
Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

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

SPECIAL PUBLIC NOTICE

FRANKLIN COUNTY DATA BOARD

MONTHLY MEETING SCHEDULED FOR

MONDAY, JUNE 06, 2022

Due to the circumstances of COVID-19 and wanting to ensure social distancing and being considerate to the safety of each member, we will be hosting this month's meeting remotely. Please find below the information required to attend the Automatic Data Processing Board meeting on June 06, 2022, via Teams. This meeting will be recorded for public record, and all resolutions will still need to be signed by each member post-meeting as required by law.

Adam Frumkin, CIO for the Franklin County Data Center, is inviting you to a scheduled Teams meeting:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 773-917-3504,,228953997#](#) United States, Chicago

Phone Conference ID: 228 953 997#

[Find a local number](#) | [Reset PIN](#)

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

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

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

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

Date: June 03, 2022

Subject: Agenda for the Monday, June 06, 2022, Data Processing Board Meeting

The proposed agenda for the Monday, June 06, 2022, meeting of the Franklin County Automatic Data Processing Board is attached for your review. The meeting will be held via Teams conference call. The invitation will be updated with the phone number and meeting ID.

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

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

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

AGENDA-Automatic Data Processing Board Meeting, June 06, 2022

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of May 02, 2022, Regular Data Board Meeting**
- **New Business**

-- **Resolution No. 22-052 Franklin County Technical Equipment Salvage**

-- **Resolution No. 22-053 Franklin County Data Center – File Scanning in Support of Cybersecurity**

-- **Resolution No. 22-054 Franklin County Treasurer's Office – 2022 Baseline Procurement and Annual Renewal**

-- **Resolution No. 22-055 Franklin County Clerk of Courts – Refresh Auto Title Computers**

-- **Resolution No. 22-056 Franklin County Animal Control – Enforcement Device Replacements**

-- **Resolution No. 22-057 Franklin County Recorder's Office – Procurement of Additional Archive Writer Hardware**

-- **Resolution No. 22-058 Franklin County Recorder's Office – Master Service Agreement**

-- **Resolution No. 22-059 Franklin County Guardianship Service Board – Master Service Agreement**

-- **Resolution No. 22-060 Franklin County Board of Developmental Disabilities – Master Service Agreement**

-- **Resolution No. 22-061 Franklin County Coroner's Office – Master Service Agreement**

-- **Resolution No. 22-062 Franklin County Tenth District Court of Appeals – Master Service Agreement**

-- **Resolution No. 22-063 Franklin County Auditor's Office – Master Service Agreement**

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

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

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

- **Move to Executive Session**

- **Executive Session**

- Resolution No. 22-064 Personnel Action – New Hire – Enterprise Database Engineer 1
- Resolution No. 22-065 Personnel Action – Backfill – Enterprise Project Manager 2
- Resolution No. 22-066 Personnel Action – Promotion – Enterprise Security Engineer 3
- Resolution No. 22-067 Personnel Action – Promotion – Enterprise Digital Platforms Engineer 3, Team Lead
- Resolution No. 22-068 Personnel Action – Promotion – Enterprise UI/UX Designer 3, Team Lead
- Resolution No. 22-069 Personnel Action – Promotion – Enterprise Technology Manager
- Resolution No. 22-070 Personnel Action – Pay Increase – Enterprise Support Manager
- Resolution No. 22-071 Personnel Action – Pay Increase – Enterprise Infrastructure Engineer 1
- Resolution No. 22-072 Employee Recognition: Retirement – Glen Coleman
- Resolution No. 22-073 Employee Recognition: Retirement – Robert Bisciotti

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

Reconvene in Special Session

- **Resolution No. 22-064 Personnel Action – New Hire – Enterprise Database Engineer 1**
- **Resolution No. 22-065 Personnel Action – Backfill – Enterprise Project Manager 2**
- **Resolution No. 22-066 Personnel Action – Promotion – Enterprise Security Engineer 3**
- **Resolution No. 22-067 Personnel Action – Promotion – Enterprise Digital Platforms Engineer 3, Team Lead**
- **Resolution No. 22-068 Personnel Action – Promotion – Enterprise UI/UX Designer 3, Team Lead**
- **Resolution No. 22-069 Personnel Action – Promotion – Enterprise Technology Manager**
- **Resolution No. 22-070 Personnel Action – Pay Increase – Enterprise Support Manager**
- **Resolution No. 22-071 Personnel Action – Pay Increase – Enterprise Infrastructure Engineer 1**
- **Resolution No. 22-072 Employee Recognition: Retirement – Glen Coleman**
- **Resolution No. 22-073 Employee Recognition: Retirement – Robert Bisciotti**

Other Business

Adjourn

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the May 02, 2022, Board Meeting

Date Approved: June 06, 2022

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

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

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

- - -

PROCEEDINGS via TEAMS

Called at 9:00 a.m., on Monday, May 2, 2022.

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

1 **BOARD MEMBERS:**

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

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

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

8 **The Honorable Antone White, Member, Franklin County**
9 **Board of Elections**

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

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

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

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

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ALSO PRESENT:

Mr. Adam Frumkin, FCDC Chief Information Officer

Ms. Julie Lust, Chief Financial Officer

Mr. John Proffitt, Deputy Chief, Chief Technology Officer

Ms. Mary Ann Brooks, Executive Administrative Assistant

Ms. Tasha Hyler, Chief Operations and Communications Officer

Ms. Nikki Milburn, Chief Information Security Officer

Ms. Kassy Franz, Director of HR

Mr. Conrad Michael, Director of PMO

Mr. Glen Coleman, Director of Enterprise Solution

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

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Monday Morning Session

May 2, 2022

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CALL TO ORDER

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SECRETARY STINZIANO: I will now call the meeting to order.

Anyone from the Board of Elections, since we have an election tomorrow, want to lead us in the Pledge of Allegiance? Director? Deputy Director?

Are they not on?

All right. I will lead us in the Pledge of Allegiance.

(Pledge of Allegiance.)

SECRETARY STINZIANO: Thank you all. Welcome to May. I had a pleasant experience at the bus stop this morning, where a bird decided to bless me. And so we are off and running in May.

Hope everyone is doing well.

Appreciate you joining us in a virtual setting. We do need a proper record of all in attendance; so please remember to unmute your microphones. We will begin with each Data Board member or agency delegate, stating your name and agency you are

1 with.

2 I'm Michael Stinziano, Franklin
3 County Auditor.

4 Judge Brown.

5 JUDGE BROWN: Judge Kim Brown,
6 Common Pleas, General Division.

7 SECRETARY STINZIANO: Thank you.
8 Clerk of Courts.

9 CLERK O'SHAUGHNESSY: Clerk
10 Maryellen O'Shaughnessy, Franklin County Clerk of
11 Courts.

12 SECRETARY STINZIANO: Thank you,
13 Ma'am Clerk.

14 Board of Commissioners.

15 MR. TORRES: Juan Torres,
16 representing the Board of Commissioners.

17 SECRETARY STINZIANO: Recorder's
18 office.

19 MR. CUPPLES: Chris Cupples,
20 Franklin County Recorder's office.

21 SECRETARY STINZIANO: Thank you.
22 Treasurer's office.

23 MR. KOHLHORST: Dusten Kohlhorst for
24 the Treasurer's office.

25 SECRETARY STINZIANO: And the Board

1 of Elections. They may still be busy.

2 Hearing no one, thank you to all of
3 the Board members who were able to be in attendance
4 today.

5 I will now ask the Data Center to
6 state who is in attendance, starting with
7 Mr. Frumkin.

8 MR. FRUMKIN: Hello. Adam Frumkin,
9 CIO.

10 MR. PROFFITT: John Proffitt, CTO.

11 MS. MILBURN: Nikki Milburn, CIS.

12 MS. FRANZ: Kassy Franz, Director of
13 HR.

14 MS. LUST: Julie Lust, CFO.

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

17 MS. HYLER: Tasha Hyler, COCO.

18 MS. CRUIKSHANK: Kara Cruikshank,
19 Business Services Manager.

20 MR. MICHAEL: Conrad Michael,
21 Director of PMO.

22 MR. COLEMAN: Glen Coleman,
23 Director, Enterprise Solutions.

24 SECRETARY STINZIANO: Anyone else
25 from the Data Center?

1 MS. PEOPLES: Melissa Peoples, BRM.

2 MS. SPEAKMAN: Cheri Speakman, BRM.

3 SECRETARY STINZIANO: Hearing none,

4 I will assume that's everyone from the Data Center.

5 Is there a representative from the
6 prosecutor's office?

7 MS. HUMMER: Jeanine Hummer.

8 SECRETARY STINZIANO: Good morning,
9 Jeanine.

10 Are there any other stakeholders,
11 public or media persons, that would like to
12 announce themselves for purposes of today's meeting
13 record?

14 Hearing none, thanks everyone for
15 being in attendance today. We will now transition
16 to Secretary comments and we will begin with
17 Mr. Frumkin.

18 - - -

19 SECRETARY COMMENTS

20 - - -

21 MR. FRUMKIN: Good morning. And
22 welcome, Data Board members and delegates. I hope
23 that everyone is staying safe and doing well as we
24 continue to serve the people and businesses of
25 Franklin County. It is the merry month of May.

1 Spring is struggling, still struggling to get here,
2 but the bright side is that's Mother's Day is next
3 weekend. So I want to make sure that all of the
4 women here have a happy Mother's Day.

5 And additionally, I would also like
6 to say yesterday and/or today, depending on how you
7 look at it, marks May Day, or International
8 Workers' Day, celebrating the working class. I
9 want to thank everyone.

10 One of the main things that the Data
11 Center strives for daily is keeping your
12 information safe and secure. You can help us keep
13 your information safe and secure by changing your
14 password on a regular basis. Intel created World
15 Password Day to be the first Thursday of May to
16 address the critical need for solid passwords.
17 Individual, personal log-ins, and strong and secure
18 passwords are crucial, especially since most of our
19 work is online. It's better to have complex and
20 unique passwords which are not easy to guess. Here
21 are some reasons and recent statistics from 2020:

22 60% of all data breaches involve
23 credentials, which were the top type of information
24 stolen from around the world;

25 60% of recycled passwords appear on

1 multiple data leaks;

2 40% of company data was compromised
3 because of weak or cracked passwords;

4 40% of organizations rely on sticky
5 notes for remembering passwords;

6 82% of workers admitted to recycling
7 the same passwords;

8 And three-fourths of employees use
9 the same passwords for their work accounts as they
10 do for their personal banking accounts;

11 According to Microsoft, 99.9% of
12 threats can be stopped by using unique log-ins,
13 unique passwords and multi-factor authentication.

14 In short, make this Thursday not
15 only Cinco de Mayo, but your day to change your
16 password, and make it as unique as you are.

17 There's several projects of varying
18 size and complexity being managed through last
19 month. Notable achievements for this reporting
20 period are:

21 The team closed the State of the
22 County website modification project, the Sheriff
23 and Columbus Police Department mugshot integration
24 project.

25 The team also deployed two

1 applications to the Data Center servers, the Board
2 of Elections' connectright application, and the
3 Sheriff real estate search application.

4 The team has made tremendous
5 progress as part of the Server Migration project,
6 also known as Hailstone. They successfully
7 migrated applications off of eight servers, and are
8 decommissioning them. They continue to work
9 through several other servers in collaboration with
10 partner agencies, several teams collaboration and
11 support for the Board of Elections for the upcoming
12 primary election, and the team collaborated with
13 stakeholders to support the successful launch of
14 Cafe Overlook, which we are all enjoying.

15 Here are some other significant
16 projects that are currently in progress:

17 Commissioners DEI website project;
18 Sheriff body-worn camera project;
19 Munis upgrade project;
20 Treasurer's FCTS application
21 migration to a dedicated environment;

22 And the RMS replacement with Tyler
23 solution project;

24 And the support of our new jail
25 project.

1 From a security perspective: The
2 previous month we provided an update that we would
3 be looking for another Identity Federation and MFA
4 provider, multi-factor authentication, but the need
5 to do so has been alleviated. We will continue
6 with our current solution.

7 An option has been added to the
8 security request form for a person to be notated as
9 a transfer from another agency. This will allow
10 for better communication and execution by the user
11 management team.

12 The Proof of Concept for the malware
13 document scanning solution as part of our external
14 facing sites has concluded testing, and a
15 recommendation will be completed within the next
16 two weeks.

17 Our new hire in the security area
18 will focus on Vendor Risk Management and will have
19 responsibilities that include program design and
20 vendor assessment development.

21 With that, I would like to take a
22 few minutes and pass this over to Nikki Milburn for
23 our brief security update.

24 MS. MILBURN: Thank you.

25 Kind of that last sentence is

1 really, really what I was going to touch on.
2 Looking forward to third-party risk management. I
3 was able to attend a conference on the third-party
4 risk association two weeks ago. And really tried
5 to gain more information on how large organizations
6 are doing it. What battles are they fighting,
7 whether they see them, where do they see the most
8 resistance, and what are some of those key
9 takeaways, gotcha moments we can stay clear of. So
10 the intent is to work with Audrey, who is the new
11 person working on the third-party risk. And work
12 with her designing this program that works. There
13 are some areas of it where we really need your
14 assistance, where we are looking at these vendors.

15 A criticality. I have a security
16 criticality, but you have a business criticality
17 that we need to know of how important is this to
18 you and what you do in day-to-day operations. It
19 is something nice to have, but in the event of a
20 disaster, it's not an immediate need, where you
21 have these other four that are an immediate need.
22 So being able to have those conversations when we
23 are going through and going through the link
24 request and asking you more questions, try to
25 provide that insight as to how important is this to

1 the actual functioning of your agency.

2 So that was one of the takeaways of,
3 oh, yeah, that has a different lens that they look
4 at this through. So that is one of them. And one
5 insightful takeaway I see because we do have a
6 platform we use for risk assessments, we are
7 starting to build that out more.

8 In working, in discussions with some
9 of the other folks that were there, they use that
10 when a zero day comes out, they will build out kind
11 of an assessment. So by zero day, like log 4J,
12 when we talked about it a while ago, when there's
13 something right on the cusp, just came out, we've
14 got to figure out how to mitigate it, how do we
15 triage this. You can actually build that into the
16 vendor risk management program and automatically
17 send it out to the vendors. Are you at risk of
18 this particular vulnerability, what do we need to
19 do, how do we protect ourselves, what assurances do
20 we have from them. So that was an interesting way
21 to actually use it, to handle those zero day
22 vulnerabilities that come out. So I'm excited.
23 It's kind of a new endeavor that we are going. I
24 knew there were things new to the security area
25 that will bring a fair amount of benefit to us.

1 I'm excited. Don't be surprised to hear from us
2 more.

3 Thanks.

4 MR. FRUMKIN: Thank you very much,
5 Nikki.

6 And barring any questions or
7 comments, I defer back to Auditor Stinziano. And
8 wish to thank each of you for your view and your
9 continued support of the Data Center.

10 And also would like to welcome
11 Director White and Deputy Director Payne as well.

12 SECRETARY STINZIANO: Our friends at
13 the Board of Elections. We know you are busy; so
14 we appreciate you taking the time to join us for
15 today's Data Board meeting.

16 Are there any questions or comments
17 from the Secretary comments?

18 Hearing none, that will conclude the
19 Secretary comments.

20 - - -

21 APPROVAL OF MINUTES

22 - - -

23 SECRETARY STINZIANO: Next, we will
24 seek the approval of the minutes from April 4, 2022
25 Regular Board Meeting. Are there any amendments or

1 corrections?

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

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

6 DIRECTOR WHITE: Second.

7 SECRETARY STINZIANO: Thank you,
8 Director.

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

11 Same sign for any opposition.

12 And any abstentions.

13 The minutes are approved.

14 (Vote taken; motion passed)

15 - - -

16 NEW BUSINESS

17 RESOLUTION NO. 22-043

18 - - -

19 SECRETARY STINZIANO: We will now
20 transition to New Business.

21 First is Resolution 22-043, Franklin
22 County Technical Equipment Salvage.

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

25 This resolution requests approval

1 for the disposal of equipment that the Data Center
2 has deemed to have reached end-of-life. There's
3 nothing unusual on this equipment list.

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

6 SECRETARY STINZIANO: Thank you for
7 the presentation.

8 Are there any questions or comments?

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

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

13 MR. CUPPLES: Second, Recorder's
14 office.

15 SECRETARY STINZIANO: Thank you.

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

18 Same sign for any opposition.

19 And any abstentions.

20 Thank you. The resolution is
21 approved.

22 (Vote taken; motion passed)

23 - - -

24 RESOLUTION NO. 22-044

25 - - -

1 SECRETARY STINZIANO: Next is
2 Resolution 22-044, Franklin County Sanitary
3 Engineering Master Service Agreement.

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

7 Today I seek approval for the Master
8 Service Agreement between the Franklin County
9 Sanitary Engineer and the Franklin County Data
10 Center. The Data Center is excited to further
11 engage with this partner to better serve their
12 mission to the community.

13 If there are no questions, we ask
14 for your approval of this resolution.

15 SECRETARY STINZIANO: Very important
16 function; so we appreciate that Master Service
17 Agreement.

18 Are there any questions or comments
19 outside of my editorial comment?

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

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

24 DIRECTOR WHITE: Second.

25 SECRETARY STINZIANO: Thank you,

1 Director.

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

4 Same sign for any opposition.

5 And any abstentions.

6 MR. TORRES: Board of Commissioners
7 abstains.

8 SECRETARY STINZIANO: Thank you,
9 Juan, for noting that the Board of Commissioners is
10 abstaining from that resolution.

11 Resolution is approved.

12 (Vote taken; motion passed)

13 - - -

14 RESOLUTION NOS. 22-045; 22-046; 22-047;
15 22-048; 22-049; 22-050; 22-051

16 - - -

17 SECRETARY STINZIANO: We now have
18 seven personnel actions for the agenda. I will ask
19 the board if there's a desire to go into executive
20 session or if we would like Kassy to present and go
21 one-by-one?

22 Does not look like there's a desire.
23 So, Kassy, we will turn it over to you to present
24 the seven personnel actions.

25 MS. FRANZ: Great. Thank you.

1 Good morning. So we will start with
2 two personnel resolutions from the Help Desk. I
3 will separate them, but just to kind of preface it,
4 we had Rob Linton take over as manager a little
5 over a year ago. Since then we have been asking
6 him, please evaluate your team, you need some help
7 down there with a team lead. So he has been doing
8 just that. And we are really excited to be able to
9 promote David Staley. So we are asking for
10 approval for resolution, I guess I should say that,
11 Resolution No. 22-045 for promotion for David
12 Staley to that team lead. As well, just looking at
13 the team members down there, David just kept
14 stepping up on a technical nature, really taking
15 the new hires under his wing and training them, and
16 excited to move him to that next level.

17 The second promotion for the Help
18 Desk is for Joshua Miller. So that is seeking
19 approval for No. 22-046. Joshua has been with us
20 at the Data Center for three years. And he is
21 known as our customer service rock star. We have
22 agencies that reach out just to work directly with
23 Josh. So as Rob was evaluating the team, Josh
24 wants to go more in the technical route, be that
25 SME in the technical area. So we are excited to

1 offer that to Joshua Miller as well.

2 The next resolution we are seeking
3 approval for is a promotion for Brian Arthmire,
4 That's Resolution No. 22-047, to the Enterprise
5 Software Analyst 3 level. Brian has been with the
6 Data Center for well over 10 years, and he has been
7 with us through all of the ups and downs. And he
8 has really stepped up and taken that number three
9 lead level. We have -- you know, in the past we
10 have had some turnover in that department with Jack
11 Byrd leaving and Brandon Rogers leaving, and Brian
12 has definitely stepped up to lead that charge. So
13 we are excited to promote Brian to that.

14 The next resolutions I want to talk
15 about as a group, and then I will go through and
16 separate them. So we are seeking approval for
17 Resolution No. 22-048 for Joshua Wood to be
18 promoted, Resolution 22-049 for Kathryn Moon,
19 Resolution No. 22-050 for Luke McCormac, and
20 Resolution No. 22-051. To talk about them all as a
21 group, we have partnered with Tech Elevator in the
22 past to find a lot of our new developers. Tech
23 Elevator is a boot camp that sends people through a
24 ten-week program, then they graduate and they are
25 super great. They have no experience, but we are

1 able to bring them on to our team to build them up
2 and get that experience. So each and every one of
3 them have been with us for a year, if not more, and
4 have worked on high-profile projects to completion.
5 To name a few, they have done the HR Reimbursement
6 App, they were part of the Clerk of Courts
7 AutoTitle App, Auditor eAlerts and more. And so we
8 are really excited. They are no longer green,
9 junior folks, they actually have experience under
10 their belt. So we are seeking approval for all of
11 them to take them from an analyst level to an
12 engineer level. So those are the resolutions that
13 we are seeking your approval for this morning.

14 SECRETARY STINZIANO: Thank you for
15 the presentation.

16 We will take them one-by-one. Our
17 first will be Resolution 22-045, Promotion,
18 Enterprise Support Analyst 3 Team Lead. Were there
19 any questions or comments from Kassy's
20 presentation?

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

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

25 SECRETARY STINZIANO: Thank you,

1 Clerk.

2 Is there a second?

3 MR. KOHLHORST: Second, Dusten,
4 Treasurer's office.

5 SECRETARY STINZIANO: Thank you.

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

8 Same sign for any opposition.

9 And any abstentions.

10 Resolution is approved.

11 (Vote taken; motion passed)

12 SECRETARY STINZIANO: Next is
13 personnel Resolution 22-046, Promotion, Enterprise
14 Support Analyst 3. Were there any questions or
15 comments from the presentation?

16 Hearing none, is there a motion for
17 approval?

18 MR. CUPPLES: I will move.

19 CLERK O'SHAUGHNESSY: I will second.

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

23 Same sign for any opposition.

24 And any abstentions.

25 Resolution is approved.

1 (Vote taken; motion passed)

2 SECRETARY STINZIANO: Next is
3 personnel Resolution 22-047. Again, Promotion,
4 Enterprise Software Engineer 3. Are there any
5 questions or comments from Kassy's presentation?

6 Hearing none, is there a motion for
7 approval?

8 DIRECTOR WHITE: I so move.

9 CLERK O'SHAUGHNESSY: I will second.

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

13 Same sign for any opposition.

14 And any abstentions.

15 Resolution is approved.

16 (Vote taken; motion passed)

17 SECRETARY STINZIANO: Next is
18 personnel Resolution 22-048, Promotion, Enterprise
19 Software Engineer 1. Are there any questions or
20 comments from the presentation?

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

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

25 CLERK O'SHAUGHNESSY: I will second.

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

4 Same sign for any opposition.

5 And any abstentions.

6 Resolution is approved.

7 (Vote taken; motion passed)

8 SECRETARY STINZIANO: Next is
9 Personnel Resolution 22-049, Promotion, Enterprise
10 Software Engineer 1. Are there any questions or
11 comments from the presentation?

12 Hearing none, is there a motion for
13 approval?

14 CLERK O'SHAUGHNESSY: I so move.

15 MR. KOHLHORST: Second.

16 SECRETARY STINZIANO: Clerk will
17 have the motion. I don't know who seconded.

18 CLERK O'SHAUGHNESSY: I think it's
19 Dusten.

20 SECRETARY STINZIANO: Dusten with
21 the second. Thank you. All those in favor, please
22 signify by voting aye.

23 Same sign for any opposition.

24 And any abstentions.

25 Resolution is approved.

1 (Vote taken; motion passed)

2 SECRETARY STINZIANO: Next is
3 Personnel Resolution 22-050, Promotion, Enterprise
4 Software Engineer 1. Are there any questions or
5 comments from Kassy's presentation?

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

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

10 MR. CUPPLES: Second, Recorder's
11 office.

12 SECRETARY STINZIANO: Thank you.

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

15 Same sign for any opposition.

16 And any abstentions.

17 Resolution is approved.

18 (Vote taken; motion passed)

19 SECRETARY STINZIANO: And the last
20 personnel Resolution 22-051, Promotion, Enterprise
21 UI/UX Designer 2. Any questions or comments on the
22 presentation?

23 Hearing none, is there a motion for
24 approval?

25 CLERK O'SHAUGHNESSY: I so move,

1 O'Shaughnessy.

2 MR. KOHLHORST: Second, Dusten,
3 Treasurer's office.

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

7 Same sign for any opposition.

8 And any abstentions.

9 Resolution is approved.

10 (Vote taken; motion passed)

11 SECRETARY STINZIANO: Now, Kassy, I
12 saw you looking around. Did I screw something up?

13 MS. FRANZ: No. I accidentally
14 forgot to add Hala in there. So I am glad you
15 approved it. And I'm also seeking approval for
16 Resolution No. 22-051, for Hala Shiblaq.

17 SECRETARY STINZIANO: Do you want to
18 provide any background?

19 MS. FRANZ: She is also a Tech
20 Elevator grad with that same work and worked on
21 those projects as well. I just forget to mention
22 her name. So I apologize to Hala and all of you,
23 but thank you for your approval.

24 SECRETARY STINZIANO: That will
25 conclude our resolutions.

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OTHER BUSINESS

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SECRETARY STINZIANO: Is there any other business or comments from any members of the board? I will start with Clerk O'Shaughnessy.

CLERK O'SHAUGHNESSY: Make sure you vote.

SECRETARY STINZIANO: Judge Brown.

JUDGE BROWN: No, thank you.

SECRETARY STINZIANO: Board of Commissioners.

MR. TORRES: No, thank you.

SECRETARY STINZIANO: Recorder's office.

MR. CUPPLES: Have a good week everybody. Thanks.

SECRETARY STINZIANO: Treasurer's office.

MR. KOHLHORST: No, thank you.

SECRETARY STINZIANO: And our friends at the Board of Elections.

DIRECTOR WHITE: Happy pre-Election Day.

DEPUTY DIRECTOR PAYNE: Ditto.

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SECRETARY STINZIANO: Good luck in
the next 24, 48 hours for the lack of sleep.
Appreciate all that you guys do at the Board of
Elections to make democracy work.

Having nothing else before us today,
we are adjourned. Thank you everyone for your
time. Have a wonderful day and week.

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Thereupon, the proceeding adjourned at
approximately 9:23 a.m.

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C E R T I F I C A T E

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THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 29th day of May, 2022.

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

My Commission Expires: February 28, 2026.

- - -

C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 29th day of May, 2022.

Angela S. Moore



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

My Commission Expires: February 28, 2026.

- - -

RESOLUTION NO. 22-052

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

[Signature]

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O. Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-052

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE**

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

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

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

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



Franklin County Automatic Data Processing Board
 Technical Equipment Salvage Resolution
 Resolution #: 22-052
 Date: 06/06/2022

Agency	Description	Number of Units
Auditor	Desktop PC	28
Auditor	Laptop PC	12
Auditor	Tablet PC	2
Auditor	Hotspot	4
Auditor	Headset	1
Auditor	Monitor	10
Auditor	Mobile Phone	11
Auditor	Printer	2
Auditor	UPS	1
Auditor	Webcam	1
Board of Commissioners	Desktop PC	3
Board of Commissioners	Laptop PC	4
Board of Commissioners	Tablet PC	2
Board of Commissioners	Speaker Phone	1
Board of Commissioners	Monitor	2
Board of Commissioners	Printer	3
Board of Developmental Disabilities	Desktop PC	18
Board of Developmental Disabilities	Laptop PC	17
Board of Developmental Disabilities	Tablet PC	25
Board of Developmental Disabilities	Server	11
Board of Developmental Disabilities	Network Switch	1
Board of Developmental Disabilities	Monitor	3
Board of Developmental Disabilities	Mobile Phone	1
Board of Developmental Disabilities	Hotspot	12
Board of Developmental Disabilities	Tape Library	1
Board of Elections	Desktop PC	13
Board of Elections	Monitor	5
Board of Elections	Printer	1
Board of Elections	Projector	4
Children Services	Laminator	1
Children Services	Phone	263
Children Services	Printer	1
Children Services	Scanner	2
Clerk of Courts	Desktop PC	4
Clerk of Courts	Monitor	2
Clerk of Courts	Mobile Phone	1
Clerk of Courts	Printer	1

Agency	Description	Number of Units
Common Pleas General	Docking Station	1
Common Pleas General	Monitor	9
Common Pleas General	Print Server	1
Common Pleas General	Printer	3
Common Pleas General	TV	20
Coroner	Desktop PC	1
Coroner	Hotspot	1
Coroner	Smartboard	1
Data Center	Laptop PC	4
Data Center	Server	11
Data Center	Network Switch	1
Data Center	Monitor	7
Data Center	Barcode Scanner	1
Data Center	Docking Station	1
Data Center	Firewall	2
Data Center	KVM	1
Domestic Relations & Juvenile	Desktop PC	27
Domestic Relations & Juvenile	Monitor	20
Domestic Relations & Juvenile	Server	4
Fleet Management	Desktop PC	4
Public Facility Management	Scanner	2
Purchasing	Laptop PC	1
Purchasing	Monitor	1
Sheriff	Desktop PC	44
Sheriff	Laptop PC	4
Sheriff	Tablet PC	1
Sheriff	Printer	1
Treasurer	Desktop PC	14
Treasurer	Laptop PC	1
Unknown	Printer	4

RESOLUTION NO. 22-053

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
FILE SCANNING IN SUPPORT OF CYBERSECURITY**


Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
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John O'Grady

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Franklin County Commissioner

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C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-053

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
FILE SCANNING IN SUPPORT OF CYBERSECURITY**

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

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

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

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

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



Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 22-053
Dated: 06/06/2022

Title	File Scanning in Support of Cybersecurity
Agency	Franklin County Data Center
Amount	Not to Exceed \$200,000
Category	Software and Technology Services

Business Justification

In support of the Data Center’s 3rd 2022 strategic initiative to implement cost-effective business and data-driven technology services built upon a modern, available, stable, and secure IT infrastructure while increasing functionality and reducing technical debt, the Data Center will procure and deploy a file scanning solution in support of cyber security. The solution will reduce the risk of possible malicious attacks transmitted to the FCDN via infected files, reducing potential harm to existing data and files. The cloud-hosted software enables efficiently managed updates and provision of new API keys. It provides independent logging and 360-degree content verification while rejecting malicious files before they come into our environment.

Description

A successful proof of concept has been deployed. The Data Center team will procure, deploy and maintain the file scanning solution.

Franklin County Data Center Recommendation

The Data Center CIO has reviewed the solution and recommends procurement and deployment.

Fiscal Information

Funding Source: Franklin County Data Center 2022 budget
Annual software subscription \$105, 924.20
Data Center internal resources

RESOLUTION NO. 22-054

JUNE 06, 2022

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

**FRANKLIN COUNTY TREASURER’S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
2022 BASELINE PROCUREMENT AND ANNUAL RENEWAL**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Abstained

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-054

JUNE 06, 2022

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

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

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

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

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

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

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



Franklin County Automatic Data Processing Board
 Information Technology Procurement Resolution
 Resolution #: 22-054
 Dated: 06/06/2022

Title	2022 Baseline Procurement and Annual Renewals
Agency	Franklin County Treasurer's Office
Amount	\$388,670.00
Category	Hardware, and/or Software, and/or Technology Services

Business Justification

The Franklin County Treasurer's Office collects more than \$2.6 billion in property taxes each year from owners of more than 430,000 homes, farms, business properties, and other parcels in Franklin County. The office also administers delinquent tax collection programs and a tax escrow program for property taxpayers. In addition to the office's collection responsibilities, the Treasurer serves as the chief investment officer for Franklin County. This resolution will authorize the continuation of current baseline annual renewals and procurement as listed below. Procurement associated with new projects, technology, or software will be presented under separate resolutions.

Description

Description Details
Desktop/Laptop computer replacement
Aperta Maintenance
DIF License
Adobe Acrobat Licensing
Adobe Creative Suite Licensing
Microsoft 365 Licensing (Non-General Fund)
FCTS/payment vendor integration
Copier Lease
Quadiant Envelope Opener & Folder Inserter
Zoom Licensing
Pacer
Check Scanner Maintenance
Check Scanner Consumables
IT Consumables and supplies
Large Displays and Smart Boards
Sympro Investment Management Software
Emphisis - QAS Batch and Pro
Camera and Keycard Maintenance
Experian License
Qualtrics License
Velosio Support
Toner/Ink Supplies
Phone recording software license

Risk

No known risks are associated with the renewal and continuation of this current technology.

Franklin County Data Center Recommendation

The Data Center recommends the approval of the above reoccurring information technology items as both teams collaborate to develop and evaluate solutions which result in cost-effective technology for Franklin County. In alignment with our Strategic Initiatives to provide cost-effective, efficient technology and reduce technical debt as well as duplication of technologies, the Data Center is committed to accessing current county enterprise solutions that align with the Franklin County Treasurer business.

Fiscal Information

Funding Source: Treasurer approved 2022 budget

RESOLUTION NO. 22-055

JUNE 06, 2022

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

**FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
REFRESH AUTO TITLE COMPUTERS**

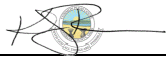
Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Abstained

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
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Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-055

JUNE 06, 2022

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

**FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
REFRESH AUTO TITLE COMPUTERS**

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

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

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

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

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



Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 22-055
Dated: 06/06/2022

Title	Refresh Auto Title Computers
Agency	Franklin County Clerk of Courts
Amount	\$72,774.00
Category	Hardware and Technology Services

Business Justification

The Franklin County Clerk of Court’s Auto Title Division devices have reached the end of life and require replacement.

Description

Hardware: \$69,774.00
FCDC Labor: \$3,000.00
TOTAL = \$72,774.00

Franklin County Data Center Recommendation

The Franklin County Data Center supports refreshing devices that have reached the end of life. The Franklin County Clerk of Courts requests the procurement of standard model devices, and the Data Center supports this request.

Fiscal Information

Funding Source: Franklin County Auto Title Funds will be used.

RESOLUTION NO. 22-056

JUNE 06, 2022

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

**FRANKLIN COUNTY ANIMAL CONTROL
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
ENFORCEMENT DEVICE REPLACEMENTS**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

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

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-056

JUNE 06, 2022

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

**FRANKLIN COUNTY ANIMAL CONTROL
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
ENFORCEMENT DEVICE REPLACEMENTS**

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

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

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

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

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



Franklin County Automatic Data Processing Board
 Information Technology Procurement Resolution
 Resolution #: 22-056
 Dated: 06/06/2022

Title	Enforcement Device Replacements
Agency	Franklin County Animal Control
Amount	Not to Exceed \$70,000.00
Category	Hardware, Software, and Technology Services

Business Justification

Animal Control (ANCL) Enforcement staff work in the field with the public and must capture and share data utilizing their web-based shelter management solution. Maintaining reliable hardware that supports the mobile nature of these positions is critical to business. Therefore, ANCL is seeking approval to replace current devices that have reached the end of life.

Description

This implementation consists of hardware, software, interfaces, delivery/deployment, and services supported by an ISP vendor and hosted with Franklin County Data Center Infrastructure. This solution is necessary to support the office's mission and meet the expectations of the constituents they serve.

Included in this request:

- Hardware
- Software Licensing and Hosting
- Franklin County Data Center Labor Support

Franklin County Data Center Recommendation

The partner agency will work with the Data Center throughout the procurement process and implementation; therefore, it is recommended.

Fiscal Information

Funding Source: This procurement will leverage any State Term Contract pricing and will use applicable funding sources identified by Animal Control for these replacement devices within their 2022 budget.

RESOLUTION NO. 22-057

JUNE 06, 2022

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

**FRANKLIN COUNTY RECORDER'S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
PROCUREMENT OF ADDITIONAL ARCHIVE WRITER HARDWARE**


Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

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John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Abstained

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
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Dustin Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
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Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
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David Payne

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

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RESOLUTION NO. 22-057

JUNE 06, 2022

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

**FRANKLIN COUNTY RECORDER'S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
PROCUREMENT OF ADDITIONAL ARCHIVE WRITER HARDWARE**

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

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

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

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

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



Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 22-057
Dated: 06/06/2022

Title	Procurement of Additional Archive Writer Hardware
Agency	Franklin County Recorder's Office
Amount	\$105,430.00
Category	Hardware and Technology Services

Business Justification

The Franklin County Recorder's Document Imaging Center's (DIC) main purpose is to archive paper and digital images to film as a disaster recovery backup per the Ohio Revised Code. The current hardware needs to be replaced to allow for varying film sizes and overall performance and reliability.

Description

This procurement includes the hardware, vendor installation, and three years of support:
Total: \$105,432.00

Franklin County Data Center Recommendation

This procurement was budgeted in the 2022 budget and is recommended by the Data Center.

Fiscal Information

Funding Source: 2022 Recorder Technology Fund

RESOLUTION NO. 22-058

JUNE 06, 2022

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

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

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown

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

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RESOLUTION NO. 22-058

JUNE 06, 2022

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

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

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

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

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

Information Technology

2022 Master Service Agreement



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

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Recorder's Office (RCDR). 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 RCDR.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Director, Enterprise Financial Services, Michelle Halsell:

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Recorder Agency

General Information

373 S. High Street, 18th Floor

Columbus, Ohio 43215

(614) 525-3930

Franklin County Recorder, Danny O'Connor

doconnor@franklincountyohio.gov

(614) 525-3930

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
Danny O'Connor	doconnor@franklincountyohio.gov	X					
Chris Cupples	cccupples@franklincountyohio.gov	X	X	X	X	X	X
Robert Hinton	rahinton@franklincountyohio.gov	X	X	X	X	X	X
Zachary Rairdon	zorairdon@franklincountyohio.gov	X	X	X	X	X	X
Javier Gonzalez	jxgonzalez@franklincountyohio.gov					X	

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	RCDR creates its designs, and FCDC will assist when requested.
Mobile Application Development	N/A	
Web Development and Content Management	Shared	Data Center maintains the website through Kentico: https://recorder.franklincountyohio.gov . RCDR also has a third-party website for document searches that the vendor, Kofile Company, manages. https://countyfusion5.kofiletech.us/countyweb/loginDisplay.action?countyname=Franklin .

Data Analytics	Support	Notes
Data / Process Analysis	Shared	FCDC maintains Power BI. RCDR is beginning to utilize Power BI. RCDR will manage data connections.
Reporting (Interactive/Operational)	Partner	RCDR creates and manages its own reports.

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	Number of licenses: 15 Pro
DocuSign	N/A	
Everbridge	Shared	EMA owns this application, and RCDR utilizes it as needed for communication. RCDR maintains its staff in Everbridge.
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	Shared	RCDR (DIC) utilizes this service to index images for county agencies.
Microsoft 365	FCDC	
AvePoint	Partner	
Dynamics	N/A	
SharePoint	N/A	
MUNIS	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects MUNIS charges from RCDR at the direction of the Board of Commissioners' OMB Office.
OnBase Information Platform	N/A	
Zoom	N/A	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	FCDC provides Level 2 support to the RCDR
Hardware Salvage	FCDC	
Remote and On-Site Support	Shared	
User Device Management and Imaging	Shared	RCDR uses SCCM.

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Shared	RCDR uses the FCDC hosted Avamar solution to manage backups for all RCDR files.
Data Storage	FCDC	
Hi-Availability (HA) Environment	Partner	RCDR recorded document images/data are synced to 3 rd party data center via Point-to-Point VPN.
Server Virtualization and Hosting	FCDC	FCDC hosts all of 7 RCDR servers (all servers are virtual).
SQL Database	Shared	RCDR has their own SQL environment for their system. FCDC patches and maintains another SQL environment.

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Shared	FCDC hosts data backup solution. RCDR manages continuity planning.
PFM and IT Coordination	N/A	
Strategic Technology Planning	N/A	
vCIO (Virtual CIO)	N/A	

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	RCDR has a Wi-Fi network that connects to FCDN. This is shared with staff and title searchers that rent space in the office.

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
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	
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 Archive Writer Purchase for Document Imaging Center

The Document Imaging Center's main purpose is to archive paper and digital images to film as a disaster recovery backup per ORC. This requires them to make the film in varying sizes. It uses a software called Omniplot. This machine was originally purchased in 2015 and is used daily.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- Maintain support relationship with the vendor
- Report any issues to vendor

4.2 Kodak Capture Pro

This is a high-speed scanner used to scan paper documents for permanent records retention

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- Maintain support relationship with the vendor
- Report any issues to vendor

4.3 Allen Processor

This is used to develop the microfilm produced by the Kodak i9620s and OP600 archive writers.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- Maintain support relationship with the vendor
- Report any issues to vendor

4.4 CountyFusion Records Management System

This is the main software used to record, scan, index, and make public records viewable by the public. The data connection will come from Kofile Technologies, Inc.' data center to the cloud search site.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- Maintain support relationship with the vendor
- Report any issues to vendor

4.5 TimeTrex

RCDR's electronic timekeeping system.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- Maintain support relationship with the vendor
- Report any issues to vendor

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 of IT plan approval by OMB.

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.4 Chargeback allocations

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

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

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Javier Gonzalez

Franklin County Recorder Agency

373 S. High Street, 19th Floor

Columbus, Ohio 43215

5.4.1 Billing questions or disputes can be directed as follows:

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

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

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

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

Projects and other work:

Enterprise Business Relationship Manager, Melissa Peoples

E-mail: melissa.peoples@franklincountyohio.gov

Phone: (614) 525-5691

6.4 Escalation/Expedition pathway

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

Incidents and General Requests:

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

Procurement:

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

Approved Projects and other work:

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

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<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 to business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> There is a degradation to a business service but not a work stoppage The service component or procedure is NOT critical to customer business functions The business has an alternative approach until resolved 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment FCDC will attempt to resolve within 24 normal business hours FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> A business service component, procedure, or application is unusable, or service degradation is very high The business service is isolated to one (1) Partner Agency Business service delivery is critically impacted The business is unable to use an alternative approach to deliver service A moderate security threat has been identified 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment, during normal business hours If after hours, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours FCDC will begin work immediately and continue until resolved FCDC will communicate with the reporting user until resolved

<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 revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day
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The above classifications are guidelines first to enable FCDC staff to concentrate on the most critical problems. FCDC assignees may also change the priority as part of their evaluation and/or during the evolution of the work. Partner Agencies may also request a higher priority by contacting the Help Desk. Escalations will be evaluated and determined on a case-by-case basis. It is also important to note that if a Partner Agency has specific Business Services needs that require an alternate support model, it should be defined in this document; otherwise, FCDC will apply this model when evaluating submissions.

6.6 Security Audit

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

6.7 MSA Infringement

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

6.8 Termination of the MSA

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

RESOLUTION NO. 22-059

JUNE 06, 2022

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

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

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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JUNE 06, 2022

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

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

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

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

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

Information Technology

2022 Master Service Agreement



Between the:
Franklin County Data Center
and
Guardianship Service Board

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Guardianship Service Board (GSB). The 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 GSB.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Cheri Speakman:

(614) 525-6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Director, Enterprise Financial Services, Michelle Halsell:

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Guardianship Service Board

General Information

373 S High St., 11th Floor

Columbus OH 43215

(614) 525-2279

Director, Jack Kullman

jack_kullman@franklincountyohio.gov

(614) 525-2280

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
Jack Kullman	jack_kullman@franklincountyohio.gov	X			X		N/A
Karen Waldrop	kswaldrop@franklincountyohio.gov	X	X	X	X	X	N/A
Aimee Somerville	ajsomerville@franklincountyohio.gov	X	X	X	X	X	N/A

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Partner	
Mobile Application Development	N/A	
SQL Database	N/A	
Web Development and Content Management	N/A	

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

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	FCDC	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	
DocuSign	N/A	
Everbridge	N/A	
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
MUNIS	Shared	GSB utilizes MUNIS but does not follow standard MUNIS processes. Please see section 5.1 IT Budgets for more detail
OnBase Information Platform	N/A	
Zoom	FCDC	GSB only utilizes free Zoom licenses at this time

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

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

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

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Partner	
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	
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 eGuardianship

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

FCDC Responsibility:

- None

GSB Responsibility:

- Maintain support relationship with the Vendor (LightGov)
- Report any issues to Vendor (LightGov)

4.2 Civic

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

FCDC Responsibility:

- None

GSB Responsibility:

- Maintain support relationship with the Vendor (GroundWork Group)
- Report any issues to Vendor (GroundWork Group)

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

GSB has a unique funding situation as they are completely funded through contracts the partner has with mental health agencies (i.e., ADAMH, FCBDD, BOC), and they operate outside of the standard budget process. The partner agency’s money is directed through the Probate Court’s Mental Health fund. GSB provides their budget requirements to Probate Court during budget season, which submits the amount as part of their total budget. GSB does not enter any budget information into BFM as it is a subset of the Probate Court budget.

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

Although GSB is not required to go through the standard budget process, they seek the guidance of FCDC for IT purchases which are still looking for fiscal/support opportunities through shared or enterprise efforts, elimination of duplicate technologies, prospects for standardization, security risks, etc.

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Karen Waldrop/Aimee Somerville

gsbaccountspayable@franklincountyohio.gov

Franklin County Guardianship Service Board

373 S. High Street, 11th Floor

Columbus, Ohio 43215-4599

5.3.3 Billing questions or disputes can be directed as follows:

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

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

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

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

Projects and other work:

Cheri Speakman, Enterprise Business Relationship Manager

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:

Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsell@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<ul style="list-style-type: none"> There is no negative impact on the business or services. Standard, repeatable requests (e.g., user management) Low effort maintenance or enhancement requests A method for intaking larger requests that may turn into a project but require additional information and understanding 	<ul style="list-style-type: none"> FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> Minimal impact to business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved

<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 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
<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, 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 revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

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

6.6 Security Audit

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

6.7 MSA Infringement

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

6.8 Termination of the MSA

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

RESOLUTION NO. 22-060

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-060

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES**

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,

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

Information Technology

2022 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Board of
Developmental Disabilities

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Board of Developmental Disabilities (FCBDD). 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 FCBDD.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: melissa.peoples@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Director, Enterprise Financial Services, Michelle Halsell:

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 FRANKLIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

General Information

2879 Johnstown Rd

Columbus, OH 43219

(614) 475-6440

Superintendent/CEO, Jed Morrison: jed.morrison@fcbdd.org

Information Technology

Director of Information Technology, Travis Sherick:

(614) 342-5970

2879 Johnstown Road

Columbus, OH 43219

E-mail: travis.sherick@fcbdd.org

Assistant Director of Information Technology, Chris Martin:

(614) 342-5986

2879 Johnstown Road

Columbus, OH 43219

E-mail: chris.martin@fcbdd.org

2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Jed Morrison	jed.morrison@fcbdd.org	X					
Chris Martin	chris.martin@fcbdd.org	X	X	X	X	X	X
Jennifer Schueneman	jmschuen@franklincountyohio.gov				X		
Travis Sherick	travis.sherick@fcbdd.org	X	X	X	X	X	X
Dorothy (Dot) Yeager	dot.yeager@fcbdd.org	X					

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	N/A	
Mobile Application Development	N/A	
Web Development and Content Management	N/A	

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	N/A	
Everbridge	Shared	EMA owns this application, and FCBDD utilizes it as needed for communication. FCBDD Director of Schools/Transportation maintains their staff and messages in Everbridge.
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	N/A	
AvePoint	N/A	

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

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

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

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

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

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

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

Security	Support	Notes
Anti-Virus	FCDC	As it pertains to MUNIS devices only
Assistance with Security Audits	FCDC	As it pertains to MUNIS devices only
Cyber Security Insurance Policy Compliance	Shared	FCDC administers the Security Awareness Training platform and provides assistance in the event there is an incident
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	As it pertains to FCDCDOM1 accounts that are utilized for MUNIS.
Security Incident Support	FCDC	As it pertains to MUNIS devices only
Security Training and Consultation	FCDC	FCBDD utilizes Know Be 4 Security Training
Web Filtering	FCDC	As it pertains to MUNIS devices only

4.0 Special Support Services

At this time, there are no special support services to define with FCBDD.

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Fiscal Department

Franklin County Board of Developmental Disabilities

2879 Johnstown Rd

Columbus, OH 43219

fiscal@fcbdd.org

5.3.3 Billing questions or disputes can be directed as follows:

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

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

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

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

Projects and other work:

Melissa Peoples, Enterprise Business Relationship Manager

E-mail: melissa.peoples@franklincountyohio.gov

Phone: (614) 525-5691

6.4 Escalation/Expedition pathway

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

Incidents and General Requests:

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

Procurement:

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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Ent. Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
3	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@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 to business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> There is a degradation to a business service but not a work stoppage The service component or procedure is NOT critical to customer business functions The business has an alternative approach until resolved 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment FCDC will attempt to resolve within 24 normal business hours FCDC will communicate with the reporting user until resolved

<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, 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 revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

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

6.6 Security Audit

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

6.7 MSA Infringement

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

6.8 Termination of the MSA

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

RESOLUTION NO. 22-061

JUNE 06, 2022

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

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

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Juan A. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-061

JUNE 06, 2022

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

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

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

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

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

Information Technology

2022 Master Service Agreement



Between the:
Franklin County Data Center
and
The Franklin County
Coroner's Office

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Coroner's Office (CRNR). 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 CRNR

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Services Manager, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcdbcbusinessservices@franklincountyohio.gov

Financial Services

Enterprise Financial Services Director, Michelle Halsell

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Coroner

General Information

Franklin County Forensic Science Center, Office of the Coroner
2090 Frank Road
Columbus, Ohio 43223
(614) 525-5290

Franklin County Coroner, Anahi Ortiz, M.D.

(614)-525-5290
2090 Frank Road
Columbus, Ohio 43223
E-mail: coroner@franklincountyohio.gov
E-mail: amortiz@franklincountyohio.gov

Director of Operations, Amanda Wright

(614) 525-2490
2090 Frank Road
Columbus, Ohio 43223
E-mail: analvare@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
Dr. Anahi Ortiz	amortiz@franklincountyohio.gov	X	X		X		X
Amanda Alvarez	analvare@franklincountyohio.gov	X	X	X	X	X	X
Beverly Harper	baharper@franklincountyohio.gov		X	X	X	X	

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	FCDC	
Mobile Application Development	N/A	
Web Development and Content Management	FCDC	The CRNR website "coroner.franklincountyohio.gov" is built and managed in the CMS tool Kentico. The CRNR staff can maintain elements of the website using that tool.

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	Shared	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	The CRNR leverages the LGA for Photoshop and Acrobat Licensing
DocuSign	Shared	Body Release Form
Everbridge	Shared	The CRNR's office is responsible for maintaining their Everbridge accounts for staff.
Geographic Information Systems (GIS)	Partner	The CRNR office has (1) GIS license. The Grant funded statistician is using GIS for reporting. The Franklin County Auditor's Office is responsible for the application.
Intellivue Document Imaging Solution	FCDC	FCDC maintains the enterprise agreement with Intellivue and supports the CRNR's application.
Microsoft 365	FCDC	
AvePoint	N/A	
Dynamics	N/A	

SharePoint	FCDC	The CRNR utilizes the SharePoint Online environment for their daily morgue board list that is housed in OneNote.
MUNIS	Shared	The Franklin County Auditor's Office is responsible for the application.
OnBase Information Platform	N/A	
Zoom	FCDC	The CRNR's office utilizes the Free Zoom accounts for the Coroner and Director of Operations

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	<p>FCDC is responsible for all level 1 IT support for the CRNR's office. The CRNR is granted a dedicated resource from the Help Desk, one day a week, plus other requests submitted to the Help Desk that can be resolved remotely.</p> <p>The following Help Desk Staff members are granted physical access to the CRNR location:</p> <ul style="list-style-type: none"> • Josh Miller • David Staley • Christian Bryant <p>2090 Frank Road Columbus, Ohio 43223</p> <p>*Building access is managed by the CRNR's Office through Public Facilities Management (PFM).</p>
Hardware Salvage	FCDC	The CRNR's Office will notify FCDC if the hardware is no longer needed and will fill out the form to be transferred to FCDC.
Remote and On-Site Support	FCDC	
User Device Management and Imaging	FCDC	

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Shared	FCDC manages all backup activities related to files on the FCDN. The CRNR has a contracted vendor (Candelis) that provides backup services for the PACS system that the Lodox and CT Machine images go to.
Data Storage	Shared	FCDC manages all storage activities related to files on the FCDN. The CRNR has a contracted vendor (Candelis) that is their PACS system.
Hi-Availability (HA) Environment	Shared	
Server Virtualization and Hosting	Shared	
SQL Database	N/A	

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	The FCDC supplies Mitel phones to CRNR staff. The CRNR's office is responsible for voicemail and pre-recorded lines. The CRNR's Office has (21) user lines and (2) Administrative lines for the NICE recording system.
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Shared	
IT Budget Planning	Shared	
IT Procurement Assistance	FCDC	
Vendor and Licensing Management	Partner	

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

4.0 Special Support Services

4.1 Toxicology Endpoint Device Patching:

FCDC Responsibility:

- Patching for the listed devices occurs the Monday after patch Tuesday at 8:00am.
- Patch Tuesday is always the second Tuesday of the month.

CRNR Responsibility:

- Provide 1 business day notice to FCDC if patching needs to be adjusted. Notice should be made to the Help Desk or BRM.

- Obtains support from the vendor Agilent on an as-needed basis, but also budgets for equipment maintenance annually so equipment can remain on the network and be patched.

4.2 Candelis: CRNR PACS System is used for holding and viewing x-ray images and CT scans.

FCDC Responsibility:

- Assist/ maintain network connections and VPN access for the vendor.
- Assist/maintain the SQL connections between Candelis and Lodox for integration.
- Assist/maintain the SQL connections between Candelis and Simens (CT) for integration.

CRNR Responsibility:

- The CRNR maintains a support and maintenance contract with the vendor.

4.3 Lodox: The Xray machine and software that is integrated with their PACS system

FCDC Responsibility:

- Assist/ maintain network connections and VPN access for the vendor.
- Assist/ maintain the SQL connections between Candelis and Lodox for integration.

CRNR Responsibility:

- The CRNR staff will reach out to Lodox for technical assistance or issues.
- The CRNR maintains a support and maintenance contract with the vendor.

4.4 Siemens Healthcare Somatom go. Now CT Machine: The CT machine and software is integrated with their PACS system

FCDC Responsibility:

- Assist/ maintain network connections and VPN access for the vendor.
- Assist/ maintain the SQL connections between Candelis and Siemens for integration.

CRNR Responsibility:

- The CRNR staff will reach out Siemens for technical assistance or issues.
- The CRNR maintains a support and maintenance contract with the vendor.

4.5 JusticeTrax: Toxicology Software that is integrated with the case management software Medicolegal Death Investigation (MDI)

FCDC Responsibility:

- Maintains the sequel server environment according to the FCDC standards regarding OS and security patches.

CRNR Responsibility:

- Provide 1 business day notice to FCDC if patching needs to be adjusted. Notice should be made to the Help Desk or BRM.
- The CRNR's office staff will place a ticket(s) with JusticeTrax if assistance is needed for the agency or on behalf FCDC.
- This CRNR is responsible for maintaining a support contract with the vendor. The current contract is renewed in October.

4.6 Medicolegal Death Investigation (MDI): Case Management System, Cloud-Based Solution

FCDC Responsibility:

- FCDC is responsible for the sequel data transfer processes between MDI and JusticeTrax.

CRNR Responsibility:

- The CRNR's Office will reach out to the helpdesk of MDI (support@mdilog.com) for assistance with the system.
- The CRNR is responsible for maintaining a support contract with the vendor. The current contract is renewed in December of every year.

4.7 Recuva: Recovers files from digital camera card used by Investigators and Technicians at scenes and during exams

FCDC Responsibility:

- FCDC will assist with the installation of the software on (1) computer in the Investigations Department
- FCDC provides application support as needed. The CRNR must enter a JIRA ticket to request assistance.

CRNR Responsibility:

- The CRNR's Office is responsible for recovering photos off the SD cards.

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 of IT plan approval by OMB.

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

FRANKLIN COUNTY DATA CENTER

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

Invoices will be sent to:

ATTENTION: Bev Harper
2090 Frank Road
Columbus, Ohio 43223

5.4 Billing questions or disputes can be directed as follows:

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

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

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

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

Projects and other work:

Enterprise Business Services Manager, Kara Cruikshank

E-mail: kara.cruikshank@franklincountyohio.gov

Phone: (614) 525-4728

6.4 Escalation/Expedition pathway

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

Incidents and General Requests:

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

Procurement:

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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	EnterpriseBusiness Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
3	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@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 to business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved

<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 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
<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, 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 revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

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

6.6 Security Audit

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

6.7 MSA Infringement

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

6.8 Termination of the MSA

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

RESOLUTION NO. 22-062

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
TENTH DISTRICT COURT OF APPEALS**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John A. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-062

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
TENTH DISTRICT COURT OF APPEALS**

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,

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

Information Technology

2022 Master Service Agreement



Between the:
Franklin County Data Center
and
Tenth District Court of Appeals

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Tenth District Court of Appeals (CTAP). 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 CTAP.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Cheri Speakman:

(614) 525-6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

Team E-mail: fcddbussinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcddbussinessservices@franklincountyohio.gov

Financial Services

Director, Enterprise Financial Services, Michelle Halsell:

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Tenth District Court of Appeals

General Information

373 S High Street, 24th Floor
Columbus, Ohio 43215
(614) 525-3624

Court Administrator, Doug Eaton
dweaton@franklincountyohio.gov
(614) 525-3624

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
Doug Eaton	dweaton@franklincountyohio.gov	X	X	X	X	X	X
Martin Davis	mdlavis@franklincountyohio.gov				X		X
Leah Ferron	lferron@franklincountyohio.gov	X	X	X	X	X	X
Jason Macke	jamacke@franklincountyohio.gov				X		
Nashana Scott	ndscott@franklincountyohio.gov				X		
Cindy Sgalla	cjsgalla@franklincountyohio.gov	X	X			X	
Joseph Wenger	jewenger@franklincountyohio.gov			X			X

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	https://tenthdistrictcourt.org/ is hosted in the FCDC Kentico environment, and CTAP maintains the content. The site contains (2) custom applications that display hearing events. They are detailed in the 4.0 Special Support Services

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	CTAP currently has 1 Adobe Pro license through the LGA
DocuSign	N/A	
Everbridge	Partner	CTAP has a person on staff that maintains and updates staff in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	FCDC	CTAP has completed training and has access to request new Microsoft Teams through the AvePoint tool
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	CTAP has (4) standard Zoom licenses and (2) webinar (500) licenses (Judicial Secretary and IT Director)

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Partner	CTAP IT staff is the first level, with FCDC assisting when needed.
Hardware Salvage	FCDC	
Remote and On-Site Support	Partner	CTAP IT staff is the first level, with FCDC assisting when needed.
User Device Management and Imaging	Partner	CTAP IT staff is the first level with FCDC assisting when needed

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

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

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	All CTAP phone lines have voicemail accounts
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Partner	
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	
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 Judges Docket - <https://tenthdistrictcourt.org/docket>

The Judges' Docket is a custom Kentico application created by FCDC. This displays judges' scheduled hearing dates for the next 30 days. It is entirely maintained by FCDC and utilizes data files from the current Clerk of Court's case management solution, FCJS.

FCDC Responsibility:

- Maintaining the application in the Kentico environment.
- Maintaining the SQL databases currently populated by extracts pushed from FCJS and CIO databases.

CTAP Responsibility:

- CTAP maintains their relationship with FCDC and reports any issues related to this application.
- CTAP maintains their relationship with the Clerk of Court's office and reports any issues with the information maintained within FCJS/CIO.

4.2 Magistrates Docket - <https://tenthdistrictcourt.org/docket>

The Magistrates' Docket is a custom Kentico application created by FCDC. This displays magistrates' scheduled hearing dates for the next 30 days. It is entirely maintained by FCDC and utilizes data files from the current Clerk of Court's case management solution, FCJS.

FCDC Responsibility:

- Maintaining the application in the Kentico environment.
- Maintaining the SQL databases currently populated by extracts pushed from FCJS and CIO databases.

CTAP Responsibility:

- CTAP maintains their relationship with FCDC and reports any issues related to this application.
- CTAP maintains their relationship with the Clerk of Court's office and reports any issues with the information maintained within FCJS/CIO.

4.3 Mobile Microsoft Teams Solution

FCDC assisted CTAP with the creation of a mobile solution that allows judges to attend court proceedings remotely. The solution consists of all the components of a Microsoft Teams room (TV, Teams camera, microphone, speakers) all mounted on a cart that can be moved to wherever it is needed.

FCDC Responsibility:

- Assist with any software issues related to MS Teams and its licensing
- Assist with any hardware issues

CTAP Responsibility:

- Perform daily operational setup
- Report any issues to FCDC

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

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

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

ATTENTION: Cindy Sgalla

Tenth District Court of Appeals

373 S High Street, 24th Floor

Columbus, Ohio 43215

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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Projects and other work:

Cheri Speakman, Enterprise Business Relationship Manager

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:

Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsell@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<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 	<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

	<ul style="list-style-type: none"> • A method for intaking larger requests that may turn into a project but require additional information and understanding 	
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, FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day

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

6.6 Security Audit

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

6.7 MSA Infringement

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

6.8 Termination of the MSA

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

RESOLUTION NO. 22-063

JUNE 06, 2022

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

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

Voting Aye thereon

Voting Nay thereon

Abstained

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



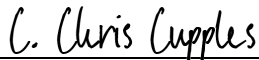
Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



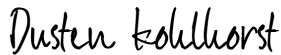
John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

RESOLUTION NO. 22-063

JUNE 06, 2022

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

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

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

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

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

Information Technology

2022 Master Service Agreement



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

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Auditor's Office (AUDR). The 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 AUDR.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: kara.cruikshank@franklincountyohio.gov

Team E-mail: fcddbussinessservices@franklincountyohio.gov

Enterprise IT Program Manager, Renee Mascari-Bauer:

(614) 525-5828

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: renee.mascaribauer@franklincountyohio.gov

Financial Services

Director, Enterprise Financial Services, Michelle Halsell:

(614) 525-7392

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: mdhalsel@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: robert.linton@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.franklincountyohio.gov

2.2 Franklin County Auditor's Office

General Information

Franklin County Auditor, Michael Stinziano:

(614) 525-5700

373 S. High Street, 21st Floor

Columbus, Ohio 43215

E-mail: mstinziano@franklincountyohio.gov

Administration

Chief of Staff, Jo Ellen Cline:

(614) 525-7358

373 S. High Street, 21st Floor

Columbus, Ohio 43215

E-mail: jcline@franklincountyohio.gov

Technology

IT Manager, Shawn Dunlavy:

(614) 525-7280

373 S. High Street, 21st Floor

Columbus, Ohio 43215-4599

E-mail: scdunlav@franklincountyohio.gov

2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Michael Stinziano	mstinziano@franklincountyohio.gov	X			X		X
Jo Ellen Cline	jcline@franklincountyohio.gov	X		X	X		X
Jamie Abraham	jlabraha@franklincountyohio.gov	X	X				X
Michelle Callahan	mcallahan@franklincountyohio.gov	X	X				X
P.R. Casey	prcasey@franklincountyohio.gov	X					
Steve Jarrell	sjarrel@franklincountyohio.gov	X					
Michael Deliberato	madeliberato@franklincountyohio.gov	X					
Zack King	zrking@franklincountyohio.gov	X					
Shawn Dunlavy	scdunlav@franklincountyohio.gov	X	X	X	X	X	X
Gary Dwyer	gedwyer@franklincountyohio.gov	X		X	X		X
Christopher Holderfield	cthorder@franklincountyohio.gov						X
George Gottemoeller	gggotem@franklincountyohio.gov	X	X				
Zebulon Kromer	zebulon.kromer@franklincountyohio.gov	X	X				
Chris Mankin	crmankin@franklincountyohio.gov	X					X
Charles (Kelly) McNeal	kellymcneal@franklincountyohio.gov	X	X				X
Monica Moran	monica.moran@franklincountyohio.gov						X
Anthony Caldwell	anthony.caldwell@franklincountyohio.gov						X
Madhav Pokhrel	mkpokhre@franklincountyohio.gov						X
Matt Shade	mcshade@franklincountyohio.gov	X					X
Tyler Vermillion	tsvermil@franklincountyohio.gov						X

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	The FCDC Enterprise Applications team provides support.

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

Data Analytics	Support	Notes
Data / Process Analysis	Shared	PowerApp Licenses (19)
Reporting (Interactive/Operational)	Shared	Both FCDC and AUDR share development and support responsibilities for reporting.

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	The AUDR leverages Franklin County's enterprise Adobe licensing and has administration capabilities to manage user licenses within the office.
DocuSign	Shared	FCDC owns the contract with the vendor and provides support to the AUDR office.
Everbridge	Shared	The AUDR's office is responsible for maintaining their Everbridge accounts for staff. Everbridge is owned by Franklin County Emergency Management.
Geographic Information Systems (GIS)	Shared	The AUDR is responsible for all aspects of vendor management and support. The AUDR is also accountable for all GIS applications, development, and services provided to other partner agencies <ul style="list-style-type: none"> • ArcGIS Server • ArcGIS Portal • ArcGIS Pro • ArcMap • ArcGIS Web Adapter • ArcGIS Database Server FCDC is responsible for the management and support of the GIS infrastructure components.
Intellivue Document Imaging Solution	FCDC	Supported by the FCDC Enterprise Solutions team: <ul style="list-style-type: none"> • Fiscal - Personal Property • HR Imaging • HR Medical • HR Onboarding • RE – HMST (Homestead)
Microsoft 365	FCDC	The FCDC Enterprise IT Team provides support.
AvePoint	FCDC	The FCDC Enterprise IT Team provides support.
Dynamics	N/A	The AUDR does not use this service.
SharePoint	FCDC	The FCDC Enterprise Solutions Team provides support.
Munis	Partner	The AUDR is the owner of the Munis application.

OnBase Information Platform	Shared	Supported by the FCDC Enterprise Solutions team. FCDC has a contract with 3SG+ and the AUDR works through FCDC and the vendor for support of the following applications: <ul style="list-style-type: none"> • Board of Revisions Application • Board of Revisions eFiling • Real Estate
Zoom	FCDC	The AUDR's Office utilizes (106) basic licenses and (8) paid licenses. These licenses are maintained by FCDC.

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

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	FCDC	The FCDC Enterprise Solutions team provides support: <ul style="list-style-type: none"> • ETAX- Estate Tax • Unclaimed Funds
iSeries Infrastructure Support	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Shared	The FCDC Enterprise IT team supports FCDCDOM1.
Data Storage	Shared	The FCDC Enterprise IT team supports FCDCDOM1.
Hi-Availability (HA) Environment	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.
Server Virtualization and Hosting	Shared	The FCDC Enterprise IT team supports FCDCDOM1.
SQL Database	Shared	The FCDC Enterprise IT team supports FCDCDOM1.

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.
Internet, Firewall, and VPN Services	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.
Wide Area Network (WAN) Connectivity	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.
Wired Network Connectivity	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.
Wireless (Wi-Fi) Network Connectivity	FCDC	The FCDC Enterprise IT team supports FCDCDOM1.

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Shared	The FCDC Enterprise Financial Services Team provides support.
IT Budget Planning	Shared	FCDC provides support.
IT Procurement Assistance	Shared	The FCDC Enterprise Financial Services Team provides support.
Vendor and Licensing Management	Shared	The FCDC Enterprise Financial Services Team provides support.

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

4.0 Special Support Services

4.1 Support Key

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = vendor provides service

SLA = Service Level (See section 6.4)

Special Services	Support	SLA	Notes
Active Directory (AD)	Shared	3	FCDC is responsible for AD on the FCDCDOM1 domain. The AUDR IT Team is responsible for AD in their separate FCAO domain until the complete migration into FCDCDOM1. The expected completion of the domain migration is in 2022.
Auditor Settlement Application	Shared	3	The FCDC Enterprise IT team is responsible for hosting and maintaining the infrastructure. The AUDR manages application development, support, training, and maintenance.
AUDR Custom Web Applications	Shared	3	The FCDC Enterprise IT team is responsible for hosting and maintaining the infrastructure. The AUDR manages application development, support, training, and maintenance.
CAMA	Partner	2	The AUDR maintains a support agreement with Tyler Technologies and is responsible for initiating service from the vendor for this application.
Cloudmersive	Shared	4	FCDC maintains the licensing costs and distribution. However, AUDR is responsible for understanding how to operate the application in their environment.
Dogs application and online dog tag purchasing	Shared	2	FCDC maintains SSO, SSL certificates, and Cloudflare. The AUDR maintains a support agreement with MSC and is responsible for maintaining the service from the vendor for this application.
Domain Name and SSL Certificates	FCDC	3	The FCDC Enterprise IT team is responsible for the management and renewals of all AUDR domain names and SSL certificates for associated servers: <ul style="list-style-type: none"> • franklincountyauditor.com (wild card) • 3rd party Hosted <ul style="list-style-type: none"> ○ property.franklincountyauditor.com ○ doglicense.franklincountyohio.gov ○ license.franklincountyohio.gov
eAlerts	Shared	3	eAlerts is a customer .NET application built in 2021 by FCDC. There are integrations between eAlerts and the property search as well as Power BI reporting dashboards. The AUDR IT Team and FCDC work together to maintain the application. <ul style="list-style-type: none"> • eAlerts .Net code: FCDC provided AUDR IT the source code and AUDR IT will maintain • Property Search Application is maintained by AUDR IT • Power BI Reporting Dashboard is maintained by AUDR IT
ESS	Partner	2	ESS is a cloud-hosted application. The AUDR maintains a support agreement with Tyler Technologies and is responsible for initiating service from the vendor for this application.
FTP Server	Shared	3	The FCDC Enterprise IT team is responsible for hosting and maintaining the infrastructure. The AUDR provides content for GIS and Real Estate data.
Laserfiche	Shared	3	The FCDC Enterprise IT team is responsible for hosting and maintaining the infrastructure. The AUDR manages application support, training, and maintenance.
Microsoft Teams Room	Shared	3	FCDC and PFM provide support for the Microsoft Teams Room equipment in the AUDR Conference room.
Melissa Data (Zipcode +4 and NCOA)	Shared	3	FCDC maintains the licensing costs and distribution. The AUDR is responsible for understanding how to operate and maintain the application.
Munis	Shared	1	Tyler Technologies hosts and maintains the infrastructure that supports the Munis application. The AUDR manages application support, training, and maintenance. Additionally, FCDC does a chargeback to partner agencies for Munis utilization on behalf of the Franklin County Commissioner's OMB office.

Open Systems Technologies Consulting	Shared	N/A	FCDC funds one consultant position for use by the AUDR. The AUDR office is responsible for verifying the consultant's hours worked and deliverables.
PCI Compliance	Shared	3	The AUDR IT team provides support, and the FCDC Enterprise Security Team is consulted.
Planet Press Printing Templates	FCDC	3	The FCDC Enterprise Solutions team creates, edits, and removes Planet Press templates used by the AUDR for printing at the Purchasing Print Shop.
Real Estate BOR eFiling Application: https://bor.franklincountyohio.gov	Shared	3	The BOR application is an OnBase application written and supported by 3SG and hosted by FCDC. FCDC manages and shares support and maintenance with 3SG at the direction of AUDR. AUDR provides training.
Real Estate Homestead eFiling Application: https://homestead.franklincountyohio.gov	Shared	3	The Homestead application is a legacy ColdFusion application written, supported, and hosted by the FCDC Enterprise Application Development team. The FCDC manages application support, training, and maintenance at the direction of the AUDR.
Real Estate Management System (RMS) & Data Exchange	Shared	1	The FCDC Enterprise IT Team is responsible for hosting and maintaining the infrastructure. The AUDR and the vendor, Open Systems Technologies Consulting, manage application support, training, and maintenance.
Real Estate Property Search Website: http://property.franklincountyauditor.com	Partner	2	The AUDR maintains a support agreement with Tyler Technologies (iasWorld) and is responsible for initiating service from the vendor for this application.
WinWam	Shared	3	The FCDC Enterprise IT Team is responsible for hosting and maintaining the infrastructure. The AUDR manages application support, training, and maintenance
Unclaimed Funds	FCDC	3	This application is fully maintained, supported, and hosted by the FCDC Enterprise Solutions Team.
User Device Inventory Management	Partner	N/A	The AUDR IT Team manages inventory for AUDR staff and informs FCDC which devices should be deployed and to whom. They also manage printers, office-wide copiers, Mi-Fi, cell phones, etc.

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

The AUDR receives funding from Franklin County homeowner real estate taxes. Services rendered to the AUDR from FCDC supporting the real estate division are paid for out of this special fund. That money then goes back to the general fund. While the remaining divisions in the AUDR office are considered a general fund agency and will not receive monthly invoices for FCDC services, there will be times when FCDC makes IT purchases on behalf of the AUDR. Those costs will be charged back in the form of a monthly invoice which will require the AUDR to open a purchase order for the FCDC.

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

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Invoices will be sent to:

Franklin County Auditor's Office
 Attn: Kelly Wagenbrenner
 373 S. High Street, 21st Floor
 Columbus, Ohio 43215
 (614) 525-6277
 Email:kelly.wagenbrenner@franklincountyohio.gov

Franklin County Auditor

373 S. High Street, 21st Floor
 Columbus, Ohio 43215

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Enterprise Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

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

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

Projects and other work:

Enterprise Business Relationship Manager, Kara Cruikshank

E-mail: kara.cruikshank@franklincountyohio.gov

Phone: (614) 525-4728

6.4 Escalation/Expedition pathway

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

Incidents and General Requests:

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

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise IT Program Manager, Renee Mascari-Bauer	(614) 525-5828	renee.mascaribauer@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

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

	<ul style="list-style-type: none"> • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update • Business Services will issue an E-mail notification to all IT Contacts within one (1) business day
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The above classifications are guidelines first to enable FCDC staff to concentrate on the most critical problems. FCDC assignees may change priority as part of their evaluation and/or during the evolution of the work. Partner Agencies may also request a higher priority by contacting the Help Desk. Escalations will be evaluated and determined on a case-by-case basis. It is also important to note that if a Partner Agency has specific Business Services needs that require an alternate support model, it should be defined in this document; otherwise, FCDC will apply this model when evaluating submissions.

6.6 Security Audit

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

6.7 MSA Infringement

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

6.8 Termination of the MSA

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

Appendix A

Service Summary

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

Franklin County Auditor Employees Self Service

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

Franklin County Auditor Public Records Requests

Gena Shelton

(614) 525-6045

gmskelton@franklincountyohio.gov

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

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

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

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

RESOLUTION NO. 22-064

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE DATABASE ENGINEER 1**


Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

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

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-064

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE DATABASE ENGINEER 1**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-064** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personnel action number **22-064**.

RESOLUTION NO. 22-064**JUNE 06, 2022**

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

Data Center Personnel Action – New Hire – Brian Yee

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Brian Yee		
PERSONNEL ACTION NUMBER	22-064		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATA CENTER SECTION	Enterprise Information Technology		
NEW JOB POSITION / TITLE	Enterprise Database Engineer 1		
PAY GRADE	11		
EFFECTIVE DATE	June 06, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$58,982	\$67,892	\$76,677	
	BASE RATE	ANNUAL SALARY	
NEW	\$37.0192	\$77,000.00	
<u>KEY RESPONSIBILITIES OF ROLE</u>			
<ul style="list-style-type: none"> ▪ Develop applications and integrations using Microsoft SQL Server. ▪ Tune SQL Server installations to ensure availability, performance, reliability, and scalability contributing to all areas of database development ▪ Work closely with analysts and developers regarding the modeling, implementation, and administration of database servers. ▪ Understands business functions and processes, an in-depth understanding of FCDC's technology portfolio and capabilities, and external options. ▪ Performs research into new or upgraded software and methodology and recommends uses to management. 			
<u>EMPLOYMENT NOTABLES</u>			
<ul style="list-style-type: none"> • In his previous role as the Database Administrator at Micro Center, he created and maintained databases, servers, user accesses, etc. • He also designed new databases, stored procedures, migrated databases, and data between SQL Server and other systems. • He proactively identified and remedied server issues such as low disk space, 100% CPU usage, low physical memory, and replication errors. • For the last few years, he has been running his own HVAC company but is ready to get back into Database Engineering and is excited for this opportunity with Franklin County. 			

RESOLUTION NO. 22-064

JUNE 06, 2022

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

EDUCATION & OTHER CREDENTIALS

- Bachelor's of Science Degree – Ohio Dominican University

RELEVANT WORK EXPERIENCE

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

SCREENING STATUS

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

Kassy Franz, Director, Human Resources

Brian Yee

Technical Skills

SQL Server 2000/2005/2008R2 (Administration and Development)

SSRS 2005/2008

SSIS 2005/2008

Data Warehousing

Red Gate Backup

Red Gate DB Tools

Pentaho

Experience

HVAC Installer & Service Tech. – *Roch Heating and Cooling (Owner) (Columbus, OH) February 2015 - Present*

- Perform service calls for residents and landlords in Columbus and surrounding area.
- Meet with and provided estimates for customers for new installations of central heating and cooling equipment.
- Create and maintain web site and email services, business marketing, etc.
- Purchase inventory, tools, and equipment.
- Hire & manage 1099 contractors, sometimes providing on-the-job training.

Database Administrator (SQL Server) – *Micro Center (Columbus, OH) March 2012 - May 2015*

Created & maintained databases, servers, user access, etc. Designed new databases & stored procedures. Migrated databases as well as data between SQL Server and other systems such as Progress on AS400.

- On call responsibilities 24 hours a day for one week every other third week and backup on call other weeks.
- Proactively identified and remedied many server issues such as low disk space, 100% CPU usage, low physical memory, replication errors, etc. using tools such as Red Gate Monitor as well as custom code and alerts.
- Wrote stored procedures and Pentaho jobs to pull product, customer, and warranty claim data from transactions and export the data to The Warranty Group (a third party company). The project averaged 25% margins on several million dollars in the first quarter.
- Built database from the ground up to store rules for product returns to provide the service department with a central GUI, increasing productivity per employee and increasing communication with the distribution center.
- Migrated many databases from SQL Server 2005 to SQL Server 2008 R2 servers. Coordinated with Systems team to ensure hard drive, RAM, and CPU requirements were in place before migration.
- Implemented disaster recovery plans for nine servers and many databases with varying degrees of recovery requirements.
- Wrote many reports: from small reports to monitor pre-sales, to larger reports that analyze current Micro Center prices and compare to web scraped data of competitors to identify under-priced and overpriced products to potentially save Micro Center an estimated \$16 million over four years.
- Optimized stored procedures, functions, and tables, often reducing execution speeds from minutes to milliseconds.
- Rewrote website database to use SQL Server instead of MySQL to reduce server footprint and eliminate old legacy technology (PHP, MySQL, Apache, etc).

Datatel Systems Analyst (DBA) – *Ohio Dominican University (Columbus, OH) 2008-2012*

- Interacted directly with internal customers to develop and debug Colleague reports and processes.
- Pioneered import of data into Colleague using Datatel's Electronic File Transfer (ELF) module.
- Provided customer training in one-on-one sessions as well as classroom settings.
- Wrote reports using Envision Basic, Unidata, Informer, and SQL Server.

Database Analyst (SQL Server DBA) – *Ohio Dominican University 2007-2008*

- Upgraded our four servers from SQL Server 2000 to 2005. This included:
 - o Optimizing RAID configuration and modifying partition offset and sector size to increase disk write performance.
 - o Reconfiguring data and log file locations for better performance.
 - o Reducing security vulnerabilities of each server by following recommendations from NSA.
 - o Converted 200+ DTS packages into SSIS packages.
 - o Ensured hundreds of stored procedures would work on the new servers and configurations.
- Created AJAX-enabled web reports using Visual Studio 2005 VB.NET.
- Maintained and developed SQL Server tables, stored procedures, DTS/SSIS packages, SQL security, functions, database replication, backup/recovery, OS security pertaining to SQL Server, etc.
- Worked with the Datatel team to get more data from Colleague imported into SQL Server for reports and applications.
- Maintained and built data warehouses using data from our ERP.

PC Analyst (Level 2 Support) – *Ohio Dominican University 2005-2007*

First and second level support for 800+ lab and employee PCs across campus.

RESOLUTION NO. 22-065

JUNE 06, 2022

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

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


Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
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John O'Grady

John O'Grady, Member
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C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
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Dusten Kollhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-065

JUNE 06, 2022

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

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

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-065** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personnel action number **22-065**.

RESOLUTION NO. 22-065**JUNE 06, 2022**

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

Data Center Personnel Action – Backfill – Alicen Maestas

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Backfill		
EMPLOYEE/CANDIDATE NAME:	Alicen Maestas		
PERSONNEL ACTION NUMBER	22-065		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATA CENTER SECTION	Enterprise Portfolio Management Office		
NEW JOB POSITION / TITLE	Enterprise Project Manager 2		
PAY GRADE	13		
EFFECTIVE DATE	June 06, 2022		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$66,851	\$76,879	\$86,907	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 40.8654	\$ 85,000.00	

KEY RESPONSIBILITIES OF ROLE

- Provides day-to-day operational management for the project team within the scope of assigned projects.
- Plans, organizes, and coordinates all aspects of assigned, highly complex technology projects to implement the Data Center IT Plan and provide IT services in response to customer project requests.
- Ensures that the goals and objectives of assigned projects are accomplished on time and within budget.
- Manages the project planning process, including identifying needed resources, developing a project plan, coordinating with stakeholders to reach an agreement on requirements and task assignments, managing and coordinating team activities, and executing the project plan.
- Develops and manages all appropriate project management documents, including project plan, resource estimates, project budget, project schedule, team roster and assignments, issue management, risk management, change control, and periodic status reports. Assumes a key role in developing the project budget and its presentation as necessary.
- Serves as a key liaison between the project team and the customer to provide updates and obtain feedback, ensuring proper and timely communication. Uses leadership and communication skills to help communicate management goals and interacts with the users to develop business applications.

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

EMPLOYMENT NOTABLES

- In her current role as the Program Manager at Fulcrum Workforce Solutions, she developed Salesforce CRM reports and dashboards for daily operations management regarding the stage of engagements, candidates, status logs, etc.
- In her previous role as the Implementation and Customer Success Manager, she managed the implementation strategy of the SaaS workforce solution and stakeholder deliverables across 4 key Fortune 500 clients.
- In another previous role at Accenture, she provided change management and developed job aids for end-user training for 11 offices undergoing legacy system conversions.
- She is known for her impeccable documentation and process improvement plans.

EDUCATION & OTHER CREDENTIALS

- Bachelor of Science in Public Health – Kent State University
 - Summa Cum Laude

RELEVANT WORK EXPERIENCE

- Project management-waterfall, agile, hybrid-5 years
- Large scale IT integration project management-2 years
- Process documentation-6 years
- IT business analysis/requirements gathering-6 years
- Relationship management-8 years
- Change management-5 years
- Negotiation and conflict resolution-5 years
- SDLC lifecycle-5 years
- Process development and process improvement-5 years

SCREENING STATUS

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

2022 POSITION MARKET AVERAGES

- Robert Half Technology \$95,101
- Modis \$99,500
- Randstad \$110,370

Kassy Franz, Director, Human Resources

Alicen Maestas**CONTACT****EDUCATION****B.S. Public Health**

Summa Cum Laude

Kent State University, Kent, OH

May 2016

SKILLS

Project Management



Change Management



Communications



End-User Training

Process Analysis
(Lucidchart, Visio)

Data Analysis & Reporting



Salesforce/CRM Applications

**HONORS****Phi Beta Kappa Honor Society**

EST. 1776. Inducted April 2016.

Accenture United States**Corporate Citizenship****Volunteer Award**

September 2018

EXPERIENCE**Fulcrum Workforce Solutions, Columbus, Ohio****March 2021 - Present*****Program Manager (February 2022 – Present)***

- Developed Salesforce CRM reports and dashboards for daily operations management regarding the stage of engagements, candidates, and status logs, cumulative end-users by month, time for feedback vs. time to fill engagements, etc.
- Trained and onboarded new users through workshops, kick-off webinars, 1-1 walkthroughs of the platform, etc.
- Created tailored change messaging with client branding for a Consumer-Packaged Goods client

Implementation and Customer Success Manager (August 2021 – February 2022)

- Managed implementation strategy of the SaaS workforce solution and stakeholder deliverables across 4 key Fortune 500 clients
- Designed and built communications packages - 30+ assets consisting of core messaging, customer success stories, infographics, etc.
- Leveraged Lucidchart to create process flows, gap analyses, and mind mapping/design thinking exercises
- Drove the roadmap for customer success, created UX surveys to gauge end-user feedback, and reported weekly results for KPIs/Net Promoter Score (NPS) metrics
- Defined case studies/use cases and end-user personas for product upgrade to a new environment (Fulcrum 2.0)

Program Manager - Solutions Analysis (March – August 2021)

- Developed guides/tutorials for product functionality (e.g. Functional Design Documentation)
- Manually created 150+ candidate records (resume splicing, skill analysis) and onboarded 75+ end-users to the system

**Strategy and Consulting Sr. Analyst
Accenture, Columbus, Ohio****February 2017 – June 2020**

- Leveraged project management skills to track action items, system defects, and functional design updates (resolution of 200+ system defects)
- Provided change management and developed job aids for end-user training for 11 offices (500+ employees) undergoing legacy system conversion
- Designed and tested solutions that were successfully deployed into live production environments (e.g. Salesforce CRM, Benefits Management System, SAP Sales and Distribution)
- Completed Salesforce CRM data entry for 300+ value-based opportunities (CALs, contracts, notes, sales phases, etc.)
- Created a document and contracts matrix with 900+ lines of information to provide alignment for cross-functional teams
- Reported daily project metrics to team leadership for roadmap progress and developed final deliverable packages for clients
- Completed market analysis for healthcare systems by identifying white space of about \$500MM
- Successful delivery of Corporate Citizenship initiatives including STEM outreach, financial literacy, and I&D recruitment for Columbus students ranging from elementary to higher education

RESOLUTION NO. 22-066

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE SECURITY ENGINEER 3**


Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
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C. Chris Cupples

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Dusten Kollhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
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Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-066

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE SECURITY ENGINEER 3**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-066** attached hereto and made a part hereof; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-066**.

RESOLUTION NO. 22-066**JUNE 06, 2022**

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

Data Center Personnel Action – Promotion – Paula Dayhoff

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Paula Dayhoff		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATE HIRED	October 10, 2017		
YEARS WITH DATA CENTER	4 years, 7 months, 27 days		
CURRENT DATA CENTER SECTION	Enterprise Security		
NEW DATA CENTER SECTION	Enterprise Security		
CURRENT JOB POSITION / TITLE	Enterprise IAM Engineer 2		
NEW JOB POSITION / TITLE	Enterprise Security Engineer 3		
PAY GRADE	15		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 80,100	\$ 90,101	\$ 100,500	
		BASE RATE	ANNUAL SALARY
Previous		\$ 44,543	\$ 92,649.44
Increase			\$6,485.56
New		\$47,6611	\$99,135.00
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Paula Dayhoff has been instrumental in the success of the Identity Management program and continuing to progress solutions. Since she started in security, she has implemented and continues to maintain the solutions that enable self-service password resets, user certifications, privileged identity management, vendor access controls, and security awareness training. Paula has acquired multiple certifications, including her Certified Information Systems Security Professional (CISSP) and CompTIA Cyber Security Analyst Plus (CySA+). Both are widely recognized and regarded certifications in Information Security. She not only acquires the certifications but applies that knowledge gained in her current work and identifies strategies for remediation. This promotion is well-deserved, and we look forward to Paula continuing her career and passions with FCDC.</p>			
<p align="right">Kassy Franz, Director Human Resources</p>			

RESOLUTION NO. 22-067

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION**

PROMOTION: ENTERPRISE DIGITAL PLATFORMS ENGINEER 3, TEAM LEAD


Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-067

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE DIGITAL PLATFORMS ENGINEER 3,
TEAM LEAD**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-067** attached hereto and made a part hereof; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-067**.

RESOLUTION NO. 22-067**JUNE 06, 2022**

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

Data Center Personnel Action – Promotion – Denise Roberts

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Denise Roberts		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATE HIRED	October 31, 2016		
YEARS WITH DATA CENTER	5 years, 7 months, 6 days		
CURRENT DATA CENTER SECTION	Enterprise Financial Services		
NEW DATA CENTER SECTION	Enterprise Technology		
CURRENT JOB POSITION / TITLE	Enterprise Data Analyst 2		
NEW JOB POSITION / TITLE	Enterprise Digital Platforms Engineer 3, Team Lead		
PAY GRADE	15		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 80,100	\$ 90,101	\$ 100,500	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 44,9383	\$ 93,471.56	
Increase		\$ 4,673.58	
New	\$ 47,1852	\$ 98,145.14	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Since 2016 Denise Roberts has distinguished herself with a string of notable accomplishments in business analysis, data analytics, and even application development using Microsoft's emerging Power Platform components. She routinely earns praise and thanks from customers and peers. For example, she recently investigated and documented 70 unique critical workflows for the Board of Elections and developed more than 160 testing scripts for their poll pad solution, confirming system security and functionality. She transitioned countless Treasurer reports to a modern reporting platform while increasing report accuracy and utility. Denise also pioneered an automated data collection platform that enables FCDC to accurately bill partner agencies based on the utilization of hardware, software, and labor. With this jump to a leadership role in our emerging Digital Platforms team, we're looking forward to a renaissance in our software solution delivery to partners across the County.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-068

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE UI/UX DESIGNER 3, TEAM LEAD**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-068

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE UI/UX DESIGNER 3, TEAM LEAD**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-068** attached hereto and made a part hereof; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-068**.

RESOLUTION NO. 22-068**JUNE 06, 2022**

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

Data Center Personnel Action – Promotion – Aaron Szabo

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Aaron Szabo	
PERSONNEL ACTION DATE (BOARD)		June 06, 2022	
DATE HIRED		August 10, 2020	
YEARS WITH FRANKLIN COUNTY		1 year, 9 months, 27 days	
CURRENT DATA CENTER SECTION		Enterprise IT	
NEW DATA CENTER SECTION		Enterprise IT	
CURRENT JOB POSITION / TITLE		Enterprise UI/UX Designer 2	
NEW JOB POSITION / TITLE		Enterprise UI/UX Designer 3, Team Lead	
PAY GRADE		13	
PAY GRADE SALARY RANGE			
MINIMUM	MID		MAXIMUM
\$ 66,851	\$ 76,879		\$ 86,907
		BASE RATE	ANNUAL SALARY
Previous		\$ 35.271	\$ 73,363.68
Increase			\$7,336.37
New		\$38.7981	\$80,700.05
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Aaron Szabo has quickly become a natural leader in the Web Design space. Bringing his many years of experience, Aaron can intuitively create designs that have a natural flow and style. He can guide junior resources through the process of both designs as well as the implementation of front-end code. In addition, he is an excellent ambassador for our team and the Data Center as a whole, working seamlessly with the Project Management teams and business customers from our partner agencies. Aaron has been an integral part of the success we've had on various projects across the county, including the State of the County website, the forthcoming DEI website, the Clerk of Courts Auto Title mobile application, and the Municipal Court suite of websites. Aaron is an essential part of the creation of FCDC's future vision, and his promotion is well-deserved.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-069

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE TECHNOLOGY MANAGER**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kollhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-069

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE TECHNOLOGY MANAGER**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-069** attached hereto and made a part hereof; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-069**.

RESOLUTION NO. 22-069**JUNE 06, 2022**

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

Data Center Personnel Action – Promotion – Kevin Walters

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Kevin Walters		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATE HIRED	September 04, 1999		
YEARS WITH FRANKLIN COUNTY	22 years, 9 months, 2 days		
CURRENT DATA CENTER SECTION	Enterprise IT		
NEW DATA CENTER SECTION	Enterprise IT		
CURRENT JOB POSITION / TITLE	Enterprise AS400 Engineer 3, Team Lead		
NEW JOB POSITION / TITLE	Enterprise Technology Manager		
PAY GRADE	16		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 82,590	\$ 94,978	\$ 107,367	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 47,587.5	\$ 98,982.00	
Increase		\$ 7,918.56	
New	\$ 51,394.5	\$ 106,900.56	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>For more than 20 years, Kevin Walters has been a committed part of Franklin County's technology team, working on our iSeries (formerly AS/400) platform, which hosts the critical and heavily customized Franklin County Justice System (FCJS) application directly supporting daily operations in criminal, civil, juvenile, and other courts. He's a business analyst, software developer, support engineer, and cross-trainer rolled into one. He's been leading a small team of specialists since 2019 to keep our courts running while the Clerk of Courts transitions to new courts software. As we enter the final phase of our iSeries journey, we need an experienced and steady leader to help us keep these legacy systems running while coordinating the work of staff and contractors and serving the Clerk's needs. We're delighted to promote Kevin into this management role and look forward to seeing how he guides us through the next several years.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-070

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PAY INCREASE: ENTERPRISE SUPPORT MANAGER**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kollhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-070

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PAY INCREASE: ENTERPRISE SUPPORT MANAGER**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-070** attached hereto and made a part hereof; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-070**.

RESOLUTION NO. 22-070**JUNE 06, 2022**

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

Data Center Personnel Action – Pay Increase – Robert Linton

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Pay Increase		
EMPLOYEE/CANDIDATE NAME:	Robert Linton		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATE HIRED	July 17,2017		
YEARS WITH DATA CENTER	4 years, 10 months, 20 days		
CURRENT DATA CENTER SECTION	Enterprise IT		
NEW DATA CENTER SECTION	Enterprise IT		
CURRENT JOB POSITION / TITLE	Enterprise Support Manager		
NEW JOB POSITION / TITLE	Enterprise Support Manager		
PAY GRADE	13		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 66,851	\$ 76,879	\$ 86,907	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 34,537.8	\$ 71,838.52	
Increase		\$10,775.78	
New	\$39,718.4	\$82,614.30	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Rob's growth in leadership and management has been exceptional and rapid. In his relatively short time in the role, he has had to overcome tremendous staffing challenges, and he's handled them with fairness, professionalism, grace, and a spirit of mentorship and support. His competitive drive pushes him forward. Paired with a strong moral compass, Rob has helped foster and enhance relationships with partner agencies and internal FCDC teams. He continues to expand FCDC's influence over new and different responsibilities and promotes multiple core values to the Help Desk team, including responsibility, ownership, follow-through, adaptability, and high availability. Rob provides structure, guidance, and clarity to an up-start team of IT professionals by placing a valued emphasis on personal growth. With his mentorship and guidance, he has improved the Helpdesk's overall achievement and has provided a demonstrable and data-driven improvement to the overall customer experience. He has led key projects and presentations and has established himself as a key leadership resource for the Data Center and our Agency partners. This pay increase serves to reflect his notable achievements, his growth as a leader, and the growth he's provided to the Help Desk team and better aligns the value he brings to the Data Center with the current market demand for a manager with his proven skills.</p>			
Kassy Franz, Director Human Resources			

RESOLUTION NO. 22-071

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PAY INCREASE: ENTERPRISE INFRASTRUCTURE ENGINEER 1**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John A. Jones

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kollhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-071

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PAY INCREASE: ENTERPRISE INFRASTRUCTURE ENGINEER 1**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-071** attached hereto and made a part hereof; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-071**.

RESOLUTION NO. 22-071**JUNE 06, 2022**

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

Data Center Personnel Action – Pay Increase – Eric Kheng

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Pay Increase		
EMPLOYEE/CANDIDATE NAME:	Eric Kheng		
PERSONNEL ACTION DATE (BOARD)	June 06, 2022		
DATE HIRED	September 11, 1997		
YEARS WITH DATA CENTER	24 years, 8 months, 26 days		
CURRENT DATA CENTER SECTION	Enterprise IT		
NEW DATA CENTER SECTION	Enterprise IT		
CURRENT JOB POSITION / TITLE	Enterprise Infrastructure Engineer 1		
NEW JOB POSITION / TITLE	Enterprise Infrastructure Engineer 1		
PAY GRADE	11		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 58,982	\$ 67,829	\$ 76,677	
	BASE RATE	ANNUAL SALARY	
Previous	\$ 27,388	\$ 56,967.04	
Increase		\$5,000.00	
New	\$29,7918	\$61,967.04	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Eric Kheng will celebrate 25 years of service at FCDC this September! His career here has been a model of loyalty and dedication. Never one to self-promote; instead, he has consistently performed all things asked of him--whatever it takes to contribute to our success. He currently is one of only a handful of knowledge holders in our legacy iSeries platforms. This skill set is hard to find and yet represents critical workflow and workloads supporting our Court partners and others. Eric has shown an eagerness to augment his skills on the iSeries platform and has taken responsibilities for the team at large, giving the team needed backup support and additional bandwidth. This pay increase serves to raise his base to an acceptable range within the title as structured and honors his dedication to years of service and the unique and critical value he holds for the county on the iSeries platforms.</p>			
Kassy Franz, Director of Human Resources			

RESOLUTION NO. 22-072

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
EMPLOYEE RECOGNITION: RETIREMENT – GLEN COLEMAN**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Kim Brown

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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-072

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
EMPLOYEE RECOGNITION: RETIREMENT – GLEN COLEMAN**

WHEREAS, the Automatic Data Processing Board Secretary would like to invite the members of the Board to join him in recognizing the outstanding service of a member of the Data Center; and,

WHEREAS, Glen Coleman will retire on July 29, 2022, has provided over two and a half years of exemplary service to the Franklin County Data Center and its entire customer base; and,

WHEREAS, Glen Coleman began his Government career with the State of Ohio before coming to the Franklin County Data Center in 2020; and,

WHEREAS, Glen Coleman worked for the Franklin County Data Center for a total of two and a half years and held multiple positions, including Director, Enterprise Solutions; and has had various roles across the State of Ohio Government starting in 1991; beginning with the Ohio Department of Health and ranging in various positions across the Ohio Department of Administrative Services. Glen is noted for his reliability and placing his team first in removing roadblocks and allowing work to be accomplished; and,

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby expresses their deep appreciation for Glen's dedication and faithful service to the Franklin County Data Center, Franklin County Data Board, and the Franklin County Data Center Customer base and citizens. The Board wishes Glen the best in his future endeavors.

RESOLUTION NO. 22-073

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
EMPLOYEE RECOGNITION: RETIREMENT – ROBERT BISCIOTTI**

Voting Aye thereon

Voting Nay thereon

Michael Stinziano

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Maryellen O'Shaughnessy

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

C. Chris Cupples

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

Dusten Kohlhorst

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Erin Gibbons

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

David Payne

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

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

RESOLUTION NO. 22-073

JUNE 06, 2022

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

**FRANKLIN COUNTY DATA CENTER
EMPLOYEE RECOGNITION: RETIREMENT – ROBERT BISCIOTTI**

WHEREAS, the Automatic Data Processing Board Secretary would like to invite the members of the Board to join him in recognizing the outstanding service of a member of the Data Center; and,

WHEREAS, Robert Bisciotti will retire on July 01, 2022, has provided over two and a half years of exemplary service to the Franklin County Data Center and its entire customer base; and,

WHEREAS, Robert Bisciotti began his Government career with the Franklin County Clerk of Courts and Franklin County Board of Revision before coming to the Franklin County Data Center in 2019; and,

WHEREAS, Robert Bisciotti worked for the Franklin County Data Center for a total of two and a half years and held two positions, the first Enterprise Business Relationship Manager 1 and, most recently, Enterprise Asset Manager 1. Rob's team members have acknowledged him as being reliable and willing to do whatever it takes to successfully complete the tasks at hand.

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby express their deep appreciation for Robert's dedication and faithful service to the Franklin County Data Center, Franklin County Data Board, and the Franklin County Data Center Customer base and citizens. The Board wishes Rob the best in his future endeavors.

Franklin County Data Center Financial Update as of May 27, 2022

2022 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	3,818,611		1,404,521		2,414,090	37%	63%

2022 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	6,044,028	6,320,667	2,478,888	-	3,841,779	39%	61%
Benefits and Taxes	2,399,956	2,445,191	1,029,453	-	1,415,738	42%	58%
Materials and Services	10,637,222		2,162,172	2,751,504	5,723,546	46%	54%
Capital Investment	-	-	-	-	-		
Total	19,081,206	19,403,080	5,670,513	2,751,504	10,981,063	43%	57%