

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

Cheryl Brooks Sullivan ♦ Chris 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: August 01, 2024

Subject: Agenda for the Monday, August 05, 2024, Data Processing Board Meeting

The proposed agenda for the Monday, August 05, 2024, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the Olympus Room (FCDC Auditorium) 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 Chris 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
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
Jeff Gatwood, Delegate, Franklin County Board of Elections

AGENDA-Automatic Data Processing Board Meeting, August 05, 2024

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of July 01, 2024, Regular Data Board Meeting**
- **New Business**

— **Resolution No. 24-068 Franklin County – Technical Equipment Salvage**

— **Resolution No. 24-069 Franklin County Purchasing Department – Master Service Agreement**

— **Resolution No. 24-070 Franklin County Auditor's Office – 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. 24-071 Personnel Action – Backfill – Enterprise Project Manager 2**
- **Motion to Adjourn the Executive Session**
Roll call vote (requires a majority of the quorum)

Reconvene in Special Session

— **Resolution No. 24-071 Personnel Action – Backfill – Enterprise Project Manager 2**

Other Business

Adjourn

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the July 01, 2024, Regular Board Meeting

Date Approved: August 05, 2024

 JEC


Michael Stinziano, Secretary, Administrator
Franklin County Auditor

 CMB

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




Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

 FOR
30th

John O'Grady, Member
Franklin County Commissioner



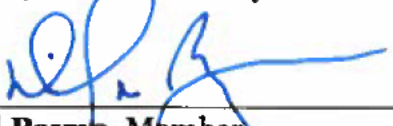
Daniel J. O'Connor Jr., Member
Franklin County Recorder

 CBS

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

Michael Stinziano, Secretary/ Chief Administrator

Cheryl Brooks Sullivan • Chris Brown • Daniel O'Connor, Jr

John O'Grady • Maryellen O'Shaughnessy • Antone White • David Payne

373 S. High Street, FCDC Olympus, 9th Floor, Columbus, Ohio

7/1/2024

Board Members present:

The Honorable Michael Stinziano, Franklin County Auditor
Franklin County Court of Common Pleas, Chris Brown
Franklin County Clerk of Courts, Angela Matthews - Delegate
Franklin County Board of Commissioners, Juan Torres - Delegate
Franklin County Recorder, Daniel J. O'Connor
Franklin County Treasurer, Dusten Kohlhorst - Delegate
Franklin County Board of Elections, David Payne

Also Present:

Adam Frumkin, FCDC Chief Information Officer
Julie Lust, FCDC Chief Financial Officer
Kassy Franz, FCDC Chief People Officer
John Proffitt, FCDC Chief Digital Officer
Nikki Milburn, FCDC Chief Information Security Officer
Jeanine Hummer, First Assistant Prosecuting Attorney and Chief Counsel
Mary Ann Brooks, FCDC Executive Administrative Assistant

9:00 A.M. Convene in Regular Session

- I. Call to Order**
- II. Pledge of Allegiance**
- III. Secretary's Comments**
- IV. Approval of Minutes of 06/03/2024, Regular Data Board Meeting**

Michael Stinziano asked for a motion to approve the following meeting minutes. Chris Brown moved to approve the meeting minutes; Daniel J. O'Connor Jr. seconded; motion carried. A voice vote was taken, and the following board members voted to approve the minutes: Michael Stinziano, Chris Brown, Angela Mathews, Juan Torres, Daniel J. O'Connor Jr., Dusten Kohlhorst, David R. Payne. Antone White was absent.

V. New Business

Resolution No. 24-062 Technical Equipment Salvage

Michael Stinziano asked for a motion to approve the resolution. Chris Brown moved to approve the resolution; Daniel J. O'Connor Jr. seconded; motion carried. A voice vote was taken, and the following board members voted to approve the resolution: Michael Stinziano, Chris Brown, Angela Mathews, Juan Torres, Daniel J. O'Connor Jr., Dusten Kohlhorst, David R. Payne. Antone White was absent.

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

Cheryl Brooks Sullivan • Chris Brown • Daniel O'Connor, Jr

John O'Grady • Maryellen O'Shaughnessy • Antone White • David Payne

373 S. High Street, FCDC Olympus, 9th Floor, Columbus, Ohio

7/1/2024

Resolution No. 24-063 Valimail Email Security Solution

Michael Stinziano asked for a motion to approve the resolution. Angela Mathews moved to approve the resolution; Daniel J. O'Connor Jr. seconded; motion carried. A voice vote was taken, and the following board members voted to approve the resolution: Michael Stinziano, Chris Brown, Angela Mathews, Juan Torres, Daniel J. O'Connor Jr., Dusten Kohlhorst, David R. Payne. Antone White was absent.

Resolution No. 24-064 Master Service Agreement - ODEI

Michael Stinziano asked for a motion to approve the resolution. Chris Brown moved to approve the resolution; Daniel J. O'Connor Jr. seconded; motion carried. A voice vote was taken, and the following board members voted to approve the resolution: Michael Stinziano, Chris Brown, Angela Mathews, Daniel J. O'Connor Jr., Dusten Kohlhorst, David R. Payne. The following abstained from Voting Juan Torres. Antone White was absent.

Resolution No. 24-065 Master Service Agreement - ANCL

Michael Stinziano asked for a motion to approve the resolution. Chris Brown moved to approve the resolution; Daniel J. O'Connor Jr. seconded; motion carried. A voice vote was taken, and the following board members voted to approve the resolution: Michael Stinziano, Chris Brown, Angela Mathews, Daniel J. O'Connor Jr., Dusten Kohlhorst, David R. Payne. The following abstained from Voting Juan Torres. Antone White was absent.

Resolution No. 24-066 Master Service Agreement - FCOA

Michael Stinziano asked for a motion to approve the resolution. Angela Mathews moved to approve the resolution; Chris Brown seconded; motion carried. A voice vote was taken, and the following board members voted to approve the resolution: Michael Stinziano, Chris Brown, Angela Mathews, Daniel J. O'Connor Jr., Dusten Kohlhorst, David R. Payne. The following abstained from Voting Juan Torres. Antone White was absent.

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

Cheryl Brooks Sullivan • Chris Brown • Daniel O'Connor, Jr

John O'Grady • Maryellen O'Shaughnessy • Antone White • David Payne

373 S. High Street, FCDC Olympus, 9th Floor, Columbus, Ohio

7/1/2024

VIII. Other Business

IX. Adjourn

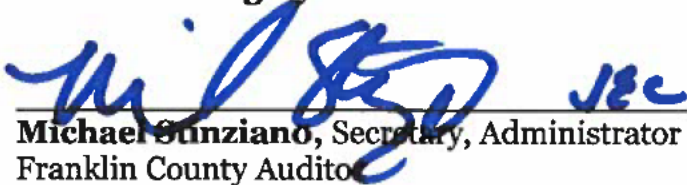
Meeting was adjourned at 9:16 AM

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon

Voting Nay thereon

 JEC
Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

 CMB
Chris Brown, Member
Judge, Franklin County Court of Common Pleas

Chris 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

 Joe O. Grady FOR JOC
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner


Daniel O'Connor, Member
Franklin County Recorder

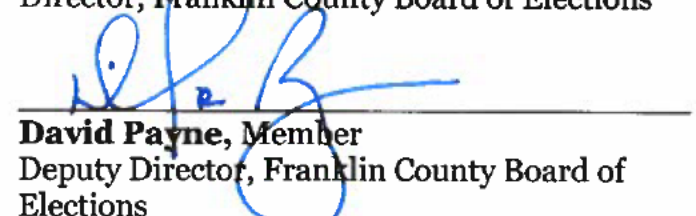
Daniel O'Connor, Member
Franklin County Recorder

 D. Brooks / CBS
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

 Antone White
Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections


David Payne, 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
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 per the County Property Policy; 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, and Franklin County Board of Commissioners Resolution 0276-24, that the equipment specified in the attached list be placed for public sale or disposal per the County Property Policy.



Franklin County Automatic Data Processing Board
 Technical Equipment Salvage Resolution
 Resolution #: 24-068
 Date: 08/05/2024

Agency	Description	Number of Units
Board of Elections	Desktop PC	41
Board of Elections	Laptop PC	5
Board of Elections	Monitor	10
Board of Elections	Docking Station	2
Board of Elections	Scanner, handheld	18
Board of Elections	Scanner, Cradle	7
Board of Elections	Printer	2
Data Center	Printer	1
Domestic Relations	Desktop PC	8
Domestic Relations	Laptop PC	7
Domestic Relations	Docking Station	8
Domestic Relations	Monitor	14
Domestic Relations	Printer	24
Domestic Relations	Mixer	3
Domestic Relations	Scanner	1
Domestic Relations	Signature Pad	1
Engineer	Printer	1
Purchasing	Laptop PC	1
Purchasing	Monitor	2

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY PURCHASING DEPARTMENT

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

Chris 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



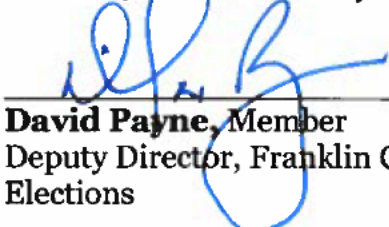
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

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 PURCHASING DEPARTMENT**

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; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves this MSA.

Information Technology

2024 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Purchasing Department

1.0 Master Service Agreement Overview

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

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

Partner Experience Team

Partner Experience Manager, Cheri Speakman:

(614) 525-6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

Team E-mail: FCDC-PX@franklincountyohio.gov

Chief People Officer, Kassy Franz:

(614) 525-7529

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: klfranz@franklincountyohio.gov

Team E-mail: FCDC-PX@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, Chase McDaries:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: chase.mcdaries@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Purchasing Department

General Information

Franklin County Purchasing Department

(614) 525-3750

373 S. High Street, 25th Floor

Columbus, Ohio 43215

Director, Megan Perry-Balonier

(614) 525-2402

E-mail: mabaloni@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
Megan Perry-Balonier	mabaloni@franklincountyohio.gov	X	X	X	X		X
Traci Mathew	traci.mathew@franklincountyohio.gov	X	X	X	X	X	X
Macy Kile	macy.kile@franklincountyohio.gov						X
Debbi Muncy	dsmuncy@franklincountyohio.gov			X			
Juan Torres	jatorres@franklincountyohio.gov				X		
Amy Wendling	awendling@franklincountyohio.gov		X	X			X
Talishia Williams	talishiawilliams@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

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	The Print Shop is the primary provider of graphics; FCDC acts as a secondary provider
Mobile Application Development	N/A	
Web Development and Content Management	Shared	Kentico Websites <ul style="list-style-type: none"> Purchasing https://purchasing.franklincountyohio.gov/ ColdFusion Website <ul style="list-style-type: none"> Bid Opportunities https://bids.franklincountyohio.gov/ - this application is supported by FCDC, which also includes Vendor Registration

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	
SQL Database	FCDC	

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	PRCH leverages the FCDC enterprise Adobe licensing. FCDC will bill back the cost to PRCH as part of the annual licensing cycle
Adobe Pro		PRCH utilizes Adobe Pro Licenses
Adobe Creative Cloud		PRCH utilizes Adobe Creative Cloud

DocuSign	FCDC	PRCH leverages the FCDC enterprise licensing for DocuSign. FCDC is responsible for maintaining the relationship with the Vendor. PRCH trains and maintains the templates, forms, and updates within DocuSign for staff. PRCH forms being utilized within DocuSign: <ul style="list-style-type: none"> • County Contracts
Everbridge	Partner	EMA owns and administers the Everbridge Platform. The PRCH is responsible for maintaining staff information/access and using this product for their office as needed
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
JIRA	N/A	
Microsoft 365	FCDC	PRCH leverages the FCDC enterprise licensing for Microsoft 365
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Virtual Conference Room		
Microsoft Teams Room Licensing		PRCH leverages the FCDC enterprise Microsoft Teams Room Licensing. FCDC will maintain the Teams video, audio, and annual licensing. FCDC will back the cost to PRCH as part of the annual licensing cycle. PRCH will coordinate with Public Facilities Management (PFM) for any room enhancements and communicate with FCDC
Zoom	FCDC	PRCH leverages the FCDC enterprise Zoom licensing. FCDC will bill back the cost to PRCH as part of the annual licensing cycle

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	
Hardware Salvage	FCDC	PRCH leverages FCDC to dispose of Hardware Salvage. PRCH will work with the FCDC Helpdesk by placing a JIRA ticket once the hardware is ready to be salvaged
Remote and On-Site Support	FCDC	PRCH leverages FCDC remote and on-site support. Support Requests should be submitted by placing a JIRA ticket
User Device Management and Imaging	FCDC	PRCH leverages FCDC user device management and imaging support. Support Requests should be submitted by placing a JIRA ticket

iSeries Administration and Development	Support	Notes
iSeries Infrastructure Support	FCDC	

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	FCDC is responsible for reviewing IT legal contracts and RFPs for PRCH. FCDC will work with the PRCH, the Prosecutor's Office, and Purchasing for all contracts and RFPs
IT Budget Planning	Partner	FCDC will work with OMB to review the PRCH IT Budget
IT Procurement Assistance	Partner	
Vendor and Licensing Management	Partner	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Mobile Device Management (MDM)	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 GovDeals

PRCH utilizes the GovDeals website to sell surplus county property from multiple county agencies.

FCDC Responsibilities

- FCDC has no responsibilities related to this service

PRCH Responsibilities

- PRCH will maintain the support relationship with Liquidity Services, Inc., including maintaining a support agreement with the Vendor
- PRCH will work with the Vendor to resolve any issues that may arise

Vendor Responsibilities (Liquidity Services, Inc.)

- The Vendor will host the GovDeal.com website
- The Vendor will maintain all administrative functionality utilized by PRCH staff
- The Vendor will work with PRCH staff to resolve any issues that may arise

4.2 Pitney Bowes SendSuite Live

SendSuite Live is the software solution managed by the Mail Room. This allows agencies to send certified mail and access electronic mail receipts from the United States Post Office.

FCDC Responsibilities

- FCDC will host and maintain the SendSuite Live virtual server according to the FCDC standards regarding OS (Windows 2012) and security patches
- FCDC will maintain the base software required by FCDC (operating system, security applications, etc.) on the SendSuite Live desktop, located in the Mail Room, which includes security patching according to the FCDC schedule

- FCDC will advocate for PRCH and other agencies that utilize the SendSuite product to assist in resolving issues that arise.

PRCH Responsibilities

- PRCH will maintain the support relationship with Pitney Bowes, including maintaining a support agreement with the Vendor
- As the owner of the support relationship with the Vendor, PRCH will work to mediate issues with other agencies and the Vendor

Pitney Bowes Responsibilities

- The Vendor will maintain SendSuite software on the desktop located in the Mail Room and on the virtual server hosted in the FCDC environment
- The Vendor will work with PRCH (and other agencies) to mediate issues with SendSuite and USPS
- The Vendor will work with PRCH and FCDC to perform any software maintenance

4.3 PlanetPress

In 2020, Franklin County moved report printing operations from FCDC to the Franklin County Purchasing Department's Print Shop (PRCH). PRCH entered a contract with software vendor Objectif Lune to implement PlanetPress, a software package that converts iSeries job output into PDF documents. Clerk of Courts (CLCT) printing has migrated from FCDC physical printers to PDF documents released to PRCH Print Shop for physical output through the PlanetPress product

While there are multiple teams involved, this section outlines the expectations and processes needed to support this solution between FCDC, AUDR, and CLCT, with notes on services provided by PRCH

FCDC Responsibilities

- FCDC hosts and maintains the iSeries systems as well as the data used to create CLCT reports and print jobs
- FCDC hosts the PlanetPress systems used to automate the creation of PDF-based reports, which are in turn used for printing at the PRCH Print Shop
- FCDC will maintain the license for PlanetPress
- FCDC will prepare and run the iSeries jobs that produce data from CLCT systems (e.g., FCJS and DVCC/CCRD) sourcing these document generators:
 - create the data used by PlanetPress to generate PDF documents and reports and save them in locations accessible to PRCH Print Shop staff
 - create the electronic documents placed into WebDocs for viewing
- FCDC will collaborate with CLCT to design the PDF documents produced by PlanetPress
- FCDC will provide secure CLCT physical check printing services on-site at 373 S. High Street
- FCDC will provide support to create, maintain, troubleshoot, and decommission data files from CLCT systems for printing and WebDocs according to customer requirements

PRCH Responsibilities

- PRCH will work with CLCT and AUDR to coordinate printing and delivery of print jobs
- PRCH will work with FCDC on delivery of or issues regarding the print jobs from CLCT's (Clerk of Courts) FCJS (Franklin County Justice System)

- PRCH maintains the support relationship with Objectif Lune, including maintaining a support agreement with the Vendor. Either PRCH or FCDC may request support service on a T&M basis under this contract

Vendor (Objectif Lune)

- The Vendor will maintain PlanetPress software
- The Vendor will provide support to create, maintain, and troubleshoot data files from systems for printing according to customer requirements
- The Vendor will work with PRCH, FCDC, and other agencies as required to mediate issues

4.4 Teams Room

The Purchasing conference room on the 25th Floor of the Government Tower is the location for many procurement-related meetings with internal County staff and external vendor staff. In 2022, this conference room was transformed into a Teams meeting room, allowing PRCH staff to accommodate all meetings and attendees.

FCDC Responsibilities

- FCDC will maintain the Teams video and audio equipment located in the room
- FCDC will work with PRCH staff to resolve any issues related to the equipment
- FCDC will maintain the Teams room annual licensing and will bill back the cost to PRCH as part of the annual licensing cycle
- FCDC will coordinate with PFM for work related to Teams equipment and networking set up.

PRCH Responsibilities

- PRCH will work with FCDC staff to resolve any issues related to the equipment

PFM Responsibilities

- PFM will maintain the structure of the facility and room where the equipment is being stored and installed
- PFM is not responsible for the Team equipment or licensing

4.5 BlueCrest Mail Sorter

PRCH currently utilizes a BlueCrest mail sorter solution to scan outgoing mail to assess postage and apply the necessary USPS barcoding. It also supplies necessary information to the United States Postal Service (USPS) to report postage costs for Franklin County. The current sorter, a Criterion Elevate™ sorting system, was implemented in April 2024.

FCDC Responsibilities

- FCDC is responsible for maintaining the network on which the solution resides
- FCDC is responsible for communicating when the Vendor needs to perform endpoint updates

PRCH Responsibilities

- PRCH will maintain the support relationship with BlueCrest, including maintaining a support agreement with the Vendor
- PRCH will work with the Vendor to resolve any issues that may arise

Vendor Responsibilities (BlueCrest)

- The Vendor will maintain all hardware and software related to the solution
 - The Vendor will maintain all administrative functionality utilized by PRCH staff
 - The Vendor will work with PRCH staff to resolve any issues that may arise
-

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 Core Service allocation is calculated annually using a third-party accounting firm (DMG-MAXIMUS, Inc.) specializing in federal, state, and county rate studies. Annual Core Service cost will be communicated upon completion of the county-wide cost allocation plan. These are the rates used to calculate the costs charged to billable partner agencies.

5.3.2 Annual Journal Entry for Core Services: FCDC bills partners denoted as ‘billable’ on behalf of the Commissioners and at the direction of OMB. FCDC will process reimbursement journal entries annually in January based on the calculation in 5.4.1. Partners will receive a memo two weeks before the journal entry is submitted.

5.3.3 Annual Journal Entry for Partner Licensing: FCDC oversees the licensing of several software solutions/tools utilized by our partner agencies (i.e., Adobe, Microsoft 365, Zoom). FCDC will process reimbursement journal entries annually in January for the budgeted cost of this licensing. If a partner is using more licensing than budgeted, FCDC will work with the partner to determine if the quantity of licenses can be decreased. If not, the difference will be charged back via journal entry in April.

5.3.4 Reimbursements for technology purchased on Partner Agency's behalf: To assist partner agencies in the efficient procurement of technology, the FCDC maintains open purchase orders and can process same-day or next-day orders with vendors. Quarterly, FCDC will provide a summary of all procurements and process reimbursement journal entries. Each month following the close of a quarter, partners will receive a memo of charges mid-month, and the journal entry will be processed at the end of the month. FCDC will work closely with partners for the timing of Q4 reimbursement journal entries.

5.3.5 Reimbursements for Project Services: When FCDC works with partner agencies on specific projects, those projects will include a specific scope of work and a detailed cost estimate. At the completion and signoff of a project, FCDC will process a reimbursement journal entry for the amount of the cost estimate and any associated project change orders. During the project kickoff meeting, FCDC will work with partners to determine if the chargeback needs to be processed differently (i.e., multi-year projects, to meet certain funding requirements, etc.)

Memorandums will be sent for review to:

ATTENTION: Talishia Williams

talishiawilliams@franklinfranklincountyohio.gov

5.3.6 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Partner Experience Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Enterprise Financial Services Manager, Renea Ruple	(614) 525-7392	renea.ruple@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) 525-3282 (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 Personal Experience Manager for more information.

Projects and other work:

Enterprise Business Relationship Manager, Cheri Speakman

E-mail: cheri.speakman@franklincountyohio.gov

Phone: (614) 525-6154

6.4 Escalation/Expedition Pathway

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

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Partner Experience Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Chief People Officer, Kassy Franz	(614) 525-7529	klfranz@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)	<ul style="list-style-type: none">FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request

	<ul style="list-style-type: none"> • 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 will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> • Minimal impact to business or service • No production or individual end-user is affected • The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment • FCDC will attempt to resolve within 40 normal business hours • FCDC will communicate with the reporting user until resolved
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, 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, 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 PRCH/ODEI 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 AUDITOR'S OFFICE

Voting Aye thereon

Voting Nay thereon

Abstained

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

 *CMB*
Chris Brown, Member
Judge, Franklin County Court of Common Pleas

Chris 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

 *For July*
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 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; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board approves this MSA.

Information Technology

2024 Master Service Agreement



Between the:
Franklin County Data Center
and
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, AUDR is expected to comply with the policies and procedures if services are used.

This MSA is in effect as the date 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

Partner Experience

Partner Experience 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: FCDC-PX@franklincountyohio.gov

Chief People Officer, Kassy Franz:

(614) 525-7529

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: klfranz@franklincountyohio.gov

Team E-mail: FCDC-PX@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, Chase McDaries:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: chase.mcdaries@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.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
Jamie Abraham	jlabraha@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
Gary Dwyer	gedwyer@franklincountyohio.gov	X			X		
Christopher Holderfield	ctholder@franklincountyohio.gov						X
Zebulon Kromer	zebulon.kromer@franklincountyohio.gov	X	X				
Chris Mankin	crmankin@franklincountyohio.gov	X					X
Madhav Pokhrel	mcpokhre@franklincountyohio.gov						X
Matt Shade	mshade@franklincountyohio.gov	X					X
Tyler Vermillion	tsvermil@franklincountyohio.gov						X

Note: IT Contacts may work with their PXM 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

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 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 AUDR leverages the FCDC enterprise Adobe licensing and has administration capabilities to manage user licenses within the office. FCDC will bill AUDR back for the cost as part of the annual licensing cycle.
DocuSign	Shared	AUDR leverages the FCDC enterprise licensing for DocuSign. FCDC is responsible for maintaining the relationship with the Vendor. AUDR trains and maintains the templates, forms, and updates within DocuSign for staff.
Everbridge	Partner	EMA owns and administers the Everbridge Platform. The AUDR is responsible for maintaining staff information/access and using this product for their office as needed.

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 FCDC GX Platforms team:</p> <ul style="list-style-type: none"> • Fiscal - Personal Property • HR Imaging • HR Medical • HR Onboarding • RE – HMST (Homestead)
JIRA	FCDC	AUDR leverages the FCDC enterprise platform for JIRA. AUDR is utilizing JIRA for work management.
Microsoft 365	FCDC	AUDR leverages the FCDC enterprise licensing for Microsoft 365.
Dynamics	N/A	
SharePoint	FCDC	The FCDC GX Foundry Platforms Team provides support for the AUDR Office..
Enterprise ERP (MUNIS)	Partner	The Franklin County Auditor's Office is responsible for the application.
OnBase Information Platform	FCDC	<p>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:</p> <ul style="list-style-type: none"> • Board of Revisions Application • Board of Revisions eFiling • Real Estate
Visual Studio	FCDC	FCDC administers the licenses for Visual Studio utilized for application development for AUDR.
SurveyMonkey	FCDC	AUDR utilizes survey monkey. FCDC is responsible for administering the software. AUDR is responsible for content and responses.
Virtual Conference Room		
Microsoft Teams Room Licensing		AUDR leverages the FCDC enterprise Microsoft Teams Room Licensing. FCDC will maintain the Teams video, audio, and annual licensing. FCDC will back the cost to AUDR as part of the annual licensing cycle. AUDR will coordinate with Public Facilities Management (PFM) for any room enhancements and communicate with FCDC.
Lifesize	N/A	
Visio	N/A	

Zoom	FCDC	AUDR leverages the FCDC enterprise Zoom licensing for Basic, Paid, and Webinar Licensing. The AUDR also has administrative permissions for Zoom to manage its reappraisal campaign. FCDC will bill AUDR the cost as part of the annual licensing cycle.
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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	AUDR leverages FCDC to dispose of Hardware Salvage. AUDR will work with the FCDC Helpdesk by placing a JIRA ticket once the hardware is ready to be salvaged.
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 Infrastructure Support	FCDC	The FCDC Government Experience team provides support: <ul style="list-style-type: none"> • PPTX – Personal Property Tax • PPMR – Personal Property Tax Master • PPDQ – Personal Property Tax Delinquent

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	When needed, FCDC assists with the facilitation of PFM activities related to technology installations or support.
Strategic Technology Planning	Shared	Multiple FCDC entities assist the AUDR with Strategic Technology Planning, such as the FCDC CIO, FCDC PXM, and FCDC Delivery Services.

vCIO (Virtual CIO)	FCDC	The FCDC CIO provides support.
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Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Shared	FCDC is responsible for reviewing IT legal contracts and RFPs for AUDR. FCDC will work with the AUDR, the Prosecutor's Office, and Purchasing for all contracts and RFPs.
IT Budget Planning	Shared	FCDC will work with OMB to review the AUDR IT Budget.
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	
Mobile Device Management (MDM)	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 IT team is responsible for hosting and maintaining the infrastructure. The AUDR manages application development, support, training, and maintenance.
AUDR Custom Web Applications	Shared	3	The FCDC Enterprise IT 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	FCDC maintains the DNS records and Cloudflare protection. FCDC provides the SSL certificate to MSC. MSC utilizes a Franklin County email, dogs@license.franklincountyohio.gov, to send bulk emails and all communications with constituents.
Domain Name and SSL Certificates	FCDC	3	The FCDC Enterprise IT 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: <ul style="list-style-type: none"> ○ 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 IT 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 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.
Munis	Shared	1	Tyler Technologies hosts and maintains the infrastructure that supports the 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 is responsible for verifying 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.
Planet Press Printing Templates	FCDC	3	The FCDC Enterprise Solutions team creates, edits, and removes Planet Press templates used by the AUDR for printing at the Purchasing Print Shop.

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 IT Team is responsible for hosting and maintaining the infrastructure. The AUDR manages application support, training, and maintenance.
Unclaimed Funds	FCDC	3	This application is fully maintained, supported, and hosted by the FCDC Enterprise Solutions Team.
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. They also manage printers, office-wide copiers, Mi-Fi, cell phones, etc.

5.0 Budgeting and Service Charges

5.1 IT Budgets

Annually FCDC partners with the Franklin County Office of Management & Budget (OMB) to review and provide input for 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, opportunities 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.

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 review 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. Partners may submit their baseline in December if desired and available

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 technology procurements to FCDC for a technical review, security review, and fiscal review to obtain Data Board 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 Partner Experience Manager.

5.3 Chargeback allocations

5.3.1 Rates: FCDC Core Service allocation is calculated annually using a third-party accounting firm (DMG-MAXIMUS, Inc.) specializing in federal, state, and county rate studies. Annual Core Service cost will be communicated upon completion of the county-wide cost allocation plan. These rates are used to calculate the costs charged to billable partner agencies.

5.3.2 Annual Journal Entry for Core Services: FCDC bills partners denoted as 'billable' on behalf of the Commissioners and at the direction of OMB. FCDC will process reimbursement journal entries annually in January based on the calculation in 5.4.1. Partners will receive a memo two weeks before the journal entry is submitted.

5.3.3 Annual Journal Entry for Partner Licensing: FCDC oversees the licensing of several software solutions/tools utilized by our partner agencies (i.e., Adobe, Microsoft 365, Zoom). FCDC will process reimbursement journal entries annually in January for the budgeted cost of this licensing. If a partner is using more licensing than budgeted, FCDC will work with the partner to determine if the quantity of licenses can be decreased. If not, the difference will be charged back via journal entry in April.

5.3.4 Reimbursements for technology purchased on Partner Agency's behalf: To assist partner agencies in the efficient procurement of technology, the FCDC maintains open purchase orders and can process same-day or next-day orders with vendors. Quarterly, FCDC will provide a summary of all procurements and process reimbursement journal entries. Each month following the close of a quarter, partners will receive a memo of charges mid-month, and the journal entry will be processed at the end of the month. FCDC will work closely with partners for the timing of Q4 reimbursement journal entries.

5.3.5 Reimbursements for Project Services: When FCDC works with partner agencies on specific projects, those projects will include a specific scope of work and a detailed cost estimate. At the completion and signoff of a project, FCDC will process a reimbursement journal entry for the amount of the cost estimate and any associated project change orders. During the project kickoff meeting, FCDC will work with partners to determine if the chargeback needs to be processed differently (i.e., multi-year projects, to meet certain funding requirements, etc.)

Memorandums will be sent for review to:

ATTENTION: Kelly Wagenbrenner

Franklin County Auditor

373 S. High Street, 21st Floor

Columbus, Ohio 43215

5.3.6 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Partner Experience Manager, Sean O'Donnell	(617)-525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Financial Services Manager, Renea Ruple	(614) 525-7392	renea.ruple@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 24/7 and can be reached by the Help Desk phone number: (614) 525-3282. The on-call staff member will assess and handle the issues based on their criticality and needs.

6.3 Requests

FCDC strives to be a good partner and provide exceptional service; several entry points exist to access FCDC services.

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: FCDC-PX@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 must 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 Partner Experience Manager for more information.

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:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Partner Experience Manager, Sean O'Donnell	(617)-525-2237	sean.odonnell@franklincountyohio.gov
3	Chief People Officer, Kassy Franz	(614) 525-7529	klfranz@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 taking 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 it is 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 	<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

	<p>imminent outage) with a critical impact on business services</p> <ul style="list-style-type: none"> • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • 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 a Priority 1 incident impacts the Partner Agency but is not the reporting user, contact the Help Desk or PXM for an update • Partner Experience Team 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, the 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. The FCDC would ensure customers and stakeholders a simple, stable, and secure environment by gaining access to agencies' computing environments and procedures. 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 policy copy or have questions, please discuss them with your Partner Experience Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE PROJECT MANAGER 2

Voting Aye thereon


Voting Nay thereon


Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor


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

Chris 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

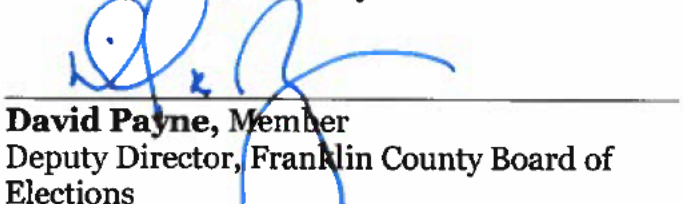
Daniel O'Connor, Member
Franklin County Recorder


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
Election

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE PROJECT MANAGER 2**

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

WHEREAS, the Franklin County Data Center Chief Information Officer has reviewed and recommends this action; and,

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **24-071** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **24-071**.

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

'Data Center Personnel Action – Backfill – Tammy Castle

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Backfill	
EMPLOYEE/CANDIDATE NAME:		Tammy Castle	
PERSONNEL ACTION NUMBER		24-071	
PERSONNEL ACTION DATE (BOARD)		August 05, 2024	
DATA CENTER SECTION		Enterprise Delivery Services	
NEW JOB POSITION / TITLE		Enterprise Project Manager 2	
PAY GRADE		13	
EFFECTIVE DATE		August 05, 2024	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$72,199	\$88,444	\$104,689	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 46.6346	\$ 97,000	
<u>KEY RESPONSIBILITIES OF THE ROLE</u>			
<ul style="list-style-type: none"> • Provides day-to-day operational management for the project team within the scope of assigned projects. • Plans, organizes, and coordinates all aspects of assigned, highly complex technology projects to implement the Data Center IT Plan and provide IT services in response to customer project requests. • Ensures that the goals and objectives of assigned projects are accomplished on time and within budget. • Manages the project planning process, including identifying needed resources, developing a project plan, coordinating with stakeholders to reach an agreement on requirements and task assignments, managing and coordinating team activities, and executing the project plan. • Develops and manages all appropriate project management documents, including project plan, resource estimates, project budget, project schedule, team roster and assignments, issue management, risk management, change control, and periodic status reports. Assumes a critical role in developing the project budget and its presentation as necessary. • Serves as a key liaison between the project team and the customer to provide updates and obtain feedback, ensuring proper and timely communication. Uses leadership and communication skills to help communicate management goals and interact with the users in the development of business applications. • Provide regular communication to the organization regarding the progress and status of projects. • Works closely with the users to ensure that the design and development of the new or enhanced applications adequately meet the business requirements. 			

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

- Coordinates project team activities across functional areas and disciplines to accomplish project goals.
- Coordinates with customers to develop new systems and to ensure existing systems meet their needs.
- Provides leadership and coaching to assigned team members.
- Works closely with business, administrative, and technical staff to meet customer needs.

EMPLOYMENT NOTABLES

- High performing and results-driven professional specializing in leading multiple complex projects from inception to completion to achieve desired outcomes, ensuring alignment between business needs and strategic goals, implementing secure modern technologies, and identifying new opportunities for delightful user experiences.
- Trusted team lead and collaborative communicator building trust and confidence with crossfunctional teams and stakeholders, serving as a mentor and coach while also learning from others and communicating effectively to gain their buy-in and support.
- Business-focused solution finder and subject matter expert with deep business and technical knowledge. Always seeking efficiency opportunities for business processes and technology solutions without impacting security, functionality, and user experience. My curiosity fosters a desire to innovate, seek new challenges, and commit to continuous learning.

EDUCATION & OTHER CREDENTIALS

- Master of Business Administration (MBA) - Franklin University
- Bachelor of Arts (Business Management/Marketing) - Capital University
- Project Management Professional (PMP) - Certified through August 2026
- Advanced Certified Scrum Product Owner (ACSPPO) - Certified through April 2025
- Certified Agile Leader 1 (Scrum Alliance) - Certified through August 2028
- Master Certificate in Project Management - ESI/George Washington University
- Enterprise Design Thinking Practitioner (IBM)
- Forrester CX Foundations (FCX-1)
- Lean Six Sigma Green Belt

RELEVANT WORK EXPERIENCE

- Project Management – 20+ years
- Risk Management – 15+ years
- Agile – 10+ years
- Scrum – 10+ years
- JIRA – 3+ years
- Confluence – 2+ years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Tammy L. Castle, MBA, PMP, ACSPO, FCX-I

Project Manager | Product Owner | Digital Workplace Experience Lead



High performing and results-driven professional specializing in leading multiple complex projects from inception to completion to achieve desired outcomes, ensuring alignment between business needs and strategic goals, implementing secure modern technologies, and identifying new opportunities for delightful user experiences.

Trusted team lead and collaborative communicator building trust and confidence with cross-functional teams and stakeholders, serving as a mentor and coach while also learning from others and communicating effectively to gain their buy-in and support.

Business-focused solution finder and subject matter expert with deep business and technical knowledge. Always seeking efficiency opportunities for business processes and technology solutions without impacting security, functionality, and user experience. My curiosity fosters a desire to innovate, seek new challenges, and commit to continuous learning.

AREAS OF EXPERTISE

- Project Management
- User Experience
- Quality Assurance
- Strategic & Tactical Planning
- Agile Methodologies
- Process Improvement
- Collaboration
- Data Analysis
- Problem Solving
- Vendor Relations
- Risk Management
- Product Management

PROFESSIONAL EXPERIENCE

Nationwide – Columbus, OH

1993 - 2024

Digital Workplace Experience Leader/Product Owner

May 2021 – May 2024

Responsible for product planning and delivery resulting in improved user experiences for Personal Computing hardware and software solutions. Fulfilled the role of business liaison for agile/scrum teams driving forward product improvements for seven products and services. Participated in agile ceremonies, from daily stand-ups and backlog refinement to sprint planning sessions.

- **Data Analysis** – Partnered with the UX research team to solicit user feedback and analyzed results to uncover actionable insights.
- **Product Planning** – Together with Product Managers and stakeholders, designed and implemented user experience (UX) and product strategies, planned 18-month roadmap, and defined 3–5-year product horizons.
- **Prioritization** – Defined and prioritized product backlogs for agile delivery teams in alignment with technology strategies and desired outcomes, utilizing Jira for portfolio management.
- **User Experience and Quality Assurance** – Planned minimal marketable product (MMP) deliverables focusing on agile delivery. Developed user acceptance testing framework. Led user acceptance testing and pilot activities.
- **Product Adoption** – Designed and implemented technology and product adoption plans, generated user communications and documentation announcing technology and feature updates, and defined adoption metrics/KPIs to measure results.

Tammy L. Castle, MBA, PMP, ACSPO, FCX-I

Project Manager | Product Owner | Digital Workplace Experience Lead



Technology Planner

January 2015 – April 2021

Responsible for leading the technology planning process for Email, Microsoft 365, and End User Computing technologies. Produced strategic and tactical strategies and roadmaps. Managed vendor relationships and led their technology roadmap reviews required for internal product planning. Directed projects from inception to completion in a matrix environment.

- **Product Planning** – Identified technology risks, completed cost/benefit analysis, presented recommendations to leadership and stakeholders. Served as a Tech Lead and subject matter expert responsible for reviewing technology advancements with the business, logging business cases and preparing adoption plans.
- **Personas** – Launched an employee persona framework aligned to research focusing on needs, perceptions, behaviors, and use of digital technologies in the workplace.
- **Portfolio Management** – Oversaw annual portfolio planning activities in alignment with technology strategies. Authored required estimates and reporting for executive review.

Solution Owner

January 2007 – January 2015

Led initiatives for electronic communications and messaging software. Managed the Collaboration project portfolio. Cultivated relationships with IT teams and business stakeholders to align on modern technology priorities, define security and legal requirements, and assess user impact. Communicated project status and risks to sponsors and stakeholders. Documented technical knowledge for support teams.

- **Software Evaluations** – Led vendor beta programs to influence product development and solicit employee feedback. Validated software releases and defect resolutions.
- **Problem Management** – Served as a liaison to the Help Desk to review monthly incident metrics. Used data for decision making including trending analysis to prioritize problem tickets.
- **User Experience** – Participated in “Users Love” events by demonstrating future feature releases and new hardware and software offerings. Facilitated on-site user feedback panels with vendors.
- **Continuous Improvement (CI)** – Served as co-chair for the Infrastructure & Operations Engineering CI Board. Provided coaching and mentoring for employees leading CI efforts.

IT Project Manager

February 2001 – December 2006

Managed schedule, cost and scope for enterprise-wide projects related to Lotus Notes/Domino infrastructure, applications, and email solutions. Developed project plans, collected business requirements, and documented success criteria. Guided application design, security protocols, and audit responses. Effectively coordinated tasks with technical teams, communicated project details to business partners and stakeholders. Documented and communicated project control impact for sponsor response.

- **Resource/Vendor Management** – Hired and managed contractors for application development projects. Facilitated interviews and collaborated with Procurement to complete required hiring tasks.
- **Continuous Improvement** – Led projects involving new development and enhanced workflow processes for functions including customer service, compliance, agency acquisitions, and security.
- **Team Lead** – Served as a team lead for seven employees. Responsibilities included resource management, mentoring and coaching.

Tammy L. Castle, MBA, PMP, ACSPO, FCX-I

Project Manager | Product Owner | Digital Workplace Experience Lead



Marketing Specialist

June 1994 – February 2001

Promoted multiple times to Marketing Specialist based on success in completing critical projects, demonstrating curiosity, and accepting new challenges. Managed the NF Marketing library containing industry publications, books, and internal reports. Developed competitor profiles, completed product and industry research, and led technology deployments. Represented the company in external benchmarking studies focusing on product innovation and competitive intelligence.

EDUCATION & PROFESSIONAL CERTIFICATIONS

- **Master of Business Administration (MBA)** - Franklin University
- **Bachelor of Arts (Business Management/Marketing)** - Capital University
- **Project Management Professional (PMP)** - Certified through August 2026
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- **Certified Agile Leader 1** (Scrum Alliance) - Certified through August 2028
- **Master Certificate in Project Management** - ESI/George Washington University
- **Enterprise Design Thinking Practitioner** (IBM)
- **Forrester CX Foundations (FCX-1)**
- **Lean Six Sigma Green Belt**

TECHNICAL SKILLS

- Microsoft 365/Office
- Microsoft Visio
- Microsoft Project
- Qualtrics
- Jira

- Visio
- Windows and Mac OS
- Figjam
- Photoshop
- Power Automate

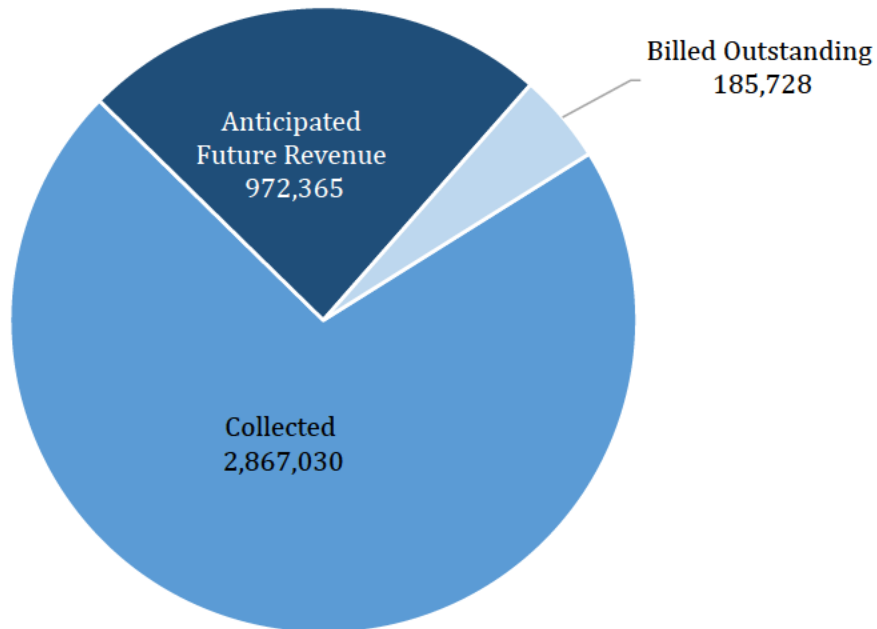
Continuous Learning in Progress:

- Microsoft Copilot
- Data Analysis/Power BI
- AI and IT/User Experience

Franklin County Data Center 2024 Financial Update as of July 25, 2024

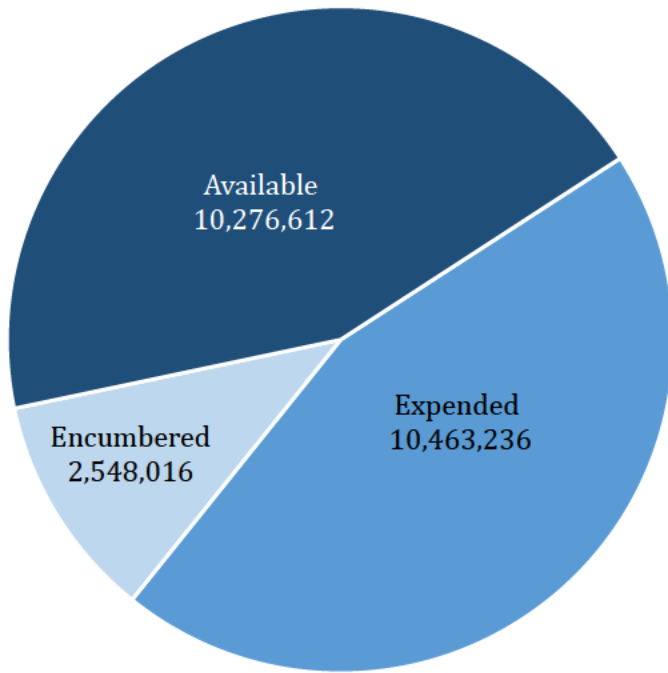
2024 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,025,122		2,867,030		1,158,092	71%	29%

2024 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
	185,728	-	-	-	-	185,728



Franklin County Data Center 2024 Financial Update as of July 25, 2024

2024 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	8,080,864	8,406,649	4,893,619	-	3,513,030	61%	39%
Benefits and Taxes	3,153,703	3,206,973	1,943,371	-	1,263,602	62%	38%
Materials and Services	11,674,242	11,674,242	3,626,246	2,548,016	5,499,980	53%	47%
Capital Investment	-	-	-	-	-	-	-
Total	22,908,809	23,287,864	10,463,236	2,548,016	10,276,612	57%	43%



Franklin County Data Center Project Procurement Update as of July 25, 2024

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-149	12/4/2023	13,000,000	3,626,246	9,373,754	Ongoing	Data Center 2024 baseline budget and ongoing expenses

Board Approval Provided by the Data Center Utilizing Resolution 23-150

Resolution Number	Approval Date	Amount	Agency	Description
23-150-20244916	6/5/2024	\$255.00	CRNR	Monitor for employee
23-150-20240114	6/20/2024	\$551.78	COMM	Clerk-Staff Software
23-150-20244918	6/20/2024	\$1,350.00	CRNR	Standard laptop
23-150-2024513	6/20/2024	\$982.86	BOEL	Kioware Licenses
23-150-20244318	6/21/2024	\$99,390.20	PRAT	Prosecutor laptops (52)
23-150-20244319	6/21/2024	\$51.83	PRAT	Snag-It License
23-150-20244320	6/21/2024	\$118.00	PRAT	Adobe Pro
23-150-20244411	6/21/2024	\$225.00	CTAP	Zoom License
23-150-2024476	6/21/2024	\$1,840.40	PBCT	5 HP 4101fdw printers
23-150-202447	6/21/2024	\$1,000.00	PBCT	4 Docking Stations
23-150-20244919	6/21/2024	\$2,700.00	CRNR	Two laptops
23-150-20241318	6/24/2024	\$2,533.34	JPU	OJPP Virtual Case Management database Support
23-150-20242120	6/25/2024	\$41.96	AUDR	USB cables for Auditor Hearing Rm A
23-150-2024428	6/25/2024	\$118.00	TREA	Acrobat for Brian
23-150-20244920	6/25/2024	\$6,378.00	CRNR	Six Desktop PCs
23-150-20240115	6/26/2024	\$1,424.90	COMM	Headset and Laptop replacement for Clerk
23-150-20245255	6/26/2024	\$906.43	SHRF	Printer Patrol Captain
23-150-20245258	6/26/2024	\$118.00	SHRF	Adobe For Patrol LT
23-150-20240315	6/27/2024	\$595.00	FCMT	Randy Knox Ipad
23-150-20240221	6/28/2024	\$14,069.44	PRCH	PRCH/PRINT/MAIL Copiers
23-150-20244916	6/28/2024	\$863.62	CRNR	Owl 3
23-150-20244917	6/28/2024	\$8,000.00	CRNR	5 Laptops- CMD
23-150-2024559	6/28/2024	\$118.00	FCPH	Adobe License
23-150-20244321	7/1/2024	\$118.00	PRAT	Adobe Acrobat
23-150-20244412	7/1/2024	\$371.50	CTAP	Mice and Pads
23-150-20245256	7/1/2024	\$1,440.00	SHRF	Portable Printers
23-150-20245328	7/1/2024	\$118.00	VETS	Adobe - New Employee
23-150-20245329	7/1/2024	\$0.00	VETS	Zoom Basic - New Employee
23-150-20240116	7/3/2024	\$77.00	COMM	CLERK - S. Lynch
23-150-20244923	7/3/2024	\$118.00	CRNR	Adobe Acrobat Pro

Board Approval Provided by the Data Center Utilizing Resolution 23-150

Resolution Number	Approval Date	Amount	Agency	Description
23-150-20245257	7/3/2024	\$8,440.00	SHRF	Laptops, Docks, Monitors - New Captain Positions (4)
23-150-2024682	7/5/2024	\$2,126.00	FCLL	Two Desktop PCs for Win11 Upgrade project
23-150-20242123	7/8/2024	\$118.00	AUDR	Adobe Pro AUDR Office
23-150-20242124	7/9/2024	\$157.89	AUDR	Grammarly for AUDR
23-150-2024654	7/9/2024	\$7,650.00	PBDF	Replacement monitors
23-150-20242126	7/10/2024	\$236.00	AUDR	Adobe - Drozdowski/Parker
23-150-202422174	7/10/2024	\$64,637.68	FCDC	BOEL Pollpad Cart - Wired
23-150-202422177	7/10/2024	\$18,414.24	FCDC	BOEL PEO Network Hardware
23-150-202422184	7/10/2024	\$1,911.35	FCDC	HP Elite x360 1040 2-in-1
23-150-20245259	7/10/2024	\$55,590.00	SHRF	Desktop (25) and Laptop (20) PCs for the Windows 11 Project
23-150-20244718	7/11/2024	\$816.00	PBCT	24" Monitors
23-150-20245260	7/11/2024	\$1,136.00	SHRF	Desktop PC and Monitor for Arrest Station 373
23-150-20242127	7/15/2024	\$236.00	AUDR	Adobe Pro: Prosper/Ndiaye
23-150-202422183	7/15/2024	\$184.07	FCDC	Video Conf Dock
23-150-20244924	7/15/2024	\$1,063.00	CRNR	Replacement Workstation
23-150-20240318	7/16/2024	\$1,079.98	FCMT	Randy Knox Ipad
23-150-20245330	7/16/2024	\$458.80	VETS	50" TV & Swivel mount
23-150-20245331	7/16/2024	\$366.85	VETS	42" TV & Swivel wall moun
23-150-2024558	7/16/2024	\$4,009.00	FCPH	eFax Router Review
23-150-202422193	7/17/2024	\$2,061.00	FCDC	Viking phone project
23-150-202422194	7/17/2024	\$74.90	FCDC	Headset Request
23-150-20244719	7/17/2024	\$590.00	PBCT	5 Adobe Pro Licenses
23-150-2024068	7/18/2024	\$568.00	HMRS	Workgrp Multifnctn Prntr
23-150-2024069	7/18/2024	\$995.00	HMRS	Flowpaper Application
23-150-2024075	7/22/2024	\$1,142.00	ANCL	New desktop for Receiving
23-150-20245324	7/22/2024	\$1,658.70	VETS	Color Laser Jet Printer
23-150-20240510	7/24/2024	\$476.80	EDP	Docking station, Headsets and keyboard/mice for new Staff
23-150-2024076	7/24/2024	\$9.99	ANCL	REPOST app for iPhone
23-150-20245262	7/24/2024	\$1,519.18	SHRF	Pritner PSB
23-150-20245333	7/24/2024	\$111.00	VETS	Printer Labels - 3 cases

Board Approval Provided by the Data Center Utilizing Resolution 23-150

Resolution Number	Approval Date	Amount	Agency	Description
23-150-2024645	7/24/2024	\$118.00	CBCF	Adobe Pro subscription
23-150-2024646	7/24/2024	\$118.00	CBCF	Adobe Pro subscription
		\$ 323,947.69		