtual server, FCEDPGIS, which EDP hopes to decommission by the end of 2022
SQL Database	FCDC	The FCEDPGIS database is currently hosted in the FCDC SQL shared environment. As EDP migrates their data to the AUDR GIS environment, this database is slated for decommissioning by Q2 2022.

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	
PFM and IT Coordination	Partner	
Strategic Technology Planning	Shared	
vCIO (Virtual CIO)	N/A	

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	All EDP staff have voicemail accounts
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	EDP's building utilizes AT&T

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Partner	
IT Procurement Assistance	Shared	
Vendor and Licensing Management	Shared	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	
Web Filtering	FCDC	

4.0 Special Support Services

4.1 Permit Portal

Permit Portal (v2.259) is a third-party SaaS permit management solution that allows the public to request various permits remotely. The solution also includes a mobile application that the Vendor maintains. The support for this software is covered under a maintenance agreement EDP has with SmartGov (Vendor). The Vendor ensures that the EDP is utilizing the most current product version.

FCDC Responsibility:

- No responsibilities regarding this solution

EDP Responsibility:

- Maintain support relationship with the Vendor (SmartGov)
- Report any issues to Vendor (SmartGov)

4.2 Bluebeam Revu

Bluebeam Revu (v20.2.50) is EDP's third-party desktop software to review plan documentation.

FCDC Responsibility:

- No responsibilities regarding this solution

EDP Responsibility:

- Maintain support relationship with the Vendor (Bluebeam)
- Report any issues to Vendor (Bluebeam)

5.0 Budgeting and Service Charges

5.1 IT Budgets

FCDC works annually on behalf of the Franklin County Office of Management & Budget (OMB) to review and recommend Partner Agency IT Budgets. OMB requires Partner Agencies to use the Budget Formulation and Management (BFM) application to submit budgeting requests. OMB provides the primary support for BFM.

When reviewing IT budgets, FCDC looks for fiscal/support opportunities through shared or enterprise efforts, elimination of duplicate technologies, prospects for standardization, security risks, etc. FCDC expects Partner Agencies to provide detailed information (business need and justification) regarding their budget request. Detailed information assists in the review process. FCDC may still reach out to the partners to obtain more information to make recommendations to OMB. FCDC can assist Partner Agencies with IT Budget planning. Allowing FCDC to assist can produce benefits, such as efficient

budget review by FCDC, backup support to OMB for IT budget requests, and a higher probability for IT plan approval by OMB.

Typical Annual Budget Schedule:

- **February – April:** Identify potential IT Plans and engage with FCDC and vendors to define the request and obtain cost information.
- **May:** Prepare Budget documentation
- **June:** Submit IT Budget Plan for FCDC Approval through BFM
- **July – October:** OMB review and budget hearings are scheduled
- **December:** OMB Budget Approval & Submission of Recurring Costs Budget to FCDC for a January Data Board approval.

5.2 FCDC IT Procurement Policy

The Data Center provides procurement governance for technology items on behalf of the Automatic Data Processing Board. Partner Agencies are required to submit all IT procurements to FCDC for a technical review, security review, and fiscal review to obtain approval for purchase. The FCDC Technology Procurement and Implementation Policy outlines the details of this process and what is included. If you need a copy of the policy or have questions, please discuss them with a Business Relationship Manager.

5.3 Chargeback allocations

5.3.1 Rates: FCDC rates are calculated annually by utilizing a third-party accounting firm (DMG-MAXIMUS, Inc.) specializing in federal, state, and county rate studies. A current year rate sheet will be shared with the Partner Agency on or before the 15th of January.

5.3.2 Billing: FCDC bills on behalf of the Commissioners and at the direction of OMB. FCDC uses internal tracking tools to establish resource usage and FCDC staff labor every month. All services provided by FCDC for EDP will be invoiced monthly (on or about the 15th of each month). Full payment will be due no later than 30 days after receipt of invoices. EDP will pay 100% of costs to FCDC from their existing budget, then EDP may apply for federal reimbursement at the current rate.

While EDP is a general fund agency and will not receive monthly invoices for FCDC services, there will be times when FCDC makes IT purchases on behalf of EDP. Those costs will be charged back in the form of a monthly invoice which will require EDP to open a purchase order for the FCDC.

Payments shall be by check or warrant, made payable to:

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Ryan Schneider

Franklin County Economic Development and Planning Department

150 S. Front Street, FSL Suite 10

Columbus, Ohio 43215

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Manager, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

FCDC defines normal business hours as Monday through Friday, between 8:00 AM EST and 5:00 PM EST. This excludes holidays, a county government shutdown, and weekends.

6.2 After hours and Emergencies

FCDC has staff on-call 24x7 and can be reached by the Help Desk phone number: (614) 525-3282. The on-call staff member will assess the issues and handle them based on their criticality and needs.

6.3 Requests

FCDC strives to be a good partner and provide exceptional service, and there are several entry points to access FCDC services. See below:

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

Service Desk Portal: <https://helpdesk.franklincountyohio.gov>

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

Service Desk Portal: <https://helpdesk.franklincountyohio.gov>

Procurement System: <https://link.franklincountyohio.gov>

Note: The Data Center provides procurement governance for technology items on behalf of the Automatic Data Processing Board. Partners Agencies are required to submit all IT procurements to FCDC for a Technical Review, Security Review, and Fiscal Review to obtain approval for purchase. Please see FCDC's Technology Procurement and Implementation Policy or discuss it with a Business Relationship Manager for more information.

Projects and other work:

Cheri Speakman, Enterprise Business Relationship Manager

E-mail: cheri.speakman@franklincountyohio.gov

Phone: (614) 525-6154

6.4 Escalation/Expedition pathway

If a partner is not receiving service in a timely or proper manner, Partners may use the following escalation path until a resolution is achieved:

Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Manager, Michelle Halsell	(614) 525-7392	mdhalsell@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

FCDC follows a Service Prioritization Method by assessing the situation for specific criteria, identifying the corresponding priority, and acting accordingly. The Help Desk prioritizes issues/requests by urgency and impact to ensure appropriate response time. The FCDC prioritization outline is below:

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<ul style="list-style-type: none"> There is no negative impact on the business or services. Standard, repeatable requests (e.g., user management) Low effort maintenance or enhancement requests A method for intaking larger requests that may turn into a project but require additional information and understanding 	<ul style="list-style-type: none"> FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> Minimal impact to business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved

<p>Priority 3 (MEDIUM) Minor Business Impact</p>	<ul style="list-style-type: none"> • There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
<p>Priority 2 (HIGH) Major Business Impact</p>	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
<p>Priority 1 (HIGHEST) Severe Business Impact</p>	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

The above classifications are guidelines first to enable FCDC staff to concentrate on the most critical problems. FCDC assignees may also change the priority as part of their evaluation and/or during the evolution of the work. Partner Agencies may also request a higher priority by contacting the Help Desk. Escalations will be evaluated and determined on a case-by-case basis. It is also important to note that if a Partner Agency has specific Business Services needs that require an alternate support model, it should be defined in this document; otherwise, FCDC will apply this model when evaluating submissions.

6.6 Security Audit

As written in the Franklin County FCDC Security Policy, FCDC has the right to audit, monitor, and secure all computing environments connected to the FCDN. This would also include any agency processes related to the security of the FCDN. By gaining access to agencies' computing environments and procedures 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 strengthening security and privacy controls. In collaboration with the agency, the FCDC will report to and assist the agency in mitigating any findings. If you need a copy of the policy or have questions, please discuss them with your Business Relationship Manager.

6.7 MSA Infringement

If either party identifies an infringement within the MSA processes, they shall disclose it to the other party as soon as possible. FCDC will then initiate an investigation to determine if updates to the MSA document will be necessary. If an expectation based on this document has not been met, FCDC will work with the Partner to determine a corrective path forward.

6.8 Termination of the MSA

This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180-day termination notification. Termination notifications from FCDC will go to all members on the IT Contact list. Termination notifications from EDP will go to the FCDC CIO and the Chief Operations and Communications Officer.

RESOLUTION NO. 22-034

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY TREASURER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY JUSTICE POLICY PROGRAMS &
COURT APPOINTED SPECIAL ADVOCATES**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-034

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY JUSTICE POLICY PROGRAMS &
COURT APPOINTED SPECIAL ADVOCATES**

WHEREAS, in accordance with Ohio Revised Code Section 307.84, the Franklin County Automatic Data Processing Board may authorize, in writing, any County office to purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or service; and,

WHEREAS, Franklin County Data Center submits this Technology Master Service Agreement (MSA) to the Automatic Data Processing Board for approval; and,

WHEREAS, the Data Center Chief Information Officer recommends approval of this MSA.

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves this MSA and authorizes the Data Center CIO to sign all associated documents.

Information Technology

2022 Master Service Agreement



Between the:
Franklin County Data Center
and
Justice Policy Programs
& Court Appointed Special Advocates

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Justice Policy Programs/Court Appointed Special Advocates (JPP/CASA). The purpose of this MSA is to identify the basic services and any agreed-upon specialized services to be provided by FCDC regarding information technology for (JPP/CASA).

This MSA is in effect as of the date on which the Automatic Data Processing Board approves and signs the associated resolution and will remain in effect indefinitely. Either party can initiate modifications, changes, or termination of this agreement at any time.

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Cheri Speakman

(614) 525-6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Chief Operations & Communications Officer, Tasha Hyler

(614) 525-6798

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: tjhyler@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Enterprise Financial Services Manager, Michelle Halsell

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsell@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@franklincountyohio.gov

(614) 525-7392

Procurement System: <https://link.franklincountyohio.gov>

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.franklincountyohio.gov

2.2 Franklin County Justice Policy Programs/Court Appointed Special Advocates

General Information

373 S. High Street, 25th Floor
Columbus, Ohio 43215
(614) 525-2197

Director, Ruchelle Pride
ruchellepride@franklincountyohio.gov
(614) 525-2197

2.3 Contact Groups

Information Technology Contact (IT Contact): E-mail and Everbridge communications from FCDC will go to the following list of people. Communications may include information on scheduled maintenance, outage alerts, general information, etc. IT contacts will always have the Partner Agency lead (elected official, chief of staff, director, etc.).

Service Management (Service): Individuals are granted entitlements to view Service Management ticket details. <https://helpdesk.franklincountyohio.gov>

Procurement Requestors (Procurement): Individuals who are authorized to submit procurement requests via the FCDC Procurement system: <https://link.franklincountyohio.gov>

Security Access Authorization Contact (Security): Individuals who are authorized to make user management requests via the FCDC Security Form: <https://securityrequest.co.franklin.oh.us>

Billing Management (Invoices): Individuals who are authorized to discuss invoices and make decisions for monthly IT resources and any hardware purchases

Website Coordinators (Website): Individuals authorized to make requests to FCDC regarding website content.

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Ruchelle Pride	ruchellepride@franklincountyohio.gov	X	X	X	X		
Kevin Greenwood	kevin.greenwood@franklincountyohio.gov	X		X	X	X	
Melissa Pierson	mspierso@franklincountyohio.gov	X		X	X	X	X
Tobi Fliegel	tobi.fliegel@franklincountyohio.gov	X			X	X	X
Norma Maestas-Grapp	norma.maestas-grapp@franklincountyohio.gov			X	X	X	
Caitlin Looney	caitlin.looney@franklincountyohio.gov				X		

Note: IT Contacts may work with their BRM to modify the individuals on any list at any point.

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

N/A = Does not currently utilize the service from FCDC

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	N/A	
SQL Database	N/A	
Web Development and Content Management	Shared	<p>JPP/CASA has (3) websites:</p> <ul style="list-style-type: none"> • jpp.franklincountyohio.gov • reentry.franklincountyohio.gov • casa.franklincountyohio.gov (casacolumbus.org was CASA's previous website which is now redirected to their current website above) – casacolumbus.org continues to be maintained by FCDC <p>All (3) websites are hosted in the FCDC Kentico environment, and their content is maintained by JPP/CASA staff</p>

Data Analytics	Support	Notes
Data/Process Analysis	N/A	
Reporting (Interactive/Operational)	N/A	

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	Shared	<p>FCDC has set up the following to assist the Director in managing agency tickets:</p> <ul style="list-style-type: none"> • Jira Agency ticket page

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	
DocuSign	FCDC	JPP/CASA is utilizing DocuSign to obtain signatures from CASA volunteers through their term as a volunteer
Everbridge	Partner	JPP/CASA utilizes Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	JPP/CASA maintains (4) standard Zoom licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	
Hardware Salvage	FCDC	
Remote and On-Site Support	FCDC	
User Device Management and Imaging	FCDC	

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	N/A	
iSeries Infrastructure Support	N/A	

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	
Data Storage	FCDC	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	N/A	

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	
PFM and IT Coordination	Partner	
Strategic Technology Planning	Partner	
vCIO (Virtual CIO)	N/A	

Enterprise Network	Support	Notes
Communications and Collaboration	FCDC	All JPP/CASA staff have voicemail accounts
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Shared	
IT Procurement Assistance	Shared	
Vendor and Licensing Management	Shared	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	
Web Filtering	FCDC	

4.0 Special Support Services

4.1 JPP Case Management System

JPP utilizes VCM (Virtual Case Management) supported by Virtual Case Manager. The solution is browser-based and costs about \$2,000 a year, including periodic, minor customizations. The Vendor releases changes annually and are part of JPP/CASA's annual maintenance.

FCDC Responsibility:

- No responsibilities regarding this solution

JPP/CASA Responsibility:

- Maintain support relationship with the Vendor (Virtual Case Manager)
- Report any issues to Vendor (Virtual Case Manager)

4.2 CASA Case Management System

CASA utilizes Optima's web-based case management tool, designed for CASA cases, and is only available to CASA organizations. This product is supported by Evinto Solutions, LLC. and is routinely updated throughout the year. Support is paid on an annual basis by Ohio CASA.

FCDC Responsibility:

- No responsibilities regarding this solution

JPP/CASA Responsibility:

- Maintain support relationship with the Vendor (Evinto Solutions, LLC)
- Report any issues to Vendor (Evinto Solutions, LLC)

5.0 Budgeting and Service Charges

5.1 IT Budgets

FCDC works annually on behalf of the Franklin County Office of Management & Budget (OMB) to review and recommend Partner Agency IT Budgets. OMB requires Partner Agencies to use the Budget Formulation and Management (BFM) application to submit budgeting requests. OMB provides the primary support for BFM.

When reviewing IT budgets, FCDC looks for fiscal/support opportunities through shared or enterprise efforts, elimination of duplicate technologies, prospects for standardization, security risks, etc. FCDC expects Partner Agencies to provide detailed information (business need and justification) regarding their budget request. Detailed information assists in the review process. FCDC may still reach out to the partners to obtain more information to make recommendations to OMB. FCDC can assist Partner Agencies with IT Budget planning. Allowing FCDC to assist can produce benefits, such as efficient budget review by FCDC, backup support to OMB for IT budget requests, and a higher probability for IT plan approval by OMB.

Typical Annual Budget Schedule:

- **February – April:** Identify potential IT Plans and engage with FCDC and vendors to define the request and obtain cost information.
- **May:** Prepare Budget documentation
- **June:** Submit IT Budget Plan for FCDC Approval through BFM
- **July – October:** OMB review and budget hearings are scheduled
- **December:** OMB Budget Approval & Submission of Recurring Costs Budget to FCDC for a January Data Board approval

5.2 FCDC IT Procurement Policy

The Data Center provides procurement governance for technology items on behalf of the Automatic Data Processing Board. Partner Agencies are required to submit all IT procurements to FCDC for a technical review, security review, and fiscal review to obtain approval for purchase. The FCDC Technology Procurement and Implementation Policy outlines the details of this process and what is included. If you need a copy of the policy or have questions, please discuss them with a Business Relationship Manager.

5.3 Chargeback allocations

5.3.1 Rates: FCDC rates are calculated annually by utilizing a third-party accounting firm (DMG-MAXIMUS, Inc.) specializing in federal, state, and county rate studies. A current year rate sheet will be shared with the Partner Agency on or before the 15th of January.

5.3.2 Billing: FCDC bills on behalf of the Commissioners and at the direction of OMB. FCDC uses internal tracking tools to establish resource usage and FCDC staff labor every month. All services provided by FCDC for JPP/CASA will be invoiced monthly (on or about the 15th of each month). Full payment will be due no later than 30 days after receipt of invoices. JPP/CASA will pay 100% of costs to FCDC from their existing budget, then JPP/CASA may apply for federal reimbursement at the current rate.

While JPP/CASA is a general fund agency and will not receive monthly invoices for FCDC services, there will be times when FCDC makes IT purchases on behalf of JPP/CASA. Those costs will be charged back in the form of a monthly invoice which will require JPP/CASA to open a purchase order for the FCDC.

Payments shall be by check or warrant, made payable to:

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor
Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Norma Maestra-Grapp

Justice Policy Programs/Court Appointed Special Advocates

373 S. High Street, 25th Floor
Columbus, Ohio 43215-4599

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Manager, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

FCDC defines normal business hours as Monday through Friday, between 8:00 AM EST and 5:00 PM EST. This excludes holidays, a county government shutdown, and weekends.

6.2 After hours and Emergencies

FCDC has staff on-call 24x7 and can be reached by the Help Desk phone number: (614) 525-3282. The on-call staff member will assess the issues and handle them based on their criticality and needs.

6.3 Requests

FCDC strives to be a good partner and provide exceptional service, and there are several entry points to access FCDC services. See below:

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

Service Desk Portal: <https://helpdesk.franklincountyohio.gov>

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

Service Desk Portal: <https://helpdesk.franklincountyohio.gov>

Procurement System: <https://link.franklincountyohio.gov>

Note: The Data Center provides procurement governance for technology items on behalf of the Automatic Data Processing Board. Partners Agencies are required to submit all IT procurements to FCDC for a Technical Review, Security Review, and Fiscal Review to obtain approval for purchase. Please see FCDC's Technology Procurement and Implementation Policy or discuss it with a Business Relationship Manager for more information.

Projects and other work:

Cheri Speakman, Enterprise Business Relationship Manager

E-mail: cheri.speakman@franklincountyohio.gov

Phone: (614) 525-6154

6.4 Escalation/Expedition pathway

If a partner is not receiving service in a timely or proper manner, Partners may use the following escalation path until a resolution is achieved:

Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Manager, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

FCDC follows a Service Prioritization Method by assessing the situation for specific criteria, identifying the corresponding priority, and acting accordingly. The Help Desk prioritizes issues/requests by urgency and impact to ensure appropriate response time. The FCDC prioritization outline is below:

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<ul style="list-style-type: none"> There is no negative impact on the business or services. Standard, repeatable requests (e.g., user management) Low effort maintenance or enhancement requests A method for intaking larger requests that may turn into a project but require additional information and understanding 	<ul style="list-style-type: none"> FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> Minimal impact to business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved

<p>Priority 3 (MEDIUM) Minor Business Impact</p>	<ul style="list-style-type: none"> • There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
<p>Priority 2 (HIGH) Major Business Impact</p>	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
<p>Priority 1 (HIGHEST) Severe Business Impact</p>	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

The above classifications are guidelines first to enable FCDC staff to concentrate on the most critical problems. FCDC assignees may also change the priority as part of their evaluation and/or during the evolution of the work. Partner Agencies may also request a higher priority by contacting the Help Desk. Escalations will be evaluated and determined on a case-by-case basis. It is also important to note that if a Partner Agency has specific Business Services needs that require an alternate support model, it should be defined in this document; otherwise, FCDC will apply this model when evaluating submissions.

6.6 Security Audit

As written in the Franklin County FCDC Security Policy, FCDC has the right to audit, monitor, and secure all computing environments connected to the FCDN. This would also include any agency processes related to the security of the FCDN. By gaining access to agencies' computing environments and procedures 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 strengthening security and privacy controls. In collaboration with the agency, the FCDC will report to and assist the agency in mitigating any findings. If you need a copy of the policy or have questions, please discuss them with your Business Relationship Manager.

6.7 MSA Infringement

If either party identifies an infringement within the MSA processes, they shall disclose it to the other party as soon as possible. FCDC will then initiate an investigation to determine if updates to the MSA document will be necessary. If an expectation based on this document has not been met, FCDC will work with the Partner to determine a corrective path forward.

6.8 Termination of the MSA

This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180-day termination notification. Termination notifications from FCDC will go to all members on the IT Contact list. Termination notifications from JPP/CASA will go to the FCDC CIO and the Chief Operations and Communications Officer.

RESOLUTION NO. 22-035

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: DIRECTOR, ENTERPRISE FINANCIAL SERVICES**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-035

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: DIRECTOR, ENTERPRISE FINANCIAL SERVICES**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-035** 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 Personal Action number **22-035**.

RESOLUTION NO. 22-035**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – Promotion – Michelle Halsell

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Michelle Halsell		
PERSONNEL ACTION DATE (BOARD)	April 04, 2022		
DATE HIRED	December 18, 2017		
YEARS WITH DATA CENTER	4 years, 3 months, 18 days		
CURRENT DATA CENTER SECTION	Enterprise Financial Services		
NEW DATA CENTER SECTION	Enterprise Financial Services		
CURRENT JOB POSITION / TITLE	Enterprise Financial Services, Manager		
NEW JOB POSITION / TITLE	Director, Enterprise Financial Services		
PAY GRADE	17		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 94,394	\$ 108,553	\$ 122,712	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 44.1383	\$ 91,807.56	
Increase		\$13,192.44	
New	\$50.4808	\$105,000	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Michelle is a proven leader who has earned the respect of her team for her ability to meet deadlines and produce consistently accurate deadlines. Her reputation throughout the county is known as a subject matter expert with Munis and technology budgets. She tracks the Data Center financials, including budget to actual comparison and justifications for unbudgeted items. Michelle works with our partner agencies and our Business Services team to ensure proper bill-back and allocations for technology hardware, software, and services. She is on track to earn her ITFMA certification, further demonstrating her excellence in technology financial management. This promotion is well-deserved and will put her in a position to advance the Enterprise Financial Services team further.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-036

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE BUSINESS SERVICES MANAGER**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O. Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-036

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE BUSINESS SERVICES MANAGER**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-036** 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 Personal Action number **22-036**.

RESOLUTION NO. 22-036**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – Promotion – Kara Cruikshank

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Kara Cruikshank	
PERSONNEL ACTION DATE (BOARD)		April 04, 2022	
DATE HIRED		October 18, 2021	
YEARS WITH DATA CENTER		5 months, 18 days	
CURRENT DATA CENTER SECTION		Enterprise Business Services	
NEW DATA CENTER SECTION		Enterprise Business Services	
CURRENT JOB POSITION / TITLE		Enterprise Business Relationship Manager 3, Team Lead	
NEW JOB POSITION / TITLE		Enterprise Business Services Manager	
PAY GRADE		16	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 82,590	\$ 94,978	\$ 107,367	
		BASE RATE	ANNUAL SALARY
Previous		\$ 39,519.3	\$ 82,200.04
Increase			\$19,799.96
New		\$49,038.5	\$102,000
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Kara's leadership skills and passion for the work that FCDC does has earned her a reputation of reliability and confidence. Although she has only been with FCDC a short time in the team lead role, she has made a significant impact with the BRM team and partner agencies, that promoting her to the manager level is highly warranted. On top of quickly learning each of the partner agencies and building those relationships, she recently passed and achieved the Business Relationship Management Professional certification. Kara's drive for greatness is undeniable, and we look forward to her continued growth within FCDC and Franklin County.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-037

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE BUSINESS RELATIONSHIP MANAGER 3**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-037

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE BUSINESS RELATIONSHIP MANAGER 3**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-037** 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 Personal Action number **22-037**.

RESOLUTION NO. 22-037**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – Promotion – Melissa Peoples

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Melissa Peoples	
PERSONNEL ACTION DATE (BOARD)		April 04, 2022	
DATE HIRED		September 23, 2019	
YEARS WITH DATA CENTER		2 years, 6 months, 18 days	
CURRENT DATA CENTER SECTION		Enterprise Business Services	
NEW DATA CENTER SECTION		Enterprise Business Services	
CURRENT JOB POSITION / TITLE		Enterprise Business Relationship Manager 2	
NEW JOB POSITION / TITLE		Enterprise Business Relationship Manager 3	
PAY GRADE		14	
PAY GRADE SALARY RANGE			
MINIMUM	MID		MAXIMUM
\$ 70,786	\$ 81,404		\$ 92,022
		BASE RATE	ANNUAL SALARY
Previous		\$ 37.2877	\$ 77,558.52
Increase			\$14,441.48
New		\$44.2308	\$92,000
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Even though Melissa has projects of her own, she is proactive in helping team members on their projects. She takes the initiative, provides support and helpful insights. Since joining the Enterprise Business Services team, she has hit the ground running, built long-lasting relationships with her partner agencies, and recently passed her Business Relationship Management Professional certification. Her accomplishments thus far, paired with her eagerness to succeed, make this promotion to the Level 3 BRM an easy decision. FCDC looks forward to her continued career growth and leadership within the county.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-038

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE SERVER ENGINEERING MANAGER**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John A. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-038

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE SERVER ENGINEERING MANAGER**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-038** 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 Personal Action number **22-038**.

RESOLUTION NO. 22-038**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – Promotion – David Jones

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	David Jones		
PERSONNEL ACTION DATE (BOARD)	April 04, 2022		
DATE HIRED	November 29, 2021		
YEARS WITH DATA CENTER	4 months, 7 days		
CURRENT DATA CENTER SECTION	Enterprise IT		
NEW DATA CENTER SECTION	Enterprise IT		
CURRENT JOB POSITION / TITLE	Enterprise Infrastructure Engineer 2		
NEW JOB POSITION / TITLE	Enterprise Server Engineering Manager		
PAY GRADE	16		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 82,590	\$ 94,978	\$ 107,367	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 41,9893	\$ 87,337.64	
Increase		\$8,733.76	
New	\$46.1882	\$96,071.40	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Dave Jones has been an instantaneous contributor to the success of the team. He came to the Data Center already, having had years of experience managing large engineering teams in the public sector. Since joining, he has brought a command presence and leadership style that is both welcomed and needed. He is held in high esteem by both the engineering team and our agency partners for his professional, yet approachable demeanor and his high degree of technical expertise. Through his engineering efforts, he has played a key role in progressing substantial, complex projects and acts as a steadying force multiplier for other engineers on the team. With his experience, and the leadership traits that have already been shown, he will be a welcomed addition at the leadership level and fill a present gap on the management team.</p>			
<p align="right">Kassy Franz, Director Human Resources</p>			

RESOLUTION NO. 22-039

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEER 2**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Juan P. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-039

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEER 2**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-039** 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 Personnel Action number **22-039**.

RESOLUTION NO. 22-039**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – Promotion – Thomas Phoung

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Thomas Phoung		
PERSONNEL ACTION DATE (BOARD)	April 04, 2022		
DATE HIRED	March 24, 1994		
YEARS WITH DATA CENTER	28 years, 12 days		
CURRENT DATA CENTER SECTION	Enterprise IT		
NEW DATA CENTER SECTION	Enterprise IT		
CURRENT JOB POSITION / TITLE	Enterprise Infrastructure Engineer 1		
NEW JOB POSITION / TITLE	Enterprise Infrastructure Engineer 2		
PAY GRADE	14		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 70,786	\$ 81,404	\$ 92,022	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 34,3887	\$ 71,528.60	
Increase		\$10,471.40	
New	\$39.4231	\$82,000	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Thomas Phoung has been with the Data Center for over 20 years. He has held multiple roles during that time and has overcome immense challenges. He has shown noteworthy loyalty and dedication and can handle adversity with professionalism, fortitude, and grace. Over the last two years, he has embraced the mentorship offered by his manager and the other members of the engineering team. With that same spirit of dedication, he grabbed the opportunity with an eagerness and willingness, which we found commendable. He has taken on a more active and independent role as an engineer and has been a lead or contributor on several key projects. Among them are: CBCF's Application Server (Domino Note) Migration Project, TREA's Print Servers and Printer/MFP Device Management and Migration Project, Backup System Management Administrator for the Avamar and Data Domain systems, co-lead on the Data Domain upgrade project, and Spam Filtering Management and issues resolution. Thomas has truly earned an opportunity to move to the next level of engineering through his dedication, hard work, sense of responsibility, and growth as an engineer.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-040

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEER 3**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Juan P. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-040

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEER 3**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-040** 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 Personal Action number **22-040**.

RESOLUTION NO. 22-040**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – Promotion – Lucinda Jones

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Lucinda Jones		
PERSONNEL ACTION DATE (BOARD)	April 04, 2022		
DATE HIRED	October 28, 2019		
YEARS WITH DATA CENTER	2 years, 5 months, 8 days		
CURRENT DATA CENTER SECTION	Enterprise IT		
NEW DATA CENTER SECTION	Enterprise IT		
CURRENT JOB POSITION / TITLE	Enterprise Infrastructure Engineer 2		
NEW JOB POSITION / TITLE	Enterprise Infrastructure Engineer 3		
PAY GRADE	15		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 80,100	\$ 90,101	\$ 100,500	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 45,371.0	\$ 94,371.68	
Increase		\$4,718.58	
New	\$47,639.5	\$99,090.26	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Members of her team, other members of the Data Center, and key agency partner IT contacts have described Lucinda Jones as a "Rock Star," and we agree. Her technical abilities are among the highest at the data center, and she has the unusual ability to remain approachable, friendly, and helpful when interfacing with less technical agency partners. She has shown a consistent willingness to "work until the job is done." She is a mentor to junior members, a guide to newly onboarded team members, and a positive contributor to the culture of the Data Center. Among her many successes and contributions are: Architecting the plan for the AUDR domain migration, leading the administration of windows domain services and active directory ecosystems, engineering solutions for CSEA IRS audit resolutions, architecting the plan and implementing the solution to migrate off of Nasuni, designing and implementing new DFS services for county file shares, stewarding GPO management design and implementation, contributing to the development of Project Hailstone process and design workbook methodologies, and engineering remote capabilities to support the whole county during the initial stages of the Covid 19 pandemic. Moving to the highest level of the engineering tier at the Data Center is a natural progression. We are looking forward to supporting her as she continues her success at this new level.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-041

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE SECURITY BUSINESS PROCESS ENGINEER 2**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsole

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-041

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE SECURITY BUSINESS PROCESS ENGINEER 2**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-041** 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 personal action number **22-041**.

RESOLUTION NO. 22-041**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – New Hire – Audrey Prokop

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Audrey Prokop		
PERSONNEL ACTION NUMBER	22-041		
PERSONNEL ACTION DATE (BOARD)	April 04, 2022		
DATA CENTER SECTION	Enterprise Security		
NEW JOB POSITION / TITLE	Enterprise Security Business Process Engineer 2		
PAY GRADE	14		
EFFECTIVE DATE	April 04, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$70,786	\$81,404	\$92,022	
	BASE RATE	ANNUAL SALARY	
NEW	\$44.2308	\$92,000	
<u>KEY RESPONSIBILITIES OF ROLE</u>			
<ul style="list-style-type: none"> • Ability to convey security capabilities in business terms • Ability to assess the potential risk of an escalated issue and use business skills to evaluate impact and alternatives • Understanding of enterprise technology infrastructure solutions • Ability to create, modify, and maintain the vendor questionnaires within a Vendor Risk Management software solution • Understanding and ability to articulate security frameworks (NIST, CSF, CIS..) • Analytical skills for assessing Vendor Risk Management service effectiveness and performance 			
<u>EMPLOYMENT NOTABLES</u>			
<ul style="list-style-type: none"> • In her previous role as the Personal Lines Production Specialist II at Grange Insurance, her job was to ensure optimal process efficiency by analyzing existing procedures, collecting data, evaluating data trends, and implementing cross-functional process improvement products. • She is a dedicated professional with an MBA concentrated in Operations and Supply Chain Management and ASQ Certified Six Sigma Green Belt. • With her relationship and collaboration skills, she will be a considerable asset to creating our Vendor Risk Management processes and strengthening our Enterprise Security team. 			

RESOLUTION NO. 22-041

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

EDUCATION & OTHER CREDENTIALS

- Master of Business Administration, Operations and Supply Chain Management – Ohio University
- Bachelor of Science, Scripps College of Communication – Ohio University
- Certified Six Sigma Green Belt (CSSGB)

RELEVANT WORK EXPERIENCE

- Vendor Management – 4 years
- Process Improvement – 6 years
- Compliance and Regulations – 6 years
- Organizational Change Management – 3 years
- Data Analysis – 7 years
- Report Writing – 7 years
- Documentation Management – 7 years

SCREENING STATUS

- Professional References: In progress.
- Background Check: Results pending. Contingent offer.
- Pre-Employment Drug Testing: Results pending. Contingent offer.

Kassy Franz, Director, Human Resources

Audrey K. Prokop

Results driven professional with an investigative mentality and ample experience in diligent research motivated to take on any challenge. Expertise in identifying business disruptions, impact analysis, and determining ideal solutions. Dedicated professional with an MBA concentrated on Operations and Supply Chain Management and ASQ Certified Six Sigma Green Belt. Through graduate coursework, Green Belt training, and professional application, gained knowledge and practical experience with the DMAIC cycle, process improvement implementation, and refined teamwork practices for successful project execution.

PROFESSIONAL EXPERIENCE

Personal Lines Production Specialist II, Personal Lines Business Unit

August 2019-Present

Grange Insurance, Columbus, Ohio

Ensure optimal process efficiency by analyzing existing procedures by collecting data, evaluating data trends, and implementing cross functional process improvement projects.

- Identify inefficiencies in daily tasks and take initiative to create and implement process improvements
- Detect risks in proposed business solutions evaluating potential impacts and providing alternate solutions ensuring all updates meet compliance requirements
- Research in-depth Personal Lines Underwriting and Operations discrepancies completing root cause analysis to determine the issue and provide a detailed explanation to underwriting for thorough agency explanation
- Nurture ongoing relationships with vendors ensuring quickly resolved disputes, contract deadlines are met, and responding to inquiries
- Collaborate with Grange Technical Support Senior Architects as Business Lead to development requirements for Optical Character Recognition (OCR) and Robotic Process Automation (RPA) continuous improvement initiatives
- Develop standard operating procedures, step by step process guides, workflow documentation, fact and tip sheets, and training material tailored to both internal and external teams keeping them up to date on current business practices and providing guidance on new, existing, and modified processes
- Train contract Production Specialists and Underwriters on Personal Lines products, processes, systems, and procedures
- Execute DMAIC process to define business disruptions and current practice to instill improvement measures
- Track and analyze daily workflow data to determine potential need for system updates, modification of agency requirements, and process improvement strategy
- Evaluate product defects and actively implement and review defect solutions and temporary workarounds
- Create process maps to identify and analyze each step of current processes to determine where improvement is needed
- Serve as UDS Redesign team member evaluate and determine specifications for auto and home Underwriting edits, developed system automation, and data entry fail-safe implementation

Personal Lines Underwriter, Personal Lines Business Unit

August 2015-August 2019

Grange Insurance, Columbus, Ohio

Managed loss ratio and production goals of the Personal Lines Business Unit ensuring profitability by analyzing risks and maintaining an open line of communication and trust with independent insurance agency partners. Achieved 99.6% quality audit.

- Worked hands-on with internal systems and externally-facing system daily for 4+ years, gaining knowledge and thorough understanding of many functions, intended applications, prior and current defects, and workarounds
- Developed new and existing agency evaluations by producing upload reports and analyzing quality, quantity, and ongoing themes of businesses to determine compliance with expectations
- Created detailed step by step workflow process instructions on systems' functions such as generating and evaluating rate logs, filing, and interpreting protection class disputes, ordering property inspections, and LiveWire assignment procedure
- Directly worked with ISO to define specifications that determine protection classes to understand and educate Personal Lines Underwriting Department and independent agents on protection class ratings
- Promoted from Underwriting Trainee to full-time Underwriter, and first of training class to be selected to manage independent territory; became underwriter for multiple states and gained extensive knowledge of all Grange states

Audrey K. Prokop

KEY PROJECTS

Protection Class Assessment with LexisNexis

-Collaborated with LexisNexis business partner researching the ISO protection class assignment process to provide clarity to independent insurance agents on protection class ratings improving business relationships

Business Lead OCR Proof of Prior

-Collaborating with IT Architects to develop optical character recognition (OCR) program aimed at automating the reviewal and approval of Underwriting documents freeing our workforce to focus on value adding initiatives

Agent CI Processing Procedures Development and Implementation

-Developed continuous improvement initiatives implementing change management approaches training business partners on system processes and current procedures to improve agency processing independence and the Processing Department's efficiency

Home and Auto UDS Redesign Team

-Analyzed current Underwriting evaluation process identifying inefficiencies and workflow disruptions, once identified, created improved workflow procedures and requirements for programing to implement system enhancements

Auto Insurance Policy Invalid Rating Identification and Modification

-Identified auto policies invalid vehicle ratings then researched and analyzed financial and widespread business impact on the Personal Lines Business Unit; implemented action plan to validate accurate vehicle rating and correct invalidly rated vehicles

EDUCATION

Ohio University, Athens, Ohio, 2020

Master of Business Administration (MBA)

Operations and Supply Chain Management Concentration

Ohio University's Professional MBA Ambassador

Ohio University, Athens, Ohio

Bachelor of Science - Scripps College of Communication: Communication Studies | Minor Degree: Psychology

National Retail Federation

Customer Service and Sales Certification

American Society for Quality (ASQ)

Certified Six Sigma Green Belt (CSSGB) | Credential ID 43577487

COMMUNITY ENGAGEMENT & CORPORATE PHILANTHROPY

GYP Leadership Team: Co-Lead Community Outreach

Grange Alzheimer's Association Team

Board of Directors – Hilliard Heights Condo Association

Target High Satisfaction Committee

Speak! For the Unspoken Volunteer

Grange Gives Committee: Personal Lines Team

RESOLUTION NO. 22-042

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE BUSINESS RELATIONSHIP MANAGER 2**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Susan Bedsale

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O. Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Jim Holmes

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-042

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE BUSINESS RELATIONSHIP MANAGER 2**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-042** 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 personal action number **22-042**.

RESOLUTION NO. 22-042**APRIL 04, 2022**

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

Data Center Personnel Action – New Hire – Sean O’Donnell

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Sean O’Donnell		
PERSONNEL ACTION NUMBER	22-042		
PERSONNEL ACTION DATE (BOARD)	April 04, 2022		
DATA CENTER SECTION	Enterprise Business Services		
NEW JOB POSITION / TITLE	Enterprise Business Relationship Manager 2		
PAY GRADE	13		
EFFECTIVE DATE	April 04, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$66,851	\$76,879	\$86,907	
	BASE RATE	ANNUAL SALARY	
NEW	\$43,2692	\$90,000	
<u>KEY RESPONSIBILITIES OF ROLE</u>			
<ul style="list-style-type: none"> ▪ Initiate, coordinate, and facilitate the development of customer support projects. ▪ Serve as a customer advocate, agency advocate, business analyst, and point person for designated agencies. ▪ Assist customers with defining the scope of requested projects, draft Master Service Agreements (MSA), and promotes awareness of FCDC’s IT plan and implementation. ▪ Develops and nurtures collaborative relationships with designated agencies centered on service optimization and awareness of Data Center solutions. ▪ Ensures service standards alignment and maintains up-to-date, industry-standard Service Level Agreements (SLAs). ▪ Conduct quarterly technology health checks with designated agencies to gauge partnership effectiveness and propose solutions. ▪ Serves as an escalation point for designated agencies regarding incidents and requests. 			
<u>EMPLOYMENT NOTABLES</u>			
<ul style="list-style-type: none"> • In his previous role as the System Analyst and Trainer at Team Fishel, he was the one-stop shop for performing project management functions for the IT department. • He has a proven background of strong work ethic, adaptable roles, and superior people skills. He excels at communicating complex or technical information to a diverse audience. • His strong analytical and relationship-building skills will make him a tremendous asset to the BRM team and our partner agencies. 			

RESOLUTION NO. 22-042

APRIL 04, 2022

**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

EDUCATION & OTHER CREDENTIALS

- Associates Degree, Liberal Arts, and Sciences – Columbus State
- PMI Agile Certified Professional

RELEVANT WORK EXPERIENCE

- IT business analysis- 6 years
- User acceptance testing (UAT)-10 years
- IT process management-10 years
- Agile methodology-10 years
- Waterfall methodology-10 years
- Process documentation-10 years
- Relationship management-10 years
- Change management-7 years
- SDLC-10 years
- Microsoft Exchange-10 years
- SCRUM – 5 years

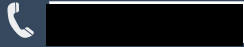
SCREENING STATUS

- Professional References: In progress.
- Background Check: Results pending. Contingent offer.
- Pre-Employment Drug Testing: Results pending. Contingent offer.

Kassy Franz, Director, Human Resources



Sean O'Donnell
Product Owner



Technical Skills

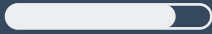
Agile Practices



Data Analysis



Project Management



SQL



C#



QA Testing



Other Skills

Creating Training Material



Communication



Requirement Gathering



Reporting



Adobe Suite



Professional Summary

Proven background of strong work ethic, adaptable roles and superior people skills. Seeking to take the next career step with a company that values the ability to effectively leverage many different skills. Excellent at communicating complex or technical information to a diverse audience. Strong analytical and problem solving background. Routinely relied on for insight, leadership and good judgment.



Work Experience

● Team Fishel

System Analyst and Trainer March 2018 - Present

At Team Fishel I became a "one stop shop" of performing project management functions for the IT department. I met with all necessary stakeholders to gather requirements of a given project. From the requirements I would write epics/user stories and work directly with the developers to ensure fidelity. Once a solution was deployed I would assist in QA testing. Then schedule and provide all required training for employees including in person, virtual and LMS training.

After deployment I would provide second tier support to internal helpdesk. Additionally I would create any required reporting for upper management. This includes both real time reporting going forward and making available all artifacts of the project life cycle.

● Electronic Classroom of Tomorrow

Manager of Education Technology July 2015 - January 2018

As Manager of the EdTech Department I was called on to combine my previous skills and in addition manage two separate teams aimed at support. First the technical support team provided tier 3 end user support to over 1100 internal staff. They operated without any technical support boundaries and were expected to fully service whatever walked through the door.

Secondly, the Content Development team worked to create and curate all online content for the school. Finally, as the manager I was tasked with being the product owner of several large scale initiatives in addition to all standard managerial tasks such as creating all staff metric reporting, ensuring quality standards were met, performance reviews and action plans/recommendation for promotion of the staff that reported to me.

● Project Coordinator/ Business Analyst July 2013 - July 2015

Acted as project lead and owner on multiple medium and large scale projects. Organized meetings with stakeholders to gather detailed requirements. Ensured that all aspects of the business were considered for risk analysis. Thoroughly documented requirements via user stories into a customized SharePoint system in conjunction with TeamPulse for tracking and QA Purposes.

Routinely met with developers to ensure that requirements were feasible in the requested environment. Held routine show and tell sessions throughout the lifespan of the various projects to ensure we were getting valuable feedback from key stakeholders and SMEs. Held extensive QA sessions with developers and later with stakeholders to ensure end result met requirements. Created all necessary training documentation and change communications to the business as a whole to ensure the changes were easily understood and adopted by the business.



Work Experience Continued

- Electronic Classroom of Tomorrow (continued)

Tier 3 Support Agent September 2012- July 2013

Worked directly with end users to resolve technical issues related to attending or working at an online school. It was the aim of this role to be a single point of resolution. It was common for issues to contain multiple elements including connectivity troubleshooting, basic end user software support, elevated networking issues, hardware issues, end user LMS issues, or account Maintenance/creation.

It was also in this role that I began several long standing initiatives including mapping out of internal systems, business analysis of internal ticketing systems and innovating changes to training documentation.

- Teleperformance January 2010 - September 2012

- Affinion Group January 2009 - October 2009

- Alliance Data Systems September 2007- January 2009

Workforce Data Analyst

Monitored real time staffing and workload through various staffing and call volume products. Created detailed staffing plans based on trending and historical data as well as customized ad hoc reporting. Aggregated multiple data sources to create robust reporting for senior management and refined that reporting for end user consumption. Lastly crafted staff messaging to senior directors based on outcomes from previously organized staffing meetings.



Education

Columbus State

Associates Degree, Liberal Arts and Sciences.

PMI Agile Certified Professional: Credential # 3185661



Interests

3D Printing, Woodworking, Kayaking, Home Brewing, Gamification, Miniature Painting

Franklin County Data Center Financial Update as of March 28, 2022

2022 Revenue	Original Appropriation	Revised Budget	YTD Collected	Delta	Percent Collected
	3,818,611		537,716	3,280,895	14%

2022 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Available
Salaries and Wages	6,044,028	6,320,667	1,485,993	-	4,834,674	76%
Benefits and Taxes	2,399,956	2,445,191	625,073	-	1,820,118	74%
Materials and Services	10,637,222		617,135	2,710,271	7,309,815	69%
Capital Investment	-	-	-	-	-	
Total	19,081,206	19,403,080	2,728,201	2,710,271	13,964,608	72%

Franklin County Data Center Project Procurement Update as of March 28, 2022

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
21-102	12/6/2021	10,440,222	617,135	9,823,087	Ongoing	Data Center 2022 baseline budget routine and ongoing expenses
22-003	1/10/2022	208,130	-	208,130	Procurement	OnBase Content Management System upgrade
22-011	2/7/2022	540,000	340,000	200,000	Ongoing	Endpoint devices for countywide deployment
22-012	2/7/2022	180,000	-	180,000	Procurement	Network Switches