

# Franklin County Automatic Data Processing Board

**Michael Stinziano, Secretary/Chief Administrator**

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

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

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

**Date:** February 04, 2022

**Subject:** Agenda for the Monday, February 07, 2022, Data Processing Board Meeting

The proposed agenda for the Monday, February 07, 2022, meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held in the FCDC Auditorium on the 9<sup>th</sup> floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

**The Board will reconvene in Regular Session at 9:00 A.M.**  
*AN AGENDA WILL BE PROVIDED TO YOU AT THE MEETING.*

**Cc:** The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer  
The Honorable Kim Brown, Member, Franklin County Court of Common Pleas  
The Honorable Daniel J. O'Connor Jr., Member, Franklin County Recorder  
The Honorable John O'Grady, Member, Franklin County Board of Commissioners  
The Honorable Maryellen O'Shaughnessy, Member, Franklin County Clerk of Courts  
The Honorable Antone White, Member, Franklin County Board of Elections  
Mr. David R. Payne, Member, Franklin County Board of Elections

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

# AGENDA-Automatic Data Processing Board Meeting, February 07, 2022

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## 9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of January 10, 2022, Regular Data Board Meeting**
- **New Business**

-- **Resolution No. 22-010 Franklin County Technical Equipment Salvage**

-- **Resolution No. 22-011 Franklin County Data Center for Deployment Countywide – Endpoint Devices**

-- **Resolution No. 22-012 Franklin County Data Center – Replace End-of-Life Network Switches**

-- **Resolution No. 22-013 Franklin County Sheriff's Office – 2022 Baseline Procurement and Annual Renewal**

-- **Resolution No. 22-014 Franklin County Sheriff's Office – PremierOne CAD and Mobile System**

-- **Resolution No. 22-015 Franklin County Recorder – Kofile Technologies, Inc. Contract Modification**

-- **Resolution No. 22-016 Franklin County Child Support Enforcement Agency – Master Service Agreement**

-- **Resolution No. 22-017 Franklin County Fleet Management – Master Service Agreement**

-- **Resolution No. 22-018 Franklin County Probate Court – Master Service Agreement**

## **Other Business**

## **Adjourn**

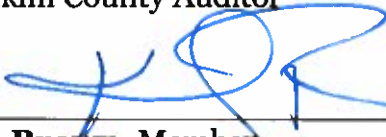
**FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD**

**Minutes of the January 10, 2022, Regular Board Meeting**

Date Approved: February 07, 2022



**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor



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



**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

 FOR JOG

**John O'Grady**, Member  
Franklin County Commissioner

 / FR

**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

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**FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD**

- - -

**Regular Board Meeting**

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**Proceedings**

**Held at 373 South High Street, FCDC Auditorium,  
9th Floor, Columbus, Ohio, called at 9:00 a.m.,  
on Monday, January 10, 2022.**

- - -

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

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**BOARD MEMBERS:**

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

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

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

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

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

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

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

**ALSO PRESENT:**

**Mr. Adam Frumkin, FCDC Chief Information Officer**

**Ms. Julie Lust, Deputy Chief, Chief Financial Officer**

**Ms. Nikki Milburn, Deputy Chief, Chief Information Security Officer**

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

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

**Ms. Tasha Hyler, Deputy Chief, Chief Operations and Communications Officer**

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

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

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**AGENDA**  
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Monday Morning Session  
January 10, 2022

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CALL TO ORDER

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SECRETARY STINZIANO: Good morning.  
Welcome to the January 10, 2022 Automatic Data  
Processing Board meeting. Happy New Year.

Judge Brown, will lead us in the  
Pledge of Allegiance.

(Pledge of Allegiance.)

SECRETARY STINZIANO: I hope  
everyone is doing well. I know my household is  
happy the NFL playoffs were set. A lot of drama  
here and there. I do, as always, want to thank the  
staff for preparing the room due to the increase in  
COVID. They have taken all of the necessary  
precautions.

With that, we will move to Secretary  
comments.

Mr. Frumkin.

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SECRETARY COMMENTS

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MR. FRUMKIN: Good morning.

1 Welcome, Data Board members and delegates to 2022.  
2 We made it. I hope that everyone is staying safe  
3 and doing well as we continue to serve the people  
4 and businesses of Franklin County.

5 This month will celebrate one of our  
6 most popular and impactful civil rights leaders,  
7 Dr. Martin Luther King, Jr. His legacy is related  
8 to his ability to motivate local and federal  
9 government lawmakers to end racial discrimination  
10 and create economic justice for minority Americans  
11 in all aspects of their lives, including housing,  
12 employment and education. These are the same  
13 things that our county and agencies try to do every  
14 day. Some of his quotes: "The time is always  
15 right to do what is right." "The inseparable twin  
16 of racial injustice is economic injustice." And  
17 "forgiveness is not an occasional act, it is a  
18 constant attitude." "Injustice anywhere is a  
19 threat to justice everywhere."

20 Additionally, I would like to  
21 celebrate the new Commissioner's President for 2022  
22 Erica Crawley as well.

23 The project management team has  
24 several projects of varying size and complexity  
25 through the last month. Notable achievements this



1 reporting period are:

2                   The team officially closed PFM  
3 Archibus upgrade project and Franklin County Health  
4 and Human Services portal project.

5                   The PMO team has focused on  
6 improving processes and the function of project  
7 management with the use of Smartsheets for the Data  
8 Center and the agencies that we serve.

9                   A few of the other significant  
10 projects that are in flight are:

11                   Clerk of Court Auto Title portal and  
12 Mobile App, which will be coming to a close soon;  
13 OnBase Update projects; Nasuni Migration project,  
14 currently Storage Protector; and Sheriff server  
15 migration project.

16                   From a Security Team perspective:  
17 We've moved in a new direction in utilizing  
18 something called Tanium. Tanium deployment to  
19 endpoints has been completed and first full  
20 patching for all county endpoints was completed as  
21 part of our December patching process. Servers  
22 were still patched utilizing Ivanti during the  
23 month of December and will be changed over starting  
24 in this month of January. We are also working on a  
25 few patching schedules for servers, so be on the

1 lookout for some of those new announcements that  
2 will be coming out.

3 We completed privileged server  
4 access review for four more agencies, PFM,  
5 purchasing, public defender and clerk of courts.

6 And from a county perspective:  
7 Continued efforts to migrate the Log4J  
8 vulnerabilities within the county infrastructure.  
9 Also, assisting agencies with verification with  
10 vendors and software providers for any  
11 vulnerabilities.

12 With that, I would like to ask Nikki  
13 to give a brief security update.

14 MS. MILBURN: Thank you.

15 Welcome to 2022 everybody. No  
16 vulnerabilities yet. Give me another week.

17 Something I wanted to talk about is  
18 Security Awareness training is coming up. We will  
19 be doing the launch here soon, probably within the  
20 next month or so. The annual one that we do, it  
21 does have kind of your basics related to phishing,  
22 just kind of use. Something else that we will be  
23 starting coming out this year is for privileged  
24 access. There will be additional training for  
25 people with secondary accounts. So they truly

1 understand what it means to be an administrator on  
2 the network, with an application, and have a real  
3 good understanding what that means, and controls  
4 that need to be in place.

5           We are working with the HR areas  
6 within the Commissioners. They are wanting to do  
7 HIPAA training for their associates as well, how to  
8 do data privacy. This is something we can offer to  
9 any agency. If you want it for PII, for any  
10 privileged information, PCI, I don't think we  
11 really have that a whole lot in these areas. There  
12 are credit cards within the county, people use them  
13 for purchasing things. So we do have to protect  
14 that data as well. We can offer training for that.  
15 So if you have select individuals that you know  
16 have access to this information and think it would  
17 be valuable for them to have additional training,  
18 please let us know. Because there are additional  
19 modules available. And then your administrators  
20 for the KnowBe4 solution, each agency has an  
21 administrator for it. They can actually go into  
22 the store and see what training is available. So  
23 if they thought somebody needed to know more about  
24 GDCR or EUROCAM cyber security, I am not sure it's  
25 relevant, but there are training modules in that,

1 data privacy is data privacy regardless where you  
2 are at. So that is something that is available.

3 The other thing that we will be  
4 looking at doing is we do phishing tests every  
5 month. We are going to start reporting to your  
6 agency administrators on how are you doing, how is  
7 your agency doing. If there are people failing  
8 consistently, the goal is to add phishing training  
9 to them. It will be a 10-minute training,  
10 15-minute training, but will automatically enroll  
11 them. Say, okay, you failed phishing test five  
12 times, let's take a little bit of a refresher on  
13 this. Those will be things that come out this year  
14 as part of the security awareness training program  
15 we have. If it's something you are interested in,  
16 the additional training, please reach out to either  
17 myself or Michael Bowman on my team. Happy to set  
18 it up for you and, actually, we can set up the  
19 training for you so you can take it first to  
20 determine is it something that you want. That's  
21 all I wanted to give you guys a heads up on today.

22 Are there questions related to the  
23 training?

24 Nope?

25 MR. FRUMKIN: Thank you very much.

1                   And with that, Julie, give us the  
2 financial update.

3                   MS. LUST: Thank you.

4                   I think I will say the same thing  
5 Nikki said, give me a week. So far I haven't spent  
6 any of my money, but give me a week.

7                   We have this year a budget of  
8 \$19 million, and we have an expected revenue of  
9 \$3.8 million. Again, at this point, the financials  
10 look pretty blank, we haven't done anything yet.  
11 We did return about \$700,000 to the commissioners  
12 last year. That was a combination of two things.  
13 The Data Center at the end of the year does open up  
14 purchase orders for hardware, software and services  
15 that anyone in the county can utilize all the way  
16 up to December 31st, and we keep those open as a  
17 safeguard while other agencies are closing out  
18 their POs. At the end of the year, OMB works with  
19 us so we make sure that the technology and the  
20 county will have whatever it needs.

21                   Other than that, we also had some  
22 hardware that we purchased during 2021, that will  
23 not come in until next year. And that is because  
24 of many of the back orders that are associated with  
25 COVID.

1 Pending any questions, that  
2 completes my update.

3 MR. FRUMKIN: No questions?

4 Thank you. Barring any questions --

5 MS. MATTHEWS: Quick question.

6 Julie, you said they will not come  
7 in until next year, meaning 2023?

8 MS. LUST: This year.

9 MS. MATTHEWS: That's what I  
10 thought.

11 MS. LUST: Yeah, I think my latest  
12 delivery date is May of this year. Some of it is  
13 pushed out for quite a while, but no, it will all  
14 come in this year. Thank you.

15 MR. FRUMKIN: I will say this, we  
16 are -- we have been plagued with supply chain.  
17 Stuff we have ordered in, what, November, October,  
18 some stuff ordered sooner than that --

19 MS. LUST: We have some stuff we  
20 ordered in August that is not here yet.

21 MR. FRUMKIN: With that, I will  
22 defer back to Auditor Stinziano, and wish to thank  
23 each of you for your continued support.

24 SECRETARY STINZIANO: Thank you all  
25 for the update.

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APPROVAL OF MINUTES

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SECRETARY STINZIANO: We will move to approval of minutes from the December 6, 2021 Regular Board meeting. Are there any additions or corrections?

Seeing no further review, I would like to take a motion for approval.

CLERK O'SHAUGHNESSY: I so move.

MR. KOHLHORST: Second.

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

Same sign for any opposition.

And any abstentions.

The minutes have passed.

(Vote taken; motion passed)

SECRETARY STINZIANO: Then we will move to the minutes from the December 20th Special Board meeting. Are there any amendments or corrections?

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

CLERK O'SHAUGHNESSY: I so move.

1 MR. CUPPLES: Second.

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

5 Same sign for any opposition.

6 And any abstentions.

7 SECRETARY STINZIANO: The minutes  
8 have passed.

9 (Vote taken; motion passed)

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NEW BUSINESS

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RESOLUTION NO. 22-001

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15 SECRETARY STINZIANO: We will move  
16 to our New Business. First is Resolution 22-001,  
17 Acquisition Approval of Computer Hardware, Software  
18 or Services.

18

Julie is presenting.

19

MS. LUST: Thank you.

20

21 And this is the annual resolution  
22 that provides Adam Frumkin and his designee the  
23 ability to approve technology procurements on  
24 behalf of this board. Before we provide that  
25 approval, all requests go through a business  
relationship manager review to make sure that we



1 completely understand what is needed by the agency.  
2 It also goes through both a security and technical  
3 review.

4 Pending any questions, we do request  
5 your approval of this resolution.

6 SECRETARY STINZIANO: Thanks for the  
7 presentation.

8 Are there any questions or comments?  
9 Hearing none, is there a motion for  
10 approval?

11 CLERK O'SHAUGHNESSY: I so move.

12 MR. KOHLHORST: Second.

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

16 Same sign for any opposition.

17 And any abstentions.

18 Resolution is approved.

19 (Vote taken; motion passed)

20 - - -

21 RESOLUTION NO. 22-002

22 - - -

23 SECRETARY STINZIANO: Next is  
24 Resolution 22-002, Franklin County Technical  
25 Equipment Salvage.

1 Julie is presenting.

2 MS. LUST: Thank you.

3 This is equipment we've determined  
4 is not usable and should be disposed of. We do go  
5 through all equipment that comes in through the  
6 agencies, all hard drives are destroyed in order to  
7 ensure that no data goes out past the county. We  
8 also look for any devices that can be utilized by  
9 another agency. We pull any PCs or laptops that  
10 can be utilized, and we also pull any monitors that  
11 can be utilized, and that's important to know as  
12 sometimes some of the agencies are sending  
13 individuals home to work remotely. If you do need  
14 a monitor for one of those remote workers, we do  
15 keep a very small selection of those that we can  
16 assist you with no cost.

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

19 SECRETARY STINZIANO: Thank you for  
20 the presentation.

21 Are there any questions or comments?

22 Seeing no further review, I would  
23 like to seek a motion for approval.

24 CLERK O'SHAUGHNESSY: I so move.

25 MR. CUPPLES: Second.

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

4                   Same sign for any opposition.

5                   And any abstentions.

6                   Resolution is approved.

7                   (Vote taken; motion passed)

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9                   RESOLUTION NO. 22-003

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11                   SECRETARY STINZIANO: Next is  
12 Resolution 22-003, Franklin County Data Center  
13 OnBase Content Management System Upgrade.

14                   MS. LUST: Thank you. OnBase is an  
15 enterprise information platform. And it's designed  
16 to manage both content and processes, which is  
17 utilized by Child Support Enforcement Agency and  
18 also the Auditor's office, and is also available to  
19 all Franklin County title agencies. This  
20 resolution is for an upgrade of both the database  
21 and the platform. And it will be completed both by  
22 our partner agency, 3SG Plus and Data Center  
23 resources.

24   Pending any questions, we request  
25 your approval of this resolution.

1                   **SECRETARY STINZIANO:** Thank you for  
2 the presentation.

3                   Are there any questions or comments?

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

6                   **CLERK O'SHAUGHNESSY:** I so move.

7                   **MR. KOHLHORST:** Second.

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

11                   Same sign for any opposition.

12                   And abstentions.

13                   Resolution is approved.

14                   (Vote taken; motion passed)

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16                   **RESOLUTION NO. 22-004**

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18                   **SECRETARY STINZIANO:** Next is  
19 Resolution No. 22-004, Franklin County Office on  
20 Aging, Legacy CMS Replacement, Enterprise Case  
21 Management developed by Adsystem.

22                   **MR. HALLIBURTON:** Good morning. I'm  
23 Brandon Halliburton, Deputy Director of IT for the  
24 Franklin County Office on Aging. Today, we seek  
25 approval to replace our current case management

1 system that has been in operation for over  
2 20 years. The new solution we've identified  
3 addresses current business requirements with  
4 flexibility for future growth and enhancements  
5 while remaining cost-effective.

6 Pending any questions, I ask for  
7 your approval of Resolution 22-004.

8 SECRETARY STINZIANO: Thank you for  
9 the presentation.

10 Are there any questions or comments?  
11 Hearing none, I would like to seek a  
12 motion for approval.

13 CLERK O'SHAUGHNESSY: I so move.

14 MR. KOHLHORST: Second.

15 SECRETARY STINZIANO: It's been  
16 moved and seconded. Thank you.

17 All those in favor, please signify  
18 by voting aye.

19 Same sign for any opposition.

20 And any abstentions.

21 It's my understanding the Commission  
22 representative will need to abstain from this  
23 resolution.

24 MR. TORRES: We abstain.

25 SECRETARY STINZIANO: Thank you.

1 Resolution is approved.

2 (Vote taken; motion passed)

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4 RESOLUTION NO. 22-005

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6 SECRETARY STINZIANO: Next is  
7 Resolution No. 22-005, Franklin County Auditor,  
8 2022 Baseline Procurement and Annual Renewal.

9 MR. JACKSON: Good morning Members  
10 of the Data Board. My name is Matthew Jackson, I'm  
11 the Deputy Financial Officer at the Franklin County  
12 Auditor's office.

13 This resolution includes our 2022  
14 baseline IT procurements and renewals. We seek  
15 your approval on that. This was approved in the  
16 budget of OMB and Board of Commissioners in  
17 December.

18 Pending any questions, I seek your  
19 approval on these expenditures.

20 SECRETARY STINZIANO: Outstanding  
21 presentation.

22 Are there any questions or comments?  
23 Hearing no further review, I would  
24 like to seek a motion for approval.

25 CLERK O'SHAUGHNESSY: I so move.

1 MR. KOHLHORST: Second.

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

5 Same sign for any opposition.

6 And any abstentions.

7 Franklin County Auditor will abstain  
8 from this resolution.

9 The resolution is approved.

10 (Vote taken; motion passed.)

11 - - -

12 RESOLUTION NO. 22-006

13 - - -

14 SECRETARY STINZIANO: Next is  
15 Resolution 22-006, Franklin County Purchasing 2022  
16 Baseline Procurement and Annual Renewal.

17 MS. MATHEW: Good morning Data Board  
18 members. I'm Traci Mathew, Assistant Director of  
19 the Franklin County Purchasing Department.

20 Today I seek approval for our  
21 baseline budget items. Your approval will ensure  
22 that we are able to maintain our current level of  
23 service to our customers. The business units  
24 represented in our budget for this resolution  
25 include Procurement, Mail Services, Print Shop, and

1 the Office of Diversity, Ethnicity and Inclusion.

2 Pending any questions, I seek your  
3 approval of Resolution 22-006.

4 SECRETARY STINZIANO: Thank you for  
5 the presentation.

6 Are there any questions or comments?

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

9 CLERK O'SHAUGHNESSY: I so move.

10 MR. KOHLHORST: Second.

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

14 Same sign for any opposition.

15 And any abstentions.

16 Again, I'm looking for the  
17 Commissioners' representative needing to abstain  
18 from this resolution.

19 MR. TORRES: Oh, yes.

20 SECRETARY STINZIANO: Resolution is  
21 approved.

22 (Vote taken; motion passed)

23 - - -

24 RESOLUTION NO. 22-007

25 - - -



1                   **SECRETARY STINZIANO:** Next is  
2     **Resolution 22-007, Franklin County Sheriff,**  
3     **WatchGuard Body-worn Camera and Evidence Management**  
4     **Software.**

5                   **MR. CROWTHER:** Good morning, Shanon  
6     **Crowther, Director of IT for the Sheriff's office.**  
7     **The Sheriff's office is going to procure the**  
8     **WatchGuard body-worn camera for all uniformed**  
9     **Franklin County Sheriff's office deputies.**  
10    **WatchGuard is a cloud-based system, with efficient**  
11    **storage management and distribution of video data**  
12    **that's collected.**

13                   **This resolution is necessary to**  
14    **support this office's mission and to meet**  
15    **expectations of the constituents that they serve.**  
16    **WatchGuard is the current technology that's used**  
17    **for our in-car camera systems today. By**  
18    **implementing WatchGuard body cameras additional**  
19    **capabilities and integration will be realized. The**  
20    **body cameras work directly with the current system**  
21    **to provide complete documentation of the deputies**  
22    **interaction with the public. The video from both**  
23    **the in-car technology and body cameras will**  
24    **synchronize as to provide video documentation for**  
25    **multiple agencies.**

1                   This request is for software  
2     licensing and hosting, hardware, professional  
3     services for implementation, and Franklin County  
4     Data Center labor and support. We work with the  
5     Data Center and multiple agencies throughout the  
6     procurement process and implementation of the  
7     procurement of a state contract, and in fact, the  
8     county did an RFI, and that's how we chose this  
9     particular vendor. The cost is not to exceed  
10    \$2,750,000. However, there may be additional  
11    network infrastructure needs identified, and if so,  
12    we would come back and ask for additional funding  
13    for those.

14                   Pending any questions, we request  
15    your approval.

16                   SECRETARY STINZIANO: Thank you for  
17    the presentation.

18                   Are there any questions or comments  
19    from Members of the Board?

20                   Seeing no further review, I would  
21    like to seek a motion for approval.

22                   CLERK O'SHAUGHNESSY: I so move.

23                   MR. KOHLHORST: Second.

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

1 signify by voting aye.

2 Same sign for any opposition.

3 And any abstentions.

4 Resolution is approved.

5 (Vote taken; motion passed)

6 SECRETARY STINZIANO: We do have  
7 personnel actions on the agenda today, and I  
8 believe we will look to Mr. Frumkin to provide  
9 those updates, unless the board desires to go into  
10 executive session.

11 Does not appear so.

12 Adam will present both. We will  
13 take them one-by-one for action.

14 - - -

15 RESOLUTION NOS. 22-008; 22-009

16 - - -

17 MR. FRUMKIN: First one is  
18 Resolution No. 22-008, Personnel Action, New Hire  
19 for Enterprise Support Analyst 2. And this is hire  
20 of Tyler Siniff. And Mr. Siniff has more than  
21 eight years' experience IT support services in a  
22 variety of central Ohio organizations, including  
23 ECOT, Electronic Classroom of Tomorrow, AEP and  
24 McGraw-Hill. His technical experience is more  
25 varied than most of our current team, and it

1 includes a good deal of support for Mac OS devices,  
2 which is increasing in its popularity with our  
3 users who will be working from home.

4 While at ECOT, Tyler worked  
5 extensively with current FCDC team members, Dave  
6 Staley, Josh Miller, both of whom have given their  
7 approval and thought process for him joining our  
8 team.

9 The second one is personnel action  
10 22-009, for a New Hire for Enterprise Support  
11 Analyst 2, and that is for Vincent Smithers.

12 Mr. Smithers has more than 10 years'  
13 experience providing IT support services in the  
14 military, private industry, including the Army,  
15 OhioHealth, Huntington, and most recently Bob  
16 Evans.

17 In his current role, Vince has  
18 distinguished himself as the lead technician and  
19 maintain support for both in-store and corporate  
20 office users simultaneously. He's also shown  
21 technical leadership by developing extensive  
22 documentation to assist his support for his  
23 colleagues. His hands-on IT experience, combined  
24 with networking and security certification, and  
25 formal education make him an ideal candidate for

1 our team. We are looking forward to adding his  
2 unique perspective for our operations. He will  
3 help us continue to make year-after-year profits,  
4 documentation, and service improvement.

5 SECRETARY STINZIANO: Thank you for  
6 the presentation.

7 We well begin with 22-008, Personnel  
8 Action, New Hire, Enterprise Support Analyst 2.

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

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

13 CLERK O'SHAUGHNESSY: I so move.

14 MR. CUPPLES: Second.

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

18 Same sign for any opposition.

19 And any abstentions.

20 Resolution is approved.

21 (Vote taken; motion passed)

22 SECRETARY STINZIANO: Next is  
23 Resolution 22-009, Personnel Action, New Hire  
24 Enterprise Support Analyst 2. Are there any  
25 questions or comments?

1                   Hearing none, I would like to seek a  
2 motion for approval.

3                   CLERK O'SHAUGHNESSY: I so move.

4                   MR. KOHLHORST: Second.

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

8                   Same sign for any opposition.

9                   And any abstentions.

10                  Thank you. Resolution is passed.

11                  (Vote taken; motion passed)

12                                 - - -

13                                 NEW BUSINESS

14                                 - - -

15                  SECRETARY STINZIANO: That concludes  
16 today's business. We will go around the Board if  
17 there's any other business.

18                  Judge Brown?

19                  JUDGE BROWN: Happy New Year.

20                  SECRETARY STINZIANO: Clerk

21 O'Shaughnessy?

22                  CLERK O'SHAUGHNESSY: Ditto.

23                  SECRETARY STINZIANO: Board of  
24 Commissioners?

25                  MR. TORRES: Only thing to add is

1 Office Management and Budget is doing a  
2 re-appropriation resolution. As Julie had  
3 mentioned, there are procurements in 2021 with  
4 significant costs that were not received. There is  
5 a re-appropriation resolution scheduled to transfer  
6 funds for 2022, and those are due this week.

7 MS. LUST: Thank you.

8 SECRETARY STINZIANO: Thank you for  
9 that update.

10 Recorder's office?

11 MR. CUPPLES: Happy New Year.

12 SECRETARY STINZIANO: Treasurer's  
13 office?

14 MR. KOHLHORST: Not at this time.

15 SECRETARY STINZIANO: Always  
16 exciting with the our Board of Elections.

17 DEPUTY DIRECTOR PAYNE: I just want  
18 to mention that Antone White is out today. His  
19 mother was just released with COVID complications.  
20 We continue to keep her in our thoughts and  
21 prayers, and if everyone would do the same, that  
22 would be great.

23 SECRETARY STINZIANO: Nothing  
24 further. We are adjourned.

25

- - -

1                    Thereupon, the proceeding adjourned at  
2 approximately 9:18 a.m.

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C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 2nd day of February, 2022.

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

My Commission Expires: February 28, 2026.

- - -

C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 2nd day of February, 2022.

*Angela S. Moore*



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

My Commission Expires: February 28, 2026.


- - -

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY DATA CENTER  
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon


Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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**Kim Brown**, Member  
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**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts


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Franklin County Treasurer

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

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

Absent

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY EQUIPMENT SALVAGE**

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

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

**WHEREAS**, a list of the equipment is attached hereto and made a part hereof; and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board recommends the Franklin County Board of County Commissioners, in accordance with Ohio Revised Code Section 307.12, that the equipment be placed for public sale or disposal, the technology equipment specified in the attached list.



Franklin County Automatic Data Processing Board  
Technical Equipment Salvage Resolution  
Resolution #: 22-010  
Date: 02/07/2022

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Agency	Description	Number of Units
Court of Appeals	Desktop PC	12
Court of Appeals	Monitor	3
Court of Appeals	Copier	1
Data Center	Printer	1

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER FOR DEPLOYMENT COUNTYWIDE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
ENDPOINT DEVICES

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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Franklin County Treasurer

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

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

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

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

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

**FRANKLIN COUNTY DATA CENTER FOR DEPLOYMENT COUNTYWIDE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
ENDPOINT DEVICES**

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

**WHEREAS**, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

**WHEREAS**, the attached list describes those purchases the Data Center Chief Information Officer feels are required to continue the normal and usual operation of the Data Center; and,

**WHEREAS**, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners' approval, and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board authorizes the expenditure of funds and grants the Data Center Chief Information Officer authorization to approve these requisitions in MUNIS.



Franklin County Automatic Data Processing Board  
Information Technology Procurement Resolution  
Resolution #: 22-011  
Dated: 02/07/2022

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Title	Endpoint Devices
Agency	Franklin County Data Center for Deployment Countywide
Amount	Not to exceed \$540,000
Category	Technology Hardware

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**Business Justification**

As the technology service provider for Franklin County agencies, courts, and boards, the Data Center stocks routine endpoint devices such as laptops, docking stations, and monitors. This facilitates the efficient deployment of devices upon request.

The Data Center will procure the hardware from a minority-owned business located in Franklin County through a State of Ohio contract and will bill back partner agencies at the time of deployment.

**Hardware to be procured**

- 260 Dell Latitude 7420 14" Laptop
- 300 Docking Stations
- 50 Monitors

**Fiscal Information**

**Funding Source:** Agency bill back offsetting the expense.



FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
REPLACE END-OF-LIFE NETWORK SWITCHES

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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Franklin County Treasurer

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

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

Absent

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

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

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

**FRANKLIN COUNTY DATA CENTER  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
REPLACE END-OF-LIFE NETWORK SWITCHES**

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

**WHEREAS**, in the normal course of conducting Data Center business, it is necessary to purchase various goods and services; and,

**WHEREAS**, the attached list describes those purchases the Data Center Chief Information Officer feels are required to continue the normal and usual operation of the Data Center; and,

**WHEREAS**, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners' approval, and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board authorizes the expenditure of funds and grants the Data Center Chief Information Officer, authorization to approve these requisitions in MUNIS.



Franklin County Automatic Data Processing Board  
Information Technology Procurement Resolution

Resolution #: 22-012

Dated: 02/07/2022

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Title	Replace End-of-Life Network Switches
Agency	Franklin County Data Center
Amount	Not to exceed \$180,000
Category	Technology Hardware, Software, and Maintenance

---

**Business Justification**

The Franklin County Data Network is the backbone of technology throughout Franklin County.

A network switch is networking hardware that connects devices on a computer network using packet switching to receive and forward data to the destination device. A network switch is a multiport network bridge that uses MAC addresses to deliver data at the data link layer of the OSI model. The device's life expectancy is approximately ten years.

**Project Scope**

Purchase and deploy up to 34 48-port network switches in various locations. This is phase one of a multi-year refresh.

**Fiscal Information**

**Funding Source:** Network Reliability Fund

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY SHERIFF'S OFFICE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2022 BASELINE PROCUREMENT AND ANNUAL RENEWAL

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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Director, Franklin County Board of Elections

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Absent

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

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Deputy Director, Franklin County Board of  
Elections

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

**FRANKLIN COUNTY SHERIFF'S OFFICE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2022 BASELINE PROCUREMENT AND ANNUAL RENEWAL**

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

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

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

**WHEREAS**, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners' approval, and,

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



Franklin County Automatic Data Processing Board  
 Information Technology Procurement Resolution  
 Resolution #: 22-013  
 Dated: 02/07/2022

Title	2022 Baseline Procurement and Annual Renewals
Agency	Franklin County Sheriff's Office
Amount	\$ 1,807,326.75
Category	Hardware, Software, and Technology Services

**Business Justification**

The Franklin County Sheriff's Office's mission is to protect the lives and property of the citizens of Franklin County, preserve the peace, and prevent crime and disorder while constantly guarding personal liberties as prescribed by law.

This resolution will support the continual and efficient operations of the agency's technology needs, which is critical to the organization's operations.

**Description**

Description Detail	
<ul style="list-style-type: none"> <li>• US Bank/ Konica Minolta</li> <li>• Insight Public Sector (Renewal)</li> <li>• Cellebrite UFED (Renewal)</li> <li>• Dynamic Tech dba Ocean Sys (Renewal)</li> <li>• Info USA Marketing</li> <li>• Paraben Device (Renewal)</li> <li>• NeoGov (Subscription &amp; License)</li> <li>• Susteen</li> <li>• Fernico ZRT (Renewal)</li> <li>• Mapsys (Imaging Maintenance)</li> <li>• Visual Studio Enterprise with MSDN</li> <li>• LexisNexis Risk Sol</li> <li>• Precise Digital</li> <li>• Proware (Maintenance)</li> <li>• Cummins Allison (Maintenance)</li> <li>• DataWorks (Maintenance)</li> <li>• Visual Labs Inc</li> <li>• Intellitech (Maintenance)</li> <li>• City of Columbus - AFIS Upgrade</li> <li>• Colossus (License)</li> <li>• Occam (Renewal)</li> <li>• Crash Data Group (Renewal)</li> <li>• Kelly Young - Dirigo Software for Traffic Bureau</li> <li>• StarChase LLC (Subscription)</li> <li>• Matrix Maintenance</li> <li>• PDQ.com (Renewal)</li> </ul>	<ul style="list-style-type: none"> <li>• Spark Hire Inc (Renewal)</li> <li>• Wizz Systems (Renewal)</li> <li>• Target Solutions Learning (Renewal)</li> <li>• Vigilant Solutions (Renewal)</li> <li>• Developer Express (Renewal)</li> <li>• PowerDMS</li> <li>• Northpointe (Renewal &amp; Maintenance)</li> <li>• Bluebeam Inc (Renewal)</li> <li>• Adobe</li> <li>• Wasp Barcode Tech (Renewal)</li> <li>• PrismDoc (Renewal)</li> <li>• Jet Brains</li> <li>• Callyo (Renewal)</li> <li>• Magnet Forensics (License)</li> <li>• OnTerra</li> <li>• Gordon Flesch</li> <li>• Muzak (Maintenance)</li> <li>• Blue Tech./Konica Minolta</li> <li>• Watchguard</li> <li>• Morphotrak Inc (Maintenance)</li> <li>• Konica Minolta</li> <li>• Central Squared</li> <li>• Panasonic Toughbook Warranty Renewal</li> <li>• Time Keeping System - FSU-52B</li> <li>• NetClock</li> <li>• Mapsys (Maintenance)</li> </ul>

<ul style="list-style-type: none"><li>• NetMotion</li><li>• Precision Laser &amp; Instruments</li></ul>	<ul style="list-style-type: none"><li>• Dell Marketing (Maintenance)</li><li>• Hawk Analytics</li><li>• Insight Public Sector (Renewal)</li></ul>
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**Franklin County Data Center Recommendation**

The Data Center recommends the approval of the above reoccurring information technology items as both teams collaborate to develop and evaluate solutions that result in cost-effective technology for Franklin County. In alignment with the Data Center's Strategic Initiatives, we want to provide cost-effective, efficient technology and reduce technical debt and duplication of technologies. The Data Center is committed to accessing current county enterprise solutions aligned with the Franklin County Sheriff's Office business. Procurements associated with new projects, technology, or software, will be presented under separate resolutions.

**Fiscal Information**

**Funding Source:** SHRF 2022 Approved Budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY SHERIFF'S OFFICE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
PREMIERONE CAD AND MOBILE SYSTEM

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

  
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Director, Franklin County Board of Elections

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

Absent

\_\_\_\_\_  
**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 SHERIFF'S OFFICE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
PREMIERONE CAD AND MOBILE SYSTEM**

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

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

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

**WHEREAS**, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners' approval, and,

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



Franklin County Automatic Data Processing Board  
Information Technology Procurement Resolution  
Resolution #: 22-014  
Dated: 02/07/2022

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Title	PremierOne CAD and Mobile System
Agency	Franklin County Sheriff's Office
Amount	Not to Exceed \$5,900,000.00
Category	Software and Technology Services

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### **Business Justification**

The Franklin County Sheriff's Office's mission is to protect the lives and property of the citizens of Franklin County, preserve the peace, and prevent crime and disorder while constantly guarding personal liberties as prescribed by law. The Sheriff's Office desires to acquire Motorola's PremierOne Computer-aided dispatch (CAD) and Mobile system to replace its current system, which is over 30 years old.

PremierOne is a Motorola Solution that will modernize how Sheriff dispatchers, call-takers, and 911 operators prioritize and record incident calls, identify the status and location of responders in the field, and effectively dispatch personnel. This new system will unlock efficiency opportunities for up-to-date information from 9-1-1 calls, text messages, and multimedia that are rapidly and securely provided to the right resources at the right time.

### **Description**

The Sheriff's office seeks approval to procure the PremierOne CAD and Mobile system. This implementation consists of the system software, PremierOne application and client software, CommandCentral Capabilities, interfaces, and services supported by the vendor and hosted with Franklin County Data Center Infrastructure. This solution is necessary to support the office's mission and meet the expectations of the constituents they serve.

Included in this request:

- Software Licensing and Hosting
- Hardware
- Professional Services for implementation
- Franklin County Data Center Labor Support

### **Franklin County Data Center Recommendation**

The partner will work with the Data Center throughout the procurement process and implementation; therefore, it is recommended. The Data Center is committed to providing this board with regular status updates.

**Fiscal Information**

**Funding Source: Sheriff's Capital Funds.**

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY RECORDER  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
KOFI TECHNOLOGIES, INC. CONTRACT MODIFICATION

Voting Aye thereon

Voting Nay thereon

  
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

  
\_\_\_\_\_  
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

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**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts


  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

**Abstained**

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**Daniel O'Connor**, Member  
Franklin County Recorder

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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

Absent

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**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 RECORDER  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
KOFI TECHNOLOGIES, INC. CONTRACT MODIFICATION**

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

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

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

**WHEREAS**, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon Franklin County Board of Commissioners' approval, and,

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



Franklin County Automatic Data Processing Board  
Information Technology Procurement Resolution  
Resolution #: 22-015  
Dated: 02/07/2022

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Title	Kofile Technologies, Inc. Contract Modification
Agency	Franklin County Recorder and Document Imaging Center
Amount	Not to Exceed \$467,715.37
Category	Software, Services and Training

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**Business Justification**

This additional search site will provide quicker access to the Recorder's Office records for the public and provide a third backup location for data. The performance of the cloud-based site far exceeds the capabilities of the current search website and offers additional features to the public.

**Description**

The Recorder's Office would like to add an additional offering from the current vendor for a cloud-based search site for our records. This would be a modification to the existing contract with Kofile. There will be no connection to the Franklin County Data Network (FCDN). Images and data will be synched from Kofile's data center in Texas to the cloud search site that they host.

**Franklin County Data Center Recommendation**

The Data Center recommends approval of this resolution

**Fiscal Information**

**Funding Source:** Recorder's Technology Fund

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

Voting Aye thereon


Voting Nay thereon

  
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

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Franklin County Clerk of Courts

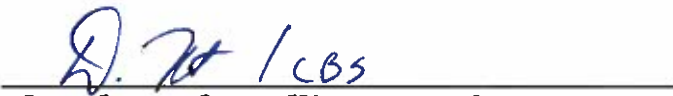
Abstained

\_\_\_\_\_  
**John O'Grady**, Member  
Franklin County Commissioner

\_\_\_\_\_  
**John O'Grady**, Member  
Franklin County Commissioner

  
\_\_\_\_\_  
**Daniel O'Connor**, Member  
Franklin County Recorder

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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

Absent

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY**

**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 subject to the Resource Requirements referenced in support of obtaining Federal Tax Information (FTI) security compliance.

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



# Information Technology

2022 Master Service Agreement  
Between the:



Franklin County Data Center  
and  
Franklin County Child Support  
Enforcement Agency

## 1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Child Support Enforcement Agency (CSEA). 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 CSEA.

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

## 2.0 Contact Information and Authorizations

### 2.1 Franklin County Data Center

#### **Business Services**

**Enterprise Business Relationship Manager**, Melissa Peoples: melissa.peoples@franklincountyohio.gov  
(614)525-5691

373 S. High Street 9<sup>th</sup> Floor  
Columbus, Ohio 43215

**Team E-mail:** fcdbcbusinessservices@franklincountyohio.gov

**Chief Operating and Communications Officer**, Tasha Hyler: tjhyler@franklincountyohio.gov  
(614) 525-6798

373 S. High Street 9<sup>th</sup> Floor  
Columbus, Ohio 43215

**Team E-mail:** fcdbcbusinessservices@franklincountyohio.gov

#### **Financial Services**

**Enterprise Financial Services Manager**, Michelle Halsell: mdhalsel@franklincountyohio.gov  
373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** fcdcfinancialservices@franklincountyohio.gov

(614) 525-7392

**Procurement System:** <https://link.franklincountyohio.gov/view/login/index.cfm>

#### **Help Desk**

**Enterprise Support Manager**, Rob Linton: robert.linton@franklincountyohio.gov

373 S. High Street 8<sup>th</sup> Floor  
Columbus, Ohio 43215

**Team E-mail:** helpdesk@franklincountyohio.gov

(614) 525-3282

**Service Management Portal:** [helpdesk.franklincountyohio.gov](https://helpdesk.franklincountyohio.gov)

## 2.2 Franklin County Child Support Enforcement Agency

### General Information

**Director**, Susan Brown: susan.brown@jfs.ohio.gov  
80 E. Fulton Street  
Columbus, Ohio 43215  
(614) 525-6030

## 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.

**Service Management (Service):** Individuals who are granted entitlements that allow them to view Service Management tickets that belong to CSEA.

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

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

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

**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>

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

Name	E-mail	IT Contact	Service	Procurement	Invoices	Security	Website
Susan Brown	susan.brown@jfs.ohio.gov	X		X		X	X
Aleah Palmer	aleah.palmer@jfs.ohio.gov	X				X	X
David Kowaleski	david.kowaleski@jfs.ohio.gov	X	X			X	X
William Peltcs	william.peltcs@jfs.ohio.gov	X				X	X
Emeka Okafor	emeka.okafor@jfs.ohio.gov			X	X		
Joan Rowe	joan.rowe@jfs.ohio.gov	X				X	X
Emily Sacksteder	emily.sacksteder@jfs.ohio.gov	X	X			X	X

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

### 3.0 Core Services

#### Support Key:

Partner = Partner provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

Vendor: Does currently utilize the service that is managed by the Partner

N/A = Does not currently utilize the service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	N/A	
Mobile Application Development	N/A	
SQL Database	Shared	CSEA is working with FCDC to expand SQL services in the FCDC environment.
Web Development and Content Management	Partner	The CSEA website falls under the BOC branding and was created in Kentico

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	Shared	CSEA maintains a separate environment from the State of Ohio. However, there are specific systems that CSEA uses within Franklin County. Information regarding the Franklin County environment are in section 5.0
Data Storage	Shared	CSEA maintains a separate environment from the State of Ohio. However, there are specific systems that CSEA uses within Franklin County. Information regarding the Franklin County environment are in section 5.0
Hi-Availability Environment (HA)	Shared	CSEA maintains a separate environment from the State of Ohio. However, there are specific systems that CSEA uses within Franklin County. Information regarding the Franklin County environment are in section 5.0
Server Virtualization and Hosting	FCDC	4 Hosted Servers

Enterprise Network	Support	Notes
Communication and Collaboration (Phones and Network Cabling)	Shared	Upon request, FCDC is available to work on any cabling needs. CSEA utilizes the Mitel phone solution and FCDC must work with the State of Ohio to manage network connectivity.
Internet, Firewall, and VPN Services	Shared	CSEA is on the State of Ohio network, but requires access to specific county resources. FCDC works with the State of Ohio to co-manage connectivity for CSEA
Wide Area Network (WAN) Connectivity	N/A	
Wired Network Connectivity	Shared	
Wi-Fi Wireless Network Connectivity	Partner	CSEA uses the State of Ohio Wi-Fi

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	FCDC	Electronic IV-D and non IV-D contract process
Intellivue Document Imaging Solution	N/A	
Geographic Information Systems (GIS)	N/A	
Microsoft 365	Partner	CSEA receives licensing through the State of Ohio
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
MUNIS	Shared	The Franklin County Auditor's Office is responsible for the application
OnBase Information Platform	Shared	CSEA houses and maintains a business-critical application in the FCDC OnBase environment. The relationship to manage this service is detailed in section 5.3
Zoom	N/A	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	Help Desk services are provided internally by CSEA and the State of Ohio. However, for items involving resources within Franklin County, the FCDC Help Desk is used
Hardware Salvage	N/A	
Remote and Onsite Support	N/A	
User Device Management and Imaging	N/A	

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	Shared	CSEA is required to procure items from the State of Ohio's standard list but is still required to follow the Franklin County Procurement Policy and utilizes FCDC procurement services when possible
Vendor and Licensing Management	N/A	

Security	Support	Notes
Anti-Virus	N/A	The State of Ohio is responsible
Assistance with Security Audits	Shared	This is a combined effort between FCDC and the State of Ohio, and the responsibility will depend on what area an audit focuses on. CSEA's BRM at FCDC is the initial point of contact for FTI, IRS audits and breaches.

Cyber Security Insurance Policy Compliance	Shared	The Franklin County Cyber security insurance policy applies to the items that are hosted/maintained within the FCDCN
Multifactor Authentication (MFA) / Single Sign On (SSO)	Shared	MFA/SSO would be applied to specific resources provided by FCDC that CSEA may use
Security Incident Support	Shared	FCDC will run as a primary responder for resources hosted/maintained by FCDC. Otherwise, the responsibility would fall to CSEA and the State of Ohio
Security Training and Consultation	N/A	The State of Ohio is responsible
Web Filtering	N/A	The State of Ohio is responsible

## 4.0 Special Support Services

**4.1 CSEASQLPRD01 Server and Database:** CSEASQLPRD01 is a virtual server within the FCDC environment. It has two purposes:

- Consume data from the State of Ohio and push it to CSEA's OnBase application.
- CSEA SQL environment for CSEA to migrate out of Microsoft Access

### FCDC Responsibility:

- Maintain and monitor the performance of the server to ensure good performance
- Maintain server updates and patching
- Is not responsible for connections between the State of Ohio or to CSEA's OnBase application
- Maintain all licensing related to the CSEASQLPRD01 server (VM and SQL)
- Secondary support for CSEA's use of SQL on this server. FCDC cannot guarantee a resource to understand CSEA's use of SQL and be an adequate support backup. FCDC resources will work to assist to the best of our abilities. Any request from CSEA to assist will be subject to charges according to the current year rates
- In general, incidents related to this service will be considered a **Priority 3 (MEDIUM)** Minor Business Impact. Please see the support details in Section 6.5

### CSEA Responsibility:

- Test all server updates and patches for application compatibility
- Maintain/manage connection from CSEASQLPRD01 to the OnBase application
- Primary support for CSEA's use of SQL on this server
- Financially responsible for monthly server/storage costs and any requested enhancement or incident work

**4.2 Federal Taxpayer Information (FTI) Compliance:** IRS-1075 Compliance: Keeping All Federal Tax Information (FTI) Data Safe.

FCDC will work in good faith with CSEA stakeholders to procure the necessary resources required (e.g., personnel, background services, etc.) to maintain compliance with IRS-1075. The CSEA is responsible for submitting an updated 45-day notice to the Office of Child Support if it is requested. The FCDC is responsible to cooperate by providing any changes or updates that are required by this request. This MSA provides written notification to the consolidated Data Center Management that they are bound by the provision of Publications 1075, relative to protecting all FTI within their possession or control. The

CSEA recognizes that they are responsible for protecting FTI and that FCDC shares this same responsibility and compliance.

**FTI Qualifications:** All FCDC Personnel, all contractors, or sub-contractors that will have, or currently have, direct or indirect access to CSEA systems that contain FTI data (e.g., Database Administrators or Help Desk staff with PC administrator access) shall complete the IRS 1075 compliant background review, the required annual awareness training and execute the JFS 7014 prior to being granted access to said systems.

**Failure to Comply:** It is required that the FCDC have a formal sanction process in place for individuals who fail to comply with FTI security policies and procedures. FCDC is required to notify CSEA of the sanction within 72 hours and must include the date of the data breach.

**Data Breaches:** When discovering a possible improper inspection or disclosure of FTI, which includes breaches and security incidents, the person making the observation or receiving the information must notify their supervisor immediately.

The supervisor and worker shall immediately notify the Director, or the Assistant Director or other Designee at the CSEA.

After Director notification, the supervisor and employee must contact the Treasury Inspector General for Tax Administration (TIGTA) **no later than 24 hours after identification of a possible issue involving FTI**. The TIGTA Field Division Office for Ohio is located in Washington, DC and can be reached by calling (215) 861-1003. This office should be contacted first.

If you are unable to contact the TIGTA Field Division, contact the National Office at:

- Hotline Number: 1-800-589-3718
- Online: <http://www.treasury.gov/tigta/>
- Mailing Address: Treasury Inspector General for Tax Administration

Ben Franklin Station  
PO Box 589  
Washington, DC 20044-0589

The Director (or designee) must also notify the State Office of Child Support of the improper inspection or disclosure of FTI. The State Office can be reached by e-mailing [FTI\\_SAFEGUARDING@ifs.ohio.gov](mailto:FTI_SAFEGUARDING@ifs.ohio.gov). Lastly, this process should be included in annual trainings.

**IRS Findings:** It is the responsibility of the FCDC to address any corrective action recommendations to resolve any findings of non-compliance with all IRS inspections.

**Qualified FCDC Personnel, contractors, and sub-contractors must meet the following:**

- BCI and FBI background reviews, that are IRS 1075 compliant, every five (5) years
- Governed by workstation access control policies while onsite and working remotely

- Complete annual awareness training and compliance administration/certification
- Read and Sign the JFS 7014 (Tax Information Safeguarding Authorization Agreement)

**Proper handling of FTI data:**

- Physical security of equipment for all FCDC locations
- Logical security - user authentication, fine-grained entitlements, role-based authentication, and multifactor authentication (MFA)
- Data Segregation practices - during data processing, data storage, and data transmission
- Utilize offsite data storage, backup, and protection

FCDC will provide annual status to CSEA with FTI compliance details. FCDC will partner with CSEA to provide any necessary information regarding FTI compliance in the event of an inspection from the State of Ohio or federal entities. FCDC will comply with any changes that come after an FTI inspection.

**FCDC FTI Access:** FCDC will be housing document images of our case files on their server that could contain FTI correspondence.

- FTI data elements to be disclosed - Case file information that could contain federal tax offset information, the filing status, SSN, and address information
- FTI will be accessed on an as-needed basis only. This will include any new functionality, updates to existing functionality, and resolving connectivity or performance issues with the solution.

**FCDC Subcontractor(s):** Any FCDC Subcontractors will have access to the Data stored on the server at the Franklin County Data Center. Access to this Data is identical to the Franklin County Data Center.

- FTI will be accessed on an as-needed basis only. This will include any new functionality, updates to existing functionality, and resolving connectivity or performance issues with the solution.

**Where work will be performed:** Work will be performed onsite at the Franklin County Data Center or by remote access established via multifactor authentication. Data will not be moved from the server at the Franklin County Data Center or accessed offshore.

- Equipment used to access the Data will be owned by FCDC

**FTI Exhibit 7 Safeguarding Contract Language:**

**CONTRACT LANGUAGE FOR GENERAL SERVICES**

I. PERFORMANCE

In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by officers or employees with the following requirements:

- (1) All work will be performed under the supervision of the contractor.
- (2) The contractor and contractor's officers or employees to be authorized access to FTI



must meet background check requirements defined in IRS Publication 1075. The contractor will maintain a list of officers or employees authorized access to FTI. Such list will be provided to the agency and, upon request, to the IRS.

(3) FTI in hardcopy or electronic format shall be used only for the purpose of carrying out the provisions of this contract. FTI in any format shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection or disclosure of FTI to anyone other than the contractor or the contractor's officers or employees authorized is prohibited.

(4) FTI will be accounted for upon receipt and properly stored before, during, and after processing. In addition, any related output and products require the same level of protection as required for the source material.

(5) The contractor will certify that FTI processed during the performance of this contract will be completely purged from all physical and electronic data storage with no output to be retained by the contractor at the time the work is completed. If immediate purging of physical and electronic data storage is not possible, the contractor will certify that any FTI in physical or electronic storage will remain safeguarded to prevent unauthorized disclosures.

(6) Any spoilage or any intermediate hard copy printout that may result during the processing of FTI will be given to the agency. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts and will provide the agency with a statement containing the date of destruction, description of material destroyed, and the destruction method.

(7) All computer systems receiving, processing, storing, or transmitting FTI must meet the requirements in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.

(8) No work involving FTI furnished under this contract will be subcontracted without the prior written approval of the IRS.

(9) Contractor will ensure that the terms of FTI safeguards described herein are included, without modification, in any approved subcontract for work involving FTI.

(10) To the extent the terms, provisions, duties, requirements, and obligations of this contract apply to performing services with FTI, the contractor shall assume toward the subcontractor all obligations, duties and responsibilities that the agency under this contract assumes toward the contractor, and the subcontractor shall assume toward the contractor all the same obligations, duties and responsibilities which the contractor assumes toward the agency under this contract.

(11) In addition to the subcontractor's obligations and duties under an approved subcontract, the terms and conditions of this contract apply to the subcontractor, and the subcontractor is bound and obligated to the contractor hereunder by the same terms and conditions by which the contractor is bound and obligated to the agency under this contract.

(12) For purposes of this contract, the term "contractor" includes any officer or employee of the contractor with access to or who uses FTI, and the term "subcontractor" includes any officer or employee of the subcontractor with access to or who uses FTI.

(13) The agency will have the right to void the contract if the contractor fails to meet the terms of FTI safeguards described herein.

## II. CRIMINAL/CIVIL SANCTIONS

(1) Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that FTI disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any FTI for a purpose not authorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution.

(2) Each officer or employee of a contractor to whom FTI is or may be accessible shall be notified in writing that FTI accessible to such officer or employee may be accessed only for a purpose and to the extent authorized herein, and that access/inspection of FTI without an official need-to-know for a purpose not authorized herein constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution.

(3) Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that any such unauthorized access, inspection or disclosure of FTI may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of \$1,000 for each unauthorized access, inspection, or disclosure, or the sum of actual damages sustained as a result of such unauthorized access, inspection, or disclosure, plus in the case of a willful unauthorized access, inspection, or disclosure or an unauthorized access/inspection or disclosure which is the result of gross negligence, punitive damages, plus the cost of the action. These penalties are prescribed by IRC sections 7213, 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

(3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(4) Granting a contractor access to FTI must be preceded by certifying that each officer or employee understands the agency's security policy and procedures for safeguarding FTI. A contractor and each officer or employee must maintain their authorization to access FTI through annual recertification of their understanding of the agency's security policy and procedures for safeguarding FTI. The initial certification and recertifications must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, a contractor and each officer or employee must be advised of the provisions of IRC sections 7213, 7213A, and 7431 (see Exhibit 4, *Sanctions for Unauthorized Disclosure*, and Exhibit 5, *Civil Damages for Unauthorized Disclosure*). The training on the agency's security policy and procedures provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For the initial certification and the annual recertifications, the contractor and each officer or employee must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

## III. INSPECTION

The IRS and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any

work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. Based on the inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with FTI safeguard requirements.

**4.3 CSEA OnBase Application:** CSEA is the largest consumer of the Enterprise OnBase Platform which is hosted by FCDC. CSEA uses OnBase as a case management application, and it is critical to their business.

**CSEA OnBase Point of Contact:**

- David Kowaleski
- Joan Rowe
- Emily Sacksteder
- Christopher Holovacs

**FCDC Responsibility:**

- FCDC owns and maintains the OnBase platform and licensing
- FCDC provides a limited level 2 support for the CSEA OnBase application and will initiate services with the 3rd party (3SG Plus) vendor for support when needed
- FCDC owns and funds the 3<sup>rd</sup> party support service agreement with 3SG Plus. Any services rendered by 3SG Plus on behalf of CSEA will be charged back on the next billing cycle
- FCDC maintains the OnBase environment for Franklin County (i.e., upgrades)
- FCDC is required to give advanced notice and to work closely with CSEA regarding any changes to the OnBase environment (updates or upgrades)
- In general, incidents related to this service will be considered a **Priority 2 (HIGH):** Major Business Impact.

**CSEA Responsibility:**

- CSEA is the primary support for their OnBase application
- CSEA is required to notify FCDC regarding any plans to significantly modify the CSEA OnBase Application and work with FCDC to ensure stability in the platform
- CSEA is required to obtain procurement approval prior to contracting with a vendor make modifications to the CSEA OnBase Application
- CSEA is financially responsible for any requested enhancement, or incident OnBase work for CSEA

## 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 make recommendations on 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 a decision and recommendation.

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
- **December:** 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 it with a Business Relationship Manager.

**5.3 Annual Resource Allocation Estimate:**

FCDC will produce and deliver a Resource Allocation Estimate (RAE) for the new year to any billable Partner Agency on or before the 15<sup>th</sup> of January. The RAE estimates FCDC usage and costs based on the previous year's allocations, the current rate, and any projected consumption changes. This document is an estimate and a planning tool, and FCDC does not guarantee the costs presented in this document. The Partner Agency will be billed for actual use.

This applies to **CSEA** as they are a billable Partner Agency to FCDC.

**5.4 Chargeback allocations**

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

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

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

**Invoices will be sent to:**  
franklin\_csea\_fiscal@jfs.ohio.gov

### 5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fdcfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Manager, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Ent. Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Ent. Business Relationship Mgr. - Team Lead, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	FCDC COCO, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	FCDC CIO, 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 several entry points to access FCDC services exist, see below:

#### **Incidents:**

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282

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

#### **General requests and questions:**

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282

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

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

*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. Please see FCDC's Technology Procurement and Implementation Policy or discuss it with a Business Relationship Manager for more information.*

#### **Projects and other work:**

Melissa Peoples, Business Relationship Manager

E-mail: [melissa.peoples@franklincountyohio.gov](mailto:melissa.peoples@franklincountyohio.gov)

Phone: (614) 525-5691

#### 6.4 Escalation/Expedition pathway

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

##### Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Rob Linton	(614) 525-5686	robert.linton@franklincountyohio.gov
3	Ent. Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Ent. Business Relationship Mgr. - Team Lead, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	FCDC COCO, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	FCDC CIO, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

##### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Manager, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Ent. Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Ent. Business Relationship Mgr. - Team Lead, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	FCDC COCO, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	FCDC CIO, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

##### Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Manager/ Lead Contact / PMO	N/A	N/A
2	Ent. Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.Peoples@franklincountyohio.gov
3	Ent. Business Relationship Mgr. - Team Lead, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	FCDC COCO, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	FCDC CIO, 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
<b>Priority 5 (LOWEST)</b> Standard Service Request	<ul style="list-style-type: none"> <li>There is no negative impact on the business or services.</li> <li>Standard, repeatable requests (e.g., user management)</li> <li>Low-effort maintenance or enhancement requests</li> <li>A method for intaking larger requests that may turn into a project but require additional information and understanding</li> </ul>	<ul style="list-style-type: none"> <li>FCDC Staff member will be assigned and contact the requestor as an acknowledgement of the request</li> <li>FCDC will work with the requestor to establish an agreed service delivery schedule or next steps</li> </ul>

<p><b>Priority 4 (LOW)</b> Minimal or No Business Impact</p>	<ul style="list-style-type: none"> <li>• Minimal impact to business or service</li> <li>• No production or individual end-user is affected</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment</li> <li>• FCDC will attempt to resolve within 40 normal business hours</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<p><b>Priority 3 (MEDIUM)</b> Minor Business Impact</p>	<ul style="list-style-type: none"> <li>• There is a degradation to a business service but not a work stoppage</li> <li>• The service component or procedure is NOT critical to customer business functions</li> <li>• The business has an alternative approach until resolved</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment</li> <li>• FCDC will attempt to resolve within 24 normal business hours</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<p><b>Priority 2 (HIGH)</b> Major Business Impact</p>	<ul style="list-style-type: none"> <li>• A business service component, procedure, or application is unusable, or service degradation is very high</li> <li>• The business service is isolated to one (1) Partner Agency</li> <li>• Business service delivery is critically impacted</li> <li>• The business is unable to use an alternative approach to deliver service</li> <li>• A moderate security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours</li> <li>• If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<p><b>Priority 1 (HIGHEST)</b> Severe Business Impact</p>	<ul style="list-style-type: none"> <li>• The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service</li> <li>• Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services</li> <li>• Will cause a significant negative impact on Franklin County revenue</li> <li>• A substantial security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user consistently during normal business hours until resolved</li> <li>• 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</li> <li>• Business Services will issue an E-mail notification to all IT Contacts within one (1) business day</li> </ul>

The above classifications are guidelines to enable FCDC staff to concentrate their efforts on the most critical problems first. 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 that require an alternate

support model, then 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 and strengthen security and privacy controls. In collaboration with the agency, the FCDC will report to and assist the agency in mitigating any findings that may arise. 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 CSEA will go to the FCDC CIO and the Enterprise Business Services Manager.





## Franklin County Data Center Resource Allocation Estimated Usage Worksheet for the Period 3/1/2022- 2/28/2023

Child Support Enforcement Agency	Unit	Monthly Estimated Use	X12=	Yearly Use Estimate	Unit Cost	Estimated Total Cost
Network Connections	# Connections	15	x12=	180	\$40.00	\$7,200.00
iSeries only Connections	# Connections	25	x12=	300	\$20.00	\$6,000.00
AS400 iSeries Machine Use:						
Percent Utilization	% Utilization	2.00%		2.00%		\$12,361.30
Windows Machine Use:						
Server Hosting	# Servers	4.00	x12=	48	\$70.00	\$3,360.00
Financial Services (MUNIS)	% Utilization	2.61%		2.61%		\$26,284.99
Database services	% Utilization	12.00%		12.00%		\$26,024.04
Storage Services	GB	2,500.00	x12=	30,000	\$0.30000	\$9,000.00
OnBase Services	% Utilization	39.00%		39.00%		\$249,167.49
Professional Services:						
Level 1 Support	Hours	→		60.00	\$75.00	\$4,500.00
Level 2 Support	Hours	→		100.00	\$115.00	\$11,500.00
Total Estimate					\$355,397.82	

This is an estimate of use based on information available at the time of preparation. Actual use is determined by agency requirements.

Rates are estimates for the period 3/1/2022 - 12/31/2022 with new rates becoming effective 1/1/2023.

This estimate has been reviewed and approved by a representative of the affected agency.


	Date:
(Agency Office Holder, Director or Designated Representative)	
	Date: 1/4/2022
Financial Services Manger, FCDC	
(Franklin County Data Center CIO or Designated Representative)	

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY FLEET MANAGEMENT

**Voting Aye thereon**

**Voting Nay thereon**

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

  
\_\_\_\_\_  
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

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**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

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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

  
\_\_\_\_\_  
**Antone White**, Member  
Director, Franklin County Board of Elections

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

Absent

\_\_\_\_\_  
**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  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY FLEET MANAGEMENT**

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

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

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

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

# **Information Technology**

2022 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Franklin County Fleet  
Management

## 1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Fleet Management (FLEET). 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 FLEET.

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

## 2.0 Contact Information and Authorizations

### 2.1 Franklin County Data Center

#### **Business Services**

**Enterprise Business Relationship Manager, Cheri Speakman**

cheri.speakman@franklincountyohio.gov

(614) 525-6154

373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Chief Operations & Communications Officer, Tasha Hyler**

tjhyler@franklincountyohio.gov

(614) 525-6798

373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

#### **Financial Services**

**Financial Services Manager, Michelle Halsell**

mdhalsel@franklincountyohio.gov

373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** fcdcfinancialservices@franklincountyohio.gov

(614) 525-7392

**Procurement System:** <https://link.franklincountyohio.gov/view/login/index.cfm>

#### **Help Desk**

**Enterprise Support Manager, Robert Linton**

robert.linton@franklincountyohio.gov

373 S. High Street 8<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** helpdesk@franklincountyohio.gov

(614) 525-3282

**Service Management Portal:** <https://helpdesk.frankincountyohio.gov>

## 2.2 Fleet Management

### General Information

**Charlotte Ashcraft, Director**

charlotteashcraft@franklincountyohio.gov

1721 Alum Creek Drive

Columbus, Oh 43207

(614) 525-3412

## 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 who are granted entitlements that allow them 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 who are authorized to make requests to FCDC regarding website content.

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Charlotte Ashcraft	charlotteashcraft@franklincountyohio.gov	X	X	X	X		X
Kim Reynolds	kimberlyreynolds@franklincountyohio.gov			X		X	

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

### 3.0 Core Services

**Key:**

Partner= Partner provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

N/A = Does not currently utilize the service

Vendor = Vendor provides service for Partner

Agency Specific	Support	Notes
Fleetio	<b>Vendor</b>	Fleetio is a third-party SaaS fleet management solution. The support for this software is covered under a maintenance agreement FLEET has with FLEETIO that is renewed annually with a renewal date of February 13 <sup>th</sup> . The application is updated to the most current version every quarter  FCDC is not responsible for any issues regarding this software but will always advocate helping FLEET resolve issues with the vendor

Application Development and Enterprise Tools	Support	Notes
Graphic Design	<b>FCDC</b>	For Portal slides and various, infrequent website needs
Mobile Application Development	<b>Vendor</b>	The Fleet staff use mobile sites as part of the Fleetio application and are included in the support agreements with the vendor
Web Development and Content Management	<b>Shared</b>	Fleet management's public website is <a href="https://fleet.franklincountyohio.gov/">https://fleet.franklincountyohio.gov/</a> and utilizes the content management solution Kentico. Charlotte Ashcraft has been trained and is the content editor for the website

Data Analytics	Support	Notes
Data / Process Analysis	<b>N/A</b>	
Reporting (Interactive / Operational)	<b>FCDC</b>	The FCDC created and maintained a monthly fuel statement report for staff whose vehicles don't have telematics (GPS) to provide automatic fuel transaction verification.

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

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>Shared</b>	All FLEET staff with Adobe products have a single standard license.
DocuSign	<b>N/A</b>	
Geographic Information Systems (GIS)	<b>N/A</b>	
Intellivue Document Imaging Solution	<b>N/A</b>	
Microsoft 365	<b>FCDC</b>	
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>FCDC</b>	FLEET has 3 basic (free) licenses which were set up by the users

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>FCDC</b>	
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>FCDC</b>	
User Device Management and Imaging	<b>FCDC</b>	FLEET has (10) iPads that the mechanics utilize to more efficiently use Fleetio – see 4.1 Fleetio iPad Mechanics Setup below

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	<b>FCDC</b>	
Data Storage	<b>FCDC</b>	
Hi-Availability (HA) Environment	<b>N/A</b>	
SQL Database	<b>FCDC</b>	Only until such time the current ColdFusion (SweetApp – FCDC created fleet management solution) application is decommissioned
Server Virtualization and Hosting	<b>N/A</b>	

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>N/A</b>	
iSeries Infrastructure Support	<b>N/A</b>	

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

Enterprise Network	Support	Notes
Internet, Firewall, and VPN Services	<b>FCDC</b>	
Network Cabling Services via PFM	<b>FCDC</b>	
Unified Communications and Collaboration	<b>FCDC</b>	FLEET currently has (3) voicemail accounts
Wide Area Network (WAN) Connectivity	<b>FCDC</b>	
Wired Network Connectivity	<b>FCDC</b>	
Wireless (Wi-Fi) Network Connectivity	<b>FCDC</b>	

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

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



## 4.0 Special Support Services

**4.1 Fleetio iPad Mechanics Setup** – The Fleet mechanics must work from a mobile device that can access their fleet management solution, Fleetio while working in various facility areas. The Data Center worked with Fleet to implement 10 iPads (currently, all devices are 7<sup>th</sup> Gen, and 3 of the 10 have cellular service) and an extensive wireless network to allow adequate coverage for all garage areas.

**FCDC Responsibility:**

- Maintenance and management of the wireless network used by the iPads at the Fleet facility
  - When the Wi-Fi is unavailable, the service ticket priority will be a level 2 as none of the mechanics will be able to perform their job duties
- Maintenance and management of the print solution utilized by the mechanics
  - Any issues with the print solution will be prioritized on a case-by-case basis according to current prioritization guidelines

**FLEET Responsibility:**

- Maintenance of the shared single Apple account used by all the devices
- Maintenance of the cellular service on the 3 mobile-ready iPads
- Maintenance regarding iOS updates
- Replacement of the iPads via the annual device replacement cycle

## 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 make recommendations on 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 so that a decision and recommendation can be made. 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
- **December:** Submission of Recurring Costs Budget to FCDC

## 5.2 FCDC IT Procurement Policy

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

## 5.3 Chargeback allocations

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

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

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

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

**FRANKLIN COUNTY DATA CENTER**

373 S. High Street, 9<sup>th</sup> Floor  
Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION:** Kim Reynolds  
Franklin County Fleet Management  
1721 Alum Creek Drive  
Columbus, Ohio 43207

### 5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	<a href="mailto:fcdcfinancialservices@franklincountyohio.gov">fcdcfinancialservices@franklincountyohio.gov</a>
2	Michelle Halsell, Financial Services Manager	(614) 525-7392	<a href="mailto:mdhalsel@franklincountyohio.gov">mdhalsel@franklincountyohio.gov</a>
3	Cheri Speakman, Ent. Business Relationship Manager	(614) 525-6798	<a href="mailto:cheri.speakman@franklincountyohio.gov">cheri.speakman@franklincountyohio.gov</a>
4	Kara Cruikshank, Ent. Business Relationship Manager – Team Lead	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
4	Julie Lust, Chief Financial Officer	(614) 525-5826	<a href="mailto:jalust@franklincountyohio.gov">jalust@franklincountyohio.gov</a>
5	Adam Frumkin, FCDC CIO	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

## 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 exist. See below:

#### Incidents:

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282

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

#### General requests and questions:

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282

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

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

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

#### Projects and other work:

Cheri Speakman, Enterprise Business Relationship Manager

E-mail: [cheri.speakman@franklincountyohio.gov](mailto:cheri.speakman@franklincountyohio.gov)

Phone: (614) 525-6154

### 6.4 Escalation/Expedition pathway

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

#### Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	<a href="mailto:helpdesk@franklincountyohio.gov">helpdesk@franklincountyohio.gov</a>
2	Rob Linton, Enterprise Support Manager	(614) 525-5686	<a href="mailto:Robert.linton@franklincountyohio.gov">Robert.linton@franklincountyohio.gov</a>
3	Cheri Speakman, Enterprise Business Relationship Manager	(614) 525-6154	<a href="mailto:cheri.speakman@franklincountyohio.gov">cheri.speakman@franklincountyohio.gov</a>
4	Kara Cruikshank, Ent. Business Relationship Mgr. - Team Lead	(614) 525-6798	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
5	Tasha Hyler, Chief Operations & Communications Officer	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
6	Adam Frumkin, FCDC CIO	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

#### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Michelle Halsell, Enterprise Financial Services Manager	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Cheri Speakman, Enterprise Business Relationship Manager	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Kara Cruikshank, Ent. Business Relationship Mgr. – Team Lead	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Tasha Hyler, Chief Operating & Communications Officer	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Julie Lust, Chief Financial Officer	(614) 525-5826	jalust@franklincountyohio.gov
7	Adam Frumkin, FCDC CIO	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Manager/ Lead Contact / PMO	N/A	N/A
2	Cheri Speakman, Enterprise Business Relationship Manager	(614) 525 6154	cheri.speakman@franklincountyohio.gov
3	Kara Cruikshank, Ent. Business Relationship Mgr. – Team Lead	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Tasha Hyler, Chief Operating & Communications Officer	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Adam Frumkin, FCDC CIO	(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
<b>Priority 5 (LOWEST)</b> Standard Service Request	<ul style="list-style-type: none"> <li>There is no negative impact on the business or services.</li> <li>Standard, repeatable requests (e.g., user management)</li> <li>Low effort maintenance or enhancement requests</li> <li>A method for intaking larger requests that may turn into a project but require additional information and understanding</li> </ul>	<ul style="list-style-type: none"> <li>FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request</li> <li>FCDC will work with the requestor to establish an agreed service delivery schedule or next steps</li> </ul>
<b>Priority 4 (LOW)</b> Minimal or No Business Impact	<ul style="list-style-type: none"> <li>Minimal impact to business or service</li> <li>No production or individual end-user is affected</li> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment</li> <li>FCDC will attempt to resolve within 40 normal business hours</li> <li>FCDC will communicate with the reporting user until resolved</li> </ul>
<b>Priority 3 (MEDIUM)</b> Minor Business Impact	<ul style="list-style-type: none"> <li>There is a degradation to a business service but not a work stoppage</li> <li>The service component or procedure is NOT critical to customer business functions</li> <li>The business has an alternative approach until resolved</li> </ul>	<ul style="list-style-type: none"> <li>FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment</li> <li>FCDC will attempt to resolve within 24 normal business hours</li> <li>FCDC will communicate with the reporting user until resolved</li> </ul>
<b>Priority 2 (HIGH)</b> Major Business Impact	<ul style="list-style-type: none"> <li>A business service component, procedure, or application is unusable, or service degradation is very high</li> </ul>	<ul style="list-style-type: none"> <li>FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket</li> </ul>

	<ul style="list-style-type: none"> <li>• The business service is isolated to one (1) Partner Agency</li> <li>• Business service delivery is critically impacted</li> <li>• The business is unable to use an alternative approach to deliver service</li> <li>• A moderate security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• assignment, during normal business hours</li> <li>• If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<b>Priority 1 (HIGHEST)</b> <b>Severe Business Impact</b>	<ul style="list-style-type: none"> <li>• The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service</li> <li>• Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services</li> <li>• Will cause a significant negative impact on Franklin County revenue</li> <li>• A substantial security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user, consistently during normal business hours until resolved</li> <li>• 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</li> <li>• Business Services will issue an E-mail notification to all IT Contacts within one (1) business day</li> </ul>

The above classifications are guidelines to enable FCDC staff to concentrate on the most critical problems first. 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 that require an alternate support model, then 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 processes 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 and strengthen 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 FLEET will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PROBATE COURT

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

  
\_\_\_\_\_  
**Kim Brown**, Member  
Judge, Franklin County Court of Common Pleas

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

  
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**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts


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**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

  
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**John O'Grady**, Member  
Franklin County Commissioner


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**John O'Grady**, Member  
Franklin County Commissioner

  
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**Daniel O'Connor**, Member  
Franklin County Recorder

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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

  
\_\_\_\_\_  
**Antone White**, Member  
Director, Franklin County Board of Elections

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

Absent

\_\_\_\_\_  
**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  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PROBATE COURT**

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

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

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

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



# **Information Technology**

2022 Master Service Agreement



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

## 1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Probate Court (PBCT). 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 PBCT.

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

## 2.0 Contact Information and Authorizations

### 2.1 Franklin County Data Center

#### **Business Services**

**Enterprise Business Relationship Manager, Cheri Speakman**

cheri.speakman@franklincountyohio.gov

(614) 525-6154

373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Chief Operating & Communications Officer, Tasha Hyler**

tjhyler@franklincountyohio.gov

(614) 525-6798

373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

#### **Financial Services**

**Enterprise Financial Services Manager, Michelle Halsell**

mdhalsel@franklincountyohio.gov

373 S. High Street 9<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** fcdcfinancialservices@franklincountyohio.gov

(614) 525-7392

**Procurement System:** <https://link.franklincountyohio.gov/view/login/index.cfm>

#### **Help Desk**

**Enterprise Support Manager, Robert Linton**

robert.linton@franklincountyohio.gov

373 S. High Street 8<sup>th</sup> Floor

Columbus, Ohio 43215

**Team E-mail:** helpdesk@franklincountyohio.gov

(614) 525-3282

**Service Management Portal:** [helpdesk.franklincountyohio.gov](http://helpdesk.franklincountyohio.gov)

## 2.2 Franklin County Probate Court

### General Information

**Judge Jeffrey D Mackey**

jeffrey.mackey@franklincountyohio.gov

373 S High St.

22<sup>nd</sup> Floor- 3184

Columbus, OH 43216

(614) 525-3894

## 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 include the Partner Agency lead (elected official, chief of staff, director, etc.).

**Service Management (Service):** Individuals who are granted entitlements that allow them 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 who are authorized to make requests to FCDC regarding website content.

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Judge Jeffrey D. Mackey	jeffrey.mackey@franklincountyohio.gov	X	X				
Brian Evans	bmevans@franklincountyohio.gov	X	X	X	X	X	X
Gabrielle Wonnell	gabrielle.wonnell@franklincountyohio.gov	X	X	X	X	X	X
Brent Chapa	brent_chapa@franklincountyohio.gov	X		X	X	X	
Daniel Bower	daniel.bower@franklincountyohio.gov	X	X	X	X	X	X

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

### 3.0 Core Services

**Key:**

Partner = Partner provides primary support

Data Center = 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 the service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	<b>FCDC</b>	
Mobile Application Development	<b>N/A</b>	
Web Development and Content Management	<b>N/A</b>	
Web Development and Content Management	<b>N/A</b>	
eFlex	<b>Shared</b>	PBCT utilizes eFlex for about half of their filings. CLCT provides primary application support but also maintains a vendor contract for support. FCDC maintains the hosting environment

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

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	<b>Shared</b>	PBCT IT staff has the ability to view all PBCT Jira tickets

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>FCDC</b>	
Intellivue Document Imaging Solution	<b>FCDC</b>	
Geographic Information Systems (GIS)	<b>N/A</b>	
Microsoft 365	<b>FCDC</b>	
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
MUNIS	<b>Shared</b>	The Franklin County Auditor's Office is responsible for the application.
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>Shared</b>	PBCT currently has 13 Zoom licenses that are maintained by FCDC. Zoom is their preferred solution for official court hearings due to the audio file size of the recording that must be retained indefinitely. PBCT is fully responsible for all support and training related to Zoom for their users and public constituents that participate

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>Partner</b>	PBCT IT Contact escalates tickets to the FCDC when necessary
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>Partner</b>	PBCT IT Contact escalates tickets to the FCDC when necessary
User Device Management and Imaging	<b>FCDC</b>	

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>Vendor</b>	MAPSYS is primary support for PBCT's iSeries applications
iSeries Infrastructure Support	<b>FCDC</b>	

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

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

Enterprise Network	Support	Notes
Internet, Firewall, and VPN Services	<b>FCDC</b>	
Network Cabling Services	<b>FCDC</b>	
Wide Area Network (WAN) Connectivity	<b>FCDC</b>	
Wired Network Connectivity	<b>FCDC</b>	
Wireless (Wi-Fi) Network Connectivity	<b>FCDC</b>	

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

Security	Support	Notes
Anti-Virus	<b>FCDC</b>	
Assistance with Security Audits	<b>FCDC</b>	
Cyber Security Insurance Policy Compliance	<b>FCDC</b>	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	<b>FCDC</b>	For Microsoft 365 and Zoom, they use our MFA, but there are no specific PBCT applications that use either
Security Incident Support	<b>FCDC</b>	
Security Training and Consultation	<b>FCDC</b>	
Web Filtering	<b>FCDC</b>	
Quarterly Domain Certification	<b>Shared</b>	

## 4.0 Special Support Services

At this time, there is no special support service to define with PBCT.

## 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 a decision and recommendation. 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
- **December:** 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.

## 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. There are several entry points to access FCDC services. See below:

#### Incidents:

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282

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

#### General requests and questions:

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282

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

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

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

#### Projects and other work:

Cheri Speakman, Enterprise Business Relationship Manager

E-mail: [cheri.speakman@franklincountyohio.gov](mailto:cheri.speakman@franklincountyohio.gov)

Phone: (614) 525-6154

### 6.4 Escalation/Expedition pathway

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

#### Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	<a href="mailto:helpdesk@franklincountyohio.gov">helpdesk@franklincountyohio.gov</a>
2	Rob Linton, Enterprise Support Manager	(614) 525-5686	<a href="mailto:robert.linton@franklincountyohio.gov">robert.linton@franklincountyohio.gov</a>
3	Cheri Speakman, Enterprise Business Relationship Manager	(614) 525-6154	<a href="mailto:cheri.speakman@franklincountyohio.gov">cheri.speakman@franklincountyohio.gov</a>
4	Kara Cruikshank, Ent. Business Relationship Mgr.- Team Lead	(614) 525-6798	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
5	Tasha Hyler, Chief Operating & Communications Officer	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
6	Adam Frumkin, FCDC CIO	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Procurement:**

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Michelle Halsell, Enterprise Financial Services Manager	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Cheri Speakman, Enterprise Business Relationship Manager	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Kara Cruikshank , Ent. Business Relationship Mgr. – Team Lead	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Tasha Hyler, Chief Operating & Communications Officer	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Julie Lust, Chief Financial Officer	(614) 525-5826	jalust@franklincountyohio.gov
7	Adam Frumkin, FCDC CIO	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Project Manager/ Lead Contact / PMO	N/A	N/A
2	Cheri Speakman, Enterprise Business Relationship Manager	(614) 525 6154	cheri.speakman@franklincountyohio.gov
3	Kara Cruikshank , Ent. Business Relationship Mgr. – Team Lead	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Tasha Hyler, Chief Operating & Communications Officer	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Adam Frumkin, FCDC CIO	(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
<b>Priority 5 (LOWEST)</b> Standard Service Request	<ul style="list-style-type: none"> <li>• There is no negative impact on the business or services.</li> <li>• Standard, repeatable requests (e.g., user management)</li> <li>• Low effort maintenance or enhancement requests</li> <li>• A method for intaking larger requests that may turn into a project but require additional information and understanding</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request</li> <li>• FCDC will work with the requestor to establish an agreed service delivery schedule or next steps</li> </ul>
<b>Priority 4 (LOW)</b> Minimal or No Business Impact	<ul style="list-style-type: none"> <li>• Minimal impact to business or service</li> <li>• No production or individual end-user is affected</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment</li> <li>• FCDC will attempt to resolve within 40 normal business hours</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<b>Priority 3 (MEDIUM)</b> Minor Business Impact	<ul style="list-style-type: none"> <li>• There is a degradation to a business service but not a work stoppage</li> <li>• The service component or procedure is NOT critical to customer business functions</li> <li>• The business has an alternative approach until resolved</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment</li> <li>• FCDC will attempt to resolve within 24 normal business hours</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>



<p><b>Priority 2 (HIGH)</b> Major Business Impact</p>	<ul style="list-style-type: none"> <li>• A business service component, procedure, or application is unusable, or service degradation is very high</li> <li>• The business service is isolated to one (1) Partner Agency</li> <li>• Business service delivery is critically impacted</li> <li>• The business is unable to use an alternative approach to deliver service</li> <li>• A moderate security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours</li> <li>• If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<p><b>Priority 1 (HIGHEST)</b> Severe Business Impact</p>	<ul style="list-style-type: none"> <li>• The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service</li> <li>• Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services</li> <li>• Will cause a significant negative impact on Franklin County revenue</li> <li>• A substantial security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user consistently during normal business hours until resolved</li> <li>• 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</li> <li>• Business Services will issue an E-mail notification to all IT Contacts within one (1) business day</li> </ul>

The above classifications are guidelines to enable FCDC staff to concentrate on the most critical problems first. FCDC assignees may change ticket priority as part of their evaluation and/or during the evolution of 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 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 processes 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 and strengthen 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 PBCT will go to the FCDC CIO and the Enterprise Business Services Manager.

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

2022 Revenue	Original Appropriation	Revised Budget	YTD Collected	Delta	Percent Collected
	3,818,611		75,082	3,743,529	2%

2022 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Available
Salaries and Wages	6,044,028	6,320,667	507,528	-	5,813,139	92%
Benefits and Taxes	2,399,956	2,445,191	202,590	-	2,242,601	92%
Materials and Services	10,637,222		76,028	2,343,214	8,217,981	77%
Capital Investment	-	-	-	-	-	
Total	19,081,206	19,403,080	786,145	2,343,214	16,273,721	84%

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

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
21-102	12/6/2021	10,440,222	76,028	10,364,194	Ongoing	Data Center 2022 baseline budget routine and ongoing expenses
22-003	1/10/2022	208,130	-	208,130	Procurement	OnBase Content Management System upgrade
	2/7/2022	540,000	-	540,000	Awaiting Board Approval	Endpoint devices for countywide deployment