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: September 29, 2023

Subject: Agenda for the Monday, October 02, 2023, Data Processing Board Meeting

The proposed agenda for the Monday, October 02, 2023, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the Olympus Room (FCDC Auditorium) on the 9th floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

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

Cc: The Honorable Cheryl Brooks Sullivan, Member, Franklin County Treasurer
The Honorable 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, October 02, 2023

9:00 A.M. Convene in Regular Session

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of September 11, 2023, Regular Data Board Meeting**
- **New Business**

—— **Resolution No. 23-118 Franklin County Sheriff's Office – Sheriff Mobile Application**

—— **Resolution No. 23-123 Franklin County Technical Equipment Salvage**

—— **Resolution No. 23-124 Franklin County Data Center – Pure Storage Maintenance**

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. 23-125 Personnel Action – Backfill – Enterprise Project Manager 2

  —— Resolution No. 23-126 Personnel Action – Backfill – Enterprise Data Loss Prevention Engineer 1

  —— Resolution No. 23-127 Personnel Action – Backfill – Enterprise Support Analyst 1

  —— Resolution No. 23-128 Personnel Action – Backfill – Enterprise Support Analyst 1

  —— Resolution No. 23-129 Personnel Action – New Hire – Enterprise Security Engineer 1

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

Reconvene in Special Session

—— **Resolution No. 23-125 Personnel Action – Backfill – Enterprise Project Manager 2**

—— **Resolution No. 23-126 Personnel Action – Backfill – Enterprise Data Loss Prevention Engineer 1**

—— **Resolution No. 23-127 Personnel Action – Backfill – Enterprise Support Analyst 1**

—— **Resolution No. 23-128 Personnel Action – Backfill – Enterprise Support Analyst 1**

—— **Resolution No. 23-129 Personnel Action – New Hire – Enterprise Security Engineer 1**

Other Business

Adjourn

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

Minutes of the September 11, 2023, Regular Board Meeting

Date Approved: October 02, 2023

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

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

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

- - -

Proceedings

Held at 373 South High Street, FCDC Auditorium, 9th Floor, Columbus, Ohio, called at 9:00 a.m., on Monday, September 11, 2023.

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

BOARD MEMBERS:

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

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

The Honorable Antone White, Member, Franklin County Board of Elections

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

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

Mr. Juan Torres, Delegate, Franklin County Board of Commissioners

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

Mr. Dusten Kohlhorst, Delegate, Franklin County Treasurer

ALSO PRESENT:

Mr. Adam Frumkin, Chief Information Officer
Ms. Julie Lust, Chief Financial Officer
Ms. Kassy Franz, Chief People Officer
Ms. Tasha Hyler, Chief Operating and Communications Officer
Mr. John Proffitt, Chief Digital Officer
Mr. Trevor Cansler, Chief Technology Officer
Ms. Mary Ann Brooks, Executive Administrative Assistant
Mr. Jesse Armstrong, Assistant Prosecuting Attorney, Franklin County Prosecutor's Office

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AGENDA

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Monday Morning Session

September 11, 2023

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CALL TO ORDER

- - -

SECRETARY STINZIANO: Good morning. We will now call the meeting to order. Today is September 11, 2023 Automatic Data Processing Board meeting.

As always, we will begin with the Pledge of Allegiance.

Clerk, do you mind leading us in the Pledge.

(Pledge of Allegiance.)

SECRETARY STINZIANO: We will not delay. We will move to our first order of business and turn it over to Mr. Frumkin for Secretary comments.

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SECRETARY COMMENTS

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MR. FRUMKIN: Good morning. And welcome, Data Board members and delegates. I hope you enjoyed the long Labor Day weekend and this

past weekend's great weather, and win by the Buckeyes.

Being today, I would like to just take a moment to recognize what today is as 9-11. 22 year ago, the World Trade Center in New York City was attacked and other places. And so many people, including firefighters and citizens lost their lives today, a total of 2,977, 8 EMS, 343 firefighters. So I just want to take a moment to take pause and then we will move on.

(Moment of Silence.)

MR. FRUMKIN: Thank you. I appreciate that.

From a Project Perspective: We currently have 36 projects in the Portfolio. This is up from last month. We are actively working 26. We also have 10 projects in our backlog. And we have not closed any projects since last month.

We expect to complete the EMA website refresh in September in time for National Preparedness Month.

Per their request, the team is also working on the communications and deployment schedules for the Mobile Device Management, MDM,

and expects to begin communicating once our Beta pilot is over, which we will talk about here shortly.

The Enterprise Assessment and Tax, Tyler Tech, implementation with Franklin County Auditor continues to move in a positive direction and detailed plans are being shared with teams. As you will hear more later, the team is working to procure and deploy more than 700 new machines across the county that are compatible with Windows 11. This project will kick off in earnest in October and is expected to complete in late 2024. We are excited about these projects that are currently underway.

From a Security Perspective: This October represents the 20th year of Cyber Security Awareness Month. The security team is working on the communications and will utilize the KnowB4 solutions for planning and delivering content throughout the month. The vendor provides a nice plan to align specific topics for each week of the month. And Nikki will be talking about that a little bit more.

Mobile Device Management and Mobile

Application Management are gaining traction, if you have not heard. The pilot program for six agencies outside of the Data Center has started and will run through the month of September to attain feedback and related to rollout, training, and education. A little clarification is needed between Mobile Device Management and Mobile Application Management, MDM and MAM is what they're known for. Mobile Device Management or MDM is for county-owned devices. Requires rollout into Intune and provides additional capabilities for controlling the device, including wiping or clearing the device should it get lost. Mobile Application Management, or MAM, is a set of controls at the application level for mobile apps that do not require Intune enrollment. For apps, think of Outlook or Teams that can be installed on personal devices. The controls include authentication requirements for the application and actions that can be taken within the application itself. This is targeted more towards personally-owned devices. More information will be forthcoming as this is definitely a change in how things work for some of us.

I will personally add, I have been

running both the MAM and both sides of this on my devices, my county-owned device and personal device, with no issues for more than a month. And it's not adding additional applications. It's literally just controlling the apps we already own and already use.

Previously, we were asked for some metrics and would like to provide some high-level information to refine the metrics and establish the most appropriate format going forward. Some of the metrics worth mentioning:

The completion rate for security awareness training is currently at 79.6% for this past month. Keeping in mind that as new people join the county, they are automatically assigned the current year security awareness training.

The primary e-mail filtering solution, Microsoft, during August blocked 16,170 phishing attempts and 175 malware delivery attempts to the county. So if you think that it's just software, it's not. It really does do something for us. The secondary e-mail filtering solution is a little more sophisticated and looks at the mail after it's gone through Microsoft. The secondary

solution blocked an additional 524 attacks, of which 74% were phishing attempts aimed at credential theft. So just shy of 17,000 attacks identified through both systems were blocked. Yes, this is staggering when you consider it only takes one person clicking on one of those e-mails that could cause an issue for the county.

Patching is considered to be a base requirement for our security program. In August, 3,319 endpoints or personal devices used by each person were patched successfully, with an average time of 14.2 days. Now, someone might ask why it takes so long. It takes on when people are logging in, maybe off network and come back on network, things like that. So people working remote coming back inside. And 566 servers were patched across that time as well. Keep in mind, we take a staggered approach through the development stage and production environments to ensure minimal production impact as much as possible.

We also did 13 vendor risk assessments last month as well.

With that, I would like to turn this over to Nikki.

MS. MILBURN: Some of the stats that seem to be very, very relevant, kind of where we are at from a security posture. I know July I talked about the Zero Trust framework, and kind of the strategy for the security team and where we are going. I did miss last month's Data Board; however, I did have the opportunity to work with MS-ISAC, which is Multi-State Information Sharing and Analysis Center. It is specifically for Government. So federal, state, local, tribal and territorial all kind of come together and looking at the various problems we have, security issues that are going on.

So some of the key highlights from that: We are further ahead than a lot of municipalities, counties and some states in what we do in our security posture. We do have opportunity to work with others to kind of provide advice and guidance on where to go, what's next, here's some quick, easy table stakes for you to really improve your security there.

One of the other items that's talked about a lot is holistic state security approach, which is very, very different. Some states have

been able to implement it. Really when you are looking at it, that is the ability to buy security tools in bulk. So the state of Ohio we are talking about, okay, what does that mean to do it. So our secondary security, e-mail security solution, they're trying to engage them if we do this across all counties, municipalities, what would that total be. And then get pricing around that, and say, okay, we can offer it to them. This is what the smaller areas would pay for that. Kind of the gap that's identified, but no real good solution for it yet. Who's maintaining this, who's implementing it. It's one thing to buy it, but it's another thing to actually implement it and use it as a solution. So that's one of the problems we are trying to work through and figure out how do we better do this. Because everybody is in their own Data Centers, their own infrastructures, own IT. So definitely something we are talking about. And Zero Trust came out of there as well. How are they doing that from a network perspective. So again, all very, very relevant topics, what we are doing here, and how we can better participate with other folks. So I know in July we were talking Zero

trust, and there's the pillars. Identity was the first one that I kind of wanted to talk about of where we are at. Things we do well. We do MFA very well here at the county. We have implemented it, and a lot of places haven't. We do identity federations with single sign-on. You can use your county credentials on other applications. We do that very well.

Privileged Identity Management, if you're an admin working on infrastructure and solutions you have secondary accounts that allow you to be able to do that. It's protected from the e-mail that comes in. You can click on it, it won't get your secondary. It may get your primary, which is awful, but it's not getting those admin level credentials to the solutions that we have here. So those are some of the things.

We do the access certifications quarterly. I want to revamp that and do a little more next year, and how we're looking at it. Not just do you have an account, but what do you have access to and how important is that.

Phishing and security awareness training, those are kind of table stakes for us.

We do these routinely and consistently. So that's kind of our keep the lights on efforts we have.

Going towards the latter part of this year, we did finish the pilot, or the POC for user automation, To where current state, you put in a security request form and your next step is, okay, we go through, we evaluate it, did you spell this right, what are you looking for, and we build that and then we build the account. This would allow for you to basically go to a one-stop shop and allow you to enter the information and then provisions the account, the e-mail, the entitlement, everything there on that time, like the licenses that are needed for it. This is what we are looking at. We finished the POC. So that is one project that we will be closing probably in the coming weeks is the POC piece of it. And we will start the project for the actual implementation of the solution. That's one thing you will see.

Kind of piggybacked with that is role-based access control. So I know some areas we have already done that. We've gone through and we've worked with the IT contact, and said here is

all of the entitlements your people have, what job role does that line up to. So if somebody in that same job role starts, they now get all of those entitlements at the same time. So we are making us more efficient for people. They're getting what they need on day one. Instead of the back and forth, oh, they don't have this, okay, we will come back and add it. Okay, now they're missing this, now we have to come back and add it. So it's making us much more self-service oriented and allowing us to shift our focus a little. So role-based access control, you will hear from us more on that, reaching out to the agencies, what does it look like for you. That's just 2023. 2024, I will revamp the access certification program. So we do it quarterly now. We use SailPoint to do that. I will be shifting away from that to something else where we can certify roles instead. Not just you have an account, but these are the roles that you have and these are the right entitlements of that role. Do you have admin privileges? If you do, here is where they're at. Please verify this is what this person has.

So we have quite a bit we are

looking to do throughout the end of this year and early part of next year. There's a lot going to happen. You will see it change. That's just one of the pillars we are working through.

Unless anybody has any questions, which I'm certainly open to questions at any time.

Yes, ma'am.

CLERK O'SHAUGHNESSY: Do you know of any attacks on governmental offices or agencies throughout Ohio at this point?

MS. MILBURN: Any active attacks going on?

CLERK O'SHAUGHNESSY: I know that the Ohio History Connection was a victim of ransomware.

MS. MILBURN: Yep. Those go on quite frequently. You just don't hear about them. Especially when it's a smaller municipality. Kind of one of the key things that we would have in place is our backup infrastructure, really, really helps us with that. When they work with the CSIA, we do have a regional person that we work with, they give us the indicators of compromise. So we can see are there bad IPs, are there bad sites.

They provide us the intel, we run that through our system. And we start looking has anybody been to that IP, anybody been to that website, is there an e-mail that we should be looking for, sender, anything like that. We do get the indicators of compromise from them.

CLERK O'SHAUGHNESSY: I think we are doing a good job. You know, I worry about the others, whether they really get it, how important this is. So thank you.

MS. MILBURN: We are starting to talk more at the local level than before. Because a lot of it we worked with the federal and they tell us, or we work with the state here and there, But more at the local level.

That was one of the great things about MS-ISAC, I got to meet more of the people from Ohio, some of the other counties and their IT leaders to start collaborating more on how are we tackling this? What have you seen? What are you seeing? Because it takes time for it to go from the local level to the state to the federal, and then come back down. As long as we are talking to each other, we are able to provide that information

much faster.

CLERK O'SHAUGHNESSY: Thank you.

MR. FRUMKIN: I would like to add, the other side of that is one of the plans that Nikki has had and we have discussed is getting more of the local entities within Ohio, especially around the central Ohio area, more together and having discussions. Because finding out information faster, one, helps us. But we are also finding -- I will say it this way, we are very fortunate, but we can't stop with security controls and levers we put in place. We are ahead of most of our counterparts around us. I would hope we are because we've taken a view of we need to be better in class than most because of our size and what we do and who we are. So we've got other entities now looking to us and asking us for assistance. And in that we get information.

The other thing that Nikki did not share is we get daily, if not more than daily, and we sometimes get more than one a day from MS-ISAC on things that are new that we need to know about. So it comes in on a regular basis. We have to take the time and read through it, go through it, digest

it, and see, okay, is this something we need to take action on? No, it does not pertain to us. But we get a lot of information from both national, state, and now with our local contacts, making more of those will help us even more.

CLERK O'SHAUGHNESSY: You can never rest. Yeah. Thank you.

MR. FRUMKIN: Julie.

MS. LUST: My stuff isn't nearly as exciting, but I will get through it quick.

Expenses are exactly where we would think they would be this time of year. But revenue is running behind schedule, behind budget. This is mainly because we are no longer billing Children's Services for their network connections since they've totally moved over to the state. And while project work is up, project work for billable agencies is down currently. So we should have an estimate for you next month on exactly where we will fall with that.

We've also been negotiating with a lot of our partners here recently. We have concluded a negotiation with Dell. We received what we consider to be an unacceptable amount of

laptop failures that required repair. And every time there's a repair, it does impact not only the Data Center team, but as we explained to them, our partners in the field that could be working while that laptop is being worked. So we negotiated a deal with them that would save us approximately $312,000 on the purchase of new laptops. And that's both by the Data Center and Office on Aging.

We are also entering a negotiation right now with Microsoft for a new three-year contract for our endpoint software and our server software. So we will conclude that here in the next couple months.

We've also submitted our 2024 budget. We are very pleased that we were able to absorb our IT plans within our baseline budget. So we only had one RFR to submit. And that is to transfer contractor money over to permanent FTEs. And these FTEs, as we spoke about Nikki's security area, four of the six FTEs will be to expand our security functionality, two of the FTEs will be to expand our network functionality. So we know that if we don't have a reliable and secure infrastructure that shuts down so much what our

partners do. So we are focusing on that.

Also, we have found that our FTEs produce better quality work than the contractors were. So we're asking to move that over from our contractors to FTEs.

And we also wanted to take the opportunity to thank OMB and county administration for their assistance throughout the budget process.

So, Juan, thank you very much and, Larry, you have been great partners to work with.

And that concludes the financial updates.

MR. FRUMKIN: Barring any questions or comments, I would like to defer back to Auditor Stinziano.

SECRETARY STINZIANO: Thank you all for the updates.

Any questions or comments?

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APPROVAL OF MINUTES

- - -

SECRETARY STINZIANO: Hearing none, we will move to approval of the minutes from the August 7, 2023 Regular Board meeting. Are there

any amendments or corrections?

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

CLERK O'SHAUGHNESSY: I so move.

DIRECTOR WHITE: Second.

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

Same sign for any opposition.

And any abstentions.

Minutes are approved.

(Vote taken; motion passed)

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NEW BUSINESS

RESOLUTION NO. 23-114

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SECRETARY STINZIANO: We will begin with our New Business.

First Resolution is 23-114, Franklin County Technical Equipment Salvage.

MS. LUST: This is equipment that has reached end-of-life and should be disposed of. The list is much longer than normal because we did not have a resolution last month. But there's

nothing unusual on it.

So pending any questions, I request your approval.

SECRETARY STINZIANO: Thank you for the update.

Any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move.

MR. CUPPLES: Second.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 23-115

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SECRETARY STINZIANO: Next is Resolution 23-115, Franklin County Data Center, Network Hardware for Build-Out at 55/57 East Main Street.

MS. LUST: This is a resolution that approves the hardware procurement for both wired and Wi-Fi network access at the new Sheriff location at 55 and 57 East Main. It doesn't include the dual internet services, and we hope to be able to absorb that within our baseline, but it is for the hardware.

So pending any questions, I request your approval of this Resolution.

SECRETARY STINZIANO: Thank you for the presentation.

Any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move.

MR. KOHLHORST: Second.

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

Same sign for any oppositions.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 23-116

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SECRETARY STINZIANO: Next is Resolution 23-116, Franklin County Data Center, Laptops Procurement and Deployment Activities in Support of County Technology.

MS. LUST: Thank you.

And as you guys are all aware, making sure that we have updates for all of the operating systems, both on our endpoints and servers, are a vital part of our security program. The Windows 10 operating system will be reaching end-of-life, that's not getting security updates in 2025. The Data Center is being proactive on the update of those machines. And this Resolution approves that project to not only deploy the newer operating system, and ensures all of our endpoint devices but also some procurement of hardware for devices that don't have the specifications needed to run that operating system. This particular Resolution is part of that Dell negotiation that we spoke of and the procurement of 583 laptops at a specific price.

So pending any questions, request

your approval of that Resolution.

SECRETARY STINZIANO: Thank you for your presentation.

Are there any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move.

DIRECTOR WHITE: Second.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 23-117

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SECRETARY STINZIANO: Next is Resolution 23-117, Franklin County Coroner's Office, LIMS-plus JusticeTrax Upgrade.

MR. BAKER: Good morning. I'm Dan Baker, I'm the Chief Toxicologist for Franklin County Coroner's Office.

This Resolution seeks to acquire an upgrade to our laboratory information management system that we use in the toxicology laboratory. The Coroner employs both a case management software, called MDI Log; however, the forensic laboratory utilizes JusticeTrax Laboratory Information Management System. These two software programs communicate with each other. And the current version of the JusticeTrax LIMS-plus used by the laboratory is reaching end-of-life at the end of 2023. The software connection between LIMS-plus and MDI will also need to be updated when JusticeTrax is updated. This is a new cloud-based service, And the estimated cost over a five-year period is $249,100. Replacing this outdated application is important to the security and resiliency of the county environment. The Coroner will work with Franklin County Data Center throughout the procurement process and its implementation. Franklin County Data Center supports and recommends this Resolution.

Pending any questions, I ask for your approval of this resolution.

SECRETARY STINZIANO: Thank you for

the presentation.

Any questions or comments from members of the Board?

Hearing no review, I'd like to seek a motion to approve the Resolution.

CLERK O'SHAUGHNESSY: I so move.

MR. CUPPLES: Second.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Dan, I've got to comment, do you ever go to Dan the Baker? Do you get that a lot in town?

MR. BAKER: No. Sometimes I'll get a phone call that should have went to him.

SECRETARY STINZIANO: I also appreciate your service to the county.

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RESOLUTION NO. 23-118

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SECRETARY STINZIANO: Next is Resolution 23-118, Franklin County Sheriff's Office, Sheriff's Mobile Application. It's my understanding we will take no action on this, but we will have a comment from Board of Commissioners.

MR. TORRES: So Board of Commissioners and Office of Management just has a number of questions regarding the Resolution, and we would ask to defer until the October Data Board.

SECRETARY STINZIANO: Any objection or deference?

Hearing none, we will keep moving.

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RESOLUTION NO. 23-119

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SECRETARY STINZIANO: Next is Resolution 23-119, Franklin County Job and Family Services, Master Service Agreement.

MS. PEOPLES: Good morning. I am Melissa Peoples, BRM for Data Center.

This Resolution is for the Master Service Agreement for Franklin County Job and Family Services. They have a great team and FCDC looks forward to continuing this partnership. The

agreement is on par with past agreements.

And if there are no questions, I ask for your approval of Resolution 23-119.

SECRETARY STINZIANO: Thank you for the presentation.

Any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move.

DIRECTOR WHITE: Second.

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

Same sign for any opposition.

And any abstentions.

MR. TORRES: Board of Commissioners abstains.

SECRETARY STINZIANO: Abstention noted.

Resolution is approved with the Commissioners abstention.

(Vote taken; motion passed)

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RESOLUTION NOS. 23-120; 23-121; 23-122

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SECRETARY STINZIANO: Next we will move to our personnel actions, we have three. Is there any desire to move into executive session?

Hearing none, we will proceed with the presentations.

MS. FRANZ: Good morning everyone.

We have three resolutions we are seeking your approval for this morning.

The first Resolution is 23-120. This is for hiring Harrison Ponce as a Digital Product Owner 2. Harrison is currently working at Denison University, where he provides consulting, IT support, training to employees, best practices for IT Asset Services Management, and Desktop support. We are eager for him to join our team to continue those services here with us to support us and our partner agencies.

Second resolution we are seeking your approval for is Resolution 23-121. This is to hire Caitlyn Couglin for a Digital Product Owner 1. She's currently working at FCDRJ as an IT specialist. Caitlyn is definitely somebody that is eager to join our team, as well as have her join us

to expand her skills but keep her in Franklin County. She is a public servant; so we are excited for her to join our team.

Next Resolution I'm seeking your approval for is 23-122. This is for a promotion for Brandi Guess to a Digital Product Owner 1. Brandi has been a valuable member of our Help Desk team. She recently received her iTel certification and we are excited to move her to the next part of her career and join that team.

So with that, we're seeking your approval for those three Resolutions.

SECRETARY STINZIANO: Thank you for the update.

We will begin with Resolution 23-120, Backfill, Digital Product Owner 2. Are there any questions or comments?

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

CLERK O'SHAUGHNESSY: I so move.

DIRECTOR WHITE: Second.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next is personnel Resolution 23-121, Backfill, Digital Product Owner 1. Are there any questions or comments from members of the Board?

Hearing none, I'd like to seek a motion for approval.

DIRECTOR WHITE: So moved.

MR. CUPPLES: Second.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

SECRETARY STINZIANO: Next, and our final Resolution is personnel Resolution 23-122, Promotion, Digital Product Owner 1. Are there any questions or comments from Members of the Board?

Hearing no further review, I'd like

to seek a motion for approval.

DIRECTOR WHITE: So moved.

CLERK O'SHAUGHNESSY: Second.

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

Same sign for any opposition.

And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

- - -

OTHER BUSINESS

- - -

SECRETARY STINZIANO: That concludes today's Resolutions. We will move to Other Business.

Any updates from the Court?

MR. BYERLY: Nope.

SECRETARY STINZIANO: Clerk's office?

CLERK O'SHAUGHNESSY: No updates from my office. I hope we are made aware of any issues that the county commissioners comes up with regarding the software for the Sheriff's office.

SECRETARY STINZIANO: Board of Commissioners.

CLERK O'SHAUGHNESSY: Keep us in the loop.

MR. TORRES: Nothing.

SECRETARY STINZIANO: Recorder's office.

MR. CUPPLES: No. Thank you.

SECRETARY STINZIANO: Treasurer's office?

MR. KOHLHORST: Nope.

SECRETARY STINZIANO: Friends at the Board of Elections.

DIRECTOR WHITE: We are grooving.

SECRETARY STINZIANO: Very good. Hearing nothing else, we are adjourned.

Thank you for your time. Enjoy September.

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

- - -

C E R T I F I C A T E

- - -

THE STATE OF OHIO:
SS:
COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 26th day of September, 2023.

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

My Commission Expires: February 28, 2026.

- - -

C E R T I F I C A T E

- - -

THE STATE OF OHIO:
SS:
COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 26th day of September, 2023.

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

My Commission Expires: February 28, 2026.

- - -

RESOLUTION NO. 23-118 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY SHERIFF'S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
SHERIFF MOBILE APPLICATION

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-118 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY SHERIFF'S OFFICE
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
SHERIFF MOBILE APPLICATION

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 #: 23-118
Dated: 10/02/2023

Title	Sheriff Mobile Application
Agency	Franklin County Sheriff's Office
Amount	$89,132.67
Category	Software and Technology Services

Business Justification

The Franklin County Sheriff's Office's mission is to protect the lives and property of the citizens of Franklin County. TheSheriffApp.Com is a mobile application customized for the Sheriff's Office to have available for residents of Franklin County. Residents can access the mobile application to receive push notifications on active situations and search features for Inmates, active warrants, and registered sex offenders. Implementing this mobile app will better protect the community by allowing people to stay updated with the latest information.

Description

This procurement request includes the licensing, development, vendor implementation, and a three-year support contract to the Franklin County Sheriff's Office.

Fiscal Information

Funding Source: The Franklin County Sheriff's Office will pay for this from the Asset Forfeiture Fund and through a Sourcewell Cooperative Contract.

RESOLUTION NO. 23-123 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-123 **OCTOBER 02, 2023**

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 #: 23-123
Date: 10/02/2023

Agency	Description	Number of Units
Data Center	Desktop PC	3
Data Center	Laptop PC	1
Data Center	Docking Station	3
Data Center	Monitor	1
Domestic Relations & Juvenile Court	Desktop PC	6
Domestic Relations & Juvenile Court	Monitor	2
Domestic Relations & Juvenile Court	DVD/VCR	1
Domestic Relations & Juvenile Court	Mixer	9
Domestic Relations & Juvenile Court	Printer	1
Domestic Relations & Juvenile Court	Projector	1
Domestic Relations & Juvenile Court	Whiteboard	1
Prosecuting Attorney	Server	1
Sheriff	Desktop PC	35
Sheriff	Laptop PC	9
Sheriff	Monitor	17
Veteran Services	Laptop PC	1

RESOLUTION NO. 23-124 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
PURE STORAGE MAINTENANCE

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-124 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
INFORMATION TECHNOLOGY PROCUREMENT REQUEST
PURE STORAGE MAINTENANCE

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

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

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

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

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

Franklin County Automatic Data Processing Board
Information Technology Procurement Resolution
Resolution #: 23-124
Dated: 10/2/2023

Title	Pure Storage Maintenance
Agency	Franklin County Data Center
Amount	Not to Exceed $535,000, three-year
Category	Technology Hardware and Software maintenance

Business Justification

The Franklin County Data Center provides data storage services to partner agencies, courts, boards, and programs. This resolution approves the procurement of hardware and software maintenance for the Pure Storage solution.

Risks

The Data Center does not anticipate any risks associated with this procurement or deployment.

Fiscal Information

Funding Source: The Data Center will work with OMB to identify funding for this maintenance.

RESOLUTION NO. 23-125 **OCTOBER 02, 2023**

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

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-125 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-125** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-125**.

RESOLUTION NO. 23-125 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – Backfill – Deauna Gibbs

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Backfill		
EMPLOYEE/CANDIDATE NAME:	Deauna Gibbs		
PERSONNEL ACTION NUMBER	23-125		
PERSONNEL ACTION DATE (BOARD)	October 02, 2023		
DATA CENTER SECTION	Enterprise Portfolio Management Office		
NEW JOB POSITION / TITLE	Enterprise Project Manager 2		
PAY GRADE	13		
EFFECTIVE DATE	October 02, 2023		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$ 72,199	$ 88,444	$104,689	
	BASE RATE	ANNUAL SALARY	
NEW	$ 44.9519	$ 93,500	

KEY RESPONSIBILITIES OF THE ROLE

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

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

- Coordinates project team activities across functional areas and disciplines to accomplish project goals.
- Coordinates with customers to develop new systems and to ensure existing systems meet their needs.
- Provides leadership and coaching to assigned team members.
- Works closely with business, administrative, and technical staff to meet customer needs.

EMPLOYMENT NOTABLES

- In her current role as an IT Project Manager at the Ohio Department of Development, she manages the software project development process from initiation through closure by working with operations, development, and business teams to build valuable applications.
- In her previous role with the Ohio Department of Development, she worked as a Technical Assistance Manager, where she drafted business requirements, introduced quality assurance testing, and conducted research to prevent systemic interruptions.
- She is eager to bring her curiosity, big-picture thinking, and leadership to FCDC to elevate the current PMO team.

EDUCATION & OTHER CREDENTIALS

- **Certificate in Public & Nonprofit Leadership,** *The Ohio State University*
- **Associate of Applied Business, Business Management,** *Eastern Gateway Community College, with honors*
- **Master of Urban Planning, Design and Development,** *Cleveland State University*
- **Bachelor of Science, Public Relations,** *Kent State University*

RELEVANT WORK EXPERIENCE

- Project management, agile, hybrid-5 years
- Large-scale IT integration project management- 2 years
- Process documentation-6 years
- IT business analysis/requirements gathering-6 years
- Relationship management-8 years
- Change management-3 years
- Negotiation and conflict resolution-5 years
- SDLC lifecycle-5 years
- Process development and process improvement-5 years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

DEAUNA GIBBS

[redacted]
linkedin.com/in/deaunagibbs [redacted]

CAREER EXPERIENCE

Ohio Department of Development **December 2013 – Present**

IT Project Manager *October 2022 – Present*

- Successfully manage the software project development process from initiation through closure by working with operations, development and business teams to build useful applications
- Create and update project documents, schedule and backlog
- Conduct user testing to ensure the quality of deliverables before presenting to business
    - Implemented an agency-wide risk management process, reducing threats to project completion and integrity

Technical Assistance Manager *September 2021 – October 2022*

- Drafted business requirements for expansion and new application development, effectively communicating business needs to Operations and Development teams
- Prioritized backlog items for two offices, totaling 50 employees
- Introduced detailed quality assurance testing requirements for business testing, resulting in a 10% reduction in defects in the live environment
- Conducted research to prevent systemic interruptions
- Developed long-term strategies to improve efficiency and transparency in business processes
    - Implemented ticketing system to improve transparency and backlog prioritization for 100 employees
    - Served as a co-product owner on a $9M migration project, successfully converting 50 programs to Salesforce for 100 employees and more than 2,000 external users

Manager, Special Projects *April 2017 – September 2021*

- Collaborated with business and technical teams to develop and deploy software products, improving efficiency by implementing technical solutions
    - Increased Salesforce acceptance by 75% within a two-month period by developing comprehensive training materials
    - Created cloud-based data management system for remote work during COVID-19 pandemic
    - Reduced grant agreement production time by 15 days by implementing an electronic grant process

Manager, Information and Support *December 2013 – April 2017*

- Organized and managed two-person team to execute electronic storage process for administrative files
- Crafted presentations, reports and talking points
- Developed website content and social media posts
- Led a team of 10 to execute annual three-day training conference for 200 attendees
    - Established correspondence standards by composing style guide for staff of 50
    - Developed weekly bulletin to foster regular communication with 1,500 eternal stakeholders
    - Implemented and executed electronic correspondence process, eliminating grant-related mailing costs

EDUCATION

Certificate in Public & Nonprofit Leadership, *The Ohio State University*
Associate of Applied Business, Business Management, *Eastern Gateway Community College, with honors*
Master of Urban Planning, Design and Development, *Cleveland State University*
Bachelor of Science, Public Relations, *Kent State University*

RELEVANT COURSEWORK

Managing People in Public and Nonprofit Organizations, The Ohio State University
Leadership Development Application, The Ohio State University

Product Owner Trailmix, Salesforce
IT Product Manager Trailmix, Salesforce
UI/UX Designer, Salesforce
Salesforce Administrator Career, Salesforce

CERTIFICATIONS

Certified Scrum Product Owner, Scrum Alliance
Certified Scrum Master, Scrum Alliance
User Experience Nanodegree, Udacity
Lean Six Sigma Green Belt, State of Ohio

SKILLS

Microsoft 365

- Word
- Outlook
- Excel
- SharePoint
- Azure
- Teams
- PowerPoint
- Vizio
- Planner
- OneDrive
- Forms
- Lists
- Publisher

Monday.com
Agile Method
Waterfall Method
Project Management Institute Method
Miro

RESOLUTION NO. 23-126 **OCTOBER 02, 2023**

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE DATA LOSS PREVENTION ENGINEER 1

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-126 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER
PERSONNEL ACTION
BACKFILL: ENTERPRISE DATA LOSS PREVENTION ENGINEER 1

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-126** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-126**.

RESOLUTION NO. 23-126 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – Backfill – Matthew Dill

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Backfill		
EMPLOYEE/CANDIDATE NAME:	Matthew Dill		
PERSONNEL ACTION NUMBER	23-126		
PERSONNEL ACTION DATE (BOARD)	October 02, 2023		
DATA CENTER SECTION	Enterprise Information Security		
NEW JOB POSITION / TITLE	Enterprise Data Loss Prevention Engineer 1		
PAY GRADE	12		
EFFECTIVE DATE	October 02, 2023		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$ 67,950	$ 83,239	$ 95,528	
	BASE RATE	ANNUAL SALARY	
NEW	$ 36.0576	$ 75,000	

KEY RESPONSIBILITIES OF THE ROLE

- Assist in defining business processes and controls for the protection of sensitive data and applications to ensure compliance with security and regulatory requirements.
- Provide subject matter expertise supporting data loss prevention technologies.
- Supports the workflow for incident and alert response for data policy infringement.
- Collaborate with the security operations and engineering teams for potential security capability enhancements.
- Evaluate and make recommendations for exceptions to security policy/standards related to data protection.
- Assists as needed in Incident Response (IR) in the event of a breach, intrusion or theft by providing security capability expertise.
- Responds to inquiries regarding data and computer security, policies, and procedures.
- Reviews, documents, tracks, and collaborates on the remediation of DLP alerts.
- Collaborates with engineers on DLP capabilities and continuous improvement efforts.
- Acts as data security advisor on projects.
- Tier 1 troubleshooting of connections between DLP capabilities and systems.
- Monitor and coordinate compliance activity with information security policies.
- Collaboration with auditors to provide evidence of compliance.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

EMPLOYMENT NOTABLES

- In his current role at Pixelle Specialty Solutions as an IT Support Analyst, his duties include threat monitoring, data security, and account administration.
- In his previous role at Accurate Mechanical as an IT Administrator, his daily duties included setting firewall rules, VPN access, mobile device management, and data security.
- Matt is eager to join FCDC to assist in the continuation of leading and implementing our DLP program. He knows that his vast array of IT experiences will allow him to be successful in his new role at FCDC and Franklin County.

EDUCATION & OTHER CREDENTIALS

- Yellow Belt – Lean Six Sigma

RELEVANT WORK EXPERIENCE

- Active Directory – 4 years
- Access Control – 4 years
- Information Security – 3 years
- Patching – 3 years
- Vulnerabilities – 4 years
- Mitigation Strategies – 3 years
- Windows Administration – 7 years
- Data Analysis – 4 years
- Account Provisioning – 5 years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Matthew Dill

[redacted] [redacted]

Skills

- Duo Two-Factor
- NAI's Magic
- DNS/DHCP
- Office 97-2016, 365
- Cylance|Comodo
- Lotus Notes 4.6-8.1
- SCCM/PXE
- VOIP - Mitel/Cisco/Ring Central/Fonality
- Comodo ASG
- Fortinet/Meraki/ Cisco
- Active Directory
- RemoteAdmin
- ECW/Greenway medical software
- Digital Guardian DLP
- Mobile MDM
- Cisco|Meraki|HP Aruba
- Interaction Intelligence Phone Client
- Linux – Ubuntu / Mint / Kali
- FortiSiem
- Print Servers
- Domain Controllers
- HyperV/VMWare
- PC/Server Administration
- IBM AS/400
- Smart Scanners
- CommVault/ Carbonite
- CAT6 termination
- Remedy/Service Pro/ SysAid

Work Experience

Pixelle Specialty Solutions

IT Support Analyst **6/2020 - Present**

- Duties include threat monitoring and data security
- Daily duties include setup of new systems for perpetual rollout of obsolete hardware
- Responsible for developing and evaluating business workflow and preparing alternative workflow as business needs change
- Documentation and training on new processes such as new scanning computers for warehouse personnel
- Provide support for Ring Central voip solution including faxing and video conferencing
- Maintain ticketing system for up-to-date status of incidents, tasks and asset tracking
- Account administration: cradle to grave
- Remote administrator of servers and clients

ACCURATE MECHANICAL

IT Administrator/Business Systems Analyst **7/2019 - 05/2020**

- Duties included threat monitoring and data security
- Daily duties included setup of firewall rules, VPN access, mobile device management and data security
- Responsible for developing and evaluating business workflow and preparing alternative workflow as business needs changed
- Documentation and training on new processes such as MDM rollouts and reporting of metrics to upper management

Ohio Police and Fire Pension Find

Security and Network Administrator **1/2017 - 6/2019**

- Duties included monitoring network activity for anomalies and threats
- Bank transfers, check and EFT processing and loading of investment transactions
- Opening firewall rules and ports for the fund and its external partners
- Printing and assigning door card access for all business partners for physical security
- Monitoring and administering egress PII via Digital Guardian DLP
- Responsible for deployment and monitoring of Cylance malware protection
- Administered Cisco ASA with Firepower
- Administered FortiNet FortiGate, FortiAnalyzer, FortiSiem and FortiMai
- Responsible for Business Continuity and Disaster Recovery include documenting processes, pre-testing, evaluation and testing at a recovery site
- Administration of Cisco switches, HP Aruba Switches and Meraki WiFi
- Administration of Mitel VOIP solution
- Responsible for CommVault backups and restorations, which included disaster recovery

COMMUNITY ACTION COMMITTEE OF PIKE COUNTY

IT Coordinator **12/2012 - 1/2017**

- Duties included answering help desk cases from all levels of users
- Built, implemented and monitored all physical and Hyper-V servers throughout the agency
- These servers included file servers, terminal servers, domain controllers, application servers, print servers, VPN, PXE deployment servers, DHCP servers and end-point security
- Responsible for introducing, implementing and maintaining Meraki switches, wireless access points, and MX security devices
- Built accounts for Active Directory, Office 365 email accounts, and Comodo Anti-Spam Gateway accounts
- Switched the agency's phone system consisting of 11 sites across 4 counties to a hosted VoIP system and switched faxing to Foip as well for a significant savings to the agency

YOH FOR DUPONT CHEMICAL

IT Infrastructure Technician **06/2012 - 12/2012**

- Duties included answering end user questions regarding procedures, standards and status from an infrastructure perspective
- This also included gathering, compiling and synthesizing information with regard to infrastructure process or systems and covered eServices, server support, personal computing, telecommunications and mobility
- Provided support for desktops, printers, telecom equipment, servers and mobile devices by completing installations, performing maintenance, performing upgrades and performing scheduled backups
- Duties also included managing all IT assets including Out of Scope PC's, printers, network equipment and software licenses. This included being contact for server support group and identifying opportunities for IT asset redeployment.

ADENA REGIONAL MEDICAL CENTER

Deskside Support Analyst / Applications Support Analyst **05/2011 - 05/2012**

- Daily resolution of trouble tickets input by staff, total support of offsite locations within a 13 county reach of Adena Medical Center
- Supported new and existing projects, which included hardware resolution, software administration and troubleshooting, and new ideas for improved services and cost cutting measures

- Supported setup and maintained Meditech, PACS Scan and ECW for current medical staff, as well as mobile units, which included mobile carts, Droid, iPhone/iPad, Blackberry and laptops

BATTELLE MEMORIAL INSTITUTE

User Services Specialist **02/2005 - 04/2011**

- Maintained excellent working knowledge of PC operating systems and Microsoft Office products and displayed expert skills at managing a Windows network, including Active Directory, the Previous Versions and File & Security tools, NetIQ for managing user accounts, and Microsoft Exchange
- Acquired and maintained good working knowledge of critical administrative functions associated with all IM systems and services, including setting up accounts, contractor to staff changes, mailbox moves, conference room setup, FTP setup and changing access to privileged areas on the file server
- Was on-call every 4th week to service after hour business emergencies, including resetting passwords, walking users through connecting remotely to Battelle, being point of contact of server related/business critical application emergencies

TEKSYSTEMS FOR MARATHON ASHLAND PETROLEUM

Senior Lead Service Desk Analyst **08/2000 - 09/2004**

- Tasks included resetting/unlocking of client accounts on NT environment and mainframe environment, NT account maintenance and security, and troubleshooting shrink wrap/custom applications
- Entered tickets/work orders through Remedy software and tracked progress status of unresolved tickets
- Worked within a Windows 2000 environment with the transition to a Windows XP/Server 2003 environment for all servers and users

MILL'S PRIDE, LTD.

LAN Support Technician **02/99 - 05/2000**

- Proficient in MS Office 95/97/2000, Windows 95/98/NT/2000, Rumba2000, McAfee Virus Software, Lotus Notes, NAI's Magic Help Desk, Adobe Acrobat, and AutoCAD 2000
- Worked with system updates put on a centralized location on servers that were load balanced to handle traffic from multiple systems accessing the directory all at once
- Experienced at punching and dropping CAT 5, fiber optics, IBM AS/400 with both Twin ax and Ethernet terminals, configuring addressing on a star hub connection to an IBM 5494 and SecurID systems for dialup networking

Education

SHAWNEE STATE UNIVERSITY
Business Management Information Systems
DEVRY INSTITUTE OF TECHNOLOGY
Computer Information Systems

Misc. Achievements

- Currently pursuing CompTIA Security Plus
- Yellow Belt – Lean six Sigma
- ACT Work Keys National Career Readiness Certificate – Gold level
- Odyssey of the Mind Competitor - Crucial Thinking, Brainstorming and Teamwork
- Member of T.A.G (Talented and Academically Gifted) Program – High School
- Attained rank of Eagle Scout - Boy Scouts of America

RESOLUTION NO. 23-127 **OCTOBER 02, 2023**

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

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-127 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-127** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-127**.

RESOLUTION NO. 23-127 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – Backfill – Maxwell Gatti

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Backfill		
EMPLOYEE/CANDIDATE NAME:	Maxwell Gatti		
PERSONNEL ACTION NUMBER	23-127		
PERSONNEL ACTION DATE (BOARD)	October 02, 2023		
DATA CENTER SECTION	Enterprise IT		
NEW JOB POSITION / TITLE	Enterprise Support Analyst 1		
PAY GRADE	5		
EFFECTIVE DATE	October 02, 2023		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$ 39,534	$ 48,429	$ 57,324	
	BASE RATE	ANNUAL SALARY	
NEW	$ 25.9615	$ 54,000	

KEY RESPONSIBILITIES OF THE ROLE

- Friendly and supportive IT technical services for partner agency users countywide, provided via phone, email, online requests, live remote, and in-person
- Hardware Deployment and Support
- PC Imaging and Application Installs and Support
- Mobile Device, Multi-Factor Authentication (MFA), and VPN Support
- IT Service Management Platform Utilization and Documentation
- Asset Management
- User Account Management and Security

EMPLOYMENT NOTABLES

- He works at Battelle Memorial Institute as an IT Support Analyst and previously at Rogue Fitness as an IT Support Technician.
- He is an IT Help Desk Specialist with 6+ years of hands-on experience delivering technical support, managing IT operations, and supporting users with various technical issues.
- Multiple members of the FCDC referred him because they worked with Max previously. They all stated that his genuine personality and inspiring work ethic would be considerable benefits to FCDC and our partner agencies.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

EDUCATION & OTHER CREDENTIALS

- **2 years of College in Computer Science**
  Columbus State Community College - Columbus, OH
  August 2016 to April 2018
- **High school diploma in General Studies**
  Lincoln High School - Gahanna, OH
  August 2012 to May 2016

RELEVANT WORK EXPERIENCE

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

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Maxwell Gatti

[redacted]

IT Help Desk Specialist with 6+ years of hands-on experience delivering technical support, managing IT operations, and supporting users with a variety of technical issues.

Authorized to work in the US for any employer

Work Experience

IT Support Analyst
Battelle Memorial Institute - Columbus, OH
May 2022 to Present

IT Support Technician
Rogue Fitness - Columbus, OH
November 2017 to May 2022

IT Service Technician 2

Education

2 years of College in Computer Science
Columbus State Community College - Columbus, OH
August 2016 to April 2018

High school diploma in General Studies
Lincoln High School - Gahanna, OH
August 2012 to May 2016

Skills

- Computer configuration and set up including PC hardware, components, and peripherals (6 years)
- Windows Vista, XP, 7, 8, 10, and Mac OS X Tiger through Mojave (6 years)
- 0365 + G-Suite Administrator (2 years)
- Experienced with Cisco Systems (6 years)
- Experienced with Network Implementation and Deployment (4 years)
- Mobile device management (6 years)
- Experienced in Active Directory (6 years)
- Extensive Printer Troubleshooting (6 years)
- DHCP / DNS Configuration (4 years)
- Experience with Microsoft Windows Server 2008/2012 (4 years)

RESOLUTION NO. 23-128 **OCTOBER 02, 2023**

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

Voting Aye thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
Franklin County Recorder

Cheryl Brooks Sullivan, Member
Franklin County Treasurer

Antone White, Member
Director, Franklin County Board of Elections

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

Voting Nay thereon

Michael Stinziano, Secretary, Administrator
Franklin County Auditor

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

Maryellen O'Shaughnessy, Member
Franklin County Clerk of Courts

John O'Grady, Member
Franklin County Commissioner

Daniel O'Connor, Member
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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

RESOLUTION NO. 23-128 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-128** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-128**.

RESOLUTION NO. 23-128 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – Backfill – Paige Morris

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Backfill	
EMPLOYEE/CANDIDATE NAME:		Paige Morris	
PERSONNEL ACTION NUMBER		23-128	
PERSONNEL ACTION DATE (BOARD)		October 02, 2023	
DATA CENTER SECTION		Enterprise IT	
NEW JOB POSITION / TITLE		Enterprise Support Analyst 1	
PAY GRADE		5	
EFFECTIVE DATE		October 02, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$ 39,534	$ 48,429	$ 57,324	
		BASE RATE	ANNUAL SALARY
NEW		$ 25.9615	$ 54,000

KEY RESPONSIBILITIES OF THE ROLE

- Friendly and supportive IT technical services for partner agency users countywide, provided via phone, email, online requests, live remote, and in-person
- Hardware Deployment and Support
- PC Imaging and Application Installs and Support
- Mobile Device, Multi-Factor Authentication (MFA), and VPN Support
- IT Service Management Platform Utilization and Documentation
- Asset Management
- User Account Management and Securit

EMPLOYMENT NOTABLES

- Proven customer service specialist with experience in well-established and turnaround situations who thinks outside the box to solve problems.
- Currently employed at CoverMyMeds as an Account Coordinator, where she collaborates with team members to correct issues, handles daily tasks, and makes outbound calls to assist customers with prior authorization errors.
- Resilient employee with a reputation for integrity and trust who leads by example to maximize success, team performance, and customer satisfaction.

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

RELEVANT WORK EXPERIENCE

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

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Paige A. Morris

IT Specialist and Customer Service Agent

Igniting business growth as a dynamic team player, a service-oriented mindset, and an unparalleled work ethic.

Visionary, dedicated team member increasing revenues, and improving customer service in highly competitive environments. Authentic employee who educates others on best practices and motivates the team toward an elevated level of performance. Innovative strategist developing data-driven and employee-centric personal growth plans. Proven customer service specialist with experience in both well-established and turnaround situations, who thinks outside the box to solve problems. Resilient employee with a reputation for integrity and trust who leads by example to maximize success, team performance, and customer satisfaction.

AREAS OF EXPERTISE

Employee Communication • Customer Satisfaction • Database Management • Project Management
Bilingual in English and ASL • Performance Improvement Plans • Strategic Planning • Process Development
Training and Motivating • Technologically Proficient• Performance Excellence
Troubleshooting and Research • Problem Solving • Communication • Relationship Building • Time Management
Microsoft Office (Word, Excel, Teams, and OneNote)

Professional Experience

2021-Present • CoverMyMeds • Columbus, OH

Account Coordinator (2021 to Present)

Provide exceptional service to insurance plans, prescribers, and pharmacies with intimate prior authorization process knowledge. Troubleshoot both common and uncommon errors with attention to detail and critical thinking through the use of workflow procedures and cross-collaboration. Consistently stay up to date on procedure changes and ensure adherence while providing white-glove product and prior authorization support.

- *Collaborate with team members for correcting issues and handling daily tasks*
- *Proactive in identifying errors and providing efficient resolutions*
- *Track drug activity and initiatives to identify areas of improvement*
- *Make outbound calls to provide assistance with prior authorization errors*
- *Balance follow-up tasks as well as inbound calls based on Pod needs*

2018-2022 • BestBuy Co,. • Columbus, OH

Geek Squad Advanced Repair Agent (2020 to 2022)

Identify and offer technology related, solution-based recommendations to solve client needs and ensure that no customer is left overlooked. Create and maintain a supportive environment for customers by asking the right questions, listening carefully, taking detailed notes and partnering with other team members. Diagnose technology issues through various troubleshooting activities including the use of specialty software. Passionate about technology and leveraging technical abilities to create positive customer interactions by solving a variety of software and hardware issues.

- *Encouraged a positive customer experience by providing solutions for their needs*
- *Supervised consultation agents and delivered coachings and trainings as needed*
- *Leader in revenue, net promoter score, and client unit turn-time metrics*
- *Expertly guided the transition of new agents into the consultation agent position*
- *Completed daily rhythms to ensure success and distribute precinct metrics to all employees*
- *Served as a trustworthy, dedicated team member who inspires the team toward continuous improvement*

Geek Squad Consultation Agent (2020 to 2020)

As the first point of contact, provided knowledgeable technology solutions and support, while maintaining a friendly, efficient check-in and check-out experience for customers requiring product or other technical assistance. Created and maintained a supportive, positive environment for customers by investing time, recording client concerns, and engaging with fellow employees to determine resolutions. Displayed a genuine passion for and strive to resolve consumer electronic challenges.

- *Experience using and learning about consumer electronics*
- *Monitored queues and provided accurate status updates to customers*
- *Prioritization and multitasking in a fast-paced environment*
- *Provided positive, timely engagements with customers during check-in and check-out process*
- *Empowered employees by providing additional development materials, such as role-play scenarios, and emphasized personal accountability amongst the team*
- *Impactful performance in revenue and net promoter score metrics*

Digital Imaging Sales Professional (2018 to 2020)

Created a world-class shopping experience for customers while meeting their technology needs within their primary area of expertise. Built quality relationships with retail consumers to provide them with relevant and memorable product demonstrations. Delivered profitability by achieving revenue, margin, solutions, and operational targets.

- *Performed as a trusted subject matter expert for specific areas of expertise*
- *Applied a high level of intimate product knowledge through ongoing learning and self-development to enable an excellent customer shopping experience*
- *Coached and trained co-workers on new technology and services*
- *Learned key interpersonal skills and business insight for continued advancement*

Various In-Store Roles (2018 to Present)

Began career by holding a variety of roles in various store departments. Gained experience in sales, customer service, team collaboration, employee coaching, and service quality excellence.

RESOLUTION NO. 23-129 **OCTOBER 02, 2023**

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

Voting Aye thereon	Voting Nay thereon
Michael Stinziano, Secretary, Administrator Franklin County Auditor	**Michael Stinziano,** Secretary, Administrator Franklin County Auditor
Kim Brown, Member Judge, Franklin County Court of Common Pleas	**Kim Brown,** Member Judge, Franklin County Court of Common Pleas
Maryellen O'Shaughnessy, Member Franklin County Clerk of Courts	**Maryellen O'Shaughnessy,** Member Franklin County Clerk of Courts
John O'Grady, Member Franklin County Commissioner	**John O'Grady,** Member Franklin County Commissioner
Daniel O'Connor, Member Franklin County Recorder	**Daniel O'Connor,** Member Franklin County Recorder
Cheryl Brooks Sullivan, Member Franklin County Treasurer	**Cheryl Brooks Sullivan,** Member Franklin County Treasurer
Antone White, Member Director, Franklin County Board of Elections	**Antone White,** Member Director, Franklin County Board of Elections
David Payne, Member Deputy Director, Franklin County Board of Elections	**David Payne,** Member Deputy Director, Franklin County Board of Elections

RESOLUTION NO. 23-129 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

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

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

WHEREAS, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-129** attached hereto and made a part hereof; and,

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

NOW, THEREFORE, BE IT RESOLVED that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-129**.

RESOLUTION NO. 23-129 **OCTOBER 02, 2023**

FRANKLIN COUNTY, OHIO
AUTOMATIC DATA PROCESSING BOARD

Data Center Personnel Action – New Hire – Steven M Switz

PERSONNEL ACTION FORM			
TRANSACTION TYPE	New Hire		
EMPLOYEE/CANDIDATE NAME:	Steven M Switz		
PERSONNEL ACTION NUMBER	23-129		
PERSONNEL ACTION DATE (BOARD)	October 02, 2023		
DATA CENTER SECTION	Enterprise Information Security		
NEW JOB POSITION / TITLE	Enterprise Security Engineer 1		
PAY GRADE	10		
EFFECTIVE DATE	October 02, 2023		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
$ 59,451	$ 72,828	$ 86,204	
	BASE RATE	ANNUAL SALARY	
NEW	$ 36.0576	$ 75,000	

KEY RESPONSIBILITIES OF THE ROLE

- Monitors systems, logs, and network traffic for anomalies, attempted unauthorized access, or other intrusions while maintaining the latest patches and updates.
- Escalates and immediately communicates any attempted unauthorized access or other intrusions to management.
- Provides Tier 2 support for Franklin County security incidents response and resolution
- Assigns, documents, and maintains computer login codes, passwords, and access profiles for software applications and network access.
- Performs regular risk analyses to identify system and network vulnerabilities and formulate appropriate mitigation strategies.
- Assists in Incident Response (IR) and Data Loss Prevention (DLP) in the event of a breach, intrusion, or theft.
- Coordinates the systems' audits, system certification and accreditation, and validation of access profiles.
- Communicates standards for the use, operations, and security of the Franklin County Data Network.

EMPLOYMENT NOTABLES

- A passionate IT leader with comprehensive systems administration and information security experience.

- Monitors to ensure network availability to all system users and skilled in performing necessary maintenance to support network availability.
- Currently he works as a NSOC Systems Engineer at Easy IT. His main roles are configuring, implementing, and monitoring SIEM and EDR in client environments.

EDUCATION & OTHER CREDENTIALS

- **Bachelor of Science in Cybersecurity and Information Assurance**
  Anticipated: February 2024
- *Western Governors University* | Salt Lake City, UT
- CompTIA Security+
- CompTIA A+
- CompTIA Network+
- CompTIA PenTest+
- Axelos ITIL Foundations Level
- (ISC)2 SSCP

RELEVANT WORK EXPERIENCE

- Networking – 3 years
- Customer Support – 6 years
- Vulnerabilities – 2 years
- Trouble Shooting – 6+ years
- Change Management – 3 years

SCREENING STATUS

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

Kassy Franz, Chief People Officer

Steven Switz

[redacted] https://www.linkedin.com/in/stevenswitz

PROFESSIONAL PROFILE

A passionate IT leader with comprehensive systems administration and information security experience. Monitor to ensure network availability to all system users and skilled in performing necessary maintenance to support network availability.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Windows Server, MacOS, iOS, Android
Software: MS Word / Excel / PowerPoint / Outlook / Teams / ServiceNow / ConnectWise / Automate / Bomgar / Webroot / 3CX / 8x8 / StratoZen / SentinelOne / OpenDNS / NinjaRMM / Addigy

CERTIFICATIONS

- CompTIA Security+
- CompTIA Network+
- Axelos ITIL Foundations Level
- (ISC)2 SSCP
- CompTIA A+
- CompTIA PenTest+

PROFESSIONAL EXPERIENCE

NSOC Systems Engineer – *EasyIT* | Dublin, OH January 2023 – Present

Ensure stable operation of computer hardware, software systems, and network infrastructure, managing and protecting all endpoints. Analyzing systems and metrics, provided recommendations for service improvements and performed in-depth analysis and reporting on security vulnerabilities both on-prem and in cloud environments such as Google Workspace and Microsoft Office 365.

- Configure, implement, and monitor SIEM in client environments
- Configure, implement, and monitor EDR in client environments
- Identify, analyze, and respond to malicious behaviors from varying sources and mitigate future incidents
- Perform internal and external security assessments for new threat attack vectors on client environments and provide recommendations to improve security posture

Systems Engineer – *EasyIT* | Dublin, OH March 2021 – January 2023

Ensured stable operation of computer hardware, software systems and network infrastructure, including routers, switches, servers, and VOIP telephony. Install, deploy, support and maintain all virtual desktop infrastructure (VDI) and virtual application environments.

- Diagnose and provide root cause analysis for deliverability issues, application, hardware, network, and O/S issues.
- Evaluate and analyze systems and metrics in order to provide recommendations for service improvements.
- Coordinate the design, implementation, operation, and maintenance of email system and network.
- Review and update service policies and procedures to safeguard critical systems, information and data.
- Create and maintain high-quality documentation of all relevant specifications, systems, and procedures.

Desktop Engineer - *EasyIT* | Dublin, OH November 2019 – March 2021
Tier 3 Service Desk Analyst – *PCM* | Lewis Center, OH May 2019 – November 2019
Tier 1 Service Desk Analyst – *PCM* | Lewis Center, OH September 2017 – May 2019
Shift Supervisor – *Starbucks* | Sunbury, OH July 2015 – September 2017

EDUCATION

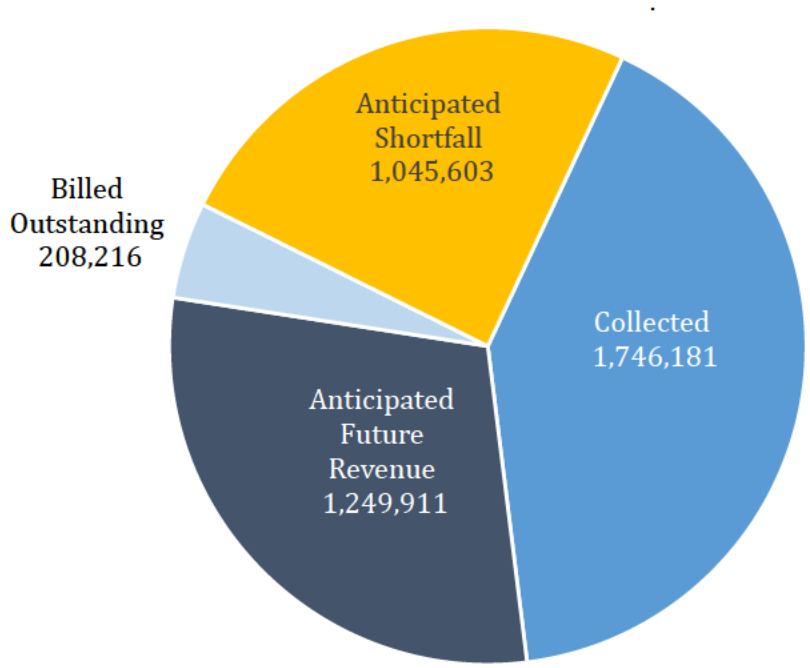
Bachelor of Science in Cybersecurity and Information Assurance Anticipated: February 2024
Western Governors University | Salt Lake City, UT

- Studies focused in IT Foundations, Network Infrastructure Design and Security
- Member of the Order of the Sword & Shield honor society
- Member of the National Society of Leadership and Success

Franklin County Data Center Financial Update as of September 26, 2023

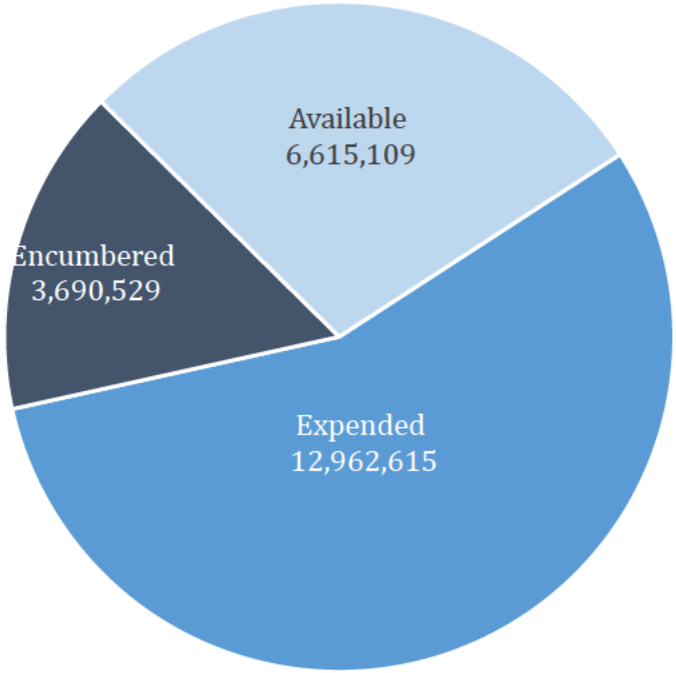
2023 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,249,911		1,746,181		2,503,730	41%	59%

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
	55,427	42,378	28,214	59,589	22,608	208,216



Franklin County Data Center Financial Update as of September 26, 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	5,598,313	-	1,703,040	77%	23%
Benefits and Taxes	2,841,081	2,883,302	2,184,492	-	698,810	76%	24%
Materials and Services	12,354,138	12,354,138	5,179,810	2,961,070	4,213,258	66%	34%
Capital Investment	-	729,460	-	729,459	1	100%	0%
Total	22,238,389	23,268,253	12,962,615	3,690,529	6,615,109	75%	25%



Franklin County Data Center Project Procurement Update as of September 26, 2023

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-002	1/9/2023	11,566,746	5,179,810	6,386,936	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
22-085	8/1/2022	670,431	670,431	-	Estimated Delivery 12/15/23	General Session 11/8/2022 - Approves commitment letter for 2022 order and 2023 delivery and payment