

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

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

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

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

Date: June 27, 2024

Subject: Agenda for the Monday, July 01, 2024, Data Processing Board Meeting

The proposed agenda for the Monday, July 01, 2024, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the Olympus Room (FCDC Auditorium) on the 9th floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

The Board will reconvene in a Regular Session at 9:00 A.M.

AN AGENDA WILL BE PROVIDED TO YOU AT THE MEETING.

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

Jo Ellen Cline, Delegate, Franklin County Auditor
Gary Dwyer, Delegate, Franklin County Auditor
Shawn Dunlavy, Delegate, Franklin County Auditor
Susan Bedsole, Delegate, Franklin County Common Pleas Court
Andrew Byerly, Delegate, Franklin County Common Pleas Court
Adam Luckhaupt, Delegate, Franklin County Clerk of Courts
Sharlene Chance, Delegate, Franklin County Clerk of Courts
Angela Mathews, Delegate, Franklin County Clerk of Courts
Zak Talarek, Delegate, Franklin County Board of Commissioners
Juan Torres, Delegate, Franklin County Board of Commissioners
C. Chris Cupples, Delegate, Franklin County Recorder
Robert Hinton, Delegate, Franklin County Recorder
Dusten Kohlhorst, Delegate, Franklin County Treasurer
Lilly Tesfai, Delegate, Franklin County Treasurer
Orvell Johns, Delegate, Franklin County Treasurer
Victoria Troy, Delegate, Franklin County Treasurer
Steven Bulen, Delegate, Franklin County Board of Elections
Erin M. Gibbons, Delegate, Franklin County Board of Elections
Jeff Gatwood, Delegate, Franklin County Board of Elections

AGENDA-Automatic Data Processing Board Meeting, July 01, 2024

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of June 03, 2024, Regular Data Board Meeting**
- **New Business**

-- **Resolution No. 24-062 Franklin County Data Center – Technical Equipment Salvage**

-- **Resolution No. 24-063 Franklin County Data Center – Valimail Email Security Solution**

-- **Resolution No. 24-064 Franklin County Office of Diversity, Equity and Inclusion – Master Service Agreement**

-- **Resolution No. 24-065 Franklin County Animal Care and Control – Master Service Agreement**

-- **Resolution No. 24-066 Franklin County Office on Aging – Master Service Agreement**

Other Business

Adjourn

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the June 03, 2024, Regular Board Meeting

Date Approved: July 01, 2024



Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



Juan A. Jones FOR 504

John O'Grady, Member
Franklin County Commissioner



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



D. W. / CBS

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

ABSENT

Antone White, Member
Director, Franklin County Board of Elections



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

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

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

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

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

June 03, 2024

Board Members present:

The Honorable Michael Stinziano, Franklin County Auditor- Secretary/Administrator

Chris Brown, Franklin County Court of Common Pleas

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

Juan Torres, CIO Board of Commissioners, Delegate, Franklin County Board of Commissioners

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

Dusten Kohlhorst, IT Director, Delegate, Franklin County Treasurer

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

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

Also Present:

Adam Frumkin, Chief Information Officer, Franklin County Data Center

Julie Lust, Chief Financial Officer, Franklin County Data Center

Kassy Franz, Chief People Officer, Franklin County Data Center

Mary Ann Brooks, Executive Administrative Assistant, Franklin County Data Center

Jesse Armstrong, Assistant Prosecuting Attorney, Franklin County Prosecutor's Office

9:00 A.M. Convene in Regular Session

I. Call to Order

II. Pledge of Allegiance

III. Secretary's Comments

IV. Approval of Minutes of May 06, 2024, Regular Data Board Meeting

Michael Stinziano asked for a motion to approve the following meeting minutes.

Maryellen O'Shaughnessy, moved to approve the meeting minutes; Daniel O'Connor

seconded; motion carried. A voice vote was taken, and the following board members

voted to approve the minutes: Michael Stinziano, Chris Brown, Maryellen

O'Shaughnessy, Juan Torres, Daniel O'Connor, Dusten Kohlhorst, Antone White, and

David Payne.

V. New Business

A. Resolution No. 24-057 Franklin County Data Center- Technical Equipment Salvage

Michael Stinziano asked for a motion to approve the resolution. Maryellen

O'Shaughnessy moved to approve the resolution; Daniel O'Connor seconded; the

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

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

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

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

June 03, 2024

motion carried. A voice vote was taken, and the following board members voted to approve the resolution: Michael Stinziano, Chris Brown, Maryellen O'Shaughnessy, Juan Torres, Daniel O'Connor, Dusten Kohlhorst, Antone White, and David Payne.

B. Resolution No. 24-058 Franklin County Board of Commissioners-Amplifund Service Contract

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

C. Resolution No. 24-059 Franklin County Board of Elections- Master Service Agreement

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

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

Michael Stinziano asked for a motion to move into executive session. The Board denied the motion and continued with the open meeting.

VII. Personnel Matters

A. Resolution No. 24-060 Personnel Action- Backfill- Enterprise Support Analyst 1

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

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

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

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

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

June 03, 2024

B. Resolution No. 24-061 Personnel Action- Backfill- Enterprise Support Analyst 1

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

VIII. Other Business

IX. Adjourn

The meeting was adjourned at 9:14

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



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

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




Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



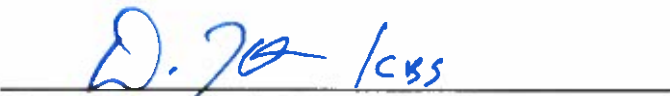
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



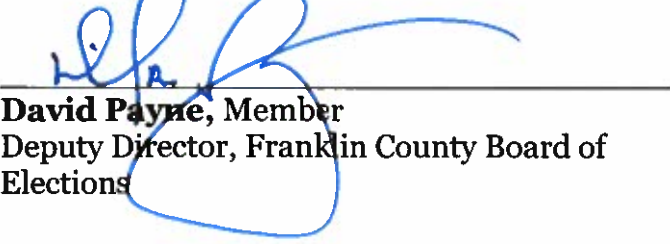
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE**

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

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

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

NOW THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board recommends the Franklin County Board of County Commissioners, in accordance with Ohio Revised Code Section 307.12, and Franklin County Board of Commissioners Resolution 0276-24, that the equipment specified in the attached list be placed for public sale or disposal per the County Property Policy.



Franklin County Automatic Data Processing Board
Technical Equipment Salvage Resolution
Resolution #: 24-062
Date: 07/01/2024


Agency	Description	Number of Units
Public Health	Desktop PC	3
Public Health	Laptop PC	14
Public Health	Monitor	2

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
VALIMAIL EMAIL SECURITY SOLUTION

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

~~Abstained~~ *John O. Grady For 3069*

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

D. KA 1009

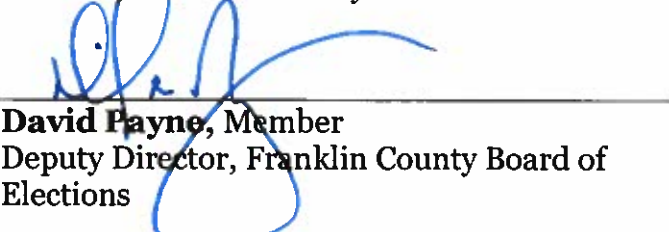
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

~~ABSENT~~

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
VALIMAIL EMAIL SECURITY SOLUTION**

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

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

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

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

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



Franklin County Automatic Data Processing Board
Information Technology Project Resolution
Resolution #: 24-063
Dated: 07/01/2024

Title	Valimail Email Security Solution
Agency	Franklin County Data Center
Amount	Not to Exceed \$118,535.00
Category	Software

Business Justification

The Data Center provides a secure and reliable technology infrastructure. This includes a secure email environment that reduces the risk associated with phishing and spoofing. A recent evaluation of our email security solution indicated an opportunity to strengthen our security presence.

Valimail is an identity-based, anti-phishing company that delivers a cloud-native platform for validating and authenticating sender identity to stop phishing, protect and amplify brands, and ensure compliance. It shields inboxes from imposter emails by automating and managing DMARC (Domain-based Message Authentication, Reporting, and Conformance).

Description

Working with the Prosecuting Attorney and Purchasing, the Data Center will procure and deploy Valimail, and \$118,534.23 will be billed over a three-year term.

Franklin County Data Center Recommendation

The Data Center CIO recommends this technology.

Fiscal Information

Funding Source: The Data Center has worked closely with OMB to identify funding.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY OFFICE OF DIVERSITY, EQUITY AND INCLUSION

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

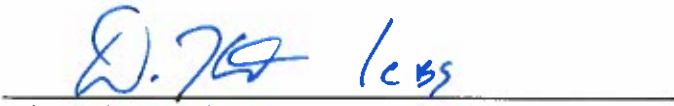
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



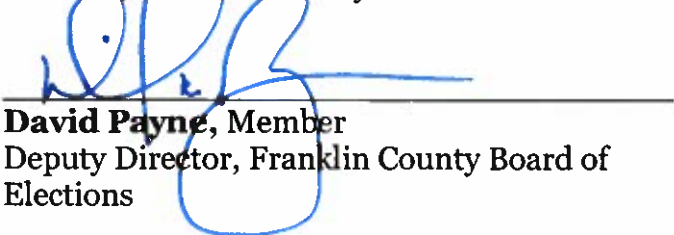
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

ABSENT

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY OFFICE OF DIVERSITY, EQUITY, AND INCLUSION**

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

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

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

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

Information Technology

2024 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Office of
Diversity, Equity, & Inclusion

1.0 Master Service Agreement Overview

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

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Partner Experience

Partner Experience Manager, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: Melissa.Peoples@franklincountyohio.gov

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

Chief People Officer, Kassy Franz:

(614) 525-7529

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: klfranz@franklincountyohio.gov

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

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Chase McDaries:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: chase.mcdaries@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.franklincountyohio.gov

2.2 Franklin County Office of Diversity, Equity, & Inclusion

General Information

Franklin County Office of Diversity, Equity, and Inclusion

(614) 525-4105

373 S High Street, 25th Floor

Columbus, Ohio 43215

Chief Economic Equity and Inclusion Officer, Damika Withers:

(614) 525-4105

E-mail: dawithers@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
Damika Withers	dawithers@franklincountyohio.gov	X	X	X	X	X	X
Abdibasid Ali	Abdibasid.Ali@franklincountyohio.gov		X				
Danielle Devoise	Danielle.Devoise@franklincountyohio.gov		X				
Perla Martinez	perla.martinez@franklincountyohio.gov		X				
Kayla Ridley	Kayla.Ridley@franklincountyohio.gov	X	X				X
Talishia Williams	talishiawilliams@franklincountyohio.gov		X	X	X	X	
Vanant (Economic Equity Administrator)			X				

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Application Development and Enterprise Tools	Support	Notes
Graphic Design	FCDC	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	FCDC maintains a website through Kentico: https://equity.franklincountyohio.gov/ .

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

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	ODEI leverages the FCDC enterprise Adobe licensing. FCDC bills ODEI for the cost as part of the annual licensing cycle.
Adobe Pro	FCDC	ODEI utilizes Adobe Pro Licenses.
Adobe Creative Cloud	N/A	
DocuSign	N/A	
Everbridge	Partner	EMA owns and administers the Everbridge Platform. The ODEI is responsible for maintaining staff information/access and using this product for their office as needed.
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
JIRA	N/A	
Microsoft 365	FCDC	ODEI leverages the FCDC enterprise licensing for Microsoft 365.
AvePoint	N/A	
Dynamics	N/A	
SharePoint	Shared	ODEI manages the updates and organization of SharePoint content. The information is captured from the REC applications' Microsoft Form responses.
OnBase Information Platform	N/A	
Visual Studio	N/A	
SurveyMonkey	Shared	
Virtual Conference Room	N/A	
Microsoft Teams Room Licensing	N/A	
Lifesize		
Visio	N/A	
Zoom	FCDC	ODEI leverages the FCDC enterprise Zoom licensing for basic, paid, and webinar licensing. FCDC will bill ODEI the cost as part of the annual licensing cycle.

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

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

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

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

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

4.0 Special Support Services

There are currently no special services utilized by ODEI

5.0 Budgeting and Service Charges

5.1 IT Budgets

Annually FCDC partners with the Franklin County Office of Management & Budget (OMB) to review and provide input for Partner Agency IT Budgets. OMB requires Partner Agencies to use the Budget Formulation and Management (BFM) application to submit budgeting requests. OMB provides the primary support for BFM.

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

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

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

**Memorandums will be sent for review to:
 ATTENTION: Talishia Williams
 Franklin County Office of Diversity, Equity, & Inclusion
 TalishiaWilliams@franklincountyohio.gov**

5.3.6 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Partner Experience Manager, Melissa Peoples	(614) 525-5691	Melissa.peoples@franklincountyohio.gov
3	Enterprise Financial Services Manager, Renea Ruple	(614) 525-7392	renea.ruple@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After-hours and Emergencies

FCDC has staff on-call 24/7 and can be reached by the Help Desk phone number: (614) 525-3282. The on-call staff member will assess and handle the issues based on their criticality and needs.

6.3 Requests

FCDC strives to be a good partner and provide exceptional service; several entry points exist to access FCDC services. 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: FCDC-PX@franklincountyohio.gov

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

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

6.4 Escalation/Expedition Pathway

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

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Partner Experience Manager, Melissa Peoples	(614) 525-5691	Melissa.peoples@franklincountyohio.gov
3	Chief People Officer, Kassy Franz	(614) 525-7529	klfranz@franklincountyohio.gov
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<ul style="list-style-type: none"> There is no negative impact on the business or services. Standard, repeatable requests (e.g., user management) Low-effort maintenance or enhancement requests A method for taking larger requests that may turn into a project but require additional information and understanding 	<ul style="list-style-type: none"> FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request FCDC will work with the requestor to establish an agreed service delivery schedule or next steps

<p>Priority 4 (LOW) Minimal or No Business Impact</p>	<ul style="list-style-type: none"> • Minimal impact on business or service • No production or individual end-user is affected • The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment • FCDC will attempt to resolve this within 40 normal business hours • FCDC will communicate with the reporting user until resolved
<p>Priority 3 (MEDIUM) Minor Business Impact</p>	<ul style="list-style-type: none"> • There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until it is resolved 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve this within 24 normal business hours • FCDC will communicate with the reporting user until resolved
<p>Priority 2 (HIGH) Major Business Impact</p>	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
<p>Priority 1 (HIGHEST) Severe Business Impact</p>	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If a Priority 1 incident impacts the Partner Agency but is not the reporting user, contact the Help Desk or PXM 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, the FCDC has the right to audit, monitor, and secure all computing environments connected to the FCDN. This would also include any agency processes related to the security of the FCDN. The FCDC would ensure customers and stakeholders a simple, stable, and secure environment by gaining access to agencies' computing environments and procedures. Also, this policy gives the FCDC the ability to identify components that are at risk, in addition to strengthening security and privacy controls. In collaboration with the Agency, the FCDC will report to and assist the Agency in mitigating any findings. If you need a policy copy or have questions, please discuss them with your Partner Experience Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ANIMAL CARE AND CONTROL

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

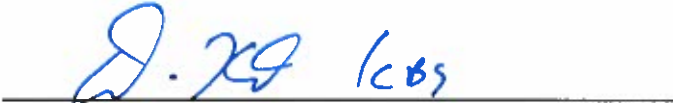
Abstained

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



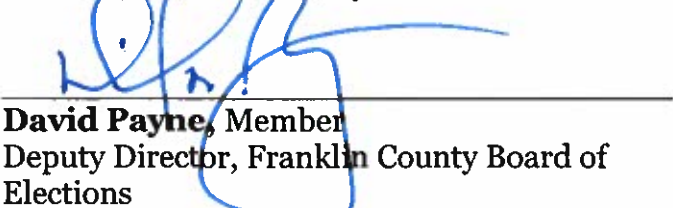
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

ABSENT

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ANIMAL CARE AND CONTROL**

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

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

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

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

Information Technology

2024 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Animal Care and Control

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Animal Care and Control (ANCL). 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 ANCL.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Partner Experience

Partner Experience Manager, Cheri Speakman:

(614) 525-6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

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

Chief People Officer, Kassy Franz:

(614) 525-7529

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: klfranz@franklincountyohio.gov

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

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Chase McDaries:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: chase.mcdaries@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Animal Care and Control

General Information

4340 Tamarack Blvd
Columbus, Ohio 43229
(614) 525-3647 (DOGS)

Director, Kaye Persinger
(614) 525-5455

E-mail: kpersinger@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
Kaye Persinger	kpersinger@franklincountyohio.gov	X	X	X	X		X
April Ricciardo	arriccia@franklincountyohio.gov	X	X	X	X	X	X
H. Dwayne Young	hdyoung@franklincountyohio.gov	X	X	X	X		X

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	<p>Kentico Websites</p> <ul style="list-style-type: none"> ANCL Website: https://dogs.franklincountyohio.gov (ANCL maintains the content for this site) Adoptable Dogs Website: https://dogadoptions.franklincountyohio.gov This URL is now redirecting visitors to an internal Kentico page that displays an iFrame listing of all dogs available for adoption. The Adoptable Dog Search Cold Fusion application was decommissioned in February of 2024.

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

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	ANCL leverages the FCDC enterprise Adobe licensing. FCDC will bill back the cost to ANCL as part of the annual licensing cycle.
Adobe Pro		ANCL utilizes Adobe Pro Licenses
Adobe Creative Cloud		ANCL utilizes Adobe Creative Cloud
DocuSign	N/A	
Everbridge	Partner	EMA owns and administers the Everbridge Platform. The ANCL is responsible for maintaining staff information/access and using this product for their office as needed
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
JIRA	N/A	ANCL only submits FCDC support ticket via Jira
Microsoft 365	FCDC	ANCL leverages the FCDC enterprise licensing for Microsoft 365
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	N/A	

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

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Shared	FCDC assists with reviewing IT legal contracts and RFPs for ANCL, as needed. FCDC will work with the ANCL, the Prosecutor's Office, and Purchasing for all contracts and RFPs on those efforts.
IT Budget Planning	Partner	FCDC will work with OMB to review the ANCL IT Budget.
IT Procurement Assistance	Shared	
Vendor and Licensing Management	Shared	

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

4.0 Special Support Services

4.1 X-ray Solution

Below is the support agreement between ANCL, the Franklin County Data Center (FCDC), and their Vendor, Tri-State Biomedical Solutions/Medical Equipment Services. This X-ray solution is located within the medical clinic at 4340 Tamarack Blvd, Columbus, OH 43229.

The X-ray solution resides on the Franklin County Data Network (FCDN) in the FCDCDOM1 domain and consists of two desktop PCs:

- One desktop is connected to the X-ray machine and runs the Rayence software, which captures the image
- One desktop that runs the PACS software that pushes the X-ray image to the cloud and allows users to view the images created from the Rayence capture PC

Standards of Operations

Tri-State Biomedical provided the complete X-ray solution to ANCL. They worked with FCDC to prepare both desktop devices to reside on the FCDCDOM1 domain and participate in the standard security patching protocol.

PACS (Picture Archiving & Communication System):

- Tri-State installed PACS software on a county-owned PC (Viewing PC), which allows users to view the X-ray images captured by the Rayence system – the data is stored in the cloud
- The Viewing PC is provided and built by the FCDC meets the minimum system requirements (see below), and will reside on FCDCDOM1
 - **PACS PC Specs:** Standard FCDC PC, plus Minimum computer specs., Windows 10 Professional or Windows Server 2016/2019 operating system, 16 GB RAM, 2 TB+ storage recommended.

RAYENCE (Acquisition application)

- Tri-State is the implementation vendor
- The Rayence application is installed on the Capture PC
- This Capture PC was built by and provided by Tri-State and will reside on FCDCDOM1
- Tri-State is also providing a single touchscreen monitor (See monitor and PC specs below)
 - **RAYENCE/Acquisition PC Specs:** Dell 24 Touch Monitor - P2418HT, OptiPlex 7050 Mini Tower XCTO, Intel vPro Technology Enabled, Intel Integrated Graphics, Dell OptiPlex, 2.5 inches 1TB 7200rpm Hard Disk Drive, 16GB (2x8GB) 2400MHz DDR4 Memory, Intel Core i5-7500 (QC/6MB/4T/3.4GHz/65W); supports Windows 10/Linux, 2nd Intel Gigabit NIC PCIe Card FH, 2nd 1TB 2.5 inch SATA (7200 Rpm) Hard Drive, OptiPlex, TPM Enabled, Dell Client System Update (Updates latest Dell Recommended BIOS, Drivers, Firmware and Apps), OptiPlex System Power Cord, Bracket for 2.5 inch Hard Drive Disk, Mini Tower, OptiPlex, Cyberlink Media Suite Essentials for Windows 10 and DVD drive (without Media), DVD-RW Drive (Reads and Writes to DVD/CD), DVD+/-RW Bezel, 2nd 2.5" HDD Caddy with Cable Mini Tower, MOD, LBL, REG, MT, MEX, EPA,7050, Intel Core i5 vPRO Label, Dell Developed Recovery Environment Warranty: · 5 Yr. Manufacture Parts Warranty on DR panel and 5 Yrs. of Acquisition software patches and upgrades
- Tri-State will provide hardware support for the Capture PC for five years from the installation date (July 2020)

Vendor Responsibilities (Tri-State)

Tri-State provided the Capture PC and all associated software needed for the solution and worked with ANCL and FCDC to successfully implement the solution.

- Maintain the PACS software on the Viewing PC
- Maintain the Rayence software on the Capture PC
- Provide the Capture PC hardware while it is still under warranty
- Maintain the Capture PC touchscreen monitor
- Work with FCDC if there are any issues with the service accounts for Tri-State staff that allows them to log into either desktop to perform maintenance
- Work with the FCDC to resolve any issues that may arise from changes in the FCDC environment (i.e., security pathing, operating system upgrades, et al.)

The following Tri-State staff have vendor accounts on FCDN related to this solution:

- Jenny Chien
- Matt Eversole

Animal Control Responsibilities

ANCL is fiscally responsible for any Tri-State charges that may fall outside their support agreement.

All parties agree to collaborate on decisions and impactful activities through written communications that Tri-State, ANCL, and FCDC representatives must sign off on.

Data Center Responsibilities

FCDC provides first-level support to ANCL and will initially work with them on any issues regarding the x-ray solution to determine the root cause. They will either make the needed corrections, or ANCL will reach out to Tri-State if it is determined that they must resolve the issue. When there is ambiguity in responsibility, all parties will work together to resolve the issue(s). All work must be completed according to FCDC guidelines.

The priority of any incident will be based on whether a work stoppage has occurred according to our current priority criteria (see **6.5 Service Prioritization** below). If there is a work stoppage that keeps the ANCL medical staff from treating their patients, that should be a priority 2 since an entire department is unable to complete their work.

- FCDC will maintain all base software required by FCDC (operating system, security applications, etc.) on both the Viewing and Capture PCs, which includes security patching according to the FCDC schedule
- FCDC will maintain the service accounts for Tri-State staff that allow them to log into either desktop to perform maintenance
- FCDC will work with Tri-State to manage changes in the FCDC environment (i.e., security patching, operating system upgrades, et al.) to ensure expected service levels
- FCDC will fulfill and support user management requests related to the X-ray solution
- FCDC will maintain the Viewing PC hardware according to FCDC standards

4.2 PetPoint

ANCL utilizes the SaaS solution PetPoint as its shelter management solution; it was implemented in March of 2024.

Vendor Responsibilities

- Maintenance of the application
- Maintenance of any associated utility programs/APIs
- Diagnosis of issues related to the PetPoint application
- Working with ANCL staff as well as their IT provider, FCDC, to resolve issues

Animal Control Responsibilities

ANCL is fiscally responsible for any PetPoint charges/additional services that may fall outside their support agreement.

All parties agree to collaborate on decisions and impactful activities through written communications that PetPoint, ANCL, and FCDC representatives must sign off on.

Data Center Responsibilities:

- FCDC will work as an advocate for ANCL regarding issue resolution with PetPoint

4.3 Domain Administration – www.franklincountydogs.com

The ANCL Adoption website utilizes this special URL in their marketing. FCDC maintains the domain via 007Names, Inc.

4.4 Enforcement Field Devices

ANCL Enforcement staff work in the field with the public every day and must both capture and share data utilizing their current web-based shelter management solution (PetPoint). They must also be able to contact owners, citizens, and other municipalities as part of their daily work while out answering complaints. Additionally, as part of their job, they are required to testify in court cases, so they must also be able to access needed data regardless of their location.

ANCL Enforcement staff are utilizing Microsoft Surface Pros 7's with a rear-facing camera in a rugged case and keyboard. Each device is equipped with LTE service and a Teams Domestic calling license.

Animal Control Responsibilities

- ANCL will maintain the relationship with the cellular provider and maintain LTE services on all devices
- ANCL will work with FCDC to report any issues regarding the devices

FCDC Responsibilities:

- FCDC maintains devices according to the FCDC standards regarding OS and security patches
- FCDC will work with ANCL to resolve any issues

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

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

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

Memorandums will be sent for review to:

ATTENTION: AC&C Invoices {fcdsfinance@franklincountyohio.gov}

5.3.6 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Partner Experience Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Enterprise Financial Services Manager, Renea Ruple	(614) 525-7392	renea.ruple@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After-hours and Emergencies

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

6.3 Requests

FCDC strives to be a good partner and provide exceptional service; 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: FCDC-PX@franklincountyohio.gov

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

Note: The Data Center provides procurement governance for technology items on behalf of the Automatic Data Processing Board. Partners Agencies 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 Partner Experience Manager for more information.

Projects and other work:

Enterprise Partner Experience Manager, Cheri Speakman

E-mail: cheri.speakman@franklincountyohio.gov

Phone: (614) 525-6154

6.4 Escalation/Expedition Pathway

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

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Partner Experience Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Chief People Officer, Kassy Franz	(614) 525-7529	klfranz@franklincountyohio.gov
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<ul style="list-style-type: none"> • There is no negative impact on the business or services. • Standard, repeatable requests (e.g., user management) • Low-effort maintenance or enhancement requests • A method for intaking larger requests that may turn into a project but require additional information and understanding 	<ul style="list-style-type: none"> • FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request • FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> • Minimal impact on business or service • No production or individual end-user is affected • The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment • FCDC will attempt to resolve within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> • There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour

	<ul style="list-style-type: none"> • Will cause a significant negative impact on Franklin County revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • 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 PXM for an update • Partner Experience Team will issue an E-mail notification to all IT Contacts within one (1) business day
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The above classifications are guidelines first to enable FCDC staff to concentrate on the most critical problems. FCDC assignees may also change the priority as part of their evaluation and/or during the evolution of the work. Partner Agencies may also request a higher priority by contacting the Help Desk. Escalations will be evaluated and determined on a case-by-case basis. It is also important to note that if a Partner Agency has specific Partner Experience 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 Partner Experience Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

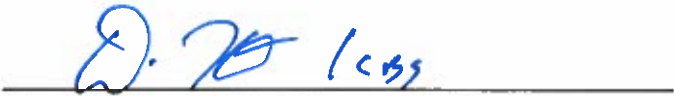
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



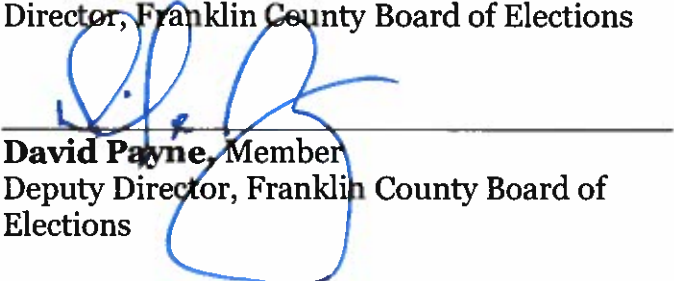
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

ABSENT

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

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

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

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

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

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

Information Technology

2024 Master Service Agreement



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

Master Service Agreement Overview

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

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

1.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Partner Experience

Partner Experience Manager, Sean O'Donnell:

(614) 525-2237

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: Sean.ODonnell@franklincountyohio.gov

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

Chief People Officer, Kassy Franz:

(614) 525-7529

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: klfranz@franklincountyohio.gov

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

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Chase McDaries:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: chase.mcdaries@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.franklincountyohio.gov

2.2 Franklin County Office on Aging

General Information

280 E. Broad Street, Room 300

Columbus, Ohio 43215

Director, Chanda Wingo:

(614) 525-6133

280 E. Broad Street, Room 300

Columbus, Ohio 43215

E-Mail: chanda.wingo@franklincountyohio.gov

Deputy Director of IT, Jahi Harvey:

(614) 371-8788

280 E. Broad Street, Room 300

Columbus, Ohio 43215

E-Mail: jahi.harvey@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
Chanda Wingo	chanda.wingo@franklincountyohio.gov		X				
Jahi Harvey	jahi.harvey@franklincountyohio.gov	X	X	X	X		X
Eric Gioglio	eric.gioglio@franklincountyohio.gov	X	X	X	X		X
Laurice Cohens	laurice.cohens@franklincountyohio.gov					X	
Jarrett Williams	jarrett.williams@franklincountyohio.gov	X	X	X	X		
Xavier Myers	xavier.myers@franklincountyohio.gov		X				

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

2.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Partner	
Mobile Application Development	N/A	
Web Development and Content Management	Partner	<p>AGIN has (2) websites that are hosted internally by AGIN at the Memorial Hall location</p> <ul style="list-style-type: none"> The public website (officeonaging.org) is written in .NET web forms and is maintained by AGIN staff .NET Websites -Office on Aging Website https://www.officeonaging.org This site is hosted and maintained by FCOA FCOA Intranet Site – (Internally accessible only). This site is hosted and maintained by FCOA

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

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	Shared	AGIN leverages the FCDC enterprise Adobe licensing. FCDC will bill back the cost to AGIN as part of the annual licensing cycle
Adobe Pro	Shared	AGIN utilizes Adobe Pro Licenses
Adobe Creative Cloud	N/A	
DocuSign	Shared	FCDC manages the DocuSign accounts. AGIN owns their internal processes that utilize the DocuSign solution
Everbridge	Partner	EMA owns and administers the Everbridge Platform. AGIN is responsible for maintaining staff information/access and using this product for their office as needed
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	Partner	Intellivue is utilized by AGIN for management of their faxes
JIRA	FCDC	
Microsoft 365	FCDC	AGIN leverages the FCDC enterprise licensing for Microsoft 365
Dynamics	N/A	
SharePoint	Shared	AGIN uses SharePoint. AGIN IT manages the updating and organization of the content. The Data Center will assist in building projects in SharePoint
Enterprise ERP (MUNIS)		
OnBase Information Platform	N/A	
Visual Studio	N/A	
SurveyMonkey	FCDC	
Virtual Conference Room		
Microsoft Teams Room Licensing	FCDC	AGIN leverages the FCDC enterprise Microsoft Teams Room Licensing. FCDC will maintain the Teams video, audio, and annual licensing. FCDC will back the cost to AGIN as part of the annual licensing cycle. AGIN will coordinate with Public Facilities Management (PFM) for any room enhancements and communicate with FCDC
Lifesize	N/A	
Visio	Shared	
Zoom	FCDC	AGIN leverages the FCDC enterprise Zoom licensing for Basic and Paid licenses. FCDC will bill back the cost to AGIN as part of the annual licensing cycle

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

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

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

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

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

3.0 Special Support Services

4.1 Case Management Software: The Franklin County Office on Aging utilizes their Contact Management System (CMS) as a centralized platform to efficiently manage and coordinate services for elderly residents. This system serves as a comprehensive database to maintain detailed records of clients, including their contact information, service preferences, and specific needs. It enables staff to schedule appointments, track service requests, and ensure timely delivery of support such as healthcare assistance, social services, and community

programs. By leveraging the CMS, the office improves communication, enhances service delivery accuracy, and strengthens overall support for the aging population within Franklin County.

FCDC Responsibility:

- None at this time, other than awareness.

AGIN Responsibility:

- AGIN owns the solution and the relationship with the Vendor.

Enterprise Case Management (ECM) Responsibility:

- Training and support

4.2 Teams Room

FCDC Responsibility:

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

AGIN Responsibility:

- AGIN will work with FCDC staff to resolve any issues related to the equipment by placing a JIRA ticket

PFM Responsibility:

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

4.0 Budgeting and Service Charges

5.1 IT Budgets

Annually FCDC partners with the Franklin County Office of Management & Budget (OMB) to review and provide input for Partner Agency IT Budgets. OMB requires Partner Agencies to use the Budget Formulation and Management (BFM) application to submit budgeting requests. OMB provides the primary support for BFM.

When reviewing IT budgets, FCDC looks for fiscal/support opportunities through shared or enterprise efforts, elimination of duplicate technologies, opportunities for standardization, security risks, etc. FCDC expects Partner Agencies to provide detailed information (business need and justification)

regarding their budget request. Detailed information assists in the review process. FCDC may still reach out to the partners to obtain more information to make recommendations to OMB. FCDC can assist Partner Agencies with IT Budget planning.

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

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

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

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

FRANKLIN COUNTY DATA CENTER

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

Invoices will be sent to:

ATTENTION: Jeff Roose

Franklin County Office on Aging

280 E Broad Street, Room 300
Columbus, Ohio 43215
(614) 525-7486

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Partner Experience Manager, Sean O'Donnell	(614)-525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Financial Services Manager, Renea Ruple	(614) 525-7392	renea.ruple@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

5.0 Terms and Conditions

6.1 Normal Business Hours

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Phone: (614) 525-3282 (DATA)

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General requests and questions:

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6.4 Escalation/Expedition Pathway

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

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2	Partner Experience Manager, Sean O'Donnell	(614)-525-2237	sean.odonnell@franklincounty.gov
3	Chief People Officer, Kassy Franz	(614) 525-7529	klfranz@franklincountyohio.gov
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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Priority	Criteria	Response
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Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> Minimal impact on business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve this within 40 normal business hours FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> There is a degradation to a business service but not a work stoppage The service component or procedure is NOT critical to customer business functions 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment

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

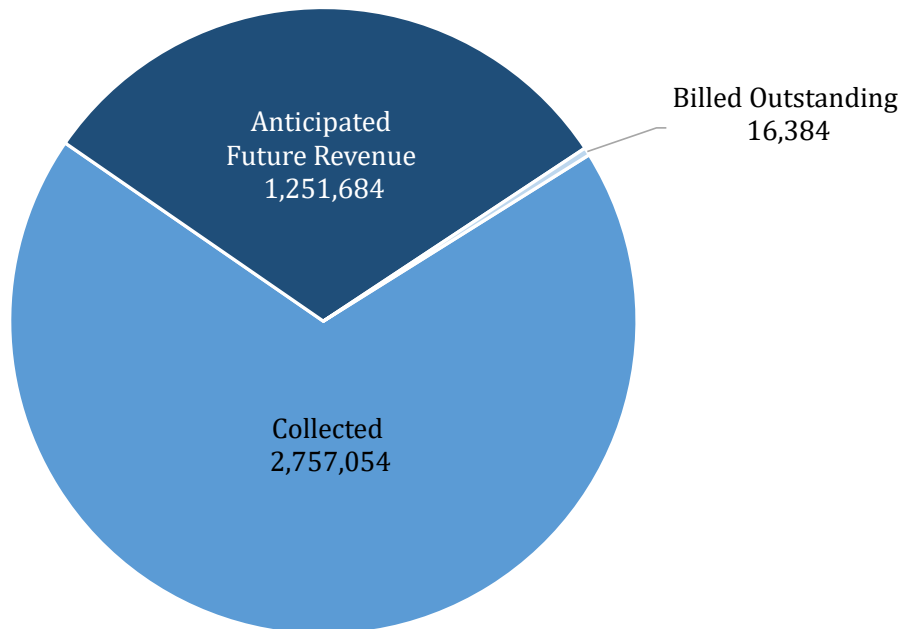
6.6 Security Audit

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

Franklin County Data Center 2024 Financial Update as of June 27, 2024

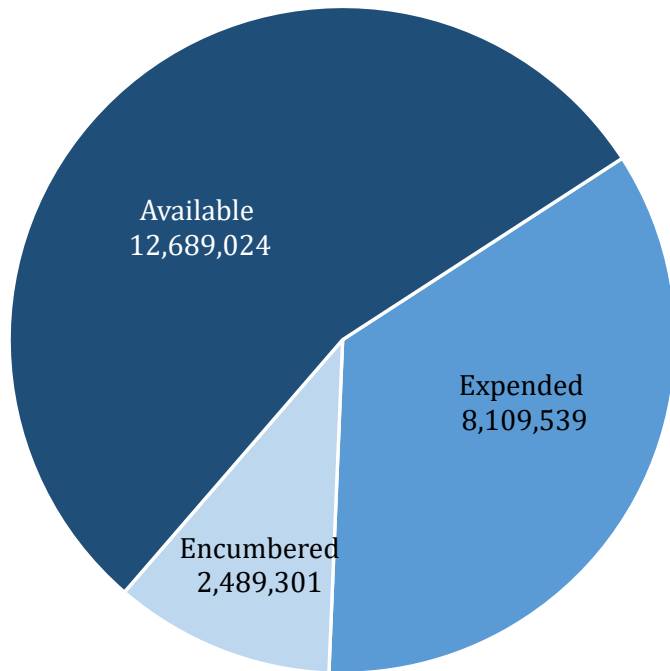
2024 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,025,122		2,757,054		1,268,068	68%	32%

2024 Aging of Outstanding Revenue	Current	< 30 Days Past Due	< 60 Days Past Due	< 90 Days Past Due	Over 90 Days Past Due	Total Billed Outstanding
	5,130	-	-	-	11,254	16,384



Franklin County Data Center 2024 Financial Update as of June 27, 2024

2024 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	8,080,864	8,406,649	3,871,160	-	4,535,489	48%	52%
Benefits and Taxes	3,153,703	3,206,973	1,512,250	-	1,694,723	48%	52%
Materials and Services	11,674,242	11,674,242	2,726,129	2,489,301	6,458,812	45%	55%
Capital Investment	-	-	-	-	-	-	-
Total	22,908,809	23,287,864	8,109,539	2,489,301	12,689,024	46%	54%



Franklin County Data Center Project Procurement Update as of June 27, 2024

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-149	12/4/2023	13,000,000	2,726,129	10,273,871	Ongoing	Data Center 2024 baseline budget and ongoing expenses

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

Resolution Number	Approval Date	Amount	Agency	Description
23-150-20245243	5/23/2024	\$1,136.00	SHRF	Computer and Monitor
24-058	6/3/2024	\$574,387.34	COMM	Grants Mgmt - Amplifund
23-150-2024047	5/24/2024	\$118.00	FLET	Adobe Pro License
23-150-2024084	5/24/2024	\$33,347.40	CSEA	Copy Machine Maintenance
23-150-20240110	5/28/2024	\$0.00	COMM	Basic Zoom Account
23-150-20240214	5/28/2024	\$0.00	PRCH	Zoom Accounts
23-150-20240216	5/28/2024	\$920.00	PRCH	Adobe Creative license
23-150-20240217	5/28/2024	\$920.00	PRCH	Adobe Creative license
23-150-2024475	5/28/2024	\$118.00	PBCT	Adobe Pro License
23-150-20245248	5/28/2024	\$398.02	SHRF	Adobe Premiere Pro
23-150-202422124	5/29/2024	\$21,425.00		Mid-City electric evaluation for the OneDoor project
23-150-2024497	5/29/2024	\$10,461.47	CRNR	UScan+ Advanced Roll
23-150-2024652	5/29/2024	\$95,567.50	PBDF	Laptop Replacement
23-150-20244313	5/30/2024	\$118.00	PRAT	Adobe Pro License
23-150-2024627	5/30/2024	\$5,088.75	EMA	Cisco Phones
23-149-202422112	6/6/2024	\$5,999.00		Procurement of Franklincountyohio.com domain
23-149-202422119	6/3/2024	\$1,300.00		Internet Circuit At WE
23-150-2024644	5/30/2024	\$118.00	CBCF	Adobe Pro subscription
23-149-202422139	6/5/2024	\$19,113.50		HP Elite x360 1040 2-in-1
23-149-202422141	6/12/2024	\$23,347.20		Laptops for inventory
23-150-2024IC1	5/30/2024	\$3,068.00	COCIC	Laptop
23-149-202422143	6/3/2024	\$208.44		MS Power Apps
23-149-202422145	6/12/2024	\$587.00		Viking Armored Phones
23-150-2024086	5/31/2024	\$900.00	CSEA	DATA CAMP
23-149-202422162	6/17/2024	\$3,234.24		Cat 6 Jacks for Cabling
23-150-20242121	6/3/2024	\$236.00	AUDR	Adobe - Morgan/Justice
23-150-2024427	6/3/2024	\$118.00	TREA	Acrobat for Niomie
23-150-20244315	6/3/2024	\$118.00	PRAT	Adobe Pro
23-150-20244913	6/3/2024	\$250.00	CRNR	Docking station
23-150-20245249	6/3/2024	\$1,295.00	SHRF	FSU Captain

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

Resolution Number	Approval Date	Amount	Agency	Description
23-150-20240219	6/4/2024	\$118.00	PRCH	Request for Adobe
23-150-2024119	6/4/2024	\$12,648.00	AGIN	LCDs
23-150-20244314	6/4/2024	\$6,200.00	PRAT	Replacement monitors
23-150-2024488	6/4/2024	\$10,600.00	CLCT	Tybera/PayGov Update
23-150-20245244	6/4/2024	\$10,851.98	SHRF	Equipment For K9 Unit
23-150-20245247	6/4/2024	\$2,348.00	SHRF	Surface Pro 9
23-150-20245250	6/4/2024	\$26,469.00	SHRF	Chainalysis
23-150-20244916	6/5/2024	\$255.00	CRNR	Monitor for employee
23-150-2024499	6/5/2024	\$1,911.35	CRNR	Laptop and Software
23-150-2024653	6/5/2024	\$38,227.00	PBDF	Laptop Replacement
23-150-20240314	6/6/2024	\$14,214.70	FCMT	Training Laptops
23-150-202422153	6/6/2024	\$7,650.00	FCDC	Monitors for inventory
23-150-20245322	6/6/2024	\$118.00	VETS	Adobe Pro Software
23-150-20245323	6/6/2024	\$0.00	VETS	Zoom Basic Free
23-150-20244317	6/7/2024	\$118.00	PRAT	Adobe Pro
23-150-20245253	6/7/2024	\$1,328.18	SHRF	Printer
23-150-20244316	6/10/2024	\$51.83	PRAT	Snag-IT
23-150-20244914	6/11/2024	\$826.00	CRNR	Adobe Acrobat Pro
23-150-20241319	6/12/2024	\$157.89	JPU	Grammarly
23-150-202422142	6/12/2024	\$2,988.00		Printer for One Door project
23-150-20244448	6/12/2024	\$69.98	CTAP	Monitor AC Cables
23-150-20244514	6/12/2024	\$37,422.00	BOEL	Replacement for Windows 1
23-150-20245251	6/12/2024	\$1,840.14	SHRF	Tablets for Drone Team
23-150-20245254	6/12/2024	\$1,328.18	SHRF	MFP Property Room
23-150-20240112	6/13/2024	\$2,854.00	COMM	CLERK - 2 New Staff
23-150-20245325	6/13/2024	\$4,800.00	VETS	3 Laptops with docking st
23-150-20240220	6/17/2024	\$275.89	PRCH	Sandra H Adobe Pro Gramma
23-150-202422163	6/17/2024	\$6,400.00	FCDC	4 Laptops for FCLL
23-150-20245326	6/17/2024	\$354.00	VETS	Adobe Pro
23-150-20245327	6/17/2024	\$0.00	VETS	Basic Zoom Free

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

Resolution Number	Approval Date	Amount	Agency	Description
		\$ 996,322.98		