

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/Chief Administrator

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

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

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

Date: May 31, 2024

Subject: Agenda for the Monday, June 03, 2024, Data Processing Board Meeting

The proposed agenda for the Monday, June 03, 2024, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the Olympus Room (FCDC Auditorium) on the 9th floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

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

AN AGENDA WILL BE PROVIDED TO YOU AT THE MEETING.

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

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

AGENDA-Automatic Data Processing Board Meeting, June 03, 2024

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of May 06, 2024, Regular Data Board Meeting**
- **New Business**

— **Resolution No. 24-057 Franklin County Data Center – Technical Equipment Salvage**

— **Resolution No. 24-058 Franklin County Board of Commissioners – Amplifund Service Contract**

— **Resolution No. 24-059 Franklin County Board of Elections – Master Service Agreement**

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

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

- **Second, the Motion to Hold an Executive Session**
Roll call vote (requires a majority of the quorum)
- **Move to Executive Session**
- **Executive Session**
 - Resolution No. 24-060 Personnel Action – Backfill – Enterprise Support Analyst 1
 - Resolution No. 24-061 Personnel Action – Backfill – Enterprise Support Analyst 1
- **Motion to Adjourn the Executive Session**
Roll call vote (requires a majority of the quorum)

Reconvene in Special Session

— **Resolution No. 24-060 Personnel Action – Backfill – Enterprise Support Analyst 1**

— **Resolution No. 24-061 Personnel Action – Backfill – Enterprise Support Analyst 1**

Other Business

Adjourn

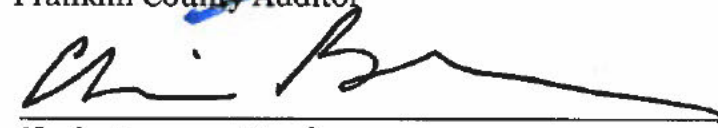
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the May 06, 2024, Regular Board Meeting

Date Approved: June 03, 2024



Michael Stinziano, Secretary, Administrator
Franklin County Auditor



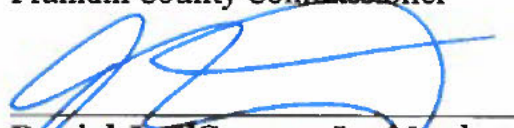
Chris Brown, Member
Judge, Franklin County Court of Common Pleas




Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner



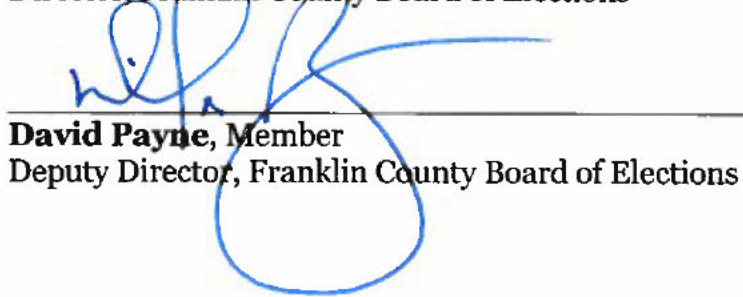
Daniel J. O'Connor Jr., Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections



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

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

*Cheryl Brooks Sullivan • Chris Brown • Daniel O'Connor, Jr
John O'Grady • Maryellen O'Shaughnessy • Antone White • David Payne
373 S. High Street, FCDC Olympus, 9th Floor, Columbus, Ohio*

May 06, 2024

Board Members present:

The Honorable Michael Stinziano, Franklin County Auditor – Secretary/Administrator
Andrew Byerly, Delegate, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member, Clerk of Courts, Franklin County Clerk of Courts
Juan Torres, CIO Board of Commissioners, Delegate, Franklin County Board of Commissioners
Chris Cupples, Chief of Staff, Delegate, Franklin County Recorder
Dusten Kohlhorst, IT Director, Delegate, Franklin County Treasurer
Antone White, Director, Member, Franklin County Board of Elections

Also Present:

Adam Frumkin, Chief Information Officer, Franklin County Data Center
Julie Lust, Chief Financial Officer, Franklin County Data Center
Kassy Franz, Chief People Officer, Franklin County Data Center
Mary Ann Brooks, Executive Administrative Assistant, Franklin County Data Center
Jeanine Hummer, Assistant Prosecuting Attorney, Franklin County Prosecutor's Office

9:00 A.M. Convene in Regular Session

- I. Call to Order**
- II. Pledge of Allegiance**
- III. Secretary's Comments**
- IV. Approval of Minutes of April 1, 2024, Regular Data Board Meeting**

Michael Stinziano asked for a motion to approve the following meeting minutes. Maryellen O'Shaughnessy moved to approve the meeting minutes; Antone White seconded; motion carried. A voice vote was taken, and the following board members voted to approve the minutes: Michael Stinziano, Andrew Byerly, Maryellen O'Shaughnessy, Juan Torres, Chris Cupples, Dusten Kohlhorst, and Antone White. David Payne was absent.

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

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

May 06, 2024

V. New Business

A. Resolution No. 24-048 Franklin County Data Center- Network Infrastructure for the ADAMH Crisis Center

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

B. Resolution No. 24-049 Franklin County Data Center- Cohesity Back-up Solutions

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

C. Resolution No. 24-050 Franklin County Data Center- Network Infrastructure for the Board of Developmental Disabilities

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

D. Resolution No. 24-051 Franklin County Clerk of Courts- FCJS Maintenance

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

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

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May 06, 2024

E. Resolution No. 24-052 Franklin County Sheriff's Office- Training Academy Technology Equipment

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

F. Resolution No. 24-053 Franklin County Children Services- Master Service Agreement

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

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

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

VII. Personnel Matters

A. Resolution No. 24-054 Personnel Action- Backfill- Enterprise Financial Analyst 2

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

Franklin County Automatic Data Processing Board

Michael Stinziano, Secretary/ Chief Administrator

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

May 06, 2024

B. Resolution No. 24-055 Personnel Action- Promotion- Enterprise Support Analyst 2

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

C. Resolution No. 24-056 Personnel Action – Pay Increase- Chief People Officer

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

VIII. Other Business

IX. Adjourn

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder




Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY EQUIPMENT SALVAGE**

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

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

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

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



Franklin County Automatic Data Processing Board
Technical Equipment Salvage Resolution
Resolution #: 24-057
Date: 06/03/2024

Agency	Description	Number of Units
Job and Family Services	Desktop PC	4
Job and Family Services	IP Phone	203
Job and Family Services	Phone	5
Job and Family Services	Docking Station	95
Job and Family Services	Monitor	103
Job and Family Services	Printer	8
Job and Family Services	Projector	2
Job and Family Services	Scanner	11

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY BOARD OF COMMISSIONERS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
AMPLIFUND SERVICE CONTRACT


Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained


John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY BOARD OF COMMISSIONERS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
AMPLIFUND SERVICE CONTRACT**

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 pending the Prosecuting Attorney and Board of Commissioners approval.



Franklin County Automatic Data Processing Board
Information Technology Project Resolution
Resolution #: 24-058
Dated: 06/04/2024

Title	Amplifund Service Contract
Agency	Franklin County Board of Commissioners
Amount	\$574,387.34
Category	Service Contract

Business Justification

The Franklin County Board of Commissioners is committed to serving, supporting, and uplifting all residents through a lens of respect and human-centered care. Franklin County strives to ensure that every resident's needs are met on fundamental social, wellness, economic, and environmental levels. The county is seeking a grant management tool to be used by various county agencies to identify, receive, manage, and allocate funding to support and serve the residents of Franklin County.

Description

Amplifund is a Grant Management Solution that provides tools to find and manage grant funds and monitor subrecipients. This software will allow for centralized grant management, streamline communication and processes, monitor compliance, and track performance in real-time. Amplifund will create the ability to efficiently manage grants, ensure compliance, and put more of the available funds directly into the programs that benefit Franklin County.

Franklin County Data Center Recommendation

The Data Center CIO recommends this project. The Board of Commissioners is actively working with Purchasing and The Prosecutor's Office to finalize the Service Contract.

Fiscal Information

Funding Source: The Board of Commissioners will work with OMB to obtain funding for this project.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY BOARD OF ELECTIONS

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer


Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Abstained

Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections

Abstained



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

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY BOARD OF ELECTIONS**

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

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

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

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

Information Technology

2024 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Board of Elections

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 Elections (BOEL). The MSA is intended to be the policies and procedures for FCDC and other partner agencies, boards, or offices utilizing services. **This document is not a contract.** However, BOEL is expected to comply with the policies and procedures if services are used.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Partner Experience

Partner Experience Manager, Cheri Speakman:

(614) 525- 6154

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: cheri.speakman@franklincountyohio.gov

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

Chief People Officer, Kassy Franz:

(614) 525-7529

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: klfranz@franklincountyohio.gov

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

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdcfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Chase McDaries:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

E-mail: chase.mcdaries@franklincountyohio.gov

Team E-mail: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.frankincountyohio.gov

2.2 Franklin County Board Of Elections

General Information

1700 Morse Road

Columbus, OH 43229

(614) 525-3100

Director, Antone White

(614) 525-4268

1700 Morse Road

Columbus, OH 43229

E-mail: antonewhite@vote.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
Antone White	antonewhite@vote.franklincountyohio.gov	X	X	X	X	X	X
David Payne	drpayne@vote.franklincountyohio.gov	X	X	X	X	X	X
Jeff Gatwood	jeff.gatwood@vote.franklincountyohio.gov	X	X	X	X	X	X
Erin Gibbons	erin.gibbons@vote.franklincountyohio.gov	X					X
Chris Konik	christopher.konik@vote.franklincountyohio.gov	X	X		X		
Dennis Landuyt	djlanduyt@vote.franklincountyohio.gov	X	X		X		X
Matt Malone	mjmalone@vote.franklincountyohio.gov	X	X		X		
Sonny Phaiphanya	spphaiph@vote.franklincountyohio.gov	X	X		X		
Thu Nguyen	ttnguyen@vote.franklincountyohio.gov					X	

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	Partner	Tenex provides a mobile app for day drivers for each election – BOEL manages the support of that application
Web Development and Content Management	Shared	<p>https://vote.franklincountyohio.gov/ - the site is hosted in the FCDC Kentico environment, and content is maintained by BOEL staff.</p> <p>Tenex maintains:</p> <ul style="list-style-type: none"> • Voter Information Search <ul style="list-style-type: none"> ○ Sample Ballot ○ Residence Address Search ○ My Registration Search • Common Downloads <p>FCDC maintains:</p> <ul style="list-style-type: none"> • Petitions & Filings • Election Night Results Display

Data Analytics	Support	Notes
Data / Process Analysis	N/A	BOEL vendors provide all needed analytical reporting
Reporting (Interactive/Operational)	N/A	BOEL vendors provide all needed analytical reporting

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	FCDC	<p>FCDC has set up the following to assist the IT Director and IT staff in managing agency tickets:</p> <ul style="list-style-type: none"> • SCCM

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	
Data Storage	FCDC	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	FCDC	BOELFS1 (file server) BOELFSPRD01 (print server) BOELIVR (IVR production server) BOELIVR01 (IVR test server) BOELAPPRD01 (BlueCrest server - Reliavote) BOELPBAPPRD01 (Pitney Bowes server running ConnectRight software) BOELPNS1 – physical server – onsite (GF SecurePrint) BOELRDS – Remote desktop server used for Tenex staff to access the AWS environment BOELVOTE1 – Old Integrity DB and SQL DB used for internally developed applications
SQL Database	FCDC	BOEL has the following databases in the FCDC SQL environment: FCDCSQLC1PRD – BOEL_Petition BOEL_Voter BOEL_Website FCDCSQLC1STG – BOEL_Petition BOEL_Voter BOEL_Website BOELVOTE1 – Integrity Training BOEWarehouse WH AnyDocDB

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	FCDC supports the physical architecture for the BOEL airgap network that connects the ballot counters and Electionware
Wireless (Wi-Fi) Network Connectivity	FCDC	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	BOEL leverages the FCDC enterprise Adobe licensing. FCDC will bill back the cost to BOEL as part of the annual licensing cycle.
Adobe Pro		BOEL utilizes Adobe Pro Licenses
Adobe Creative Cloud		BOEL utilizes Adobe Creative Cloud

DocuSign	FCDC	BOEL leverages the FCDC enterprise licensing for DocuSign. FCDC is responsible for maintaining the relationship with the Vendor. BOEL trains and maintains the templates, forms, and updates within DocuSign for staff. BOEL forms being utilized within DocuSign: <ul style="list-style-type: none"> • New Hire Onboarding Process for Seasonal/Full Time Employees
Everbridge	Shared	EMA owns and administers the Everbridge Platform. BOEL is responsible for maintaining staff information/access and using this product for their office as needed
Geographic Information Systems (GIS)	FCDC	BOEL has two seats for the ArcGIS Desktop client for Matt Rushay and Braydon Galliers Braydon has an ArcGIS Online account The Auditor's GIS department maintains another ArcGIS Online account for BOEL online district lookup tool. The AUDR also provides new GIS files, mapping files, and services for each election and support for redistricting and potentially other projects.
Intellivue Document Imaging Solution	FCDC	Petitions & Filings Archive
JIRA	FCDC	BOEL leverages the FCDC enterprise platform for JIRA. BOEL is utilizing JIRA for the submission of service tickets to FCDC by their IT staff
	Partner	BOEL has their own instance of Jira that is leveraged to manage their own internal work, both IT and non-IT
Microsoft 365	FCDC	BOEL leverages the FCDC enterprise licensing for Microsoft 365
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Visual Studio		FCDC administers the licenses for Visual Studio utilized for application development for BOEL
SurveyMonkey		
Virtual Conference Room		
Microsoft Teams Room Licensing	FCDC	BOEL leverages the FCDC enterprise Microsoft Teams Room Licensing. FCDC will maintain the Teams video, audio, and annual licensing. FCDC will back the cost to BOEL as part of the annual licensing cycle. BOEL will coordinate with Public Facilities Management (PFM) for any room enhancements and communicate with FCDC
Lifesize		
Visio		BOEL leverages the FCDC enterprise Visio licensing
Zoom	FCDC	BOEL leverages the FCDC enterprise Zoom licensing for Paid Licensing. FCDC will bill back the cost to BOEL as part of the annual licensing cycle

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	BOEL IT Support is first-level support with FCDC assisting as needed
Hardware Salvage	FCDC	BOEL leverages FCDC to dispose of Hardware Salvage. BOEL will work with the FCDC Helpdesk by placing a JIRA ticket once the hardware is ready to be salvaged
Remote and On-Site Support	Shared	BOEL IT Support is first-level support, with FCDC assisting as needed. Jira tickets should only be submitted by BOEL IT staff.
User Device Management and Imaging	Shared	BOEL IT staff will re-image devices as part of device triage. BOEL utilizes MDM for all cellular devices.

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

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

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

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	FCDC	Both internal and Secretary of State (SOS) monitor BOEL activities
Security Training and Consultation	FCDC	
Web Filtering	FCDC	

4.0 Special Support Services

4.1 Election Support:

FCDC begins their election cycle thirty (30) days prior to election day and then approximately two weeks after the election following the certification of the results. During this time, FCDC makes every effort not to modify the County production environment to reduce the chance of any service interruptions. Any changes made are urgent in nature and discussed with BOEL prior to their implementation.

FCDC Responsibility:

- **Jira Ticket Priority Increase** – During the FCDC election cycle, BOEL Jira tickets entered during this time are deemed 'high priority'
- **Support Results Display Web Application** – The BOEL Results Display application was created by a Vendor (Prime/3SG), but all code and support responsibilities were transferred to the FCDC Application Development team in 2019
 - **Pre-election Prep**
 - FCDC works with BOEL staff to test the application prior to election night to ensure:
 - Race/issue names display correctly
 - Totals are calculated correctly
 - Zone Tests
 - Virtual Zone Test – the team meets with BOEL Operations staff and loads test files to make sure the race names look correct and loads the final zero file for the media SFTP site
 - In-person Zone Test – FCDC is onsite to load test files to work with BOEL Operations staff to check results, totals, and maps
 - **Election Night** – FCDC application development staff are on-site to assist with loading results data into the application and handling any issues that could arise
- **Manage Media SFTP Accounts**
 - Prior to the election, the FCDC Security Team enables the media's SFTP accounts. The media companies are contacted via email, and each company must call the BOEL PM to obtain their password for the election cycle.
 - After the election, the media SFTP accounts are disabled, and the media companies are notified that their accounts have been disabled until the next election cycle
- **Election Night PEB Readers** – FCDC obtains PEB workers to work election night to process results
- **Touchpad Programming** – FCDC assists with the physical process of programming the electronic pollbooks (touchpads) for checking in voters at each polling location
- **General Election Night Support** – FCDC provides a team, including staff from Security and Application Development, who will be onsite with additional FCDC teams available on-call, as needed.

BOEL Responsibility:

- **Support Results Display Web Application** – BOEL is responsible for providing data that is consumed by this application for both the zone test and election night

- **Touchpad Programming** – BOEL staff assist FCDC staff in the programming of the touchpads, including iOS updates

Vendor (ES&S – Electionware Election Management Software) Responsibility:

- **Election Night Prep** – work with BOEL Operations to ensure all aspects of election preparations are complete
- **Election Night** – have staff on-site to assist with any software-related issues

Vendor (Tenex – Voter Management/Touchpad Software) Responsibility:

- **Election Night Prep** – work with BOEL staff to ensure all aspects of election preparations are complete
- **Election Night** – have staff on-site to assist with any software-related issues

4.2 Voter Registration – Tenex

Tenex is a SaaS software utilized by BOEL to manage Franklin County voters, their information and status. BOEL works with their Vendor, Tenex Software Solutions, to manage voter updates, registrations, and absentee voter processes.

FCDC Responsibility:

- Maintain network and infrastructure of FCDN, which allows BOEL to access Tenex
- Maintain Kentico environment where the BOEL website resides
- Maintain Petitions & Filings application on the BOEL website
- Provide Kentico training to designated BOEL staff
- Provide security oversight regarding SOS directives

BOEL Responsibility:

- Maintain relationship with Vendor along with all fiscal responsibility
- Maintain accurate data as it relates to all modules
- Monitor and troubleshoot all transactions from and to the SOS
- Work with the Vendor and FCDC to troubleshoot issues related to the solution

Vendor Responsibility:

- Maintain SaaS environment
- Provide updates and fixes to their code
- Work with BOEL and FCDC to troubleshoot issues related to the solution
- Schedule and communicate all software releases
- Provide election day support as defined in the contract
- Maintain 3 separate environments SIT, UAT, and Prod
- Maintain compliance with all Ohio SOS directives
- Maintain certification with the Ohio SOS

4.3 Election Management Solution – Electionware

Electionware is the software BOEL utilizes to tabulate all votes from registered Franklin County voters for each election. BOEL works closely with the Vendor (Election Systems & Software—ES&S) to prepare and execute each election. The solution cannot be accessed externally; it cannot reside on FCDN and cannot access the Internet.

The solution consists of one server and 4 devices that run the client software; all are located in an area defined as The Bunker at the Board of Elections offices on Morse Rd. There are ballot tabulators located in a secure room in another part of the facility that sends absentee ballot counts to the Electionware server via an airgap network. On election night, USB drives containing vote data are brought back into the BOEL offices, and those USB drives are connected to 2 of the 4 client devices that will consume the vote data and add it to the total election counts. Export files are then extracted for both the Secretary of State and the Results Display application to report data to the SOS and the public.

FCDC Responsibility:

- Maintains the airgap wired network that is used to transfer absentee ballot counts to the Electionware server
- Maintain the Results Display application that displays election night voting results from a link on their website. This includes pre-election testing to ensure race/issues names display correctly and that totals are correct
- Be onsite on election night to process voting results received from BOEL staff via a USB drive throughout the evening

BOEL Responsibility:

- Defining each race/issue (per election) by working with the Petitions & Filing group to enter all data related to the contests and the pertinent precincts that will be voting on each one.
- Provide test data to FCDC to test the Results Display application
- Provide live election data to FCDC to be displayed on the Results Display application
- Provide live election data to SOS as mandated per SOS
- Maintain the support relationship with the Vendor
- Maintain fiscal responsibility for any costs related to this solution
- Provide and configure the DR laptop that is housed at the FCDC offices prior to each election

Vendor Responsibility:

- Maintain the server, 4 client devices, and any software found on any of those devices per their support agreement with BOEL
- Work with BOEL and FCDC to troubleshoot/resolve any issues related to the solution

4.4 Ohio Secretary of State Security Directives – The Ohio Secretary of State (SOS) creates security directives that are distributed to all 88 county agencies and are designed to mitigate/prevent risk revolving around voting fraud and election data security. Those directives must be implemented within designated timeframes and specifications.

FCDC Responsibility:

- Interpreting technology-related directives and coordinating the implementation of said directives, as well as validating/testing that those objectives have been executed to the SOS specifications

BOEL Responsibility:

- Interpreting and coordinating the implementation of all process and policy-related directives, as well as validating/testing that those directives have been executed properly and to the SOS specifications
- Funding any procurements necessary to implement all of the SOS directives
- Working with FCDC to define any process/policy changes that need to be made in response to technology directives

Vendor Responsibility:

- Vendors that are certified by the State of Ohio are required to modify their solution to comply with the directives

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 Partner Experience Manager.

5.3 Chargeback allocations

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

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

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

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

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

Memorandums will be sent for review to:

ATTENTION: Thu Nguyen

Franklin County Board Of Elections

ttnguyen@vote.franklincountyohio.gov

5.3.6 Billing questions or disputes can be directed as follows:

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

6.0 Terms and Conditions

6.1 Normal Business Hours

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

6.2 After-hours and Emergencies

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

6.3 Requests

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

Incidents:

E-mail: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

E-mail: 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 Partner Experience Manager for more information.

Projects and other work:

Enterprise Partner Experience Manager, Cheri Speakman

E-mail: cheri.speakman@franklincountyohio.gov

Phone: (614) 525-6154

6.4 Escalation/Expedition Pathway

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

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

6.5 Service Prioritization

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

Priority	Criteria	Response
Priority 5 (LOWEST) Standard Service Request	<ul style="list-style-type: none"> There is no negative impact on the business or services. Standard, repeatable requests (e.g., user management) Low-effort maintenance or enhancement requests A method for intaking larger requests that may turn into a project but require additional information and understanding 	<ul style="list-style-type: none"> FCDC Staff member will be assigned and contact the requestor as an acknowledgment of the request FCDC will work with the requestor to establish an agreed service delivery schedule or next steps
Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> Minimal impact 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 	<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

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

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

6.6 Security Audit


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

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE SUPPORT ANALYST 1


Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder



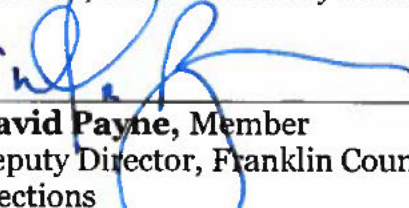
Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE SUPPORT ANALYST 1**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **24-060** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **24-060**.

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

Data Center Personnel Action – Backfill – Jay Sandlin

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Backfill	
EMPLOYEE/CANDIDATE NAME:		Jay Sandlin	
PERSONNEL ACTION NUMBER		24-060	
PERSONNEL ACTION DATE (BOARD)		June 03, 2024	
DATA CENTER SECTION		Enterprise IT	
NEW JOB POSITION / TITLE		Enterprise Support Analyst 1	
PAY GRADE		5	
EFFECTIVE DATE		June 03, 2024	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 39,534	\$ 48,429	\$ 57,324	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 25.4807	\$ 53,000	

KEY RESPONSIBILITIES OF THE ROLE

- Rapidly engage with client support and service inquiries (via phone, email, in person, or via incident/request management software) about standard devices and applications; assist users with troubleshooting reported IT problems; provide basic operating instructions as needed.
- Actively listen to end-user problems and requests, pressing users for the most accurate representation of what they have observed or need; do not blindly accept user requests or descriptions of incidents at face value, as users often jump to incorrect conclusions in IT matters.
- Positively collaborate with IT support personnel embedded in Franklin County agencies in resolving user incidents and requests.
- Coordinate incident resolution and request fulfillment with other Enterprise IT and FCDC teams as needed.
- Escalate issues from the Enterprise Support team to responsible parties with thorough hand-off information.
 - include details on the user, the request or problem, and the steps and research completed so far.
 - this allows the escalation team to pick up where the Analyst left off, reduces or eliminates delays caused by hand-offs, improves end-user satisfaction, and builds trust in FCDC personnel and processes.
- Focus on rapid resolution of incidents and fulfillment of requests to meet or (ideally) exceed established service level goals and metrics – without sacrificing end-user satisfaction or rushing to inaccurate solutions.

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

EMPLOYMENT NOTABLES

His most recent position was a Document Imaging Technician with the Recorder's office.

- He has been with the Recorder's office for 1 year.
- Prepared collections of case files from various other government agencies for scanning.
- Scanned said case files, cleaned the scanner, and monitored for abnormalities.
- Processed batches of scanned fiches and corrected for failures during frame detection.

As a Barista with Java Central Café

- Serving customers based on their individual needs, keeping the entire store clean, working orders, and responding on the fly to any complications that may arise during a given shift -- doing so, most of the time, without supervision.

EDUCATION & OTHER CREDENTIALS

- Bachelor of Music – The Ohio State University
- CompTIA A+ Certification (currently in progress of obtaining)

RELEVANT WORK EXPERIENCE

- Customer Service – 10 years
- Time Management – 10 years
- Teacher/Supervisor – 3+ years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Jay Sandlin

INTRO

Hello! My name is Jay. I'm currently making the transition from my current government role as a Deputy Recorder into the I.T. field. I graduated from The Ohio State University with a degree in Music, and although I still support my creative projects, my foremost aim is to establish and develop a more concrete career path. Such an aim has proven challenging, but I'm doing all I can to improve my skills, expertise, and greatly look forward to seeing where this path leads me next. Thank you for reviewing my resume!

CERTIFICATIONS

- [Currently studying daily for CompTIA A+ 1101-1102 exams and plan to take this test during May of this year.]
- [Tangential: Completed and passed Study.com's *Business 104: Information Systems and Computer Applications* course and proctored exam.]

EDUCATION

B.M. Music Composition

The Ohio State University, 2022

- Honors: Graduated *Magna Cum Laude*, *Dean's List* (every semester)

GED (General Education Degree)

Gahanna Lincoln High School, 2018

EXPERIENCE

Document Imaging Technician I / Deputy Recorder

05/2023 - Present

Agency: Franklin County Recorder's Office (373 S. High St.)

- As a Document Imaging Technician, I performed the following tasks with the utmost precision:
 - Prepped collections of case files from various other government agencies for scanning.
 - Scanned said case files, cleaned scanner, and monitored for abnormalities.
 - Processed batches of scanned fiches and corrected for failures during frame detection.

Barista

01/2013 - 05/2023

Company: Java Central Cafe (20 S. State St. B)

- As a barista at Java Central, I was responsible for serving customers based on their individual needs, keeping the entire store in clean, working order, and responding on-the-fly to any complications that may arise during a given shift -- doing so, for the majority of the time, without supervision.

Associate

08/2021 - 04/2022

Company: Bruegger's Bagels (1630 Neil Ave.)

- As an associate at Bruegger's, I was tasked with providing excellent customer service, assisting fellow associates, and handling multiple orders at any given time all while maintaining a clean, functioning store.

Brass Instructor

07/2018 - 07/2021

School: Eastern Brown High School (11557 US-62)

- During Eastern Brown's summer marching season, my job as band camp instructor was to teach, supervise, and individually assist all students within the brass section, as well as to provide general guidance to the band as a whole.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE SUPPORT ANALYST 1


Voting Aye thereon

Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

Chris Brown, Member
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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



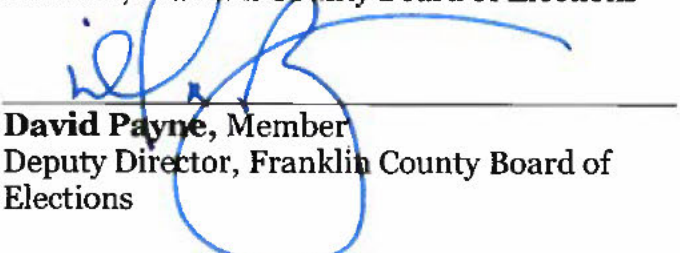
Cheryl Brooks Sullivan, Member
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Antone White, Member
Director, Franklin County Board of Elections

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

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

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE SUPPORT ANALYST 1**

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **24-061** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **24-061**.

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

Data Center Personnel Action – Backfill – Morgan McCarl

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Backfill	
EMPLOYEE/CANDIDATE NAME:		Morgan McCarl	
PERSONNEL ACTION NUMBER		24-061	
PERSONNEL ACTION DATE (BOARD)		June 03, 2024	
DATA CENTER SECTION		Enterprise IT	
NEW JOB POSITION / TITLE		Enterprise Support Analyst 1	
PAY GRADE		5	
EFFECTIVE DATE		June 03, 2024	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 39,534	\$ 48,429	\$ 57,324	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 27,8846	\$ 58,000	

KEY RESPONSIBILITIES OF THE ROLE

- Rapidly engage with client support and service inquiries (via phone, email, in person, or via incident/request management software) about standard devices and applications; assist users with troubleshooting reported IT problems; provide basic operating instructions as needed.
- Actively listen to end-user problems and requests, pressing users for the most accurate representation of what they have observed or need; do not blindly accept user requests or descriptions of incidents at face value, as users often jump to incorrect conclusions in IT matters.
- Positively collaborate with IT support personnel embedded in Franklin County agencies in resolving user incidents and requests.
- Coordinate incident resolution and request fulfillment with other Enterprise IT and FCDC teams as needed.
- Escalate issues from the Enterprise Support team to responsible parties with thorough hand-off information.
 - include details on the user, the request or problem, and the steps and research completed so far.
 - this allows the escalation team to pick up where the Analyst left off, reduces, or eliminates delays caused by hand-offs, improves end-user satisfaction, and builds trust in FCDC personnel and processes.
- Focus on rapid resolution of incidents and fulfillment of requests to meet or (ideally) exceed established service level goals and metrics – without sacrificing end-user satisfaction or rushing to inaccurate solutions.

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

EMPLOYMENT NOTABLES

His most recent position was as an Enterprise Customer Success Manager with Onit

- Independently establish and maintain a deep client relationship by understanding customer needs and configuring the customer's environment.
- Achieves trusted advisor status through domain expertise, presenting product information, and training.
- Functions as the voice of the customer and provides internal feedback on how Onit can better serve our client's unique needs.
- Organize regular meetings and QBRs with internal and external stakeholders to understand client needs better and share new developments.
- Assist support with troubleshooting technical issues and promptly resolving customer tickets.

As a Senior Business and Implementation Analyst with Morae Global:

- Engage clients in envisioning exercises, helping them understand how digital transformation can solve their key business challenges.
- Gather client requirements for software customization performed during the implementation process.

EDUCATION & OTHER CREDENTIALS

- Bachelor of Science in Computer Science – Strayer University

RELEVANT WORK EXPERIENCE

- Customer Service – 10 years
- Management – 5+ years
- Training and Development – 5+ years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

MORGAN MCCARL

CONTACT

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

SUMMARY

A customer success manager with 10+ years of experience. Highly skilled in relationship building, customer support, computer hardware/software knowledge, and project management. Seeking a fast-paced role in a rapidly growing organization.

EXPERIENCE

Enterprise Customer Success Manager, 09/2022 - Current

Onit

- Independently establish and maintain a deep client relationship by understanding customer needs and the configuration of the customer's environment.
- Achieves trusted advisor status through domain expertise, presenting product information, and training.
- Functions as the voice of the customer and provides internal feedback on how Onit can better serve our clients unique needs.
- Organize and conducts regular meetings and QBRs with internal and external stakeholders to better understand client needs and share new developments.
- Assist Support with troubleshooting technical issues, assuring the resolution of customer tickets in a timely manner.
- Monitor assigned accounts for low product usage/adoption using
- Grew book of business consisting of small-to-enterprise level customers from \$6M to over \$10M in annual recurring revenue (ARR) via new product purchases and enhancements on existing products.
- Maintained 96% Client Retention Rate year over year.

Senior Business and Implementation Analyst, 04/2022 - 09/2022

Morae Global

- Engage clients in envisioning exercises, helping them understand how digital transformation can solve their key business challenges.
- Gather client requirements for software customization performed during the implementation process.

IT Project Analyst, 01/2022 - 04/2022

DHL Supply Chain

- Build and facilitate project management software training for the Business IT Department
- Supply weekly/monthly reporting for various KPIs.
- Collaboratively strategize focus for the IT Department from quarter to quarter.
- Function as point of contact for ad-hoc projects within the IT project management department.

SKILLS

- Professional Communication
- Problem Resolution
- Work Prioritization
- Teamwork and Collaboration
- Managing Operations and Efficiencies
- Project Planning
- Training and Development
- Onboarding and Orientation
- Performance Tracking and Evaluation
- Proficient in *Windows 10/11* | *macOS* | *Microsoft Office* | *Salesforce* | *G Suite* | *Planhat* | *Taigo.io* | *Smartsheet* | *Slack*
- Customer Relationship Management

IT Training & Support Manager, 04/2020 - 09/2021

Bricker Graydon

- Develop and administer training for all upcoming information technology deployments for 100+ person law firm.
- Assist in new hire onboarding for hardware and software, including VPN connectivity.
- Establish best practices for employees around various information technology topics.
- Function as first, second, and third level of end user troubleshooting.
- Collaborate one-on-one with employees to increase their technical knowledge and improve their job performance.
- Maintain firm's Learning Management System (LMS)
- Successfully led a ticket workflow clean-up project that resulted in a 14% decrease in average response wait time while increasing first contact resolution by 20%.

Customer Success Manager, 12/2010 - 04/2020

Verizon Business

- Manage the total account health of multiple clients, totaling \$25M in ARR across multiple business verticals including healthcare, finance, construction, information technology, and hospitality.
 - Work cross-functionally with sales team by identifying upselling opportunities.
 - Generate detailed reports for internal and external stakeholders, performed monthly audits on accounts to ensure billing integrity.
 - Prepare and present QBRs to leadership and C-Level executives via multiple mediums including live meetings, virtual meetings, and written communications.
 - Track and manage multiple ongoing projects, communicating with key stakeholders throughout a project's lifecycle.
 - Analyze and process complex data and provided multiple avenues to provide new insights to stakeholders.
 - Review and implement contracts held by clients.
 - Coordinate with multiple field partners to find opportunities to increase adoption and utilization.
 - Utilize various tools such as Salesforce to track and monitor all aspects of the client relationship.
 - Consistently maintained an average Net Promoter Score (NPS) of 9 while keeping churn below 10% annually across all accounts.
-

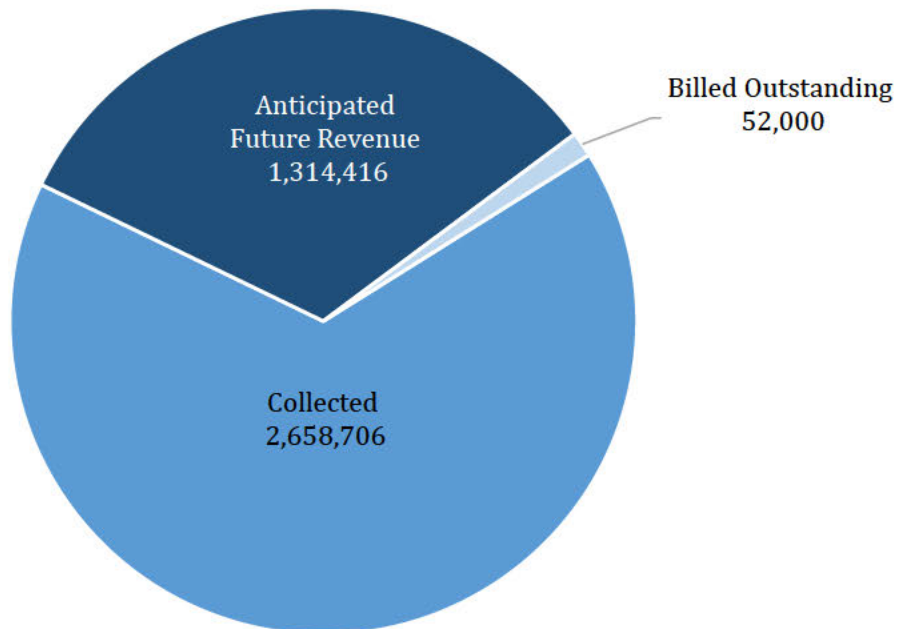
EDUCATION AND TRAINING

Bachelor of Science, Computer Science
Strayer University

Franklin County Data Center 2024 Financial Update as of May 23, 2024

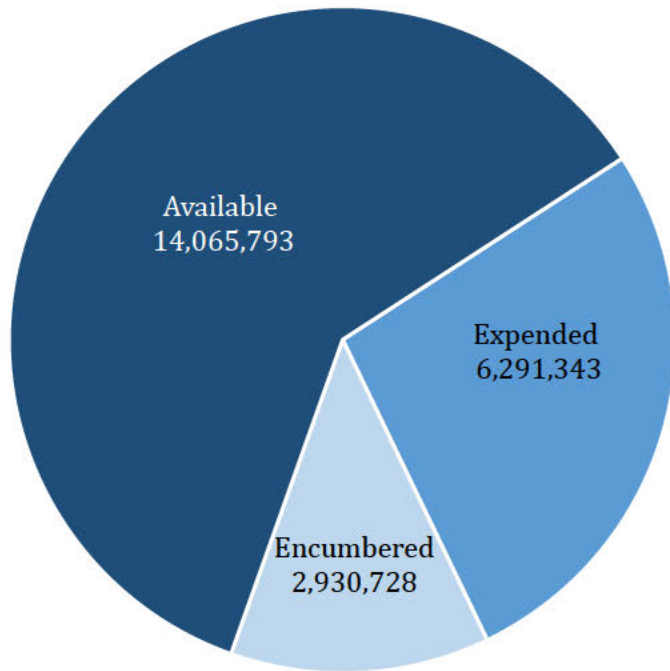
2024 Revenue	Original Appropriation	Revised Budget	YTD Collected	Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,025,122		2,658,706	1,366,416	66%	34%

2024 Aging of Outstanding Revenue	Current	< 30 Days Past Due	< 60 Days Past Due	< 90 Days Past Due	Over 90 Days Past Due	Total Billed Outstanding
	28,619	-	2,565	2,565	18,251	52,000



Franklin County Data Center 2024 Financial Update as of May 23, 2024

2024 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	8,080,864	8,406,649	3,195,780	-	5,210,869	40%	60%
Benefits and Taxes	3,153,703	3,206,973	1,323,618	-	1,883,355	42%	58%
Materials and Services	11,674,242	11,674,242	1,771,945	2,930,728	6,971,569	40%	60%
Capital Investment	-	-	-	-	-	-	-
Total	22,908,809	23,287,864	6,291,343	2,930,728	14,065,793	40%	60%



Franklin County Data Center Project Procurement Update as of May 23, 2024

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-149	12/4/2023	13,000,000	1,771,945	11,228,055	Ongoing	Data Center 2024 baseline budget and ongoing expenses

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

Resolution Number	Approval Date	Amount	Agency	Description
23-150-2024511	4/26/2024	\$ 797.40	BOEL	Microsoft Project for 3 team members
23-150-20245319	4/29/2024	\$ 118.00	VETS	Adobe Acrobat Pro
23-150-2024019	4/30/2024	\$ 303.80	COMM	New Staff Equip
23-150-20241313	4/30/2024	\$ 2,700.00	JPU	Two laptops for RRC.
23-150-2024425	4/30/2024	\$ 118.00	TREA	Adobe Acrobat
23-150-2024439	4/30/2024	\$ 1,180.00	PRAT	Adobe Pro
23-150-20245228	4/30/2024	\$ 2,892.00	SHRF	Video Editing Desktop
23-150-20245314	4/30/2024	\$ 420.00	VETS	Thermal Label Printer
23-150-20245318	4/30/2024	\$ -	VETS	Zoom - Basic
23-150-2024446	5/1/2024	\$ 445.47	CTAP	KVM Switch and Monitor
23-150-20245241	5/1/2024	\$ 8,100.00	SHRF	FTO Laptops
23-150-2024498	5/2/2024	\$ 673.00	CRNR	Monitor for employee
23-150-20241315	5/3/2024	\$ 2,700.00	JPU	Replacement of Laptops
23-150-20241316	5/3/2024	\$ 1,350.00	JPU	Laptop Replacement
23-150-2024512	5/3/2024	\$ 19,200.00	BOEL	Replacement for Windows11
23-150-2024626	5/3/2024	\$ 118.00	EMA	Adobe Pro
23-150-20241317	5/6/2024	\$ 225.00	JPU	Pathways Paid Zoom
23-150-20244910	5/6/2024	\$ 1,322.19	CRNR	Software for Photography
23-150-20240211	5/8/2024	\$ 4,523.80	PRCH	Laptop & Monitor
23-150-20240212	5/8/2024	\$ -	PRCH	Technology for new employee
23-150-2024474	5/8/2024	\$ 119.99	PBCT	Canva Software License
23-150-20244912	5/8/2024	\$ 118.00	CRNR	Adobe Acrobat DC Pro
23-150-20245242	5/8/2024	\$ 920.00	SHRF	Adobe For Kate Dickey
23-150-2024083	5/9/2024	\$ 13,000.00	CSEA	Printer maintenance agreement
23-150-2024752	5/9/2024	\$ 189.97	GSB	Front Desk Phone Headset
23-150-20240213	5/10/2024	\$ 2,700.00	PRCH	Macy & Amy Laptops
23-150-20244311	5/10/2024	\$ 118.00	PRAT	Adobe Pro
23-150-20240310	5/14/2024	\$ 72.00	FCMT	Power adapters
23-150-2024116	5/14/2024	\$ 3,750.00	AGIN	Docking Stations
23-150-20242114	5/14/2024	\$ 2,865.96	AUDR	AI Builder Add-On

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

Resolution Number	Approval Date	Amount	Agency	Description
23-150-20242115	5/14/2024	\$ 118.00	AUDR	Adobe Pro - Justice
23-150-20242114	5/14/2024	\$ 208.43	AUDR	Power Apps - Longsmith
23-150-20245320	5/14/2024	\$ 1,793.32	VETS	Outreach/Advertising Item
23-150-2024085	5/15/2024	\$ 76,050.60	CSEA	GF Copy Machine
23-150-2024117	5/15/2024	\$ 236.00	AGIN	Acrobat Pro
23-150-202422127	5/15/2024	\$ 49.99	FCDC	Phone Case
23-150-20244310	5/15/2024	\$ 8,000.00	PRAT	Matrix - Intellivue API
23-150-20244312	5/15/2024	\$ 118.00	PRAT	Adobe Pro
23-150-20242117	5/20/2024	\$ 947.34	AUDR	Grammarly Pilot
23-150-2024118	5/22/2024	\$ 118.00	AGIN	Adobe CC & Acrobat Pro
23-150-20242118	5/22/2024	\$ 402.19	AUDR	Illustrator - Sapp
23-150-20242119	5/22/2024	\$ 236.00	AUDR	Adobe Pro:Shipman/Nedelcu
23-150-20245245	5/22/2024	\$ 779.81	SHRF	Monitor and 2TB SSD
23-150-20245246	5/22/2024	\$ 118.00	SHRF	Adobe Acrobat Pro License
		\$ 160,216.26		