

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 30, 2023

Subject: Agenda for the Monday, April 03, 2023, Data Processing Board Meeting

The proposed agenda for the Monday, April 03, 2023, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the FCDC Auditorium (Olympus) on the 9th floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

The Board will reconvene in a 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
Andrew Byerly, 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
Lilly Tesfai, Delegate, Franklin County Treasurer
Orvell Johns, Delegate, Franklin County Treasurer
Victoria Troy, 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 03, 2023

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of March 06, 2023, Regular Data Board Meeting**
- **New Business**

- **Resolution No. 23-061 Franklin County Technical Equipment Salvage**
- **Resolution No. 23-062 Franklin County Data Center – Phone Hardware and Services for Phase II of the New Jail Project**
- **Resolution No. 23-063 Franklin County Data Center – Application Development Platform**
- **Resolution No. 23-064 Franklin County Auditor's Office – Master Service Agreement**
- **Resolution No. 23-065 – Central Ohio Community Improvement Corporation - Master Service Agreement**
- **Resolution No. 23-066 Franklin County Engineer – Master Service Agreement**
- **Resolution No. 23-067 Franklin County Law Library – Master Service Agreement**
- **Resolution No. 23-068 Franklin County Office on Aging – Master Service Agreement**
- **Resolution No. 23-069 Guardianship Service Board – Master Service Agreement**
- **Resolution No. 23-070 Alcohol, Drug, and Mental Health Service Board – Master Service Agreement**
- **Resolution No. 23-071 Franklin County Municipal Court – Master Service Agreement**
- **Resolution No. 23-072 Franklin County Treasurer's Office – Master Service Agreement**
- **Resolution No. 23-073 Franklin County Sanitary Engineering – Master Service Agreement**
- **Resolution No. 23-074 Franklin County Soil and Water – 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. 23-075 Personnel Action – New Hire – Enterprise Network Engineer 2

— Resolution No. 23-076 Personnel Action – Backfill – Enterprise Financial Services Manager

— Resolution No. 23-077 Personnel Action – Backfill – Enterprise Support Analyst 2

- **Motion to Adjourn the Executive Session**

Roll call vote (requires a majority of the quorum)

Reconvene in Special Session

— **Resolution No. 23-075 Personnel Action – New Hire – Enterprise Network Engineer 2**

— **Resolution No. 23-076 Personnel Action – Backfill – Enterprise Financial Services Manager**

— **Resolution No. 23-077 Personnel Action – Backfill – Enterprise Support Analyst 2**

Other Business

Adjourn


FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the March 06, 2023, Regular Board Meeting

Date Approved: April 03, 2023


Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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


Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts


John O'Grady, Member
Franklin County Commissioner


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


Cheryl Brooks Sullivan, Member
Franklin County Treasurer


Antone White, Member
Director, Franklin County Board of Elections


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

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

- - -

Proceedings

Held at 373 South High Street, FCDC Auditorium,
9th Floor, Columbus, Ohio, called at 9:00 a.m.,
on Monday, March 6, 2023.

- - -

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
Auditor, Secretary/Administrator, FCADPB

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

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

6 The Honorable Antone White, Member, Franklin County
7 Board of Elections

8 Mr. Juan Torres, Delegate, Franklin County Board of
Commissioners

9 Mr. C. Chris Cupples, Delegate, Franklin County
10 Recorder

11 Mr. Dusten Kohlhorst, Delegate, Franklin County
12 Treasurer

13 ALSO PRESENT:

14 Mr. Adam Frumkin, FCDC Chief Information Officer

Ms. Julie Lust, Chief Financial Officer

15 Mr. John Proffitt, Deputy Chief, Chief Technology
Officer

16 Ms. Mary Ann Brooks, Executive Administrative
Assistant

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

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AGENDA

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	ITEM	PAGE
1		
2		
3	Call to Order	4
4	Secretary's Comments	5
5	Approval of Minutes	12
6	New Business	
7	Resolution 23-044	13
8	Resolution 23-045	14
9	Resolution 23-046	15
10	Resolution 23-047	18
11	Resolution 23-048	19
12	Resolution 23-049	22
13	Resolution 23-050	24
14	Resolution 23-051	25
15	Resolution 23-052	27
16	Resolution 23-053	28
17	Resolution 23-054	30
18	Resolution 23-055	31
19	Resolution 23-056	32
20	Resolution 23-057	34
21	Resolution 23-058	34
22	Resolution 23-059	34
23	Resolution 23-060	34
24	Other Business	40
	Adjournment	42

Monday Morning Session

March 6, 2023

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CALL TO ORDER

- - -

SECRETARY STINZIANO: It is March 6, 2023, we will now call this meeting to order.

Clerk, would you mind leading us in the Pledge of Allegiance.

CLERK O'SHAUGHNESSY: I will do that.

(Pledge of Allegiance)

SECRETARY STINZIANO: Going morning. Hope everyone is well in March, which is a lot of madness, not only at the Auditor's office, but a lot of activities. Looking forward to Proclamation Day on Friday in the chambers, which leads to St. Patrick's Day, and always led by the O'Shaughnessys. They do a good job.

CLERK O'SHAUGHNESSY: There will always be an O'Shaughnessy.

SECRETARY STINZIANO: There will always be an O'Shaughnessy.

As always, appreciate the staff for

1 making sure that everything was prepared for the
2 in-person meeting, cleaned, and sanitized as we can
3 get.

4 With that, we will move forward to
5 Secretary comments, as we have a full agenda and
6 many resolutions.

7 - - -

8 SECRETARY COMMENTS

9 - - -

10 MR. FRUMKIN: Good morning. I will
11 make it as quickly as possible.

12 Hope everybody had a safe and
13 enjoyable weekend. The sun was out and some rain,
14 but at least it was a good weekend.

15 So I will just start with it is
16 March Madness. I'm not going to talk about that.
17 Although, legal sports betting and all of that is
18 now available.

19 Alexander Graham Bell Day is
20 tomorrow. It's celebrated every year. And it's on
21 the fact that he was granted a patent transmitting
22 vocal and other sounds telegraphically. Although,
23 most people do challenge it, because Alexander
24 Graham Bell was awarded the first successful

1 patent, it was widely regarded that he was the
2 inventor of the telephone, Antonio Meucci and
3 Elisha Gray actually created it first. He just
4 actually got the first patent. That's the
5 difference. But the three of them ended up working
6 together to make it better. So it worked out in
7 the end.

8 Bell was also notable in development
9 in sonic technology, including the photophone in
10 1880 and the Graphophone in 1886. And it was an
11 effort to save President James Garfield's life in
12 1881, because it actually helped identify where the
13 bullet was in Garfield's body and it led to the
14 invention of the metal detector. Which is kind of
15 neat.

16 So couple different things.
17 Remember, when we were all forced to leave your
18 phone at home, because it was attached to the wall
19 instead of in our hands. National Landline
20 Telephone Day is March 10th. And there are people
21 that still think of their heyday and the landline,
22 and it all should still be there, and they
23 recommend we should go back to landlines. So on
24 March 10th it will also be known for when Bell made

1 the now iconic statement, Mr. Watson, come here.
2 So that's why they use that as National Landline
3 Day.

4 From a project perspective:

5 The team collaborated with the
6 Treasurer's office on the STAR website refresh
7 project to make changes to the website in creating
8 a dedicated web page highlighting each program for
9 citizens and applicants.

10 The Security Information and Event
11 Management, SIEM, Migration project team
12 successfully closed, which is for the Board of
13 Elections effort.

14 The project with the Auditor's
15 office to make BOR case documents available to the
16 public to view online while still addressing
17 redaction. This project is officially closed as
18 well.

19 Projects that are still underway:

20 The MDM or Mobile Device Management
21 implementation project;

22 The State of the County Enhancement
23 project;

24 The Office on Aging OneDrive

1 migration;

2 The Barracuda Replacement project;

3 The Intellivue Upgrade;

4 The Onbase upgrade, which affects

5 most of you;

6 And the RMS replacement project with

7 Tyler solutions for the Auditor's office.

8 From a security perspective:

9 Procurement of the new e-mail

10 security solution has completed, and we are working

11 with the vendor on implementing steps and date.

12 There are no changes to mail flow, but there will

13 be a couple of minor changes as it pertains to how

14 spam will be visible to all of you as e-mail users.

15 Two additional server vulnerability

16 management security modules have been implemented

17 enhancing the security of the county server

18 environment, and better enabling the security team

19 to perform analysis should another zero day

20 vulnerability be discovered.

21 Role-based access control continues

22 to move forward with two agencies pending review

23 and approval of roles. We have one agency that

24 will receive analysis data and recommendation this

1 week. The team has done well in streamlining the
2 data gathering and analysis. And so we should be
3 able to move quicker going forward. Role-based is
4 very important because it helps us understand who
5 and where and how people are in the system, but it
6 also helps you all, and everyone that we have that
7 we support in their environment so that we can
8 better provide security for everything that each
9 person does because if someone moves from one
10 position to another, it allows us to say, okay,
11 they need to be in that role play, not this role
12 base. Instead of just adding things, and adding
13 things from a prior position that may not be
14 cognizant of what they should be utilizing going
15 forward.

16 Nikki and I had a great opportunity
17 to be part of a nationwide NACo Cybersecurity
18 Simulation last week. Which was very well led and
19 provided some additional thought and some
20 additional items for us to review. Additionally,
21 Nikki and I were both asked to speak on our
22 thoughts of the simulation at the closing
23 conversation of the conference.

24 So with that, I will turn it over to

1 Nikki for the rest of the security update.

2 MS. MILBURN: Thank you.

3 Couple different things that were in
4 there, the role-based access control, this is kind
5 of a precursor of something we will run in tandem
6 with kind of changing out the security request
7 form, as you guys know it today. It will be
8 changing over the coming months. It will get a
9 rebuild. These roles will be built into it so you
10 can actually select just the role and you won't
11 have to go through and pick out all of the role
12 entitlements someone has. It will streamline that
13 process for you. So it's kind of a win-win on both
14 sides. It makes it easier for us, more secure, and
15 also makes it easier for the agencies on selecting
16 who has access to what.

17 Second part of that was the
18 simulation from last week. It was a fantastic
19 simulation. A lot of it was very pertinent to the
20 county here. The different injections they have,
21 the way they do it is kind of here is the
22 framework, here's what's going on, and here is a
23 cyber incident that occurred or here is a physical
24 security incident that occurred. And they add

1 those injections throughout the week, and you kind
2 of determine how we respond, when do we get legal
3 involved, when do we have a PR person involved, is
4 data at risk, where do we look for log-in. So it's
5 a fantastic simulation.

6 My intent is to take that
7 simulation, make some tweaks to it, and run that
8 with my team. I want them to be prepared for this
9 as it comes forward. And we document that and see
10 if there are changes that need to happen in the
11 incident response plan. So it's not just one that
12 Adam and I attended. Oh, this is great food for
13 thought. This one is absolutely worthy of bringing
14 it to the team level, and having them have that
15 full understanding.

16 And without John knowing, I want to
17 volunteer some of his folks to be part of it, too.
18 Because we run hand-in-hand between the
19 infrastructure team and security team. And we need
20 to kind of be playing out of the same playbook a
21 lot of times, or know when this should happen. So
22 I will be including his team in there as well as,
23 critical.

24 So those are kind of two big things

1 I wanted to take away from that for this month.

2 So any questions?

3 If not, then back to Adam.

4 MR. FRUMKIN: Barring any questions
5 or comments, I'll defer back to Auditor Stinziano.
6 And wish to thank you for supporting the Data
7 Center.

8 SECRETARY STINZIANO: Thank you both
9 for the presentation.

10 - - -

11 APPROVAL OF MINUTES

12 - - -

13 SECRETARY STINZIANO: We will now
14 move to the approval of minutes for the February 6,
15 2023 Board meeting. Are there any amendments or
16 corrections?

17 Hearing no further review, I would
18 like to seek a motion for approval.

19 CLERK O'SHAUGHNESSY: I so move.

20 MR. CUPPLES: Second.

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

24 Same sign for any opposition.

1 And any abstentions.

2 Minutes are approved.

3 (Vote taken; motion passed)

4 - - -

5 NEW BUSINESS

6 RESOLUTION NO. 23-044

7 - - -

8 SECRETARY STINZIANO: We will now
9 move to New Business. First resolution is 23-044,
10 Franklin County Technical Equipment Salvage.

11 MS. LUST: Thank you.

12 This is equipment that we've
13 determined reached end-of-life and is ready for
14 disposal. There's nothing unusual on the list.

15 Pending any questions, we
16 respectfully request your approval of this
17 resolution.

18 SECRETARY STINZIANO: Thank you for
19 the presentation.

20 Is there a motion for approval of
21 Resolution 23-044?

22 CLERK O'SHAUGHNESSY: I so move.

23 DIRECTOR WHITE: Second.

24 SECRETARY STINZIANO: It's been

1 moved and seconded. All those in favor, please
2 signify by voting aye.

3 Same sign for any opposition.

4 And any abstentions.

5 Resolution is approved.

6 (Vote taken; motion passed)

7 - - -

8 RESOLUTION NO. 23-045

9 - - -

10 SECRETARY STINZIANO: Next is
11 Resolution 23-045, Franklin County Data Center,
12 2023 Allocation and Billing Rates.

13 MS. LUST: Thank you.

14 Each year we work with a third-party
15 independent accounting firm to determine our rates
16 for the bill-backs and charge-backs. The rates
17 really have not changed much from last year.

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

20 SECRETARY STINZIANO: No inflation?

21 MS. LUST: Very limited.

22 SECRETARY STINZIANO: Very good.

23 Are there any questions or comments
24 from members of the Board?

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

3 CLERK O'SHAUGHNESSY: I so move.

4 MR. KOHLHORST: Second.

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

8 Same sign for any opposition.

9 And any abstentions.

10 Resolution is approved.

11 (Vote taken; motion passed)

12 - - -

13 RESOLUTION NO. 23-046

14 - - -

15 SECRETARY STINZIANO: Next is
16 Resolution 23-046, Franklin County Child Support
17 Enforcement Agency, Comprehensive Phone System.

18 MR. PELTCS: Good morning. My name
19 is Bill Peltcs, Assistant Director of the Franklin
20 County Child Support Enforcement Agency.

21 The child support agency is
22 requesting consideration for approval of Resolution
23 No. 23-046. This resolution allows the Child
24 Support Enforcement Agency to implement and migrate

1 to a new phone system provided by CBTS and approved
2 by the state of Ohio. This purchase provides
3 comprehensive phone system and includes the
4 billing, configuration, call center queues and
5 related agent teams, along with the use of
6 competent profiles utilizing the state of Ohio Next
7 Generation Telephony Solution Unified Contact
8 Center Enterprise environment hosted by CBTS. And
9 that was a mouth full. So I apologize.

10 Currently, our teleworking staff do
11 not have the ability to directly answer resident
12 calls. With this phone system, staff will be able
13 to answer incoming resident calls, so both in the
14 office and while teleworking to provide seamless
15 communication for residents. With an improved
16 digital call center and the ability for staff to
17 initiate and receive phone calls through their
18 laptop computers, we will have the ability to fully
19 monitor call volume across the agency to ensure
20 that resident concerns are being addressed. The
21 Child Support Enforcement Agency is
22 state-supervised, county-administered and receives
23 most of its IT services from the state of Ohio.
24 Moving to the state-support platform will decrease

1 the environmental variance, allowing the Child
2 Support Enforcement Agency to operate on the same
3 phone system utilized by universe health and human
4 service agencies throughout Ohio.

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

12 MR. CUPPLES: So moved.

13 CLERK O'SHAUGHNESSY: Second.

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

17 Same sign for any opposition.

18 And any abstentions.

19 MR. TORRES: Board of Commissioners
20 abstains.

21 SECRETARY STINZIANO: Thank you,
22 Juan.

23 Resolution is approved.

24 (Vote taken; motion passed)

- - -

RESOLUTION NO. 23-047

- - -

SECRETARY STINZIANO: Next is
Resolution 23-047, Franklin County Clerk of Courts,
Replace Current CCTV Systems at Auto Title
Locations.

MR. BERRY: Good morning. I'm Jeff
Berry, Assistant IT Director for the Franklin
County Clerk of Courts.

I'm requesting the Board's approval
for the replacement of the Clerk of Court's Auto
Title CCTV systems. Included in this request are
professional services, licensing, and all of the
hardware and software required to maintain the
security at the auto title locations. This allows
us to better serve the citizens of Franklin County.

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

SECRETARY STINZIANO: Thank you for
the presentation.

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

Hearing no further review, I would

1 like to seek a motion for approval of the
2 resolution.

3 DIRECTOR WHITE: So moved.

4 MR. KOHLHORST: Second.

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

8 Same sign for any opposition.

9 And any abstentions.

10 CLERK O'SHAUGHNESSY: I abstain.

11 SECRETARY STINZIANO: So noted on
12 the abstention.

13 Resolution is approved.

14 (Vote taken; motion passed)

15 - - -

16 RESOLUTION NO. 23-048

17 - - -

18 SECRETARY STINZIANO: Next is
19 Resolution 23-048, Franklin County Tenth District
20 Court of Appeals, Master Service Agreement.

21 MS. SPEAKMAN: Good morning. My
22 name is Cheri Speakman, Business Relationship
23 Manager for the Franklin County Data Center.

24 This morning I will be presenting

1 the next four master service agreements.

2 And the first one that I'm
3 presenting is Tenth District Court of Appeals, and
4 between the -- I'm sorry. Between the Tenth
5 District Court of Appeals and the Franklin County
6 Data Center. And joining us this morning is Leah
7 Ferron, IT Director for the Court.

8 I have enjoyed working with Leah and
9 learning about the Court and how it works. And I
10 have been helping her to implement tools to help
11 her assist her staff. We are excited to continue
12 to work collaboratively. There's no major
13 modifications to this agreement, as it is on par
14 with the past agreements.

15 And if there are no questions of me
16 or Leah, we are asking for your approval of
17 Resolution 23-048.

18 SECRETARY STINZIANO: Thank you for
19 the presentation.

20 Are there any questions or comments?

21 Looks like Adam has a comment.

22 MR. FRUMKIN: Before we move
23 forward, there is a conversation we are having
24 around MSAs, and I need to defer to the prosecuting

1 attorney's office about that before we move on to
2 any voting or anything.

3 SECRETARY STINZIANO: Sure.

4 MS. HUMMER: Thank you.

5 Good morning everyone.

6 As we all know, because we have seen
7 these master service agreements are a term of art
8 that you often see with software contracts. This
9 particular document is really an agreement or a
10 memorandum of understanding between the Data Center
11 and other county agencies with regard to procedures
12 and policies. If you want to use their services,
13 here is how you do it, and if you don't follow
14 these rules and procedures, they are not going to
15 accept your work. So we have received a number of
16 questions because it looks like a contract, the
17 front page of it looks like a contract, and so they
18 have been sent to our office, many of them, for
19 approval of form, no signature lines. So a lot of
20 questions. And we are working with Adam to maybe
21 do a front page in the future so that the other
22 county agencies understand these are not contracts,
23 but rather acknowledgements of the Data Center's
24 rules and procedures.

1 SECRETARY STINZIANO: Thank you for
2 that clarification.

3 On Resolution 23-048, are there any
4 questions or comments?

5 Hearing no further review, I would
6 like to seek a motion for approval.

7 CLERK O'SHAUGHNESSY: I so move.

8 DIRECTOR WHITE: Second.

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

12 Same sign for any opposition.

13 And any abstentions.

14 Resolution is approved.

15 (Vote taken; motion passed)

16 - - -

17 RESOLUTION NO. 23-049

18 - - -

19 SECRETARY STINZIANO: Next is
20 Resolution 23-049, Franklin County Economic
21 Development and Planning Master Service Agreement.

22 MS. SPEAKMAN: This is the Master
23 Service Agreement between Franklin County Economic
24 Development and Planning and the Franklin County

1 Data Center. And this is Jonathan Lee, the GIS
2 Manager for the agency, has been so kind to join
3 us.

4 Jonathan has been a great
5 collaborator, and he always finds great use for any
6 new technology the Data Center offers. We are
7 excited to continue working with this partner.
8 Compared to previous agreements, there are no
9 significant changes.

10 Pending any questions of me or him,
11 we are asking for approval of Resolution 23-049.

12 SECRETARY STINZIANO: Thank you for
13 the update, presentation.

14 Are there any questions or comments?

15 Hearing none, I'd like to seek a
16 move for approval.

17 MR. CUPPLES: So moved.

18 CLERK O'SHAUGHNESSY: Second.

19 SECRETARY STINZIANO: It's been
20 moved and seconded. All those in favor, please
21 signify by voting aye.

22 Same sign for any opposition.

23 And any abstentions.

24 MR. TORRES: Board of Commissioners

1 abstains.

2 SECRETARY STINZIANO: Abstention
3 noted.

4 Resolution is approved.

5 (Vote taken; motion passed)

6 - - -

7 RESOLUTION NO. 23-050

8 - - -

9 SECRETARY STINZIANO: Next is
10 Resolution 23-050, Franklin County Human Resources
11 and Benefits, Master Service Agreement.

12 MS. SPEAKMAN: Next resolution is
13 the Master Service Agreement between the Franklin
14 County Human Resources and Benefits and the Data
15 Center. And this morning I'm joined by Sue
16 Hamilton, Assistant Director for the Agency.

17 The Data Center has had a long and
18 positive relationship with this agency, and we are
19 excited to see how their new LMS You Matter will
20 shape learning in Franklin County. Outside of the
21 addition of the You Matter solution, there are no
22 significant changes to the document.

23 Pending any questions for Sue or I,
24 we ask your approval for Resolution 23-050.

1 SECRETARY STINZIANO: Thank you for
2 the presentation of the resolution.

3 Any questions or comments?

4 Hearing no further review, I'd like
5 to seek a motion for approval.

6 CLERK O'SHAUGHNESSY: I so move.

7 DIRECTOR WHITE: Second.

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

11 Same sign for any opposition.

12 And any abstentions.

13 MR. TORRES: Board of Commissioners
14 abstains.

15 SECRETARY STINZIANO: Abstention
16 noted.

17 Resolution is approved.

18 (Vote taken; motion passed)

19 - - -

20 RESOLUTION NO. 23-051

21 - - -

22 SECRETARY STINZIANO: Next is
23 Resolution 23-051, Franklin County Veteran Service
24 Commission, Master Service Agreement.

1 MS. SPEAKMAN: My last resolution,
2 but certainly not least, is between the Franklin
3 County Veteran Service Commission and the Data
4 Center. Their Administrative Manager Nicole McCabe
5 is joining us this morning.

6 I want to say the Data Center is
7 constantly continuing to assist them as they
8 continue their important work with the veterans of
9 Franklin County. Compared to previous agreements,
10 there are no significant changes.

11 Pending any questions for Nicole or
12 I, we ask for your approval of Resolution 23-051.

13 SECRETARY STINZIANO: Thank you for
14 the presentation.

15 Are there any questions or comments
16 from members of the Board?

17 Hearing no further review, I would
18 like to seek a motion for approval.

19 DIRECTOR WHITE: So moved.

20 CLERK O'SHAUGHNESSY: Second.

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

24 Same sign for any opposition.

1 And any abstentions.

2 Resolution is approved.

3 (Vote taken; motion passed)

4 - - -

5 RESOLUTION NO. 23-052

6 - - -

7 SECRETARY STINZIANO: Next is
8 Resolution 23-052, Franklin County Court of Common
9 Pleas, Domestic Relations Division and Juvenile
10 Branch, Master Service Agreement.

11 MS. PEOPLES: Good morning. My name
12 is Melissa Peoples, Business Relationship Manager
13 for Franklin County Data Center.

14 Today we seek approval for Master
15 Service Agreement between Franklin County Domestic
16 Relations Juvenile Division and Franklin County
17 Data Center. I am excited to have Brian Shang, DRJ
18 IT Director here in support of our agreement.

19 It has been a pleasure collaborating
20 and building our relationship since Brian joined
21 the team last year. There's no major changes from
22 the last MSAs.

23 If there are no questions, I ask for
24 your approval of Resolution 23-052.

1 SECRETARY STINZIANO: Thank you for
2 the presentation.

3 Are there any questions or comments?

4 Hearing no further review, I would
5 like to seek a motion for approval.

6 CLERK O'SHAUGHNESSY: I so move.

7 MR. CUPPLES: Second.

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

11 Same sign for any opposition.

12 And any abstentions.

13 SECRETARY STINZIANO: I don't know
14 if the Court of Common Pleas wants to abstain from
15 that resolution?

16 JUDGE BROWN: I thought it was
17 domestic. It's domestic. I'm general.

18 SECRETARY STINZIANO: Very good. I
19 apologize. I had a note that was inaccurate.

20 Resolution is approved.

21 (Vote taken; motion passed)

22 - - -

23 RESOLUTION NO. 23-053

24 - - -

1 SECRETARY STINZIANO: Next is
2 Resolution 23-053, Franklin County Emergency
3 Management and Homeland Security, Master Service
4 Agreement.

5 MS. PEOPLES: This Master Service
6 Agreement is between Franklin County Emergency
7 Management and Homeland Security and Franklin
8 County Data Center. We have a long and positive
9 relationship with this agency and we are excited to
10 continue to partner with them in the future.
11 Compared to previous agreements, there are no
12 significant changes.

13 Pending any questions, I ask for
14 your approval of Resolution 23-053.

15 SECRETARY STINZIANO: Thank you for
16 the update and presentation.

17 Are there any questions or comments?

18 Hearing no further review, I would
19 like to seek a motion for approval.

20 CLERK O'SHAUGHNESSY: I so move.

21 DIRECTOR WHITE: Second.

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

1 Same sign for any opposition.

2 And any abstentions.

3 Resolution is approved.

4 (Vote taken; motion passed)

5 - - -

6 RESOLUTION NO. 23-054

7 - - -

8 SECRETARY STINZIANO: Next is
9 Resolution 23-054, Franklin County Public Health,
10 Master Service Agreement.

11 MS. PEOPLES: This resolution is for
12 Master Service Agreement between Franklin County
13 Public Health and Franklin County Data Center.
14 Public health continues to coordinate and partner
15 with FCDC at every opportunity. This agreement is
16 on par with past agreements.

17 If there are no questions, I ask for
18 your approval of Resolution 23-054.

19 SECRETARY STINZIANO: Thank you for
20 the presentation.

21 Are there any questions or comments?

22 Hearing none, I would like to seek a
23 motion for approval.

24 MR. KOHLHORST: So moved.

1 CLERK O'SHAUGHNESSY: Second.

2 SECRETARY STINZIANO: It's been
3 moved and seconded. All those in favor, please
4 signify by voting aye.

5 Same sign for any oppositions.

6 And any abstentions.

7 Resolution is approved.

8 (Vote taken; motion passed)

9 - - -

10 RESOLUTION NO. 23-055

11 - - -

12 SECRETARY STINZIANO: Next is
13 Resolution 23-055, Franklin County Recorder's
14 Office, Master Service Agreement.

15 MS. PEOPLES: This resolution is for
16 a Master Service Agreement between the Franklin
17 County Recorder's Office and Franklin County Data
18 Center. We look forward to maintaining our
19 relationship with this partner as they continue to
20 preserve and protect county records. There are no
21 major modifications to this agreement and is on par
22 with past agreements.

23 If there are no questions, I ask for
24 your approval of Resolution 23-055.

1 SECRETARY STINZIANO: Thank you for
2 the presentation.

3 Are there any questions or comments?

4 Hearing no further review, I would
5 like to seek a motion for approval.

6 CLERK O'SHAUGHNESSY: I so move.

7 DIRECTOR WHITE: Second.

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

11 Same sign for any opposition.

12 And any abstentions.

13 MR. CUPPLES: Recorder's office
14 abstains.

15 SECRETARY STINZIANO: Abstention
16 noted.

17 Resolution is approved.

18 (Vote taken; motion passed)

19 - - -

20 RESOLUTION NO. 23-056

21 - - -

22 SECRETARY STINZIANO: Next is
23 Resolution 23-056, Franklin County Child Support
24 Enforcement Agency, Master Service Agreement.

1 MS. PEOPLES: This resolution is for
2 a Master Service Agreement between Franklin County
3 Child Support Enforcement Agency and Franklin
4 County Data Center. I present this today with
5 support of Bill Peltcs, Assistant Director, here
6 today. We look forward to maintaining our
7 relationship as they continue to do their important
8 work in our community. There are no major
9 modifications to this agreement.

10 If there are no questions, I ask for
11 your approval of Resolution 23-056.

12 SECRETARY STINZIANO: Thank you for
13 the presentation.

14 Are there any questions or comments?

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

17 CLERK O'SHAUGHNESSY: I so move.

18 MR. CUPPLES: Second.

19 SECRETARY STINZIANO: It's been
20 moved and seconded. All those in favor, please
21 signify by voting aye.

22 Same sign for any opposition.

23 And any abstentions.

24 MR. TORRES: Board of Commissioners

1 abstains.

2 SECRETARY STINZIANO: Abstention
3 noted.

4 Resolution is approved.

5 (Vote taken; motion passed)

6 - - -

7 RESOLUTION NOS. 23-057; 23-058; 23-059; 23-060

8 - - -

9 SECRETARY STINZIANO: We will be
10 moving to personnel actions. I do want to thank
11 all of the different agency representatives for
12 coming on those Master Service Agreements. It is
13 great to put faces to the different agency
14 individuals that work so hard on all of the IT
15 needs.

16 With that, as mentioned, we will
17 transition now to personnel actions. Any desire
18 from members of the Board to go into executive
19 session?

20 Seeing no desire to go into
21 executive session, we will move to the four
22 personnel resolutions.

23 MR. FRUMKIN: I'm sorry, Kassy came
24 in this morning, she was not feeling well; so we

1 sent her home. You're stuck with me.

2 Resolution 23-057, Personnel Action
3 for a New Hire, Enterprise Infrastructure
4 Engineer 1. Martin Rippel. Martin started his IT
5 career at Rogue Fitness in 2014 as a Desktop
6 Service Technician III. He has provided support to
7 over 1,000 users. And was instrumental in
8 deployment of FreshService and Zendesk. Martin is
9 well-rounded and versed in IT experience over the
10 last eight years, and eagerness to grow and develop
11 within this space will undoubtedly bring value to
12 the infrastructure engineering team at the Data
13 Center.

14 Resolution 23-058, Personnel Action,
15 New Hire, Enterprise Support Analyst 2, Joshua
16 Konyn. In his current role as a network engineer
17 at Datapath, he oversees IT programs at seven plus
18 separate sites in the education and medical
19 sectors. Joshua excels in communications,
20 documentation, and task completion. He is eager to
21 join FCDC and take his IT skills to the next level.
22 Joshua is most excited about joining the county
23 because one of his top priorities in life is giving
24 back and working for a purpose.

1 Resolution No. 23-059, Personnel
2 Action, Promotion for Enterprise Infrastructure 2.
3 Mark Focken. Since joining the Data Center team in
4 November of 2021, Mark has made an immediate and
5 exceptional impact on our success. He brings his
6 diverse range and technical abilities to the
7 infrastructure team. And is always eager to learn
8 more and expand his skill set. Mark possesses an
9 outstanding work ethic and unparalleled drive to
10 complete tasks efficiently, effectively and
11 remarkably. He has played a vital role in
12 advancing critical countywide projects, including
13 the 2022 Onbase Upgrade and Server 2008 Upgrade, or
14 as you all know it, Project Hailstone, as well as
15 other numerous tasks and initiatives. We are
16 thrilled to recognize Mark's impressive
17 contributions and capabilities with a well-deserved
18 promotion to Level 2, and look forward to his
19 continued growth and potential here at the Data
20 Center.

21 Final resolution is Resolution
22 No. 23-060, Personnel Action, Promotion, Enterprise
23 Information Security Team Lead for Michael Bowman.
24 Michael is an instrumental part of the Information

1 Security Team. He has shown tremendous growth, not
2 just in the Identity Management space but in his
3 leadership abilities. Five new people have joined
4 the security team in the last couple years, and
5 Michael has participated in the interview process.
6 He has been the primary person responsible for the
7 successful on-boarding of the new team members.
8 Michael has also shown leadership in facilitating
9 work planning meetings with the team in Nikki's
10 absence. He has brought forth ideas on changing
11 the meetings to celebrate the teams successes, aid
12 in removing any roadblocks, and help plan what is
13 next. Michael has also learned new skills outside
14 of Identity Management, security training areas by
15 learning to perform discovery requests and has also
16 been cross-trained on vendor risk management
17 process. Feedback from our partners and internal
18 Data Center staff regarding Michael has been
19 extraordinarily positive and has helped build
20 strong relationships with our partners.

21 SECRETARY STINZIANO: Thank you for
22 the presentation.

23 Now we will go through each
24 resolution one-by-one. First is Resolution 23-057,

1 New Hire, Enterprise Infrastructure Engineer 1.
2 Any questions or comments from members of the
3 Board?

4 Hearing none, I would like to seek a
5 motion for approval

6 CLERK O'SHAUGHNESSY: I so move.

7 MR. CUPPLES: Second.

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

11 Same sign for any opposition.

12 And any abstentions.

13 Resolution is approved.

14 (Vote taken; motion passed)

15 SECRETARY STINZIANO: Next is
16 personnel Resolution 23-058, New Hire, Enterprise
17 Support Analyst 2. Are there any questions or
18 comments from members of the Board?

19 Hearing none, I would like to seek a
20 motion for approval.

21 CLERK O'SHAUGHNESSY: I so move.

22 MR. KOHLHORST: Second.

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

1 signify by voting aye.

2 Same sign for any opposition.

3 And any abstentions.

4 SECRETARY STINZIANO: Resolution is
5 approved.

6 (Vote taken; motion passed)

7 SECRETARY STINZIANO: Next is
8 personnel Resolution 23-059, Promotion, Enterprise
9 Support Engineer 2. Are there any questions or
10 comments?

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

13 CLERK O'SHAUGHNESSY: I so move.

14 DIRECTOR WHITE: Second.

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 (Vote taken; motion passed)

22 SECRETARY STINZIANO: And last is
23 Resolution 23-060, Promotion, Enterprise
24 Information Security Team Lead. Are there any

1 questions or comments?

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

4 CLERK O'SHAUGHNESSY: I so move.

5 DIRECTOR WHITE: Second.

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

9 Same sign for any opposition.

10 And any abstentions.

11 Resolution is approved.

12 (Vote taken; motion passed)

13 SECRETARY STINZIANO: That concludes
14 today's resolutions.

15 - - -

16 OTHER BUSINESS

17 - - -

18 SECRETARY STINZIANO: Is there any
19 other business or comments from any members of the
20 Board?

21 Judge?

22 JUDGE BROWN: No. Thank you.

23 SECRETARY STINZIANO: Clerk?

24 CLERK O'SHAUGHNESSY: Erin go Bragh.

1 SECRETARY STINZIANO: Juan?

2 MR. TORRES: Only thing, to expand
3 on the NACo simulation. That is open not just to
4 the Data Center. So we have an enterprise
5 agreement as part of NACo. If you are interested
6 in attending or participating in one of the
7 simulations, there's one each quarter. There's two
8 really good ones coming up, one on ransomware and
9 then also employee management. It's not just for
10 technology staff. That's one of the things that is
11 expanding out, is that everyone looks at the
12 situations that tech has to address, but a lot of
13 it brings in legal, public affairs, and so I think
14 it's something to consider.

15 So if you want more information, you
16 can reach out to myself or Adam.

17 SECRETARY STINZIANO: Thank you,
18 Juan.

19 Recorder's office?

20 MR. CUPPLES: No. Have a good week.

21 SECRETARY STINZIANO: Treasurer's
22 office?

23 MR. KOHLHORST: Nope.

24 SECRETARY STINZIANO: Board of

1 Elections?

2 DIRECTOR WHITE: Happy March.

3 SECRETARY STINZIANO: Thank you all.

4 And as usual, appreciate the efficiency of these
5 meetings. We are done. Hope everyone has a great
6 week.

7 - - -

8 Thereupon, the proceeding adjourned at
9 approximately 9:30 a.m.

10 - - -

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21

22

23

24

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 28th day of March, 2023.

/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 28th day of March, 2023.

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



My Commission Expires: February 28, 2026.

- - -

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

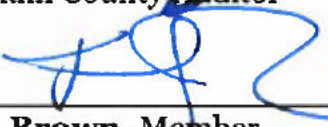
FRANKLIN COUNTY DATA CENTER
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon

Voting Nay thereon



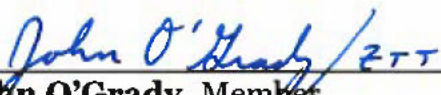
Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor


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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts


John O'Grady, Member
Franklin County Commissioner

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Franklin County Commissioner

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Franklin County Recorder

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Franklin County Recorder

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Franklin County Treasurer

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Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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Director, Franklin County Board of Elections

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

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

**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 #: 23-061
Date: 4/03/2023

Agency	Description	Number of Units
Community Based Correction Facility	Desktop PC	18
Community Based Correction Facility	Mobile Phone	2
Community Based Correction Facility	Printer	13
Community Based Correction Facility	Scanner	2
Community Based Correction Facility	Power Supply Device	3
Community Based Correction Facility	Cassette/CD Video Device	5
Job & Family Services	Desktop PC	154
Job & Family Services	Laptop PC	53
Job & Family Services	Monitor	85
Job & Family Services	TV Monitor	1
Job & Family Services	Printer	8
Job & Family Services	Scanner	8
Job & Family Services	Phone	410
Sanitary Engineer	Desktop PC	4
Sanitary Engineer	Laptop PC	8
Sanitary Engineer	Docking Station	3
Sanitary Engineer	Monitor	3
Sanitary Engineer	Printer	1
Sanitary Engineer	TV Converter	1
Sanitary Engineer	Copier	1
Sanitary Engineer	Power Station	2

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
PHONE HARDWARE AND SERVICES FOR PHASE II OF THE NEW JAIL PROJECT

Voting Aye thereon

Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

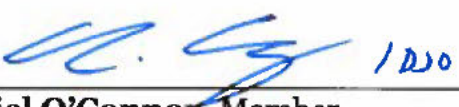
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Director, Franklin County Board of Elections

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Director, Franklin County Board of Elections

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

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

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
PHONES FOR JAIL**

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 #: 23-062
Dated: 4/03/2023

Title	Phone Hardware and Services for Phase II of the New Jail Project
Agency	Franklin County Data Center
Amount	\$81,542.80
Category	Hardware & Services

Business Justification

As part of Phase II of the new jail project, standard and conference phones are required for daily operations and classroom settings. This resolution approves the procurement and deployment of 170 standard IP phones and 3 IP conference phones and the annual services required for operation.

Risks

The Data Center does not anticipate any risks associated with this procurement.

Fiscal Information


Funding Source: The Data Center will work closely with OMB to identify funding.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
APPLICATION DEVELOPMENT PLATFORM

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



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Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
APPLICATION DEVELOPMENT PLATFORM**

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 #: 23-063
Dated: 4/03/2023

Title	Application Development Platform
Agency	Franklin County Data Center
Amount	Not to Exceed \$50,000
Category	Software & Services

Business Justification

The Data Center has identified a need for a low-code or no-code application development environment that allows our team to build solutions rapidly for our partners or ourselves, automating and simplifying tasks. Quickbase is a proven platform used by multiple state, city, and county government organizations to rapidly create, release and update unique business process applications.

Risks

The Data Center does not anticipate any risks associated with this procurement.

Fiscal Information

Funding Source: Data Center baseline budget from contract negotiation savings.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY AUDITOR'S OFFICE

Voting Aye thereon

Voting Nay thereon

Abstained

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

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


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Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections


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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY AUDITOR'S OFFICE**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and the
Franklin County Auditor's Office

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Auditor's Office (AUDR). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected AUDR will comply with the policies and procedures.

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, Sean O'Donnell:

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: sean.odonnell@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise IT Program Manager, Renee Mascari-Bauer:

(614) 525-5828

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: renee.mascaribauer@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@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.franklincountyohio.gov

2.2 Franklin County Auditor's Office

General Information

Franklin County Auditor, Michael Stinziano:

(614) 525-5700

373 S. High Street, 21st Floor

Columbus, Ohio 43215

E-mail: mstinziano@franklincountyohio.gov

Administration

Chief of Staff, Jo Ellen Cline:

(614) 525-7358

373 S. High Street, 21st Floor

Columbus, Ohio 43215

E-mail: jcline@franklincountyohio.gov

Technology

IT Manager, Shawn Dunlavy:

(614) 525-7280

373 S. High Street, 21st Floor

Columbus, Ohio 43215-4599

E-mail: scdunlav@franklincountyohio.gov

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
Michael Stinziano	mstinziano@franklincountyohio.gov	X			X		X
Jo Ellen Cline	jcline@franklincountyohio.gov	X		X	X		X
Gary Dwyer	gedwyer@franklincountyohio.gov	X	X		X		
Jamie Abraham	jlabora@franklincountyohio.gov	X	X				X
P.R. Casey	prcasey@franklincountyohio.gov	X			X		X
Michael Deliberato	madeliberato@franklincountyohio.gov	X					
Shawn Dunlavy	scdunlav@franklincountyohio.gov	X	X	X	X	X	X
Christopher Holderfield	cthorder@franklincountyohio.gov						X
Steve Jarrell	sjarrel@franklincountyohio.gov	X					X
Zebulon Kromer	zebulon.kromer@franklincountyohio.gov	X	X				
Chris Mankin	crmankin@franklincountyohio.gov	X					X
Charles (Kelly) McNeal	kellymcneal@franklincountyohio.gov	X	X				X
Monica Moran	monica.moran@franklincountyohio.gov						X
Hang Ngo	hang.ngo@franklincountyohio.gov	X	X				X
Madhav Pokhrel	mkpokhre@franklincountyohio.gov						X
Matt Shade	mcshade@franklincountyohio.gov	X					X
Tyler Vermillion	tsvermil@franklincountyohio.gov						X

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	FCDC	The FCDC GX Foundry Team provides support.
Mobile Application Development	Shared	The FCDC GX Foundry Team supports the FC Auditor Mobile Application and provides primary support. The AUDR supports the API that is used by the mobile application.
Web Development and Content Management	Shared	Kentico is the web content management tool administered by the FCDC GX Foundry Team and used by the AUDR: www.franklincountyauditor.com Website analytic reporting is available via Google analytics.

Data Analytics	Support	Notes
Data / Process Analysis	Shared	The FCDC GX Foundry Platforms Team owns and manages the platform for Power BI. The AUDR IT staff is the primary developer and support for their office's data analytics services.
Reporting (Interactive/Operational)	Shared	Both FCDC and AUDR share development and support responsibilities for reporting.

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	FCDC	FCDC Enterprise Communications and Operations assists with project management functions and business relationship management within the AUDR office.

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	The AUDR leverages Franklin County's Enterprise Adobe licensing and has administration capabilities to manage user licenses within the office. The AUDR's Office is utilizing (63) licenses.
DocuSign	Shared	FCDC owns the contract with the Vendor and supports the AUDR office. The AUDR is currently utilizing DocuSign for their invoice payment authorization forms.
Everbridge	Vendor	Everbridge is owned and managed by the Franklin County Emergency Management Agency. The AUDR has five group managers assigned to manage staff information in Everbridge.
Geographic Information Systems (GIS)	Shared	<p>The AUDR is responsible for all aspects of vendor management and support. The AUDR is also accountable for all GIS applications, development, and services provided to other partner agencies</p> <ul style="list-style-type: none"> • ArcGIS Server • ArcGIS Portal • ArcGIS Pro • ArcMap • ArcGIS Web Adapter • ArcGIS Database Server <p>FCDC is responsible for the management and support of the GIS infrastructure components.</p>
Intellivue Document Imaging Solution	FCDC	<p>Supported by the GX Foundry Platforms Team:</p> <ul style="list-style-type: none"> • Fiscal - Personal Property • HR Imaging • HR Medical • RE – HMST (Homestead)
Microsoft 365	FCDC	The AUDR utilizes the Enterprise Microsoft Agreement through the FCDC.

AvePoint	FCDC	The FCDC Enterprise Cloud and Client Team provide support.
Dynamics	N/A	
SharePoint	FCDC	The FCDC GX Foundry Platforms Team provides support for the AUDR Office.
Enterprise ERP (Munis)	Partner	The AUDR is the owner of the Enterprise ERP (Munis) application.
OnBase Information Platform	Shared	Supported by the FCDC GX Foundry Platforms Team. FCDC has a contract with 3SG+, and the AUDR works through FCDC and the Vendor for support of the following applications: <ul style="list-style-type: none"> • Board of Revisions Application • Board of Revisions eFiling • Real Estate
Zoom		The AUDR utilizes the enterprise license for Zoom. Zoom is being used by the administration and BOR departments. The AUDR currently uses (9) Paid and (143) Basic Licenses.

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	The FCDC Enterprise IT Help Desk team provides Level 1 support for the AUDR. The FCDC Help Desk handles break/fix, configuration issues, troubleshooting, software installations, and hardware repair for generalized services. It is expected that the AUDR will maintain a high level of collaboration and support of their users for services unique to their office. Should a discrepancy in support occur, both parties will engage in dialogue with necessary participants to determine appropriate actions and documentation to ensure a clear support level and named responsibilities.
Hardware Salvage	FCDC	The FCDC Enterprise IT Help Desk team provides salvage services and performs recycling for ink/toner cartridges.
Remote and On-Site Support	Shared	The FCDC Enterprise IT Help Desk team provides Level 1 support for the AUDR. The FCDC Help Desk handles break/fix, configuration issues, troubleshooting, software installations, and hardware repair for generalized services. It is expected that the AUDR will maintain a high level of collaboration and support of their users for services unique to their office. Should a discrepancy in support occur, both parties will engage in dialogue with necessary participants to determine appropriate actions and documentation to ensure a clear support level and named responsibilities.
User Device Management and Imaging	FCDC	The FCDC Enterprise IT team provides support.

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	FCDC	The FCDC Enterprise Solutions team provides support: <ul style="list-style-type: none"> • ETAX: Estate Tax • Unclaimed Funds
iSeries Infrastructure Support	FCDC	

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	The AUDR maintains a DR plan reliant upon FCDC services for fulfillment.
PFM and IT Coordination	FCDC	FCDC assists with facilitating PFM activities related to technology installations or support when needed.
Strategic Technology Planning	Shared	Multiple FCDC entities assist the AUDR with Strategic Technology Planning, such as the FCDC CIO, FCDC BRM, and FCDC PMO.
vCIO (Virtual CIO)	FCDC	The FCDC CIO provides support.

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
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	Shared	The FCDC Enterprise Financial Services team provides support upon request.
IT Budget Planning	Shared	FCDC provides support and guidance for the yearly budget.
IT Procurement Assistance	Shared	The FCDC Enterprise Financial Services team provides support.
Vendor and Licensing Management	Shared	The FCDC Enterprise Financial Services team provides support.

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 Support 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

SLA = Service Level (See section 6.4)

Special Services	Support	SLA	Notes
Active Directory (AD)	Shared	3	The FCDC Security Team is responsible for Active Directory.
Auditor Settlement Application	Shared	3	The FCDC Enterprise Infrastructure Team is responsible for hosting and maintaining the infrastructure. The AUDR manages application development, support, training, and maintenance.
CAMA	Partner	2	The AUDR maintains a support agreement with Tyler Technologies and is responsible for initiating service from the Vendor for this application.
Cloudmersive	Shared	4	FCDC maintains the licensing costs and distribution. However, AUDR is responsible for understanding how to operate the application in their environment.
Dogs application and online dog tag purchasing	Vendor	2	This is a cloud-hosted application. The AUDR maintains a support agreement with MSC and is responsible for initiating service from the vendor for this application.
Domain Name and SSL Certificates	FCDC	3	The FCDC Enterprise Infrastructure Team is responsible for the management and renewals of all AUDR domain names and SSL certificates for associated servers: <ul style="list-style-type: none"> • www.franklincountyauditor.com (wild card) • 3rd party Hosted • property.franklincountyauditor.com • doglicense.franklincountyohio.gov • license.franklincountyohio.gov
eAlerts	Shared	3	The FCDC Enterprise Infrastructure Team is responsible for the infrastructure, while The AUDR is responsible for the application. eAlerts is a custom .NET application built in 2021 by FCDC. Integrations exist between eAlerts and the property search and Power BI reporting dashboards. eAlerts .Net code is maintained by AUDR <ul style="list-style-type: none"> • AUDR IT maintains the Property Search Application • Power BI Reporting Dashboard is maintained by AUDR IT
ESS	Partner	2	The AUDR maintains a support agreement with Tyler Technologies and is responsible for initiating service from the Vendor for this application. ESS is a cloud-hosted application.
FTP Server	Shared	3	The FCDC Enterprise Infrastructure Team is responsible for hosting and maintaining the infrastructure. The AUDR provides content for GIS and Real Estate data.
Laser Fiche	Shared	3	The FCDC Enterprise Infrastructure team is responsible for hosting and maintaining the infrastructure. The AUDR manages the application support, training, and maintenance.
Microsoft Teams Room	Shared	3	The AUDR's Office in 2022 implemented a Microsoft Teams Room in the Admin Conference Room on the 21 st Floor. FCDC will maintain the Teams video and audio equipment and annual renewal licensing and coordinate with PFM for work-related issues. The AUDR is responsible for informing FCDC of any equipment or network-related issues by placing a JIRA ticket with the FCDC Helpdesk and costs associated to the licensing. PFM is responsible for maintaining the structure of the facility and room.
Melissa Data (Zipcode +4 and NCOA)	Shared	3	FCDC maintains the licensing costs and distribution. The AUDR is responsible for understanding how to operate and maintain the application.
Enterprise ERP (Munis)	Shared	1	Tyler Technologies hosts and maintains the infrastructure that supports the Enterprise ERP (Munis) application. The AUDR

			manages application support, training, and maintenance. Additionally, FCDC does a chargeback to partner agencies for Munis utilization on behalf of the Franklin County Commissioner's OMB office.
Open Systems Technologies Consulting	Shared	N/A	FCDC funds one consultant position for use by the AUDR. The AUDR office verifies the consultant's hours worked and deliverables.
PCI Compliance	Shared	3	The AUDR IT team provides support, and the FCDC Enterprise Security Team is consulted.
Real Estate Homestead eFiling Application: https://homestead.franklincountyohio.gov	Shared	3	The GX Foundry Team is responsible for this application, a legacy ColdFusion app written, supported, and hosted by FCDC. FCDC manages application support, training, and maintenance at the direction of the AUDR.
Real Estate Management System (RMS) & Data Exchange	Shared	1	The FCDC Enterprise Infrastructure Team is responsible for hosting and maintaining the infrastructure. The AUDR and the Vendor, Open Systems Technologies Consulting, manage application support, training, and maintenance.
Real Estate Property Search Website: http://property.franklincountyauditor.com	Partner	2	The AUDR maintains a support agreement with Tyler Technologies (iasWorld) and is responsible for initiating service from the Vendor for this application.
WinWam	Shared	3	The FCDC Enterprise Infrastructure Team is responsible for hosting and maintaining the infrastructure. The AUDR manages application support, training, and maintenance
Unclaimed Funds	FCDC	3	FCDC maintains, supports, and hosts this application.
User Device Inventory Management	Partner	N/A	The AUDR IT Team manages inventory for AUDR staff and informs FCDC which devices should be deployed and to whom. The AUDR manages printers, office-wide copiers, Mi-Fi, and cell phones.
Jotform	Partner	N/A	The AUDR Manages licenses configuration, training, and support
Power Apps	Shared	3	The FCDC Financial Services Team procures the required licensing, and The AUDR manages the implementation and support to users. The AUDR is currently utilizing (18) per-user licenses.
Power Automate	Shared	3	The FCDC Financial Services Team procures the required licensing, and The AUDR manages the implementation and support to users. The AUDR is currently utilizing (3) Licenses.

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 needs 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 of 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 AUDR-RE will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. The AUDR-RE will pay 100% of costs to FCDC from their existing budget, and then the AUDR-RE may apply for federal reimbursement at the current rate.

The AUDR receives funding from Franklin County homeowner real estate taxes. Services rendered to the AUDR from FCDC supporting the real estate division are paid for out of this special fund. That money then goes back to the general fund. While the remaining divisions in the AUDR office are considered 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 the AUDR. Those costs will be charged back in the form of a monthly invoice which will require the AUDR 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

Invoices will be sent to:
ATTENTION: Kelly Wagenbrenner
Franklin County Auditor
373 S. High Street, 21st Floor
Columbus, Ohio 43215

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Enterprise Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Services Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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:

Enterprise Business Relationship Manager, Sean O'Donnell:

E-mail: sean.odonnell@franklincountyohio.gov

Phone: (614) 525-2237

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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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 IT Program Manager, Renee Mascari-Bauer	(614) 525-5828	renee.mascaribauer@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	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 on 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 this within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<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 this within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<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, an 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

Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing a loss of 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's 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, an 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
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The above classifications are guidelines first to enable FCDC staff to concentrate on the most critical problems. FCDC assignees may change 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 the AUDR will go to the FCDC CIO and the Enterprise Business Services Manager.

Service Summary

This appendix summarizes the services and responsibilities between the Franklin County Auditor and the Franklin County Data Center. Additional information and complete details of the agreement are maintained within the current Master Service Level (MSA) document.

Franklin County Auditor Employees Self Service

- Network Password reset through SailPoint (e.g., Outlook/Office 365):
<https://iam.franklincountyohio.gov/>
- Printer Toner/Ink Cartridge Replacement

Franklin County Auditor Public Records Requests

Gena Shelton

(614) 525-6045

gmskelton@franklincountyohio.gov

Franklin County Auditor Operations: audr-operations@franklincountyohio.gov

- Application support for Performance, Enhancements, or Bugs
- Mailings
- New Hardware/Software Requests
- New Project Requests (via the portal)
- Online Filings (e.g., BOR, Homestead, Simplifile, etc.)
- Password reset for RMS, ASA
- Portal Enhancements
- Scanning - OnBase, Laserfiche, Intellivue
- Treasurer Outages
- Web Content
- Web Reporter, Rental Registration, Tax/Levy Estimators, Tax Incentive Hub, Property Search

Franklin County Data Center Help Desk: (614) 525-3282 helpdesk@franklincountyohio.gov


- Computer, E-mail, Office 365, SailPoint passwords - FCAO and FCDCDOM1 passwords/account issues
- General Computer/Software Issues
- Standard software (e.g., Adobe, Office 365)
- Other software installation
 - Note* There may be factors such as application functionality, licensing, and vendor support that may need further investigation and partnership for fulfillment
- File Restore and Recovery (Fulfilled by Infrastructure)
- Internet Speed, Non-FCAO Websites (Fulfilled by Network)
- Network drives
- Copiers, Phones, Printers, and other Hardware
- Remote Desktop and VPN issues

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
CENTRAL OHIO COMMUNITY IMPROVEMENT CORPORATION**

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

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John O'Grady, Member
Franklin County Commissioner

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Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
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Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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Deputy Director, Franklin County Board of
Elections

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
CENTRAL OHIO COMMUNITY IMPROVEMENT CORPORATION**

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
Central Ohio Community
Improvement Corporation

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Central Ohio Community Improvement Corporation (COCIC). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected COCIC will comply with the policies and procedures.

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, Sean O'Donnell:

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: sean.odonnell@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Enterprise Financial Services, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@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 Central Ohio Community Improvement Corporation

General Information

845 Parsons Avenue

Columbus, OH 43206

(614) 724-5623

Administration

President CEO, Curtiss Williams:

(614) 724-5623

E-mail: cwilliams@cocic.org

Business Office Manager, Melissa Coleman:

(614) 724-4937

E-mail: mcoleman@cocic.org

Technology

IT Contact, Jacob Hiestand:

(614) 724-4942

E-mail: jhiestand@cocic.org

IT Contact, Hope Paxson:

(614) 724-4939

E-mail: hpaxson@cocic.org

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
Curtiss Williams	cwilliams@cocic.org	X	X	X	X	X	X
Melissa Coleman	mcoleman@cocic.org	X	X	X	X	X	X
Jacob Hiestand	jhiestand@cocic.org	X	X	X			
Hope Paxson	hpaxson@cocic.org	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	Partner	COCIC uses internal resources for graphic design needs.
Mobile Application Development	N/A	
Web Development and Content Management	Shared	COCIC maintains their own content for their websites. <ul style="list-style-type: none"> • https://cocic.org is hosted through FCDC • https://coclt.org is hosted through Wix

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	FCDC	FCDC provides support as needed

Enterprise Offerings	Support	Notes
Adobe Licensing	Partner	COCIC purchases directly through Adobe on their own
DocuSign	N/A	
Everbridge	N/A	
Geographic Information Systems (GIS)	Shared	COCIC currently has (1) GIS license, and the Franklin County Auditor's Office is responsible for the application
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	COCIC leverages the Franklin County Enterprise Offering: <ul style="list-style-type: none"> (11) Microsoft licenses
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	Partner	COCIC leverages the Franklin County Enterprise Zoom Offering: <ul style="list-style-type: none"> (3) Basic Zoom Licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	COCIC relies on FCDC to provide technical support. Nonstandard devices receive level 2 support
Hardware Salvage	FCDC	FCDC provides primary support to have COCIC technology salvage removed. If COCIC requires this service, a JIRA ticket needs to be placed for salvage removal
Remote and On-Site Support	FCDC	COCIC relies on FCDC to provide primary support when requested. Nonstandard devices receive level 2 support remediation
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	FCDC manages and supports backups for hosted solutions
Data Storage	FCDC	FCDC manages and supports data storage for hosted solutions
Hi-Availability (HA) Environment	FCDC	
Server Virtualization and Hosting	FCDC	
SQL Database	FCDC	

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	Partner	COCIC has a contract with AT&T for wireless service

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	N/A	
Vendor and Licensing Management	N/A	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	Shared	This is a combined effort between FCDC and the City of Columbus, and the ownership will depend on what area an audit focuses on
Cyber Security Insurance Policy Compliance	Shared	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	Shared	FCDC will run as the primary responder for resources hosted/maintained by FCDC. Otherwise, the responsibility would fall to COCIC and the City of Columbus
Security Training and Consultation	FCDC	
Web Filtering	FCDC	

4.0 Special Support Services

4.1 There are currently no special services utilized by COCIC

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 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 COCIC 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. COCIC will pay 100% of costs to FCDC from their existing budget, then COCIC may apply for federal reimbursement at the current rate.

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: Ashley Young:

845 Parsons Avenue

Columbus, OH 43206

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	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-DATA (3282)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-DATA (3282)

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:

Enterprise Business Relationship Manager, Sean O'Donnell:

E-mail: sean.odonnell@franklincountyohio.gov

Phone: (614) 525-2237

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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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 on 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 this within 40 normal business hours• FCDC will communicate with the reporting user until resolved

Priority 3 (MEDIUM) Minor Business Impact	<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
Priority 2 (HIGH) Major Business Impact	<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 delivering 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, an 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
Priority 1 (HIGHEST) Severe Business Impact	<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, an 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 COCIC will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ENGINEER


Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



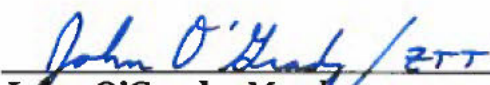
Kim Brown, Member
Judge, Franklin County Court of Common Pleas

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Judge, Franklin County Court of Common Pleas



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
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John O'Grady, Member
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Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ENGINEER**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Engineer

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Engineer (ENGR). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected ENGR will comply with the policies and procedures.

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, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: sean.odonnell@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Enterprise Financial Services, Julie Lust

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@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 Engineer

General Information

970 Dublin Road

Columbus, Ohio 43215

(614) 525-3030

Administration

Franklin County Engineer, Cornell Robertson

(614) 525-3030

E-mail: crobertson@franklincountyengineer.org

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.).

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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
Val Eskin	veskin@franklincountyengineer.org	X	X	X	X	X	
Nick Naumenko	nnaumenko@franklincountyengineer.org	X					
Emily Smith	esmith@franklincountyengineer.org	X	X	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	N/A	
Mobile Application Development	N/A	
Web Development and Content Management	N/A	

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	N/A	

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	N/A	
Everbridge	N/A	
Geographic Information Systems (GIS)	Partner	ENGR currently utilizes GIS licenses, and the Franklin County Auditor's Office is responsible for the application
Intellivue Document Imaging Solution	N/A	
Microsoft 365	N/A	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
ENTERPRISE ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP (MUNIS) charges from ENGR at the direction of the Board of Commissioners' OMB Office. ENGR may call upon AUDR Enterprise ERP (MUNIS) Admin staff for services related to devices that access Enterprise ERP (MUNIS)
OnBase Information Platform	N/A	
Zoom	N/A	

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

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	N/A	
Data Storage	N/A	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	N/A	
SQL Database	N/A	

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

Enterprise Network	Support	Notes
Communications & Collaboration	N/A	
Internet, Firewall, and VPN Services	N/A	
Wide Area Network (WAN) Connectivity	N/A	
Wired Network Connectivity	N/A	
Wireless (Wi-Fi) Network Connectivity	N/A	

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	N/A	
Vendor and Licensing Management	N/A	

Security	Support	Notes
Anti-Virus	N/A	
Assistance with Security Audits	N/A	
Cyber Security Insurance Policy Compliance	N/A	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	N/A	
Security Incident Support	N/A	
Security Training and Consultation	N/A	
Web Filtering	N/A	
Quarterly Domain Certifications	Shared	ENGR completes quarterly domain certification for (8) domain accounts

4.0 Special Support Services

There are no special services to define between ENGR and FCDC currently. The Engineer's office conducts itself as a self-sufficient agency. Therefore, they have very low requirements for special support.

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 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 FCCS will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. FCCS will pay 100% of costs to FCDC from their existing budget, then FCCS may apply for federal reimbursement at the current rate.

There may also be times when FCDC makes IT purchases on behalf of ENGR. Those costs will be charged back in the form of a monthly invoice which will require ENGR 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:
Franklin County Engineer's Office
ATTENTION: Val Eskin
970 Dublin Road
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 Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	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-DATA (3282)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-DATA (3282)

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:

Enterprise Business Relationship Manager, Sean O'Donnell

E-mail: sean.odonnell@franklincountyohio.gov

Phone: (614) 525-2237

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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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 on 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
Priority 3 (MEDIUM) Minor Business Impact	<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
Priority 2 (HIGH) Major Business Impact	<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, an 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

Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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
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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 ENGR will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

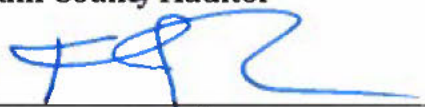
FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY LAW LIBRARY

Voting Aye thereon


Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor


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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY LAW LIBRARY**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Law Library

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Law Library (FCLL). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected FCLL will comply with the policies and procedures.

This MSA is in effect as of the date in 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 a termination to this agreement at any time.

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: sean.odonnell@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Enterprise Financial Services, Julie Lust

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@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 Law Library

General Information

369 S. High Street, 10th Floor

Columbus, Ohio 43215

(614) 525-4971

Administration

Director, Angela Baldree

369 S. High Street, 10th Floor

Columbus, Ohio 43215

(614) 525-4977

E-mail: abaldree@franklincountyohio.gov

Information Technology

IT Coordinator, Steven Stultz

369 S. High Street, 10th Floor

Columbus, Ohio 43215

(614) 525-4974

E-mail: sstultz@franklincountyohio.gov

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	Website
Angela Baldree	abaldree@franklincountyohio.gov	X	X	X	X	X
Steven Stultz	sstultz@franklincountyohio.gov	X	X	X	X	X

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	FCDC	FCLL may request this service on an as-needed basis.
Mobile Application Development	N/A	
Web Development and Content Management	Shared	FCLL maintains their content hosted through FCDC https://lawlibrary.franklincountyohio.gov/ .

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	N/A	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	FCLL leverages the FCDC Enterprise Adobe licensing. FCLL is currently utilizing (4) Adobe Pro Licenses.
DocuSign	N/A	
Everbridge	N/A	
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	FCLL leverages the FCDC Enterprise Microsoft licensing.
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	FCLL leverages the FCDC Enterprise Zoom Licensing. FCLL is currently utilizing (1) Zoom license.

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Partner	FCLL provides primary support to users. FCDC provides support in areas such as hardware salvage and active directory support.
Hardware Salvage	FCDC	FCLL can request this service per a JIRA ticket.
Remote and On-Site Support	Partner	
User Device Management and Imaging	Partner	FCLL uses a tool called HDClone. Used for imaging workstations.

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	Shared	FCDC Provides support for the data stored on the FCDN.
Data Storage	Shared	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	Partner	
SQL Database	N/A	

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	Shared	

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	FCLL Participates in KnowBe4 security training and SailPoint certification.
Web Filtering	FCDC	

4.0 Special Support Services

4.1 Paper Cut- ITC Systems: Print Metering

FCDC Responsibility:

- N/A

FCLL Responsibility:

- FCLL is the application owner and user
- FCLL Maintains an annual paid subscription

4.2 Deep Freeze- Faronics: Restore software application

FCDC Responsibility:

- N/A

FCLL Responsibility:

- FCLL is the application owner and user
- FCLL Maintains an annual paid subscription

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.

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Typical Annual Budget Schedule:

- **February – April:** Identify potential IT Plans and engage with FCDC and vendors to define the request and obtain cost information.
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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 FCLL will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. FCLL will pay 100% of costs to FCDC from their existing budget, then FCLL may apply for federal reimbursement at the current rate.

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: Angela Baldree
Franklin County Law Library
369 S. High Street, 10th Floor
Columbus, Ohio 43215-4599

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

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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-DATA (3282)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-DATA (3282)

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:

Enterprise Business Relationship Manager, Sean O'Donnell

E-mail: seanodonnell@franklincountyohio.gov

Phone: (614) 525-2237

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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
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Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
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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 on 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
Priority 3 (MEDIUM) Minor Business Impact	<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

Priority 2 (HIGH) Major Business Impact	<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, an 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
Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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 FCLL will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY OFFICE ON AGING

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



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



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY OFFICE ON AGING**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Office on Aging

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and Franklin County Office on Aging (FCOA). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected FCOA will comply with the policies and procedures.

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, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: sean.odonnell@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@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.franklincountyohio.gov

2.2 Franklin County Office on Aging

General Information

280 E. Broad Street, Room 300

Columbus, Ohio 43215

Administration

Director, Chanda Wingo

(614) 525-6133

280 E. Broad Street, Room 300

Columbus, Ohio 43215

E-Mail: chanda.wingo@franklincountyohio.gov

Information Technology

Deputy Director of IT, Brandon Halliburton

(614) 525-4578

280 E. Broad Street, Room 300

Columbus, Ohio 43215

E-Mail: brandon.halliburton@franklincountyohio.gov

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	Website
Chanda Wingo	chanda.wingo@franklincountyohio.gov		X			
Mark Cameron	mark.cameron@franklincountyohio.gov		X			X
Eric Gioglio	eric.gioglio@franklincountyohio.gov	X	X	X	X	X
Brandon Halliburton	brandon.halliburton@franklincountyohio.gov	X	X	X	X	X
Xavier Myers	xavier.myers@franklincountyohio.gov		X			
Brad Thomas	brad.thomas@franklincountyohio.gov	X	X	X	X	
Jarrett Williams	jarrett.williams@franklincountyohio.gov	X	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	Partner	
Mobile Application Development	N/A	
Web Development and Content Management	Partner	<ul style="list-style-type: none"> Currently two websites – one is a VPN The websites are hosted internally by FCOA at the Memorial Hall location The public website (officeonaging.org) is written in .NET web forms and is maintained by FCOA staff <p>.NET Websites Office on Aging Website – https://www.officeonaging.org This site is hosted and maintained by FCOA</p> <p>FCOA Intranet Site – (Internally accessible only) This site is hosted and maintained by FCOA</p>

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

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	N/A	

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Enterprise Offerings	Support	Notes
Adobe Licensing	Shared	FCOA leverages the Franklin County Enterprise Adobe licensing. FCOA currently utilizes (8) licenses.
DocuSign	N/A	
Everbridge	N/A	
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	Partner	FCOA utilizes the Intellivue document and imaging system for the management of faxes.
Microsoft 365	FCDC	FCOA leverages the Franklin County Enterprise agreement for Microsoft 365 licenses. FCOA is currently utilizing (95) licenses.
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	Shared	FCOA utilizes the Franklin County Enterprise agreement for Zoom Licenses. FCOA is currently utilizing (14) Basic Licenses.
Pluralsight	Shared	FCOA is currently utilizing (2) Pluralsight licenses provided by FCDC.

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	FCOA contacts FCDC for matters referring to VPN, network issues, Microsoft Office 365, and telecom-related issues. FCOA handles all other issues in house, this includes hardware and software issues.
Hardware Salvage	FCDC	The FCDC Enterprise IT Team provides salvage services for FCOA. FCOA will place a JIRA request when this service is required.
Remote and On-Site Support	Shared	The FCDC Enterprise IT team provides support to FCOA in situations that exceed the standard business levels of support capable by FCOA. FCOA handles all day-to-day standard issues. Should a discrepancy in support occur, both parties will engage in dialogue with necessary participants to determine appropriate actions and documentation to ensure a clear support level and named responsibilities.
User Device Management and Imaging	Partner	

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

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	
PFM and IT Coordination	Partner	
Strategic Technology Planning	Shared	
vCIO (Virtual CIO)	Shared	The FCDC CIO provides support when requested by FCOA.

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Shared	The FCDC Enterprise Financial Services Team, provides support upon request.
IT Budget Planning	Shared	FCDC provides support and guidance for the yearly budget.
IT Procurement Assistance	Shared	The FCDC Enterprise, Financial Services Team, provides support upon request from FCOA. The FCDC procurement system, LINK, will be used for procurement.
Vendor and Licensing Management	Partner	

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

Special Services	Support	Notes
Case Management System	Partner	Q Continuum Systems is the current case management system used by FCOA.
LSS Resource Database	Partner	Public facing database that allows residents to find resources based on zip code or city. Currently managed by LSS 211 and hosted by RTM Designs.

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 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.

While FCOA 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 FCOA. Those costs will be charged back in the form of a monthly invoice which will require FCOA. 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: Jeff Roose

Franklin County Office on Aging

280 E. Broad Street, Room 300

Columbus, Ohio 43215

(614) 525-7486

5.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	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

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Phone: (614) 525-DATA (3282)

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

General requests and questions:**E-mail:** helpdesk@franklincountyohio.gov**Phone:** (614) 525-DATA (3282)**Service Desk Portal:** <https://helpdesk.franklincountyohio.gov>**Procurement System:** <https://link.franklincountyohio.gov>

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Projects and other work:**Enterprise Business Relationship Manager, Sean O'Donnell****E-mail:** sean.odonnell@franklincountyohio.gov**Phone:** (614) 525-2237**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:

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Procurement:

#	Who	Phone	E-mail
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2	Enterprise Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
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Priority	Criteria	Response
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Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> • Minimal impact on 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 this within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<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 this within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<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, an 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
Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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 FCOA will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
GUARDIANSHIP SERVICE BOARD

Voting Aye thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
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Cheryl Brooks Sullivan, Member
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**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
GUARDIANSHIP SERVICE BOARD**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Guardianship Service Board

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Guardianship Service Board (GSB). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected GSB will comply with the policies and procedures.

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, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: sean.odonnell@franklincountyohio.gov

Team E-mail: fcddbussinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcddbussinessservices@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: fcddbussinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Enterprise Financial Services, Julie Lust

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@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.franklincountyohio.gov

2.2 Guardianship Service Board

General Information

373 S. High Street, 11th Floor

Columbus OH 43215

(614) 525-2279

Administration

Director, Melissa Messina

(614) 525-2280

E-mail: mgmessina@franklincountyohio.gov

Information Technology

Chief Operations Officer, Karen Waldrop

(614) 525-2381

E-mail: kswaldrop@franklincountyohio.gov

Business Operations Assistant, Aimee Somerville

(614) 525-2413

E-mail: ajsomerville@franklincountyohio.gov

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
Melissa Messina	mgmessina@franklincountyohio.gov	X			X		
Aimee Somerville	ajsomerville@franklincountyohio.gov	X	X	X	X	X	
Karen Waldrop	kswaldrop@franklincountyohio.gov	X	X	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	Partner	GSB creates and maintains their graphic design work using Wix
Mobile Application Development	N/A	
SQL Database	N/A	
Web Development and Content Management	Partner	GSB manages their content through Wix. This includes hosting their content <ul style="list-style-type: none"> https://www.guardian.franklincountyohio.gov/

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	FCDC	

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	GSB currently utilizes the MiCollab Phone System provided by FCDC
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	GSB leverages the FCDC enterprise Adobe licensing <ul style="list-style-type: none"> (1) Adobe Pro license
DocuSign	N/A	
Everbridge	Partner	GSB maintains all GSB staff in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	GSB leverages the Franklin County Enterprise Microsoft licensing: <ul style="list-style-type: none"> (30) Microsoft Licenses
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. At the direction of OMB, FCDC does bill back for Enterprise ERP (MUNIS) services
OnBase Information Platform	N/A	
Zoom	FCDC	GSB leverages the Franklin County Enterprise Zoom Offering: <ul style="list-style-type: none"> (22) Basic Zoom licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	GSB relies on FCDC as primary technical support
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	

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	

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Partner	
IT Procurement Assistance	Shared	GSB will work with FCDC for IT procurements. GSB will submit LINK requests for any technology procurements to receive Data Board approval for technology
Vendor and Licensing Management	Shared	GSB maintains most of the Vendor and licensing management responsibility. FCDC manages the enterprise items. GSB will contact FCDC when assistance is needed

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	GSB staff participate in KnowBe4 training provided by FCDC Security
Web Filtering	FCDC	

4.0 Special Support Services

4.1 eGuardianship

eGuardianship is the case management solution utilized by GSB. It provides an effective way to manage the relationship between a ward and a guardian/guardianship agency. eGuardianship allows GSB staff to administrate and oversee all guardian and fiscal activities and create the necessary reporting for court hearings. LightGov is the Vendor for this product, and the Vendor invoices GSB monthly for this SaaS service.

FCDC Responsibility:

- N/A

GSB Responsibility:

- GSB will maintain the support relationship with the Vendor (LightGov)
- GSB will report any issues to Vendor (LightGov)

Vendor Responsibility:

- LightGov will report any outages in a timely manner
- LightGov will ensure that their software is up to date and compliant with modern standards
- LightGov is responsible for all maintenance and support of the solution

4.2 Civic

Civic is GSB's previous case management solution, which is currently utilized by GSB as needed. GSB is currently working with the Vendor to determine options for moving forward. GroundWork Group is the Vendor for this product, and the Vendor invoices GSB monthly for this SaaS service.

FCDC Responsibility:

- N/A

GSB Responsibility:

- GSB will maintain the support relationship with the Vendor (GroundWork Group)
- GSB will report any issues to Vendor (GroundWork Group)

Vendor Responsibility:

- GroundWork Group is responsible for all maintenance and support of the solution
-

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.

GSB has a unique funding situation as they are completely funded through contracts the partner has with other organizations (i.e., ADAMH, FCBDD, COMM), and they operate outside the standard budget process. GSBs funding is directed through the Probate Court's Mental Health fund. During budget season, GSB provides their budget requirements to the Probate Court, which submits the amount as part of their total budget. GSB does not enter any budget information into BFM as it is a subset of the Probate Court budget.

As money is needed throughout the year, GSB fiscal staff create a purchase order in Enterprise ERP (MUNIS). Still, this purchase order is only required to be approved by the Director of GSB, thereby not needing to follow the standard purchase order process managed by Purchasing and approved by the Board of Commissioners.

Although GSB is not required to go through the standard budget and procurement process, they do seek the guidance of FCDC for IT purchases. FCDC reviews all technology purchases for fiscal/support opportunities through shared or enterprise efforts, elimination of duplicate technologies, prospects for standardization, security risks, etc.

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 GSB will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. GSB will pay 100% of costs to FCDC from their existing budget, then GSB may apply for federal reimbursement at the current rate.

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: Karen Waldrop/Aimee Somerville

Franklin County Guardianship Service Board

373 S. High Street, 11th Floor

Columbus, Ohio 43215-4599

E-mail: gsbaccountspayable@franklincountyohio.gov

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 Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	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-DATA (3282)**Service Desk Portal:** <https://helpdesk.franklincountyohio.gov>**General requests and questions:****E-mail:** helpdesk@franklincountyohio.gov**Phone:** (614) 525-DATA (3282)**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:**Enterprise Business Relationship Manager, Sean O'Donnell****E-mail:** sean.odonnell@franklincountyohio.gov**Phone:** (614) 525-2237**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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinaancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
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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, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
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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 on 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
Priority 3 (MEDIUM) Minor Business Impact	<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
Priority 2 (HIGH) Major Business Impact	<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, an 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

Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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
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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.

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FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

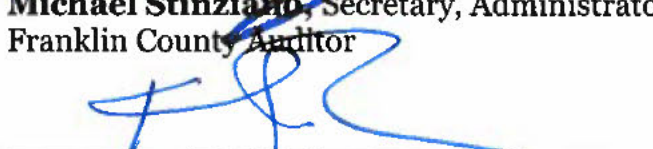
FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
ALCOHOL, DRUG, AND MENTAL HEALTH SERVICE BOARD

Voting Aye thereon


Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
ALCOHOL, DRUG, AND MENTAL HEALTH BOARD OF
FRANKLIN COUNTY**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Alcohol, Drug, and Mental
Health Board of Franklin County

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Alcohol, Drug, and Mental Health Board of Franklin County (ADAMH). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected ADAMH will comply with the policies and procedures.

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, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@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 Alcohol, Drug, and Mental Health Board of Franklin County

General Information

447 E. Broad Street

Columbus, Ohio 43215

614-224-1057

CEO, Erika Clark Jones:

(614) 222-3760

447 E. Broad Street

Columbus, Ohio 43215

E-mail: eclarkjones@adamhfranklin.org

Senior Director, Information Technology, Bob Mayes:

(614) 222-3772

447 E. Broad Street

Columbus, Ohio 43215

E-mail: bmayes@adamhfranklin.org

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
Erika Clark Jones	eclarkjones@adamhfranklin.org	X			X		
Michelle Halsell	mhalsell@adamhfranklin.org					X	
Jesse Lyon	jlyon@adamhfranklin.org	X	X		X		
Bob Mayes	bmayes@adamhfranklin.org	X	X	X	X		
Zac Morris	zmorris@adamhfranklin.org	X	X		X		
	accountspayable@adamhfranklin.org					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	Vendor	ADAMH uses a third-party Vendor, Robintek
Mobile Application Development	N/A	
Web Development and Content Management	Vendor	ADAMH uses a third-party Vendor, Robintek. Their website address is: https://adamhfranklin.org/

Data Analytics	Support	
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	FCDC	FCDC is available and has served ADAMH in this capacity

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Partner	ADAMH uses Veeam- Zerto as a backup software
Data Storage	Partner	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	Partner	
SQL Database	Vendor	ADAMH has their licensing through CDWG

Enterprise Network	Support	Notes
Communications & Collaboration	Partner	
Internet, Firewall, and VPN Services	Shared	ADAMH is responsible for taking care of their internal network support. ADAMH uses their own RD Gateway and will work with FCDC on transitioning from FCDC's ISP. Currently, FCDC is responsible for the Core switch and routing issues only. FCDC will assist ADAMH as needed
Wide Area Network (WAN) Connectivity	Partner	
Wired Network Connectivity	Partner	
Wireless (Wi-Fi) Network Connectivity	Partner	

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	N/A	
Everbridge	Shared	Franklin County Emergency Management and Homeland Security own this application, and ADAMH utilizes it as needed for communication. Joe Florenski maintains their staff and messages in Everbridge
Geographic Information Systems (GIS)	Partner	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	Partner	ADAMH procures and manages their licenses
AvePoint		
Dynamics		
SharePoint		
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP charges from ADAMH at the direction of the Board of Commissioners' OMB Office
OnBase Information Platform	N/A	
Zoom	N/A	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Partner	ADAMH provides primary support
Hardware Salvage	FCDC	ADAMH uses FCDC to process and dispose of unusable IT assets
Remote and On-Site Support	Partner	
User Device Management and Imaging	Partner	

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

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	ADAMH uses 3rd party vendor CloudPropeller (DR site). Veeam- Zerto is used as backup software
PFM and IT Coordination	N/A	
Strategic Technology Planning	Partner	
vCIO (Virtual CIO)	N/A	

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	FCDC can assist upon request
IT Budget Planning	Shared	FCDC reviews the annual ADAMH IT Budget on behalf of Franklin County's Office of Management and Budget
IT Procurement Assistance	Shared	FCDC will review all IT procurements submitted through the LINK system
Vendor and Licensing Management	N/A	

Security	Support	Notes
Anti-Virus	Shared	ADAMH obtains Carbon Black licenses from FCDC
Assistance with Security Audits	Shared	FCDC provides information, review, and feedback as needed (e.g., External Pen Test and external Vulnerability scan)
Cyber Security Insurance Policy Compliance	Shared	The County's Policy covers any components that are related to the Franklin County Data Network (FCDN)
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	Only for FCDN components accessed by ADAMH staff that utilize this service (e.g., KnowBe4)
Security Incident Support	Shared	FCDC assists where applicable
Security Training and Consultation	Shared	ADAMH uses KnowBe4Training
Web Filtering	N/A	

4.0 Special Support Services

There are no special services to define between ADAMH and FCDC.

5.0 Budgeting and Service Charges

5.1 IT Budgets

ADAMH's IT budget is not governed by the Franklin County Board of Commissioners. Currently, FCDC does assist ADAMH in reviewing budget planning or recommendations for their IT needs. FCDC remains available should ADAMH anticipate an effort where they may seek services. ADAMH would submit a request at that time, and FCDC would evaluate and plan resources (e.g., personnel or tangible items). In some cases, FCDC may need to include requests from ADAMH in their annual budget to meet the request's demand.

FCDC 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 ADAMH will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. ADAMH will pay 100% of costs to FCDC from their existing budget, then ADAMH may apply for federal reimbursement at the current rate.

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

FRANKLIN COUNTY DATA CENTER

Vendor 32201

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Michelle Halsell:

Alcohol, Drug, and Mental Health Board of Franklin County

447 E. Broad Street

Columbus, OH 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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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:**Enterprise Business Relationship Manager, Melissa Peoples:****E-mail:** melissa.peoples@franklincountyohio.gov**Phone:** (614) 525-5691**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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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

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 on 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 this within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<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 this within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<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, an 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

Priority 1 (HIGHEST) Severe Business Impact	<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, an 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
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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 ADAMH will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

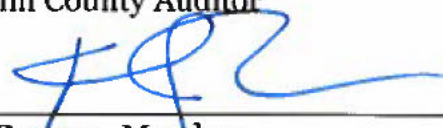
FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY MUNICIPAL COURT

Voting Aye thereon

Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor


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

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY MUNICIPAL COURT**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Municipal Court

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Municipal Court (MUNI). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected MUNI and FCDC will comply with the policies and procedures.

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, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@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 MUNICIPAL COURT

General Information

375 S. High Street

Columbus, OH 43215

(614) 645-8214

Court Administrator, Emily Shaw:

(614) 645-8726

375 S. High Street, 10th Floor

Columbus, OH 43215

E-mail: emily.shaw@franklincountymunicourt.org

IT Director, Mike Pifher:

614-645-6620

375 S. High Street, 5th Floor

Columbus, OH 43215

E-mail: mike.pifher@franklincountymunicourt.org

Business Systems Analyst, Myriah Hisam:

(614) 645-0703

375 S. High Street, 5th Floor

Columbus, OH 43215

E-mail: myriah.hisam@franklincountymunicourt.org

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
Emily Shaw	emily.shaw@franklincountymunicourt.org			X	X		X
John Davenport	john.davenport@franklincountymunicourt.org			X			
Myriah Hisam	myriah.hisam@franklincountymunicourt.org	X	X	X	X		X
Tanica Jackson	tanica.jackson@franklincountymunicourt.org			X		X	
Mike Pifher	mike.pifher@franklincountymunicourt.org	X	X	X	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	The FCDC GX Foundry Team provides support when requested by MUNI.
Mobile Application Development	N/A	
Web Development and Content Management	Shared	MUNI utilizes the Kentico Content Management Platform: https://municipalcourt.franklincountyohio.gov Front-facing URL which is managed by MUNI: https://www.franklincountymunicourt.org FCDC is responsible for hosting the website and the management of the Kentico platform.

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	N/A	

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Partner	
Data Storage	Partner	
Hi-Availability (HA) Environment	Partner	
Server Virtualization and Hosting	Partner	
SQL Database	Partner	

Enterprise Network	Support	Notes
Communications & Collaboration	Shared	FCDC provides Network cabling needs for devices on the FCDN network. MUNI operates on a separate telephone system from County's Mitel System.
Internet, Firewall, and VPN Services	Partner	
Wide Area Network (WAN) Connectivity	Partner	
Wired Network Connectivity	Shared	FCDC provides network support for (3) video kiosks and (3) printers on the FCDN network at the Sheriff's Jackson Pike facility. Additionally, FCDC provides network support for a connection and VLAN for the Court's security camera system in the Fulton Street parking garage.
Wireless (Wi-Fi) Network Connectivity	N/A	

Enterprise Offerings	Support	Notes
Adobe Licensing	Partner	
DocuSign	N/A	
Everbridge	Shared	EMA owns this application, and MUNI utilizes it as needed for communication. MUNI maintains their staff and messages in Everbridge.
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	Partner	MUNI procures and manages their licenses.
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects ERP charges from MUNI at the direction of the Board of Commissioners' OMB Office.
OnBase Information Platform	N/A	
Zoom	Partner	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	MUNI has an in-house Help Desk that provides support to MUNI users. MUNI will request FCDC Help Desk for county-related work.
Hardware Salvage	Shared	FCDC provides support when requested.
Remote and On-Site Support	Partner	
User Device Management and Imaging	Partner	

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

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

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

Security	Support	Notes
Anti-Virus	Shared	FCDC provides Carbon Black and Ivanti for devices on the FCDN network.
Assistance with Security Audits	N/A	
Cyber Security Insurance Policy Compliance	Partner	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	Partner	
Security Incident Support	N/A	
Security Training and Consultation	N/A	
Web Filtering	N/A	

4.0 Special Support Services

There are no special services to define between MUNI and FCDC.

5.0 Budgeting and Service Charges

5.1 IT Budgets

Currently, FCDC does not assist MUNI in budget planning or recommendations for their IT needs. FCDC remains available should MUNI anticipate an effort where they may seek services. MUNI would submit a request at that time, and FCDC would evaluate and plan resources (e.g., personnel or tangible items). In some cases, FCDC may need to include requests from MUNI in their annual budget to meet the request's demand.

FCDC's 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 MUNI will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. MUNI will pay 100% of costs to FCDC from their existing budget, then MUNI may apply for federal reimbursement at the current rate.

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

FRANKLIN COUNTY DATA CENTER

Vendor 32201

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Tanicca Jackson

Franklin County Municipal Court

375 S. High Street, 10th Floor

Columbus, OH 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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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:

Enterprise Business Relationship Manager, Melissa Peoples:

E-mail: melissa.peoples@franklincountyohio.gov

Phone: (614) 525-5691

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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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

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 on 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
Priority 3 (MEDIUM) Minor Business Impact	<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

Priority 2 (HIGH) Major Business Impact	<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, an 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
Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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 MUNI will go to the FCDC CIO and the Enterprise Business Services Manager.

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY TREASURER'S OFFICE**

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



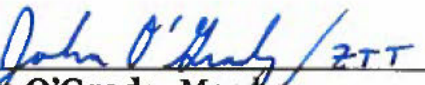
Kim Brown, Member
Judge, Franklin County Court of Common Pleas

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner




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, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY TREASURER'S OFFICE**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Treasurer's Office

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Treasurer's Office (TREA). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected TREA will comply with the policies and procedures.

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, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@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 Treasurer's Office

General Information

373 S. High Street, 17th Floor

Columbus, Ohio. 43215

(614) 525-3438

Treasurer, Cheryl Brooks Sullivan:

(614) 525-3438

373 S. High Street, 17th Floor

Columbus, Ohio 43215

E-mail: cheryl.brooks-sullivan@franklincountyohio.gov

Information Technology Director, Dusten Kohlhorst:

(614) 525-3442

373 S. High Street, 17th Floor

Columbus, Ohio 43215

E-mail: dusten.Kohlhorst@franklincountyohio.gov

Director of Data Analytics, Lilly Tesfai:

(614) 525-4311

373 S. High Street, 17th Floor

Columbus, Ohio 43215

E-mail: lillyTesfai@franklincountyohio.gov

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
Cheryl Brooks Sullivan	cheryl.brooks-sullivan@franklincountyohio.gov	X	X				X
Dusten Kohlhorst	dusten.kohlhorst@franklincountyohio.gov	X	X	X	X		X
Daniel Scheidegger	daniel.scheidegger@franklincountyohio.gov	X	X				X
Lilly Tesfai	lillytesfai@franklincountyohio.gov	X					
Jaclyn Treadwell	jetreaqdw@franklincountyohio.gov	X		X		X	
Victoria Troy	vtroy@franklincountyohio.gov	X	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	The FCDC GX Foundry Team provides support when requested by TREA.
Mobile Application Development	N/A	
Web Development and Content Management	Shared	TREA uses Kentico CMS to manage content for the customer-facing website: https://treasurer.franklincountyohio.gov/

Data Analytics	Support	Notes
Data / Process Analysis	Shared	The FCDC Enterprise GX Platforms Team supports Data Analytics. The TREA Director of Data Analytics is responsible for maintaining TREA PowerBi reporting. TREA will contact FCDC when new reporting is required through the BRM or by placing a JIRA ticket.
Reporting (Interactive/Operational)	Shared	

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	N/A	

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	
Data Storage	FCDC	
Hi-Availability (HA) Environment	FCDC	
Server Virtualization and Hosting	FCDC	
SQL Database	FCDC	Supported by the FCDC Enterprise Database Engineering team

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	The TREA leverages Franklin County's Enterprise Adobe licensing. The TREA Office is utilizing (19) Adobe Pro Licenses
DocuSign	N/A	
Everbridge	Shared	EMA owns this application, and TREA utilizes it as needed for communication. TREA maintains their staff and messages in Everbridge.
Geographic Information Systems (GIS)	Shared	TREA works with Auditor
Intellivue Document Imaging Solution	FCDC	
Microsoft 365	FCDC	The TREA utilizes the Enterprise Microsoft Agreement through FCDC
AvePoint	FCDC	
Dynamics	Vendor	TREA uses Great Plains through 3rd party vendor Velosio. See section 4.6 for the support model.
SharePoint	FCDC	
OnBase Information Platform	N/A	
Zoom	Shared	The TREA leverages Franklin County's Enterprise Licenses for Zoom. The TREA office is utilizing (2) Standard Licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	FCDC provides Level 1 support for TREA. This means the FCDC Help Desk handles break/fix, configuration issues, troubleshooting, software installations, hardware repair for generalized services upon request.
Hardware Salvage	FCDC	The FCDC Enterprise IT team provides salvage requests for TREA when requested.
Remote and On-Site Support	Shared	FCDC provides Level 1 support for TREA. However, the TREA IT Staff can provide support to staff as needed.
User Device Management and Imaging	FCDC	Supported by the FCDC Enterprise Infrastructure team

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Partner	FCDC reviews annual IT Budgets on behalf of the Board of Commissioner's OMB
IT Procurement Assistance	Shared	The FCDC Enterprise, Financial Services Team provides support.
Vendor and Licensing Management	Shared	The FCDC Enterprise, Financial Services Team provides support.

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	Shared	TREA conducts FCTS security audit annually
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 Aperta: This software is used as a financial tool for payment processing.

FCDC Responsibility:

- FCDC hosts the application, maintains the database, and user management
 - Maintains servers according to the FCDC standards regarding OS and security patches
- FCDC is the level 2 support provider for the Aperta system
- FCDC is responsible for imaging all new devices with the Aperta software as a part of standard procedure based on the Treasurer's standard PC image
- FCDC is responsible for maintaining accurate internal documentation in the Help-Desk Confluence Agency Knowledge base as information becomes available

TREA Responsibility:

- TREA is the system's primary user and is considered the "Application Owner"
- TREA is responsible for troubleshooting/solving any reported issue involving Aperta
- TREA is responsible for any communications with Aperta Vendor support
 - TREA may permit/direct FCDC to communicate with the vendor in special circumstances
- The TREA office is responsible for understanding expected performance and functionality
- TREA is responsible for all business processes related to using the Aperta software
 - TREA will provide FCDC documentation for troubleshooting needs
- TREA maintains a contract for application support

Vendor Responsibility: Aperta Inc.

- The Vendor provides primary support and maintenance for this application
- The Vendor must operate within all FCDC policies

4.2 Franklin County Treasurer System (FCTS): Parcel-based, transactional-level enterprise application.**FCDC Responsibility:**

- FCDC hosts the application, maintains the database, and user management
 - Maintains servers according to the FCDC standards regarding OS and security patches
- If TREA would contact additional support from a third-party vendor, FCDC will support their Vendor with troubleshooting and resolution needs
 - TREA PR2 accounts do not have sufficient rights to do an install. All installations must be coordinated with FCDC.

TREA Responsibility:

- TREA is the system's primary user and the "Application Owner." The TREA office is responsible for understanding expected performance and functionality.
- TREA manages all FCTS requests for application modifications and enhancements
- TREA maintains a contract for application support

Vendor Responsibility: Mapsys, Inc

- Application support and maintenance
- The Vendor must operate within all FCDC policies.

4.3 SymPro: Emphasys SymPro Investment Management Software provides investment portfolio accounting, reporting, and analysis.**FCDC Responsibility:**

- FCDC hosts the application, maintains the database, user management, and connectivity
 - Maintains servers according to the FCDC standards regarding OS and security patches
 - FCDC has installation documentation and vendor contact information from the TREA
 - TREA PR2 accounts do not have sufficient rights to do an install. All installations must be coordinated with FCDC.
- If TREA contacts additional support from a third-party vendor, FCDC will support their Vendor with troubleshooting and resolution needs.

TREA Responsibility:

- TREA is the system's primary user and the "Application Owner." The TREA office is responsible for understanding expected performance and functionality.
- TREA is the primary contact for the support of the SymPro system and hardware. This support includes maintenance agreements, problem troubleshooting of any system problems, and support calls to the Vendor.
 - TREA works with the Vendor for desktop installation and configures user accounts.
- TREA maintains a contract for application support.

Vendor Responsibility: SymPro

- Application support and maintenance
- The Vendor must operate within all FCDC policies.

4.4 Point and Pay: Tax online payment vendor.**FCDC Responsibility:**

- If TREA contacts additional support from a third-party vendor, FCDC will support their Vendor with troubleshooting and resolution needs.
- This is a vendor-based hosted solution. FCDC manages the security and connectivity, allowing the Vendor to connect to FCTS through various API calls and file transfers.

TREA Responsibility:

- TREA is the primary contact for the support of the Point and Pay system and hardware. This support includes maintenance agreements, problem troubleshooting of any system problems, and support calls to the Vendor.
- TREA Maintains a contract for application support
 - The Franklin County Office on Aging also uses this service and leverages the TREA contract

Vendor Responsibility: Point and Pay

- Application support and maintenance
- The Vendor must operate within all FCDC policies.

4.5 QAS Batch: A software that cleans, completes, and verifies existing records in an address database.**FCDC Responsibility:**

- FCDC hosts the application, maintains the database, user management, and connectivity
 - Maintains servers according to the FCDC standards regarding OS and security patches
- If TREA would contact additional support from a third-party vendor, FCDC will support their Vendor with troubleshooting and resolution needs.

TREA Responsibility:

- TREA is responsible for updated the quarterly QAS database updates
- TREA is the primary contact for the support of the QAS system and hardware. This support includes maintenance agreements, problem troubleshooting of any system problems and support calls to the Vendor.
- TREA maintains a contract for application support
- TREA works with the vendor for installation

Vendor Responsibility: Experian

- Experian provides technical support, maintains updates on the production server
- The vendor must operate within all FCDC policies

4.6 Great Plains: A Dynamics software for financial accounting**FCDC Responsibility:**

- FCDC hosts the application, maintains the database, user management, and connectivity
 - Maintains servers according to the FCDC standards regarding OS and security patches
- In the event that TREA would contact additional support from a third-party vendor, FCDC will support their vendor with troubleshooting and resolution needs.
 - TREA PR2 accounts do not have sufficient rights to do an install. All installations must be coordinated with FCDC.

TREA Responsibility:

- TREA is the primary contact for the support of Great Plains. This support includes maintenance agreements, problem troubleshooting of any system problems and support calls to the Vendor.
- TREA Maintains a contract for application support
- TREA works with the Vendor and FCDC for installations

Vendor Responsibility: Velosio

- Velosio provides technical support, maintains updates on the production server
- This software is installed by Velosio
- The Vendor must operate within all FCDC policies.

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 TREA will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. TREA will pay 100% of costs to FCDC from their existing budget, then TREA may apply for federal reimbursement at the current rate.

While TREA 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 TREA. Those costs will be charged back in the form of a monthly invoice which will require TREA to open a purchase order for the FCDC.

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

FRANKLIN COUNTY DATA CENTER

Vendor 32201

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Jaclyn Treadwell

Franklin County Treasurer

373 S. High Street, 17th Floor

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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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:

Enterprise Business Relationship Manager, Melissa Peoples:

E-mail: melissa.peoples@franklincountyohio.gov

Phone: (614) 525-5691

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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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

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 on 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

Priority 3 (MEDIUM) Minor Business Impact	<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
Priority 2 (HIGH) Major Business Impact	<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, an 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
Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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 TREA will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY SANITARY ENGINEERING

Voting Aye thereon


Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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


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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts


Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

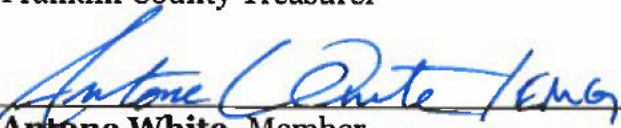
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY SANITARY ENGINEERING**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Sanitary Engineering

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Sanitary Engineering (SENG). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected SENG will comply with the policies and procedures.

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, Shane Lee:

(614) 525-6149

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: shane.lee@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Relationship Manager, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@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.franklincountyohio.gov

2.2 Franklin County Sanitary Engineering

General Information

280 E. Broad Street, 2nd Floor

Columbus, Ohio 43215

(614) 525-3940

Director, Stephen Renner:

(614) 525-5850

E-mail: sarenner@franklincountyohio.gov

Finance Administrator, Katie Harter:

(614) 525-3636

E-mail: katie.harter@franklincountyohio.gov

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
Stephen Renner	sarenner@franklincountyohio.gov	X	X	X	X	X	X
Katie Harter	katie.harter@franklincountyohio.gov	X	X	X	X	X	X
Steve Pearson	steve.pearson@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	Supported by the FCDC GX Foundry Team as needed
Mobile Application Development	N/A	
Web Development and Content Management	Shared	Kentico is the web content management tool administered by the FCDC GX Foundry Team: https://cleanwater.franklincountyohio.gov/

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	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 hosts (3) virtual machines
SQL Database	N/A	

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	Network cabling needs and Mitel phone system
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	SENG uses AT&T for wireless connection

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	Number of licenses: (9) Adobe Licenses
DocuSign	N/A	
Everbridge	Partner	
Geographic Information Systems (GIS)	Partner	SENG has their own license and works with the Franklin County Auditor's Office to integrate data and obtain access with other layers of data provided by the City of Columbus
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	Supported by the FCDC Enterprise Cloud & Client Team
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP (MUNIS) charges from SENG at the direction of the Board of Commissioners' OMB Office
OnBase Information Platform	N/A	
Zoom	N/A	

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	

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	Shared	FCDC's Procurement system, LINK: https://link.franklincountyohio.gov/
Vendor and Licensing Management	Partner	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	The Franklin County Cyber security insurance policy applies to the items that are hosted/maintained within the Franklin County Network
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	For applicable FCDC applications
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	KnowBe4 Training
Web Filtering	FCDC	

4.0 Special Support Services

4.1 Authority Billing System: SENG uses Civica CMI as their Authority Billing System to maintain a customer management system and create and collect money owed for water and sewer services.

FCDC Responsibility:

- FCDC maintains servers, including servers containing the Authority system, according to FCDC standards regarding OS and security patches
- FCDC can assist with troubleshooting needs with SENG and the third-party Vendor as needed

SENG Responsibility:

- SENG is the primary user of the software and is considered the application owner. SENG is responsible for understanding expected performance and functionality
- SENG will contact their third-party Vendor, Civica CMI, for support when needed. This support includes maintenance agreements, problem troubleshooting of any system problems, and support calls to the Vendor

Vendor Responsibility: Civica CMI

- Application support and maintenance

4.2 Badger Meter: SENG uses Badger Meter, Inc. for water use and utilizes data analytics to serve water utilities for their business

FCDC Responsibility:

- FCDC can assist with troubleshooting needs with SENG and the third-party Vendor as needed

SENG Responsibility:

- SENG is the primary user of the software and is considered the application owner. SENG is responsible for understanding expected performance and functionality
- SENG will contact their third-party Vendor, Badger Meter, for support when needed. This support includes maintenance agreements, problem troubleshooting of any system problems, and support calls to the Vendor.
- SENG uses cellular-based endpoints with water meters from Badger Meter, Inc. The data from these meters are stored on Amazon servers as a cloud-based system. Badger Meter provides web tools for SENG to both access and retrieves data for the Authority (CMI) system

Vendor Responsibility: Badger Meter, Inc.

- Application support and maintenance

4.3 Metron-Farnier: SENG uses Metron-Farnier software for water use and metering solutions to serve utilities for their business

FCDC Responsibility:

- No responsibilities regarding this solution

SENG Responsibility:

- SENG is replacing all Metron-Farnier, Inc meters in service.
- SENG is the primary user of the software and is considered the application owner.
- SENG is responsible for understanding expected performance and functionality
 - SENG currently uses a laptop with older Metron-Farnier software during their transition to Badger Meters.

Vendor Responsibility: Metron-Farnier, Inc

- No responsibilities regarding this solution

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 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 SENG will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. SENG will pay 100% of costs to FCDC from their existing budget, then SENG may apply for federal reimbursement at the current rate.

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

FRANKLIN COUNTY DATA CENTER

Vendor 32201

373 South High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:
ATTENTION: Steve Pearson
Franklin County Sanitary Engineering
280 E. Broad Street, 2nd Floor
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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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:**Enterprise Business Relationship Manager, Melissa Peoples:****E-mail:** melissa.peoples@franklincountyohio.gov**Phone:** (614) 525-5691**Enterprise Business Relationship Manager, Shane Lee:****E-mail:** shane.lee@franklincountyohio.gov**Phone:** (614) 525-6149**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 Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
7	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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@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, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
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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 on 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 this within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<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 this within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<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, an 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

Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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
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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 SENG will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY SOIL AND WATER

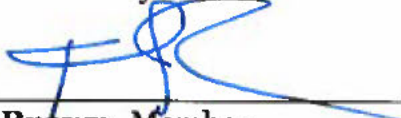
Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



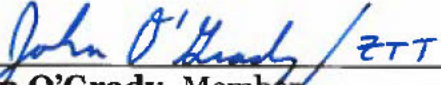
Kim Brown, Member
Judge, Franklin County Court of Common Pleas

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




Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



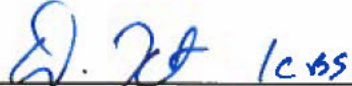
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY SOIL AND WATER**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Soil and Water

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Soil and Water (SOIL). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, if services are used, it is expected SOIL will comply with the policies and procedures

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, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Relationship Manager, Shane Lee:

(614) 525-6149

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: shane.lee@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@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.franklincountyohio.gov

2.2 Franklin County Soil and Water

General Information

1404 Goodale Blvd, Suite 100

Columbus, OH 43212

(614) 486-9613

Director, Jennifer Fish:

(614) 486-9613

1404 Goodale Blvd, Suite 100

Columbus, OH 43212

E-mail: jfish@franklinswcd.org

GIS Manager, Aaron Hebert:

(614) 486-9613

1404 Goodale Blvd, Suite 100

Columbus, OH 43212

E-mail: ahebert@franklinswcd.org

GIS & Special Projects Director, Josh Garver:

(614) 486-9613

1404 Goodale Blvd, Suite 100

Columbus, OH 43212

E-mail: jgarver@franklinswcd.org

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
Jennifer Fish	jfish@franklinswcd.org	X	X		X		
Josh Garver	jgarver@franklinswcd.org	X	X	X	X		
Aaron Herbert	ahebert@franklinswcd.org	X			X		
Elizabeth Veljanoski	eveljanoski@franklinswcd.org		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	Partner	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	SOIL manages the internal content, and Robintek manages and hosts the site https://www.franklinswcd.org

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	N/A	

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Vendor	SOIL uses the vendor 3C Technologies for primary support
Data Storage	Vendor	SOIL uses the vendor 3C Technologies for primary support
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	Partner	
SQL Database	Partner	SOIL has their own SQL environment for their system. SOIL receives licensing through the State of Ohio and uses the vendor 3C Technologies for primary support. FCDC has no responsibility

Enterprise Network	Support	Notes
Communications & Collaboration	Vendor	SOIL uses the vendor 3C Technologies for primary support
Internet, Firewall, and VPN Services	Vendor	SOIL uses the vendor 3C Technologies for primary support. They also use the ZeroTier One software
Wide Area Network (WAN) Connectivity	Partner	
Wired Network Connectivity	Partner	
Wireless (Wi-Fi) Network Connectivity	Partner	

Enterprise Offerings	Support	Notes
Adobe Licensing	Partner	
DocuSign	N/A	
Everbridge	Shared	EMA owns this application, and SOIL utilizes it as needed for communication. SOIL maintains their staff and messages in Everbridge
Geographic Information Systems (GIS)	Partner	SOIL has some licensing under the U.S. Department of Agriculture (USDA) and also with the Franklin County Auditor's Office. SOIL has cross collaboration with the Franklin County Engineer Office and Franklin County Public Health for household sewage treatment systems
Intellivue Document Imaging Solution	N/A	
Microsoft 365	Partner	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	Partner	
Enterprise ERP (MUNIS)	Vendor	The Franklin County Auditor's Office is responsible for the application
OnBase Information Platform	N/A	
Zoom	N/A	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Vendor	SOIL uses the vendor 3C Technologies for primary support
Hardware Salvage	Vendor	SOIL uses the vendor 3C Technologies for primary support
Remote and On-Site Support	Vendor	SOIL uses the vendor 3C Technologies for primary support
User Device Management and Imaging	Vendor	SOIL uses the vendor 3C Technologies for primary support

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	SOIL is primary support and may use FCDC upon request
IT Budget Planning	Partner	
IT Procurement Assistance	Partner	
Vendor and Licensing Management	Partner	

Security	Support	Notes
Anti-Virus	Vendor	For primary support, SOIL uses Vendor 3C Technologies and SentinelOne, Untangle, and DNS monitoring
Assistance with Security Audits	Partner	SOIL uses the vendor 3C Technologies for primary support
Cyber Security Insurance Policy Compliance	Partner	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	Partner	
Security Incident Support	Vendor	SOIL uses the vendor 3C Technologies for primary support
Security Training and Consultation	Partner	
Web Filtering	N/A	

4.0 Special Support Services

There are no special services to define between SOIL and FCDC.

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 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 SOIL will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. SOIL will pay 100% of costs to FCDC from their existing budget, then SOIL may apply for federal reimbursement at the current rate.

Payments shall be by check or warrant, made payable to:
FRANKLIN COUNTY DATA CENTER
Vendor 32201
373 S. High Street, 9th Floor
Columbus, Ohio 43215-4599

Invoices will be sent to:
ATTENTION: Josh Garver
Franklin County Soil and Water
1404 Goodale BLVD, Suite 100
Columbus, Ohio 43212

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
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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:

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E-mail: shane.lee@franklincountyohio.gov

Phone: (614) 525-6149

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:

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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 on 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 this within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<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 this within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<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, an 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

Priority 1 (HIGHEST) Severe Business Impact	<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's 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, an 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
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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 SOIL will go to the FCDC CIO and the Enterprise Business Services Manager.

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

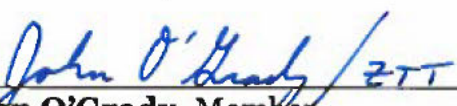
**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE
ENTERPRISE NETWORK ENGINEER 2**

Voting Aye thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown, Member
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**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE NETWORK 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 **23-075** 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 **23-075**.

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

Data Center Personnel Action – New Hire – Matthew Price

PERSONNEL ACTION FORM			
TRANSACTION TYPE		New Hire	
EMPLOYEE/CANDIDATE NAME:		Matthew Price	
PERSONNEL ACTION NUMBER		23-075	
PERSONNEL ACTION DATE (BOARD)		April 03, 2023	
DATA CENTER SECTION		Enterprise IT	
NEW JOB POSITION / TITLE		Enterprise Network Engineer 2	
PAY GRADE		14	
EFFECTIVE DATE		April 03, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$76,449	\$93,650	\$110,851	
		BASE RATE	ANNUAL SALARY
NEW		\$ 43.2692	\$ 90,000
<u>KEY RESPONSIBILITIES OF THE ROLE</u> <ul style="list-style-type: none"> ▪ Analyze network requirements in collaboration with security, server, and application teams and contribute to the design of network systems to accommodate current and future requirements ▪ Devise network upgrade migration plans, including step-by-step procedures that minimize downtime and maximize the odds of upgrade success ▪ Install and maintain local area network (LAN) hardware and software systems using contemporary network management practices and systems ▪ Monitor and maintain network stability and performance using a mix of manual checks, diagnostic tools, and automated monitoring and alerting platforms ▪ Plan network upgrade outages in collaboration with peers and application owners, and users; communicate outage event status before and after outage windows ▪ Build and maintain graphical and written network documentation for technical peers ▪ Develop strong knowledge of 802.11 Wi-Fi networking technologies, protocols, and deployment techniques, including Radio Frequency (RF) design and deployment considerations and testing tools ▪ Develop knowledge and experience of network access control systems, usually integrated with Active Directory, for user and device authentication using 802.1x protocols or their equivalent ▪ Cross-train peer engineers in networking technologies and management, actively sharing and documenting system information to avoid single points of failure in team knowledge and capability 			

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

- Build and maintain awareness of ITIL frameworks and apply them appropriately within the FCDC environment

EMPLOYMENT NOTABLES

- In his previous role as a Network Engineer at Buckeye IT Services, he provided Level 3 network and server support, while working on VMware and Hyper-V.
- His previous role to Buckeye IT Services he spent 7 years at OhioHealth as a Network Engineer.
- He is known for his strong technical abilities and ability to work well under pressure.

EDUCATION & OTHER CREDENTIALS

- Associate in Science – ITT Technical College
- Cisco Certified Network Associate
- CompTIA A+
- ISC² Certified in Cybersecurity

RELEVANT WORK EXPERIENCE

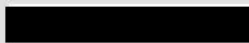
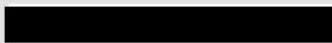
- SAN storage tools – 5 years
- WAN/LAN – 5 years
- Network Configurations – 4 years
- Hardware/Software Installs – 7 years
- Network Infrastructure – 4 years
- VMware – 5 years
- Windows Servers – 7 years
- Active Directory – 7 years
- Domain Controllers – 3 years
- Microsoft Exchange – 3 years
- Cloud environments – 3 years

SCREENING STATUS

- Professional References: Completed.
- Background Check: Results pending. Contingent offer.
- Pre-employment drug testing: results pending. Contingent offer.

Kassy Franz, Chief People Officer

Matthew Price



CAREER OBJECTIVE

Computer and network systems professional with 15 years of experience and a proven knowledge of computer and data networks. Aiming to leverage my skills and experience to grow and achieve new heights in 2023.

EXPERIENCE

NETWORK ENGINEER, Tiffin, Ohio

Buckeye IT Services, August 2022–Present

- Evaluated and recommended new computer network equipment and technologies.
- Design, build and administration of Partner data networks and servers
- Level 3 server support
- Level 3 network support
- Performed partner network and server migrations
- Network Security and Firewalls
- VMware and Hyper-V Administration
- Management of partner software licensing
- Network Troubleshooting
- Windows Server Troubleshooting

NETWORK ENGINEER, Columbus, OH

OhioHealth Corporation, July 2015–August 2022

- Provided advice on project costs, design concepts and design changes.
- Cisco network administration
- Performed software and hardware installations and updates on network equipment
- Evaluated existing network systems to determine effectiveness and suggested changes to meet organizational requirements.
- Monitored network operation to detect potential problems.
- Provided technical guidance in support of network development and troubleshooting.
- Maintained inventory of network hardware for various projects and healthcare sites

NETWORK SYSTEMS COORDINATOR, Marion, OH

Marion General Hospital, October 2012–July 2015

- VMware vSphere System Administrator and Designer
- Storage Administrator
- Design, implementation and care and feeding of hospital information systems including application servers and networking components

- System performance testing and enhancements
- Conferred with EMR users to resolve existing system problems.
- Budgeting, inventory and purchasing of IT-related equipment
- Diagnosed, troubleshooted and resolved hardware, software and other network and system problems.
- Maintained inventory of parts for emergency repairs.

NETWORK / DATABASE ADMINISTRATOR , Marion, OH

Smith Clinic, May 2007–October 2012

- Day-to-day management of databases and database management systems
- Performed IT purchasing duties.
- Maintained and administered the campus LAN and related computing environments.
- Windows Server Administration
- Performed data backups and disaster recovery operations.
- End User Support
- Active Directory and Group Policy Administrator
- Windows Desktop Engineering

EDUCATION

ASSOCIATE IN SCIENCE (A.S.) IN COMPUTER NETWORK SYSTEMS, Hilliard, OH

ITT Technical College, March 2007

SKILLS

Active Directory Group Policy

Cisco Voice

Cloud Services / Technologies

End User Support

Linux

Network Security

Network Monitoring

Network Architecture And Design

Scripting And Automation

Storage Area Networks

Troubleshooting And Testing

Virtualization Technologies

Network Documentation Development

Project Estimate Preparation

Network Maintenance And Repair

Network Firewall Management

Network Switches

CERTIFICATIONS

- Cisco Certified Network Associate
- CompTIA A+
- CIW: User Interface Design
- CompTIA Healthcare+
- CIW: Advanced HTML and CSS3 Specialist
- ISC² Certified in Cybersecurity

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – BACKFILL
ENTERPRISE FINANCIAL SERVICES MANAGER

Voting Aye thereon

Voting Nay thereon



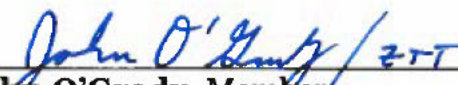
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**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE FINANCIAL 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 **23-076** 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 **23-076**.

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

Data Center Personnel Action – Backfill – Barbara Ruple

PERSONNEL ACTION FORM		
TRANSACTION TYPE	Backfill	
EMPLOYEE/CANDIDATE NAME:	Barbara Ruple	
PERSONNEL ACTION NUMBER	23-076	
PERSONNEL ACTION DATE (BOARD)	April 03, 2023	
DATA CENTER SECTION	Enterprise Financial Services	
NEW JOB POSITION / TITLE	Enterprise Financial Services Manager	
PAY GRADE	16	
EFFECTIVE DATE	April 03, 2023	
PAY GRADE SALARY RANGE		
MINIMUM	MID	MAXIMUM
\$89,197	\$109,267	\$129,336
	BASE RATE	ANNUAL SALARY
NEW	\$ 51.4423	\$ 107,000

KEY RESPONSIBILITIES OF THE ROLE

- Manage and mentor the Financial Services team emphasizing service excellence and improvement through innovation that promotes exceptional technology solutions enabling agencies to provide better services to the people and businesses of Franklin County.
- Ensure the success of countywide information technology procurement in compliance with the Ohio Revised Code (O.R.C.), Data Center and County Purchasing Policies.
- Prepare, manage and track the Data Center annual appropriations, encumbrances and expenditures utilizing industry best practices and ensuring enforcement of policies and procedures. Assist in the preparation of end of year reports as required by the Auditor's office, Automatic Data Processing Board and O.R.C.
- Working with a third-party accountant, develop cost recovery rates in compliance with Federal OMB Circular A-087 and 2 CFR Part 225, ensure the successful recovery of annual revenue and accurate reporting of computer resource allocations.
- Ensure the success and compliance of accounts receivable and payable functions and retention of appropriate documentation.
- Ensure the success and compliance of the payroll and paid time-off functions and retention of appropriate documentation.
- Ensure contract compliance, maintenance and subscription schedules are met and procurement requirements are maintained and acted upon in a timely and efficient manner.
- Facilitate the review, assessment and recommendations for all Franklin County agency IT Plans; analyze needs and determine future year projected resource requirements and capacity.

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

- Research and implement industry best practices that result in cost savings, compliance and increased efficiency.

EMPLOYMENT NOTABLES

- In her previous role as the Finance Manager at HFI, Inc. she was responsible for leading the finance function including cash management, treasury functions, and functional responsibilities over Accounts Payable/Receivable, and Payroll for a multi-national, multi-branch company.
- In her previous role as the Assistant Controller at FCX Performance Inc., she formulated and administered financial policies procedures and internal controls ensuring compliance with US GAAP, Sarbanes Oxley, and other compliance measures.
- She is known for her exceptional leadership, multi-tasking, and communication skills.

EDUCATION & OTHER CREDENTIALS

- Master's Business Administration – Keller Graduate School of Management
- Bachelor's Business Administration and Accounting – Devry University

RELEVANT WORK EXPERIENCE

- Accounting and Finance -10 years
- Accounts Payable/Receivable – 15 years
- Financial Principles, Methods and Procedures- 10 years
- Cost Allocation-5 years
- Budgets – 10 years
- Grants – 2 years
- Contracts – 2 years

SCREENING STATUS

- Professional References: Completed.
- Background Check: pending, contingent offer.
- Pre-employment drug testing: pending, contingent offer.

Kassy Franz, Chief People Officer

Experience

HFI, Inc. – Finance Manager

Canal Winchester, OH

January 2022 – Current

- Responsible for leading the Finance function including cash management, treasury functions, and functional responsibilities over Accounts Payable, Accounts Receivable, and Payroll for a multi-national, multi-branch company
- Assist with month-end close including journal entries and financial reporting package
- Assure department financial deadlines are met
- Formulates and administers financial policies procedures and internal controls ensuring conformance with US GAAP
- Review and ensure accurate G/L account reconciliations for bank accounts, subsidiary ledger controls and various balance sheet accounts
- Manage annual financial audits including prepare or review of audit work-papers and audit required client report reconciliations
- Hire, train and develop finance department associates following company standards and policies
- Conduct associate performance reviews regularly, establish individual goals and ensure completion of relevant training

FCX Performance Inc. – Assistant Controller

Columbus, OH

April 2019 – December 2021

- Responsible for leading the accounting function including functional responsibilities over accounting, accounts payable, and accounts receivable for a multi-branch company and adhering to our parent company audit and Sarbanes Oxley requirements
- Manage the full cycle accounting including journal entries, month-end close and financial reporting package
- Assure department financial deadlines are met
- Formulates and administers financial policies procedures and internal controls ensuring conformance with US GAAP
- Review and ensure accurate G/L account reconciliations for bank accounts, subsidiary ledger controls and various balance sheet accounts
- Manage internal and external annual financial audits including prepare or review of audit work-papers and audit required client report reconciliations
- Assure adherence of parent company asset and accounting policies
- Hire, train and develop accounting department associates following company standards and policies
- Provide support as needed to corporate accounting including Sarbanes Oxley compliance, quarterly financial reviews, annual tax and audit requirements and other reports as requested

- Conduct associate performance reviews regularly, establish individual goals and ensure completion of relevant training
- Communicate to associates specific duties and requirements of their job
- Write and deliver presentations and prepare reports as necessary
- Special projects as required

FCX Performance Inc. – Accounts Payable Manager

- Supervise and coordinate AP functions
- Responsible for weekly check run of \$5-\$6M in payments including foreign exchange wires
- Streamline processes and implement efficiencies resulting in reduced headcount of 1 FTE over the course of one year
- Create, update, and enforce policies and procedures to ensure SOX compliance resulting in remediation of the 3 Way Match process so it is no longer a major internal audit issue
- Participate in internal and external audit requests as they relate to the AP department
- Assist the company with choosing, testing, and implementing an AP automation solution
- Train new staff as necessary and perform periodic performance reviews of staff
- Serve as an escalation point for employees and vendors

MPW Industrial Services – Accounts Payable Supervisor

Hebron, OH

July 2018 – April 2019

- Supervise and coordinate AP functions – processing vendor transactions, securing vendor discounts, processing employee expense reports, and ensuring timely and accurate payments
- Oversee the daily processing of invoices, weekly check runs, and month end close including Received not Vouchered Reconciliation
- Assist the department with a transition from a manual AP process to an automated solution
- Restructured the company credit card program including a review of MCC code restrictions, card profile types, purchasing limits, setting standard profiles by job code, and automating the request process
- Train new staff as necessary and perform periodic performance reviews of staff
- Serve as an escalation point for employees and vendors
- Work with the Procurement department to improve processes in the Procure to Pay cycle including working with vendors to update vendor invoice formats, hard coding the purchase order format, and other minor changes that allow the AP automation process to work more fluidly

Access 2 Interpreters, LLC – General Manager

Columbus, OH

September 2015 – July 2018

- All duties listed below for Accounting Department Supervisor
- Manage daily office activities of 23 full time employees

- Manage the general workflow and efficiency of resources (process improvement)
- Initiate and coordinate new hire training for all departments
- Manage new client business including proposal drafting, follow up, and new account set up
- Negotiate high volume new client contracts
- Provide customer service to our clients and support to our subcontractors

Access 2 Interpreters, LLC – Accounting Department Supervisor

- Perform quality control for payroll, vendor payments, and billing
- Assist Controller with payroll for 400+ 1099 and W2 employees
- Review, revise, and create procedures for all accounting and payroll processes
- Oversee the activities of the accounting department and manage workflow
- Assist CEO and COO with daily office operations

Deloitte Consulting, LLC – Federal Operations Senior Analyst – Financial Planning & Analysis Dayton, OH

December 2014 – April 2015

- Analyze and validate general ledger account balances
- Prepare and review monthly variance analysis of DISA trial balance data
- Perform intragovernmental accounting analysis, reconciliation, and reporting
- Document and analyze end-to-end financial management policies, procedures, and processes
- Recommend short- and long-term business process and financial reporting improvements
- Review documentation for key business areas in support of the agency's financial audit and internal control requirements

JP Morgan Chase – Mortgage Banking

Columbus, OH

October 2009 – November 2014

Multiple positions within the Mortgage Banking division

Senior Business Operations Analyst – Mortgage Banking Process Accounting – through Nov 2014

Senior Operations Analyst – Mortgage Banking Loan Transfer Operations – through Mar 2014

Senior Lead Operations Specialist – Mortgage Banking Loss Analysis – through Nov 2012

Education

Keller Graduate School of Management, Columbus, OH – Master's Business Administration 2011

Devry University, Orlando, FL – Bachelor's Business Administration and Accounting 2007

References

Available upon request

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


**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – BACKFILL
ENTERPRISE SUPPORT ANALYST 2**

Voting Aye thereon

Voting Nay thereon



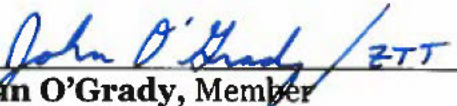
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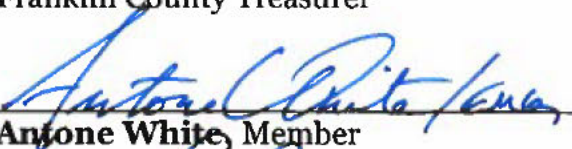
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**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE SUPPORT ANALYST 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 **23-077** 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 **23-077**.

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

Data Center Personnel Action – Backfill – Chase McDaries

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Backfill	
EMPLOYEE/CANDIDATE NAME:		Chase McDaries	
PERSONNEL ACTION NUMBER		23-077	
PERSONNEL ACTION DATE (BOARD)		April 03, 2023	
DATA CENTER SECTION		Enterprise IT/Support	
NEW JOB POSITION / TITLE		Enterprise Support Analyst 2	
PAY GRADE		7	
EFFECTIVE DATE		April 03, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$47,403	\$58,069	\$68,734	
		BASE RATE	ANNUAL SALARY
NEW		\$ 28.84615	\$ 60,000
<p><u>KEY RESPONSIBILITIES OF THE ROLE</u></p> <ul style="list-style-type: none"> Friendly and supportive IT technical services for partner agency users countywide, provided via phone, email, online requests, live remote, and in-person Hardware Deployment and Support PC Imaging and Application Installs and Support Mobile Device, Multi-Factor Authentication (MFA), and VPN Support IT Service Management Platform Utilization and Documentation Asset Management User Account Management and Security 			
<p><u>EMPLOYMENT NOTABLES</u></p> <ul style="list-style-type: none"> In his previous role as the Technical Support Manager at the Micro Center he provided support for millions of nation wide customers with various technical equipment in a fast-paced environment. He excels in his customer service, documentation, and problem-solving skills. He is a referral from a current FCDC employee that has been on our team for many years and is well respected. 			

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

EDUCATION & OTHER CREDENTIALS

- Bachelor of Arts – The Ohio State University

RELEVANT WORK EXPERIENCE

- End-User IT Support – 3 years
- Windows OS Troubleshooting – 3 years
- Mac OS Troubleshooting – 2 years
- Hardware Troubleshooting/Installation – 3 years
- Asset Management – 2 years
- Customer Service – 5 years

SCREENING STATUS

- Professional References: Completed.
- Background Check: Completed.
- Pre-employment drug testing: Completed.

Kassy Franz, Chief People Officer

Chase McDaries

Technical Skills:

Hardware | PC components, microphones, audio mixers, soundboards, light boards, stage lights, up-lighting, Crestron hardware, cross converters, Solstice, HDTVs, 3D printers, printers, NVRs

Operating Systems | Windows, Mac OS, Android, iPhone

Software & Tools | Workday, Adobe Creative Suite, Microsoft Suite (including Teams), Solstice, Prezi, Canva, Trello, virtual mixers, router portals

Education:

The Ohio State University

B.A. Russian Studies; Minor in History, Minor in Intelligence & Security

2017

Employment History:

Technical Support Manager | Micro Center

Sept. 2021- Present

- Provided support for millions of nation-wide customers with various technical equipment in a fast-paced environment
- Coordinated effective solutions to challenging cases to further the company goal of being the best electronics store in the world
- Trained and coached both incoming and existing team members on company systems, software, policy, and culture
- Documented with detail all customer interactions and technical resolutions for future use and review, while multitasking to provide the most efficient outcomes
- Communicated daily with nation-wide company management teams to address priority situations

Event Services Manager | The Ohio State University, Athletics

Mar. 2017 – Sept. 2021

- Responsible for overall management of staff to engage in executing over 6,000 events annually
- Events generated business income of over \$17M for the University, from March 2017 to September 2019
- Continually assessed and trained event staff of permanent and student employees to ensure production standards and established goals were fulfilled
- Maintained competent and working knowledge of extensive technical equipment and ensured it's continued operational availability
- Researched, advised, and obtained senior management buy-in for capital equipment; oversaw purchasing of all high cost, capital equipment
- Ensured constant and effective communication and collaboration between teams for multi-purpose facility event executions, including all facility houses offices, event spaces, the Department of Athletics, and WOSU Public Media
- Performed IT support regularly for a variety of hardware and software to enable and enhance conference presentation

Pandemic Critical-Need Redeployment | The Ohio State University

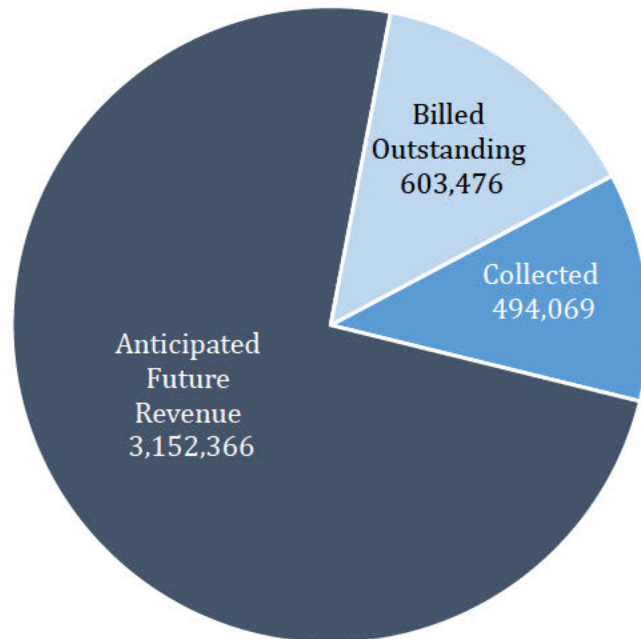
June 2020 – July 2021

- Assisted university in creation of 100,000 PPE kits for students, faculty, and staff
- General warehouse operations including inventorying, organization, and picking
- Maintaining workflow at Central Receiving, receiving all incoming mail and staging delivery
- Chemistry Store operator and clerk, managing HAZMAT, deliveries, and store duties
- OSU Surplus ad-writer, mover, inspector, and inventory manager

Franklin County Data Center Financial Update as of March 28, 2023

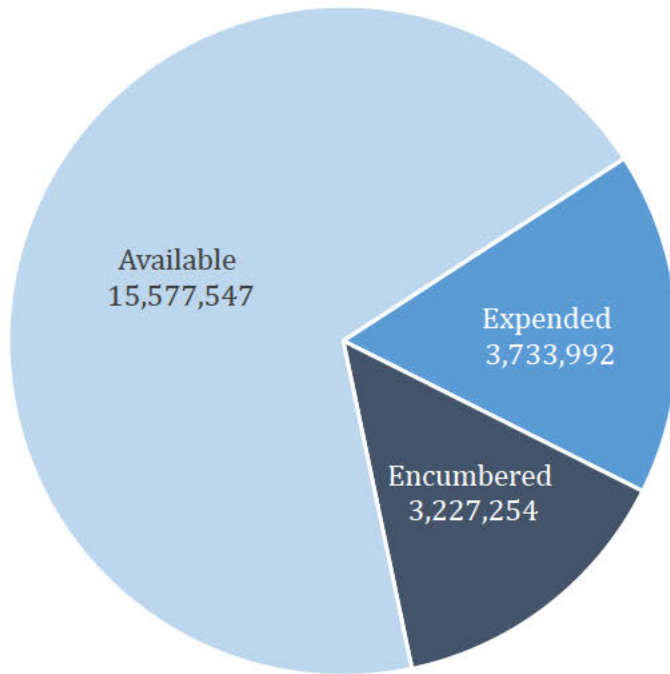
2023 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,249,911		494,069		3,755,842	12%	88%

2023 Aging of Outstanding Revenue	Current	< 30 Days Past Due	< 60 Days Past Due	< 90 Days Past Due	Over 90 Days Past Due	Total Billed Outstanding
	590,622	1,150	11,285	420	-	603,476



Franklin County Data Center Financial Update as of March 28, 2023

2023 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	7,043,170	7,301,353	1,714,802	-	5,586,551	24%	76%
Benefits and Taxes	2,841,081	2,883,302	697,168	-	2,186,134	25%	75%
Materials and Services	12,354,138	12,354,138	1,322,022	3,227,254	7,804,862	37%	63%
Capital Investment	-	-	-	-	-		
Total	22,238,389	22,538,793	3,733,992	3,227,254	15,577,547	31%	69%



Franklin County Data Center Project Procurement Update as of March 28, 2023

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-002	1/9/2023	11,566,746	1,322,022	10,244,724	Ongoing	Data Center 2023 baseline budget and ongoing expenses
22-084	8/1/2022	500,000	76,954	423,046	Ongoing	Network Infrastructure associated with Body-Worn Camera project
22-029	4/4/2022	279,459	-	279,459	Ongoing	Intellivue CMS upgrade
22-003	1/10/2022	208,130	116,130	92,000	Ongoing	OnBase Content Management System upgrade
22-014	2/7/2022	5,900,000	917,210	4,982,790	Ongoing	Sheriff CAS project Reporting Data Center infrastructure portion only UCS expansion Data Doamin expansion - outstanding Microsoft Sesrver & SQL licensing vmWare virtual licensing Virtual firewalls
22-085	8/1/2022	670,431	670,431	-	Awaiting Delivery in 2023	General Session 11/8/2022 - Approves commitment letter for 2022 order and 2023 delivery and payment
22-104	11/14/2022	2,000,000	1,032,833	967,167	Awaiting Delivery	11/8/2022 Order placed for switches and SPI. No funds yet expended