

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: March 03, 2023

Subject: Agenda for the Monday, March 06, 2023, Data Processing Board Meeting

The proposed agenda for the Monday, March 06, 2023, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the FCDC Auditorium (Olympus) 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 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
Andrew Byerly, 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
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

AGENDA-Automatic Data Processing Board Meeting, March 06, 2023

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of February 06, 2023, Regular Data Board Meeting**
- **New Business**

- **Resolution No. 23-044 Franklin County Technical Equipment Salvage**
- **Resolution No. 23-045 Franklin County Data Center – 2023 Allocation and Billing Rates**
- **Resolution No. 23-046 Franklin County Child Support Enforcement Agency – Comprehensive Phone System**
- **Resolution No. 23-047 Franklin County Clerk of Courts – Replace Current CCTV Systems at Auto Title Locations**
- **Resolution No. 23-048 Tenth District Court of Appeals – Master Service Agreement**
- **Resolution No. 23-049 Franklin County Economic Development and Planning – Master Service Agreement**
- **Resolution No. 23-050 Franklin County Human Resources and Benefits – Master Service Agreement**
- **Resolution No. 23-051 Franklin County Veterans Service Commission – Master Service Agreement**
- **Resolution No. 23-052 Franklin County Court of Common Pleas Domestic Relations Division and Juvenile Branch – Master Service Agreement**
- **Resolution No. 23-053 Franklin County Emergency Management and Homeland Security – Master Service Agreement**
- **Resolution No. 23-054 Franklin County Public Health – Master Service Agreement**
- **Resolution No. 23-055 Franklin County Recorder's Office – Master Service Agreement**
- **Resolution No. 23-056 Franklin County Child Support Enforcement Agency – 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. 23-057 Personnel Action – New Hire – Enterprise Infrastructure Engineer 1

— Resolution No. 23-058 Personnel Action – New Hire – Enterprise Support Analyst 2

— Resolution No. 23-059 Personnel Action – Promotion – Enterprise Infrastructure Engineer 2

— Resolution No. 23-060 Personnel Action – Promotion – Enterprise Information Security Team Lead

- **Motion to Adjourn the Executive Session**

Roll call vote (requires a majority of the quorum)

Reconvene in Special Session

— Resolution No. 23-057 Personnel Action – New Hire – Enterprise Infrastructure Engineer 1

— Resolution No. 23-058 Personnel Action – New Hire – Enterprise Support Analyst 2

— Resolution No. 23-059 Personnel Action – Promotion – Enterprise Infrastructure Engineer 2

— Resolution No. 23-060 Personnel Action – Promotion – Enterprise Information Security Team Lead

Other Business

Adjourn

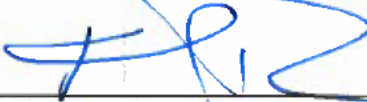
FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the February 09, 2023, Regular Board Meeting

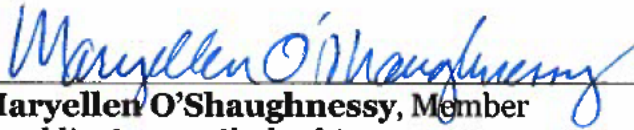
Date Approved: March 06, 2023



Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



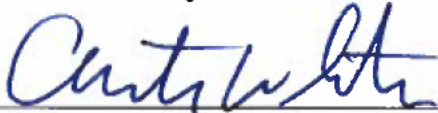
John O'Grady, Member
Franklin County Commissioner



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



Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections



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

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

- - -

Proceedings

Held at 373 South High Street, FCDC Auditorium,
9th Floor, Columbus, Ohio, called at 9:00 a.m.,
on Monday, February 6, 2023.

- - -

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
Auditor, Secretary/Administrator, FCADPB

3 Ms. Maryellen O'Shaughnessy, Member, Franklin
4 County Clerk of Courts

5 Mr. Antone White, Member, Franklin County Board of
6 Elections

7 Mr. Andrew Byerly, Delegate, Franklin County Court
of Common Pleas

8 Mr. Zak Talarek, Delegate, Franklin County Board of
9 Commissioners

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

11 Mr. Dusten Kohlhorst, Delegate, Franklin County
12 Treasurer

13 ALSO PRESENT:

14 Mr. Adam Frumkin, FCDC Chief Information Officer

Ms. Julie Lust, Chief Financial Officer

15 Ms. Kassy Franz, Chief People Officer

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

17 Ms. Mary Ann Brooks, Executive Administrative
Assistant

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

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Monday Morning Session

February 6, 2023

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CALL TO ORDER

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SECRETARY STINZIANO: We will now call the meeting to order. I will ask Zak to lead us in the Pledge of Allegiance.

(Pledge of Allegiance.)

SECRETARY STINZIANO: Good morning everyone. I hope you are doing well. Thank you for being in attendance this morning. Cold and flu is in full swing; so we still want to consider everyone's health. So thank you for cleaning, the iPads, tablets and chairs have all been wiped off in preparation for today's meeting.

We have a longer-ish agenda again this morning; so I will turn it over to Adam for our first order of business, Secretary comments.

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SECRETARY COMMENTS

- - -

MR. FRUMKIN: Good morning. Welcome, Data Board Members and Delegates. I hope everyone stayed safe and warm this past weekend.

1 We have a lot to get to; so I will make this brief.

2 The month of February is Black
3 History and Heart Healthy Month. Black History
4 Month is to honor black Americans who have
5 contributed to our great nation. Many celebrations
6 feature prominent African-Americans like Harriet
7 Tubman, Maya Angelou, and George Washington Carver.
8 Black History Month is also a time to recognize
9 black Americans who contributed to impactful growth
10 and change in the U.S. As a historian of quotes, I
11 give you a few to ponder on. "When you learn,
12 teach." "When you get, give." ~ Maya Angelou.
13 "When you can do the common things in life in an
14 uncommon way, you will command the attention of the
15 world." ~ George Washington Carver.

16 Have you ever heard the phrase "the
17 real McCoy"? That means you want the real thing,
18 the highest quality, not an inferior imitation.
19 This was named after Elijah McCoy, who earned over
20 50 patents, the most famous for McCoy lubricators
21 for bearings.

22 I would also like to mention
23 Granville T. Woods, born right here in Columbus,
24 Ohio in 1856, who dedicated his life to inventions
25 related to the railroad industry, who is most known

1 as the Black Edison, as he improved electric
2 railway cars by controlling the flow of
3 electricity, which gave birth to the use of
4 overhead wired street cars.

5 We also want to recognize the
6 black-owned businesses in Franklin County and
7 surrounding areas. The cookies we have for you
8 this morning are from A Blessed Cookie Company,
9 ABC, located in the Arena District. They have been
10 in business for 31 years and the owner, Dee,
11 oversees making the cookies and makes every cookie
12 from scratch. Go ahead and try one.

13 Please remember this is National
14 Heart Month to raise awareness about heart disease
15 and that is the leading cause of death among
16 Americans, especially women. Hence, the go red
17 logo is a red dress. Did you know you can start
18 with some testing right here, as the calendar for
19 biometric screening is now open. Take advantage of
20 this benefit that we all have.

21 From a project perspective:

22 The Project Management Team
23 continues working through 22 projects. Here are
24 some notable achievements for this reporting
25 period:

Body-worn camera project's first pilot of body-worn cameras starts tomorrow, but the in-car cameras have already successfully been implemented; multiple FCDC team members have and will continue to collaborate with the Sheriff's department to ensure a success.

Multiple FCDC teams collaborated with Auditor's office on the Domain collapse project. This project is officially closed.

Multiple team members continue collaborating with the Treasurer's office on the bank transition effort and have made tremendous progress.

FCDC team members collaborated with the Auditor's office and Vendor to Make BOR Case documents available to the public to view over the web while still addressing redaction.

Here are a few other significant projects in progress:

MDM, Mobile Device Management,
implementation project;

State of the County Website
Enhancements project;

Office on Aging OneDrive migration;

The Barracuda Replacement project

1 for continued e-mail security;

2 The Intellivue upgrade project;

3 The Onbase upgrade project;

4 And the RMS replacement with Tyler
5 solutions iasWorld.

6 From a Security Team perspective:

7 Completed the POC for additional
8 e-mail security and will be moving forward with the
9 procurement. We will most likely be working on
10 transitioning the POC implementation to a
11 production implementation during March. The new
12 solution will provide additional protection related
13 to business e-mail compromise that the county
14 currently does not have for internal
15 communications. This should be relatively seamless
16 to end users, and they may not even notice anything
17 different.

18 The Vendor Risk Management program
19 continues to move forward with additional
20 questionnaire development, and a draft policy is in
21 flight that outlines the risk assessment process
22 for any new technology-related purchases.

23 Knowledge-base articles are being
24 published for e-mail encryption methods in
25 preparation for launching the Data Loss Prevention

1 Program with an initial focus on Data in Motion,
2 e-mail/file sharing.

3 I will now ask Julie to provide the
4 monthly financial report.

5 MS. LUST: Good morning. Both
6 revenue and expenses are where we would expect them
7 to be at this time of the year. We worked closely
8 with OMB to identify funding, and orders will be
9 placed this month to expand both the compute and
10 backup and recovery infrastructure to support the
11 Sheriff's 911 CAD, or computer-aided dispatch,
12 upgrade. We are still working with our third-party
13 vendor to calculate the 2023 billing and allocation
14 rates, and we hope to have them complete to present
15 at the March board meeting. Pending approval, both
16 the January and February willingly take place in
17 March.

18 Pending any questions, this
19 completes the financial update.

20 MR. FRUMKIN: Barring any questions
21 or comments, I will defer back to Auditor
22 Stinziano. And wish to thank you for your
23 continued support of the Data Center.

24 - - -

25 APPROVAL OF MINUTES

- - -

SECRETARY STINZIANO: Next will be the approval of the minutes from the January 9, 2023 Regular Board meeting. Are there any amendments or corrections?

Hearing none, I will seek a motion for approval.

CLERK O'SHAUGHNESSY: So moved.

MR. CUPPLES: Second.

SECRETARY STINZIANO: It's been moved and seconded that the minutes from the January 9th board meeting be approved. All those in favor, signify by voting aye.

All those opposed.

And any abstentions.

Minutes are approved.

(Vote taken; motion passed)

- - -

NEW BUSINESS

RESOLUTION NO. 23-025

- - -

SECRETARY STINZIANO: First is Resolution 23-025, Franklin County Board of Elections 2023 Baseline Procurement Annual Renewal.

MR. GATWOOD: Good morning. My name

1 is Jeff Gatwood. I am the Election Technology
2 Director for the Franklin County Board of
3 Elections.

4 This morning we are seeking approval
5 of a resolution that will authorize the
6 continuation of all of our current baseline annual
7 renewals and procurement minus any hardware. Our
8 mission is to provide election services,
9 information and education to the residents of
10 Franklin County so that they can exercise their
11 right to vote and have confidence that our county's
12 elections are fair, impartial, and accurate. To
13 achieve this mission, we must maintain all of our
14 baseline services and current technologies.

15 If there are no questions, I
16 respectfully request the approval of Resolution
17 23-025.

18 SECRETARY STINZIANO: Are there any
19 questions or comments?

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

22 CLERK O'SHAUGHNESSY: So moved.

23 MR. KOHLHORST: Second.

24 SECRETARY STINZIANO: It's been
25 moved and seconded that Resolution 23-025 be

1 approved. All those in favor, please signify by
2 voting aye.

3 And any opposition.

4 And any abstentions.

5 DIRECTOR WHITE: Abstain.

6 SECRETARY STINZIANO: The resolution
7 is approved.

8 (Vote taken; motion passed)

9 - - -

10 RESOLUTION NO. 23-026

11 - - -

12 SECRETARY STINZIANO: Next is
13 Resolution 23-026, Franklin County Child Support
14 Enforcement Agency 2023 Baseline Procurement and
15 Annual Renewal.

16 MR. PELTCS: Good morning. My name
17 is Bill Peltcs, Assistant Director of the Franklin
18 County Child Support Enforcement Agency. The Child
19 Support Enforcement Agency is requesting
20 consideration for approval of Resolution
21 No. 23-026. This resolution requests the agency's
22 2023 Baseline Procurements and Annual Renewals.
23 The requests and associated costs were submitted to
24 the Office of Management and Budget and the Data
25 Center during the 2023 budgeting process and are

1 part of the child support enforcement agency's 2023
2 budget.

3 Pending any questions, I request
4 approval of this resolution.

5 SECRETARY STINZIANO: Are there any
6 questions or comments?

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

9 MR. CUPPLES: So moved.

10 CLERK O'SHAUGHNESSY: Second.

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

14 Same sign for any opposition.

15 And any abstentions.

16 MR. TALAREK: Commission
17 representative abstains.

18 SECRETARY STINZIANO: Motion is
19 approved.

20 (Vote taken; motion passed)

21 - - -

22 RESOLUTION NO. 23-027

23 - - -

24 SECRETARY STINZIANO: Next is
25 Resolution 23-027, Tenth District Court of Appeals

1 2023 Baseline Procurement and Annual Renewal.

2 MS. FERRON: Good morning. My name
3 is Leah Ferron, IT Director for the Tenth District
4 Court of Appeals.

5 This morning we are seeking approval
6 of a resolution that will authorize the
7 continuation of our current baseline annual
8 renewals and procurements. Our court hears appeals
9 from all of the Franklin County Common Pleas
10 Divisions, the Franklin County Municipal Court, the
11 Ohio Court of Claims, and numerous state agencies.
12 We also have original jurisdiction over the
13 extraordinary writs of Mandamus, Habeas Corpus,
14 Procedendo, Prohibition, and Quo Warranto. To
15 ensure that the Tenth District Court of Appeals is
16 in line with Supreme Court expectations for court
17 function and procedure, information technology is
18 required, including annual recurring hardware,
19 software, and services.

20 If there are no questions, we
21 request the approval of Resolution No. 23-027.

22 SECRETARY STINZIANO: Are there any
23 questions or comments?

24 Hearing none, I would seek a motion
25 for approval.

1 DIRECTOR WHITE: So moved.

2 CLERK O'SHAUGHNESSY: Second.

3 SECRETARY STINZIANO: It's been
4 moved and seconded that Resolution 23-027 be
5 approved. All those in favor, signify by voting
6 aye.

7 Same sign for any opposition.

8 And any abstentions.

9 Motion is approved.

10 (Vote taken; motion passed)

11 - - -

12 RESOLUTION NO. 23-028

13 - - -

14 SECRETARY STINZIANO: Next is
15 Resolution 23-028, Franklin County Emergency
16 Management and Homeland Security 2023 Baseline
17 Procurement and Annual Renewal.

18 MR. YOUNG: Good morning, Members of
19 the Board. Jeff Young, representing Franklin
20 County EMA.

21 Emergency Management and Homeland
22 Security works with every jurisdiction and agency
23 within Franklin County to prepare for and respond
24 to all or any hazard, disasters and
25 multi-jurisdiction incidents, in addition to our

1 unique role in alerting and warning the public.
2 Within the baseline budget is both our mass
3 notifications, as well as situational awareness
4 software.

5 I will gladly answer any questions
6 and ask for your approval of this resolution.

7 SECRETARY STINZIANO: Are there any
8 questions or comments?

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

11 CLERK O'SHAUGHNESSY: So moved.

12 MR. KOHLHORST: Second.

13 SECRETARY STINZIANO: It's been
14 moved and seconded that Resolution 23-028 be
15 approved. All in favor, please signify by voting
16 aye.

17 Same sign for my opposition.

18 And any abstentions.

19 Resolution is approved.

20 - - -

21 RESOLUTION NO. 23-029

22 - - -

23 SECRETARY STINZIANO: Next is
24 Resolution No. 23-029, Franklin County Recorder
25 2023 Baseline Procurement and Annual Renewal.

1 MR. CUPPLES: Good morning. Chris
2 Couples from the Franklin County Recorder's office
3 here to present our proposal for the 2023 Baseline
4 Procurement and Annual Renewals. The Software and
5 maintenance agreements included in this resolution
6 are vital to certifying, maintaining and providing
7 access to public records as they pertain to real
8 estate and creating permanent microfilm records for
9 county agencies. This resolution will authorize
10 the continuation of the current year's baseline
11 renewals and procurements as listed below.

12 Procurements that are associated with new projects
13 or technology will be presented under separate
14 resolutions.

15 Happy to answer any questions. If
16 not, seek your approval.

17 SECRETARY STINZIANO: Thank you for
18 the presentation.

19 Are there any questions or comments?

20 Hearing no further review, I would
21 like to take a motion for approval.

22 CLERK O'SHAUGHNESSY: I so move.

23 DIRECTOR WHITE: Second.

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

1 signify by voting aye.

2 Same sign for any opposition.

3 And any abstention.

4 MR. CUPPLES: The Recorder's office
5 abstains.

6 SECRETARY STINZIANO: So noted.

7 Resolution is approved.

8 (Vote taken; motion passed)

9 - - -

10 RESOLUTION NO. 23-030

11 - - -

12 SECRETARY STINZIANO: Next is
13 Resolution 23-030, Franklin County Sheriff 2023
14 Baseline Procurement and Annual Renewal.

15 MR. CROWTHER: Good morning. Shanon
16 Crowther, Director of IT for the Sheriff's office.

17 This resolution will authorize the
18 continuation of recurrent year's baseline renewals
19 and procurements for software subscriptions, annual
20 maintenance, hardware renewals so that we can meet
21 our office mission, which is to protect the lives
22 and property of citizens of Franklin County,
23 preserve the peace, and prevent crime and disorder
24 while constantly guarding personal liberties as
25 prescribed.

1 Pending any questions, I request
2 your approval of this resolution.

3 SECRETARY STINZIANO: Thank you for
4 the presentation.

5 Are there any questions or comments?

6 Hearing no further review, I would
7 like to take a motion for approval.

8 MR. CUPPLES: So moved.

9 CLERK O'SHAUGHNESSY: Second.

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

13 Same sign for any opposition.

14 And any abstentions.

15 Resolution is approved.

16 (Vote taken; motion passed)

17 - - -

18 RESOLUTION NO. 23-031

19 - - -

20 SECRETARY STINZIANO: Next is
21 Resolution 23-031, Franklin County Clerk of Courts
22 2023 Baseline Procurement and Annual Renewal.

23 MR. BERRY: Good morning. I'm Jeff
24 Berry, Assistant IT Director of Franklin County
25 Clerk of Courts. I'm requesting the Board's

1 approval for the Clerk of Courts 2023 Baseline IT
2 budget. Included are services, licensing, and
3 other technology items required to maintain
4 operations and to serve the citizens of Franklin
5 County.

6 Pending any questions, I request
7 your approval for Resolution 23-031. Thank you.

8 SECRETARY STINZIANO: Again, we
9 appreciate a short presentation.

10 Any questions or comments?

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

13 DIRECTOR WHITE: So moved.

14 MR. KOHLHORST: Second.

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

18 Same sign for any opposition.

19 And any abstentions.

20 CLERK O'SHAUGHNESSY: I abstain.

21 SECRETARY STINZIANO: So noted.

22 Resolution is still approved.

23 (Vote taken; motion passed)

24 - - -

25 RESOLUTION NOS. 23-032; 23-033; 23-034;

23-035; 23-036; 23-037

- - -

SECRETARY STINZIANO: Next is Resolution 23-032, Franklin County Clerk of Court's Master Service Agreement.

MS. PEOPLES: Good morning. My name is Melissa Peoples, Business Relationship Manager with Franklin County Data Center.

Today we seek approval for six Master Service Agreements with the Data Center. We would like to present them all in one reading and then ask for your approval at the end. And we are excited to continue working collaboratively with each of these partners for years to come.

First up, Resolution 23-032. This Master Service Agreement is for the Franklin County Clerk of Courts. And there are no major changes or modifications compared to last year.

Next, I have Resolution 23-033, a Master Service Agreement for Franklin County Animal Care and Control. There are no major modifications.

Next, I have Resolution 23-034, a Master Service Agreement for Franklin County Community-Based Correctional Facility, also no

1 major modifications.

2 Next, I have Resolution 23-035, a
3 Master Service Agreement for Franklin County
4 Justice Policy Programs and Court-Appointed Special
5 Advocate, also no special modifications.

6 Next, I have Resolution 23-036, a
7 Master Service Agreement for Franklin County
8 Probate Court, also no major modifications.

9 Finally, I have Resolution 23-037, a
10 Master Service Agreement for Franklin County Fleet
11 Management, also no major modifications.

12 Pending any questions for these
13 resolutions, I ask for your approval.

14 CLERK O'SHAUGHNESSY: I have a
15 question.

16 SECRETARY STINZIANO: Please.

17 CLERK O'SHAUGHNESSY: Do I need to
18 abstain on this?

19 SECRETARY STINZIANO: I'm unclear.
20 I have -- we will take it item-by-item.

21 CLERK O'SHAUGHNESSY: Okay.

22 SECRETARY STINZIANO: So I think you
23 won't have to abstain for the whole package, by
24 each one.

25 CLERK O'SHAUGHNESSY: Thank you.

1 SECRETARY STINZIANO: So we will
2 start with Resolution 23-032, which will be the one
3 you will abstain on.

4 CLERK O'SHAUGHNESSY: Yes.

5 SECRETARY STINZIANO: Which is the
6 Franklin County Clerk of Court's Master Service
7 Agreement, any questions or comments from members
8 of the Board.

9 Hearing none, I'd like to seek a
10 motion for approval of 23-032.

11 DIRECTOR WHITE: So moved.

12 MR. CUPPLES: Second.

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

16 Same sign for any opposition.

17 And abstentions.

18 CLERK O'SHAUGHNESSY: I abstain.

19 SECRETARY STINZIANO: The Clerk of
20 Court abstains from Resolution 23-032. Resolution
21 is approved.

22 (Vote taken; motion passed)

23 SECRETARY STINZIANO: Next is
24 Resolution 23-033, Franklin County Animal Care and
25 Control Master Service Agreement, are there any

1 questions or comments from members of the Board?

2 Hearing none, I would like to seek a
3 motion for approval of 23-033.

4 DIRECTOR WHITE: So moved.

5 MR. KOHLHORST: Second.

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

9 Same sign for any opposition.

10 And any abstentions.

11 MR. TALAREK: Commissioner's
12 representative abstains.

13 SECRETARY STINZIANO: Commissioner
14 representative abstains from Resolution 23-033.
15 Resolution is approved.

16 (Vote taken; motion passed)

17 SECRETARY STINZIANO: Next is
18 Resolution 23-034, Franklin County Community-Based
19 Correctional Facility Master Service Agreement, are
20 there any questions or comments?

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

23 MR. CUPPLES: So moved.

24 DIRECTOR WHITE: Second.

25 SECRETARY STINZIANO: It's been

1 moved and seconded. All those in favor, please
2 signify by voting aye.

3 Same sign for any opposition.

4 And any abstentions.

5 Resolution is approved.

6 (Vote taken; motion passed)

7 SECRETARY STINZIANO: Next is
8 Resolution 23-035, Franklin County Justice Policy
9 Programs/Court-Appointed Special Advocate Master
10 Service Agreement, are there any questions or
11 comments on that resolution?

12 Hearing no further review, I would
13 like to seek a motion for approval of 23-035.

14 CLERK O'SHAUGHNESSY: I so move.

15 MR. KOHLHORST: Second.

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

19 Same sign for any opposition.

20 And any abstentions.

21 MR. TALAREK: Commissioner's
22 representative abstains.

23 SECRETARY STINZIANO: Commissioner's
24 representative abstains from Resolution 23-035.

25 Resolution is approved.

1 (Vote taken; motion passed)

2 SECRETARY STINZIANO: Next is
3 Resolution 23-036, Franklin County Probate Court,
4 Master Service Agreement, are there any questions
5 or comments?

6 Hearing none, I would like to seek a
7 motion for approval of Resolution 23-036.

8 CLERK O'SHAUGHNESSY: I so move.

9 MR. CUPPLES: 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 23-036 is approved.

16 (Vote taken; motion passed)

17 SECRETARY STINZIANO: And our final
18 agenda item outside of personnel is Resolution
19 23-037, Franklin County Fleet Management Master
20 Service Agreement, are there any questions or
21 comments regarding that resolution?

22 Hearing no further review, I would
23 like to seek a motion for approval of 23-037.

24 DIRECTOR WHITE: So moved.

25 CLERK O'SHAUGHNESSY: 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 MR. TALAREK: Commissioner's
7 representative abstains.

8 SECRETARY STINZIANO: Commission
9 representative is abstaining from Resolution
10 23-037. Resolution is approved.

11 (Vote taken; motion passed)

12 - - -

13 RESOLUTION NOS. 23-038; 23-039; 23-040;
14 23-041; 23-042; 23-043

15 - - -

16 SECRETARY STINZIANO: That is it for
17 agency resolutions. Now we will have six personnel
18 actions for the agenda. And I will inquire if
19 anyone feels the desire to go into executive
20 session.

21 Hearing no objection, we will have
22 our general presentation and go down through each
23 resolution.

24 Kassy the floor is yours.

25 MS. FRANZ: Good morning. We are

1 seeking your approval for six personnel resolutions
2 this morning. We are really excited to be bringing
3 three new hires out of the 10 approved. This will
4 hopefully be seven for your approval, that we got
5 approved this year. The first one we are
6 presenting is Resolution 23-038, this is for a new
7 hire of an Enterprise Support Analyst 1, Dakota
8 Piper. He goes by Coty. We are excited to be
9 bringing him in as a Help Desk Level 1. Coty has
10 been working as an IT service administrator at
11 Battelle. And prior to that position, he worked as
12 a technical support analyst at L Brands. So he's
13 eager to continue his career with us.

14 The second resolution is Resolution
15 No. 23-039, this is for Enterprise Infrastructure
16 Engineer Level 2, Anthony Lennox. He goes by Tony.
17 He has been working over eight years in IT
18 experience. His most recent experience has been at
19 Rogue since 2015. So he actually has had the
20 pleasure of working with Trevor Cansler, our
21 Enterprise Director of IT, and also another
22 Enterprise Infrastructure Engineer on our team. So
23 what's great about that is we know that Tony will
24 bring some great experience to our team.

25 The third new hire, personnel

1 resolution we are seeking your approval for 23-040.
2 This is Enterprise Infrastructure Engineer 1. His
3 name is Mark Dinovo. Mark started his career as
4 system sales for Micro Center. He's most recently
5 been at EasyIT, where he's worked up the ranks
6 there. Starting in Help Desk and he's currently an
7 assistant engineer. Mark is excited to actually
8 have -- start his career with the Data Center as
9 well. He was a referral to our people on our team.
10 So again, somebody else said we know their
11 experience will be able to help us out.

12 The next resolution we are seeking
13 your approval for is 23-041. This is for a
14 promotion for David Huncherick. He is to be
15 promoted to Enterprise Infrastructure Engineering
16 Manager. Three words that his manager, or director
17 used to describe him, when I asked to get some
18 words on David were humble, kind and dedicated.
19 David Huncherick has been a staple on the Data
20 Center team for many years. And we are just
21 excited he will be able to take his career to the
22 next level as a manager.

23 The next resolution we are seeking
24 your approval for is Resolution 23-042. This is a
25 promotion for Zack Fidler to the Enterprise

1 Collaboration Engineering Manager. Zack and his
2 team transferred to the Data Center from PSM in
3 June of 2021. Since then, he has been able to hit
4 the ground running, of course, we knew that. But
5 what we found was that his leadership, courage, and
6 commitment to not only the Data Center but Franklin
7 County and its residents are in this promotion.

8 Last but not least, Resolution
9 23-043, for promotion for Tyler Siniff to
10 Enterprise Client & Cloud Engineer 1. Tyler joined
11 our Help Desk team at the start of 2022, and
12 immediately he hit the ground running, not only
13 with his position duties, but also just the overall
14 culture to our team. Nothing we love more than
15 being able to promote from within to the Client &
16 Cloud Engineer 1.

17 So with that said, we are seeking
18 your approval for these resolutions. Thank you.

19 SECRETARY STINZIANO: Thank you.

20 First is personnel Resolution
21 23-038, New Hire, Enterprise Support Analyst 1, any
22 questions or comments?

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

25 CLERK O'SHAUGHNESSY: I so move.

1 DIRECTOR WHITE: Second.

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

5 Same sign for any opposition.

6 And any abstentions.

7 Resolution is approved.

8 (Vote taken; motion passed)

9 SECRETARY STINZIANO: Next is
10 personnel Resolution 23-039, also new hire,
11 Enterprise Infrastructure Engineer 2, are there any
12 questions or comments from members of the board?

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

15 CLERK O'SHAUGHNESSY: I so move.

16 MR. CUPPLES: Second.

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

20 Same sign for any opposition.

21 And any abstentions.

22 Resolution is approved.

23 (Vote taken; motion passed)

24 SECRETARY STINZIANO: Next is
25 personnel Resolution 23-040, also new hire,

1 Enterprise Infrastructure Engineer 1, any questions
2 or comments from members of the board?

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

5 CLERK O'SHAUGHNESSY: I so move.

6 DIRECTOR WHITE: Second.

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

10 Same sign for any opposition.

11 And any abstentions.

12 Resolution is approved.

13 (Vote taken; motion passed)

14 SECRETARY STINZIANO: Next is
15 personnel Resolution 23-041, promotion, Enterprise
16 Infrastructure Engineer Manager, are there any
17 questions or comments?

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

20 CLERK O'SHAUGHNESSY: So moved.

21 DIRECTOR WHITE: Second.

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

25 Same sign for any opposition.

1 And any abstentions.

2 Resolution is approved.

3 (Vote taken; motion passed)

4 SECRETARY STINZIANO: Next is
5 personnel Resolution 23-041, promotion, Enterprise
6 Infrastructure Engineer Manager, any questions or
7 comments from members of the board?

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

10 MR. CUPPLES: So moved.

11 DIRECTOR WHITE: Second.

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

15 Same sign for any oppositions.

16 And any abstentions.

17 Resolution is approved.

18 (Vote taken; motion passed)

19 SECRETARY STINZIANO: Next is
20 personnel Resolution 23-042, promotion, Enterprise
21 Collaboration Engineer Manager, any questions or
22 comments from members of the board?

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

25 MR. KOHLHORST: So moved.

1 CLERK O'SHAUGHNESSY: Second.

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

5 Same sign for any opposition.

6 And any abstentions.

7 SECRETARY STINZIANO: Resolution is
8 approved.

9 (Vote taken; motion passed)

10 SECRETARY STINZIANO: And our final
11 personnel Resolution 23-043, promotion, Enterprise
12 Cloud & Client Engineer 1, any questions or
13 comments from the Board?

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

16 CLERK O'SHAUGHNESSY: I so move.

17 MR. CUPPLES: Second.

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

21 Same sign for any opposition.

22 And any abstentions.

23 Resolution is approved.

24 (Vote taken; motion passed)

25 - - -

OTHER BUSINESS

- - -

SECRETARY STINZIANO: That is all we have for new business and personnel actions. We will move to the other business. Any questions or comments or feedback? We will start with Court of Common Pleas.

MR. BYERLY: No.

SECRETARY STINZIANO: Ma'am Clerk?

CLERK O'SHAUGHNESSY: I'm good.

SECRETARY STINZIANO: Board of Commissioners?

MR. TALAREK: No.

SECRETARY STINZIANO: Recorder's office?

MR. CUPPLES: No.

SECRETARY STINZIANO: Treasurer's office?

MR. KOHLHORST: Nope.

SECRETARY STINZIANO: Board of Elections?

DIRECTOR WHITE: Happy early Valentine's Day everybody.

SECRETARY STINZIANO: That's a good reminder.

1 Hearing nothing else, we are
2 adjourned. Thanks everyone for your time.

3 - - -

4 Thereupon, the proceeding adjourned at
5 approximately 9:29 a.m.

6 - - -

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C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 27th day of February, 2023.

/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 27th day of February, 2023.



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



My Commission Expires: February 28, 2026.

- - -

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon

Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts




John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder




Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

**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 #: 23-044
Date: 03/06/2023

Agency	Description	Number of Units
Domestic and Juvenile Court	Desktop PC	1
Domestic and Juvenile Court	Monitor	8
Data Center	Laptop PC	6
Data Center	Server	3
Data Center	Headset	1
Data Center	Phone	2
Job & Family Services	Server	18
Job & Family Services	UPS	5

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
2023 ALLOCATION AND BILLING RATES

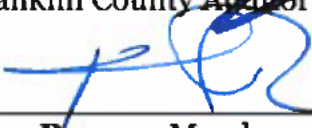
Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

 FOR 3064

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

 1 D10

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

 1 C85

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

 ABSENT

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
2023 ALLOCATION AND BILLING RATES**

WHEREAS, Ohio Revised Code Section 307.846 provides that the Franklin County Automatic Data Processing Board (Board) may enter into a contract with the legislative authorities of any municipal corporation, township, port authority water or sewer district, school district, library district, county law library association, health district, park district, soil and water conservation district, conservancy district, other taxing district, the regional council established pursuant to Chapter 167 of the Revised Code, or otherwise, or with the Board of County Commissioners or the Automatic Data Processing Board of any other county, or with any other federal or state governmental agency, and such authorities may enter into contracts with the county automatic data processing board, to provide automatic data processing services to any of them. The Board shall establish a schedule of charges upon which the cost of providing such services shall be based; and,

WHEREAS, MAXIMUS, Inc., an independent consultant offering cost accounting services, has been engaged through the authorization provided by Commissioners' 2022 Resolution 0569-22 to assist the Data Center with establishing the 2023 Cost-Recovery/Resource Allocation rates, which are based on the Data Center's 2023 estimated budget, and adjusted by 2021 actual cost carry-over variances, and

WHEREAS, the Data Center Chief Information Officer has reviewed the schedule of rates and recommends approval; and,

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Franklin County Automatic Data Processing Board authorizes the Franklin County Data Center to use these rates with the billable and non-billable agencies and entities for billing and cost allocation.



Franklin County Automatic Data Processing Board
2022 Allocation and Billing Rates
Resolution # 23-045
Date 03/06/2023

The Data Center provides a wide variety of technical solutions to our partner agencies, facilitating the efficient delivery of services to the residents and businesses of Franklin County. This resolution approves the 2023 rates established by a third-party accounting firm and audited by the Data Center that will be utilized to bill certain non-general fund entities and determine allocations for the Countywide Cost Allocation Plan.

Cost Pool	Measurement	2022 Rate	2023 Rate
Professional Services - Level 1 IT Support	Per Hour	\$75.00	\$75.00
Professional Services - Level 2 IT Support	Per Hour	\$115.00	\$115.00
Network Connection	Per Connection/Month	\$40.00	\$50.00
iSeries Only Connection	Per Connection/Month	\$20.00	\$25.00
Server Hosting Services	Per Server/Month	\$70.00	\$70.00
Document Services (Imaging)	Per GB/Month	\$1.25	\$1.50
Data Storage	Per GB/Month	\$0.30	\$0.35
Database Services	Percent Utilization/Month	% utilization	% utilization
Financial Services	Percent Utilization/Month	% utilization	% utilization
Enterprise Content Management	Percent Utilization/Month	% utilization	% utilization
Collaboration Services	Percent Utilization/Month	% utilization	% utilization
iSeries Computing Services	Percent Utilization/Month	% utilization	% utilization
Microsoft® 365	Per Account/Year	\$375.00	\$375.00

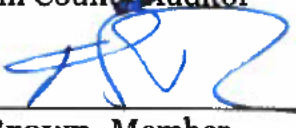
FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
COMPREHENSIVE PHONE SYSTEM

Voting Aye thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor




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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

John O'Grady, Member
Franklin County Commissioner




Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections



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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

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

**FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
COMPREHENSIVE PHONE SYSTEM**

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

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

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

WHEREAS, the Automatic Data Processing Board has determined that it is in the best interest of the County to authorize these expenditures, contingent upon 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 Project Resolution

Resolution #: 23-046

Dated: 03/06/2023

Title	Comprehensive Phone System
Agency	Franklin County Child Support Enforcement Agency
Amount	\$73,611.04
Category	Hardware and Software

Business Justification

Franklin County Child Support Enforcement Agency (CSEA) enhances family development and stability by providing innovative child support services emphasizing empathy, education, accountability, and collaboration.

This Comprehensive Phone System project will immensely benefit the residents of Franklin County by providing an increased capacity for communicating with CSEA. Currently, teleworking staff does not have the ability to directly answer resident calls. CBTS will allow calls to be placed and received directly from the staff members' laptops, regardless of their physical location. CBTS will also provide enhanced call tracking capability to ensure quality service delivery.

Description

CSEA is seeking approval to implement and migrate to a new phone system approved by the State of Ohio and create consistency with its services. The system will have connectivity utilizing the State of Ohio NGTS UCCE environment and covers the CSEA office location and call center located at 80 E. Fulton Street.

COSTS:

- CBTS Deployment and Training = \$7,400.00
- CBTS Monthly Charge = \$4750.92 (Total for 12 months = \$57,011.04)
- FCDC Labor for Mitel Deprogramming and Decommission = \$9,200.00

Franklin County Data Center Recommendation

The partner has worked with FCDC through the procurement and technical process. This solution will not affect the county services but requires decommissioning activities to remove the current Franklin County Phone System, Mitel, from the CSEA environment. Because CSEA receives most of its IT services from the State of Ohio, moving to their supported platform and decreasing environmental variance is supported by the Franklin County Data Center.

Fiscal Information

Funding Source: Franklin County Child Support Enforcement Agency's approved 2023 IT budget.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
REPLACE CURRENT CCTV SYSTEMS AT AUTO TITLE LOCATIONS

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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

Abstained

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

 FOR JUDGE

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner

 1020

Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder

 1025


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

 ABSENT

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 CLERK OF COURTS
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
REPLACE CURRENT CCTV SYSTEMS AT AUTO TITLE LOCATIONS**

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 Project Resolution

Resolution #: 23-047

Dated: 03/06/2023

Title	Replace Current CCTV Systems at Auto Title Locations
Agency	Franklin County Clerk of Courts – Auto Title
Amount	\$250,000.00
Category	Hardware, Software, and Technology Services

Business Justification

The Franklin County Clerk of Courts Auto Title Division (CLCT-AT) manages titling and proof of vehicle ownership, generating over \$10 million in surplus funding since 2009. Those surplus funds have been transferred to the County General Fund to help the Franklin County Commissioners continue to provide essential services to our residents.

The four Auto Title branches use a DVR-based video security system that is over ten years old. The team is currently experiencing issues with the cameras, software, and switches due to their age.

This solution is expected to meet the need of the various Auto Title branches for the next ten years. Johnson Controls is a reliable vendor that the County has used for many years. Also, this purchase will be on their State Term Schedule (Ohio State Term Schedule Number MMA7634).

Description

Johnson Controls will deliver professional services and all software and hardware required to implement this solution. FCDC will complete the necessary networking activities to enable this solution.

Franklin County Data Center Recommendation

CLCT IT will work with FCDC through the implementation of this solution.

FCDC is a proponent of decreasing the technical debt of our environments and recommends this resolution.

Fiscal Information

Funding Source: 2023 Franklin County Clerk of Courts Auto Title Fund

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

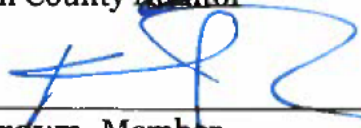
Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



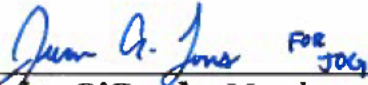
Kim Brown, Member
Judge, Franklin County Court of Common Pleas

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts




John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
Franklin County Recorder




Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

Antone White, Member
Director, Franklin County Board of Elections



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

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

**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,

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

2023 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: fcdbcbusinessservices@franklincountyohio.gov

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

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, 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 Tenth District Court of Appeals

General Information

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

Court Administrator, Doug Eaton

(614) 525-3624

E-mail: dweaton@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
Doug Eaton	dweaton@franklincountyohio.gov	X	X	X	X	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 staff maintains the content The site contains (2) custom FCDC 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 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	

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	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	CTAP leverages the FCDC enterprise Adobe licensing CTAP utilizes (1) Adobe Pro Account
DocuSign	N/A	
Everbridge	Partner	Everbridge is owned and managed by the Franklin County Emergency Management Agency (EMA). CTAP has a person on staff that maintains their staff in Everbridge.
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	

Microsoft 365	FCDC	
AvePoint	FCDC	CTAP IT Contact is trained and has access to AvePoint
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	CTAP utilizes the following Zoom licensing: <ul style="list-style-type: none"> • (4) Standard licenses • (2) Webinar 500 licenses (Judicial Secretary and IT Director)

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Partner	<ul style="list-style-type: none"> • CTAP IT staff is the first level, with FCDC assisting when needed • CTAP IT has an Agency Jira page
Hardware Salvage	FCDC	
Remote and On-Site Support	Partner	<ul style="list-style-type: none"> • CTAP IT staff is the first level, with FCDC assisting when needed
User Device Management and Imaging	Partner	<ul style="list-style-type: none"> • CTAP IT staff is the first level, with FCDC assisting when needed • CTAP IT staff have been set up with SCCM to allow them to image CTAP devices and to have remote access to staff devices

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	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 Service

4.1 Judges Docket - <https://tenthdistrictcourt.org/docket>

The Judges' Docket is a custom Kentico application created by FCDC. This displays the 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:

- FCDC maintains the application in the Kentico environment.
- FCDC maintains the SQL databases 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/magistrate>

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:

- FCDC maintains the application in the Kentico environment.
- FCDC maintains the SQL databases 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 creating a mobile Microsoft Teams 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 needed.

FCDC Responsibility:

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

CTAP Responsibility:

- CTAP performs a daily operational setup
- CTAP reports any issues to FCDC

4.4 Opinion Search

On the Court of Appeals website, they allow users to search Ohio Supreme Court opinions. This is done by linking directly to the search on the Ohio Supreme Court website.

FCDC Responsibility:

- FCDC has no responsibility regarding this application

CTAP Responsibility:

- CTAP reports any issues to the Supreme Court of Ohio

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 CTAP will be invoiced monthly. 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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	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

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, 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:

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	Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise 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 Operations 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 on business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> There is a degradation to a business service but not a work stoppage The service component or procedure is NOT critical to customer business functions The business has an alternative approach until resolved 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment FCDC will attempt to resolve within 24 normal business hours FCDC will communicate with the reporting user until resolved

Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If 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

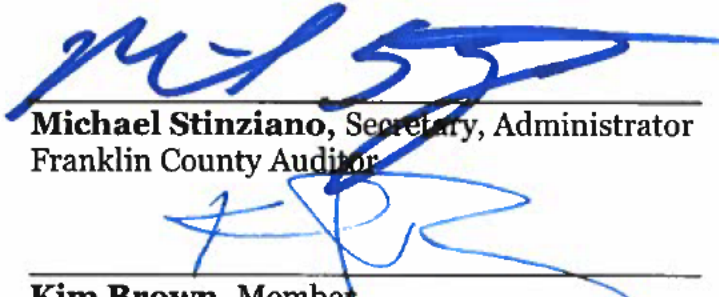
This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180-day termination notification. Termination notifications from FCDC will go to all members on the IT Contact list. Termination notifications from CTAP will go to the FCDC CIO and the Enterprise Business Services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

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ECONOMIC DEVELOPMENT AND PLANNING

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

John O'Grady, Member
Franklin County Commissioner

John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder

Daniel O'Connor, Member
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Cheryl Brooks Sullivan, Member
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David Payne, Member
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**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY ECONOMIC DEVELOPMENT AND PLANNING**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Economic
Development and Planning

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Economic Development And Planning (EDP). 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 EDP.

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 anytime.

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

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, 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 Economic Development And Planning

General Information

150 S. High Street
FSL Suite 10
Columbus, Ohio 43215
(614) 525-3095

Director, James Schimmer
(614) 525-5631
E-mail: jrschimmer@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
James Schimmer	jrschimmer@franklincountyohio.gov	X			X		X
Matt Brown	mybrown@franklincountyohio.gov						X
Jonathan Lee	jonathanlee@franklincountyohio.gov	X	X	X	X		X
Rachel Ottavi	rachelottavi@franklincountyohio.gov			X		X	X
Jenny Snapp	jrsnapp@franklincountyohio.gov			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	Shared	
Mobile Application Development	Vendor	EDP utilizes SmartGov Mobile (see section 4.0 Special Support below)
Web Development and Content Management	Shared	<p>EDP's public website is a Kentico website. EDP maintains https://development.franklincountyohio.gov and content</p> <p>EDP also maintains the Big Darby Accord website, which is also in Kentico and maintained by EDP - https://bigdarbyaccord.org (see Section 4.0 for more detail)</p> <p>EDP also maintains the Food Business Portal created by FCDC in Kentico - https://fcfoodbusinessportal.org/ (see Section 4.0 for more detail)</p>

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

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

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	All EDP staff 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	EDP's building utilizes AT&T

Enterprise Offerings	Support	Notes
Adobe Licensing	Shared	EDP is utilizing FCDC Adobe administration, and FCDC has set up an agency portal for EDP staff to view their licenses <ul style="list-style-type: none"> • (6) Adobe Acrobat Pro licenses • (7) Creative Cloud
DocuSign	FCDC	EDP has (2) templates in Power form – <ul style="list-style-type: none"> • Residential Zoning Compliance • Environmental Review Tier 2 Form
Everbridge	Partner	EDP maintains their staff in Everbridge
Geographic Information Systems (GIS)	Partner	EDP utilizes the ArcGIS environment licensed and maintained by the Franklin County Auditor's Office They currently use the standard suite of tools funded by the Franklin County Auditor's Office: <ul style="list-style-type: none"> • ArcGIS Desktop • Business Analyst • Dashboards • Experience Builder – web page builder • Field Maps – allows for in-field data collection • Hub – allows for the creation of shared data spaces where the public can download data EDP has also procured ArcGIS Urban licensing to map 3D buildings and short-range/long-range planning data While EDP utilizes data from the Franklin County Auditor's Office, they also provide zoning and economic development data to the Franklin County Auditor's Office
Intellivue Document Imaging Solution	FCDC	EDP has (1) Intellivue application that is used to store and search archive case documents: <ul style="list-style-type: none"> • Case File Archive (EDP_CASE FILES ARCHIVE)
Microsoft 365	FCDC	
AvePoint	FCDC	The GIS director has been trained in AvePoint. The FCDC Enterprise IT Team provides support
Dynamics	N/A	
SharePoint	FCDC	
OnBase Information Platform	N/A	
Zoom	FCDC	EDP maintains (3) standard Zoom licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	EDP IT staff have a Jira Agency ticket page
Hardware Salvage	FCDC	
Remote and On-Site Support	FCDC	EDP IT staff have been set up with BeyondTrust to allow them to have remote access to staff devices that are not on the FCDN
User Device Management and Imaging	FCDC	EDP IT staff have been set up with SCCM to allow them to have remote access to staff devices on the FCDN

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

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

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

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	EDP utilizes CyberArk and KnowB4 Security Training
Web Filtering	FCDC	

4.0 Special Support Services

4.1 Permit Portal

Permit Portal (v2.304) is a third-party SaaS permit management solution that allows the public to request various permits remotely. The solution includes a mobile application that the Vendor created. This application is available through Google Play/Apple Store.

The support for this software and the mobile application is covered under EDP's maintenance agreement with SmartGov (Vendor). The Vendor ensures that the EDP is utilizing the most current product versions.

FCDC Responsibility:

- No responsibilities regarding this solution other than acting as an advocate for EDP upon request

EDP Responsibility:

- EDP will maintain the support relationship with the Vendor (SmartGov)
- EDP will report any issues to Vendor (SmartGov)

Vendor Responsibility:

- The Vendor is responsible for the application and the mobile application
- The Vendor is responsible for the host environment, including all maintenance and security activities
- The Vendor is responsible for working with EDP on any issues that may arise
- The Vendor is responsible for the implementation of any enhancements requested by EDP

4.2 Bluebeam Revu

Bluebeam Revu (v20.2.85) is EDP's third-party desktop software to review plan documentation.

FCDC Responsibility:

- No responsibilities regarding this solution

EDP Responsibility:

- EDP will maintain licensing with the Vendor (Bluebeam)
- EDP will reach out to Vendor (Bluebeam) support with any issues

4.3 Big Darby Accord Website

The Big Darby Accord is a separate EDP website created by FCDC for EDP in Kentico.

<https://bigdarbyaccord.org/>

FCDC Responsibility:

- FCDC will maintain the Kentico environments (development, stage, production) and all areas related to this (i.e., infrastructure, network)
- FCDC will work with EDP on any enhancements that require application developer expertise
- FCDC will work with EDP on any issues that arise with the site

EDP Responsibility:

- EDP will maintain content on the site
- EDP will work with FCDC for any enhancements that require application developer expertise
- EDP will work with FCDC on any issues that arise with the site

4.4 Food Business Portal Website

The EDP Food Business Portal is a separate EDP website created by FCDC for EDP in Kentico.

<https://fcfoodbusinessportal.org/>

FCDC Responsibility:

- FCDC will maintain the Kentico environments (development, stage, production) and all areas related to this (i.e., infrastructure, network)
- FCDC will work with EDP on any enhancements that require application developer expertise
- FCDC will work with EDP on any issues that arise with the site

EDP Responsibility:

- EDP will maintain content on the site
 - EDP will work with FCDC for any enhancements that require application developer expertise
 - EDP will work with FCDC on any issues that arise with the site
-

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 EDP will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. EDP will pay 100% of costs to FCDC from their existing budget, then EDP may apply for federal reimbursement at the current rate.

While EDP 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 EDP. Those costs will be charged back in the form of a monthly invoice which will require EDP to open a purchase order for 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: Rachel Ottavi

Franklin County Economic Development and Planning Department

150 S. Front Street, Suite 10

Columbus, Ohio 43215

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

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, 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:

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 Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@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 Operations 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 on business or service • No production or individual end-user is affected • The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment • FCDC will attempt to resolve within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> • There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved

Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If 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 EDP will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY HUMAN RESOURCES AND BENEFITS


Voting Aye thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

John O'Grady, Member
Franklin County Commissioner




Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections



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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY HUMAN RESOURCES AND BENEFITS**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Human Resources and Benefits

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Human Resources and Benefits (HMRS/HMRS-BD). 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 HMRS/HMRS-BD.

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

Email: cheri.speakman@franklincountyohio.gov

Team Email: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Email: kara.cruikshank@franklincountyohio.gov

Team Email: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Email: jalust@franklincountyohio.gov

Team Email: fcdcfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

Email: robert.linton@franklincountyohio.gov

Team Email: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.franklincountyohio.gov

2.2 Franklin County Human Resources

General Information

373 S. High Street, 25th Floor
Columbus, Ohio 43215
(614) 525-6224

Director, Laura Repasky

(614) 525-6008

Email: laura.repasky@franklincountyohio.gov

2.3 Contact Groups

Information Technology Contact (IT Contact): Email 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	Email	IT Contact	Service	Procurement	Security	Billing	Website
Laura Repasky	laura.repasky@franklincountyohio.gov	X			X		
Sue Hamilton	sue.hamilton@franklincountyohio.gov	X			X		
Jodi Leis	jlleis@franklincountyohio.gov	X			X		X
Tracy Hanson	tjhanson@franklincountyohio.gov	X	X	X	X	X	X
Cheryl Henney	cheryl.henney@franklincountyohio.gov				X		
Elizabeth Manns	edmanns@franklincountyohio.gov						X
Maria Marshall	mtmarsha@franklincountyohio.gov				X	X	
Jessica McCurdy	jlmccurd@franklincountyohio.gov						X
Tina McFarland	tina.mcfarland@franklincountyohio.gov				X		
Ricky Smith	ricky.smith@franklincountyohio.gov						X
Samantha Taylor	sataylor@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	<p>Kentico Websites</p> <p>Human Resources Site: https://hr-boc.franklincountyohio.gov – FCDC hosts the Site, and content is maintained by HMRS staff</p> <p>Benefits Site: https://bewell.franklincountyohio.gov – FCDC hosts the Site, and content is maintained by HMRS BD staff. This Site includes the Kentico Appeals Submission form that emails all form data to OhioHealth</p> <p>.NET Website</p> <p>Gym Reimbursement Site: https://gymreimbursement.franklincountyohio.gov – This Site is hosted and maintained by FCDC</p> <p>ColdFusion Websites</p> <p>Training Request (portal access required): https://portal.co.franklin.oh.us/hr/training – This Site is hosted and maintained by FCDC</p> <p>Personnel Database (portal access required): https://portal.co.franklin.oh.us/hr/personnel-database – This Site is hosted and maintained by FCDC</p> <p>External Websites</p> <p>Kronos Employment Site: https://secure4.saashr.com/ta/6161230.careers? – Kronos maintains CareersSearch</p> <p>ThriveOn Portal: https://www.webmdhealth.com/OhioHealthWellness/default.aspx?tlid=742&spid=24476 – This Site is maintained by the third-party benefits administrator, WebMD</p>

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

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	
Data Storage	FCDC	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	FCDC	FCDC hosts (1) file server for HMRS that contains folders for HMRS, HMRS-BD, and RISK
SQL Database	FCDC	<p>Personnel Database (Archive) Data for HMRS maintained in the FCDC SQL database environment – archived Access database supported by FCDC SQL staff</p> <p>Gym Reimbursement Site - .NET app data maintained in the FCDC SQL database environment supported by FCDC SQL staff</p>

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	All users 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	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	<p>HMRS/HMRS-BD leverages the FCDC enterprise Adobe licensing:</p> <ul style="list-style-type: none"> • HMRS (19) Adobe Pro (1) Creative Cloud • HMRS-BD (12) Adobe Pro (1) Creative Cloud • Risk (5) Adobe Pro
DocuSign	N/A	
Enterprise ERP (MUNIS)		The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP charges from HMRS-BD at the direction of the Board of Commissioners' OMB Office.
Everbridge	Partner	HMRS/HMRS-BD maintains their own employees
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	FCDC	HMRS/HMRS-BD IT Contact is trained and has access to AvePoint
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	

Zoom		HMRS/HMRS-BD utilizes the following Zoom licensing: <ul style="list-style-type: none"> • HMRS (3) Standard licenses • HMRS-BD (2) Standard licenses (1) Webinar license • Risk (2) Standard licenses
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Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	IT Contact has an Agency Jira page
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	

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	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 fccbenefits.com – URL administration & security certificate

The fccbenefits.com website is the URL Franklin County's benefits administrator, UHC/Optum, utilizes to maintain employee/family eligibility through online events such as open enrollment and allow staff to add life events.

FCDC Responsibilities:

- FCDC will administer the URL and the security certificate for the Site via Cloudflare

HMRS-BD Responsibilities:

- HMRS-BD will maintain the support relationship with the benefits administrator that utilizes the URL

4.2 UHC/Optum TLS (Transport Layer Security) Message Encryption

To protect the PII (personal identifiable information) of County staff and family members as HMRS Benefits & Wellness (HMRS-BD) communicate with the County benefits administrator UHC/Optum; FCDC, HMRS-BD, and UHC/Optum's Vendor, Wex, worked together to configure their respective environments to force TLS encryption to the other's domain(s) secure email tunnel was created so that critical data could be encrypted.

FCDC Responsibilities:

- FCDC will maintain the proper configuration for outbound emails to allow forced TLS encryption to the following domains:
 - wexinc.com
 - wexhealthinc.com
 - healthaccountservices.com
- FCDC will work with Wex and HMRS-BD to resolve any issues that may arise

HMRS-BD Responsibilities:

- HMRS-BD will maintain a support relationship with Wex
- HMRS-BD will work with Wex and FCDC to resolve any issues that may arise

Wex Responsibilities:

- Wex will maintain the proper configuration for outbound emails to allow forced TLS-encrypted connections when sending to franklincountyohio.gov emails

4.3 Gym Reimbursement Application

Franklin County Cooperative benefits-eligible employees and benefits-enrolled spouses/domestic partners are eligible to receive reimbursement for each month they visit their gym at least eight times a month. HMRS-BD staff worked with FCDC to create an application that allows participants to submit the necessary paperwork to HMRS-BD staff online quarterly at gymreimbursement.franklincountyohio.gov.

FCDC Responsibilities:

- FCDC will maintain the .NET code in which the application is written
- FCDC will maintain development, stage, and production environments that are utilized by application development staff to maintain, test, and deploy code

HMRS-BD Responsibilities:

- HMRS-BD staff will maintain the processing of all the reimbursement submissions
- HMRS-BD staff will maintain a relationship with FCDC to work to resolve any updates or issues

4.4 U Matter Learning Management System

In 2022, HMRS implemented a learning management system, U Matter, to allow HMRS staff to provide e-learning to county staff and other agencies to provide e-learning services. HMRS staff worked with the Vendor, Meridian, to configure the system to meet the County's needs.

FCDC Responsibilities:

- FCDC will administer the URL and the security certificate for the umatter.franklincountyohio.gov via Cloudflare
- FCDC will maintain the shared umatter@franklincountyohio.gov mailbox
- FCDC will maintain the Microsoft Teams and Zoom meeting connectors utilized by the solution
 - Note: FCDC does not support Zoom, aside from maintaining the SSO connector and handling licensing. FCDC reserves the right to rescind the connector should there be future issues with an unsupported platform if this connector were to have repeated problems or instabilities.
- FCDC will maintain the monthly subscription cadence for the U Matter Power BI Report (User Accounts of the Franklin County Data Network) until an improved maintenance solution is identified for Human Resources. The data is limited to the Data Center's domain users within Active Directory.
- FCDC will have no responsibility regarding the U Matter site as it pertains to HMRS or other agencies utilizing their LMS services

HMRS Responsibilities:

- HMRS will maintain a support relationship with Meridian
- HMRS will work with other county agencies to implement U Matter for each agency's use
- HMRS will work with Meridian and FCDC to resolve any issues that may arise
- HMRS will work with Meridian's designated Customer Success Manager to achieve LMS goals

Meridian Responsibilities:

- Meridian will be responsible for the website (umatter.franklincountyohio.gov)
- Meridian will be responsible for the host environment, including all maintenance and security activities
- Meridian will be responsible for working with HMRS on any issues that may arise
- Meridian will be responsible for the implementation of any enhancements requested by HMRS

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 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.

HMRS is a general fund agency and does not receive FCDC chargebacks for services. However, the HMRS-BD (Benefits and Wellness) department within HMRS is billable. All services provided by FCDC for HMRS-BD will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. HMRS-BD will pay 100% of the costs to FCDC from their existing budget. HMRS-BD may then apply for federal reimbursement at the current rate. There may be times when FCDC makes IT purchases on behalf of both HMRS and HMRS-BD. FCDC will issue a separate invoice that month to HMRS for those purchases, which will require them to open a purchase order for FCDC. IT purchases obtained for HMRS-BD will be included on their standard monthly invoice.

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: Maria Marshall

Human Resources and Benefits Risk Management

373 S. High Street, 25th Floor

Columbus, Ohio 43215-4599

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	Email
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

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:

Email: helpdesk@franklincountyohio.gov

Phone: (614) 525-3282 (DATA)

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

General requests and questions:

Email: 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, Cheri Speakman

Email: 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	Email
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 Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	Email
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

Approved Projects and other work:

#	Who	Phone	Email
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise 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 Operations 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 requestsA 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 requestFCDC 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 serviceNo production or individual end-user is affectedThe 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 assignmentFCDC will attempt to resolve this within 40 normal business hoursFCDC 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 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 BRM for an update • Business Services will issue an Email 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 HMRS/HMRS-BD will go to the FCDC CIO and the Enterprise Business Services Manager.


FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY VETERANS SERVICE COMMISSION

Voting Aye thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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



Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner



Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections



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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY VETERANS SERVICE COMMISSION**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Veterans Service Commission

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and Franklin County Veterans Service Commission (VETS). 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 VETS.

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

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, 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 Veteran Services Commission

General Information

280 E. Broad Street, 1st Floor
Columbus, OH 43215
(614) 525-2500

Robert Bramlish, Director

(614) 525-2500
E-mail: buck.bramlish@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
Robert Bramlish	buck.bramlish@franklincountyohio.gov	X			X		
Angela Cline	amcline@franklincountyohio.gov	X	X	X	X		X
Sharon Gardner	sfgardne@franklincountyohio.gov				X		
Nicole McCabe	nrmccabe@franklincountyohio.gov	X	X	X	X	X	X
Natalie Van Plew	navanple@franklincountyohio.gov			X		X	
Matt Zelnik	mhzelnik@franklincountyohio.gov	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	Shared	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	VETS's public website is supported in Kentico by VETS staff: https://vets.franklincountyohio.gov/

Data Analytics	Support	Notes
Data / Process Analysis	N/A	
Reporting (Interactive/Operational)	FCDC	FCDC has created (4) reports for VETS utilizing data pulled from eVETAssist within the FCDC PowerBI environment: <ul style="list-style-type: none">• Average FA Pre-Screen Duration• Average FA Pre-Screen Duration by Officer• Average Financial Application Completion Time• Average Service Claim Completion Time FCDC also create an eVETAssist appointment search to assist staff with locating appointments

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	
Data Storage	FCDC	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	FCDC	FCDC hosts: <ul style="list-style-type: none">• VETS print server• VETS file server• VETS application server for the eVETAssist application – see Section 4.0 Special Support Services below
SQL Database	FCDC	See Section 4.0 Special Support Services below

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	All VETS staff 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	

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	VETS leverages the FCDC enterprise Adobe licensing. VETS has (28) Adobe Acrobat Pro licenses
DocuSign	N/A	
Everbridge	Partner	VETS manages their own staff in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	FCDC	VETS has (2) Intellivue applications that are used to store and search archive documents: <ul style="list-style-type: none"> • Commission Minutes (VETS_MinuteBook) • Client Files (VETS_ClientFiles)
Microsoft 365	FCDC	
AvePoint	FCDC	VETS IT Contact has been trained & has access to AvePoint to create Teams for VETS staff
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	VETS utilizes the following Zoom licensing: <ul style="list-style-type: none"> • (24) basic Zoom licenses • (4) standard licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	VETS staff have a Jira Agency page
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	

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

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

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

4.0 Special Support Services

4.1 eVETAssist – Veterans Case Management System

eVETAssist is a third-party veteran case management solution. Implemented in 2010, VETS is currently utilizing version 23.01.08 (current). The support for this software is covered under a maintenance agreement VETS has with their Vendor, Enterprise Resource Partners (ERP).

FCDC Responsibilities

- FCDC hosts and maintains the application server according to the FCDC standards regarding OS (Windows 2019) and security patches
- FCDC is not responsible for any issues regarding the software
- FCDC will maintain an SQL environment regarding the eVETAssist databases
 - VETS has a database hosted in the FCDC SQL environment.
- FCDC will continue to act as an advocate to assist VETS in the resolution of issues as they arise

VETS Responsibilities

- VETS manages the support agreement with the Vendor

ERP Responsibilities

- ERP maintains the VETS instance of this solution with regards to maintaining the application and any enhancements or modifications needed by VETS
- ERP works with VETS and FCDC to remediate any issues that may arise

4.2 VSC Board of Commissioners Meeting Room

The VSC Board of Commissioners holds weekly public meetings using Zoom. In 2022, FCDC partnered with VETS and the Vendor, iVideo Technologies, to enhance the sound quality of the meetings. The solution comprises hardware and software to complement the meeting experience in Zoom.

FCDC Responsibilities

- FCDC will maintain county-owned laptops according to the FCDC standards regarding OS and security patches FCDC will work with VETS and iVideo to resolve any issues that may arise

VETS Responsibilities

- VETS will manage and maintain the support agreement with the Vendor
- VETS will work with FCDC when issues arise to determine when iVideo is required

Vendor Responsibilities

- iVideo will work with VETS and FCDC to remediate any issues that may arise
- iVideo will perform (1) annual preventative maintenance visit a year as stated in their support agreement
- iVideo will perform up to (3) on-site service calls per year as stated in their support agreement

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 VETS will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. VETS will pay 100% of costs to FCDC from their existing budget, and then VETS may apply for federal reimbursement at the current rate.

While VETS 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 VETS. Those costs will be charged back in the form of a monthly invoice which will require VETS 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: Nicole McCabe

Franklin County Veterans Service Commission

280 E. Broad Street, 1st 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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

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, 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:

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 Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise 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 Operations 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
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
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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 VETS will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY COURT OF COMMON PLEAS
DOMESTIC RELATIONS DIVISION AND JUVENILE BRANCH

Voting Aye thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

~~Abstained~~ 

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




Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

 FOR JURY

John O'Grady, Member
Franklin County Commissioner

 1000

Daniel O'Connor, Member
Franklin County Recorder

 1000

Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections

~~ABSENT~~

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
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David Payne, Member
Deputy Director, Franklin County Board of
Elections

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY COURT OF COMMON PLEAS
DOMESTIC RELATIONS DIVISION AND JUVENILE BRANCH**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Court of Common Pleas
Domestic Relations Division and Juvenile Branch

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Court of Common Pleas Domestic Relations Division and Juvenile Branch (DRJ). 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 DRJ.

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

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, 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 Court of Common Pleas Domestic Relations Division and Juvenile Branch

General Information

373 S High St. 4th FL

Columbus, OH 43215

(614) 525-3628

Court Administrator, Robert Vaughn:

(614) 525-5223

373 S High St. 4th FL

Columbus, OH 43215

E-mail: robert_vaughn@fcccourts.org

IT Director, Brian Shang:

(614) 525-4163

373 S High St. 10th FL

Columbus, OH 43215

E-mail: brian_shang@fcccourts.org

IT Assistant Systems Manager, Nick Pham:

(614) 525-2732

373 S High St. 8th FL

Columbus, OH 43215

E-mail: nick_pham@fcccourts.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
Robert Vaughn	robert_vaughn@fccourts.org						
Caitlyn Coughlin	caitlyn_coughlin@fccourts.org				X		
Anthony Kapavik	anthony_kapavik@fccourts.org				X		
Nick Pham	nick_pham@fccourts.org	X	X	X	X		
Barb Reeves	barb_reeves@fccourts.org					X	
Brian Shang	brian_shang@fccourts.org	X	X	X	X		
Wally Spence	wally_spence@fccourts.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	Partner	
Mobile Application Development	Partner	
Web Development and Content Management	Partner	

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

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

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

Enterprise Network	Support	Notes
Communications & Collaboration	Shared	DRJ manages all their enterprise network cabling. FCDC manages the Mitel phone system only
Internet, Firewall, and VPN Services	Partner	
Wide Area Network (WAN) Connectivity	Partner	
Wired Network Connectivity	Partner	
Wireless (Wi-Fi) Network Connectivity	FCDC	

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	Partner	
Everbridge	Shared	EMA owns this application, and DRJ utilizes it as needed for communication. DRJ maintains their staff and messages in Everbridge
Geographic Information Systems (GIS)	Partner	
Intellivue Document Imaging Solution	Partner	
Microsoft 365	Partner	
AvePoint	Partner	
Dynamics	Partner	
SharePoint	Partner	
OnBase Information Platform	Partner	
Zoom	Partner	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Partner	DRJ maintains first-level support for IT Services
Hardware Salvage	Shared	
Remote and On-Site Support	Partner	
User Device Management and Imaging	Partner	

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	FCDC	
iSeries Infrastructure Support	FCDC	

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

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

Security	Support	Notes
Anti-Virus	Partner	
Assistance with Security Audits	Partner	
Cyber Security Insurance Policy Compliance	Partner	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	For applicable FCDC applications
Security Incident Support	Partner	
Security Training and Consultation	Shared	DRJ uses KnowBe4Training
Web Filtering	Partner	

4.0 Special Support Services

There are no special services to define between DRJ and FCDC.

5.0 Budgeting and Service Charges

5.1 IT Budgets

DRJ receives general funding from the Board of Commissioners annually. Currently, FCDC does not assist DRJ in budget planning or recommendations for their IT needs. FCDC remains available should DRJ anticipate an effort where they may seek services. DRJ would submit a request at that time, and FCDC would evaluate and plan resources (e.g., personnel or tangible items). In some cases, FCDC may need to include requests from DRJ in their annual budget to meet the request's demand.

FCDC's 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

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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 DRJ will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. DRJ will pay 100% of costs to FCDC from their existing budget, then DRJ may apply for federal reimbursement at the current rate.

While DRJ 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 DRJ. Those costs will be charged back in the form of a monthly invoice which will require DRJ 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: Barb Reeves

Franklin County Common Pleas Court Domestic Relations and Juvenile Division

373 S. High St. 4th FL

Columbus, OH 43215

5.3.3 Billing questions or disputes can be directed as follows:

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1	Financial Services	N/A	fcdcfinaancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

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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:

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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 Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise 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 Operations 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 on business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> There is a degradation to a business service but not a work stoppage The service component or procedure is NOT critical to customer business functions The business has an alternative approach until resolved 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment FCDC will attempt to resolve within 24 normal business hours FCDC will communicate with the reporting user until resolved

Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If 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.

Permission to access resources within the FCCOURT domain has to be explicitly granted by the owner per current security access procedures. In collaboration with the FCCOURT domain owners, FCDC will report to and assist the FCCOURTS domain owners in the mitigation of any security risks that may arise.

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.

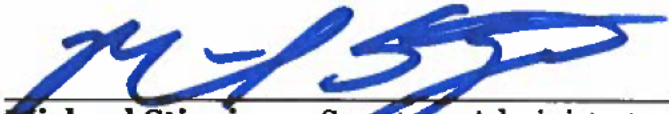
6.8 Termination of the MSA

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 DRJ will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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




Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts



John O'Grady, Member
Franklin County Commissioner




Daniel O'Connor, Member
Franklin County Recorder



Cheryl Brooks Sullivan, Member
Franklin County Treasurer



Antone White, Member
Director, Franklin County Board of Elections



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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
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**FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD**

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

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

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

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

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

Information Technology

2023 Master Service Agreement



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

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and Franklin County Emergency Management & Homeland Security (EMA). The purpose of this MSA is to identify the basic services and any agreed-upon specialized services to be provided by FCDC regarding information technology for EMA.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, 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 Relationship Manager, Shane Lee:

(614) 525-6149

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: shane.lee@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

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: jalust@franklincountyohio.gov

Team E-mail: fcdfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, 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 Emergency Management and Homeland Security

General Information

(614) 794-0213

5300 Strawberry Farms Blvd.

Columbus, Ohio 43230

Director, Jeff Young:

(614) 794-0213

5300 Strawberry Farms Blvd.

Columbus, Ohio 43230

E-mail: jjyoung@franklincountyohio.gov

Deputy Director, Darrel Koerber:

(614) 724-0910

5300 Strawberry Farms Blvd.

Columbus, Ohio 43230

E-mail: dlkoerbe@franklincountyohio.gov

Emergency Management Specialist, Carter Smith:

(614) 794-0213

5300 Strawberry Farms Blvd.

Columbus, Ohio 43230

E-mail: carter.smith@franklincountyohio.gov

Warning Systems Manager, Thomas Page Jr.:

(614) 724-0807

5300 Strawberry Farms Blvd.

Columbus, Ohio 43230

E-mail: thomas.page@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
Jeff Young	jjyoung@franklincountyohio.gov	X	X	X	X	X	X
Darrel Koerber	dlkoerbe@franklincountyohio.gov	X	X	X	X	X	X
Kelly McGuire	kellymcguire@franklincountyohio.gov	X					X
Thomas Page Jr.	thomas.page@franklincountyohio.gov	X					
Carter Smith	carter.smith@franklincountyohio.gov	X	X	X	X		
Gina Williams	gywillia@franklincountyohio.gov					X	

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

3.0 Core Services

Key:

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

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

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

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

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

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

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

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

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Partner	
IT Budget Planning	Shared	
IT Procurement Assistance	Shared	FCDC's Procurement system, LINK: https://link.franklincountyohio.gov/
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	EMA utilizes KnowBe4 Security Training
Web Filtering	FCDC	

4.0 Special Support Services

4.1 iVideo: Audio and video conferencing located in EMA's training room

FCDC Responsibility:

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

EMA Responsibility:

- EMA is the primary user of the software and is considered the application owner.
- EMA is responsible for understanding expected performance and functionality.
- EMA maintains a vendor contract for support services.

Vendor Responsibility: iVideo

- The Vendor provides primary support and maintenance for this hardware and conferencing software.
- The Vendor is responsible for installation activities and equipment for the training room.
- The Vendor must operate within all FCDC policies.

4.2 Intellicloud: Document management software for EMA's document storage**FCDC Responsibility:**

- N/A

EMA Responsibility:

- EMA is the primary user of the software and is considered the application owner.
- EMA maintains their contract and support relationship with the Vendor.
- EMA is responsible for understanding expected performance and functionality.
- EMA is responsible for designing, creating, and developing workflow structures within the application (i.e. cabinets inside Intellicloud).

Vendor Responsibility: Intellinetics

- The Vendor provides primary support and maintenance for this application.
- The Vendor must operate within all FCDC policies.

4.3 Everbridge: A platform that delivers a mass notification to connect and inform organizations in an emergency**FCDC Responsibility:**

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

EMA Responsibility:

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

Vendor Responsibility: Everbridge

- The Vendor must operate within all FCDC policies.
- The Vendor provides primary support and maintenance for this application

5.0 Budgeting and Service Charges

5.1 IT Budgets

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

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

Typical Annual Budget Schedule:

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

5.2 FCDC IT Procurement Policy

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

5.3 Chargeback allocations

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

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

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

FRANKLIN COUNTY DATA CENTER

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

Franklin County Emergency Management & Homeland Security

ATTENTION: Gina Williams

5300 Strawberry Farms Blvd.

Columbus, Ohio 43230

5.3.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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

Enterprise Business Relationship Manager, Shane Lee:

E-mail: shane.lee@franklincountyohio.gov

Phone: (614) 525-6149

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	11robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
7	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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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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 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 EMA will go to the FCDC CIO and Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY PUBLIC HEALTH

Voting Aye thereon

Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

**FRANKLIN COUNTY DATA CENTER
TECHNOLOGY MASTER SERVICE AGREEMENT
FRANKLIN COUNTY PUBLIC HEALTH**

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Public Health

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Public Health (FCPH). 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 FCPH.

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

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, 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 Public Health

General Information

280 East Broad Street

Columbus, OH 43215-4562

(614) 525-4722

Health Commissioner, Joe Mazzola:

(614) 525-4722

280 East Broad Street

Columbus, OH 43215-4562

E-mail: joemazzola@franklincountyohio.gov

Director of Finance and Business Operations, John Wolf:

(614) 525-3938

280 East Broad Street

Columbus, OH 43215-4562

E-mail: jmwolf@franklincountyohio.gov

IT Systems Supervisor, Sondra Burns:

(614) 525-3619

280 East Broad Street

Columbus, OH 43215-4562

E-mail: cassondraburns@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
Joe Mazzola	jrmazzol@franklincountyohio.gov	X		X	X		
Cherinor Bah	cherinorbah@franklincountyohio.gov	X	X	X	X		
Amber Breedlove	amberbreedlove@franklincountyohio.gov						X
Sondra Burns	cassondraburns@franklincountyohio.gov	X	X	X	X		
Sarah Jensen	sarahjensen@franklincountyohio.gov	X					
Alexandria Jones	alexjones@franklincountyohio.gov	X					
Mitzi Kline	mrkline@franklincountyohio.gov	X		X			X
Jennifer Robinson	jenniferrobinson@franklincountyohio.gov	X			X		
Theresa Seagraves	theresaseagraves@franklincountyohio.gov	X			X		
Nik Shipman	nikshipman@franklincountyohio.gov	X	X	X	X		
Brenda West	bswest@franklincountyohio.gov					X	
John Wolf	jmwolf@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	Partner	FCPH manages this service internally and can request design services from FCDC when needed
Mobile Application Development	N/A	
Web Development and Content Management	Partner	FCPH manages their website independently of FCDC: https://myfcph.org/

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

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	FCDC	FCPH IT works with the FCDC team members on a variety of IT initiatives as needed

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

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Partner	FCPH IT is primary support and may use FCDC Help Desk services as a secondary option upon request
Hardware Salvage	FCDC	FCPH IT can request salvage service from FCDC as needed
Remote and On-Site Support	Shared	FCPH IT is primary support and may use FCDC Help Desk services as a secondary option upon request
User Device Management and Imaging	Shared	FCPH IT leverages the permanent distribution point located in Memorial Hall and then uses SCCM to manage/image their own devices. FCPH can also use FCDC Help Desk services as a secondary option upon request

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	FCPH leverages the Enterprise Adobe: (93) licenses
DocuSign	FCDC	FCPH uses DocuSign for board meeting signatures
Everbridge	Shared	EMA owns this application, and FCPH utilizes it as needed for communication. Eva Wollerman maintains their staff and messages in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	Shared	FCPH IT utilizes AvePoint
Dynamics	N/A	
SharePoint	N/A	
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP charges from FCPH at the direction of the Board of Commissioners' OMB Office
OnBase Information Platform	N/A	
Zoom	FCDC	FCPH leverages the Enterprise Zoom offering: <ul style="list-style-type: none"> • (10) Standard paid Licenses • (1) Licensed Zoom Webinars 500 • (1) Licensed Zoom Webinars 1000

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

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	
PFM and IT Coordination	Shared	In the event that coordination is needed between PFM and IT services, FCDC can be engaged to assist
Strategic Technology Planning	Partner	
vCIO (Virtual CIO)	FCDC	The Board of Commissioner's CIO and FCDC CIO are engaged regularly with FCPH to provide guidance on technology

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	Shared	AT&T Wi-Fi Services are available for Memorial Hall patrons
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (Wi-Fi) Network Connectivity	Shared	FCDC manages FCDN connectivity

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

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	Shared	
Cyber Security Insurance Policy Compliance	Shared	IT Components that impact or reside on the Franklin County Data Network (FCDN) are covered under the Franklin County Policy. FCPH also carries a cyber security insurance policy independent from the County's policy
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 Rabies Financial Tracking Application (BOHTS)

FCDC Responsibility:

- FCDC ensures that the Database remains functional and available to current sources for access.

FCPH Responsibility:

- FCPH maintains the webpage that uses the service
- FCPH is responsible for the relationships with the external entities that use the tracking system

4.2 Other

Detail	Support	Notes
Refrigeration Monitoring System	Shared	FCDC maintains the network and cabling required for the service. FCPH maintains the service
Rstudio	Partner	A locally installed application that FCPH maintains
Tableau	Shared	FCDC maintains and supports the hardware and manages access to the service, and the software is maintained and managed by FCPH
WebFax	FCDC	IP address and phone number assignment for MFDs and training performed by FCDC

5.0 Budgeting and Service Charges

5.1 IT Budgets

Franklin County Public Health's IT budget is not governed by the Franklin County Board of Commissioners. Currently, FCDC does not assist FCPH in budget planning or recommendations for their IT needs. FCDC remains available should FCPH anticipate an effort where they may seek services. FCPH would submit a request at that time, and FCDC would evaluate and plan resources (e.g., personnel or tangible items). In some cases, FCDC may need to include requests from FCPH in their annual budget to meet the request's demand.

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 primary support for BFM. 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 for FCDC:

- **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 Annual Resource Allocation Estimate

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

5.4 Chargeback allocations

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

5.4.2 Billing: FCDC bills on behalf of the Commissioners and at the direction of OMB. FCDC uses internal tracking tools to establish resource usage and FCDC staff labor every month. All services provided by FCDC for FCPH will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. FCHP will pay 100% of costs to FCDC from their existing budget, then FCPH 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 Public Health

280 E. Broad Street

Columbus, OH 43215

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

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	fcdfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@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 Operations 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
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
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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
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6.8 Termination of the MSA

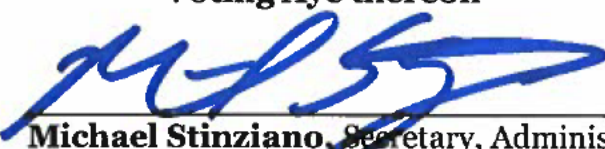
This MSA shall remain in effect until terminated. Either party may terminate this MSA with a 180-day termination notification. Termination notifications from FCDC will go to all members on the IT Contact list. Termination notifications from FCPH will go to the FCDC CIO and the Enterprise Business Services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

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AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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Judge, Franklin County Court of Common Pleas

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Abstained


Daniel O'Connor, Member
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Elections

**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,

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

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
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: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Relationship Manager, Shane Lee:

(614) 525-6149

373 S. High Street, 9th Floor

Columbus, Ohio 43215

E-mail: shane.lee@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

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, 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 Recorder Agency

General Information

(614) 525-3930

373 S. High Street, 18th Floor

Columbus, Ohio 43215

Franklin County Recorder, Danny O'Connor:

(614) 525-3930

373 S. High Street, 18th Floor

Columbus, Ohio 43215

E-mail: doconnor@franklincountyohio.gov

Chief of Staff, Chris Cupples:

(614) 525-3270

373 S. High Street, 18th Floor

Columbus, Ohio 43215

E-mail: cccupples@franklincountyohio.gov

IT Director, Robert Hinton:

(614) 525-3274

373 S. High Street, 18th Floor

Columbus, Ohio 43215

E-mail: rahinton@franklincountyohio.gov

Assistant IT Director, Zachary Rairdon:

(614) 525-3524

373 S. High Street, 18th Floor

Columbus, Ohio 43215

E-mail: zorairdon@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
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
Eric Sells	elsells@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 may request this service on an as-needed basis
Mobile Application Development	N/A	
Web Development and Content Management	Shared	FCDC maintains a website through Kentico: https://recorder.franklincountyohio.gov/ RCDR also has third-party site for document searches: https://franklin.oh.publicsearch.us/ and is managed by third party: GovOS

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

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Shared	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, and data is synced to a 3 rd party data center via a Point-to-Point VPN tunnel
Server Virtualization and Hosting	FCDC	FCDC hosts all (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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	Number of licenses: (14) Adobe Pro
DocuSign	N/A	
Everbridge	Shared	EMA owns this application and RCDR utilizes it as needed for communication. RCDR maintains their staff in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	Shared	RCDR (DIC) utilizes this application to index images for county agencies
Microsoft 365	FCDC	
AvePoint	Shared	
Dynamics	N/A	
SharePoint	N/A	

Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP charges from RCDR for the Document Imaging Center (DIC) 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
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	

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	Shared	
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 (DIC): The Document Imaging Center's primary 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 software called Omniplot. Two machines were acquired, one in 2015 and the other in 2022. Both machines are utilized daily.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- RCDR will maintain the support relationship with the Vendor
- RCDR will report any issues to Vendor

Vendor Responsibility: Crowley

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

4.2 Kodak Capture Pro: This high-speed scanner scans paper documents for permanent records retention.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- RCDR will maintain the support relationship with the Vendor
- RCDR will report any issues to Vendor

Vendor Responsibility: Endicott Microfilm

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

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:

- RCDR will maintain the support relationship with the Vendor
- RCDR will report any issues to Vendor

Vendor Responsibility: Precision Microproducts of America

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

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.'s data center to the cloud search site.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- RCDR will maintain the support relationship with the Vendor
- RCDR will report any issues to Vendor

Vendor Responsibility: GovOS

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

4.5 TimeTrex: RCDR's electronic timekeeping system.

FCDC Responsibility:

- No responsibilities regarding this solution

RCDR Responsibility:

- RCDR will maintain a support relationship with the Vendor
- RCDR will report any issues to Vendor

Vendor Responsibility: TimeTrex

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

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

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

5.3.1 Billing questions or disputes can be directed as follows:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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 Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
7	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	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6149	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

6.5 Service Prioritization

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

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

Priority 4 (LOW) Minimal or No Business Impact	<ul style="list-style-type: none"> • Minimal impact on business or service • No production or individual end-user is affected • The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment • FCDC will attempt to resolve within 40 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> • There is a degradation to a business service but not a work stoppage • The service component or procedure is NOT critical to customer business functions • The business has an alternative approach until resolved 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment • FCDC will attempt to resolve within 24 normal business hours • FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> • A business service component, procedure, or application is unusable, or service degradation is very high • The business service is isolated to one (1) Partner Agency • Business service delivery is critically impacted • The business is unable to use an alternative approach to deliver service • A moderate security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user until resolved
Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If 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 RCDR will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon

Voting Nay thereon


Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor


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

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


Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

Abstained

John O'Grady, Member
Franklin County Commissioner

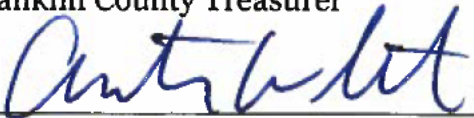
John O'Grady, Member
Franklin County Commissioner


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

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

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

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

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

WHEREAS, the Data Center Chief Information Officer recommends approval of this MSA subject to the Resource Requirements referenced in support of obtaining Federal Tax Information (FTI) security compliance.

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

Information Technology

2023 Master Service Agreement



Between the:
Franklin County Data Center
and
Franklin County Child Support
Enforcement Agency

1.0 Master Service Agreement Overview

This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Child Support Enforcement Agency (CSEA). The purpose of this MSA is to identify the basic services and any agreed-upon specialized services to be provided by FCDC regarding information technology for CSEA.

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

2.0 Contact Information and Authorizations

2.1 Franklin County Data Center

Business Services

Enterprise Business Relationship Manager, Melissa Peoples:

(614) 525-5691

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Email: melissa.peoples@franklincountyohio.gov

Team Email: fcdcbusinessservices@franklincountyohio.gov

Enterprise Business Services Manager, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Email: kara.cruikshank@franklincountyohio.gov

Team Email: fcdcbusinessservices@franklincountyohio.gov

Chief Operating and Communications Officer, Tasha Hyler:

(614) 525-6798

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Email: tjhyler@franklincountyohio.gov

Team Email: fcdcbusinessservices@franklincountyohio.gov

Financial Services

Chief Financial Officer, Julie Lust:

(614) 525-5826

373 S. High Street, 9th Floor

Columbus, Ohio 43215

Email: jalust@franklincountyohio.gov

Team Email: fcdcfinancialservices@franklincountyohio.gov

Help Desk

Enterprise Support Manager, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8th Floor

Columbus, Ohio 43215

Email: robert.linton@franklincountyohio.gov

Team Email: helpdesk@franklincountyohio.gov

Service Management Portal: helpdesk.franklincountyohio.gov

2.2 Franklin County Child Support Enforcement Agency

General Information

80 E. Fulton Street

Columbus, Ohio 43215

(614) 525-6030

Director, Susan Brown:

(614) 525-6030

80 E. Fulton Street

Columbus, Ohio 43215

Email: susan.brown@jfs.ohio.gov

Assistant Director, William Peltcs:

(614) 525-3219

80 E. Fulton Street

Columbus, Ohio 43215

Email: william.peltcs@jfs.ohio.gov

Data Systems Supervisor, David Kowaleski:

(614) 525-6030

80 E. Fulton Street

Columbus, Ohio 43215

Email: david.kowaleski@jfs.ohio.gov

Network Supervisor, Emily Sacksteder:

(614) 525-7153

80 E. Fulton Street

Columbus, Ohio 43215

Email: emily.sacksteder@jfs.ohio.gov

2.3 Contact Groups

Information Technology Contact (IT Contact): Email 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	Email	IT Contact	Service	Procurement	Security	Billing	Website
Susan Brown	susan.brown@jfs.ohio.gov	X		X		X	X
David Kowaleski	david.kowaleski@jfs.ohio.gov	X	X			X	X
Emeka Okafor	emeka.okafor@jfs.ohio.gov			X	X		
Aleah Palmer	aleah.palmer@jfs.ohio.gov	X				X	X
William Peltcs	william.peltcs@jfs.ohio.gov	X				X	X
Joan Rowe	joan.rowe@jfs.ohio.gov	X				X	X
Emily Sacksteder	emily.sacksteder@jfs.ohio.gov	X	X			X	X

Note: IT Contacts may work with their B.R.M. 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	CSEA uses Kentico CMS to manage content: https://support.franklincountyohio.gov/

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

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	Shared	CSEA maintains a separate environment with the State of Ohio. FCDC's involvement is outlined in section 4.1 and 4.2
Data Storage	Shared	CSEA maintains a separate environment with the State of Ohio. FCDC's involvement is outlined in section 4.1 and 4.2
Hi-Availability (H.A.) Environment	Shared	CSEA maintains a separate environment with the State of Ohio. FCDC's involvement is outlined in section 4.1 and 4.2
Server Virtualization and Hosting	FCDC	FCDC hosts one virtual server for CSEA.
SQL Database	Shared	

Enterprise Network	Support	Notes
Communications & Collaboration	Shared	CSEA utilizes the Mitel phone solution. FCDC works with CSEA and the State of Ohio.
Internet, Firewall, and VPN Services	Shared	CSEA is on the State of Ohio network. FCDC assists on items hosted by FCDC.
Wide Area Network (WAN) Connectivity	N/A	
Wired Network Connectivity	Shared	
Wireless (Wi-Fi) Network Connectivity	Partner	CSEA uses the State of Ohio Wi-Fi

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	FCDC	Electronic IV-D and non-IV-D contract process
Everbridge	Shared	EMA owns this application, and CSEA utilizes it as needed for communication. CSEA maintains its staff and messages in Everbridge
Geographic Information Systems (G.I.S.)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	Partner	CSEA receives licensing through the State of Ohio
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
ERP Enterprise (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application
OnBase Information Platform	Shared	CSEA houses and maintains a business-critical application in the FCDC OnBase environment. The relationship to managing this service is detailed in section 4.2
Zoom	N/A	

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

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

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

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

Security	Support	Notes
Anti-Virus	Partner	The State of Ohio is responsible
Assistance with Security Audits	Shared	This is a combined effort between FCDC and the State of Ohio. Depending on what the audit is requesting, the FCDC will work with CSEA to provide documentation as requested. CSEA's BRM is the initial point of contact for FTI, IRS audits, and breaches
Cyber Security Insurance Policy Compliance	Shared	The Franklin County Cyber security insurance policy applies to the items that are hosted/maintained within the FCDN
Multifactor Authentication (MFA) and Single Sign-On (SSO)	Shared	MFA/SSO would be applied to specific resources provided by FCDC that CSEA may use
Security Incident Support	Shared	FCDC will run as a primary responder for resources hosted/maintained by FCDC. Otherwise, the responsibility would fall to CSEA and the State of Ohio
Security Training and Consultation	Partner	The State of Ohio is responsible
Web Filtering	Partner	The State of Ohio is responsible

4.0 Special Support Services

4.1 Server and Database: CSEA uses a virtual server within the FCDC environment, and it has two purposes:

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

FCDC Responsibility:

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

CSEA Responsibility:

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

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

CSEA OnBase Point of Contact:

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

FCDC Responsibility:

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

CSEA Responsibility:

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

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

FCDC Responsibility:

- FCDC will work with CSEA stakeholders to procure the necessary background check to comply with IRS-1075
- FCDC will provide changes or updates required to staff to comply with IRS 1075.

CSEA Responsibility:

- CSEA recognizes that they are responsible for protecting and complying to FTI requirements
 - FCDC shares this responsibility and compliance
- CSEA is responsible for submitting an updated 45-day notice to the Office of Child Support if requested.

FTI Qualifications:

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

Failure to Comply:

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

Data Breaches:

- When discovering a possible improper inspection or disclosure of FTI, which includes breaches and security incidents, the person making the observation or receiving the information must notify their supervisor immediately.
- The supervisor and worker shall immediately notify the Director, or the Assistant Director or other Designee at the CSEA.
- After the Director's notification, the supervisor and employee must contact the Treasury Inspector General for Tax Administration (TIGTA) **no later than 24 hours after identification of a possible issue involving FTI** The TIGTA Field Division Office for Ohio is located in Washington, DC, and can be reached by calling (215) 861-1003. This office should be contacted first.
 - If you are unable to contact the TIGTA Field Division, contact the National Office at:
 - Hotline Number: 1-800-589-3718
 - Online: <http://www.treasury.gov/tigta/>
 - Mailing Address: Treasury Inspector General for Tax Administration

Ben Franklin Station
P.O. Box 589
Washington, DC 20044-0589

- The Director (or designee) must also notify the State Office of Child Support of the improper inspection or disclosure of FTI The State Office can be reached by emailing FTI_SAFEGUARDING@jfs.ohio.gov.
- Lastly, this process should be included in annual training.

IRS Findings:

- It is the responsibility of the FCDC to address corrective action recommendations to resolve findings of non-compliance with all IRS inspections relevant to FCDC, including but not limited to the following. The FCDC shall provide, in writing, a detailed status update for each open corrective action item identified in the corrective action plan, as provided by the IRS, including progress or completion of any pending corrective action items. If FCDC is requesting an extension from the IRS to complete a finding, the request must be a date certain.

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

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

- Complete annual awareness training and compliance administration/certification
 - This includes reading and signing the below forms:
 - JFS 7014 (Tax Information Safeguarding Authorization Agreement)
 - JFS 7078 (ODJFS User Attestation)
 - All FCDC staff with access to CSEA's FTI are required to have a State of Ohio ID. FCDC staff are required to login to the myOhio website to change their password on the 1st of the month or at least once within a 45–60-day timeframe. This will keep their account active and allow the State of Ohio to maintain a record of who has access to FTI

Proper handling of FTI data:

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

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

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

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

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

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

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

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

FTI Exhibit 7 Safeguarding Contract Language:

CONTRACT LANGUAGE FOR GENERAL SERVICES

I. PERFORMANCE

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

- (1) All work will be performed under the supervision of the contractor.
- (2) The contractor and contractor's officers or employees to be authorized access to FTI must meet background check requirements defined in I.R.S. Publication 1075. The contractor will maintain a list of officers or employees authorized access to FTI. Such list will be provided to the agency and, upon request, to the I.R.S.
- (3) FTI in hardcopy or electronic format shall be used only for the purpose of carrying out the provisions of this contract. FTI in any format shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection or disclosure of FTI to anyone other than the contractor or the contractor's officers or employees authorized is prohibited.
- (4) FTI will be accounted for upon receipt and properly stored before, during, and after processing. In addition, any related output and products require the same level of protection as required for the source material.
- (5) The contractor will certify that FTI processed during the performance of this contract will be completely purged from all physical and electronic data storage with no output to be retained by the contractor at the time the work is completed. If immediate purging of physical and electronic data storage is not possible, the contractor will certify that any FTI in physical or electronic storage will remain safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of FTI will be given to the agency. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts and will provide the agency with a statement containing the date of destruction, description of material destroyed, and the destruction method.
- (7) All computer systems receiving, processing, storing, or transmitting FTI must meet the requirements in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.
- (8) No work involving FTI furnished under this contract will be subcontracted without the prior written approval of the IRS.

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

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

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

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

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

II. CRIMINAL/CIVIL SANCTIONS

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

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

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

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

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

III. INSPECTION

The I.R.S. and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in I.R.S. Publication 1075. The I.R.S.' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (I.T.) assets that access, store, process or transmit FTI. Based on the inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with FTI safeguard requirements.

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.

FCDC's 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 Annual Resource Allocation Estimate

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

5.4 Chargeback allocations

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

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

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

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

FRANKLIN COUNTY DATA CENTER

Vendor 32201

373 S. High Street, 9th Floor

Columbus, Ohio 43215-4599

Invoices will be sent to:

franklin_csea_fiscal@jfs.ohio.gov

5.4.3 Billing questions or disputes can be directed as follows:

#	Who	Phone	Email
1	Financial Services	N/A	fcdcfinaancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

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:**Email:** helpdesk@franklincountyohio.gov**Phone:** (614) 525-3282 (DATA)**Service Desk Portal:** <https://helpdesk.franklincountyohio.gov>**General requests and questions:****Email:** 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:****Email:** 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	Email
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 Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

Procurement:

#	Who	Phone	Email
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@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

Approved Projects and other work:

#	Who	Phone	Email
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise 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 Operations 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 on business or service No production or individual end-user is affected The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment FCDC will attempt to resolve within 40 normal business hours FCDC will communicate with the reporting user until resolved
Priority 3 (MEDIUM) Minor Business Impact	<ul style="list-style-type: none"> There is a degradation to a business service but not a work stoppage The service component or procedure is NOT critical to customer business functions The business has an alternative approach until resolved 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment FCDC will attempt to resolve within 24 normal business hours FCDC will communicate with the reporting user until resolved
Priority 2 (HIGH) Major Business Impact	<ul style="list-style-type: none"> A business service component, procedure, or application is unusable, or service degradation is very high The business service is isolated to one (1) Partner Agency Business service delivery is critically impacted The business is unable to use an alternative approach to deliver service A moderate security threat has been identified 	<ul style="list-style-type: none"> FCDC Technician will be assigned and will strive to contact the reporting user within one (1) hour of ticket assignment during normal business hours If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user within two (2) hours FCDC will begin work immediately and continue until resolved FCDC will communicate with the reporting user until resolved

Priority 1 (HIGHEST) Severe Business Impact	<ul style="list-style-type: none"> • The entire Franklin County userbase or multiple Partner Agencies are experiencing loss to a production service • Foundational infrastructure component and/or a shared application outage (or imminent outage) with a critical impact on business services • Will cause a significant negative impact on Franklin County's revenue • A substantial security threat has been identified 	<ul style="list-style-type: none"> • FCDC Technician will be assigned and will strive to contact (any method) the reporting user within 30 minutes of ticket assignment, during normal business hours • If after hours, an FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour • FCDC will begin work immediately and continue until resolved • FCDC will communicate with the reporting user consistently during normal business hours until resolved • If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or B.R.M. for an update • Business Services will issue an Email 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 CSEA will go to the FCDC CIO and the Enterprise Business Services Manager.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE
ENTERPRISE INFRASTRUCTURE ENGINEER 1

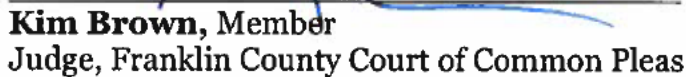
Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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



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Franklin County Clerk of Courts

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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
NEW HIRE: 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 **23-057** 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 **23-057**.

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

Data Center Personnel Action – New Hire – Martin Rippel

PERSONNEL ACTION FORM		
TRANSACTION TYPE	New Hire	
EMPLOYEE/CANDIDATE NAME:	Martin Rippel	
PERSONNEL ACTION NUMBER	23-057	
PERSONNEL ACTION DATE (BOARD)	March 06, 2023	
DATA CENTER SECTION	Enterprise IT	
NEW JOB POSITION / TITLE	Enterprise Infrastructure Engineer 1	
PAY GRADE	11	
EFFECTIVE DATE	March 06, 2023	
PAY GRADE SALARY RANGE		
MINIMUM	MID	MAXIMUM
\$63,701	\$78,034	\$92,366
	BASE RATE	ANNUAL SALARY
NEW	\$ 36.0576	\$ 75,000

KEY RESPONSIBILITIES OF THE ROLE

- Server virtualization hardware and software, typically via Cisco, Dell, and VMware solutions.
- Microsoft server, application, and user environments based on Windows, typically with virtualized Windows servers, and providing Active Directory, DNS, DHCP, Group Policy, and related technologies as a baseline.
- Microsoft server, application, and user environments based on Windows, typically with virtualized Windows servers, and providing Active Directory, DNS, DHCP, Group Policy, and related technologies as a baseline.
- Serve as a technical resource for existing and new projects and provide guidance/insight on projects.
- Contribute to the architecture design, deployment, and development of IT services and associated processes and procedures.
- Server room/data center technologies and services to provide secure and reliable infrastructure services 24x7 from any location; data center facilities may be on-site, remote, county-owned, or rented via third parties.
- Build and maintain separate internal and DMZ Active Directory domains in concert with FCDC technical teams and application owners; also assist with code and application deployments with teams blocked from directly accessing production systems.

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

EMPLOYMENT NOTABLES

- Martin started his IT career at Rogue Fitness in 2014. As a Desktop Service Technician III, he has provided support to over 1000 users and was instrumental in deploying FreshService and Zendesk ticketing systems.
- Martin's well-rounded and diverse IT experience over the last eight (8) years, and eagerness to grow and develop within this space will undoubtedly bring value to the Infrastructure Engineering team at the Data Center.

EDUCATION & OTHER CREDENTIALS

- Bachelor of Arts in Music Industry – Capital University

RELEVANT WORK EXPERIENCE

- End User Support- 8 years
- Windows OS – 8 years
- MAC OS – 8 years
- Virtual Server Installation/Configuration – 3 years
- Computer/Server Hardware Installation – 3 years

SCREENING STATUS

- Professional References: Completed.
- Background Check: Results pending. Contingent offer.
- Pre-employment drug testing: Results pending. Contingent offer.

Kassy Franz, Chief People Officer

Martin H. Rippel

EDUCATION

Capital University, Columbus, Ohio
Bachelor of Arts in Music Industry, Communication Minor

MILITARY EXPERIENCE

U.S. Army
Military Occupation Specialty as O2b (trumpet player)
Completed standard military training in addition to musical duties

WORK EXPERIENCE

Rogue Fitness, Columbus, Ohio (May '14 – present)

- * Desktop Service Technician III, providing premier support to over 1000 end users.
- * Instrumental in the deployment of FreshService and then Zendesk ticketing systems.
- * Proficient with Crowdstrike EDR/DLP system.
- * Familiar with MS MDT image deployment practices.
- * Proficient with PDQ Deploy software management and deployment system.
- * Proficient with VMware VCenter and AirwatchOne MDM systems.
- * Upgraded and maintained WSUS patch management system to Server 2012 R2.
- * Expert knowledge in Windows 7, 10 and Mac OS troubleshooting methods.
- * Proficient with OSI model TCP/IP network troubleshooting protocols.
- * Proficient in the support of various mobile technologies including iOS and Android.
- * Familiar with the use of Powershell to issue remote commands to endpoint devices.

Metro Cuisine, Columbus, Ohio (February '13 – May '14)

- * Chef, prepared exemplary cuisine for a broad array of catered events
- * Maintained efficient inventory levels to maximize profitability

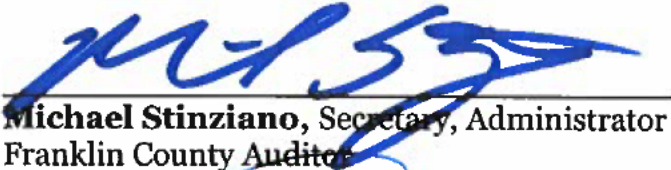
Weiland's Market, Columbus, Ohio (April '11 – February '13)


- * Sous Chef/Assistant Catering Director
- * Organized entire catering inventory to expedite ease of access and use

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – NEW HIRE
ENTERPRISE SUPPORT ANALYST 2

Voting Aye thereon

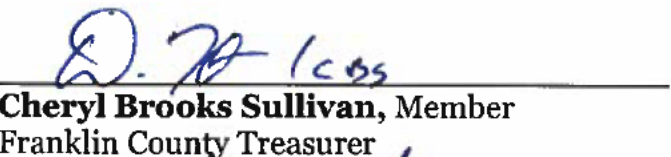

Michael Stinziano, Secretary, Administrator
Franklin County Auditor


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

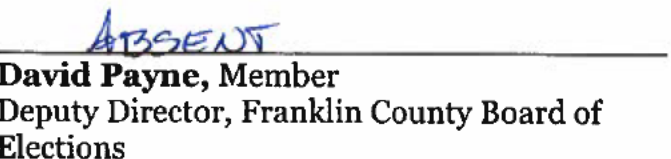

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts


John O'Grady, Member
Franklin County Commissioner


Daniel O'Connor, Member
Franklin County Recorder


Cheryl Brooks Sullivan, Member
Franklin County Treasurer


Antone White, Member
Director, Franklin County Board of Elections


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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
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Election

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
NEW HIRE: ENTERPRISE SUPPORT ANALYST 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 **23-058** 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 **23-058**.

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

Data Center Personnel Action – New Hire – Joshua Konyn

PERSONNEL ACTION FORM			
TRANSACTION TYPE		New Hire	
EMPLOYEE/CANDIDATE NAME:		Joshua Konyn	
PERSONNEL ACTION NUMBER		23-058	
PERSONNEL ACTION DATE (BOARD)		March 06, 2023	
DATA CENTER SECTION		Enterprise IT / Support	
NEW JOB POSITION / TITLE		Enterprise Support Analyst 2	
PAY GRADE		7	
EFFECTIVE DATE		February 06, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$47,403	\$58,069	\$68,734	
		BASE RATE	ANNUAL SALARY
NEW		\$28.3654	\$59,000
<p><u>KEY RESPONSIBILITIES OF THE ROLE</u></p> <ul style="list-style-type: none"> Friendly and supportive IT technical services for partner agency users countywide, provided via phone, email, online requests, live remote, and in-person Hardware Deployment and Support PC Imaging and Application Installs and Support Mobile Device, Multi-Factor Authentication (MFA), and VPN Support IT Service Management Platform Utilization and Documentation Asset Management User Account Management and Security 			
<p><u>EMPLOYMENT NOTABLES</u></p> <ul style="list-style-type: none"> In his current role as a Network Engineer at Datapath, he oversees IT programs at 7+ separate sites in the education/medical sectors. Joshua excels in communication, documentation, and task completion. He is eager to join FCDC to take his IT skills to the next level. Joshua is most excited about joining Franklin County because one of his top priorities in life is giving back and working for a purpose. 			

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

EDUCATION & OTHER CREDENTIALS

- Bachelor of Science – Capital University

RELEVANT WORK EXPERIENCE

- End-User IT Support – 3 years
- Windows OS Troubleshooting – 3 years
- Mac OS Troubleshooting – 2 years
- Hardware Troubleshooting/Installation – 3 years
- Asset Management – 2 years
- Customer Service – 5 years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Joshua Konym

Objective

Seeking a new challenge in a network administration/tech support role in Columbus

Education

Capital University, Columbus, Ohio
Bachelor of Science, May 2021
Major: Computer Science

Relevant Skills

Connectwise Manage/Automate, IT Glue, GSuite, Active Directory, Windows OS, MacOS, Hardware/Software Troubleshooting, Windows Server, Untangle Firewall, Extreme Network, Ubiquiti Network, Patch Cabling, End-User Customer Service, Python, SQL, HTML/CSS/JS

Professional Experience

Network Engineer (May 2022 – Present)

Datapath, Dublin, OH

- Oversee IT programs at 7+ separate sites in the education/medical sectors
- Manage my own schedule and independently direct logistics of task completion
- Provide in-person support to maintain all network-related systems and staff devices
- Foster business relationships with clients via active in-person and virtual communication and project management

IT Sales Associate (Oct. 2021 – May 2022)

Accurate IT, Hilliard, OH

- Repair, reset, test, and present enterprise and consumer electronics equipment
- Manage product inventory based on sales SOPs via SKU tracking and detailed note-taking
- Top Sales (Feb. 2022) , Highest Post Numbers (Dec. 2021 – May 2022)

IT Applications Consultant (June 2021 – Oct. 2021)

Sedgwick, Nashville, TN (remote)

- Navigated core back-end/front-end infrastructure using Linux terminal
- Retrieved/managed data by writing queries in Progress 4GL language
- Resolved user tickets by completing data modification tasks and resolving software incidents

Flexible Associate – Learning Env. Field Project Services (June 2020 – August 2020)

School Specialty, Mansfield, OH

- Completed data entry tasks to provide up-to-date order data for Project Managers
- Initiated communication to vendors and installers to track order status and progress
- Handled tracking of 100+ PO's at a time to ensure orders completed on time

Have held additional paid positions

Relevant Non-professional Experience

ESports League Founder/President (May. 2019 – May. 2021)

Capital University

- Grew the club in 2 years to become the largest recreational student organization on campus
- Created all event scheduling, managed marketing for events, and oversaw budgeting
- Coordinated logistics, event spaces, and supplies with university admin, staff, and members
- Built and administrated Discord server and social media accounts

Audio/Visual Team Member (Sept. 2017 – May. 2019)

Capital University, CRU

- Participated in production team for weekly worship services
- Set up and tore down gig gear including microphones, PA speakers, monitors, etc.
- Took over visual media including slide shows and lighting when needed

Honors/Activities

Boy Scouts of America ***Eagle Scout***


Dean's List

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – PROMOTION
ENTERPRISE INFRASTRUCTURE ENGINEER 2

Voting Aye thereon

Voting Nay thereon



Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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Judge, Franklin County Court of Common Pleas



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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
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEER 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 **23-059** 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 **23-059**.

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

Data Center Personnel Action – Promotion – Mark Focken

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Mark Focken	
PERSONNEL ACTION DATE (BOARD)		03/06/2023	
DATE HIRED		11/10/2021	
YEARS WITH FRANKLIN COUNTY		1 year, 3 months, 24 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 2	
PAY GRADE		14	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
76,449	93,650	110,851	
	BASE RATE	ANNUAL SALARY	
PREVIOUS	\$37,143.1	\$ 77,257.70	
		9,742.30	
NEW	\$ 41,827.0	\$87,000.00	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Since joining the Data Center team in November of 2021, Mark has made an immediate and exceptional impact on our success. He brings a diverse range of technical abilities to the Infrastructure team and is always eager to learn more and expand his skillset. Mark possesses an outstanding work ethic and an unparalleled drive to complete tasks efficiently, effectively, and with remarkable speed. He has played a vital role in advancing critical county-wide projects, including the 2022 Onbase Upgrade and Server 2008 Upgrade (Hailstone), as well as numerous other tasks and initiatives. Furthermore, Mark's exceptional communication and customer service skills have played a crucial role in fostering a tremendous amount of trust and confidence among our agency partners. We are thrilled to recognize Mark's impressive contributions and capabilities with a well-deserved promotion to Level 2 and look forward to his continued growth and potential at FCDC.</p>			
Kassy Franz, Chief People Officer			

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION – PROMOTION
ENTERPRISE INFORMATION SECURITY TEAM LEAD

Voting Aye thereon

Voting Nay thereon




Michael Stinziano, Secretary, Administrator
Franklin County Auditor

Michael Stinziano, Secretary, Administrator
Franklin County Auditor



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

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Judge, Franklin County Court of Common Pleas




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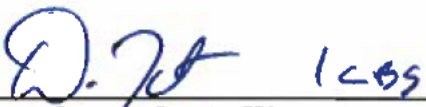
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Deputy Director, Franklin County Board of
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Election

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

**FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
PROMOTION: ENTERPRISE INFORMATION SECURITY 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 **23-060** 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 Personnel Action number **23-060**.

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

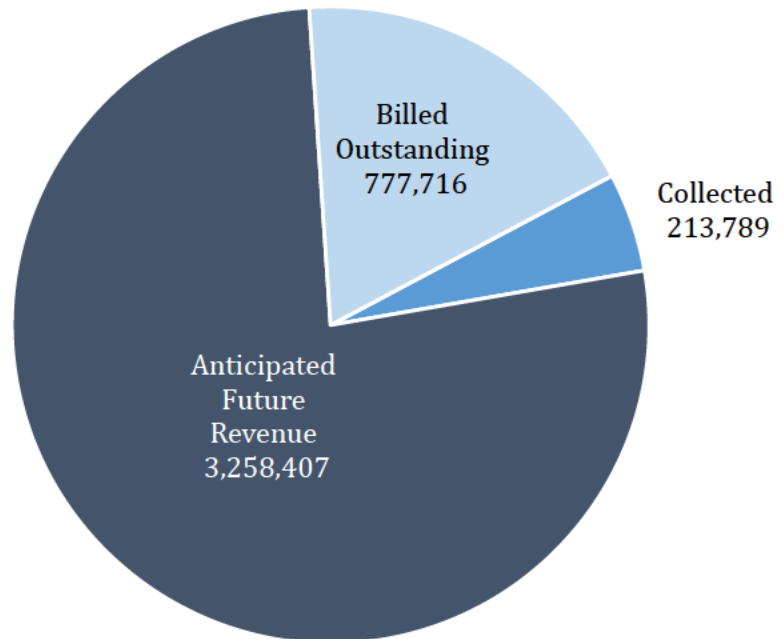
Data Center Personnel Action – Promotion – Michael Bowman

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Michael Bowman	
PERSONNEL ACTION DATE (BOARD)		03/06/2023	
DATE HIRED		7/22/2019	
YEARS WITH FRANKLIN COUNTY		3 years, 7 months, 12 days	
CURRENT DATA CENTER SECTION		Enterprise Security	
NEW DATA CENTER SECTION		Enterprise Security	
CURRENT JOB POSITION / TITLE		Enterprise IAM Analyst 2	
NEW JOB POSITION / TITLE		Enterprise Information Security Team Lead	
PAY GRADE		13	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
72,199	88,444	104,689	
		BASE RATE	ANNUAL SALARY
PREVIOUS		\$35.0648	\$ 72,934.94
Increase			\$7,065.06
NEW		\$38.4615	\$80,000.00
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Michael is an instrumental part of the Information Security team. He has shown tremendous growth not just in the Identity Management space but in his leadership abilities. Five (5) new people have joined the Security team in the last couple of years, and Michael has participated in the interview process. He has been the primary person responsible for the successful onboarding of the new team members. Michael has shown leadership in facilitating work planning meetings with the team in Nikki's absence. He has brought forth ideas on changing the meetings to celebrate the team's successes, aid in removing any roadblocks, and help plan what's next. Michael has also learned new skills outside of the Identity Management / Security Training areas by learning to perform discovery requests and has also been cross-trained on the Vendor Risk Management process. He has been consulted, not only for his knowledge of the process, but his technical understanding. These are all strong indicators of leadership. Feedback from our partners and internal Data Center staff regarding Michael has been extremely positive and has helped build stronger relationships with our partners.</p>			
Kassy Franz, Chief People Officer			

Franklin County Data Center Financial Update as of February 27, 2023

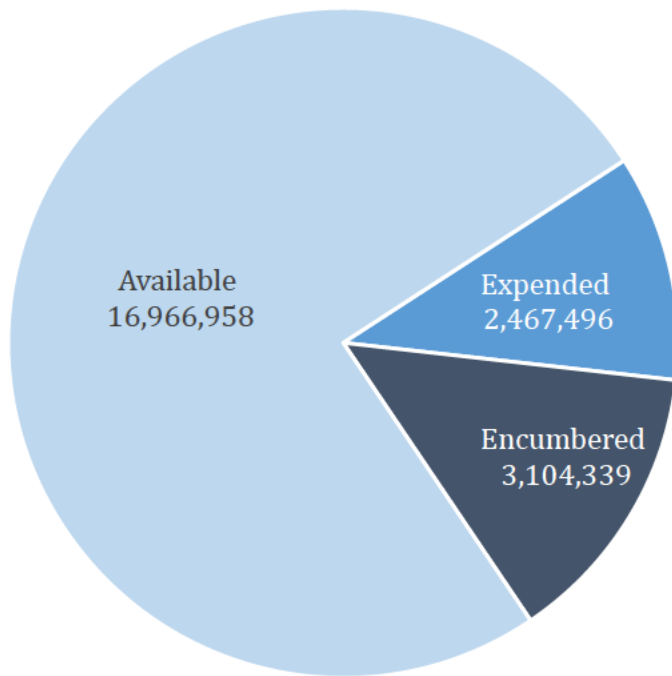
2023 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,249,911		213,789		4,036,122	5%	95%

2023 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
	764,622	1,150	11,285	420	239	777,716



Franklin County Data Center Financial Update as of February 27, 2023

2023 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	7,043,170	7,301,353	1,132,563	-	6,168,790	16%	84%
Benefits and Taxes	2,841,081	2,883,302	462,868	-	2,420,434	16%	84%
Materials and Services	12,354,138	12,354,138	872,065	3,104,339	8,377,734	32%	68%
Capital Investment	-	-	-	-	-		
Total	22,238,389	22,538,793	2,467,496	3,104,339	16,966,958	25%	75%



Franklin County Data Center Project Procurement Update as of February 27, 2023

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-002	1/9/2023	11,566,746	872,065	10,694,681	Ongoing	Data Center 2023 baseline budget and ongoing expenses
22-084	8/1/2022	500,000	76,954	423,046	Ongoing	Network Infrastructure associated with Body-Worn Camera project
22-029	4/4/2022	279,459	-	279,459	Ongoing	Intellivue CMS upgrade
22-003	1/10/2022	208,130	116,130	92,000	Ongoing	OnBase Content Management System upgrade
22-014	2/7/2022	5,900,000	917,210	4,982,790	Ongoing	Sheriff CAS project Reporting Data Center infrastructure portion only UCS expansion Data Doamin expansion - outstanding Microsoft Sesrver & SQL licensing vmWare virtual licensing Virtual firewalls
22-085	8/1/2022	670,431	670,431	-	Awaiting Delivery in 2023	General Session 11/8/2022 - Approves commitment letter for 2022 order and 2023 delivery and payment
22-104	11/14	2,000,000	1,032,833	967,167	Awaiting Delivery	11/8/2022 Order placed for switches and SPI. No funds yet expended