

# Franklin County Automatic Data Processing Board

**Michael Stinziano, Secretary/Chief Administrator**

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

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

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

**Date:** April 27, 2023

**Subject:** Agenda for the Monday, May 01, 2023, Data Processing Board Meeting

The proposed agenda for the Monday, May 01, 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 9<sup>th</sup> 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, May 01, 2023

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## 9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of April 03, 2023, Regular Data Board Meeting**
- **New Business**

— **Resolution No. 23-078 Franklin County Technical Equipment Salvage**

— **Resolution No. 23-079 Franklin County Public Health – Contract with Carahsoft for Accela Software**

— **Resolution No. 23-080 Franklin County Clerk of Courts – Contract with CSI Computing System Innovations**

— **Resolution No. 23-081 Franklin County Board of Developmental Disabilities – Master Service Agreement**

— **Resolution No. 23-082 Franklin County Public Defender - Master Service Agreement**

— **Resolution No. 23-083 Franklin County Prosecuting Attorney – Master Service Agreement**

— **Resolution No. 23-084 Franklin County Metro Parks – Master Service Agreement**

— **Resolution No. 23-085 Franklin County Board of Commissioners – 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. 23-086 Personnel Action – Promotion – Enterprise Information Security Manager**

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

**Reconvene in Special Session**

**— Resolution No. 23-086 Personnel Action – Promotion – Enterprise Information Security Manager**

**Other Business**

**Adjourn**

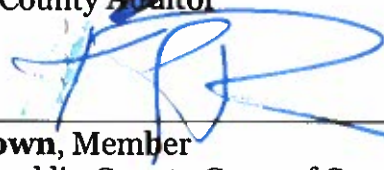
**FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD**

**Minutes of the April 03, 2023, Regular Board Meeting**

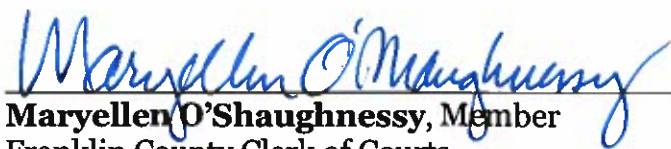
Date Approved: May 01, 2023



**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



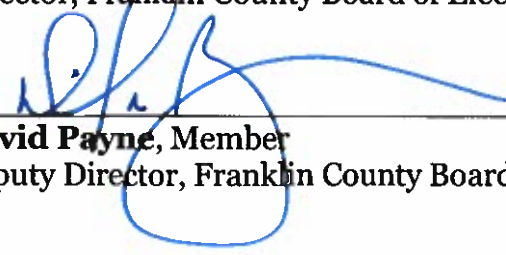
**Daniel J. O'Connor Jr.**, Member  
Franklin County Recorder



**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

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**FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD**

- - -

**Regular Board Meeting**

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**Proceedings**

**Held at 373 South High Street, FCDC Auditorium,  
9th Floor, Columbus, Ohio, called at 9:00 a.m.,  
on Monday, April 3, 2023.**

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

1 BOARD MEMBERS:

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

3  
4 The Honorable Kim Brown, Member, Franklin County  
Court of Common Pleas

5 The Honorable David R. Payne, Member, Franklin  
County Board of Elections

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7 Ms. Angela Mathews, Delegate, Franklin County Clerk  
of Courts

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

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

11 Mr. Dusten Kohlhorst, Delegate, Franklin County  
Treasurer

12  
13 Ms. Erin M. Gibbons, Delegate, Franklin County  
Board of Elections

14  
15 ALSO PRESENT:

16 Mr. Adam Frumkin, FCDC Chief Information Officer

17 Ms. Julie Lust, Chief Financial Officer

18 Ms. Kassy Franz, Chief People Officer

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

20 Ms. Mary Ann Brooks, Executive Administrative  
Assistant

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

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Monday Morning Session

April 3, 2023

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CALL TO ORDER

- - -

SECRETARY STINZIANO: Good morning everyone. Welcome to the April 3, 2023 Automatic Data Processing Board meeting.

Please join me as we do the Pledge of Allegiance.

(Pledge of Allegiance.)

SECRETARY STINZIANO: Good morning. I hope everyone is well. We were just talking about the April weather and how fun it has been, or not, when you're trying to do soccer tournaments. Appreciate everyone being here. As well as appreciate the Members of the Data Board making sure it's clean, safe as different illnesses are going around. We are in a good spot at today's board meeting.

With that, I will turn it over for Secretary comments.

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SECRETARY COMMENTS



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MR. FRUMKIN: Good morning. I would say I am going to be brief, but I'm not going to be. Sit down, relax and enjoy.

Welcome to all of you. I hope you had a safe and enjoyed your weekend.

As you may know, we completed a major upgrade to our Kentico-based website hosting platform over the weekend. This upgrade took us from Kentico 10 to Kentico 12, which is two versions.

While all of the websites are online, we have discovered a few cases where specific features are not working properly. We resolved several issues already, but there's still more to be done. For example, web-based forms that include a specific reCAPTCHA feature designed to stop spam bots is broken. The forms will not submit. This is, of course, an important issue and we are working to resolve and provide workarounds where needed.

Our software and infrastructure teams have worked continuously through the weekend and are working on fixes for the forms reCAPTCHA

1 problem and remediating any other issues that are  
2 discovered.

3 As Kentico website users, we need  
4 your help in two ways:

5 First, we simply ask for your  
6 patience as we work through these issues. This was  
7 crucial, time-sensitive, and a major upgrade that  
8 was bound to create some challenges that needed to  
9 be done. But the County is safer in having made  
10 the move. We appreciate your support despite some  
11 of these frustrations.

12 Second, we are working with all of  
13 our partners across the county to aid in browsing  
14 each website, test its various functions, and work  
15 through any issues that occur. We ask if you find  
16 or are told about any issue, please report it to  
17 the Help Desk so we can investigate and remediate  
18 anything that is brought up. Please include any  
19 links or details or the page that it is on,  
20 descriptions where possible. We hope to have all  
21 functionality issues resolved over the next couple  
22 days, if not sooner.

23 Okay. So, I will get to the  
24 questions in a minute.

1                   Today is April 3rd, which is World  
2 Cloud Security Day. I want to recognize this day  
3 to raise awareness of emerging threats individuals  
4 and organizations face when their personal devices  
5 are used to access personal and corporate data  
6 remotely. Individuals mustn't assume the cloud  
7 services that they use are inherently safe. They  
8 need to take action to protect their own security,  
9 privacy and identity information.

10                   There's three simple steps that we  
11 would like everyone to follow:

12                   Limit the sensitive personal and  
13 financial information you share to apps and  
14 services.

15                   Check your account and app settings  
16 for additional security measures like two-factor  
17 authentication.

18                   Know what data may already be leaked  
19 and take proper security measures, such as  
20 monitoring your credit card activities and changing  
21 your account passwords.

22                   Why I brought this up and why it's  
23 so important is my mom has been through three  
24 credit cards in three months because she keeps

1 clicking on things. Yes, even my mom. And I've  
2 told her multiple times.

3 I would also like to take a moment  
4 to recognize the month of April is also known as  
5 Autism Acceptance Month, Child Abuse Awareness  
6 Month, Keep America Beautiful Month. And today, on  
7 a different note, is also my favorite it's National  
8 Chocolate Mousse Day. And I didn't get a rise out  
9 of Jo Ellen at all.

10 So from a project perspective:

11 Our Book of Work includes a total of  
12 23 active projects with a total backlog of 27  
13 projects. The Data Center closed two projects this  
14 month.

15 Notable mentions:

16 The Security Request Form Redesign,  
17 the team has prepared new project requests for the  
18 Security Team to redesign and replace the current  
19 Security Request form. This effort is expected to  
20 initiate this month with a possible delivery this  
21 year. Completing this project will bring greater  
22 consistency to user access provisioning and an  
23 improved experience for all of our authorized  
24 users.

1                   The Kentico 12 Upgrade, which I  
2 already talked about. What I do want to say is  
3 last week the team reduced the project schedule and  
4 focused on upgrading the Kentico Platform. The  
5 increased priority was to address the critical  
6 issues and vulnerabilities that we had talked  
7 about. Watching this group of technicians and my  
8 team come together to coordinate an effort was very  
9 rewarding and makes me proud of the team culture of  
10 how they wrap themselves into a war room and worked  
11 tirelessly to get this done.

12                   The New Jail: The Data Center team  
13 provided support throughout the month to the  
14 Franklin County Sheriff's Office while they moved  
15 several operations to the new facility. The Data  
16 Center has maintained an open project throughout  
17 the building of the new facility, setup, and  
18 move-in.

19                   Animal Control Wi-Fi Upgrade: The  
20 Data Center Network team deployed the Meraki Wi-Fi  
21 at the dog shelter and disconnected the AT&T  
22 Managed Wi-Fi. This is the first rollout of Wi-Fi  
23 capability from the Data Center team. We are  
24 excited to say this because this was the first item

1 that was on our agenda that took over 18 months  
2 just to get the supplies to do the project. And as  
3 most of you know, the next step is working on the  
4 345 building and BOEL as well.

5 Hailstone 1.0: This project is  
6 projected to close in April. Supplemental projects  
7 have been initiated to address 2012 servers and  
8 2008 servers that require additional levels of  
9 attention from our vendors.

10 From a security perspective:

11 The search continues for an identity  
12 analyst and information security manager.

13 Although, I think we are getting closer and should  
14 be ready for May Data Board, plans for on-boarding  
15 activities are underway.

16 As part of the cutover to the new  
17 website infrastructure, the security team has  
18 assessed and worked with the infrastructure and  
19 application teams to secure the environment in  
20 preparation for production use.

21 Implemented file upload scanning for  
22 an additional two sites to ensure malicious files  
23 are not permitted to be loaded into our county  
24 websites.

1                   And the vulnerability management  
2 program continues to move forward with remediation  
3 activities already taking place.

4                   With that, I would like to give  
5 Nikki a couple of minutes as well.

6                   MS. MILBURN: I will keep mine short  
7 and sweet.

8                   I do want to say in the last month  
9 we have had a couple different counties where their  
10 e-mail was comprised, and those e-mails did come  
11 into Franklin County because we all work together  
12 at varying agencies. Those were reported to us, we  
13 were able to work with that county, advise them  
14 this is where it came in from, and give them all of  
15 the data to help them secure theirs. I do  
16 appreciate you guys reporting those to us, that  
17 gives us the opportunity to collaborate with them,  
18 and build that bridge, should it happen to us, they  
19 would return in kind for us. So I do want to thank  
20 you guys for reporting that. That did happen this  
21 last month.

22                   And we are putting in that new  
23 e-mail solution I talked about previously. We are  
24 starting to see some of that data come in. We are

1 not doing auto remediation yet, that will be coming  
2 this month. But right now we are going through  
3 them manually, going through those e-mails that we  
4 are being alerted on. We get a lot more rich data  
5 related to this. So over the course of the month,  
6 not counting what's reported using the phishing  
7 button, but just in general what we are alerted on  
8 is 350 different e-mails came in that were phishing  
9 across the county, looking for credentials, looking  
10 for extortion, everything like that. We are seeing  
11 that. And I know the phishing e-mails that come  
12 out, some of them are name impersonations, ah-ha,  
13 you can't do that. Ones that are not ours, from  
14 our phishing solution, happened almost 400 times,  
15 where somebody else around the county, their e-mail  
16 was impersonated, asking someone to do something  
17 for them. Whether it be, hey, I need to change my  
18 payroll record, I need to change my account. I'm a  
19 vendor, we have a new account. We need you to  
20 update that for us. We are actually seeing those  
21 come through and alerting on those and reaching  
22 out, saying, hey, you need to call this vendor,  
23 don't reply to this e-mail, don't click on  
24 anything. So we are starting to see results. So I



1 just want to thank you for participating in these  
2 activities as we do them and educating your staff.

3 That's it.

4 MR. FRUMKIN: Please take heed to  
5 what Nikki brought up around the non-testing  
6 e-mails, the phishing e-mails that we send out, I  
7 was literally just before I walked in here on a  
8 cybersecurity call, a national one, and they were  
9 talking about the rise over the last few months  
10 about how many phishing e-mails are coming out.  
11 Anything from just general stuff to even it was  
12 brought up this morning, because across the country  
13 today is the last day to -- I know not in Ohio, but  
14 across the country this is a lot of last days to  
15 register to vote, and there's a lot of phishing  
16 e-mails going out on voting and getting people  
17 ready for early votes and stuff like that, and they  
18 are using it to their advantage. And that was one  
19 of the things brought up on the call. So just be  
20 aware. And the best thing is see something, say  
21 something, send it through the phishing e-mail.

22 So one final note, then I'd like to  
23 go to questions. I want to say this so everyone is  
24 on notice, I will not be present next month for the

1 Data Board meeting. Tasha, our Chief Operations  
2 Communications Officer, will be present and taking  
3 my place. I will be in Arizona getting my daughter  
4 packed up and moved out of the dorm, and then  
5 getting to go spend a little time with my  
6 granddaughter in San Diego.

7 Are there any questions based on  
8 things that were shared?

9 MR. CUPPLES: Adam, where do those  
10 phishing e-mails mostly come from? Is there a way  
11 to stop them or do you just have to, like, report  
12 them to you all, and just something we will have to  
13 deal with?

14 MR. FRUMKIN: I will let Nikki  
15 answer that.

16 MS. MILBURN: Yes, we can. We do  
17 have the ability to whitelist, blacklist. What I'm  
18 finding out when I say turn on remediation, they  
19 won't make it to you before that. So we are not  
20 there to do that, it's just making sure we have  
21 that confidence level that these truly are  
22 phishing. Now, there's a lot that gets blocked.  
23 There's a ton that gets blocked out. These are  
24 ones that are not blocked, but they're a little

1 suspect. When we turn on that automation, it will  
2 stop them from making it to you. And then we will  
3 do our analysis on them. And those that could be a  
4 false positive, we will review those individually.  
5 The solutions are pretty smart in that, and have  
6 the AI built in to be able to review it and say,  
7 okay, the verbiage you are using is wrong, or I  
8 don't go by Nicole, that's not my name, but you  
9 addressed it to me that way. It will pick up on  
10 those nuances and say, okay, with 100% confidence  
11 that one is trash. But here are the ones that you  
12 actually need to look at that are kind of marginal.  
13 And we can do that, and forward that to you at that  
14 point. Or if you know you are supposed to get an  
15 e-mail, let us know if you've never received it and  
16 we will check to see if it was kind of blocked as  
17 spam. But, yeah, we do have the ability to block  
18 some of them, but we do a lot, now it's just  
19 raising that confidence level and shutting it down  
20 further. Does that help?

21 MR. CUPPLES: Yes, absolutely.

22 Thank you.

23 SECRETARY STINZIANO: I know some  
24 e-mails don't have the phishing button; so what do

1 you recommend when we don't have a phishing button  
2 and they're contacted by another elected official  
3 asking them to change their bank account?

4 MS. MILBURN: For those, you can  
5 actually forward it to an e-mail address. So why  
6 you see the phish alert button sometimes but not  
7 always, if you have a shared mailbox or like a  
8 group mailbox that's being used, it does not have a  
9 phishing button. If it's an individual mailbox,  
10 like your own personal one, it does have a phishing  
11 button. We are working with the vendor to get that  
12 enhancement made. They don't quite understand how  
13 to do it yet because of the traceability of who  
14 reported it. They kind of lack that ability  
15 because it's coming from a group e-mail box. We do  
16 have an e-mail. You can send it to  
17 [phishalert@franklincountyohio.gov](mailto:phishalert@franklincountyohio.gov), or send it to  
18 [effectteam@franklincountyohio.gov](mailto:effectteam@franklincountyohio.gov). That comes into  
19 us, and then we will take remediation actions based  
20 on that. So it is an option.

21 MR. FRUMKIN: Unfortunately, it's a  
22 limitation of the vendor that we are using.

23 MS. MILBURN: Yeah. It is  
24 definitely a limitation of the vendor.

1                   SECRETARY STINZIANO: And the  
2 Auditor keeps bringing this one up because I get a  
3 whole lot of these.

4                   Any other questions or feedback from  
5 Members of the Board for Secretary comments?

6                   MR. FRUMKIN: If not, I will turn it  
7 back over to Auditor Stinziano.

8                   SECRETARY STINZIANO: Hearing none,  
9 that concludes Secretary comments.

10   - - -

11   APPROVAL OF MINUTES

12   - - -

13                   SECRETARY STINZIANO: We will move  
14 into approval of minutes from the March 6, 2023  
15 Regular Board Meeting any amendments or  
16 corrections?

17                   Seeing none, I would like to seek a  
18 motion for approval.

19                   MR. KOHLHORST: So moved.

20                   MR. CUPPLES: Second.

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

24                   Same sign for any opposition.

1 And any abstentions.

2 Minutes are approved.

3 (Vote taken; motion passed)

4 - - -

5 NEW BUSINESS

6 RESOLUTION NO. 23-061

7 - - -

8 SECRETARY STINZIANO: We will now  
9 move into our New Business. First is Resolution  
10 23-061, Franklin County Technical Equipment  
11 Salvage.

12 Julie will present.

13 MS. LUST: Thank you.

14 And this is equipment that we have  
15 determined has reached end-of-life and should be  
16 disposed of.

17 It is important to note that Job and  
18 Family Services turned in some phones and laptops  
19 which the team did not feel reached end-of-life; so  
20 those have been pulled out for testing and will be  
21 redistributed throughout the county.

22 Pending any questions, I request  
23 your approval of this resolution.

24 SECRETARY STINZIANO: Are there any

1 questions or comments?

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

4                   MS. MATHEWS: 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                   Resolution is approved.

12                   (Vote taken; motion passed)

13                   - - -

14                   RESOLUTION NO. 23-062

15                   - - -

16                   SECRETARY STINZIANO: Next is  
17 Resolution 23-062, Franklin County Data Center  
18 Phone Hardware and Services for Phase II of the New  
19 Jail Project.

20                   MS. LUST: Thank you.

21                   And this resolution will improve the  
22 procurement and deployment of 170 standard IT  
23 phones and three IP conference phones at the new  
24 jail facility.

1                   So pending any questions, I request  
2 your approval of that resolution.

3                   SECRETARY STINZIANO: Are there any  
4 questions or comments?

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

7                   MR. CUPPLES: So moved.

8                   MS. MATHEWS: Second.

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

12                   Same sign for any opposition.

13                   And any abstentions.

14                   Resolution is approved.

15                   (Vote taken; motion passed)

16                   - - -

17                   RESOLUTION NO. 23-063

18                   - - -

19                   SECRETARY STINZIANO: Next is  
20 Resolution 23-063, Franklin County Data Center  
21 Application Development Platform.

22                   MS. LUST: Thank you.

23                   And this resolution will approve the  
24 procurement and utilization of an application



1 development platform. This will allow us to  
2 efficiently and quickly deploy applications.

3 Pending any questions, we request  
4 your approval of that resolution.

5 SECRETARY STINZIANO: Are there any  
6 questions?

7 MS. MATHEWS: Yes, I have a  
8 question. Will this license be used by all  
9 entities in the county or just the Data Center?

10 MS. LUST: It is for utilization  
11 within the Data Center. But should you have any  
12 questions, please reach out to your BRM and we will  
13 make sure we get it taken care of for you.

14 MS. MATHEWS: Thank you.

15 SECRETARY STINZIANO: Any additional  
16 questions?

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

19 MR. KOHLHORST: So moved.

20 MR. CUPPLES: Second.

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

24 Same sign for any opposition.

1 And any abstentions.

2 Resolution is approved.

3 (Vote taken; motion passed)

4 - - -

5 RESOLUTION NO. 23-064

6 - - -

7 SECRETARY STINZIANO: Next is  
8 Resolution 23-064, Franklin County Auditor's Office  
9 Master Service Agreement.

10 MR. O'DONNELL: Good morning  
11 everyone. My name is Sean O'Donnell. I am one of  
12 the Business Relationship Managers for the Franklin  
13 County Data Center.

14 This morning I have six Master  
15 Service Agreements to present to you. The first  
16 one is between the Franklin County Auditor's Office  
17 and the Franklin County Data Center. Joining us  
18 this morning is your very own Shawn Dunlavy. I  
19 have actually really enjoyed collaborating and  
20 working with Shawn this last year, and I'm looking  
21 forward to continuing to build the very positive  
22 relationship between the Data Center and the  
23 Auditor's office.

24 So if you don't have any questions,

1 I ask for your approval for Resolution 23-064.

2 SECRETARY STINZIANO: Thank you for  
3 the presentation.

4 Are there any questions or comments?

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

7 JUDGE BROWN: So moved.

8 MR. KOHLHORST: Second.

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

12 Same sign for any opposition.

13 And any abstentions.

14 Auditor is going to abstain from  
15 this resolution.

16 That said, resolution is approved.

17 (Vote taken; motion passed)

18 - - -

19 RESOLUTION NO. 23-065

20 - - -

21 SECRETARY STINZIANO: Next is  
22 Resolution 23-065, Central Ohio Community  
23 Improvement Corporation Master Service Agreement.

24 MR. O'DONNELL: Next on my list is

1 the Master Service Agreement between Central Ohio  
2 Community Improvement Corporation and Franklin  
3 County Data Center. We are very excited to help  
4 continue to support the initiatives.

5 Pending any questions, we ask for  
6 your approval for Resolution 23-065.

7 SECRETARY STINZIANO: Any questions  
8 or comments from Members of the Board?

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

11 MR. KOHLHORST: 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 any abstentions.

18 Resolution is approved.

19 (Vote taken; motion passed)

20 - - -

21 RESOLUTION NO. 23-066

22 - - -

23 SECRETARY STINZIANO: Next is  
24 Resolution 23-066, Franklin County Engineer Master

1 Service Agreement.

2 MR. O'DONNELL: Okay. That is for  
3 the Master Service Agreement between the Franklin  
4 County Engineer and the Franklin County Data  
5 Center. This morning we actually have Val Eskin as  
6 well, he's joining us. It's actually been a really  
7 true joy to work with Val and his partner Emily,  
8 not a partner like that, but partner in work, and  
9 getting to learn more about their process.

10 Pending any questions, which there  
11 might be a few, we ask for your approval on 23-066.

12 SECRETARY STINZIANO: Are there any  
13 questions or comments?

14 Hearing nothing but laughter, I will  
15 seek a motion for approval.

16 JUDGE BROWN: So moved.

17 MR. KOHLHORST: 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)

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RESOLUTION NO. 23-067

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SECRETARY STINZIANO: Next is Resolution 23-067, Franklin County Law Library Master Service Agreement.

MR. O'DONNELL: So the next resolution is for the Master Service Agreement between the Franklin County Law Library and the Franklin County Data Center. The Franklin County Law Library provides legal resources to our constituents. I personally actually really enjoy the newsletter prepared by Director Angela Baldree, especially the legal questions section, which is surprisingly interesting even for me, a layman.

Pending any questions, I ask for your approval of 23-067.

SECRETARY STINZIANO: Are there any questions or comments?

Hearing none, I will seek a motion for approval.

JUDGE BROWN: So moved.

MS. MATHEWS: Second.

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 - - -

8 RESOLUTION NO. 23-068

9 - - -

10 SECRETARY STINZIANO: Next is  
11 Resolution 23-068, Franklin County Office on Aging  
12 Master Service Agreement.

13 MR. O'DONNELL: Fifth on my list is  
14 the Service Agreement between the Franklin County  
15 Office on Aging and the Franklin County Data  
16 Center. Brandon Haliburton is joining us this  
17 morning. Brandon is Deputy Director of the IT for  
18 the Office on Aging. It's an exciting time for us  
19 both as we are working together on an initiative  
20 agreement into the Data Center domain.

21 Pending any questions, I ask for  
22 your approval of Resolution 23-068.

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

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

3                   MS. MATHEWS:    So moved.

4                   JUDGE BROWN:    Second.

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

8                   Same sign for any opposition.

9                   And any abstentions.

10                  MR. TALAREK:    Commissioners  
11 representative abstains.

12                  SECRETARY STINZIANO:  Thank you for  
13 that abstention.

14                  Resolution is approved.

15                  (Vote taken; motion passed)

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17                  RESOLUTION NO. 23-069

18                                 - - -

19                  SECRETARY STINZIANO:  Next is  
20 Resolution 23-069, Guardianship Service Board  
21 Master Service Agreement.

22                  MR. O'DONNELL:  All right.  So we've  
23 reached the end of my list.  This is the Master  
24 Service Agreement between the Guardianship Service



1 Board and the Data Center. Aimee Somerville and  
2 Karen Waldrop have been amazing to work with. And  
3 I genuinely enjoyed collaborating with them on  
4 their efforts to assist some of our most vulnerable  
5 constituents.

6 Pending any questions, I ask for  
7 your approval of 23-069.

8 SECRETARY STINZIANO: The question  
9 becomes, I want to know who you don't enjoy working  
10 with, Sean.

11 MR. O'DONNELL: I enjoy working with  
12 everyone. I make it work.

13 SECRETARY STINZIANO: Are there any  
14 questions or comments for Members of the Board?

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

17 MR. CUPPLES: So moved.

18 MS. MATHEWS: Second.

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

22 Same sign for any opposition.

23 And any abstentions.

24 MR. O'DONNELL: Thank you all very

1 much.

2 SECRETARY STINZIANO: Resolution is  
3 approved.

4 (Vote taken; motion passed)

5 - - -

6 RESOLUTION NO. 23-070

7 - - -

8 SECRETARY STINZIANO: Next is  
9 Resolution 23-070, Alcohol, Drug and Mental Health  
10 Service Board Master Service Agreement.

11 MS. PEOPLES: Good morning. My name  
12 is Melissa Peoples, Business Relationship Manager  
13 for the Franklin County Data Center.

14 Today we seek approval for Master  
15 Service Agreement between Alcohol, Drug, Mental  
16 Health Board of Franklin County and the Data  
17 Center. This year we continue to collaborate with  
18 this partner as they bring resources, support, and  
19 hope for our community.

20 If there's no questions, I ask for  
21 your approval of Resolution 23-070.

22 SECRETARY STINZIANO: Thank you for  
23 the presentation.

24 Are there any questions or comments

1 from Members of the Board?

2 MR. CUPPLES: Did you enjoy working  
3 with them?

4 SECRETARY STINZIANO: Hearing no  
5 further review, I would like to seek a motion for  
6 approval.

7 JUDGE BROWN: So moved.

8 MR. CUPPLES: Second.

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

12 Same sign for any opposition.

13 And any abstentions.

14 Resolution is approved.

15 (Vote taken; motion passed)

16 - - -

17 RESOLUTION NO. 23-071

18 - - -

19 SECRETARY STINZIANO: Next is  
20 Resolution 23-071, Franklin County Municipal Court  
21 Master Service Agreement

22 MS. PEOPLES: This Master Service  
23 Agreement is between Franklin County Municipal  
24 Court and the Data Center. Unfortunately, they had

1 some staffing issues and were unable to attend this  
2 morning. But we continue to collaborate with  
3 Municipal Court as they continue to grow in the  
4 future. And this is on par with our past  
5 agreement.

6 If there are no questions, I ask for  
7 your approval of 23-071.

8 SECRETARY STINZIANO: Thank you for  
9 the presentation.

10 Are there any questions or comments?

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

13 JUDGE BROWN: So moved.

14 MR. CUPPLES: 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 Resolution is approved.

21 (Vote taken; motion passed)

22 - - -

23 RESOLUTION NO. 23-072

24 - - -

1                   SECRETARY STINZIANO: Next is  
2 Resolution 23-072, Franklin County Treasurer's  
3 Office Master Service Agreement.

4                   MS. PEOPLES: This resolution is for  
5 Master Service Agreement between Franklin County  
6 Treasurer's Office and the Franklin County Data  
7 Center. I present this with the support of Dusten  
8 Kohlhorst, IT Director, here today. The  
9 Treasurer's Office continues to coordinate and  
10 partner with FCDC at every opportunity, while  
11 bringing new initiatives and to assist our  
12 taxpayers and community needs.

13                   If there are no questions, I ask for  
14 your approval of Resolution 23-072.

15                   MR. KOHLHORST: So do you enjoy  
16 working with the IT Director of Franklin County  
17 Treasurer's office?

18                   MS. PEOPLES: It's been a pleasure  
19 to work with not only the IT Director but the  
20 entire Treasurer's office.

21                   SECRETARY STINZIANO: Any additional  
22 questions or comments?

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

1 JUDGE BROWN: So moved.

2 MR. CUPPLES: Second.

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

6 Same sign for any opposition.

7 And any abstentions.

8 MR. KOHLHORST: Treasurer's office  
9 abstains.

10 SECRETARY STINZIANO: So noted.

11 Resolution is approved.

12 (Vote taken; motion passed)

13 - - -

14 RESOLUTION NO. 23-073

15 - - -

16 SECRETARY STINZIANO: Next is  
17 Resolution 23-073, Franklin County Sanitary  
18 Engineering Master Service Agreement.

19 MR. LEE: Good morning. My name is  
20 Shane Lee, I'm the Business Relationship Manager  
21 for the Franklin County Data Center.

22 Today I seek your approval for the  
23 Master Service Agreement between the Franklin  
24 County Sanitary Engineering and the Franklin County

1 Data Center. Franklin County Sanitary Engineering  
2 continues to coordinate and partner with FCDC at  
3 every opportunity. Compared to previous  
4 agreements, there's no significant changes.

5 Pending any questions, we ask for  
6 approval of Resolution No. 23-073.

7 SECRETARY STINZIANO: Thank you for  
8 the presentation.

9 Are there any questions or comments?

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

12 JUDGE BROWN: So moved.

13 MS. MATHEWS: Second.

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

17 Same sign for any opposition.

18 And any abstentions.

19 MR. TALAREK: Commissioners  
20 representative abstains.

21 SECRETARY STINZIANO: Thank you.

22 Resolution is approved.

23 (Vote taken; motion passed)

24

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1 RESOLUTION NO. 23-074

2 - - -

3 SECRETARY STINZIANO: Next is  
4 Resolution 23-074, Franklin County Soil and Water  
5 Master Service Agreement.

6 MR. LEE: The last resolution is for  
7 the Master Service Agreement between the Franklin  
8 County Soil and Water and the Franklin County Data  
9 Center.

10 The technology services that we  
11 provide to this partner assists their operations as  
12 they help and support many residents. Compared to  
13 previous agreements, there are no significant  
14 changes.

15 Pending any questions, we ask for  
16 your approval of Resolution No. 23-074.

17 SECRETARY STINZIANO: Thank you for  
18 the presentation.

19 Any questions or comments?

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

22 JUDGE BROWN: So moved.

23 MR. KOHLHORST: Second.

24 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 - - -

8 RESOLUTION NOS. 23-075; 23-076; 23-077

9 - - -

10 SECRETARY STINZIANO: We will now  
11 move to our personnel actions for the agenda. We  
12 have three pending resolutions. As always, see if  
13 there's a desire to go into executive session.

14 Hearing no desire to go into  
15 executive session, we will have Kassy present and  
16 we will vote accordingly.

17 MS. FRANZ: Thank you. Good morning  
18 everyone. I will keep this brief.

19 So we do have three personnel  
20 actions. The first one is for a new hire, Matthew  
21 Price to join our network team. This is the last  
22 new hire for the team. So if you approve this  
23 resolution, he will be joining us with over 10  
24 years' experience with his most current job which

1 he is currently at Buckeye IT Services, where they  
2 do similar work like we are of MSP. So he's  
3 excited to come back to Columbus. This is where  
4 he's from. He's currently in Tiffin, Ohio. We are  
5 excited for that. So that is Resolution 23-075.

6 The next two resolutions we have are  
7 for backfills. So we have Resolution No. 23-076.  
8 This is for a backfill of Barbara Ruple. She will  
9 be joining us as an Enterprise Financial Services  
10 Manager to complete Julie's team. So I know Julie  
11 is really excited to have a manager join her team  
12 as she's been doing all of the duties. Renea is  
13 currently -- she goes by Renea, sorry, that was a  
14 switch-up. But Barbara is currently the manager at  
15 HFI so she's excited to join us and to complete  
16 that team over there.

17 The next resolution we are seeking  
18 your approval for is 23-077. This is for a  
19 backfill of an Enterprise Support Analyst 2, Chase.  
20 He's currently at the Micro Center. He's excited  
21 to come here and expand on his technology and  
22 really partner with the Data Center and our agency.

23 So with that, I'm seeking your  
24 approval for those three resolutions.

1 Thank you.

2 SECRETARY STINZIANO: Thank you for  
3 the presentation.

4 First is personnel Resolution  
5 23-075, New Hire, Enterprise Network Engineer 2.  
6 Are there any questions or comments?

7 Hearing none, I'll seek a motion for  
8 approval.

9 JUDGE BROWN: So moved.

10 MR. CUPPLES: 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 Resolution is approved.

17 (Vote taken; motion passed)

18 SECRETARY STINZIANO: Next is  
19 personnel Resolution 23-076, Backfill, Enterprise  
20 Financial Service Manager. Are there any questions  
21 or comments?

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

24 JUDGE BROWN: So moved.

1 MR. KOHLHORST: 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: And our last  
10 personnel resolution is Resolution 23-077,  
11 Backfill, Enterprise Support Analyst 2. Any  
12 additional questions or comments?

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

15 JUDGE BROWN: So moved.

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: That will

1 conclude our resolutions.

2 As always, any feedback from Members  
3 of the Board?

4 Court?

5 JUDGE BROWN: No. Thank you.

6 SECRETARY STINZIANO: Clerk's  
7 office?

8 MS. MATHEWS: No.

9 SECRETARY STINZIANO: Commissioners?  
10 Recorder?

11 Treasurer?

12 Board of Elections?

13 DEPUTY DIRECTOR PAYNE: Registration  
14 ends today for the May 2nd election. If you're in  
15 Gahanna or Hilliard, you have an election.  
16 Otherwise, you may look to see if there are any  
17 local options in your area.

18 SECRETARY STINZIANO: We always  
19 appreciate those updates and all you guys do. You  
20 will have a lot of elections this year it sounds  
21 like.

22 DEPUTY DIRECTOR PAYNE: Sounds like  
23 it. I guess that's job security. Right?

24 SECRETARY STINZIANO: Yes.

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Very good. Hearing nothing else  
from Members of the Board, we are adjourned.

Thank you everyone for your time.  
Have a great rest of your week.

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Thereupon, the proceeding adjourned at  
approximately 9:27 a.m.

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C E R T I F I C A T E

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THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 21st day of April, 2023.

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

My Commission Expires: February 28, 2026.

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C E R T I F I C A T E

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THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 21st day of April, 2023.

*Angela S. Moore*

/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

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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


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

  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

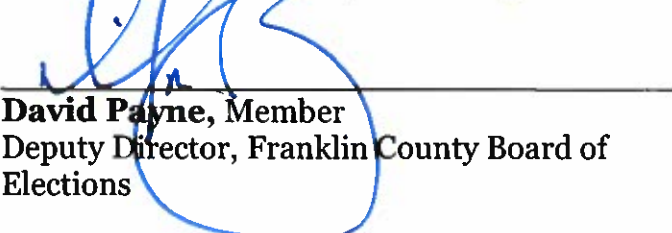
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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

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

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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 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 #: 23-078  
 Date: 05/01/2023


Agency	Description	Number of Units
Clerk of Courts	Fiche Viewer	2
Clerk of Courts	Printer	2
Domestic Relations & Juvenile	Desktop PC	5
Domestic Relations & Juvenile	Laptop OC	34
Domestic Relations & Juvenile	Docking Station	46
Domestic Relations & Juvenile	Monitor	37
Domestic Relations & Juvenile	Printer	19
Domestic Relations & Juvenile	TV/Screen	1
Board of Developmental Disabilities	Desktop PC	3
Board of Developmental Disabilities	Laptop PC	4
Board of Developmental Disabilities	Tablet PC	3
Board of Developmental Disabilities	Server	7
Board of Developmental Disabilities	Phone	14
Board of Developmental Disabilities	Printer	1
Board of Developmental Disabilities	Scanner	1
Board of Developmental Disabilities	UPS	1
Data Center	Laptop PC	1
Data Center	Docking Station	1
Data Center	Server	1
Data Center	Firewall	1
Data Center	Phone	1
Justice Policy & Programs	Desktop PC	2
Justice Policy & Programs	Monitor	7
Sheriff	Desktop PC	23
Sheriff	Laptop PC	11
Sheriff	Monitor	13
Sheriff	Printer	5
Treasurer	Desktop PC	37
Treasurer	Laptop PC	5
Treasurer	Tablet PC	4
Treasurer	Monitor	44
Treasurer	Folder/Inserter	1
Treasurer	Printer	33
Treasurer	Scanner	1

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY PUBLIC HEALTH  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
CONTRACT WITH CARAHSOFT FOR ACCELA SOFTWARE

Voting Aye thereon


Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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


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

  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

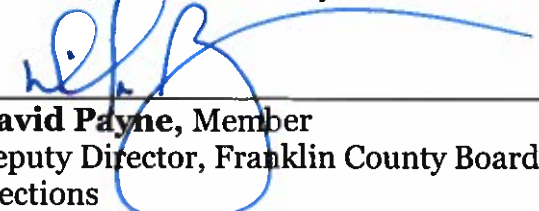
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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

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

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

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

**FRANKLIN COUNTY PUBLIC HEALTH  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
CONTRACT WITH CARAHSOFT FOR ACCELA SOFTWARE**

**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 #: 23-079

Dated: 05/01/2023

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Title	Contract with Carahsoft for Accela Software
Agency	Franklin County Public Health
Amount	Not to Exceed: \$440,350.04
Category	Software and Technology Services

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### **Business Justification**

Franklin County Public Health (FCPH) improves the health of our communities by preventing disease, promoting healthy living, and protecting against public health threats through education, policies, programs, and partnerships. FCPH's Environmental Health division is purchasing two solutions from Accela, Inc. through Carahsoft. One is to replace the legacy system, BOTHS (Rabies Tag Program), a platform for dog licensing and animal control. The second is to replace the current Plumbing Module. Accela has platforms built explicitly for building departments and permitting.

### **Description**

This request is to provide cloud-based software solutions to replace outdated, unsupported, and antiquated service that does not provide access to contractors and the public and needs improvement.

### **Franklin County Data Center Recommendation**

FCDC recommends this resolution. Protecting Franklin County's technological environment through FCDC's security and technical reviews of products and vendors is essential to the safety and resiliency of partner systems and data. FCDC gave a thorough security review, and FCPH worked with Purchasing and the Prosecutor's Office to secure a General Service Admin (GSA) contract. FCDC also hosts the current legacy system, BOTHS, and supports this initiative which will decrease technical debt within the environment.

### **Fiscal Information**


**Funding Source:** FCPH has approval from its Board to use ARPA funding.

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CLERK OF COURTS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
CONTRACT WITH CSI COMPUTING SYSTEM INNOVATIONS

Voting Aye thereon

Voting Nay thereon

  
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

Abstained

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


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

  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

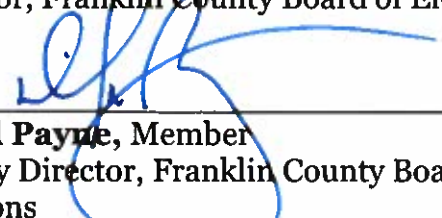
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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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Franklin County Treasurer

  
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Director, Franklin County Board of Elections

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Director, Franklin County Board of Elections

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

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**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  
CONTRACT WITH CSI COMPUTING SYSTEM INNOVATIONS**

**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 #: 23-080  
Dated: 05/01/2023

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Title	Contract with CSI Computing System Innovations
Agency	Franklin County Clerk of Courts
Amount	\$2,316,780.00
Category	Software and Technology Services

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### **Business Justification**

The contract with CSI Computing System Innovations will allow the County to purchase redaction, extraction, and workflow automation software, Intellidact AI, to optimize operations within the Clerk of Courts (CLCT) and the Court of Common Pleas Probate Division (PBCT). Redaction software is essential in protecting sensitive information from unauthorized disclosure. For instance, legal documents, medical records, financial statements, and government reports often contain confidential information that should not be disclosed to the public or unauthorized persons. Redaction software helps to ensure that sensitive information is masked or blacked out to protect privacy and confidentiality. This software will also save time and resources. Manually redacting documents or images is time-consuming and can be prone to human error. Additionally, this software will be used to auto-approve a number of e-Filings, thereby saving staff time and resources.

### **Description**

This request includes software subscription, licensing, and professional installation and training services.

### **Cost**

- SaaS = \$2,178,000.00
  - Services = \$138,780.00
- TOTAL: \$ 2,316,780.00 over a five-year term**

### **Franklin County Data Center Recommendation**

The Franklin County Data Center promotes a secure digital environment and recommends this resolution.

### **Fiscal Information**

**Funding Source:** The County Justice Information System (CJIS) fund will be leveraged for this procurement under the GSA contract GS-35F-0858N

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

  
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**Maryellen O'Shaughnessy**, Member  
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Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

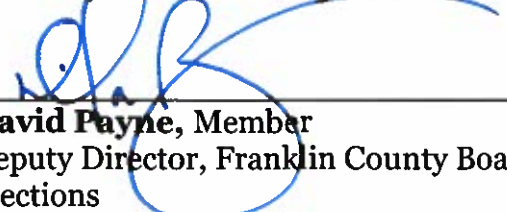
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Franklin County Treasurer

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

  
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Deputy Director, Franklin County Board of  
Elections

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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 BOARD OF DEVELOPMENTAL DISABILITIES**

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

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

**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 Board of  
Developmental Disabilities

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## 1.0 Master Service Agreement Overview

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

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.

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** sean.odonnell@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9<sup>th</sup> 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, 9<sup>th</sup> 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, 8<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** robert.linton@franklincountyohio.gov

**Team E-mail:** helpdesk@franklincountyohio.gov

**Service Management Portal:** helpdesk.frankincountyohio.gov

## 2.2 FRANKLIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

### General Information

2879 Johnstown Road

Columbus, Ohio 43219

(614) 475-6440

### Administration

**Superintendent/CEO, Jed Morrison**

2879 Johnstown Road

Columbus, Ohio 43219

**E-mail:** jed.morrison@fcbdd.org

### Information Technology

**Director of Information Technology, Travis Sherick**

(614) 342-5970

2879 Johnstown Road

Columbus, Ohio 43219

**E-mail:** travis.sherick@fcbdd.org

**Assistant Director of Information Technology, Chris Martin**

(614) 342-5986

2879 Johnstown Road

Columbus, Ohio 43219

**E-mail:** chris.martin@fcbdd.org

## 2.3 Contact Groups

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

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

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

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

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

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

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	N/A	
Everbridge	Shared	EMA owns this application, and FCBDD utilizes it as needed for communication. FCBDD Director of Schools/Transportation maintains their staff and messages in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	N/A	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP (MUNIS) charges from FCBDD 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	Partner	FCBDD manages their own technical support
Hardware Salvage	FCDC	The FCDC Enterprise IT Team provides salvage services for FCBDD. FCBDD will place a JIRA request when this service is required
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	

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

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



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

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

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

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## 4.0 Special Support Services

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At this time, there is no special support service to define with FCBDD.

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## 5.0 Budgeting and Service Charges

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### 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 15<sup>th</sup> of January.

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

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

FRANKLIN COUNTY DATA CENTER  
373 S. High Street, 9<sup>th</sup> Floor  
Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION:** Fiscal Department  
Franklin County Board of Developmental Disabilities  
2879 Johnstown Road  
Columbus, Ohio 43219  
fiscal@fcbdd.org

**5.3.3 Billing questions or disputes can be directed as follows:**

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Ent. Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 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](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-DATA (3282)

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

**General requests and questions:**

E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-DATA (3282)

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, Sean O'Donnell

(614) 525-2237

E-mail: sean.odonnell@franklincountyohio.gov

### 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	Ent. Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Ent. Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@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	Ent. Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

#### Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Ent. Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### 6.5 Service Prioritization

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

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

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

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

## **6.6 Security Audit**

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

## **6.7 MSA Infringement**

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

## **6.8 Termination of the MSA**


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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PUBLIC DEFENDER

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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


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

  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

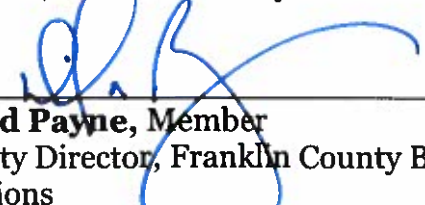
\_\_\_\_\_  
**Daniel O'Connor**, Member  
Franklin County Recorder

  
\_\_\_\_\_  
**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

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

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

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

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

**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 Defender

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## 1.0 Master Service Agreement Overview

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

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.

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** sean.odonnell@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** kara.cruikshank@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

#### Financial Services

**Chief Financial Officer, Enterprise Financial Services**, Julie Lust

(614) 525-5826

373 S. High Street, 9<sup>th</sup> 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, 8<sup>th</sup> 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 Defender

### General Information

373 S. High Street, 12th Floor

Columbus, Ohio 43215

(614) 525-8877

### Administration

**Director**, Yeura Venters

(614) 525-8857

**E-mail:** yrventer@franklincountyohio.gov

### Information Technology

**MIS Director**, James Fain

614-525-8598

**E-mail:** jmfain@franklincountyohio.gov

**Systems Administrator**, Kathy Tarrier

(614) 525-8878

**E-mail:** kltarrie@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
Yuera Venters	yrventer@franklincountyohio.gov	X	X				
Christine Clarizo	clclariz@franklincountyohio.gov					X	
Jim Fain	jmfain@franklincountyohio.gov	X	X	X	X	X	X
Kathy Tarrier	ktarrie@franklincountyohio.gov	X	X		X		X

### 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	<b>FCDC</b>	Design services are fulfilled upon request
Mobile Application Development	<b>N/A</b>	
Web Development and Content Management	<b>Shared</b>	PBDF utilizes the enterprise offering Kentico: <ul style="list-style-type: none"> <li>• <a href="https://defender.franklincountyohio.gov/">https://defender.franklincountyohio.gov/</a></li> </ul>

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

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	<b>FCDC</b>	
Data Storage	<b>FCDC</b>	
Hi-Availability (HA) Environment	<b>N/A</b>	
Server Virtualization and Hosting	<b>FCDC</b>	PBDF has (3) servers that are hosted in the FCDC environment: There are two different file servers and a server used to host their CMS application
SQL Database	<b>FCDC</b>	See 4.0 Special Support Services below

Enterprise Network	Support	Notes
Communications & Collaboration	<b>FCDC</b>	All PBDF staff have voicemail accounts
Internet, Firewall, and VPN Services	<b>FCDC</b>	
Wide Area Network (WAN) Connectivity	<b>FCDC</b>	
Wired Network Connectivity	<b>FCDC</b>	
Wireless (Wi-Fi) Network Connectivity	<b>FCDC</b>	

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>FCDC</b>	PBDF leverages the FCDC enterprise Adobe licensing <ul style="list-style-type: none"> <li>PBDF utilizes (1) Adobe Pro account</li> </ul>
DocuSign	<b>N/A</b>	
Everbridge	<b>Shared</b>	EMA owns the Everbridge application and support. PBDF uses this service and maintains staff contacts within the system.
Geographic Information Systems (GIS)	<b>N/A</b>	
Intellivue Document Imaging Solution	<b>N/A</b>	
Microsoft 365	<b>FCDC</b>	PBDF leverages the FCDC enterprise Microsoft 365 licenses <ul style="list-style-type: none"> <li>PBDF utilizes (140) M365 accounts</li> </ul>
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
Enterprise ERP (MUNIS)	<b>Shared</b>	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP (MUNIS) charges from PBDF at the direction of the Board of Commissioners' OMB Office
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>FCDC</b>	PBDF leverages the FCDC enterprise Zoom licensing <ul style="list-style-type: none"> <li>PBDF utilizes (39) Standard Zoom licenses</li> </ul>

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>Shared</b>	<ul style="list-style-type: none"> <li>PBDF is first-level support for their users, with FCDC assisting when requested</li> <li>PBDF IT staff can view all PBDF Jira tickets</li> </ul>
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>Shared</b>	PBDF is first-level support for their users, with FCDC assisting when requested
User Device Management and Imaging	<b>Shared</b>	<ul style="list-style-type: none"> <li>PBDF is first-level support for their users, with FCDC assisting when requested</li> <li>PBDF IT staff have been set up with SCCM to allow them to image PBDF devices which FCDC maintains</li> </ul>

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>N/A</b>	
iSeries Infrastructure Support	<b>N/A</b>	

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

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

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	PBDF participates in KnowB4 training
Web Filtering	FCDC	

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## 4.0 Special Support Services

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### 4.1 Pre-Trial Remote Meeting Teams Rooms

FCDC set up Teams rooms at the Sheriff's Office Corrections Center II Facility, 2460 Jackson Pike, Columbus, Ohio 43223, and the James A. Karnes (JAK) Corrections Center, 2551 Fisher Road, Columbus, Ohio 43204. The Jackson Pike location has rooms for PBDF clients to be transported from their housing units to designated meeting spaces. The JAK location has the Teams room inside the housing unit so that the PBDF clients can walk directly into the meeting booth to meet with their designated lawyer. These Teams rooms act as a way for lawyers to interact with their clients remotely.

#### FCDC Responsibilities:

- FCDC will maintain the M365 environment, which includes Teams
- FCDC will work with PBDF IT staff to maintain the equipment at both facilities
- FCDC will coordinate with PFM for work related to the Teams equipment and networking setup
- FCDC is not responsible for participating in policies and procedures between the Franklin County Sheriff's Office and PBDF as it relates to PBDF's clients
- FCDC will continue to work with PBDF on licensing procurement

#### PBDF Responsibilities:

- PBDF will work with FCDC to resolve any issues related to the equipment by placing a JIRA ticket for both facilities.
- PBDF will work with SHRF staff to coordinate the transportation of PBDF clients housed at their facility and then schedule the meeting in Teams

#### PFM Responsibilities:

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

## 4.2 Municipal Pre-Arrestment Remote Meeting Rooms

Franklin County Municipal Court (MUNI) created (2) pre-arrestment remote meeting rooms behind Courtroom 4D at 375 S. High Street, Columbus, Ohio 43215. Those rooms have desktop computers with a monitor and webcams running the Lifesize software. The Sheriff's Office Corrections Center II Facility, 2460 Jackson Pike, Columbus, Ohio 43223, has (2) rooms, currently located in the Chapel, with the same setup as the pre-arrestment rooms at the Municipal location. Each morning, PBDF clients at Jackson Pike who have arrestments scheduled will be transported to one of the (2) rooms in the Chapel to virtually meet with a PBDF Attorney in the pre-arrestment rooms. The James A. Karnes (JAK) Corrections Center, 2551 Fisher Road, Columbus, Ohio 43204, has Pre-Arrestment meeting rooms in the housing units for PBDF clients to utilize if arrestments have been scheduled.

### **FCDC Responsibilities:**

- FCDC maintains a support agreement with Columbus Municipal Courts (MUNI)

### **PBDF Responsibilities:**

- PBDF is the primary user of the system and can report any issues to MUNI

### **MUNI Responsibilities:**

- MUNI will maintain the equipment and software at all locations but can leverage FCDC support services upon request

### **PFM Responsibilities:**

- PFM will maintain the structure of the facility and room where the equipment is being stored and installed

## 4.3 Teams Room

PBDF has implemented (2) Microsoft Teams Rooms that were installed and implemented in 2023 by FCDC and PFM. These rooms are utilized for internal and external meetings with PBDF staff, clients, and community partners.

### **FCDC Responsibility:**

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

### **PBDF Responsibility:**

- PBDF will work with FCDC staff to resolve any issues related to the equipment by placing a JIRA ticket
- PBDF is responsible for the cost of Teams room licensing

### **PFM Responsibility:**

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

#### 4.4 Case Management System

PBDF utilizes a case management system created and maintained by Mapsys. This has been in place since roughly 2017. The solution uses its proprietary document imaging system, Dif. The vendor maintains both.

##### **FCDC Responsibilities:**

- FCDC will host the application and SQL environment for the system
- FCDC is not responsible for the application functionality or understanding how it is used

##### **PBDF Responsibilities:**

- PBDF will manage the support agreement with the vendor
- PBDF is the application owner and is responsible for understanding the expected functionality and training any users

##### **Vendor Responsibilities:**

- The vendor will maintain the application and be responsible for any enhancements or modifications needed as requested by PBDF
- The vendor is responsible for understanding and following any FCDC security policies and procedures

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## 5.0 Budgeting and Service Charges

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### 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 15<sup>th</sup> 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 PBDF will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. PBDF will pay 100% of costs to FCDC from their existing budget, then PBDF 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, 9<sup>th</sup> Floor

Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION:** Michelle D. Jones

**Franklin County Public Defender**

373 S. High Street, 12<sup>th</sup> Floor

Columbus, Ohio 43215-4599

**5.3.3 Billing questions or disputes can be directed as follows:**

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 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](mailto:helpdesk@franklincountyohio.gov)

**Phone:** (614) 525-DATA (3282)

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

### General requests and questions:

**E-mail:** [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

**Phone:** (614) 525-DATA (3282)

**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, Sean O'Donnell**

**E-mail:** [sean.odonnell@franklincountyohio.gov](mailto:sean.odonnell@franklincountyohio.gov)

**Phone:** (614) 525-2237

## 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	<a href="mailto:helpdesk@franklincountyohio.gov">helpdesk@franklincountyohio.gov</a>
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	<a href="mailto:robert.linton@franklincountyohio.gov">robert.linton@franklincountyohio.gov</a>
3	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	<a href="mailto:sean.odonnell@franklincountyohio.gov">sean.odonnell@franklincountyohio.gov</a>
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	<a href="mailto:fcdfinancialservices@franklincountyohio.gov">fcdfinancialservices@franklincountyohio.gov</a>
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	<a href="mailto:sean.odonnell@franklincountyohio.gov">sean.odonnell@franklincountyohio.gov</a>
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
4	Chief Financial Officer, Julie Lust	(614) 525-5826	<a href="mailto:jalust@franklincountyohio.gov">jalust@franklincountyohio.gov</a>
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

## Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

## 6.5 Service Prioritization

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

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

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PROSECUTING ATTORNEY

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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


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

  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

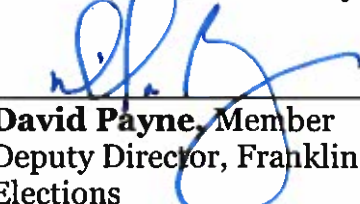
\_\_\_\_\_  
**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PROSECUTING ATTORNEY**

**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 Prosecuting Attorney

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## 1.0 Master Service Agreement Overview

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

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.

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Sean O'Donnell

(614) 525-2237

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** sean.odonnell@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

373 S. High Street, 9<sup>th</sup> 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, 9<sup>th</sup> 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, 8<sup>th</sup> 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 Prosecuting Attorney

### General Information

373 S. High Street

Columbus, Ohio 43215

(614) 525-3555

### Administration

**Prosecuting Attorney**, Gary Tyack

(614) 525-3555

**E-mail:** gtyack@franklincountyohio.gov

### Information Technology

**IT Director**, Nate George

(614) 525-4909

**E-mail:** ngeorge@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
Gary Tyack	gtyack@franklincountyohio.gov	X			X		
Jeanine Hummer	jhummer@franklincountyohio.gov	X					
Nate George	nbgeorge@franklincountyohio.gov	X	X	X	X	X	X
Christian Bryant	cbryant@franklincountyohio.gov	X					
Kenneth Finnerty	kdfinner@franklincountyohio.gov	X	X		X		X
Ed Leonard	eleonard@franklincountyohio.gov	X	X	X	X		X
Rebecca Needham	rneedham@franklincountyohio.gov					X	

### 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	PRAT website is hosted in the FCDC Kentico environment and maintains their content <ul style="list-style-type: none"> <li>• <a href="https://prosecutor.franklincountyohio.gov/">https://prosecutor.franklincountyohio.gov/</a></li> </ul>

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	FCDC	
Server Virtualization and Hosting	Shared	FCDC hosts several virtual servers for PRAT: <ul style="list-style-type: none"> <li>• Print server for XEROX XDA for copiers/GF FM Audit for network printers</li> <li>• PRAT Production File <ul style="list-style-type: none"> <li>○ K Drives</li> <li>○ Super 1000 Drive</li> </ul> </li> <li>• Matrix services</li> <li>• Matrix storage</li> <li>• Matrix SQL</li> <li>• Matrix websites</li> <li>• Matrix PRAT file server</li> <li>• File Auditing of K Drive</li> <li>• Evidence tracker (PRAT Property)</li> </ul>

SQL Database	<b>Shared</b>	<p>PRAT has the following databases in the FCDC SQL environment:</p> <p><b>PRAT Case File Track</b> – this database is supported by PRAT IT staff</p> <p><b>Runs the DB for Matrix V1</b> – these databases are supported by Matrix</p> <p>The server contains the Matrix database environment that the SHRF shares – see Section 4.0 Special Support Services below</p>
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Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>Shared</b>	PRAT provides first-level user support, with FCDC assisting by placing a JIRA ticket when needed. PRAT IT staff has access to view all PRAT JIRA Tickets
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>Shared</b>	PRAT provides first-level user support, with FCDC assisting when needed. If assistance is required from FCDC, PRAT will contact the Helpdesk by placing a JIRA Ticket
User Device Management and Imaging	<b>Shared</b>	PRAT provides first-level user support, with FCDC assisting when requested. PRAT uses SCCM, which has to be updated by FCDC

Enterprise Network	Support	Notes
Communications & Collaboration	<b>FCDC</b>	All PRAT staff have voicemail accounts
Internet, Firewall, and VPN Services	<b>FCDC</b>	
Wide Area Network (WAN) Connectivity	<b>FCDC</b>	
Wired Network Connectivity	<b>FCDC</b>	
Wireless (Wi-Fi) Network Connectivity	<b>FCDC</b>	PRAT has their own SSID on the AT&T Wi-Fi

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>FCDC</b>	PRAT leverages the FCDC Enterprise Adobe licensing: <ul style="list-style-type: none"> <li>PRAT utilizes (118) Adobe Pro Licenses</li> </ul>
DocuSign	<b>Partner</b>	PRAT utilizes and maintains DocuSign for contract signatures. PRAT does not maintain licenses with the FCDC Enterprise agreement with DocuSign.
Everbridge	<b>Shared</b>	EMA owns this application, and PRAT utilizes it as needed for communications. PRAT maintains their staff in Everbridge. The current administrators are: <ul style="list-style-type: none"> <li>Ed Leonard</li> <li>Nate George</li> </ul>
Geographic Information Systems (GIS)	<b>N/A</b>	
Intellivue Document Imaging Solution	<b>Shared</b>	<p>PRAT has (4) Intellivue applications that are used to archive case files:</p> <ul style="list-style-type: none"> <li><b>CriminalCases</b> (Application ID# 29)</li> <li><b>ExpungementCases</b> (Application ID# 67)</li> <li><b>Juvenile</b> (Application ID# 58)</li> <li><b>Rejects</b> (Application ID# 59)</li> </ul> <p>PRAT, in association with the Matrix's Vendor, utilizes an Intellivue Web API that includes an RDA that allows Matrix to pull case information</p>

		<p><b>FCDC:</b> Support and maintain the Intellivue environment</p> <p><b>Intellinetics:</b> Manage Intellivue Website XML files and RDA link to the Matrix application</p> <p><b>Matrix Support:</b> On MATRIX Server: PRATSQL1 Matrix created a stored procedure and managed Matrix Support thru PRAT staff</p>
Microsoft 365	<b>FCDC</b>	
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>FCDC</b>	<p>PRAT leverages the FCDC Enterprise Zoom licensing:</p> <ul style="list-style-type: none"> <li>• (97) Basic licenses</li> <li>• (3) Standard licenses</li> </ul>

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>Shared</b>	PRAT Juvenile department utilizes FCJS, an iSeries application owned by CLCT. FCJS is hosted in the FCDC iSeries environment.
iSeries Infrastructure Support	<b>N/A</b>	

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	<b>Shared</b>	The FCDC CIO works closely with PRAT on all county contracts, from drafting to negotiations
IT Budget Planning	<b>Partner</b>	
IT Procurement Assistance	<b>Shared</b>	PRAT will work with FCDC to review and recommend hardware procurement
Vendor and Licensing Management	<b>Partner</b>	

Security	Support	Notes
Anti-Virus	<b>Shared</b>	PRAT has Malwarebytes, which they maintain
Assistance with Security Audits	<b>FCDC</b>	
Cyber Security Insurance Policy Compliance	<b>FCDC</b>	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	<b>FCDC</b>	
Security Incident Support	<b>FCDC</b>	
Security Training and Consultation	<b>FCDC</b>	PRAT utilizes KnowB4 for staff security training
Web Filtering	<b>FCDC</b>	PRAT staff is required to view the evidence as part of their cases, which requires no web filtering for their staff

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## 4.0 Special Support Services

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### 4.1 Case Management System

PRAT utilizes a case management system, MatrixProsecutor, created and maintained by Matrix Pointe Software.

#### FCDC Responsibility:

- FCDC will maintain the stage and production infrastructure environments (which includes 12 servers), ensuring that both are available and secure
- FCDC will maintain the SQL database stage and production environments utilized by both the MatrixProsecutor and MatrixPolice (SHRF) applications
- FCDC will work with PRAT and the Vendor to address any infrastructure-related updates or issues
- FCDC is not responsible for understanding how the application is used or is expected to function

#### PRAT Responsibility:

- PRAT manages the relationship with the Vendor, including all software updates and modifications
- PRAT is the application owner and is responsible for understanding how the application functions and training users on this system

#### Vendor Responsibility:

- The Vendor will provide support to PRAT staff in resolving application-related issues
- The Vendor will maintain the application code
- The Vendor will maintain the development environment
- The Vendor will work with FCDC and PRAT to schedule any code maintenance

### 4.2 Digital Evidence Management System

PRAT utilizes a SaaS digital evidence management system, Evidence.com, created and maintained by Axon Enterprise, Inc.

#### FCDC Responsibility:

- FCDC will maintain the Active Directory and Azure connectors that allow for the auto-provisioning of PRAT staff
- FCDC will maintain the identity management (PingID) environment
- FCDC will work with PRAT and the Vendor to address any related updates or issues as it relates to FCDC's responsibilities
- FCDC is not responsible for understanding how the application is used or is expected to function

#### PRAT Responsibility:

- PRAT will manage the relationship with the Vendor, including all software updates and modifications
- PRAT is the application owner and is responsible for understanding how the application functions and training users on this system

#### Vendor Responsibility:

- The Vendor will provide support to PRAT staff in resolving application-related issues

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## 5.0 Budgeting and Service Charges

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

While PRAT 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 PRAT. Those costs will be charged back in the form of a monthly invoice which will require PRAT 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, 9<sup>th</sup> Floor  
Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION:** Rebecca Needham

**Franklin County Prosecutor**

373 S. High Street, 14<sup>th</sup> 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	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	sean.odonnell@franklincountyohio.gov
3	Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 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](mailto:helpdesk@franklincountyohio.gov)

**Phone:** (614) 525-DATA (3282)

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

**General requests and questions:****E-mail:** [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)**Phone:** (614) 525-DATA (3282)**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, Sean O'Donnell**

(614) 525-2237

**E-mail:** [sean.odonnell@franklincountyohio.gov](mailto:sean.odonnell@franklincountyohio.gov)**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	<a href="mailto:helpdesk@franklincountyohio.gov">helpdesk@franklincountyohio.gov</a>
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	<a href="mailto:robert.linton@franklincountyohio.gov">robert.linton@franklincountyohio.gov</a>
3	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	<a href="mailto:sean.odonnell@franklincountyohio.gov">sean.odonnell@franklincountyohio.gov</a>
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Procurement:**

#	Who	Phone	E-mail
1	Financial Services	N/A	<a href="mailto:fcdfinancialservices@franklincountyohio.gov">fcdfinancialservices@franklincountyohio.gov</a>
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	<a href="mailto:sean.odonnell@franklincountyohio.gov">sean.odonnell@franklincountyohio.gov</a>
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
4	Chief Financial Officer, Julie Lust	(614) 525-5826	<a href="mailto:jalust@franklincountyohio.gov">jalust@franklincountyohio.gov</a>
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Business Relationship Manager, Sean O'Donnell	(614) 525-2237	<a href="mailto:sean.odonnell@franklincountyohio.gov">sean.odonnell@franklincountyohio.gov</a>
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>



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

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY METRO PARKS

Voting Aye thereon

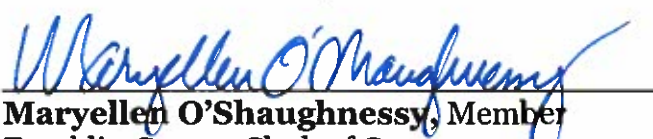
Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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


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

 FEB 2023  
\_\_\_\_\_  
**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

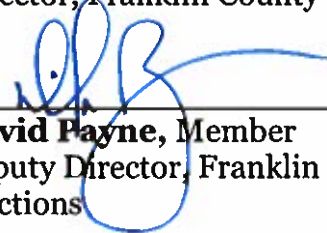
\_\_\_\_\_  
**Daniel O'Connor**, Member  
Franklin County Recorder

  
\_\_\_\_\_  
**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY METRO PARKS**

**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 Metro Parks

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## 1.0 Master Service Agreement Overview

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

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.

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager, Melissa Peoples:**

(614) 525-5691

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** melissa.peoples@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Enterprise Business Relationship Manager, Shane Lee:**

(614) 525-6150

373 S. High Street, 9<sup>th</sup> 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, 9<sup>th</sup> 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, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** [jalust@franklincountyohio.gov](mailto:jalust@franklincountyohio.gov)

**Team E-mail:** [fcdfinancialservices@franklincountyohio.gov](mailto:fcdfinancialservices@franklincountyohio.gov)

## Help Desk

**Enterprise Support Manager**, Rob Linton:

(614) 525-DATA (3282)

373 S. High Street, 8<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** [robert.linton@franklincountyohio.gov](mailto:robert.linton@franklincountyohio.gov)

**Team E-mail:** [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

**Service Management Portal:** [helpdesk.frankincountyohio.gov](https://helpdesk.frankincountyohio.gov)

## 2.2 Franklin County Metro Parks

### General Information

1069 W. Main Street

Westerville, Ohio 43081

(614) 891-0700

**Executive Director**, Tim Moloney:

(614) 891-0700

1069 W. Main Street

Westerville, Ohio 43081

**E-mail:** [moloney@metroparks.net](mailto:moloney@metroparks.net)

## 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
Tim Moloney	moloney@metroparks.net	X	X	X	X		
Shawn Hall	shall@metroparks.net	X	X	X	X		
Richard McGivern	rpmcgivern@metroparks.net			X	X		
Lawrence Peck	peck@metroparks.net				X		
Renee Telfer	telfer@metroparks.net				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	N/A	
Web Development and Content Management	Partner	

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	N/A	
Data Storage	Partner	
Hi-Availability (HA) Environment	N/A	
Server Virtualization and Hosting	Partner	
SQL Database	N/A	



Enterprise Network	Support	Notes
Communications & Collaboration	<b>Partner</b>	
Internet, Firewall, and VPN Services	<b>Partners</b>	
Wide Area Network (WAN) Connectivity	<b>Partner</b>	
Wired Network Connectivity	<b>Partner</b>	
Wireless (Wi-Fi) Network Connectivity	<b>Partner</b>	

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>N/A</b>	
DocuSign	<b>N/A</b>	
Everbridge	<b>N/A</b>	
Geographic Information Systems (GIS)	<b>N/A</b>	
Intellivue Document Imaging Solution	<b>N/A</b>	
Microsoft 365	<b>Partner</b>	
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
Enterprise ERP (MUNIS)	<b>Shared</b>	The Franklin County Auditor's Office is responsible for the application. FCDC collects MUNIS charges from PARKS at the direction of the Board of Commissioners' OMB Office.
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>N/A</b>	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>Partner</b>	
Hardware Salvage	<b>Partner</b>	PARKS may call upon FCDC for salvage services if needed
Remote and On-Site Support	<b>Partner</b>	
User Device Management and Imaging	<b>Partner</b>	

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>N/A</b>	
iSeries Infrastructure Support	<b>N/A</b>	

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

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

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

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## 4.0 Special Support Services

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

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## 5.0 Budgeting and Service Charges

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### 5.1 IT Budgets

PARKS allotment comes from various sources, including local government funds, levy and grant funds, and income from operational sources. The Franklin County Office of Management and Budget (OMB) does not oversee the budget for PARKS.

### 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 15<sup>th</sup> 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 PARKS will be invoiced monthly. Full payment will be due no later than 30 days after receipt of invoices. PARKS will pay 100% of costs to FCDC from their existing budget, then PARKS 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, 9<sup>th</sup> Floor  
Columbus, Ohio 43215-4599

**Invoices will be sent to:**  
**ATTENTION: Richard McGivern**  
**Franklin County Metro Parks**  
1069 W. Main Street  
Westerville, Ohio 43081  
(614) 891-0700

**5.4.3 Billing questions or disputes can be directed as follows:**

#	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) 525-6150	shane.lee@franklincountyohio.gov
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 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](mailto:helpdesk@franklincountyohio.gov)

**Phone:** (614) 525-3282 (DATA)

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

**General requests and questions:**

**E-mail:** [helpdesk@franklincountyohio.gov](mailto: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](mailto: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	<a href="mailto:helpdesk@franklincountyohio.gov">helpdesk@franklincountyohio.gov</a>
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	<a href="mailto:robert.linton@franklincountyohio.gov">robert.linton@franklincountyohio.gov</a>
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	<a href="mailto:melissa.peoples@franklincountyohio.gov">melissa.peoples@franklincountyohio.gov</a>
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6150	<a href="mailto:shane.lee@franklincountyohio.gov">shane.lee@franklincountyohio.gov</a>
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Procurement:**

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4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6150	<a href="mailto:shane.lee@franklincountyohio.gov">shane.lee@franklincountyohio.gov</a>
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Relationship Manager, Melissa Peoples	(614) 525-5691	<a href="mailto:melissa.peoples@franklincountyohio.gov">melissa.peoples@franklincountyohio.gov</a>
4	Enterprise Business Relationship Manager, Shane Lee	(614) 525-6150	<a href="mailto:shane.lee@franklincountyohio.gov">shane.lee@franklincountyohio.gov</a>
5	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
6	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

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

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD


FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY BOARD OF COMMISSIONERS

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

  
\_\_\_\_\_  
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

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**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

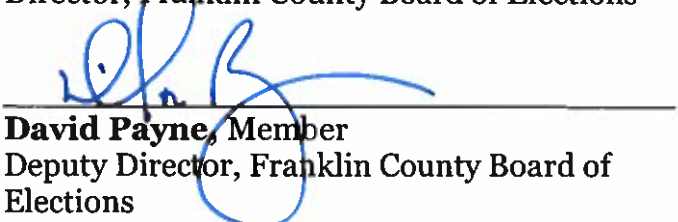
\_\_\_\_\_  
**Daniel O'Connor**, Member  
Franklin County Recorder

  
\_\_\_\_\_  
**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

  
\_\_\_\_\_  
**Antone White**, Member  
Director, Franklin County Board of Elections

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

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

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

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

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

**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 Board of Commissioners

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## 1.0 Master Service Agreement Overview

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

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.

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Services Manager**, Kara Cruikshank:

(614) 525-4728

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** kara.cruikshank@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

**Chief Operations and Communications Officer**, Tasha Hyler:

(614) 525-6798

373 S. High Street, 9<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** tjhyler@franklincountyohio.gov

**Team E-mail:** fcdcbusinessservices@franklincountyohio.gov

#### Financial Services

**Chief Financial Officer**, Julie Lust:

(614) 525-5826

373 S. High Street, 9<sup>th</sup> 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, 8<sup>th</sup> Floor

Columbus, Ohio 43215

**E-mail:** robert.linton@franklincountyohio.gov

**Team E-mail:** helpdesk@franklincountyohio.gov

**Service Management Portal:** helpdesk.frankincountyohio.gov

## 2.2 Franklin County Board of Commissioners

### General Information

373 S. High Street, 26<sup>th</sup> Floor

Columbus, Ohio 43215

(614) 525-3322

**County Administrator, Kenneth Wilson:**

**E-mail:** knwilson@franklincountyohio.gov

(614) 525-4266

**Chief Information Officer, Juan Torres:**

**E-mail:** jatorres@franklincountyohio.gov

(614) 525-5862

Board of Commissioners Agencies		
Office on Aging	Dog Shelter and Adoption Center	HR-Benefits & Wellness
Child Support Enforcement	Community Partnerships	Economic Development and Planning
Fleet Management	Office of Diversity, Equity, and Inclusion	Human Resources
Job & Family Services	Justice Policy & Programs	Office of Management and Budget
Public Affairs	Public Facilities Management	Purchasing Department
Sanitary Engineering		

## 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
John O'Grady	jeogrady@franklincountyohio.gov	X					
Kevin Boyce	klboyce@franklincountyohio.gov	X					
Erica Crawley	erica.crawley@franklincountyohio.gov	X					
Kenneth Wilson	knwilson@franklincountyohio.gov	X		X	X		X
Jodie Andes	jrandes@franklincountyohio.gov						X
Joy Bivens	joy.bivens@franklincountyohio.gov	X					
Madeline Gresham	mdgresha@franklincountyohio.gov	X					X
Mary Jane Harper	mjharper@franklincountyohio.gov				X		
LaGrieta Holloway	lahollow@franklincountyohio.gov			X		X	
Erik Janas	erikjanas@franklincountyohio.gov	X					
Alicia Kingston	aakingst@franklincountyohio.gov						X
Kris Long	krislong@franklincountyohio.gov	X					
Tyler Lowry	tylerlowry@franklincountyohio.gov	X					X
Isabella Minadeo	isabella.minadeo@franklincountyohio.gov	X					X
Kevin Pangrace	kevinpangrace@franklincountyohio.gov	X					
Brittany Razek	brittany.razek@franklincountyohio.gov	X					X
Robin Ross	robinross@franklincountyohio.gov						X
Lauren Rummel	laurenrummel@franklincountyohio.gov	X					
Annie Ryznar	annieryznar@franklincountyohio.gov	X					
Derick Sorrell	drsorrell@franklincountyohio.gov	X	X	X	X		X
Zachary Talarek	zttalare@franklincountyohio.gov	X		X	X	X	
Juan Torres	jatorres@franklincountyohio.gov	X	X	X	X	X	X
Carla Wallace	cmwallac@franklincountyohio.gov	X			X		
Toya Williams	toyawilliams@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	<b>Shared</b>	"Canva" is a Cloud application used by the Public Information Office. FCDC can be engaged as needed.
Mobile Application Development	<b>N/A</b>	
Web Development and Content Management	<b>FCDC</b>	<ul style="list-style-type: none"> <li>• <b>Commissioners Homepage:</b> <a href="https://commissioners.franklincountyohio.gov/">https://commissioners.franklincountyohio.gov/</a></li> <li>• <b>Budget:</b> <a href="https://budget.franklincountyohio.gov/">https://budget.franklincountyohio.gov/</a></li> <li>• <b>Annual Report:</b> <a href="https://report.franklincountyohio.gov/">https://report.franklincountyohio.gov/</a></li> </ul> <p>The Commissioner website is built using the Kentico content management tool. FCDC manages Kentico. The Public Information Office staff for the Commissioners have been trained and use Kentico to maintain website content</p>

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

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	<b>FCDC</b>	
Data Storage	<b>FCDC</b>	
Hi-Availability (HA) Environment	<b>FCDC</b>	
Server Virtualization and Hosting	<b>Shared</b>	Budget Formulation & Management Application (BFM) Commissioners Resolution Management Solution (CRMS)
SQL Database	<b>Shared</b>	BFM and CRMS

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	COMM obtains Adobe Licensing through the FCDC Enterprise Licensing Agreement Number of Users: 23
DocuSign	FCDC	Commissioner Resolution & Contract Process
Everbridge	Shared	EMA owns and administers the Everbridge Platform. The COMM Office is responsible for maintaining staff information/access and using this product for their office as needed <b>COMM Administrators:</b> <ul style="list-style-type: none"> <li>• Kenneth Wilson</li> <li>• Erik Janas</li> <li>• Kris Long</li> <li>• Juan Torres</li> <li>• Derrick Sorrell</li> </ul>
Geographic Information Systems (GIS)	N/A	
Grammarly	FCDC	
Intellivue Document Imaging Solution	FCDC	Archiving CRMS Resolutions
Microsoft 365	FCDC	Number of Licenses: 42
AvePoint	N/A	
Dynamics	N/A	
SharePoint	FCDC	The Office of Management and Budget (OMB) uses SharePoint. OMB manages the updating and organization of the content
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. The COMM office works directly with the AUDR to share data elements between BFM and the Enterprise ERP system. FCDC may assist upon request when additional expertise is needed
OnBase Information Platform	N/A	
Visual Studio	FCDC	Data Center administers the licenses for Visual Studio utilized for application development Number of users: 2 <ul style="list-style-type: none"> <li>• Juan Torres</li> <li>• Derick Sorrell</li> </ul>
Zoom	FCDC	Number of Users: 28 Webinar 500 User: 1

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

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	Shared	
IT Budget Planning	Shared	FCDC partners with OMB to review Franklin County Partner IT Budgets
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	Shared	The COMM and Data Center partners on the review, acceptance, and enforcement of the County Wide Cyber Security Insurance Policy
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	
Web Filtering	FCDC	

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## 4.0 Special Support Services

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### 4.1 Budget Formulation and Management (BFM)

**Summary:** The BFM software is used to manage and track the budgetary work of Franklin County in OMB.

**Version:**

- BFM Version 5.1.010
- SAP BusinessObjects BI Platform 4.2, Support Pack 3, Version: 14.2.3.2132 *\*To be upgraded in 2023*

**Support:** During budget hearings, support prioritization will be assigned as a "Priority 2." Otherwise, support prioritization will be set as a "Priority 3."

*\*See priority definitions below in section 6.5*

**FCDC Responsibility:**

- Hosting of Web Application Server
- Hosting of SAP Reporting Server
- Hosting on SQL Database
- Creation of Domain Accounts

**COMM Responsibility:**

- COMM Office is responsible for user management
- COMM Office is responsible for vendor management
- COMM Office is responsible for application management and support

**Vendor Responsibility: Sherpa Government Solutions (<https://www.sherpagov.com/>)**

- Vendor is responsible for performing annual rollover processing
- Vendor is responsible for supporting the annual budgeting process
- Vendor is responsible for performing an annual upgrade
- Vendor is responsible for new enhancements

## **4.2 Commissioner Resolution Management System (CRMS):**

**Summary:** The CRMS Application is used by all county partners to submit their resolutions for the weekly general session agenda. The COMM office uses this application to create and manage the General Session briefing and official meeting. The application was built by the vendor MAPSYS in the early 2000s and continues to be supported by them.

**Support Prioritization:** Priority 2

*\*See priority definitions below in section 6.5*

**FCDC Responsibility:**

- Host Production and Development Web Server
- Deploy code changes from the vendor
- Creation of Domain

**COMM Responsibility:**

- COMM Office is responsible for vendor management
- COMM Office is responsible for application management and support

**Vendor Responsibility: MAPSYS Inc.**

- Application enhancements and support

## **4.3 State of the County Website - <https://report.franklincountyohio.gov/>**

**Summary:** The Franklin County Board of Commissioners annually releases a "State of the County" report. This Report is both printed and represented via a website. Work must be initiated within the first quarter and released in the second quarter annually.

**Support Prioritization:** Priority 3

*\*See priority definitions below in section 6.5*



**FCDC Responsibility:**

- FCDC uses Kentico to build and maintain the website
- FCDC provides graphic design, user interface (UI), and user experience (UX) services
- FCDC hosts the website
- FCDC maintains the domain name and URL: reports.franklincountyohio.gov

**COMM Responsibility:**

- Provides content, stock photography, and video for the website
- COMM works with the Printshop to obtain printed copies of the PDF

**4.4 Granicus Boards & Commissions - <https://commissioners.franklincountyohio.gov/boards-and-commissions>**

**Summary:** An online application embedded into the Commissioner's Website for tracking and managing the appointments of community members to boards.

**Support Prioritization:** Priority 3

*\*See priority definitions below in section 6.5*

**FCDC Responsibility:**

- FCDC uses Kentico to build and maintain the website with Granicus Boards & Commissions embedded

**COMM Responsibility:**

- Updating the content of boards and commissions
- Vendor Management

**Vendor Responsibility:** Granicus

- Maintenance and Support

**4.5 Granicus GovDelivery - <https://admin.govdelivery.com/>**

**Summary:** E-mail marketing tool used to send out bulk e-mails to community subscribers.

**Support Prioritization:** Priority 3

*\*See priority definitions below in section 6.5*

**FCDC Responsibility:**

- Ensure inbound e-mail delivery is working when campaigns are sent

**COMM Responsibility:**

- User management
- Vendor Management
- Notify FCDC if e-mail requirements change which may disrupt delivery services

**Vendor Responsibility:** Granicus

- Maintenance and Support

## 4.5 User Management for CRMS

**Summary:** The following COMM Staff members are recognized to have the authority to request user access for CRMS. This authorization is different from being named a “Security Access Authorization Contact” because they cannot make other kinds of user management requests using the Security Request form. The named users will enter Jira requests for access to CRMS.

Name	Title	E-Mail
Brittany Razek	Clerk to the Board of Commissioners	brittany.razek@franklincountyohio.gov
Lauren Graessle	Deputy Clerk to the Board of Commissioners	lauren.graessle@franklincountyohio.gov

**Support Prioritization:** Priority 3

*\*See priority definitions below in section 6.5*

## Budgeting and Service Charges

### 5.1 IT Budgets

FCDC works annually on behalf of 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

**5.4.1 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 15<sup>th</sup> of January.

**5.4.2 Billing:** COMM is a General Fund agency and is not billed for FCDC services. In the event that FCDC makes an IT purchase on behalf of the COMM, FCDC will charge back those costs to the COMM in the form of a monthly invoice. Full payment will be due no later than 45 days after receipt of an invoice. The parties will work together to resolve any disputed invoice and will not delay or suspend services until the dispute is resolved. COMM will pay 100% of costs to FCDC from their existing budget, and then COMM 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, 9<sup>th</sup> Floor

Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION: Fiscal Department**

**Franklin County Office of Management and Budget**

373 S. High Street, 26<sup>th</sup> Floor

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

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## 5.0 Terms and Conditions

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### 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](mailto:helpdesk@franklincountyohio.gov)

**Phone:** (614) 525-3282 (DATA)

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

**General requests and questions:**

**E-mail:** [helpdesk@franklincountyohio.gov](mailto: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:**

**Chief Operations and Communications Officer, Tasha Hyler:**

**E-mail:** [tjhyler@franklincountyohio.gov](mailto:tjhyler@franklincountyohio.gov)

**Phone:** (614) 525-6798

### 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	<a href="mailto:helpdesk@franklincountyohio.gov">helpdesk@franklincountyohio.gov</a>
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	<a href="mailto:robert.linton@franklincountyohio.gov">robert.linton@franklincountyohio.gov</a>
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Procurement:**

#	Who	Phone	E-mail
1	Financial Services	N/A	<a href="mailto:fcdcfinancialservices@franklincountyohio.gov">fcdcfinancialservices@franklincountyohio.gov</a>
2	Chief Financial Officer, Julie Lust	(614) 525-5826	<a href="mailto:mdhalse@franklincountyohio.gov">mdhalse@franklincountyohio.gov</a>
3	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
4	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
3	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

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

	<ul style="list-style-type: none"> <li>• A substantial security threat has been identified</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC will communicate with the reporting user consistently during normal business hours until resolved</li> <li>• 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</li> <li>• Business Services will issue an E-mail notification to all IT Contacts within one (1) business day</li> </ul>
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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 COMM 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  
PROMOTION: ENTERPRISE INFORMATION SECURITY MANAGER

Voting Aye thereon

Voting Nay thereon

  
\_\_\_\_\_  
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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


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

  
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**John O'Grady**, Member  
Franklin County Commissioner

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**John O'Grady**, Member  
Franklin County Commissioner

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

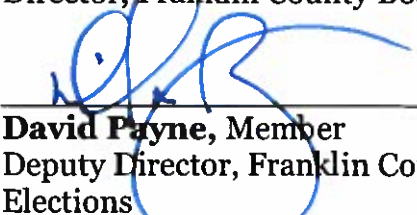
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**Daniel O'Connor**, Member  
Franklin County Recorder

  
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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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**Cheryl Brooks Sullivan**, Member  
Franklin County Treasurer

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

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

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

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**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 INFORMATION SECURITY MANAGER**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-086** 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 **23-086**.



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

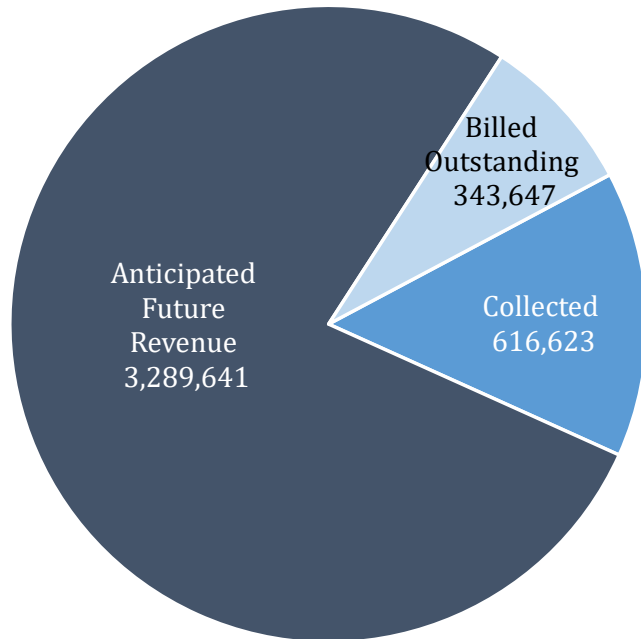
**Data Center Personnel Action – Promotion – Dalas Brengman**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Dalas Brengman	
PERSONNEL ACTION DATE (BOARD)		05/01/2023	
DATE HIRED		09/15/2021	
YEARS WITH FRANKLIN COUNTY		1 year, 7 months, 16 days	
CURRENT DATA CENTER SECTION		Enterprise IT	
NEW DATA CENTER SECTION		Enterprise Security	
CURRENT JOB POSITION / TITLE		Enterprise Infrastructure Engineer 2	
NEW JOB POSITION / TITLE		Enterprise Information Security Manager	
PAY GRADE		16	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
89,197	109,267	129,336	
		BASE RATE	ANNUAL SALARY
PREVIOUS		\$40.7049	\$ 84,666.14
Increase			\$12,333.86
NEW		\$46.6346	\$97,000.00
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Dalas has been at the Data Center since September 2021. In his time at the Data Center, he has proven himself to be a tremendous engineer within the Server Team and established himself as a leader who is always willing to help. He has been instrumental in multiple server and storage projects that have really improved the county’s resources. Dalas also worked very closely with the Security team during that time to implement and troubleshoot tool deployments while creating a very strong partnership between the two teams. He also obtained his Security Plus certification this year. He is excited to take the next step in his career toward leadership within Information Security.</p>			
Kassy Franz, Chief People Officer			

# Franklin County Data Center Financial Update as of April 19, 2023

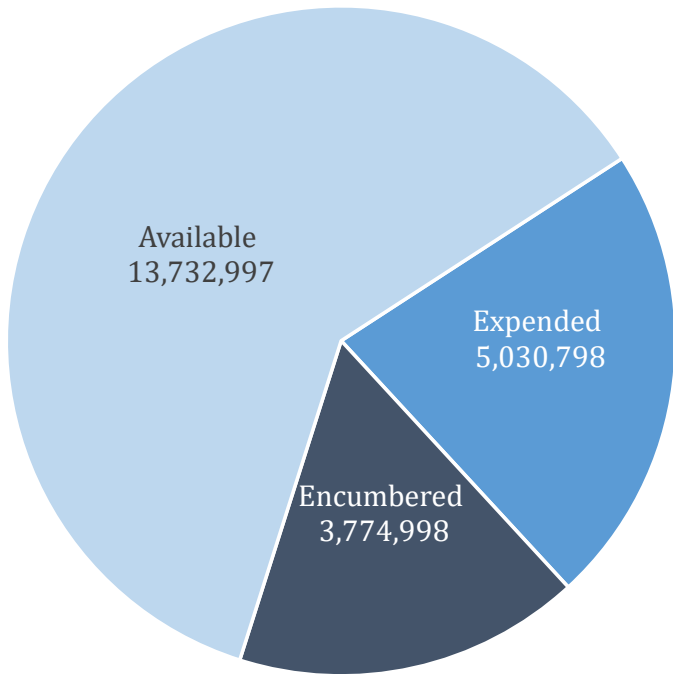
2023 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,249,911		616,623		3,633,288	15%	85%

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
	-	-	-	332,362	11,285	343,647



## Franklin County Data Center Financial Update as of April 19, 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	2,311,473	-	4,989,880	33%	67%
Benefits and Taxes	2,841,081	2,883,302	948,078	-	1,935,224	33%	67%
Materials and Services	12,354,138	12,354,138	1,771,246	3,774,998	6,807,894	45%	55%
Capital Investment	-	-	-	-	-	-	-
<b>Total</b>	<b>22,238,389</b>	<b>22,538,793</b>	<b>5,030,798</b>	<b>3,774,998</b>	<b>13,732,997</b>	<b>40%</b>	<b>60%</b>



## Franklin County Data Center Project Procurement Update as of April 19, 2023

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-002	1/9/2023	11,566,746	1,771,246	9,795,500	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 Sersrver & 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	11/14/2022	2,000,000	1,032,833	967,167	Awaiting Delivery	11/8/2022 Order placed for switches and SPI. No funds yet expended