Franklin County
Data Center

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator
Cheryl Brooks Sullivan • Kim Brown • Daniel J. O'Connor, Jr.
John O'Grady • Maryellen O'Shaughnessy • Antone White • David R. Payne

SPECIAL PUBLIC NOTICE

FRANKLIN COUNTY DATA BOARD

MONTHLY MEETING SCHEDULED FOR

TUESDAY, JULY 05, 2022

The Honorable Michael Stinziano, Secretary/Chief Administrator of the Franklin County Automatic Data Processing Board, is requesting that the date of the July Board meeting be rescheduled to Tuesday, July 05, 2022.

Therefore, the next Automatic Data Processing Board meeting will be in person and held on July 05, 2022, in the FCDC Auditorium located at 373 S. High Street, 9th Floor of the Franklin County Courthouse.

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: July 01, 2022

Subject: Agenda for the Tuesday, July 05, 2022, Data Processing Board Meeting

The proposed agenda for the Tuesday, July 05, 2022, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the FCDC Auditorium on the 9th 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, July 05, 2022

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of June 06, 2022, Regular Data Board Meeting**
- **New Business**

—— **Resolution No. 22-074 Franklin County Technical Equipment Salvage**

—— **Resolution No. 22-075 Franklin County Clerk of Courts – Tyler Technologies Service Contract Amendment**

—— **Resolution No. 22-076 Franklin County Public Defender – CMS Upgrade**

—— **Resolution No. 22-077 Franklin County Emergency Management and Homeland Security – Master Service Agreement**

—— **Resolution No. 22-078 Franklin County Community Based Correctional Facility – Master Service Agreement**

Motion to Hold an Executive Session for the purpose of discussing Personnel Matters

As authorized by O. R. C. Section 121.22, Division (G)(1)

- **Second the Motion to Hold an Executive Session**
  Roll call vote (requires a majority of the quorum)
- **Move to Executive Session**
- **Executive Session**

  —— Resolution No. 22-079 Personnel Action – New Hire – Enterprise Architect

  —— Resolution No. 22-080 Personnel Action – New Hire – Enterprise Architect

  —— Resolution No. 22-081 Personnel Action – New Hire – Enterprise Support Analyst 1

  —— Resolution No. 22-082 Personnel Action – New Hire – Human Resources Generalist

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

Reconvene in Special Session

—— Resolution No. 22-079 Personnel Action – New Hire – Enterprise Architect

—— Resolution No. 22-080 Personnel Action – New Hire – Enterprise Architect

—— Resolution No. 22-081 Personnel Action – New Hire – Enterprise Support Analyst 1

—— Resolution No. 22-082 Personnel Action – New Hire – Human Resources Generalist

Other Business

Motion to Hold an Executive Session for the purpose of discussing details relative to the security arrangements and emergency response protocols for a public body or a public office, if disclosure of the matters discussed could reasonably be expected to jeopardize the security of the public body or public office

As authorized by O. R. C. Section 121.22, Division (G)(6)

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

Reconvene in Special Session

Adjourn

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the June 06, 2022, Regular Board Meeting

Date Approved: July 05, 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

John O'Grady, Member
Franklin County Commissioner

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

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

- - -

PROCEEDINGS via ZOOM

Called at 9:00 a.m., on Monday, June 6, 2022.

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

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

Ms. Erin M. Gibbons, Delegate, Franklin County Board of Elections

ALSO PRESENT:

Mr. Adam Frumkin, FCDC Chief Information Officer
Ms. Julie Lust, Chief Financial Officer
Mr. John Proffitt, Deputy Chief, Chief Technology Officer
Ms. Mary Ann Brooks, Executive Administrative Assistant
Ms. Tasha Hyler, Chief Operations and Communications Officer
Ms. Nikki Milburn, Chief Information Security Officer
Ms. Amy Hiers, Assistant Prosecuting Attorney, Franklin County Prosecutor's Office

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Monday Morning Session

June 6, 2022

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CALL TO ORDER

- - -

SECRETARY STINZIANO: Good morning everyone. I have on the official Data Center clock, which is the clock on the corner of my computer, that says it's 9:00 a.m., and so we will call the meeting to order of the June 6th, 2022 Automatic Data Processing Board meeting.

Please join me in the Pledge of Allegiance.

(Pledge of Allegiance.)

SECRETARY STINZIANO: Thank you everyone that is able to be joining us in attendance. We are obviously meeting in virtual Teams meeting for the remainder of the state fiscal cycle per the changes that the State General Assembly made. I do appreciate everybody making time.

Per our process and so we can have a proper record who is in attendance, please remember to unmute your microphones when called upon, and we will take a quick attendance.

I'm Franklin County Auditor Michael Stinziano.

Court of Common Pleas.

JUDGE BROWN: Judge Kim Brown.

SECRETARY STINZIANO: Good morning, Judge.

Clerk of Courts.

CLERK O'SHAUGHNESSY: Maryellen O'Shaughnessy here. Good morning.

SECRETARY STINZIANO: Good morning, Ma'am Clerk.

Board of Commissioners.

MR. TORRES: Juan Torres representing Board of Commissioners.

SECRETARY STINZIANO: Good morning.

Recorder's office.

MR. CUPPLES: Chris Cupples. Good morning everybody.

SECRETARY STINZIANO: Good morning.

And the Board of Elections.

DEPUTY DIRECTOR PAYNE: David Payne.

MS. GIBBONS: And Erin Gibbons.

SECRETARY STINZIANO: Thank you both.

I will ask the Data Center to state

who is in attendance, starting with Mr. Frumkin.

MR. FRUMKIN: Good morning. Adam Frumkin, CIO, Data Center.

MS. HYLER: Good morning. Tasha Hyler, Chief Operating and Communications Officer for the Data Center.

MS. CRUIKSHANK: Kara Cruikshank, Business Services Manager.

MR. MICHAEL: Good morning. Conrad Michael, Director of PMO.

MS. FRANZ: Good morning. Kassy Franz, Director HR.

MS. BROOKS: Mary Ann Brooks, Executive Administrative Assistant.

MR. COLEMAN: Glen Coleman, Director Enterprise Solutions.

MS. LUST: Good morning. Julie Lust, Data Center CFO.

MS. MILBURN: Nikki Milburn, Chief Information Security Officer.

MR. PROFFITT: John Proffitt, Chief Technology Officer.

MS. PETTIFORD: Karen Pettiford, Project Manager.

MR. STALEY: David Staley, Team

Lead.

SECRETARY STINZIANO: Adam, do you think we have anyone left or did we get them all?

MR. FRUMKIN: We are good.

SECRETARY STINZIANO: Thank you all.

Do I have a representative from the prosecuting attorney's office?

MS. HIERS: Good morning everyone. This is Amy Hiers. I'm here for Jeanine Hummer, who's on vacation this week.

SECRETARY STINZIANO: Good morning, Amy.

And then any public or media stakeholders who would like to announce themselves for the meeting record?

MR. KOHLHORST: Auditor, the Treasurer's office is being represented by Dusten today, Dusten Kohlhorst.

SECRETARY STINZIANO: Okay. Thank you. I apologize if I jumped over you.

We will then move to Secretary comments. And I will turn it over to Mr. Frumkin.

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SECRETARY COMMENTS

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MR. FRUMKIN: Good morning. And welcome Data Board members and delegates. I hope that everyone is staying safe and doing well as we continue to serve the people and businesses of Franklin County. It's very hard to believe that we are already in June. This month, the month of June, has several holidays associated with it, one being Father's Day. This Father's Day is even more special since my daughter -- I will make it personal -- gave birth to my granddaughter Hadley a couple weeks ago. I would also like to wish all of the men and fathers Happy Father's Day.

Today, June 6th, we also remember and recognize as D-Day. The country will be celebrating Juneteenth on Monday, June 20th. However, another holiday that I want to focus on today is International Women in Engineering Day, which is celebrated on June 23rd worldwide. It focuses on raising the profile of women who are changing the field of engineering one degree at a time. In 1876, Elizabeth Bragg became the first female recipient of an engineering degree when she got a bachelor's in civil engineering from the University of Berkeley. We also can't forget that it was a woman, Ada Lovelace, who collaborated with

Charles Babbage to design the first computer program in the world. The early programming language Ada was actually named after her.

Now from a project perspective:

We have 27 projects of varying size and complexity in flight, some of those that are notable:

The team has made tremendous progress as part of the Server Migration Project, also known as Project Hailstone. They successfully migrated applications of one-third of the unsupported servers and decommissioned them. There's another one-third of the servers in migration in progress. And they continue to work through other servers in collaboration with our partner agencies.

Several teams collaborated and support the body-worn camera project. Primary locations and the pilot group have been identified for a late July rollout based on the current schedule.

FCDC team collaborates and supports everything with the new jail implementation, and the activity is remaining on track for a late June completion date.

The team is working closely with the Auditor team for the MUNIS upgrade project. We gained access to the test environment early, and the team is in the validation process.

Some of the other significant projects in progress are:

The Commissioners DEI website project, the Auditor Domain migration project, Treasurer's FCTS application migration to a dedicated environment, and the RMS replacement with a Tyler Solution IAS project.

From a Security Team perspective:

The quarterly access certification for Q2 has been launched to all agencies.

The update to the Secure File Transfer solution was completed and will begin a rebuild of the environment in the coming month. This allows for an enhanced failover support.

Completed a two-day engagement with the Privileged Identity Management provider that entailed updating both the primary and secondary infrastructure and making some configuration changes.

We are also working to continue with the identity vendor on automated account creation

and disabling.

We are beginning the process of evaluating Secure Email Gateways to replace the existing solution. Proof of concepts will be conducted with decision to be made sometime in early Q4.

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

MS. MILBURN: Thanks, Adam.

This will be a little bit different than normal. What you kind of hear in the news, kind of explaining what something is, you will hear that identity is the new perimeter or zero trust. Try to help you understand what that means and how that kind of applies to the county. When it comes to identity is the new perimeter, so previously we had firewalls, we have built all of these walls around the kingdom, and you have to go through each of those, then you make it to your identity and doing your authentication to get in. That dynamic has changed as our environment has changed. You now have more cloud-hosted solutions that we are using, Internet facing; so that firewall is not in front of it. You don't have to come on network to be able to authenticate. So this is where identity

is now what's controlling it, allowing you in, whether it's on cloud, whether it's on prim, once you are inside of the network, where you go, that's kind of where identity is the new perimeter because it's everywhere. You don't have to come into the building, you are doing it from home. It could be a VPN, doesn't have to be a VPN.

Zero trust goes hand-in-hand with this. What is happening is people are shifting, looking at more behavioral analytics, is this something you should have access to. I have asked this before. If not, why are you doing it now, exercising least privilege. So a lot of that behavior of the user comes into play. And it is checking that authentication all of the time. It's not just one time on the network, I can go anywhere I want. It's checking it repeatedly. Okay, you are now trying to access this server, we will ask you to re-authenticate again, Or you are trying to access this application, this seems odd, I will have you re-authenticate. Making sure MFA is kicking up in the right places, saying you know what, your identification looks really odd, I will have you do MFA just to ensure it's you and not compromise credentials coming in from somewhere

else around the world.

Those are kind of the concepts you will hear about in the news more frequently now as the dynamic has changed. And something we will be focusing on a lot now with cloud security, where we are at with it, how can we do it better. You will see that in the coming months as a trend, especially as we bring in new applications and new solutions. Identity will be huge and how to secure the cloud will be huge. So don't be surprised if you hear from me on those items, especially if you are bringing in a new application.

I know it's kind of a lot to unpack or discuss. If anybody has questions and want to talk about it more, I would gladly geek out with you about it for a minute.

Other than that, that's all I've got, Adam.

MR. FRUMKIN: Thank you, Nikki.

Barring any questions or comments, I will defer back to Auditor Stinziano. And wish to thank each of you for your support of the Data Center. Have a great month of June.

SECRETARY STINZIANO: Thank you.

Are there any questions or comments

from members of the board?

CLERK O'SHAUGHNESSY: Auditor Stinziano, I would like to clarify something that is unclear to me because I was not in the meeting. I understand that we were asked by the Administrative Judge to allow generic sign-ins on e-filing for interns. And I believe, Nikki, you were in that meeting. Can you clarify, because we -- I'm concerned about this practice because I believe that it opens us up to a crash basically, somebody coming in and shutting us down. So can you talk a little bit about that meeting, what you said? I understand that the Administrative Judge has required us to allow that for the prosecutor's office, as well as for the public defender's office. So can you talk a little bit about the security thing there?

And, honestly, I might need some backup to talk to the judge to say this is unsafe and we are not going to allow it.

MS. MILBURN: Absolutely.

During that meeting were kind of two different issues that were brought up that were originally thought to be tied together, and they actually are not. The one I was there to focus on

was the generic accounts for the prosecuting attorneys and public defenders. As interns come in, rather than create new accounts for them, they would have generic passwords and just hand the password off to the next person, that way they are able to perform their job they are doing.

Is this high-risk? Yes, this is a very high-risk thing. We lose audibility, we lose traceability, non-refutation goes away if we use generic accounts in this matter. Do I understand it's more of an administrative overhead of having to request an account each time somebody comes in? Absolutely. That's why we are working on our side to put in more automation. It's much faster, it gets back to them quicker. Let's take a look at the application and do we actually need the access, what are they doing that they need an e-mail account.

So, yes, it was in an advisory capacity that I was there. And it does open us up to risk because I lose all traceability if somebody actually does something. Or if somebody leaves under less than pleasant circumstances, that does still leave the opportunity for them to authenticate and log in. So, yes, it is definitely

a high-risk. And at the end of it, the discussion was we would come back to the table to discuss how can we enhance this process and make it better.

CLERK O'SHAUGHNESSY: Okay. So you recommend that we do not -- that we cease allowing that, correct?

MS. MILBURN: Absolutely. General security practice will always tell you that generic accounts are a bad idea. It is absolutely. Especially for an interactive log-in. You have generic accounts run an application, it's a service account, it just runs in the background, allows two systems to communicate. Absolutely fine. You don't want that tied to a person, but you also don't want interactive log-in, and leave it so it's running in the background. Any time there's a person logging in, you do not want a generic account. There are a lot of security mandates out there, various regulations that say you cannot do that because of the non-refutation of having an audit trace.

CLERK O'SHAUGHNESSY: We might put ourselves in jeopardy regarding our insurance if we do get hacked; isn't that correct?

MS. MILBURN: Yes.

CLERK O'SHAUGHNESSY: In this case, I would ask Judge Kim Brown to talk to your Administrative Judge. I would ask Amy Hiers to talk to Ed Leonard, I believe was the person in the meeting for the prosecutor's office. And I don't know who represented the public defender's office, but we need to have a thorough discussion here. And I will ask my IT team to shut down that ability at this point. And I think that that is what you are recommending to me, correct?

MS. MILBURN: Yes. That is defective bad practice.

CLERK O'SHAUGHNESSY: Yeah, we are getting pushed into a corner here. And I want to make sure I'm absolutely transparent about all of these things. And we are going to shut that down unless we get a court order. And if we have a court order, we will have to have a further discussion regarding that process because I think it is unsafe.

So thanks for the clarification.

MR. FRUMKIN: Ma'am Clerk, I would also recommend, and I stand, as between myself, Nikki and Juan, who are responsible for the cybersecurity for the county, this does become an

item that will become a write-up within our, upon us trying to get our insurance. It also becomes -- I believe it will become a state audit item as well, because we are not allowed to have those. And that's one of the things they look at from a state audit perspective, if we were making unsafe practices. So if it takes what it needs to do, I would be more than happy to speak directly with the judge or anyone about this practice. We do not recommend it nor do we stand behind it, and we will not do it.

CLERK O'SHAUGHNESSY: Thank you. Maybe we need to put some things in writing, some e-mails around to back us up for not allowing that practice anymore. I think there's just a lack of understanding about how unsafe it is.

And didn't Cuyahoga County just get hacked a few months ago?

MR. FRUMKIN: There have been a few other counties, yes.

CLERK O'SHAUGHNESSY: I think the judge said something to the effect, well, it's never happened before, has it.

MR. FRUMKIN: It's not a when. We are best to keep the when as far out as possible.

CLERK O'SHAUGHNESSY: Let's see what we can do to correct this situation. And I appreciate your help and support to make sure the judge fully understands the danger of doing this, of allowing us to do this, or mandating that we do this.

So thank you.

SECRETARY STINZIANO: Any other questions or comments from members of the board?

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APPROVAL OF MINUTES

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SECRETARY STINZIANO: Hearing none, next we will move to the approval of minutes for the May 2, 2022 Regular Board Meeting. Are there any amendments or corrections?

Hearing no further review, I would like to seek a motion for approval of the May 2nd board meeting minutes.

CLERK O'SHAUGHNESSY: I so move, Clerk O'Shaughnessy.

SECRETARY STINZIANO: Thank you.

It's been moved, is there a second?

DEPUTY DIRECTOR PAYNE: Second, David Payne.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

Thank you. The minutes are approved.

(Vote taken; motion passed)

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NEW BUSINESS

RESOLUTION NO. 22-052

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SECRETARY STINZIANO: We will now transition to New Business. First is Resolution 22-052, Franklin County Technical Equipment Salvage.

MS. LUST: Good morning. Julie Lust, Data Center.

Listed in this resolution is equipment that's reached its end-of-life and the Data Center recommends be disposed of.

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

SECRETARY STINZIANO: Thank you.

Are there any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move, Clerk O'Shaughnessy.

SECRETARY STINZIANO: Is there a second?

JUDGE BROWN: Second, Judge Kim Brown.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-053

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SECRETARY STINZIANO: Next is Resolution 22-053, Franklin County Data Center, File Scanning in Support of Cybersecurity.

MS. LUST: Good morning. Julie Lust, Data Center.

This resolution is for the procurement and deployment of cybersecurity

software in support of the Data Center's third strategic initiative to implement how effective, modern, stable and secure technology in support of county services. The Data Center CISO, Nikki Milburn will explain more about this. I'm sorry, I can't say CISO. Our CISO, Nikki, will explain more about this, how about that.

MS. MILBURN: The intent for this solution is for those websites we file uploads for for them to be scanned by a third-party and deployed into a sandbox, look for any malware, any malicious links or anything else that could harm our environment. It takes it off of our network, deploys it in theirs where they can get all of the updated signatures, files, everything like that to do a proper scan on it and deploy it. If it is malicious, then it deploys it in their environment. So the goal here is to protect us from any file uploads that can occur.

As an added benefit, we can also put this on your laptop, very specific as to what we can put on your laptop. And we can control the file type to put it in. If we need to upload images of something, and you try to upload an Excel file, we can block that Excel file or CSP or

something like that. We would have that ability to do that. So that's what this solution is for. We have a couple websites we will start with. My approach is going to be risk focused. So it's primarily if it's something being uploaded that can be contentious or where the person doing the upload may have malintent. So that is my intent. So you won't see this going in front of every website because it does take time to deploy those, each one of those. There will be a risk-based approach moving forward based on URLs and working with agencies.

SECRETARY STINZIANO: Thank you both for the presentation.

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

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

DEPUTY DIRECTOR PAYNE: Motion moved by David Payne.

CLERK O'SHAUGHNESSY: Seconded by O'Shaughnessy.

SECRETARY STINZIANO: Thank you both.

It's been moved and seconded. All

those in favor, please signify by voting aye.

Same sign for any opposition.

And any abstentions.

(Vote taken; motion passed)

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RESOLUTION NO. 22-054

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SECRETARY STINZIANO: Next, we will have Resolution 22-054, Franklin County Treasurer's Office, 2022 Baseline Procurement and Annual Renewal.

MR. KOHLHORST: Good morning. I'm Dusten Kohlhorst, the IT Director for the Treasurer's office.

This resolution will authorize the continuation of current 2022 baseline and annual renewals and procurements for the Franklin County Treasurer's Office. Procurements associated with new projects, technology or software will be presented under a separate resolution as needed.

If there are no questions, I ask for your approval of Resolution 22-054.

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?

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

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

CLERK O'SHAUGHNESSY: Second, O'Shaughnessy.

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.

MR. KOHLHORST: Treasurer's office abstains.

SECRETARY STINZIANO: Thank you.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-055

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SECRETARY STINZIANO: Next is Resolution 22-055, Franklin County Clerk of Court, Refresh Auto Title Computers.

MR. BERRY: Good morning. My name is Jeff Berry, I'm the Assistant IT Director for the Clerk of Courts Maryellen O'Shaughnessy.

We are here today to request funds for the upgrade to the current PCs for the Franklin County Auto Titles. They are all end-of-life; so we need to get those replaced as soon as possible.

If there's no questions, I respectfully request you approve this resolution.

SECRETARY STINZIANO: Thank you for the presentation.

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

Hearing none, I would seek a motion for approval.

DEPUTY DIRECTOR PAYNE: Motion moved by David Payne.

SECRETARY STINZIANO: Is there a second?

MR. KOHLHORST: Treasurer's office second.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

CLERK O'SHAUGHNESSY: O'Shaughnessy abstains.

SECRETARY STINZIANO: Thank you.
Resolution is approved.
(Vote taken; motion passed)
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RESOLUTION NO. 22-056
- - -
SECRETARY STINZIANO: Next is Resolution 22-056, Franklin County Animal Control Enforcement Device Replacement.
MS. PERSINGER: Good morning everyone. Thank you for having me this morning.
Today I seek approval for replacement of our law enforcement warden mobile devices. They currently share eight iPads that are approximately nine years old, they were purchased in 2014. With this effort, we will be able to provide each of our wardens with their own laptop that can be used in the courtroom, in the field, as well as in the office. And this replacement will ensure that they will be able to maintain and enhance their level of service that we expect to our citizens and community members. And this will also streamline our process to where they don't have to come back into the office to type notes and can do this in the field so everything is

accessible in realtime.

So without any questions, I seek your approval.

SECRETARY STINZIANO: Thank you, Director.

Are there any questions or comments?

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

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

MR. CUPPLES: Second, Recorder's office.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

MR. TORRES: Board of Commissioners abstains.

(Vote taken; motion passed)

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RESOLUTION NO. 22-057

- - -

SECRETARY STINZIANO: Next is Resolution 22-057, Franklin County Recorder's

Office, Procurement of Additional Archive Writer Hardware.

MR. CUPPLES: Good morning everyone. This is Chris Cupples from the Recorder's office, Chief of Staff.

Seeking your approval for about $105,000 to purchase a new archive writer that prints images on film, microfilm. The one we have now is currently outdated and we have had a lot of maintenance issues. This is the best one and only one out there that serves our purposes, serves our needs.

Happy to answer any questions. Otherwise, I'm seeking your approval. Thank you.

SECRETARY STINZIANO: Thank you.

Are there any questions or comments?

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

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

SECRETARY STINZIANO: Is there a second?

MR. KOHLHORST: Second, Treasurer's office.

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.

MR. CUPPLES: Recorder's office abstains.

SECRETARY STINZIANO: Thank you.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-058

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SECRETARY STINZIANO: Next is Resolution 22-058, Franklin County Recorder's Office Master Service Agreement.

MS. CRUIKSHANK: Good morning. Kara Cruikshank, Assistant Business Services Manager for the Data Center.

This resolution for the Master Service Agreement for the Franklin County Recorder's Office. The technology services that we provide to this partner is critical to their operations and residents. They have a great team and FCDC looks forward to continuing to grow this partnership. This agreement is on par with past

agreements.

If there's no questions, I would ask for your approval of Resolution 22-058.

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?

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

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

MR. KOHLHORST: Second, Treasurer's office.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

MR. CUPPLES: Recorder's office abstains.

SECRETARY STINZIANO: Thank you.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-059

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SECRETARY STINZIANO: Next is Resolution 22-059, Franklin County Guardianship Service Board Master Service Agreement.

MS. CRUIKSHANK: Today, I seek approval for a Master Service Agreement between Guardianship Service Board and the Franklin County Data Center. FCDC is working to build a strong relationship with their relatively new agency, and we are excited to continue to partner with them in the future. Compared to past agreements, there's no significant changes.

Pending any questions, I'm asking for your approval of Resolution 22-059.

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?

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

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

MR. KOHLHORST: Second, Treasurer's office.

SECRETARY STINZIANO: The Treasurer's office got in there quicker than the Recorder's office. It's been moved and seconded.

All those in favor, please signify by voting aye.

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-060

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SECRETARY STINZIANO: Next is Resolution 22-060, Franklin County Board of Developmental Disabilities Master Service Agreement.

MS. CRUIKSHANK: This resolution is for a Master Service Agreement for the Franklin County Board of Developmental Disabilities. The technology services that we provide to this partner assists with their operations as they help and support many residents. This agreement is on par with past agreements.

If there's no questions, I ask for your approval of Resolution 22-060.

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?

Hearing no further review, I would

like to seek a motion for approval.

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

MR. CUPPLES: Second, Recorder's office.

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.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-061

- - -

SECRETARY STINZIANO: Next is Resolution 22-061, Franklin County Coroner's Office Master Service Agreement.

MS. CRUIKSHANK: This resolution is for a Master Service Agreement for the Franklin County Coroner's Office. The technology services we provide to this partner are crucial to their operations and to the community in finding the cause and manner of deaths. The Franklin County Data Center is excited to continue to partner with

this agency for the future. There's no significant changes to this MSA.

Pending any questions, I ask for your approval of 22-061.

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?

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

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

MR. CUPPLES: Second, Recorder's office.

SECRETARY STINZIANO: Thank you for the second.

All those in favor, please signify by voting aye.

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-062

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SECRETARY STINZIANO: Next is

Resolution 22-062, Franklin County 10th District Court of Appeals Master Service Agreement

MS. CRUIKSHANK: I am seeking approval for the Master Service Agreement between the 10th District Court of Appeals and Franklin County Data Center. FCDC has worked with this partner for many years, and has continued to grow this partnership. Compared to previous agreements, there's no significant changes.

Pending any questions, I ask for your approval of Resolution 22-062.

SECRETARY STINZIANO: Thank you for the presentation.

Are there any questions or comments?

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

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

MR. KOHLHORST: Second, Treasurer's office.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

Resolutions is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 22-063

- - -

SECRETARY STINZIANO: Next is Resolution 22-063, Franklin County Auditor's Office Master Service Agreement.

MS. CRUIKSHANK: This resolution is for the Master Service Agreement for the Franklin County Auditor's Office and the Data Center. The Data Center is proud to continue to support the Auditor's Office in their mission in supporting Franklin County residents. The Data Center looks forward to continuing our strong relationship in growing the technology needs of the Auditor's office. There are no significant changes to this MSA.

Pending any questions, I ask for your approval of Resolution 22-063.

SECRETARY STINZIANO: Thank you for your presentation.

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

Hearing no further review, I would

like to seek a motion for approval.

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

MR. KOHLHORST: Second, Treasurer's office.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And the Auditor is going to abstain.

Resolution is approved.

(Vote taken; motion passed)

- - -

RESOLUTION NOS. 22-064; 22-065; 22-066; 22-067; 22-068; 22-069; 22-070; 22-071; 22-072; 22-073

- - -

SECRETARY STINZIANO: We will now move to the 10 personnel matters. I want to ask if anyone wants to move into executive session to discuss these personnel resolutions?

Hearing no objection, we will have Kassy present them all and then go back through for each vote.

MS. FRANZ: Good morning everyone. I will actually present the first eight, and

Mr. Frumkin will present the last two. I will start with the eight.

So the first resolution we are seeking approval for is Resolution 22-064. This is for a new hire, his name is Brian Yee. He's going to be joining our team as a Database Engineer 1. Really excited about this new hire. As you know, we have been single-threaded with Greg Chambers holding down the fort as our only DBE. This will allow more fluid action in that realm.

Next resolution we are seeking approval for is 22-065. This is for a backfill for a Project Manager 2. Her name is Alicen Maestas. She's currently a program manager at a start-up called Fulcrum. We're really excited about her expertise joining our team, documentation change and management really elevates the PMO team.

Next is Resolution 22-066. This is for promotion for Paula Dayhoff. She is currently on our security team. She's currently an Identity Access Manager 2. We are looking to promote her to an Enterprise Security Engineer 3. Paula is just a force to be reckoned with on our security team. She goes out and tries to achieve any certification, makes sure she's keeping up, and

Franklin County is as secure as it needs to be. We are excited to move Paula to this level.

Next resolution is 22-067. This is a promotion for Denise Roberts. She is currently an Enterprise Data Analyst 2. We are promoting -- we are actually creating a new umbrella. We are actually calling it a Digital Platform umbrella, and that field of people will be under that. We are promoting her to a Digital Platform Engineer 3 Team Lead. We are excited to see what they use for Power BI and the new fine tools they are currently using there.

Next is Resolution 22-068. This is a promotion for Aaron -- I am going to pronounce his last name wrong, I was practicing all day and last week with everyone -- I will say Szabo. I'm pretty sure that's wrong. Sorry, Aaron, if you are on the call. We are really excited to promote him to the UI/UX Designer 3 Team Lead. So Aaron is just a pleasure to work with. He's been with us for over two years now. We are excited for him to continue his career with us.

Next is Resolution 22-069. This is a promotion for Mr. Kevin Walters. He's currently the iSeries Team Lead. We are looking to promote

him to Enterprise Technology Manager. Without Kevin our iSeries team would be lost. His knowledge and his expertise is just something we are excited to keep. Him being a manager over Reggie and Joyce is really going to be a good addition to that team.

The next resolution we are looking for your support on is Resolution 22-070. This is for a pay increase for Rob Linton. So Rob has been the Enterprise Support Manager for us now over a year. That team down there, the amount of kudos and great recommendation they did is just astronomical, and a lot of that is because of Rob and the support he gives that team. This is just getting him up to that level he deserves to be paid at this time.

The next resolution is -- I think this is my final one, yes. I am going to ask for Resolution 22-071. This is for a pay increase for Eric Kheng. Eric is an Enterprise Infrastructure Engineer 1. He's been with the Data Center for 25 years, and his reliability and just having him on the team is a pleasure. And this pay increase is just getting him up to the level he also deserves.

So those are the resolutions that I'm seeking your approval on at this time.

Pending any questions, I'm turning it back over to you, Mr. Stinziano.

SECRETARY STINZIANO: You don't want to have Adam do the other two?

MS. FRANZ: Yes, go for it.

MR. FRUMKIN: Resolution No. 22-072 is a personnel action for retirement. Resolution for the Director of Enterprise Solutions, Glen Coleman. Glen Coleman has worked for the Franklin County Data Center for two and a half years and held multiple positions, including Director of Enterprise Solutions. And has had various roles across the State of Ohio government, starting in 1991, beginning with the Ohio Department of Health and ranging in various positions across the Ohio Department of Administrative Services. Glen is noted for his reliability, placing his team first, removing roadblocks and allowing work to be accomplished.

Secondly, Resolution 22-073, Retirement, Enterprise Asset Manager, Robert Bisciotti. Rob has worked for the Franklin County Data Center for a total of two and a half years,

and held two positions. The first, Enterprise Business Relations Manager 1, and most recently Enterprise Asset Manager 1. Rob's team members have acknowledged him as being reliable and willing to do whatever it takes to successfully complete the tasks at hand.

With that, I would pass this back to Auditor Stinziano and the Data Board Members, and thank you for allowing us to do these resolutions for retirement.

SECRETARY STINZIANO: Thank you both for the presentations.

We will begin with the first resolution, Resolution 22-064, New Hire, Enterprise Database Engineer 1. Are there any questions or comments?

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

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

MR. CUPPLES: Second, Recorder's office.

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.

MR. TORRES: Board of Commissioners abstains.

SECRETARY STINZIANO: I apologize. Board of Commissioners abstains.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is Resolution 22-065, Backfill, Enterprise Project Manager 2. Are there any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move.

MR. KOHLHORST: Second, Treasurer's office.

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

Same sign for any opposition.

And any abstention.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is personnel Resolution 22-066, Promotion, Enterprise Security Engineer 3. Are there any questions or

comments?

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

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

CLERK O'SHAUGHNESSY: Second, O'Shaughnessy.

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.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is personnel Resolution 22-067, Enterprise Digital Platform Engineer 3 Team Lead. Are there any questions or comments?

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

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

MR. CUPPLES: Second, Recorder's office.

SECRETARY STINZIANO: Thank you

both.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is Resolution 22-068, Promotion, Enterprise UI/UX Designer 3 Team Lead. Are there any questions or comments?

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

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

MR. KOHLHORST: Second, Treasurer's office.

SECRETARY STINZIANO: Thank you.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is

Resolution 22-069, Enterprise Technology Manager promotion. Are there any questions or comments?

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

MR. CUPPLES: I so move, Recorder's office.

CLERK O'SHAUGHNESSY: I second then.

SECRETARY STINZIANO: Thank you both.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is personnel Resolution 22-070, Enterprise Support Manager, pay increase. Are there any questions or comments?

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

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

MR. KOHLHORST: Second, Treasurer's office.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is personnel Resolution 22-071, pay increase, Enterprise Infrastructure Engineer 1. Are there any questions or comments?

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

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

MR. CUPPLES: Second, Recorder's office.

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.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Final two.

Next is Resolution 22-072, which is the retirement, Director Enterprise Solutions. Any comments?

MR. COLEMAN: I would like to comment, if I may.

SECRETARY STINZIANO: Sure.

MR. COLEMAN: Auditor Stinziano, Automatic Data Processing Board members, Data Center team, and county agency partners, I would like to thank you for the recognition of the 32 years of public service I will soon complete. Let me say it has been an honor and privilege to serve with each of you during my time at the Data Center. And I hope to run into each of you somewhere along the way after my retirement.

Thank you, Auditor.

SECRETARY STINZIANO: Congratulations. And thank you for your time at the Data Center and your time in public service.

Any questions or comments from members of the board?

CLERK O'SHAUGHNESSY: Just congratulations.

MR. COLEMAN: Thank you.

SECRETARY STINZIANO: Hearing no further comments, I would like to seek a motion for

approval.

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

MR. KOHLHORST: Second, Treasurer's office.

SECRETARY STINZIANO: Thank you.

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

If anyone opposes, we will talk later.

MR. COLEMAN: I thought it would be one, Auditor, honestly. I thought one would speak up, but thankfully he didn't.

MR. TORRES: John, if we are allowed to not allow you to retire, I would. I was trying to look that up.

SECRETARY STINZIANO: Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next, 22-073, Retirement, Enterprise Asset Manager. Any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move,

O'Shaughnessy. And congrats to Rob.

MR. CUPPLES: Second, Recorder's office.

SECRETARY STINZIANO: All those in favor, please signify by voting aye.

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: And echo the Clerk's comment of congratulations and best wishes.

That concludes today's resolutions.

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OTHER BUSINESS

- - -

SECRETARY STINZIANO: We will do our other business.

Anything from the Court of Common Pleas, Judge?

JUDGE BROWN: No. Thank you.

SECRETARY STINZIANO: Ma'am Clerk?

CLERK O'SHAUGHNESSY: We are good.

SECRETARY STINZIANO: Commissioner's office?

MR. TORRES: No. Thank you.

SECRETARY STINZIANO: Recorder's office?

MR. CUPPLES: Nope. Take care everyone. Have a good week.

SECRETARY STINZIANO: Treasurer's office?

MR. CUPPLES: Nothing at this time. Thank you.

SECRETARY STINZIANO: And the Board of Elections. We always have elections.

DEPUTY DIRECTOR PAYNE: We always have elections. We have one coming up on August 2nd for the Statehouse, State Senate and State Committee. So please vote.

SECRETARY STINZIANO: You don't want to pitch for poll workers too?

DEPUTY DIRECTOR PAYNE: Nothing worse than throwing a party and no one showing up.

MR. FRUMKIN: We need poll workers too, right, David?

DEPUTY DIRECTOR PAYNE: Yes, we need poll workers. Thank you, Adam.

SECRETARY STINZIANO: Hearing nothing further, we are adjourned.

Thanks everyone. And I hope you

will enjoy what is still a sunny week. Hope you cut your grass this weekend or you will do it later this week. Have a great week everyone.

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Thereupon, the proceeding adjourned at approximately 9:45 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 25th day of June, 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 25th day of June, 2022.

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

My Commission Expires: February 28, 2026.

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RESOLUTION NO. 22-074 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 22-074 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE

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

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

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

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

Franklin County
Data Center

Franklin County Automatic Data Processing Board
Technical Equipment Salvage Resolution
Resolution #: 22-074
Date: 7/05/2022

Agency	Description	Number of Units
Auditor	Printer	1
Data Center	Desktop PC	7
Data Center	Monitor	4
Data Center	Network Switch	2
Domestic Relations & Juvenile Court	Desktop PC	4
Domestic Relations & Juvenile Court	Monitor	6
Domestic Relations & Juvenile Court	Printer	8
Public Health	Desktop PC	9
Public Health	Laptop PC	26
Public Health	Tablet PC	5
Guardianship Service Board	Laptop PC	5
Guardianship Service Board	Monitor	2
Guardianship Service Board	Printer	1
Probate Court	Desktop PC	6
Probate Court	Monitor	4
Probate Court	Cell Phone	11
Probate Court	Printer	1
Probate Court	Scanner	1
Recorder	Desktop PC	3
Recorder	Laptop PC	2
Recorder	Monitor	2
Recorder	NAS Device	2
Recorder	Cell Phone	4
Recorder	Power Manager	13
Recorder	Printer	2

RESOLUTION NO. 22-075 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
TYLER TECHNOLOGIES SERVICE CONTRACT AMENDMENT

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Abstained **Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 22-075 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
TYLER TECHNOLOGIES SERVICE CONTRACT AMENDMENT

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

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

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

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

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

Franklin County Data Center

Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 22-075
Dated: 07/05/2022

Title	Tyler Technologies Service Contract Amendment
Agency	Franklin County Clerk of Courts
Amount	Total amount to be increased by $2,785,110.00
Category	Technology Services

Business Justification

The Second Amendment to the Services Contract, Software as a Service Agreement, ePayment Processing Agreement, and Iron Mountain Three-Party Escrow Agreement between the Board of Commissioners and Tyler Technologies, Inc. includes a number of updates to support the implementation of a new Court Case Management System for Franklin County Clerk of Courts, Franklin County Court of Common Pleas General Division, Franklin County Court of Common Pleas Division of Domestic Relations and Juvenile Branch, 10th District Court of Appeals for the State of Ohio, and the Franklin County Common Pleas Court Probate Division.

First, the amendment adds additional monies to the Services Contract to support custom development (some defined within the contract amendment) as well as create a process for defining and approving custom development should the need arise during implementation.
Second, additional contract dollars and licensing have been added to the Service Contract and SaaS Agreement to support the Probate Court's marriage license operations. Also, the contract amendment moves the hosting from Microsoft Azure the Amazon's AWS Cloud environment. Finally, language has been agreed upon to facilitate better communication regarding Go-Live events, acceptance of custom development, and more timely publishing of custom reports.

Description

- $2,543,960 will be added for additional custom development
- $94,500 will be added for services related to the implementation of Tyler's Eagle marriage license software
- $146,650 for additional SaaS Fees related to the County's use of Tyler's Eagle marriage license software

Fiscal Information

Funding Source: County Justice Information Systems Fund

RESOLUTION NO. 22-076 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PUBLIC DEFENDER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
CMS UPDATE

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

RESOLUTION NO. 22-076 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PUBLIC DEFENDER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
CMS UPGRADE

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

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

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

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

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

Franklin County Data Center

Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 22-076
Dated: 07/05/2022

Title	CMS Upgrade
Agency	Franklin County Public Defender
Amount	$178,250.00
Category	Software and Technology Services

Business Justification

The Franklin County Public Defender's Office (PBDF) currently uses a Case Management System (CMS) to manage all information related to cases where the defendants are represented by PBDF staff. This includes case information, court proceedings, and evidence information, including a document imaging solution (DIF) that manages all electronic documents associated with each case. This solution and the associated database are hosted by FCDC's virtual environment, and PBDF IT staff are the administrators of the application.

Due to age and the need for additional functionality PBDF is seeking approval to upgrade to the newer CMS built by the vendor Mapsys for the Office of the Ohio Public Defender (OPD).

Description

The CMS vendor, Mapsys, will migrate PBDF's current case data from their existing version of the CMS to their new cloud instance with the OPD.

Franklin County Data Center Recommendation

Maintaining technology is important to the security and resiliency of our environment. FCDC recommends this resolution and is committed to partnering with PBDF throughout this project's lifecycle.

Fiscal Information

Funding Source: PBDF will work with OMB to identify funding, which OPD will reimburse.

RESOLUTION NO. 22-077 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY EMERGENCY MANAGEMENT AND HOMELAND SECURITY

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
ABSTAINED **John O'Grady,** Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
1010 **Daniel O'Connor,** Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
1005 **Cheryl Brooks Sullivan,** Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 22-077 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY EMERGENCY MANAGEMENT
AND HOMELAND SECURITY

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

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

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

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

Information Technology

2022 Master Service Agreement

Between the:
Franklin County Data Center
and
Franklin County Emergency Management and Homeland Security

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and Franklin County Emergency Management & Homeland Security (EMA). 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 EMA.

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, Sheila Latham:
(614) 525-6149
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: sheila.latham@franklincountyohio.gov
Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Relationship Manager, Melissa Peoples:
(614) 525-5691
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: melissa.peoples@franklincountyohio.gov
Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:
(614) 525-4728
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: kara.cruikshank@franklincountyohio.gov
Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services
Director, Enterprise Financial Services, Michelle Halsell:
(614) 525-7392
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: mdhalsel@franklincountyohio.gov
Team E-mail: fcdcfinancialservices@franklincountyohio.gov

Help Desk
Enterprise Support Manager, Rob Linton:
(614) 525-DATA (3282)
373 S. High Street, 8th Floor
Columbus, Ohio 43215
E-mail: robert.linton@franklincountyohio.gov
Team E-mail: helpdesk@franklincountyohio.gov
Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Emergency Management and Homeland Security

General Information
5300 Strawberry Farms Blvd.
Columbus, Ohio 43230
(614) 794-0213

Director, Jeff Young
jjyoung@franklincountyohio.gov
(614) 794-0213

Deputy Director, Darrel Koerber
dlkoerbe@franklincountyohio.gov
(614) 724-0910

Emergency Management Specialist, Carter Smith
carter.smith@franklincountyohio.gov
(614) 794-0213

2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Jeff Young	jjyoung@franklincountyohio.gov	X	X	X	X	X	X
Darrel Koerber	dlkoerbe@franklincountyohio.gov	X	X	X	X	X	X
Carter Smith	carter.smith@franklincountyohio.gov	X	X	X	X		
Kelly McGuire	kellymcguire@franklincountyohio.gov	X					X
Gina Williams	gywillia@franklincountyohio.gov					X	

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

3.0 Core Services

Key:
Partner = Partner utilizes this service and provides primary support
FCDC = FCDC provides primary support
Shared = Combination support between the Partner and FCDC
N/A = Does not currently utilize the service from FCDC
Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	**FCDC**	
Mobile Application Development	**N/A**	
Web Development and Content Management	**Shared**	EMA uses Kentico CMS to manage content: http://fcemhs.org

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

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	**FCDC**	FCDC provides support as needed.

Enterprise Offerings	Support	Notes
Adobe Licensing	**FCDC**	Number of licenses: 10 (Pro)
DocuSign	**N/A**	
Everbridge	**Partner**	Please see section 4.3 for special details.
Geographic Information Systems (GIS)	**Shared**	EMA currently has (1) GIS license, and the Franklin County Auditor's Office is responsible for the application.
Intellivue Document Imaging Solution	**Partner**	EMA leverages their own enterprise licensing. Please see section 4.2 for special details.
Microsoft 365	**FCDC**	
AvePoint	**Shared**	Specific EMA staff have access to AvePoint and leverage FCDC when needed.
Dynamics	**N/A**	
SharePoint	**Shared**	EMA currently utilizes SharePoint.
MUNIS	**FCDC**	The Franklin County Auditor's Office is responsible for the application. FCDC collects MUNIS charges from EMA at the direction of the Board of Commissioners' OMB Office.
OnBase Information Platform	**N/A**	
Zoom	**FCDC**	Number of licenses: 2 Standard paid licenses.

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	**Shared**	EMA provides first-level support and leverages FCDC as needed.
Hardware Salvage	**FCDC**	
Remote and On-Site Support	**Shared**	
User Device Management and Imaging	**Shared**	EMA leverages a dedicated distribution point and uses SCCM to image their own devices and will utilize FCDC as needed for imaging.

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

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

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

Enterprise Network	Support	Notes
United Communications & Collaboration	**Partner**	
Internet, Firewall, and VPN Services	**FCDC**	
Wide Area Network (WAN) Connectivity	**FCDC**	
Wired Network Connectivity	**FCDC**	
Wireless (Wi-Fi) Network Connectivity	**Partner**	EMA has a managed 5-year contract with Cisco Meraki.

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	**Partner**	
IT Budget Planning	**Shared**	
IT Procurement Assistance	**Shared**	LINK: FCDC's Procurement system.
Vendor and Licensing Management	**Partner**	

Security	Support	Notes
Anti-Virus	**FCDC**	
Assistance with Security Audits	**FCDC**	
Cyber Security Insurance Policy Compliance	**FCDC**	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	**FCDC**	
Security Incident Support	**FCDC**	
Security Training and Consultation	**FCDC**	KnowBe4 Training
Web Filtering	**FCDC**	

4.0 Special Support Services

4.1 iVideo: Audio and video conferencing.

FCDC Responsibility:

- Maintains servers according to FCDC standards regarding OS and security patches.
- FCDC can assist with troubleshooting needs with EMA and the third-party vendor as needed.

EMA Responsibility:

- EMA is the primary user of the software and is considered the application owner.
- EMA is responsible for understanding expected performance and functionality.

Vendor Responsibility:

- Application support and maintenance.

4.2 Intellicloud: Document management software.

FCDC Responsibility:

- FCDC can assist with troubleshooting needs with EMA and the third-party vendor as needed.

EMA Responsibility:

- EMA is the primary user of the software and is considered the application owner.
- EMA is responsible for understanding expected performance and functionality.

Vendor Responsibility:

- Application support and maintenance.

4.3 Everbridge: Emergency communication platform.

FCDC Responsibility:

- FCDC can assist with troubleshooting user account needs with EMA and the third-party vendor as needed.
- FCDC can provide limited training to agency administrators on maintaining a user list.

EMA Responsibility:

- EMA is the application owner.
  - All Franklin County agencies have access to create accounts within the Everbridge System. Each agency is expected to have organizational administrators that maintain and update that agency's contact list and users.
  - EMA provides any requested training for the platform.
- EMA is responsible for understanding expected performance and functionality.

Vendor Responsibility:

- Application support and maintenance.
- Actual, analysis, and creation/new development as part of their contract

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

Invoices will be sent to:
Franklin County Emergency Management & Homeland Security
ATTENTION: Gina Williams
5300 Strawberry Farms Blvd.
Columbus, Ohio 43230

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Director, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Sheila Latham	(614) 525-6149	sheila.latham@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:
E-mail: helpdesk@franklincountyohio.gov
Phone: (614) 525-3282 (DATA)
Service Desk Portal: https://helpdesk.franklincountyohio.gov

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

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

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

Projects and other work:

Enterprise Business Relationship Manager, Sheila Latham
E-mail: sheila.latham@franklincountyohio.gov
Phone: (614) 525-6149

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

6.4 Escalation/Expedition pathway

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

Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Sheila Latham	(614 525-6149	sheila.latham@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@frsnklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Sheila Latham	(614) 525-6149	sheila.latham@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@frsnklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Business Relationship Manager, Sheila Latham	(614) 525-6149	sheila.latham@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@frsnklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	• There is no negative impact on the business or services. • Standard, repeatable requests (e.g., user management) • Low effort maintenance or enhancement requests • A method for intaking larger requests that may turn into a project but require additional information and understanding	• FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request • FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	• Minimal impact to business or service • No production or individual end-user is affected • The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution	• FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment • FCDC will attempt to resolve within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	• There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved	• FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	• A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified	• FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	• The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County revenue	• FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved

	• A substantial security threat has been identified	• FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

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

6.6 Security Audit

As written in the Franklin County FCDC Security Policy, FCDC has the right to audit, monitor, and secure all computing environments connected to the FCDN. This would also include any agency processes related to the security of the FCDN. By gaining access to agencies' computing environments and procedures as needed, the FCDC would ensure customers and stakeholders of a simple, stable, and secure environment. Also, this policy gives the FCDC the ability to identify components that are at risk, in addition to strengthening security and privacy controls. In collaboration with the agency, the FCDC will report to and assist the agency in mitigating any findings. If you need a copy of the policy or have questions, please discuss them with your Business Relationship Manager.

6.7 MSA Infringement

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

6.8 Termination of the MSA

This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180-day termination notification. Termination notifications from FCDC will go to all members on the IT Contact list. Termination notifications from EMA will go to the FCDC CIO and Enterprise Business Services Manager.

RESOLUTION NO. 22-078 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY COMMUNITY BASED CORRECTIONAL FACILITY

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
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David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Election

RESOLUTION NO. 22-078 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY COMMUNITY BASED CORRECTIONAL FACILITY

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

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

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

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

Information Technology

2022 Master Service Agreement

Between the:
Franklin County Data Center
and
Franklin County Community Based Correctional Facility

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Community Based Correctional Facility (CBCF). 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 CBCF.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Melissa Peoples:
(614) 525-5691
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: melissa.peoples@franklincountyohio.gov
Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:
(614) 525-4728
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: kara.cruikshank@franklincountyohio.gov
Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Director, Enterprise Financial Services, Michelle Halsell:
(614) 525-7392
373 S. High Street, 9th Floor
Columbus, Ohio 43215
E-mail: mdhalsel@franklincountyohio.gov
Team E-mail: fcdcfinancialservices@franklincountyohio.gov

Help Desk
Enterprise Support Manager, Rob Linton:
(614) 525-DATA (3282)
373 S. High Street, 8th Floor
Columbus, Ohio 43215
E-mail: robert.linton@franklincountyohio.gov
Team E-mail: helpdesk@franklincountyohio.gov
Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Community Based Correctional Facility

General Information
1745 Alum Creek Drive
Columbus, Ohio 43207
(614) 525-4600

Executive Director, Jacki Dickinson:
(614) 525-4607
jackidickinson@franklincountyohio.gov

Operations Director, Domonique Paige:
(614) 525-4620
domoniquepaige@franklincountyohio.gov

Program Director, Justin Sicilian:
(614) 525-4619
justinsicilian@franklincountyohio.gov

2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Jacki Dickinson	jackidickinson@franklincountyohio.gov	X	X	X	X	X	X
Domonique Paige	domoniquepaige@franklincountyohio.gov	X	X	X	X	X	X
Eugene Foust	eugenefoust@franklincountyohio.gov			X		X	
Justin Sicilian	justinsicilian@franklincountyohio.gov	X	X	X	X	X	X
Amberly Hannum	amberlyhannum@franklincountyohio.gov	X			X		X
	cbcf_fiscal@franklincountyohio.gov					X	

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

3.0 Core Services

Key:
Partner = Partner utilizes this service and provides primary support
FCDC = FCDC provides primary support
Shared = Combination support between the Partner and FCDC
N/A = Does not currently utilize the service from FCDC
Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	**FCDC**	CBCF may request this service on an as needed basis.
Mobile Application Development	**N/A**	
Web Development and Content Management	**Shared**	CBCF utilizes the Kentico Content Management Platform: https://cbcf.franklincountyohio.gov/

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

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	**FCDC**	CBCF may request this service on an as needed basis.

Enterprise Offerings	Support	Notes
Adobe Licensing	**N/A**	
DocuSign	**N/A**	
Everbridge	**N/A**	
Geographic Information Systems (GIS)	**N/A**	
Intellivue Document Imaging Solution	**N/A**	
Microsoft 365	**FCDC**	CBCF obtains their Microsoft 365 licensing from FCDC.
AvePoint	**N/A**	

Dynamics	N/A	
SharePoint	N/A	
MUNIS	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects MUNIS charges at the direction of the Board of Commissioners' OMB Office.
OnBase Information Platform	N/A	
Zoom	N/A	

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

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

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

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	Shared	LINK: FCDC's Procurement system
Vendor and Licensing Management	N/A	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	

Multifactor Authentication (MFA) and Single Sign-On (SSO)	**FCDC**	
Security Incident Support	**FCDC**	
Security Training and Consultation	**FCDC**	CBCF participates in the FCDC provided KnowBe4 Security Training.
Web Filtering	**FCDC**	

4.0 Special Support Services

4.1 CBCF Case Management System

FCDC Responsibility:

- FCDC can be called upon to work with MAPSYS as needed should MAPSYS have any questions during upgrades or other projects relating to the infrastructure environment involving CBCF case management system.

CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a MAPSYS contract for support services.

Vendor Responsibility:

- The vendor must operate within all FCDC policies.
- The vendor provides primary support for this service.

4.2 Johnson Controls: Camera and security system provider

FCDC Responsibility:

- FCDC can be called upon to work with the vendor as needed should they have questions relating to the infrastructure environment.
- Johnson Controls data is not stored with FCDC.

CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

Vendor Responsibility:

- The vendor must operate within all FCDC policies.
- The vendor provides primary support for this service.

4.3 Kronos: Timekeeping system

FCDC Responsibility:

- N/A

CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a contract for support services.

Vendor Responsibility:

- The vendor provides primary support for this service.

4.4 Keefe Group: A resident account system for secure deposits

FCDC Responsibility:

- FCDC can be called upon to work with the vendor as needed should they have questions relating to the infrastructure environment (e.g., endpoint device installation).

CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

Vendor Responsibility:

- The vendor provides primary support for this service.

4.5 LEADS (Law Enforcement Automated Data System): A background check system operated by the Ohio Highway Patrol

FCDC Responsibility:

- FCDC can be called upon to work with the vendor as needed (e.g., security breach).
- Note: This computer has its own VPN: Cisco.

CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

Vendor Responsibility:

- The vendor, NORIS, provides primary support for this service.

5.0 Budgeting and Service Charges

5.1 IT Budgets

CBCF is funded biennially by a grant through the Ohio Department of Rehabilitation and Correction (ODRC). When preparing to apply for funding each cycle, CBCF administration assesses the previous cycle's expenditures as well as projections for the upcoming cycle to determine the facilities budgetary needs. CBCF's IT budget is a part of this assessment and budgeting process. As these discussions are happening, CBCF will remain in communication with the agency's BRM regarding IT needs and budgetary considerations of these needs. These discussions will typically take place in May of each year and no later than early June at the end of the biennial cycle. It should be noted that any type of equipment, including the purchase of computers, laptops, etc. must be approved by the CBCF's funding source, ODRC.

5.2 FCDC IT Procurement Policy

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

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

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

Invoices will be sent to:
ATTENTION: Eugene Foust
Franklin County Community Based Correctional Facility
1743 Alum Creek Drive
Columbus, Ohio 43207
Email: **cbcf_fiscal@franklincountyohio.gov**

5.3 Billing questions or disputes can be directed as follows:

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

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:
E-mail: helpdesk@franklincountyohio.gov
Phone: (614) 525-3282 (DATA)
Service Desk Portal: https://helpdesk.franklincountyohio.gov

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

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

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

Projects and other work:
Enterprise Business Relationship Manager, Melissa Peoples:
E-mail: melissa.peoples@franklincountyohio.gov

Phone: (614) 525-5691

6.4 Escalation/Expedition pathway

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

Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	• There is no negative impact on the business or services. • Standard, repeatable requests (e.g., user management) • Low effort maintenance or enhancement requests • A method for intaking larger requests that may turn into a project but require additional information and understanding	• FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request • FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	• Minimal impact to business or service • No production or individual end-user is affected	• FCDC Technician will be assigned and will strive to contact the reporting

	• 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	user within a business day of ticket assignment • FCDC will attempt to resolve within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	• There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved	• FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	• A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified	• FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	• The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County revenue • A substantial security threat has been identified	• FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

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

6.6 Security Audit

As written in the Franklin County FCDC Security Policy, FCDC has the right to audit, monitor, and secure all computing environments connected to the FCDN. This would also include any agency processes related to the security of the FCDN. By gaining access to agencies' computing environments and procedures as needed, the FCDC would ensure customers and stakeholders of a simple, stable, and secure environment. Also, this policy gives the FCDC the ability to identify components that are at risk, in addition to strengthening security and privacy controls. In collaboration with the agency, the FCDC will report to and assist the agency in mitigating any findings. If you need a copy of the policy or have questions, please discuss them with your Business Relationship Manager.

6.7 MSA Infringement

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

6.8 Termination of the MSA

This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180-day termination notification. Termination notifications from FCDC will go to all members on the IT Contact list. Termination notifications from CBCF will go to the FCDC CIO and the Enterprise Business Services Manager.

RESOLUTION NO. 22-079 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE ARCHITECT

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
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Cheryl Brooks Sullivan, Member
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Antone White, Member
Director, Franklin County Board of Elections

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

RESOLUTION NO. 22-079 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE ARCHITECT

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-079** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-079**.

RESOLUTION NO. 22-079 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – New Hire – David Francis

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	David Francis		
PERSONNEL ACTION NUMBER	22-079		
PERSONNEL ACTION DATE (BOARD)	July 05, 2022		
DATA CENTER SECTION	Enterprise Information Technology		
NEW JOB POSITION / TITLE	Enterprise Architect		
PAY GRADE	17		
EFFECTIVE DATE	July 05, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$94,394	$108,553	$122,712	
	BASE RATE	ANNUAL SALARY	
NEW	$53.3654	$111,000	

KEY RESPONSIBILITIES OF ROLE

- Work closely with the CTO, other FCDC leaders, and key client contacts on developing long-range technology strategies and plans covering servers, networks, cloud, and application systems, including documented roadmaps.
- Directly assist engineering, project management, and client communications resources in delivering Enterprise Technology projects via project plan development, hands-on work, and vendor coordination; act as informal project manager as needed.
- Maintain ongoing and keen observation of current IT systems and organization processes inside FCDC and partner agencies to find new ways to apply technology to improve organizational outcomes.
- Act as a limited Business Analyst (and call on available FCDC BA resources) to map organization workflows, whether informally or in formal process diagrams developed electronically.
- Maintain vigilant awareness of technology security risks and regulatory requirements in collaboration with the Enterprise Security practice
- Monitor government and technology industry trends around managed infrastructure and applications; identify opportunities for long-term and short-term improvements in capacity, functionality, and efficiency that are sized appropriately for FCDC and client needs – known or predicted
- Work closely with FCDC project, engineering, client relations, and procurement teams to provide details on project work breakdown structures (WBS), estimates for project labor hours, and technical shopping lists

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

EMPLOYMENT NOTABLES

- In his previous role as the Enterprise Architect at M/I Homes, he administered change control processes for the organization. He also led the charge of phasing out MPLS architecture across 15 division offices, which resulted in an annual savings of $100k.
- Prior to his EA role, he was the IT Infrastructure Engineer 3 for 3 years. In this position, he was an IT Operations/System Engineer focused on networking and project management.
- Before M/I Homes, he worked as a Strategic Sourcing Advisor at Cardinal Health.
- David came highly recommended by the CTO, John Proffitt. John hired David at M/I Homes and looks forward to bringing his IT expertise to FCDC and Franklin County.

EDUCATION & OTHER CREDENTIALS

- Bachelor of Science Degree in Management Information Sciences – Franklin University
- Ekahau ECSE Design Certification
- Cisco CCENT Certification

RELEVANT WORK EXPERIENCE

- SQL Server – 12 years
- SSIS – 12 years
- Backup/Recovery – 13 years
- Reporting/Documentation – 15 years
- Data Warehousing – 10 years
- Web Reporting – 5 years
- SSRS – 10 years

SCREENING STATUS

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

Kassy Franz, Director, Human Resources

David J. Francis

[redacted]

Professional Experience

Enterprise Architect | M/I Homes (1/2022 – Present)

- Administer change control process for the organization.
- Phased out MPLS architecture across 15 division offices in favor of a secondary DIA circuit for SD-WAN connectivity, resulting in an approximate annual savings of $100,000.

IT Infrastructure Engineer 3 | M/I Homes (8/2018 – 1/2022)

- IT operations / systems engineer generalist role with a focus on networking and project management.
- Networking skills/accomplishments:
  - Deployed and maintain a Meraki SD-WAN solution between 16 division offices and the corporate data center.
  - Day-to-day management of the Meraki WAN environment, including the above offices and over 200 sales models.
  - Maintain existing deployment of Cisco Catalyst switches and Meraki MR access points.
  - Deployed and maintain Palo Alto NGFWs, including platform updates, firewall rule creation/evaluation, and client access VPN.
  - Conducted over a dozen wireless site surveys with the Ekahau platform to ensure optimal wireless coverage.
- Project management skills/accomplishments:
  - Orchestrated the move of the corporate data center to a co-location facility to increase overall systems uptime/reliability with a reduced operating cost.
  - Planned and executed the move of three mid-sized division offices – one completely solo, due to COVID restrictions, including circuit provisioning, developing low voltage plans, and the physical move/reconfiguration of IT assets.
- Earned the Corporate Excellence Award for 2019.

Strategic Sourcing Advisor | Cardinal Health (9/2016 – 8/2018)

- Negotiated IT hardware and telecommunications agreements to maximize savings efforts. Key accomplishments include:
  - Negotiated $300K savings on the purchase of new network load balancers.
  - Negotiated $500K savings on a multi-year support agreement for the company's contact center platform.
- Performed testing and drafted internal training materials for an SAP Ariba platform implementation.

Associate Director of Infrastructure | Resource/Ammirati, an IBM Company (10/2015 – 8/2016)

- Corporate IT budget management
  - Tracked and forecasted YoY spend on software, services, and network circuits.
  - Worked with key stakeholders in the creative and technology departments to research both existing and emerging technologies, finding solutions that fall within the budget and maintain or enhance productivity.
  - Partnered with finance team to ensure monthly budget reconciliations are accurate.
  - Maintained existing and researched new vendor relationships to ensure efficient budget spend.
  - Reduced 2015 budget spend by 8% by renegotiating several contracts and license agreements.
- Directly managed a team of system administrators and provide mentorship to desktop support staff.
- Monitored WAN links, ensuring no links are oversubscribed and are diverse for redundancy.

David J. Francis

[redacted]

Senior System Administrator | Resource/Ammirati, an IBM Company (3/2010 – 10/2015)

- Principal in IT infrastructure portion of corporate headquarters move in 2015.
  - Worked with existing and new providers to ensure circuits were installed and tested in the new facility.
  - Managed a team of 12 associates and contractors to completely tear down one facility and reinstall in the new facility over the course of a weekend.
  - Executed the move with no downtime following the move for 350 associates.
- Moved remote office into new office space, including procurement and configuration of network infrastructure.
- Enhanced the company's BYOD initiative by implementing MaaS360 MDM solution.
- Improved IT asset management by developing processes for asset tracking.
- Implemented JAMF Casper Suite and Altiris Client Management Suite for systems administration in a mixed Mac/PC environment.

Altiris Administrator | Cardinal Health (8/2008 – 3/2010)

- Maintained core Altiris infrastructure which managed 32,000+ global clients.
- Deployed Microsoft security patches within 10 days of release while maintaining 92%+ compliance levels.

Desktop Support Technician | Century Insurance Group (3/2006 – 8/2008)

- Built and maintained the Altiris infrastructure for the company, providing remote system imaging, software deployment, and patching for 300+ associates across three offices.

Distributed Technical Operations Technician | Target Corporation (5/2004 – 3/2006)

- Provided IT support in a 24-hour distribution center environment.
- Served on a cross-company committee to standardize and improve documented processes.

Achievements & Certifications

- Ekahau ECSE Design Certificiation, June 2020.
- Cisco CCENT Certification, April 2013 *(expired)*.
- Eagle Scout, April 1999.

Education

B.S., Management Information Sciences | Franklin University (10/2004 – 5/2007)

- Graduated with honors, Summa Cum Laude with 3.9 GPA.

RESOLUTION NO. 22-080 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE ARCHITECT

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Election

RESOLUTION NO. 22-080 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE ARCHITECT

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-080** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-080**.

RESOLUTION NO. 22-080 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – New Hire – Michael Haudenschild

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Michael Haudenschild		
PERSONNEL ACTION NUMBER	22-080		
PERSONNEL ACTION DATE (BOARD)	July 05, 2022		
DATA CENTER SECTION	Enterprise Information Technology		
NEW JOB POSITION / TITLE	Enterprise Architect		
PAY GRADE	17		
EFFECTIVE DATE	July 05, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$94,394	$108,553	$122,712	
	BASE RATE	ANNUAL SALARY	
NEW	$52.8846	$110,000	

KEY RESPONSIBILITIES OF ROLE

- Work closely with the CTO, other FCDC leaders, and key client contacts on developing long-range technology strategies and plans covering servers, networks, cloud, and application systems, including documented roadmaps.
- Directly assist engineering, project management, and client communications resources in delivering Enterprise Technology projects via project plan development, hands-on work, and vendor coordination; act as informal project manager as needed.
- Maintain ongoing and keen observation of current IT systems and organization processes inside FCDC and partner agencies to find new ways to apply technology to improve organizational outcomes.
- Act as a limited Business Analyst (and call on available FCDC BA resources) to map organization workflows, whether informally or in formal process diagrams developed electronically.
- Maintain vigilant awareness of technology security risks and regulatory requirements in collaboration with the Enterprise Security practice
- Monitor government and technology industry trends around managed infrastructure and applications; identify opportunities for long-term and short-term improvements in capacity, functionality, and efficiency that are sized appropriately for FCDC and client needs – known or predicted
- Work closely with FCDC project, engineering, client relations, and procurement teams to provide details on project work breakdown structures (WBS), estimates for project labor hours, and technical shopping lists

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

EMPLOYMENT NOTABLES

- In his previous role as the Director of Technology at Lakewood Local School District, he led a team of IT professionals managing all aspects of the technology of 1,800 students, 265 staff, and over 3,000 endpoints.
- He was a key member of a strategic planning steering committee, driving improvements in organizational performance through the realignment of programs and resources with community engagement.
- Previous to Lakewood, he worked at The Ohio State University as the Associate Director of Learning Programs and at the Online Computer Library Center (OCLC) as the Continuous Improvement Consultant.
- He is eager to join FCDC to leverage his skills, expand his footprint, and keep working in the public sector where he can make a difference.

EDUCATION & OTHER CREDENTIALS

- B.A., Education & Psychology – Denison University
- M.Ed., Teaching & Learning – University of Utah
- ITIL IT Service Management v3
- Organizational Change Management Practitioner – PROSCI
- Lean Six Sigma Green Belt

RELEVANT WORK EXPERIENCE

- Service Delivery – 10+ years
- IT Leadership – 10+ years
- Strategic Planning – 10+ years
- Change Management – 7+ years
- Documentation – 10+ years
- Windows Server – 15 + years
- Office 365 – 5+ years
- Process Improvement – 7+ years

SCREENING STATUS

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

Kassy Franz, Director, Human Resources

MICHAEL T. HAUDENSCHILD

[redacted]

EXPERIENCE

Lakewood Local School District • **Director of Technology** • June 2018 – present

Lead a team of IT professionals managing all aspects of technology for 1,800 students and families and 265 staff across multiple buildings with over 3,000 endpoints. Establish operational practices focused on service delivery and customer service. Conduct analyses of existing services and develop plans for service stabilization, remediation, and long-term sustainability. Design and deliver technology services in alignment with the Strategic Plan.

Management and operations:

- Redesigned IT operations and processes around ITIL principals to improve customer experience
- Led customer support platform system selection (Zendesk) and adapted the platform to enable Incident and Request customer support workflows and end-user transparency
- Established documentation practices and management principles for IT knowledge base and customer-facing knowledge resources
- Established key metrics and benchmarks for speed and quality-of-response to meet customer expectations, and reported metrics and trends monthly to the Board of Education
- Built five-year capital budget in collaboration with Treasurer's office; set up lifecycle, asset management, and personnel onboarding/offboarding processes
- Established the organization's project management function, selected project management platform, and trained project participants; currently managing district-wide facility consolidation initiative

Information technology:

- Designed and implemented a multisite Windows Server infrastructure, including Active Directory and AD Trusts, DNS, DHCP, 802.1X/Network Policy Server/RADIUS, VPN, File and Print Sharing, and Group Policies focused on manageability, security, and a positive user experience
- Developed and maintained Windows 10 base image and implemented FOG for endpoint imaging
- Implemented Google Workspace for Education for applications and device/browser management; leveraged Google Secure LDAP for WPA2-Enterprise BYOD and Chromebook deployment
- Deployed Office 365 for all faculty, staff, and students; desktop applications for staff and online-only for students using Chromebooks
- Provided all Tier 3 support for Windows, Google Workspace, ChromeOS, Android, and iOS
- Completed three-year Cisco-based infrastructure remediation focused on high availability
- Designed and implemented multisite VMWare-based server infrastructure and script-driven backups to TrueNAS iSCSI targets for disaster recovery
- As a member of MS-ISAC, monitored and responded to cybersecurity issues with potential to impact the district's infrastructure, hosted systems, and business-critical processes
- Implemented RHEL and Ubuntu-based Linux servers for RADIUS and LAMP-based applications

Team and personnel development:

- Developed a staffing model, wrote position descriptions, and created new positions to meet demand
- Conducted staff evaluations and developed individualized development goals for employees
- Led monthly ticket reviews and lessons-learned meetings; established performance coaching
- Led Lean Six Sigma process improvement project for onboarding; surveys indicated 20-40% improvements in new-hire experience using technology

Planning and policy management:

- Member of Strategic Planning Steering Committee, driving improvements in organizational performance through realignment of programs and resources with community engagement
- Developed, reviewed, and revised policies in response to constantly evolving IT ecosystem
- Managed FERPA and SDPC-aligned reviews and agreements with third-party service providers; developed trusted vendor list and actively maintained relationships with vendors
- Led or participated as the IT decision-maker in the requirements gathering and system selection processes for customer support, transportation, maintenance/inventory, HVAC/controls, telephony, Web conferencing, learning management, content management, and video streaming

Ohio State University • Associate Director of Learning Programs • January 2018 – June 2018

Developed support processes, managed operations, and led cross-functional teams to implement security and privacy policies for the Digital Flagship initiative, distributing devices to 12,000 students across six campuses.

- Established training requirements and customer-facing processes for IT staff, and supervised ServiceNow enhancements to enable Digital Flagship support across campuses statewide
- Coordinated with IT to align security needs and configurations (iOS, Jamf, and proprietary on-campus platforms) with needs and expectations of users and the Digital Flagship program
- Worked directly with Apple sales and operations, OSU operations personnel, and local vendors to coordinate logistics for delivery, storage, and distribution of 48,000 units (iPads and accessories)

Online Computer Library Center • Continuous Improvement Consultant • Jan. 2015 – Jan. 2018

Reporting to the Vice President, Management & Customer Operations, worked with teams in the US, Europe, and Australia to identify and direct projects to improve IT service delivery, management operations, customer experience, and team performance in a non-profit serving libraries worldwide.

- Served as liaison between Management & Customer Operations at corporate headquarters and Operations and IT teams globally; provided ongoing change management and communication support during consolidation and standardization of functions, integrating global teams
- Led process management projects to improve escalation of bugs and feature requests through the Product and Global Technology divisions, reducing time to resolution and improving CX and integrating employee workflows across ServiceNow, JIRA, and the customer support platform
- Developed performance coaching training program for customer service managers and staff
- Led requirements-gathering and selection of Zendesk for CSD to unify global customer support
- Represented global Operations division in development of ServiceNow System Status Dashboard
- Provided regular input to the VP, Management & Customer operations on strategy and presentations

Online Computer Library Center • **Training Analyst** • August 2014 – January 2015

Responsible for designing and executing the customer support department's training strategy and managing the department's knowledgebase team. Built cross-functional training programs for new customer support analysts for all OCLC services. Worked across divisions and departments to establish relationships with product and technology SMEs to improve knowledge transfer into customer service department.

Longsight, Inc. • **Senior Education Product & Systems Manager** • December 2011 – April 2014

Managed a remote engineering team, designing and developing custom Web applications for colleges, universities, and non-profits. Designed and implemented Desktop-as-a-Service (DaaS) product based on Windows Server Datacenter, Virtual Computer Lab (VCL; open-source project), and VMWare vSphere. Conducted faculty professional development on applications and the Sakai LMS.

OTHER POSITIONS HELD

- New Albany-Plain Local School District | **Educational Technologist** | August 2009–June 2011
- eTech Ohio Commission | **Technology Integration Strategist** | June 2007–August 2009
- Granville Village School District | **IT Coordinator** | Aug. 1998–July 2002 & July 2004–July 2007

CERTIFICATIONS & EDUCATION

Lean Six Sigma Green Belt
Maximum Potential, 2021

Effective Facilitator
Leadership Strategies, 2016

Organizational Change Management Practitioner
PROSCI, 2015

ITIL IT Service Management v3
AXELOS Global Best Practice, 2015

M.Ed., Teaching & Learning
University of Utah, 2003

B.A., Education & Psychology (MCL)
Denison University, 2002

HONORS & AWARDS

Difference Maker
Newark Advocate

Kussmaul Award (community service)
Denison University & Village of Granville, Ohio

Gold Award (community service)
New Albany Alumni Society

RESOLUTION NO. 22-081 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE SUPPORT ANALYST 1

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Election

RESOLUTION NO. 22-081 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE SUPPORT ANALYST 1

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-081** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-081**.

RESOLUTION NO. 22-081 **JULY 5, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – New Hire – Brandi Guess

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Brandi Guess		
PERSONNEL ACTION NUMBER	22-081		
PERSONNEL ACTION DATE (BOARD)	July 5, 2022		
DATA CENTER SECTION	Enterprise IT / Support		
NEW JOB POSITION / TITLE	Enterprise Support Analyst 1		
PAY GRADE	5		
EFFECTIVE DATE	July 5, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$35,374	$40,680	$45,986	
	BASE RATE	ANNUAL SALARY	
NEW	$23.0769	$48,000	

KEY RESPONSIBILITIES OF THE ROLE

- Friendly and supportive IT technical services for partner agency users countywide, provided via phone, email, online requests, live remote, and in-person
- Hardware Deployment and Support
- PC Imaging and Application Installs and Support
- Mobile Device, Multi-Factor Authentication (MFA), and VPN Support
- IT Service Management Platform Utilization and Documentation
- Asset Management
- User Account Management and Security

EMPLOYMENT NOTABLES

- Ms. Guess has more than 4 years of experience in Information Technology.
- Her previous positions were Help Desk Analyst at Huntington Bank, Tier 2 Help Desk Technician at Netwrix, and IT Analyst at JPMorgan Chase and The Gap.
- She was valued in her previous positions for her expertise in customer service, troubleshooting abilities, and willingness to step up and help co-workers at all times.

EDUCATION & OTHER CREDENTIALS

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

- High School Diploma, New Lexington High School
- Associates Degree in Networking – Bradford School

RELEVANT WORK EXPERIENCE

- End-User IT Support – 2 years
- Windows OS Troubleshooting – 2 years
- Mac OS Troubleshooting – 1 year
- PC Hardware Deployment and Repair – 2 years
- Asset Management – 1 year
- Customer Service – 6 years

SCREENING STATUS

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

Kassy Franz, Director, Human Resources

Brandi Guess

[redacted]

Authorized to work in the US for any employer

Work Experience

Help Desk Analyst
Huntington Bank - Columbus, OH
January 2021 to Present

Assist colleagues with hardware, software, and password issues

Tier 2 Help Desk Technician
Netwrix - Dublin, OH
January 2020 to April 2020

Prioritize and work tickets based on severity. Schedule meetings with clients to resolve open tickets. Run software in a sandbox environment to duplicate user issues and find resolutions. Open tickets to engineering for bugs.

It analyst
JPMorgan Chase - Columbus, OH
September 2018 to December 2019

Corporate help desk providing phone support for internal ccb users.

IT Analyst
The Gap - Grove City, OH
October 2017 to August 2018

Corporate Helpdesk, assisting corporate users with software, hardware, and network issues.

IT Analyst II
Community Choice Financial - Dublin, OH
October 2016 to July 2017

- Answer helpdesk calls and Emails.
- Create, work, and close Helpdesk Tickets for every issue.
- Utilize Active Directory to manage user accounts and Group Policies.
- Working with stores to set up new equipment.
- Setting up local and network printers

Field Organizer
NextGen Climate - Columbus, OH
July 2016 to November 2016

- recruiting and organizing on four campus' in Columbus.
- call or text students who were interested, as a follow up to help them get involved.

• talked to the students about the importance of voting for the planet.
• Register Voters
• Make sure that all voters have a plan as to how they will make it to the pole, when they plan to go, and that they know where to go to cast a ballot.

Tier 3 Technical support Agent

Time Warner Cable - Columbus, OH
January 2015 to June 2016

• Troubleshoot Cable, High Speed Data, and Digital Home Phone
• Research for larger scale root causes, such as outages of service, and report to the proper department
• Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues.
• Excel in asking probing questions and researching, analyzing and rectifying problems.
• Open, update, and close tickets related to service problems.
• Follow up with subscribers to ensure full functionality of equipment and services after making any changes to their account or equipment

Teir III Support Agent

Teleperformance - Columbus, OH
March 2014 to December 2014

• Take escalations from Tier II
• Resolve issues that previous tiers were unable to resolve
• open tickets for possible engineering issues and escalate.
• follow up on tickets, both with engineering and with customer to assure the problems were fixed in a timely manner.

Education

Associates in Networking

Bradford School
June 2007

Diploma

New Lexington High School
May 2005

Skills

• Active Directory (4 years)
• Software Troubleshooting (7 years)
• Desktop Support (5 years)
• Network Support (7 years)
• Computer Networking (7 years)
• Technical Support (10+ years)
• Help Desk
• Operating Systems

- DNS
- Microsoft Windows
- IT support
- VPN
- LAN
- WAN
- DHCP
- Microsoft Windows Server
- PowerShell

Additional Information

Customer Service Professional
Excels in fast-paced environment with minimal supervision
High emphasis on quality of customer service
Excellent problem solving skills

COMMUNICATION
Excellent listening, oral, and written skills
Comfortable speaking and interacting with all levels of leadership and the public
Exceptional interpersonal skills

Flexibility
Able to function as part of a team and competitively as an individual
Quickly capable of adapting in fast-paced situations
Seeks constructive feedback and strives for improvement

RESOLUTION NO. 22-082 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: HUMAN RESOURCES GENERALIST

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member ~~Franklin County Commissioner~~	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Election

RESOLUTION NO. 22-082 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: HUMAN RESOURCES GENERALIST

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-082** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-082**.

RESOLUTION NO. 22-082 **JULY 05, 2022**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – New Hire – Leah Guzi

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Leah Guzi		
PERSONNEL ACTION NUMBER	22-082		
PERSONNEL ACTION DATE (BOARD)	July 05, 2022		
DATA CENTER SECTION	Administration		
NEW JOB POSITION / TITLE	Human Resources Generalist		
PAY GRADE	10		
EFFECTIVE DATE	July 05, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$55,047	$63,304	$71,562	
	BASE RATE	ANNUAL SALARY	
NEW	$31.25	$65,000	

KEY RESPONSIBILITIES OF ROLE

- Under the guidance of FCDC's Director, Human Resources provide day-to-day operational human resources support.
- Assist in investigating complaints brought forward by employees.
- Develop knowledge of existing and proposed local, state, and federal laws and regulations affecting human resource management; ensure policies, procedures, and reporting are in compliance.
- Recruit highly-skilled, diverse talent, ensuring that applicants meet minimum qualifications before progressing as qualified candidates in the screening process.
- Develop recruiting strategies to help fulfill hiring needs.
- Communicate with hiring managers to identify future job openings and the technical recruitment for those jobs.
- In conjunction with the HR Director and Hiring Managers, write job descriptions and post them to relevant media platforms.

EMPLOYMENT NOTABLES

- In her previous role as the Human Resources Generalist at Ability Matters, she managed the onboarding process for new hires across all departments & facilitate new hire orientations weekly.
- Created and implemented a company-wide employee recognition program to boost morale, improve job satisfaction, and recognize well-deserved staff.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

- In her role as the Human Resources Administrative Assistant, she recruited new employees using social media, community outreach, job sites, and online resources.
- She is excited about the opportunity to give back to Franklin County, grow in her HR career, and expand her expertise in the technology world.

EDUCATION & OTHER CREDENTIALS

- Master of Arts in Special Education – The Ohio State University
- Bachelor of Science in Special Education – The Ohio State University
- aPHR – HRCI
- Organizational Behavior Management (OBM) Specialist Certificate – ABA Technologies
- Notary of Public

RELEVANT WORK EXPERIENCE

- Recruitment – 2 years
- Human Resources – 1 year
- Compliance – 1 year
- Change Management – 2 years
- Onboarding/New Hire Management – 2 years
- Customer Service – 4 years

SCREENING STATUS

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

Kassy Franz, Director, Human Resources

LEAH R. GUZI

[redacted]

Results-driven HR professional and behavior analyst with a passion for helping mission based companies excel. Aiming to apply knowledge and principles of organizational behavior management within a people operations focused HR role to improve workplace cultures, streamline operations, and maximize employee engagement through learning and development.

CERTIFICATIONS & LICENSES

- **Board Certified Behavior Analyst (BCBA)** — *November 2018*
- **Certified Ohio Behavior Analyst (COBA)** — *February 2018*
- **aPHR (HRCI)** — *March 2022*
- **Organizational Behavior Management (OBM) Specialist Certificate (ABA Technologies)** — *April 2022*
- **Notary Public** — *Commission Expires 11/21/2026*

EDUCATION

The Ohio State University; Master of Arts in Special Education — **Columbus, OH**
Emphasis in Applied Behavior Analysis — *May 2018*

The Ohio State University; Bachelor of Science in Special Education — **Columbus, OH**
Emphasis in Early Childhood Intervention — *May 2016*

RELEVANT WORK EXPERIENCE

Ability Matters — **Columbus, OH**
Human Resources Generalist — *December 2021-Present*

- Manage onboarding process for new hires across all departments & facilitate new hire orientations weekly and conduct two-week follow ups to ensure smooth transitions while recognizing gaps in training and identifying patterns amongst questions/concerns to make necessary changes.
- Updated & enhanced both onboarding and orientation processes to better support new hires through their 90 day period.
- Created & implemented company-wide employee recognition program to boost morale, improve job satisfaction, and recognize well-deserved staff (project lead).
- Developed a structured, semester-long internship program for college students from start to finish (project lead).
- Collaborate with other departments to maintain both state required and agency specific compliance items for all employees.
- Organize recruiting efforts and support department by screening & interviewing applicants.
- Process both voluntary and involuntary terminations.

Human Resources Administrative Assistant — *August 2021-December 2021*

- Managed onboarding process for new hires across all departments & facilitated new hire orientations weekly and conducted two-week follow-ups to ensure smooth transitions while recognizing gaps in training and identifying patterns amongst questions/concerns to make necessary changes.
- Recruited new employees using social media, community outreach, job sites and job fairs; managed job postings on Get Hired, Indeed & Handshake.
- Assisted in the rollout of the company's first ever annual performance review process.

Food for Good Thought — **Columbus, OH**
Pre-Employment Transition Services Program Director — *July 2020-August 2021*

- Oversaw the implementation of all pre-employment transition services, including any changes or additions to the curriculum.
- Trained and coached staff members on each service, including how to adjust and modify lessons for different types of learners.
- Led the pre-employment transition services team in all activities, including weekly team meetings to ensure strong communication.
- Monitored authorizations and submitted billing for students by collaborating with counselors through Opportunities for Ohioans with Disabilities (OOD).

Pre-Employment Transition Services Program Assistant *October 2019-July 2020*

- Responsible for creating the curriculum for five transition services including job exploration counseling, work readiness training, self-advocacy, post-secondary counseling, and work-based learning.
- Instructed a variety of neurodiverse learners ranging from ages 14 to 22.
- Transformed all services to a user friendly, online format to allow for the continuation of services during the pandemic.
- Helped students explore their interests and learn necessary vocational and employability skills to prepare for post-secondary life.

Bridgeway Academy **Columbus, OH**

1st/2nd Grade Classroom Co-Teacher *August 2018-May 2019*

- Responsible for the instruction of reading and the Fundations® phonics curriculum and lesson planned for daily activities.
- Tracked behavioral, educational, and IEP data daily.
- Implemented behavioral strategies to encourage and promote success for students in the classroom.
- Partnered closely with speech, occupational, physical, and music therapists to encourage an interdisciplinary approach to each child's education.

RELEVANT SKILLS & TECHNICAL PROFICIENCIES

- Typing
  - WPM: 96
- Microsoft Office
- Google Operations
- Zoom, Microsoft Teams

Franklin County Data Center Financial Update as of June 23, 2022

2022 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	3,818,611		1,996,546		1,822,065	52%	48%

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2022 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Excumbered	Percent Available
Salaries and Wages	6,044,028	6,320,667	3,010,205	-	3,310,462	48%	52%
Benefits and Taxes	2,399,956	2,445,191	1,264,157	-	1,181,034	52%	48%
Materials and Services	10,637,222		2,857,447	2,924,306	4,855,469	54%	46%
Capital Investment	-	-	-	-	-		
Total	19,081,206	19,403,080	7,131,810	2,924,306	9,346,965	52%	48%

Franklin County Data Center Project Procurement Update as of June 23, 2022

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
21-102	12/6/2021	10,440,222	2,109,625	8,330,597	Ongoing	Data Center 2022 baseline budget routine and ongoing expenses
22-011	2/7/2022	540,000	462,157	77,843	Ongoing	Endpoint devices for countywide deployment
22-029	4/4/2022	279,459	-	279,459	Procurement	Intellivue CMS upgrade
22-003	1/10/2022	208,130	116,130	92,000	Complete	OnBase Content Management System upgrade
22-012	2/7/2022	180,000	169,534	10,466	Complete	Network Switches