

# 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 9, 2022

**Subject:** Agenda for the Monday, September 12, 2022, Data Processing Board Meeting

The proposed agenda for the Monday, September 12, 2022, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the FCDC Auditorium on the 9<sup>th</sup> floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

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

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

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

# AGENDA-Automatic Data Processing Board Meeting, September 12, 2022

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

- **Call to Order**
- **Pledge of Allegiance**
- **Secretary's Comments**
- **Approve or amend the Minutes of August 01, 2022, Regular Data Board Meeting**
- **New Business**

-- **Resolution No. 22-094 Franklin County Technical Equipment Salvage**

-- **Resolution No. 22-095 Franklin County Public Health – Qualtrics Solution**

-- **Resolution No. 22-096 Franklin County Prosecutor's Office – Matix Renewal**

-- **Resolution No. 22-097 Franklin County Sheriff's Office – Master Service Agreement**

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

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

- **Second the Motion to Hold an Executive Session**

Roll call vote (requires a majority of the quorum)

- **Move to Executive Session**

- **Executive Session**

-- Resolution No. 22-098 Personnel Action – Backfill – Enterprise Network Engineer 2

-- Resolution No. 22-099 Personnel Action – Backfill – Enterprise Network Engineer 3

-- Resolution No. 22-100 Personnel Action – Backfill – Enterprise IT Program Manager

-- Resolution No. 22-101 Personnel Action – Promotion – Enterprise Network Engineer 1

- **Motion to Adjourn the Executive Session**

Roll call vote (requires a majority of the quorum)

## **Reconvene in Special Session**

- **Resolution No. 22-098 Personnel Action – Backfill – Enterprise Network Engineer 2**
- **Resolution No. 22-099 Personnel Action – Backfill – Enterprise Network Engineer 3**
- **Resolution No. 22-100 Personnel Action – Backfill – Enterprise IT Program Manager**
- **Resolution No. 22-101 Personnel Action – Promotion – Enterprise Network Engineer 1**

**Other Business**

**Adjourn**

**FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD**

**Minutes of the August 01, 2022, Regular Board Meeting**

Date Approved: September 12, 2022



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



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



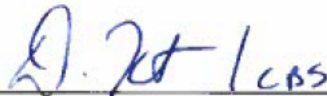
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts



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



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



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



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



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

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FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

- - -

Regular Board Meeting

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Proceedings

Held at 373 South High Street, FCDC Auditorium,  
9th Floor, Columbus, Ohio, called at 9:00 a.m.,  
on Monday, August 1, 2022.

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

## 1 BOARD MEMBERS:

2 The Honorable Michael Stinziano, Franklin County  
Auditor, Secretary/Administrator, FCADPB3  
4 The Honorable Kim Brown, Member, Franklin County  
Court of Common Pleas5 The Honorable Maryellen O'Shaughnessy, Member,  
Franklin County Clerk of Courts6  
7 The Honorable Antone White, Franklin County Board  
of Elections8 Mr. Juan Torres, Delegate, Franklin County Board of  
Commissioners9  
10 Mr. C. Chris Cupples, Delegate, Franklin County  
Recorder11 Mr. Dusten Kohlhorst, Delegate, Franklin County  
Treasurer

12

13

## 14 ALSO PRESENT:

15 Mr. Adam Frumkin, FCDC Chief Information Officer  
16 Mr. John Proffitt, Deputy Chief, Chief Technology  
Officer17 Ms. Mary Ann Brooks, Executive Administrative  
Assistant18 Ms. Tasha Hyler, Chief Operations and  
Communications Officer19 Ms. Nikki Milburn, Chief Information Security  
Officer20 Ms. Jeanine Hummer and Ms. Theresa Dean, Assistant  
Prosecuting Attorneys, Franklin County Prosecutor's  
Office

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**AGENDA**  
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- - -

1 Monday Morning Session

2 August 1, 2022

3 - - -

4 CALL TO ORDER

5 - - -

6 SECRETARY STINZIANO: Please join me  
7 in the Pledge of Allegiance.

8 (Pledge of Allegiance.)

9 SECRETARY STINZIANO: Thank you all.  
10 Apologize for running late. As I mentioned, I  
11 think I stopped on every floor between here and 21.

12 Today is the August 1, 2022  
13 Automatic Data Processing Board meeting. We have  
14 done the Pledge of Allegiance. Want to thank the  
15 staff for always preparing to make sure we are in a  
16 safe environment.

17 Without further delay, we will move  
18 to Secretary comments.

19 - - -

20 SECRETARY COMMENTS

21 MR. FRUMKIN: Good morning.  
22 Welcome, Data Board Members and Delegates. I hope  
23 that you had a safe weekend. And hopefully some of  
24 you got to go to the fair.

25 History, on July 28, 1981, IBM



1 introduced their System Datamaster desktop  
2 computer. Only two weeks before they introduced  
3 the IBM PC, for those of us that still remember  
4 that. It was designed to be set up by end-users  
5 without the need of a computer specialist. The  
6 importance of this Datamaster was that many of the  
7 team members that developed it were also  
8 re-assigned to the secret IBM PC project.

9           On August 12, 1981, IBM introduced  
10 its first personal computer, the IBM PC Model 5150.  
11 IBM originally intended this model to be a stop-gap  
12 computer that would allow them to quickly tap into  
13 the emerging personal computer market while taking  
14 the time to develop a real, quote unquote, PC. It  
15 was developed in under a year by 12 team members  
16 with the goal of rapid release to the market.  
17 Therefore, the team was allowed to work outside of  
18 the normal IBM development process and use whatever  
19 off-the-self components were allowed for the  
20 quickest development. This overriding goal of  
21 developing something as quickly as possible had  
22 monumental unintended consequences for IBM and now  
23 the computer industry. As a whole, they are still  
24 felt even today. Think about this, 40 years later,  
25 and this has more power than that first computer

1 did, multiple times that. So if you think about  
2 the Moore's law and the thought process, where will  
3 we be in another 40 years, or 10 years, say that.  
4 I just thought that was interesting when I saw it.  
5 Just a little history.

6 All right. So the team has  
7 completed 29 projects year-to-date, has an  
8 additional 31 projects of varying sizes and  
9 complexity in flight. Some of those over the last  
10 month:

11 Several team members participated  
12 with the Sheriff and their vendor to complete the  
13 LeadsOnline enhancement project with real-time  
14 crime system implementation. The project has  
15 officially been accepted and closed.

16 Several forms were modified and  
17 deployed to production as part of the Auditor  
18 Accounts Payable portal update project. This  
19 project is also closed and reporting no issues.

20 As part of the sever migration  
21 project, aka Project Hailstone, the Sheriff mugshot  
22 application was migrated to a new server.

23 Some of the other significant  
24 projects that are in progress are:

25 Commissioners DEI website;

1 Auditor MUNIS upgrade project;  
2 Website to enable file transfer for  
3 Public Health surveillance system for overdoses;  
4 Treasurer's FCTS application  
5 migration to a dedicated environment;  
6 RMS replacement with Tyler solutions  
7 project;  
8 The Sheriff body-worn camera  
9 project;  
10 Auditor Domain Migration Project;  
11 And MDM, Mobile Device Management,  
12 solution implementation project.

13 From a Security Team Perspective:  
14 Completed the demos of each of the  
15 e-mail security solutions. Next step is to  
16 schedule more in-depth discussions with a couple of  
17 those vendors. Upon completion of further  
18 technical discussion, Proof of Concepts will be  
19 planned to determine capability fit and  
20 functionality for our environment.

21 Secure file transfer solution is in  
22 process of being rebuilt and should be available  
23 within the next month.

24 As earlier stated, the Mobile Device  
25 Management or MDM policy, you will hear it more

1 MDM, policy is being reviewed and will be meeting  
2 with different county agencies for review and  
3 discussion before it comes here.

4 Third-party Risk Management policy  
5 is underway, and we will be reaching out to the  
6 prosecuting attorney's office for review and  
7 recommendations. Then we will be reviewing with  
8 all of the agencies as well.

9 With that said, I would like to  
10 transfer it over to Nikki.

11 MS. MILBURN: Thanks, Adam.

12 As Adam said, vendor risk management  
13 is one of our priorities here that we are looking  
14 at. I will be sending the policy over to Jeanine  
15 and her team for review here in the next few days.  
16 The priority is really centered around vendor  
17 assessments when we are doing, kind of bringing in  
18 new solutions, new hosting options, anything  
19 related to that. What are we looking for. What is  
20 our process. What are we looking at on the  
21 security side. We will be using our vendor risk  
22 management solution to create kind of a profile of  
23 each application we have. I know a lot submitted  
24 their budgets for the year and different renewals  
25 for the different software pieces. We will start

1 creating a catalog of those.

2 One of the risks associated with  
3 this is are we keeping them current? Do we have  
4 Legacy software? Will it still run if we move to a  
5 new operating system and try to migrate off of the  
6 old one, will that solution still work in our  
7 environment. Is it so out-of-date you don't get  
8 security updates anymore. That's really what we  
9 are looking at is trying to make sure we are  
10 staying current. Are the solutions being managed  
11 effectively? This is part of the policy. Theory  
12 here is what we are looking for. So that is kind  
13 of the next step for you guys to expect. And we  
14 will be discussing vendors more over the next few  
15 weeks, and what that looks like from a technology  
16 standpoint in the county.

17 It also plays into our e-mail  
18 solution that we are looking for. If the vendor is  
19 compromised, it comes in like normal traffic for us  
20 in the e-mail system. You wouldn't necessarily  
21 know that they have been compromised because it's  
22 someone you are talking to a lot. When we are  
23 looking for an e-mail solution, we are looking for  
24 one that has enough AI built in to realize the  
25 context is different. You never interacted with

1 this person this way. They wouldn't be the ones  
2 reaching out on a billing item, they've never done  
3 that before. So we want something smart enough to  
4 be able to see that traffic. Kind of raises a red  
5 flag. Really call them and ask about this. Even  
6 though it's someone you've communicated with in the  
7 past. So it really plays out in a lot of what we  
8 do.

9 I'm sorry, Jeanine.

10 MS. HUMMER: I just wanted to ask  
11 one question. Will your policy assessment include  
12 analyzing whether there's duplicate types of  
13 software out there that does the same thing?

14 MS. MILBURN: Yeah. I don't think  
15 the policy itself will, but the process will.  
16 Because as we are creating the log of vendors, we  
17 are also seeing which agency is this vendor, which  
18 solution did we buy from this particular one. As  
19 we go through it, we see a duplicate entry, that's  
20 odd. The policy, no; process, yes. Does that  
21 help?

22 Any other questions?

23 Okay. Thanks, Adam.

24 MR. FRUMKIN: Thank you.

25 Julie is on vacation so we will have

1 a financial update next month.

2 And barring any other questions or  
3 comments, I will turn it over to Auditor Stinziano.

4 SECRETARY STINZIANO: Are there any  
5 questions or comments from members of the board?

6 Hearing none, that will conclude the  
7 Secretary comments.

8 - - -

9 APPROVAL OF MINUTES

10 - - -

11 SECRETARY STINZIANO: Next we will  
12 seek approval of the minutes from the July 5, 2022  
13 Regular Board meeting. Are there any amendments or  
14 corrections?

15 Hearing no further review, I would  
16 like to seek a motion for approval.

17 CLERK O'SHAUGHNESSY: I so move,  
18 O'Shaughnessy.

19 MR. CUPPLES: Second.

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

23 Same sign for any opposition.

24 And any abstentions.

25 Minutes are approved. We will move

1 to New Business.

2 (Vote taken; motion passed)

3 - - -

4 NEW BUSINESS

5 RESOLUTION NO. 22-083

6 - - -

7 SECRETARY STINZIANO: First, is  
8 Resolution 22-083, Franklin County Technical  
9 Equipment Salvage.

10 MR. FRUMKIN: This resolution  
11 requests authorization for the disposal of  
12 equipment that the Data Center has deemed  
13 end-of-life. There is nothing unusual on the list.  
14 The Data Center requests approval of this  
15 resolution.

16 SECRETARY STINZIANO: Thank you for  
17 the presentation.

18 Are there any questions or comments?

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

21 CLERK O'SHAUGHNESSY: I so move.

22 DIRECTOR WHITE: Second.

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



1 Same sign for any opposition.

2 And any abstentions.

3 Resolution is approved.

4 - - -

5 RESOLUTION NO. 22-084

6 - - -

7 SECRETARY STINZIANO: Next is  
8 Resolution 22-084, Franklin County Data Center,  
9 Network Infrastructure in Support of Body-Worn  
10 Cameras.

11 MS. MASCARI-BAUER: Good morning,  
12 Honorable Data Board Members. My name is Renee  
13 Mascari-Bauer. I'm the Program Manager for the  
14 Data Center. I'm seeking your approval for the  
15 network infrastructure to support our body-worn  
16 cameras. This will ensure they are reliable and  
17 safe for all of our cameras to come through, and  
18 allow the Sheriff's office to continue their normal  
19 operating procedures.

20 Barring any questions, I ask for  
21 your approval.

22 SECRETARY STINZIANO: I do have a  
23 question. How is it different than what the  
24 Commissioners passed? Why Data Center on the  
25 network, but the Commissioners already approved the

1 body camera action? What's the distinction there?

2 MS. MASCARI-BAUER: So in that  
3 original resolution, we did not account for enough  
4 network equipment. So through the pilot, the  
5 Commissioners did last week, we discovered there  
6 were some deficiencies. So our team has kind of  
7 came back around the table and done a deep dive  
8 into the network infrastructure at the various  
9 Sheriff locations and came up with an additional  
10 list of equipment and such or services that would  
11 make sure that when our deputies come in and they  
12 drop their cameras off and upload them, they won't  
13 run into issues or slow the people down currently  
14 inside of the building working.

15 MR. FRUMKIN: So I would like to add  
16 to that too. Part of this was we were aware that  
17 the environment and network across the county, not  
18 just the Sheriff locations, but the county needs to  
19 be upgraded. The Sheriff body-worn camera is kind  
20 of pushing that further forward. We knew this  
21 upfront that we would go down this road in order to  
22 move forward. But we didn't know what the project  
23 scope and cost was at that point, and did not want  
24 to hold back the approval of body-worn cameras  
25 moving forward. We knew we would go this route.

1 We had that discussion with county administration  
2 that we would be coming back for additional monies  
3 and additional scope. And so that's what this is  
4 doing in coming back to that perspective.

5           Additionally, we've had, even with  
6 the vendor, network or firmware changes in the  
7 equipment itself that changed some of the  
8 infrastructure, how we are doing it and making some  
9 final determination as well.

10           MS. HUMMER: For clarification, what  
11 we went through for purposes of the pilot is an  
12 infrastructure pilot, not an operational pilot.  
13 And that's why this piece is coming forward.

14           SECRETARY STINZIANO: Okay. Any  
15 other questions or comments?

16           MR. TORRES: Just -- so the original  
17 resolution was for the actual cameras and in-car  
18 equipment. This is actual infrastructure inside of  
19 the facilities of the stations. Which is not just  
20 strictly for body-worn cameras. It's actually  
21 network; so even supporting staff doing everyday  
22 business at the facility. And I think there will  
23 be future resolutions for the rest of the county  
24 network. This is focused on the Sheriff's  
25 locations, and then there will be a much larger one

1 for the rest of the county.

2 And then also with the delays of  
3 ordering equipment, it's doing it piece by piece as  
4 fast as possible.

5 SECRETARY STINZIANO: Okay. Any  
6 other questions?

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

9 MR. CUPPLES: So moved.

10 CLERK O'SHAUGHNESSY: Second.

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

14 Same sign for any opposition.

15 And any abstentions.

16 Resolution is approved.

17 (Vote taken; motion passed)

18 - - -

19 RESOLUTION NO. 22-085

20 - - -

21 SECRETARY STINZIANO: Next is  
22 Resolution No. 22-085, Franklin County Data Center,  
23 Core Network Switch Refresh.

24 MR. PROFFITT: Good morning. John  
25 Proffitt from the Franklin County Data Center,

1 Chief Technology Officer.

2           The key function of the Franklin  
3 County Data Center is maintaining the Franklin  
4 County Data Network, or you may hear it called the  
5 FCDN in some cases. That supports virtually all  
6 county applications and users are redundant and  
7 highly available network core is perhaps the most  
8 important component in the county-wide network.  
9 This collection of switches and routers are  
10 installed at the heart of our dual Data Center  
11 platform, connected by high-speed data circuits  
12 that unify the county systems and allow for planned  
13 maintenance and fast recovery from unplanned device  
14 failures.

15           Our current core network has served  
16 the county well, lasting nearly 10 years, which is  
17 a long time in networking. But these aging devices  
18 use Legacy technology, hardware and software, and  
19 they are no longer being supported going forward by  
20 the manufacturer. So it's time to do a  
21 replacement.

22           In short, basically we need to do a  
23 generational upgrade on this equipment, and that's  
24 what this project proposes to do. If approved, the  
25 project will upgrade the core networking systems

1 located at both primary and secondary Data Centers.  
2 The project includes hardware, software,  
3 maintenance support for a few years, and  
4 professional services to assist us with doing this  
5 replacement.

6 If the order is placed this month,  
7 unfortunately, due to supply chain, it is estimated  
8 that we will not see the equipment until perhaps  
9 June of next year. So we would like to proceed  
10 with making the orders as soon as possible since we  
11 will be waiting a while.

12 Pending any questions, we  
13 respectfully request your approval of this  
14 resolution.

15 SECRETARY STINZIANO: Thank you for  
16 the presentation.

17 Are there any questions or comments?

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

20 CLERK O'SHAUGHNESSY: I so move.

21 MR. KOHLHORST: Second.

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

25 Same sign for any opposition.

1 And any abstention.

2 Resolution is approved.

3 (Vote taken; motion passed)

4 - - -

5 RESOLUTION NO. 22-086

6 - - -

7 SECRETARY STINZIANO: Next is  
8 Resolution 22-086, Franklin County Prosecuting  
9 Attorney, Digital Evidence Management Solutions.

10 MR. GEORGE: Good morning. I'm Nate  
11 George, the IT Director for the Franklin County  
12 Prosecuting Attorney's office.

13 This morning we are seeking approval  
14 for a subscription of Axon's-Evidence.com as our  
15 digital evidence management solution. Some form of  
16 digital evidence is provided on every one of our  
17 over 20,000 cases we have in common pleas and  
18 juvenile courts every year. Managing, copying, and  
19 sharing this data currently involves manually  
20 duplicating physical media, like CDs, DVDs, and  
21 flash drives and is very labor intensive and prone  
22 to physical media failures. Using a cloud-based  
23 storage solution will allow more efficient and  
24 consistent delivery of the evidence from police to  
25 prosecutor, and prosecutor to defense.

1 Pending no further questions, we  
2 respectfully request your approval of Resolution  
3 No. 22-086.

4 SECRETARY STINZIANO: Thank you for  
5 the presentation.

6 Are there any questions or comments?

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

9 CLERK O'SHAUGHNESSY: I so move.

10 MR. CUPPLES: Second.

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

14 Same sign for any opposition.

15 And any abstentions.

16 Resolution is approved.

17 (Vote taken; motion passed)

18 - - -

19 RESOLUTION NO. 22-087

20 - - -

21 SECRETARY STINZIANO: Next is  
22 Resolution 22-087, Franklin County Sheriff's  
23 Office, Cradlepoint for Patrol Cars in Support of  
24 Body-Worn Cameras.

25 MR. CROWTHER: My name is Shanon



1 Crowther, Director of IT for Franklin County  
2 Sheriff's Office.

3 We are seeking approval for this  
4 resolution for cradlepoint routers for patrol cars.  
5 These devices will allow for our body-worn cameras,  
6 as well as our in-car video to begin uploading from  
7 the cars anywhere within the county. It reduces  
8 the need for deputies to pull off of the street to  
9 come back to a docking station, where they have to  
10 dock those devices and then upload the video. This  
11 will make their work more efficient, as well as  
12 allowing for the deputies to remain out on the  
13 street, which is where they should be.

14 This is for 75 cradlepoint routers.  
15 We will outfit all of the vehicles we have  
16 currently with computers fitting slot-type  
17 vehicles, and some specialty type of vehicles. Our  
18 current Verizon SIM cards will be moved from our  
19 tech books to this device; so there will not be a  
20 need for additional cellular connections and  
21 accounts to be set up for that.

22 So we request your approval for this  
23 resolution.

24 MR. FRUMKIN: I have a comment.

25 SECRETARY STINZIANO: Sure.

1 MR. FRUMKIN: So we are in the  
2 process, and this is something that the prosecuting  
3 attorney's office, myself and the Sheriff's  
4 department is working on. We are asking for this  
5 approval, but we are still working through the sole  
6 source approval for the cradlepoints. Due to  
7 something similar that we did with the Board of  
8 Elections when we did the sole source for  
9 cradlepoints. We are working with Motorola  
10 ensuring that this is the only vendor that can be  
11 utilized for this environment or best vendor for  
12 this environment. So we are also working through  
13 that right now.

14 SECRETARY STINZIANO: Prosecutor's  
15 office okay with that direction?

16 MS. HUMMER: Yeah. I think as long  
17 as the motion is condition on approval of sole  
18 source determination.

19 SECRETARY STINZIANO: Okay. Are  
20 there any questions or comments?

21 Hearing none, I would like to seek a  
22 motion based on the condition of the sole source  
23 determination.

24 CLERK O'SHAUGHNESSY: I so move.

25 MR. CUPPLES: Second.

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

4                   Same sign for any opposition.

5                   And any abstentions.

6                   Resolution is approved.

7                   (Vote taken; motion passed)

8                   - - -

9                   RESOLUTION NOS. 22-088; 22-089; 22-090;  
10                   22-091; 22-092; 22-093

11                   - - -

12                   SECRETARY STINZIANO: Next we have  
13 six personnel resolutions. It's my understanding  
14 we would like to move into executive session. Is  
15 there a motion to enter executive session?

16                   DIRECTOR WHITE: So move.

17                   CLERK O'SHAUGHNESSY: Second.

18                   SECRETARY STINZIANO: It's been  
19 moved and seconded. We will do a roll call vote.

20                   Auditor Stinziano aye.

21                   Judge Brown.

22                   JUDGE BROWN: Aye.

23                   SECRETARY STINZIANO: Clerk  
24 O'Shaughnessy.

25                   CLERK O'SHAUGHNESSY: Aye.

1                   SECRETARY STINZIANO: Board of  
2 Commissioners representative.

3                   MR. TORRES: Aye.

4                   SECRETARY STINZIANO: Recorders  
5 representative.

6                   MR. CUPPLES: Aye.

7                   SECRETARY STINZIANO: Treasurers  
8 representative.

9                   MR. KOHLHORST: Aye.

10                  SECRETARY STINZIANO: Director  
11 White.

12                  DIRECTOR WHITE: Aye.

13                  SECRETARY STINZIANO: We are in  
14 executive session. If there's anyone that does not  
15 need to be in the room, please leave.

16                               (Executive Session)

17                  SECRETARY STINZIANO: Please have  
18 the minutes reflect that there was a unanimous roll  
19 call vote to return from executive session. At the  
20 point of executive session no votes were taken or  
21 decisions made, no resolutions were made.

22                               Next we have six personnel  
23 resolutions, and we will have you do the  
24 presentations and go through each one for purposes  
25 of the vote.

1 MS. DEAN: My name is Theresa Dean.  
2 I'm from the prosecutor's office. And I traded in  
3 for Jeanine Hummer, who had to go to another  
4 meeting.

5 MS. FRANZ: Good morning. I'm  
6 seeking your approval for six personnel  
7 resolutions.

8 The first resolution I'm seeking  
9 approval for is 22-088. This is to hire Kyle Wolf  
10 as a new Enterprise Security Analyst 2. So Kyle is  
11 currently working as a security and deployment  
12 technician at ProPoint Managed Technology. We are  
13 excited to be able to tap into his skills and  
14 actually grow his skills, and add to Nikki's team.

15 The next resolution we are seeking  
16 your approval for is Resolution 22-089. This is  
17 for Adam Maynard to join the security team as an  
18 Enterprise Information Security Manager. Adam is  
19 currently working as an IT administrator at the  
20 city of Hilliard. He currently supervises, directs  
21 and evaluates a team of five IT staff and  
22 contractors. He also is affiliated with the Ohio  
23 Cyber Reserve. So Nikki currently does not have a  
24 manager on her security team, and as her team  
25 continues to grow, this is a huge necessity, and we

1 are very excited to have Adam join.

2 We are seeking your approval next is  
3 Resolution 22-090. This is for a backfill for an  
4 Enterprise Infrastructure Engineer 2 for Andrew  
5 Clark. We previously had promoted Dave Jones to  
6 the manager role on that team; so that left a  
7 vacancy. So we are looking to add him. Andrew is  
8 currently working as the senior assistant engineer  
9 at EasyIT, where he is providing Director of IT  
10 operation support, and advising expertise to  
11 clients on their technology success. So excited to  
12 add him to the team.

13 The next resolution I'm seeking your  
14 approval for is Resolution 22-091. This is for a  
15 promotion for Dawn Boyd. She's currently an  
16 Enterprise Network Energy 1 on our team. We are  
17 excited to promote her to a level 2. In the past  
18 24 months, Dawn has not only proven herself as a  
19 technical beast, let's say, on our networking team,  
20 she has also earned a number of certifications. So  
21 she's earned her Security +, her Palo Alto Network  
22 Security Administrator, and her CCNA, which is  
23 Cisco Certified Network Administrator. She is just  
24 a rock star and we look forward to promoting her to  
25 the next level.

1           The next resolution we are seeking  
2 approval for is Resolution 22-092. This is for  
3 retirement for Karen Pettiford. Karen has served  
4 almost 12 years at the Data Center in a number of  
5 roles. She also has actually served the public  
6 here in Franklin County since 2010. We wish Karen  
7 all of the best in her next future endeavors.

8           And then the final resolution we are  
9 seeking your approval for is Resolution 22-093,  
10 this is for a resignation for Sheila Latham. She  
11 has spent 23 years here at the Data Center. This  
12 would be effective for September 1st. And we wish  
13 her all the best.

14           So without further ado, I seek your  
15 approval for the resolutions.

16           SECRETARY STINZIANO: Thank you for  
17 the presentation.

18           Are there any questions or comments  
19 on the overall presentation?

20           Hearing none, we will begin with  
21 personnel Resolution 22-088, New Hire, Enterprise  
22 Security Analyst 2. Any further review?

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

25           CLERK O'SHAUGHNESSY: I so move.

1 MR. CUPPLES: Second.

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

5 Same sign for any opposition.

6 And any abstentions.

7 Resolution is approved.

8 (Vote taken; motion passed)

9 SECRETARY STINZIANO: Next is  
10 personnel Resolution 22-089, also New Hire,  
11 Enterprise Information Security Manager. Any  
12 questions or comments?

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

15 CLERK O'SHAUGHNESSY: I so move.

16 MR. KOHLHORST: Second.

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

20 Same sign for any opposition.

21 And any abstentions.

22 Resolution is approved.

23 (Vote taken; motion passed)

24 SECRETARY STINZIANO: Next is  
25 personnel resolution 22-090, Backfill, Enterprise



1 Infrastructure Engineer 2. Are there any questions  
2 or comments?

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

5 CLERK O'SHAUGHNESSY: I so move.

6 MR. CUPPLES: Second.

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

10 Same sign for any opposition.

11 And any abstentions.

12 Resolution is approved.

13 (Vote taken; motion passed)

14 SECRETARY STINZIANO: Next is  
15 personnel Resolution 22-091, Promotion, Enterprise  
16 Network Engineer 2. Any further review?

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

19 CLERK O'SHAUGHNESSY: I so move.

20 DIRECTOR WHITE: Second.

21 SECRETARY STINZIANO: All those in  
22 favor, please signify by voting aye.

23 Same sign for any opposition.

24 And any abstentions.

25 Resolution is approved.

1 (Vote taken; motion passed)

2 SECRETARY STINZIANO: Next is  
3 personnel Resolution 22-091, Promotion, Enterprise  
4 Network Engineer 2. Hearing no further review, I  
5 would like to seek a movement for approval.

6 CLERK O'SHAUGHNESSY: I so move

7 MR. CUPPLES: Second.

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

11 Same sign for any opposition.

12 And any abstentions.

13 Resolution is approved.

14 (Vote taken; motion passed)

15 SECRETARY STINZIANO: Next is  
16 Resolution 22-092, Retirement, Enterprise Project  
17 Manager 1. If there's no further review, I would  
18 like to seek a motion for approval.

19 CLERK O'SHAUGHNESSY: I so move.

20 MR. KOHLHORST: Second.

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

24 Same sign for any opposition.

25 And any abstentions.

1 Resolution is approved.

2 (Vote taken; motion passed)

3 SECRETARY STINZIANO: And our final  
4 personnel Resolution is 22-093, which is a  
5 resignation, Enterprise Business Relationship  
6 Manager 1. If there's no further review, I would  
7 like to seek a motion for approval

8 CLERK O'SHAUGHNESSY: I so move.

9 MR. CUPPLES: Second.

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

13 Same sign for any opposition.

14 And any abstentions.

15 Resolution is approved.

16 (Vote taken; motion passed)

17 - - -

18 OTHER BUSINESS

19 SECRETARY STINZIANO: That concludes  
20 today's resolutions. We will go to other business.

21 Judge Brown.

22 JUDGE BROWN: No. Thank you.

23 SECRETARY STINZIANO: Clerk

24 O'Shaughnessy.

25 CLERK O'SHAUGHNESSY: Nothing

1 further. Thank you very much.

2 SECRETARY STINZIANO: Mr. Torres.

3 MR. TORRES: Nothing.

4 SECRETARY STINZIANO: Records  
5 office.

6 MR. CUPPLES: Have a good week.

7 SECRETARY STINZIANO: Treasurers  
8 office.

9 MR. KOHLHORST: Nope, nothing.

10 SECRETARY STINZIANO: And Board of  
11 Elections.

12 DIRECTOR WHITE: Tomorrow is  
13 Election Day. Go vote.

14 SECRETARY STINZIANO: It's not going  
15 to rain, congratulations.

16 Not having anything further before  
17 us, we are adjourned. Thank you everyone. See you  
18 next month.

19 - - -

20 Thereupon, the proceeding adjourned at  
21 approximately 9:39 a.m.

22 - - -

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C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 30th day of August, 2022.

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

My Commission Expires: February 28, 2026.

- - -

C E R T I F I C A T E

- - -

THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 30th day of August 2022

*Angela S. Moore*



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

My Commission Expires: February 28, 2026.

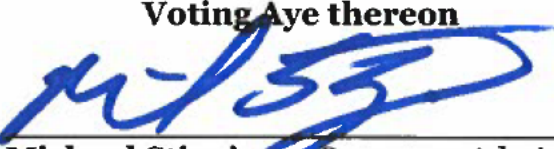
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FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNICAL EQUIPMENT SALVAGE

Voting Aye thereon

Voting Nay thereon

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

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

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

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

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


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

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

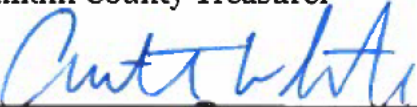
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**John O'Grady**, Member  
Franklin County Commissioner

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

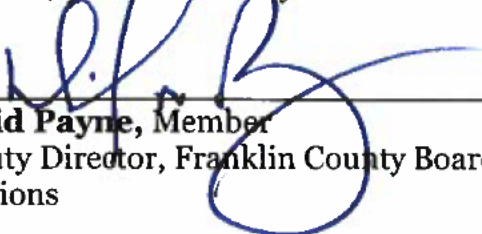
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**Daniel O'Connor**, Member  
Franklin County Recorder

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

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

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

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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY EQUIPMENT SALVAGE**

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

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

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

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





Franklin County Automatic Data Processing Board  
 Technical Equipment Salvage Resolution  
 Resolution #: 22-094  
 Date: 09/12/2022

Agency	Description	Number of Units
Clerk of Courts	Desktop PC	5
Clerk of Courts	Tablet PC	1
Clerk of Courts	Monitor	2
Clerk of Courts	Printer	2
Common Pleas, General	Sequencer	1
Common Pleas, General	Antenna Splitter	1
Common Pleas, General	Channel Distributor	1
Common Pleas, General	AV Controller	1
Common Pleas, General	Blu Ray Player	3
Common Pleas, General	Copier	2
Common Pleas, General	Digital Matrix Mi	3
Common Pleas, General	DVD Player	3
Common Pleas, General	Finisher	2
Common Pleas, General	MTP Switch	1
Common Pleas, General	Projector	5
Common Pleas, General	TV	17
Common Pleas, General	UPS	1
Common Pleas, General	Conference Phone	1
Common Pleas, General	Video Equipment	7
Data Center	Desktop PC	1
Data Center	Docking Station	1
Data Center	Duplo Burster	1
Data Center	Folder/Nester	1
Data Center	ICP Controller	1
Data Center	Monitor	3
Data Center	Printer	1
Data Center	Pressure Sealer	2
Economic Development & Planning	Desktop PC	11
Economic Development & Planning	Monitor	5
Law Library	Desktop PC	2
Law Library	Monitor	2
Law Library	Switch	1
Law Library	Card Reader	2
Job & Family Services	Desktop PC	109
Job & Family Services	Laptop PC	85
Job & Family Services	Monitor	164
Job & Family Services	Phone	2

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Agency	Description	Number of Units
Job & Family Services	Printer	2
Job & Family Services	Scanner	1
Public Facility Management	Desktop PC	3
Public Facility Management	Laptop PC	3
Public Facility Management	Print Server	3
Public Facility Management	Server	1
Public Facility Management	Monitor	4
Public Facility Management	Printer	4
Public Facility Management	Scanner	1
Public Facility Management	DVD Printer	1
Public Facility Management	External Harddrive	1
Public Facility Management	Fax Modem	3

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PUBLIC HEALTH  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
QUALTRICS SOLUTIONS

Voting Aye thereon

Voting Nay thereon

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

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

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

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Franklin County Recorder

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Franklin County Treasurer

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

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

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

**FRANKLIN COUNTY PUBLIC HEALTH  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
QUALTRICS SOLUTIONS**

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

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

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

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

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



Franklin County Automatic Data Processing Board  
Information Technology Procurement Resolution  
Resolution #: 22-095  
Dated: 09/12/2022

---

Title	Qualtrics Solution
Agency	Franklin County Public Health
Amount	\$128,100.00
Category	Software and Technology Services

---

### **Business Justification**

Franklin County Public Health (FCPH) Health improves the health of our communities by preventing disease, promoting healthy living, and protecting against public health threats through education, policies, programs, and partnerships. To assist communities in achieving optimal health for all, the Systems and Planning team would like to use the Qualtrics DesignXM cloud software for data analysis, dashboarding, and surveys. Currently, FCPH does not have a tool to do these functions collectively. This software will be used primarily for survey collection and dashboards.

### **Description**

This procurement request includes the Qualtrics DesignXM licensing, cloud professional services, vendor implementation, and one year of support.

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

FCDC recommends this resolution. Protecting Franklin County's technological environment through FCDC's security and technical reviews of products and vendors is essential to the safety and resiliency of partner systems and data. FCDC verified that Qualtrics is ISO 27001 certified, and their SOC2 Type II certification is completed. FCDC will partner with FCPH for Single Sign On (SSO) implementation within the product and is available for consultation if needed.

### **Fiscal Information**


**Funding Source:** FCPH is working with its board for this funding.

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY PROSECUTOR'S OFFICE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
MATRIX RENEWAL

Voting Aye thereon

Voting Nay thereon

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

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

  
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Judge, Franklin County Court of Common Pleas

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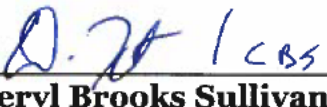
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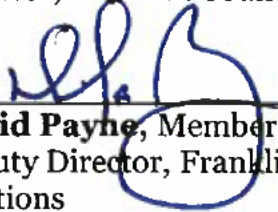
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**David Payne**, Member  
Deputy Director, Franklin County Board of  
Elections

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**David Payne**, Member  
Deputy Director, Franklin County Board of  
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**FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY PROSECUTOR'S OFFICE  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
MATRIX RENEWAL**

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

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

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

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

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



Franklin County Automatic Data Processing Board  
Information Technology Procurement Resolution  
Resolution #: 22-096  
Dated: 09/12/2022

---

Title	Matrix Renewal
Agency	Franklin County Prosecutor's Office
Amount	\$120,187.50
Category	Software and Technology Services

---

### **Business Justification**

The Prosecuting Attorneys Office (PRAT) manages thousands of cases per year, and the Matrix case management system is a critical key to the successful resolution of those cases. It is imperative that the system be maintained and remain operational as, without it, staff's daily job functions are at risk.

### **Description**

This maintenance contract provides operational support for the product and all system enhancements and upgrades.

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

Maintaining technology is important to the security and resiliency of our environment. It is also important that PRAT maintain stability in their environment. FCDC recommends this resolution and remains committed to partnering with PRAT.

### **Fiscal Information**

**Funding Source:** 85% will come from the General fund and 15% from the Tax fund.



FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY SHERIFF'S OFFICE

Voting Aye thereon

Voting Nay thereon

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

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

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

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

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


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

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

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

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

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

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

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Franklin County Treasurer

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

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

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

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

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

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

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

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

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

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

# Information Technology

2022 Master Service Agreement



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

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## 1.0 Master Service Agreement Overview

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This is a Master Service Agreement (MSA) between the Franklin County Data Center (FCDC) and the Franklin County Sheriff's Office (FCSO). The purpose of this MSA is to identify the basic services and any agreed-upon specialized services to be provided by FCDC regarding information technology for the FCSO.

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

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

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

Columbus, Ohio 43215

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

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

**Enterprise IT Program Manager**, Renee Mascari-Bauer:

(614) 525-5828

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

Columbus, Ohio 43215

**E-mail:** renee.mascaribauer@franklincountyohio.gov

#### Financial Services

**Director, Enterprise Financial Services**, Michelle Halsell:

(614) 525-7392

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

Columbus, Ohio 43215

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

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

#### Help Desk

**Enterprise Support Manager**, Rob Linton:

(614) 525-DATA (3282)

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

Columbus, Ohio 43215

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

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

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

## 2.2 Franklin County Sheriff's Office

### General Information

373 S. High Street, 1<sup>st</sup> Floor  
Columbus, Ohio 43215  
(614) 525-3333

**Franklin County Sheriff**, Dallas Baldwin  
dlbaldwin@franklincountyohio.gov  
(614) 525-3333

## 2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Dallas Baldwin	dlbaldwin@franklincountyohio.gov	X			X		
Shanon Crowther	secrowth@franklincountyohio.gov	X	X	X	X		
Vincent A. Galluppi	vagallup@franklincountyohio.gov	X	X	X	X		
Robert Kelly	rmkelly@franklincountyohio.gov	X	X		X		
Jonathan Kister	jdkister@franklincountyohio.gov	X	X	X	X		
Glenn Knaul	gxknaul@franklincountyohio.gov	X	X	X	X		
Donald Lanier	djlanier@franklincountyohio.gov	X	X	X	X		
Laura Madison	lrmadiso@franklincountyohio.gov						X
Dave Masterson	dmmaster@franklincountyohio.gov	X					
Tanya Kaltenbach Moses	tlmoses@franklincountyohio.gov	X	X	X	X		
Lance Oglesbee	plglesb@franklincountyohio.gov	X	X	X	X		
Tim O'Neal	troneal@franklincountyohio.gov	X	X		X		X
Albert Smith	ajsmith@franklincountyohio.gov					X	
Dalton Tucker	drtucker@franklincountyohio.gov	X	X	X	X		
Julie Whiting	julie.whiting@franklincountyohio.gov	X					

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	<b>Shared</b>	FCDC provides services upon request from FCSO
Mobile Application Development	<b>N/A</b>	
Web Development and Content Management	<b>Shared</b>	The FCSO website is hosted within FCDC and is maintained with the Kentico Content Management Tool <a href="https://sheriff.franklincountyohio.gov/">https://sheriff.franklincountyohio.gov/</a>

Data Analytics	Support	Notes
Data / Process Analysis	<b>Partner</b>	The FCSO builds and maintains Power BI dashboards within the personal platform that comes with M365
Reporting (Interactive/Operational)	<b>Partner</b>	

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

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>FCDC</b>	The FCSO currently utilizes 25 licenses through our LGA Agreement. The FCSO will request licenses through FCDC, and the FCDC will bill back the FCSO yearly in January.

DocuSign	N/A	
Everbridge	Partner	EMA owns this application. The service is utilized as needed for communication.  Paul Karl is the organizational admin for the FCSO
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	Shared	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	Shared	The FCSO has dedicated staff that maintains their SharePoint environment. FCDC hosts and maintains licensing.
MUNIS	Vendor	The Franklin County Auditor's Office is responsible for the application.
OnBase Information Platform	N/A	
Zoom	N/A	

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	Shared	The FCSO IT maintains first-level support and uses FCDC services when needed
Hardware Salvage	FCDC	
Remote and On-Site Support	Partner	
User Device Management and Imaging	Partner	The FCSO leverages SCCM for device management

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	FCDC	FCDC manages and supports backups for hosted solutions
Data Storage	FCDC	FCDC manages and supports data storage for hosted solutions
Hi-Availability (HA) Environment	FCDC	
Server Virtualization and Hosting	FCDC	FCDC manages and supports hosted virtual servers
SQL Database	FCDC	FCDC manages and supports hosted solutions

Leadership and Strategy	Support	Notes
Disaster Recovery and Continuity Planning	Partner	
PFM and IT Coordination	N/A	
Strategic Technology Planning	Shared	The FCSO and FCDC maintain a collaborative relationship and work together on the majority of strategic initiatives
vCIO (Virtual CIO)	FCDC	FCDC CIO provides direction when requested by the FCSO administration.

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	<b>Partner</b>	
IT Budget Planning	<b>Partner</b>	
IT Procurement Assistance	<b>Shared</b>	The FCSO and FCDC collaborate closely for IT procurements. The FCSO will submit LINK requests for any technology procurements to receive Data Board approval for technology.
Vendor and Licensing Management	<b>Shared</b>	The FCSO maintains most of the Vendor and licensing management responsibility. FCDC manages enterprise items. The FCSO will contact the FCDC when assistance is needed.

Security	Support	Notes
Anti-Virus	<b>FCDC</b>	
Assistance with Security Audits	<b>FCDC</b>	
Cyber Security Insurance Policy Compliance	<b>FCDC</b>	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	<b>FCDC</b>	
Security Incident Support	<b>FCDC</b>	
Security Training and Consultation	<b>FCDC</b>	
Web Filtering	<b>FCDC</b>	Due to the nature of the FCSO, modified web filtering is in place and managed by the FCDC security team in collaboration with FCSO IT for specific users

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## 4.0 Special Support Services

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### 4.1 CAD 911

This system is used to track 911 calls and to dispatch deputies to the scene of an incident.

**FCDC Responsibility:**

- FCDC is responsible for the infrastructure.

**FCSO Responsibility**

- The FCSO accountable for the application.



## 4.2 Juvenile Arrest Equipment

### FCDC Responsibility

- No responsibility regarding this solution

### FCSO Responsibility

- The FCSO maintains the relationship with the Vendor for support. Procured 04/2021

## 4.3 Leads Online

This is an online data repository hosted by a vendor where FCSO submits their Offence Reports daily.

### FCDC Responsibility

- FCDC is responsible for the infrastructure

### FCSO Responsibility

- The Vendor and FCSO are accountable for the application

## 4.4 Matrix

Matrix is the FCSO Records Management System (RMS) that is used to track offense and traffic accident reports. The system is used by several local law enforcement agencies for whom FCSO dispatches 911 calls and investigates their offenses.

### FCDC Responsibility

- FCDC is responsible for the infrastructure

### FCSO Responsibility

- The Vendor and FCSO are accountable for the application

## 4.5 SOTER RS Full Body Security Scanning System

This system takes full body scans of inmates entering the jails to identify weapons or contraband on the person. One (1) Full Body Scanner is located at the Jackson Pike Jail, 2460 Jackson Pike. A new body scanner is being implemented at the Jim Karnes Correction Center at 2551 Fisher Road.

### FCDC Responsibility

- No responsibility regarding this solution

### FCSO Responsibility

- The FCSO maintains the relationship with the Vendor for support

#### **4.6 Voice Stress Analyzer**

##### **FCDC Responsibility**

- No responsibility regarding this solution

##### **FCSO Responsibility**

- The FCSO maintains the relationship with the Vendor for support. Procured 05/2022

#### **4.7 Intellitech Jail Management System**

This system tracks the inmates throughout the incarceration process.

##### **FCDC Responsibility**

- FCDC is responsible for the infrastructure

##### **FCSO Responsibility**

- The Vendor and FCSO are accountable for the application

#### **4.8 Watchguard Body Worn Camera and in Car Video**

These systems provide videos from within FCSO cruisers and from the deputy's POV of incidents that deputies respond to.

##### **FCDC Responsibility**

- FCDC is responsible for the infrastructure

##### **FCSO Responsibility**

- The FCSO maintains the relationship with the Vendor for support. The Vendor and FCSO are accountable for the application

#### **4.9 Dataworks Mugshot System**

This system takes mugshot photos, SMT digital photographs, and fingerprints of inmates and then submits the data to AFIS through Columbus Police Department's AFIS System.

##### **FCDC Responsibility**

- FCDC is responsible for the infrastructure

##### **FCSO Responsibility**

- The FCSO maintains the relationship with the Vendor for support. The Vendor and FCSO are accountable for the application

#### **4.10 Powerware Civil System**

This system tracks the various papers that the FCSO Civil Bureau must serve daily and tracks Real Estate and auctions performed by the Sheriff's Office.

##### **FCDC Responsibility**

- FCDC is responsible for the infrastructure

##### **FCSO Responsibility**

- The FCSO maintains the relationship with the Vendor for support. The Vendor and FCSO are accountable for the application

#### **4.11 Power DMS System**

This online system stores all of the Sheriff's Office's Rules and Regulations, SOPs, and other Policy/Procedure digital documentation.

##### **FCDC Responsibility**

- FCDC is responsible for the infrastructure

##### **FCSO Responsibility**

- The FCSO maintains the relationship with the Vendor for support. The Vendor and FCSO are accountable for the application

#### **4.12 NetMotion VPN Server**

This Server allows Sheriff's Office Cruiser's MDTs and MDTs for other local law enforcement agencies that FCSO dispatch for to connect back to the Sheriff's Office using a secured VPN connection to run LEADs Transactions and obtain CAD/RMS Connectivity in the cruisers.

##### **FCDC Responsibility**

- FCDC is responsible for the infrastructure

##### **FCSO Responsibility**

- The FCSO maintains the relationship with the Vendor for support. The Vendor and FCSO are accountable for the application

#### 4.13 Penlink Software and separate AT&T Network Line

FCSO has an independent network with an AT&T Circuit at the 410 location that FCSO IT maintains for the Penlink software.

##### FCDC Responsibility

- No responsibility regarding this solution

##### FCSO Responsibility

- The FCSO maintains the relationship with the Vendor for support. The Vendor and FCSO are accountable for the application

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## 5.0 Budgeting and Service Charges

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### 5.1 IT Budgets

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

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

#### Typical Annual Budget Schedule:

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

### 5.2 FCDC IT Procurement Policy

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

## 5.3 Chargeback allocations

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

**5.4.2 Billing:** FCDC bills on behalf of the Commissioners and at the direction of OMB. FCDC uses internal tracking tools to establish resource usage and FCDC staff labor every month. While FCSO is a general fund agency and will not receive monthly invoices for FCDC services, there will be times when FCDC makes IT purchases on behalf of the FCSO. Those costs will be charged back in the form of a monthly invoice (on or about the 15<sup>th</sup> of each month), requiring the FCSO to open a purchase order for the FCDC. Full payment will be due no later than 30 days after receipt of invoices.

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

**FRANKLIN COUNTY DATA CENTER**

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

**Invoices will be sent to:**

**ATTENTION: Albert Smith**

**Franklin County Sheriff's Office**

373 S. High Street, 1<sup>st</sup> Floor  
Columbus, Ohio 43215

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

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

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After hours and Emergencies

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

### 6.3 Requests

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

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

Phone: (614) 525-3282 (DATA)

Service Desk Portal: <https://helpdesk.franklincountyohio.gov>**General requests and questions:**E-mail: [helpdesk@franklincountyohio.gov](mailto:helpdesk@franklincountyohio.gov)

Phone: (614) 525-3282 (DATA)

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

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

**Projects and other work:****Enterprise Business Services Manager, Kara Cruikshank**

(614) 525-4728

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

Columbus, Ohio 43215

E-mail: [kara.cruikshank@franklincountyohio.gov](mailto:kara.cruikshank@franklincountyohio.gov)**6.4 Escalation/Expedition pathway**

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

**Incidents and General Requests:**

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

**Procurement:**

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

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Enterprise Program Manager, Renee Mascari-Bauer	(614) 525-5828	<a href="mailto:renee.mascaribauer@franklincountyohio.gov">renee.mascaribauer@franklincountyohio.gov</a>
2	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	<a href="mailto:kara.cruikshank@franklincountyohio.gov">kara.cruikshank@franklincountyohio.gov</a>
3	Chief Operating and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
4	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

## 6.5 Service Prioritization

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

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

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

### 6.6 Security Audit

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

### 6.7 MSA Infringement

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

### 6.8 Termination of the MSA

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




FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
BACKFILL: ENTERPRISE NETWORK ENGINEER 2

Voting Aye thereon

Voting Nay thereon

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

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

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

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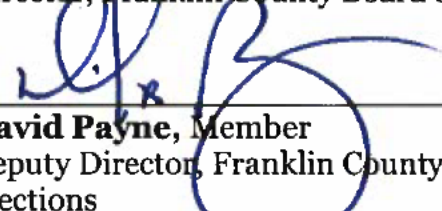
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Deputy Director, Franklin County Board of  
Elections

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Election

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

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
BACKFILL: ENTERPRISE NETWORK ENGINEER 2**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-098** attached hereto and made a part hereof; and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-098**.

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

**Data Center Personnel Action – Backfill – Christopher Hicks**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Backfill	
EMPLOYEE/CANDIDATE NAME:		Christopher Hicks	
PERSONNEL ACTION NUMBER		22 - 098	
PERSONNEL ACTION DATE (BOARD)		September 12, 2022	
DATA CENTER SECTION		Enterprise Infrastructure	
NEW JOB POSITION / TITLE		Enterprise Network Engineer 2	
PAY GRADE		14	
EFFECTIVE DATE		September 12, 2022	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$70,786	\$81,404	\$92,022	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 40.8653	\$ 85,000	
<b><u>KEY RESPONSIBILITIES OF THE ROLE</u></b>			
<ul style="list-style-type: none"> <li>▪ Analyze network requirements in collaboration with security, server, and application teams and contribute to the design of network systems to accommodate current and future requirements</li> <li>▪ Devise network upgrade migration plans, including step-by-step procedures that minimize downtime and maximize the odds of upgrade success</li> <li>▪ Install and maintain local area network (LAN) hardware and software systems, using contemporary network management practices and systems</li> <li>▪ Monitor and maintain network stability and performance using a mix of manual checks, diagnostic tools, and automated monitoring and alerting platforms</li> <li>▪ Plan network upgrade outages in collaboration with peers and application owners, and users; communicate outage event status before and after outage windows</li> <li>▪ Build and maintain graphical and written network documentation for technical peers</li> <li>▪ Develop strong knowledge of 802.11 Wi-Fi networking technologies, protocols, and deployment techniques, including Radio Frequency (RF) design and deployment considerations and testing tools</li> <li>▪ Develop knowledge and experience of network access control systems, usually integrated with Active Directory, for user and device authentication using 802.1x protocols or their equivalent</li> <li>▪ Cross-train peer engineers in networking technologies and management, actively sharing and documenting system information to avoid single points of failure in team knowledge and capability</li> <li>▪ Build and maintain awareness of ITIL frameworks and apply them appropriately within the FCDC environment</li> </ul>			

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

**EMPLOYMENT NOTABLES**

- As the Infrastructure Specialist 3 at Franklin County Children Services, he provides tier-II network support for FCCS, streamlines processes, and works to improve county network latency.
- Since 2018, he advanced to Network Systems Engineer in his previous job, working on technologies such as SCCM, VMware, Cisco Meraki, UCCX, and several other important tools.
- Prior to his role at FCCS, he was the Network Systems Engineer at Easy IT. The skills he obtained from Easy IT will benefit FCDC, as they are a third-party service provider for multiple locations and customers.
- Chris's eagerness to learn, grow, and develop with FCDC and the county was a driving contributor that led to the decision to bring him onto our Enterprise Networking team.

**EDUCATION & OTHER CREDENTIALS**

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Entry Network Technician (CCENT)
- Fortinet Network Security Expert 1 (NSE)
- Fortinet Network Security Expert 2 (NSE)

**RELEVANT WORK EXPERIENCE**

- SAN storage tools – 5 years
- WAN/LAN – 5 years
- Network Configurations – 4 years
- Hardware/Software Installs – 7 years
- Network Infrastructure – 4 years
- VMware – 5 years
- Windows Servers – 7 years
- Active Directory – 7 years
- Domain Controllers – 3 years
- Microsoft Exchange – 3 years
- Cloud environments – 3 years

**SCREENING STATUS**

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

Kassy Franz, Director, Human Resources

## Christopher Hicks

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### SUMMARY

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Network Engineer with 4 years' experience. Started as an Information System Specialist where I gained experience with installing, configuring, and troubleshooting hardware and software for end users. In 2018, advanced to Network Systems Engineer where I worked on technologies such as SCCM, VMware, Cisco Meraki, Cisco Nexus 7k, Cisco SG300-350, Call Manager (CUCM), Unity, UCCX, Fortinet and Ubiquiti technologies. Completed projects on installing, configuring and troubleshooting router, switches, and firewalls. Using tools like PRTG (Network Monitoring), Service Now (Ticketing), Automate (Remote Access), and Real-Time Monitoring Tool RTMT (Cisco VOIP).

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### CERTIFICATIONS

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- **Cisco Certified Network Associate CCNA**
  - **Cisco Certified Entry Network Technician CCENT**
  - **Fortinet Network Security Expert 1 NSE**
  - **Fortinet Network Security Expert 2 NSE**
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### EXPERIENCE

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#### **Infrastructure Specialist 3**

Nov '21 - Current

*Franklin County Children Services, Columbus, OH*

- Provide tier-II network support for Franklin County Children Services.
- Streamline the process of troubleshooting and monitoring LAN/WAN activities, that lead to improvement of the company's network latency across datacenters by 20%.
- Implement effective security measures to protect data by updating software on network devices and servers.
- Built out network documentation of Franklin County Children Services (FCCS) infrastructure for level I engineers troubleshooting.

#### **Network Systems Engineer**

Sept '20 – Nov '21

*Easy IT, Columbus, OH*

- Perform maintenance window changes for multiple locations: patching, routing, and switching changes.
- Deliver tier-II network support to resolve issues for small to medium size businesses.
- Configure, Install and patching of Cisco SG300 series switches, Meraki firewalls and Ubiquiti network stack.
- Upgrade LAN and WAN networks on 24 projects within 12 months increasing performance stability, scalability and reliability.

## Information System Specialist

Oct '16 – Sept '20

*Pacific Rim Mechanical, San Diego, CA*

- Install and configure Cisco small business switches for remote location.
- Create VLAN (Data and Voice), Rapid Spanning Tree STP with Portfast and BPDU Guard, SNMP, Remote access and patching to current IOS using TFTP.
- Monitor and update Windows Servers from 2012 to 2016.
- Troubleshoot Dell laptops and desktops and change hardware components.
- Administer Active Directory deploying group policies, security groups and modifying organizational units (OU).
- Manage Cisco Contact Center Express (Uccx) and Finesse reporting.
- Responsible for creating and deleting user accounts through Active directory, email exchange on premise and online, assigning office licenses, and GP dynamics accounts.

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## SKILLS

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- **Network Technologies:** Cisco Nexus 9K, Cisco SG300 series switches, Meraki Mx series firewall, TCP/IP, OSPF, EIGRP, BGP, Access Control List (ACL), Network Address Translation (NAT) Port Address Translation (PAT) EtherChannel, Spanning Tree Protocol (STP), Virtual Local Area Network (VLAN), Multicast, VPN,
- **Network Tools:** Service Now, Automate, Cisco Prime Infrastructure, PRTG network monitoring Wireshark, Putty.
- Basic degree of Network Security focusing on Intrusion Detection System (IDS) and Intrusion Prevention System (IPS).
- Solid understanding of maintaining and administration VMware environment.

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
BACKFILL: ENTERPRISE NETWORK ENGINEER 3

Voting Aye thereon

Voting Nay thereon

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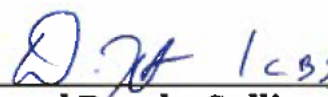
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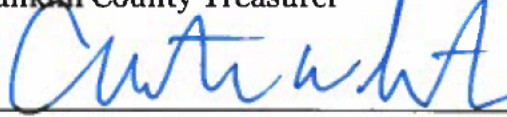
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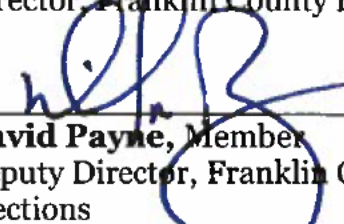
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**FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
BACKFILL: ENTERPRISE NETWORK ENGINEER 3**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-099** attached hereto and made a part hereof; and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-099**.



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

**Data Center Personnel Action – Backfill – John Shields**

PERSONNEL ACTION FORM		
TRANSACTION TYPE	Backfill	
EMPLOYEE/CANDIDATE NAME:	John Shields	
PERSONNEL ACTION NUMBER	22 - 099	
PERSONNEL ACTION DATE (BOARD)	September 12, 2022	
DATA CENTER SECTION	Enterprise Infrastructure	
NEW JOB POSITION / TITLE	Enterprise Network Engineer 3	
PAY GRADE	15	
EFFECTIVE DATE	September 12, 2022	
PAY GRADE SALARY RANGE		
MINIMUM	MID	MAXIMUM
\$80,100	\$90,101	\$100,500
	BASE RATE	ANNUAL SALARY
NEW	\$ 47.1154	\$ 98,000
<b><u>KEY RESPONSIBILITIES OF THE ROLE</u></b>		
<ul style="list-style-type: none"> <li>▪ Analyze network requirements in collaboration with security, server, and application teams and contribute to the design of network systems to accommodate current and future requirements</li> <li>▪ Devise network upgrade migration plans, including step-by-step procedures that minimize downtime and maximize the odds of upgrade success</li> <li>▪ Install and maintain local area network (LAN) hardware and software systems, using contemporary network management practices and systems</li> <li>▪ Monitor and maintain network stability and performance using a mix of manual checks, diagnostic tools, and automated monitoring and alerting platforms</li> <li>▪ Plan network upgrade outages in collaboration with peers and application owners, and users; communicate outage event status before and after outage windows</li> <li>▪ Build and maintain graphical and written network documentation for technical peers</li> <li>▪ Develop strong knowledge of 802.11 Wi-Fi networking technologies, protocols, and deployment techniques, including Radio Frequency (RF) design and deployment considerations and testing tools</li> <li>▪ Develop knowledge and experience of network access control systems, usually integrated with Active Directory, for user and device authentication using 802.1x protocols or their equivalent</li> <li>▪ Cross-train peer engineers in networking technologies and management, actively sharing and documenting system information to avoid single points of failure in team knowledge and capability</li> <li>▪ Build and maintain awareness of ITIL frameworks and apply them appropriately within the FCDC environment</li> </ul>		

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

- As the Senior Network Security Engineer at Ohio Health, he minimizes security risks, serves as an escalation point for Junior Engineers, and identifies/resolves firewall issues to improve security. In this role, he successfully migrated over 150 VPNs from CheckPoint to Palo Alto.
- His network engineer experience goes back to 2009. Throughout his previous roles, he has become familiar with various platforms, including Cisco IOS, PANOS, JUNOS, Cisco ASA, Cisco Nexus, F5 LTM, Pulse Secure VPN, and Palo Alto GlobalProtect.
- Prior to his role at Ohio Health, he was the Network Engineer at Secure-24, where he interfaced with Enterprise Architects, Network Engineers, Pre-Sales, Project Managers, and Client Partners to provide excellent engineering services throughout the customer service lifecycle. These skills will undoubtedly carry over to his role with the county as he begins collaborating with various professionals in the county.
- John's expertise and comprehensive experience in the networking world make him a solid addition to the Enterprise Network team.

**EDUCATION & OTHER CREDENTIALS**

- Bachelor of Science in Computer Engineering – Oakland University
- CompTIA A+
- CompTIA Net+
- CompTIA Security+
- Udacity Intro to Cyber Security

**RELEVANT WORK EXPERIENCE**

- SAN storage tools – 10 years
- WAN/LAN – 13 years
- Network Configurations – 13 years
- Hardware/Software Installs – 13 years
- Network Infrastructure – 13 years
- VMware – 5 years
- Windows Servers – 13 years
- Active Directory – 7 years
- Domain Controllers – 10+ years
- Microsoft Exchange – 10+ years
- Cloud environments – 5+ years

**SCREENING STATUS**

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

Kassy Franz, Director, Human Resources

## Senior Network Security Engineer – Data/Voice Network Infrastructure

Versatile and competent technical professional – offering outstanding network engineering and IT experience, including all 7 layers of the OSI model. Excellent problem solving and network engineering skills to design, assess, and maintain a high-availability network infrastructure (cabling, routers, switches, LAN/WAN, IPSEC, MPLS, firewalls, load balancing, and remote access technologies). Experience working with customers and vendors to solve difficult and cross-functional problems – researching and analyzing new tools/technologies to improve existing solutions. Proven ability to readily adapt to new situations while maintaining superior levels of productivity as a networking visionary with a big-picture perspective and a firm understanding of IT infrastructure.

**Network Architecture | Network Management | Network Troubleshooting | Hardware Platforms | Data Networking | Cryptography  
Organizational Planning | Technology Roadmaps | Enterprise Networks | IT Strategic Planning | Technology Transformations**

### Technical Skills:

<b>Platforms:</b>	Cisco IOS   PANOS   JUNOS   Cisco ASA   Cisco Nexus   F5 LTM   Pulse Secure VPN   Palo Alto GlobalProtect
<b>Network Protocols:</b>	TCP/IP   OSPF   BGP   DNS   DHCP   SNMP   IPSEC   GRE   Syslog   RDP   SSH   STP/RSTP   802.1q/p   LACP

### Professional Experience

#### Ohio Health | Columbus, OH

##### Senior Network Security Engineer | 12/2019 – Present

- Responsible for the establishment of and assessment of network infrastructure against Information Security engineering and architecture policies, standards, and guidelines to ensure that systems are designed and built in a manner that minimizes security risk. Efficiently perform security validation for new applications, vendor access, and for application upgrades.
- Leverage expertise to communicate constraints in network infrastructure while successfully creating value-add solutions that make a positive impact to operations. Research new security products. As VPN subject Matter Expert, serve as an escalation point for Junior Engineers. Successfully migrated over 150 VPNs from CheckPoint platform to new Palo Alto platform.
- Serve as a Senior Network Security Engineer with experience in current threat environment and how threats can exploit known network vulnerabilities – providing mitigation strategies in design and development of systems to ensure security.
- Identify and resolve poorly written firewall rules to improve security. Troubleshoot user access (on prem, internet, extranet).
- Research new features for existing products and implement them while navigating cross-functional teams and partnerships.

#### Accomplishments:

- Migrated more than 150 VPN tunnels to a new hardware platform, which resulted in money saved for the organization – new tunnels were more supportable and cryptography was updated so that the tunnels were more secure. Removed old hardware from the network (no longer needing to carry a support contract, which resulted in organizational cost savings).
- Engaged 1-on-1 and in groups to lead training sessions, as team members were unfamiliar with the new VPN hardware platform and cryptographic standards. Taught team how to add a new tunnel, how to change an existing tunnel, and how to delete a tunnel. As a direct result, the new VPN tunnels were some of the most secure systems that Ohio Health operates.

#### Secure-24 | Southfield, MI

##### Network Engineer | 07/2014 – 12/2019

- Experienced in learning emerging technologies and its value – discussing technology with other engineers, decision makers, and staff by understanding solution constraints and successfully creating value-add outcomes for positive impact.
- Configured BGP on Cisco IOS platform and Juniper SRX as well as VPN tunnels on Juniper, ASA, and Palo Alto firewalls.
- Assessed performance and proposed optimization mechanisms to improve security process for firewall troubleshooting.
- Led team in resolving escalated network support issues (complex routing, switching, firewall, virtual networking issues).
- Enforced network architecture and network deployment standards – following compliance requirements and Security Best Practices; interfacing with Enterprise Architects, Network Engineers, Pre-Sales, Project Managers and Client Partners to provide excellent engineering and architecture services throughout the customer service lifecycle.

**Secure-24 | (Continued)**

**Accomplishments:**

- Removed an overlapping network from the BGP advertisement so that it was no longer known to the customer's network. Performed NATd on one of S24's management networks so that it would be seen by the customer's network as non-overlapping space. These processes allowed S24 better monitoring and management of customer networks.
- Verified that a network provider's circuit was dropping packets and causing poor VoIP quality. Worked with the customer to move voice traffic to a more reliable circuit by using PBF (a.k.a. source routing). By temporarily moving voice traffic, the issue of poor voice quality was resolved. Coordinated with the circuit provider to verify that the circuit issue had resolved.

**Sears Holding | Troy, MI**

**Technical Specialist – Data/Voice Network Infrastructure | 08/2013 – 05/2014**

- Coached technical resources to expand skills in configuring VPN tunnels for internal and external customers on Cisco ASA.
- Monitored remote locations with SolarWinds while focusing on high-quality design and implementation of network systems.
- Performed break/fix on data center equipment. Configured LAN switches (Nortel/Cisco/Huawei/HP) in retail locations and data center for new hosts. Performed complex troubleshooting process in the retail environment (LAN/WAN/WLAN).
- Led Data/Voice Network Infrastructure team in highly demanding projects, leading and guiding several simultaneous network integration initiatives. Successful configured new network devices for AAA using TACACS+ and Cisco ACSv4.
- Architected customized solutions and implemented best practices – Tier 3 troubleshooting of network issues in data center.
- Configured firewall access for new hosts on CheckPoint, Cisco FWSM, Palo Alto, and Fortigate. Configured and troubleshot load balancing on Cisco Local Director, CSM, and CSS for load balancing for new VIPs and existing VIPs on Big-IP F5 LTM.
- Experienced in managing vendor activity regarding configuration changes, incident resolution, and problem resolution.

**Accomplishments:**

- Migrated VIPs from Cisco 6500 CSM to F5 LTM and servers from Cisco 6500 FWSM to Cisco ASA, which resulted in an increase in reliability of the network and improved availability of resources for better overall system support.
- Successfully increased the buffer size on routers to allow time for processing to complete during times of high load.

**Ford Motor Company (Epitec) | Dearborn, MI**

**Data Center LAN Planner | 02/2013 – 08/2013**

- Helped manage server cutover from legacy network. Researched new technologies for viability of future implementation.
- Provided technical leadership in new server installs as well as verifying new switch port configuration for network upgrade.

**CBC Companies | Columbus, OH**

**Network Engineer | 02/2009 – 02/2013**

- Managed VPN zone, including troubleshooting for clients. Configured routers, switches, and ASAs for enterprise deployment.
- Managed, troubleshoot, and repaired F5 load balancer and Bluecoat proxy. Monitored network for PCI-DSS compliance.
- Configured BGP for remote locations and OSPF on data center network equipment. Installed and managed users and licensing of RSA server. Experienced in monitoring network devices for uptime and significant events with SolarWinds.
- Configured externally facing NAT, VoIP gateways, and phones for enterprise deployment. Managed externally facing IP address space. Maintained limited knowledge of Cisco Nexus. Managed, added, and deleted firewall rules on Cisco ASAs.

**Education**

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**Bachelor of Science in Engineering – Major: Computer Engineering**

Oakland University, Rochester, MI

**Training**

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**CompTIA A+, CompTIA Net+, and Cisco Certified Network Associate (CCNA) (expired), CompTIA Security+, Udacity Intro to Cyber Security**

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
BACKFILL: ENTERPRISE IT PROGRAM MANAGER

Voting Aye thereon

Voting Nay thereon

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

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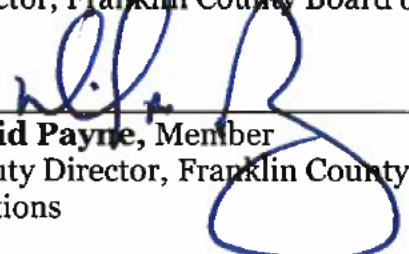
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Elections

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Election

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

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
BACKFILL: ENTERPRISE IT PROGRAM MANAGER**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-100** attached hereto and made a part hereof; and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves personal action number **22-100**.

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

**Data Center Personnel Action – Backfill – Eric Lauterbach**

PERSONNEL ACTION FORM		
TRANSACTION TYPE	Backfill	
EMPLOYEE/CANDIDATE NAME:	Eric Lauterbach	
PERSONNEL ACTION NUMBER	22-100	
PERSONNEL ACTION DATE (BOARD)	09/12/2022	
DATA CENTER SECTION	Enterprise Portfolio Management Office	
NEW JOB POSITION / TITLE	Enterprise IT Program Manager	
PAY GRADE	16	
EFFECTIVE DATE	09/12/2022	
PAY GRADE SALARY RANGE		
MINIMUM	MID	MAXIMUM
\$82,590	\$94,978	\$107,367
	BASE RATE	ANNUAL SALARY
NEW	\$57.6923	\$120,000
<b><u>KEY RESPONSIBILITIES OF THE ROLE</u></b>		
<ul style="list-style-type: none"> <li>▪ Plans, organizes, and coordinates all aspects of assigned, highly complex technology programs/projects to implement the Data Center IT Plan and provide IT services in response to customer project requests.</li> <li>▪ Ensures that the goals and objectives of assigned programs are accomplished on time and within budget.</li> <li>▪ Manages the program/project planning process, including identifying needed resources, developing project plans, coordinating with stakeholders to reach agreements on requirements and task assignments, managing and coordinating team activities, and executing the project plan.</li> <li>▪ Serves as a key liaison between the project team and the customer to provide updates and obtain feedback.</li> </ul>		
<b><u>EMPLOYMENT NOTABLES</u></b>		
<ul style="list-style-type: none"> <li>▪ As the Program Manager, Infrastructure Support and Operational Services (ISOS) at Meta Platforms, he serves as a senior-level leader within Meta, responsible for leading all end-to-end activities within global technical programs and projects for the ISOS team.</li> <li>▪ In his previous role as the Portfolio Management Office (PMO) Administrator/Section Chief at ODJFS, he was accountable for directing and developing all aspects of the IT portfolio,</li> </ul>		

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

program, and project management activities for the ODJFS' Office of Information Services (OIS), a state-level service agency receiving more than \$3 billion in state funding per year.

- Before ODJFS, he was the Assistant Director, Information Technology at Franklin County Clerk of Courts (CLCT), where he led and developed the PMO, Configuration, Development, and Service Desk teams for the Clerk's Office, as well as IT governance, policy, and process engineering.
- Before CLCT, he was at FCDC as a Portfolio Manager, Senior Project Manager, and Project Manager. He looks forward to coming back to the new FCDC to make an immediate and significant impact in driving projects, running programs, and implementing process improvements to better the overall success of our Enterprise PMO team.

**EDUCATION & OTHER CREDENTIALS**

- Bachelor of Science: Information Technology – DeVry University
- Bachelor of Arts: Sociology, Psychology, and Women's Studies – The Ohio State University
- Project Management Professional – PMP
- Certified Scrum Product Owner – CSPO
- Certified Business Relationship Professional – BRMP
- ITIL 4 Foundations Certification
- Ohio IT Leaders Graduate (2019)

**RELEVANT WORK EXPERIENCE**

- Project Management – 8+ years
- Program Management – 3+ years
- Product Ownership – 5+ years
- ITIL – 8+ years
- Budget & Calculating Cost Projections – 7+ years
- Risk Management – 7+ years
- Process Improvement – 7+ years
- Vendor Management – 7+ years

Kassy Franz, Director, Human Resources



# ERIC M. LAUTERBACH // PMP, BRMP, CSPO

## EMPLOYMENT HISTORY

2021–Present **Program Manager, Infrastructure Support and Operational Services (ISOS)**  
*Meta Platforms (Facebook), Menlo Park, California (with fulltime remote assignment in Ohio)*

Currently serving as a senior-level leader within Meta responsible for leading all end-to-end activities within global technical programs and projects for the ISOS team.

- Originated, championed, and led Meta’s Edge and Network Services Coordination (ENSC) Operational Service Improvement program, which:
  - Expanded the ENSC team’s engagement with other cross-functional partners (XFNs) by 40%, saving the company over 500 hours of optical engineering hours per year in 2021 and 860 hours in 2022.
  - Diverted over 2,000 service requests per month to lower cost, dedicated vendor support saving approximately \$2.5 million annually.
  - Raised awareness of similar and duplicative efforts with XFns which promoted communication and collaboration and helped save Meta additional revenue.
  - Reduced vendor costs by 20% by identifying gaps in training and communication and pockets of underutilized staffing.
- Led the Network Circuit Tooling program, which:
  - Reduced engineering and maintenance overhead by 15% worldwide after identifying and leading the deprecation of unnecessary networking management applications.
  - Increased the overall number of documented network circuit management applications by 370% by identifying additional circuit tools and services.
- Managed Meta’s relationship with vendors providing continuous operational support for the company’s 2,416 global networking Points-of-Presence (POPs) and subsea Cable Landing Stations (CLSs).
- Collaborated extensively with cross-functional, worldwide Meta teams to operationalize processes, innovate, and automate work through tooling.

2019–2021 **Portfolio Management Office (PMO) Administrator/Section Chief**  
*Ohio Department of Job and Family Services (ODJFS), Columbus, Ohio*

Accountable for directing and developing all aspects of IT portfolio, program, and project management activities for the ODJFS’ Office of Information Services (OIS), a state-level service agency receiving more than \$3 billion in state funding per year.

- Managed the ODJFS’ IT project portfolio of 265 projects, representing over 464,000 staff and contract hours and more than \$183 million in total expenditures.
- Led the implementation of Ohio’s Pandemic Unemployment Assistance (PUA) project—from solution identification, contract negotiation, procurement, and release—in 5 weeks, delivering over \$7 billion in direct aid to 1.4 million Ohioans affected by COVID-19.
- Directed a team of 20 full-time and contract project managers and 1 staff manager.
- Led the division’s efforts to improve demand and investment management, reengineer project/program/portfolio processes, and utilize automation opportunities to deliver business value quickly and more reliably.
- Served as a member of the Chief Information Officer’s Senior Leadership Team, representing the highest level of leadership within the division.
- Collaborated with ODJFS leadership to formulate the agency’s 2020-2022 IT strategic plan.
- Continuously improved and championed numerous agency-level project, program, and portfolio management processes.

2018–2019

**Assistant Director, Information Technology**

*Franklin County Clerk of Courts (CLCT), Columbus, Ohio*

Led and developed the PMO, Configuration, Development, and Service Desk teams for the Clerk's Office, as well as IT governance, policy, and process engineering.

- Partnered with the CIO and other executive stakeholders to develop and deliver a comprehensive multi-year technical vision and roadmap for the Franklin County Clerk of Courts Office.
- Developed and implemented the project delivery and incident resolution frameworks for the IT Division.
- Contributed to the administration of the division's annual budget.
- Served as the product owner and primary architect of the Office's ServiceNow implementation.
- Reduced the IT Division's backlog of aged work by 85% in 30 days by facilitating daily standups that transparently and effectively delivered timely results.
- Led and mentored the PMO, Configuration, Development, and Service Desk teams.
- Served as a liaison between the IT Division and end users at all business levels.
- Implemented the division's first resource capacity planning system.

2014–2018

**Portfolio Manager, Senior Project Manager, and Project Manager**

*Franklin County Data Center (FCDC), Columbus, Ohio*

Accountable for enterprise portfolio management, project delivery, process governance, change management and organizational knowledge management at county, agency, and elected office levels.

- Efficiently managed the Data Center's portfolio of 140+ IT programs and projects.
- Helped to ensure the business remained focused on high-value, strategic initiatives, and goals.
- Performed or managed all manner of project management and business analysis tasks across multiple concurrent projects including requirements elicitation, scope development, business process analysis and improvement, resource and capacity planning, scheduling, change control, testing, vendor management, procurement, stakeholder management, reporting, and closure.
- Increased FCDC's percentage of successfully closed projects by 25% while simultaneously reducing delivery times and expenditures by directing the development and application of robust project practices.
- Successfully led a 2-year, \$3 million countywide initiative to both modernize and improve the Data Center's implementation of its OnBase enterprise content management (ECM) software as well as deliver a paperless business solution for the Franklin County Child Support Agency.
- Effectively completed a countywide effort to evaluate, deploy, and support over 1,500 electronic Poll Books in more than 350 voting locations throughout Franklin County.
- Assisted in the development of multi-million-dollar bids and proposals in collaboration with organizational and countywide purchasing units.
- Successfully ensured the completion of annual IT audits conducted by the Ohio Auditor of State.
- Mentored the PMO team on both project and career growth and made development recommendations.

2010–2014

**Web Services Manager**

*Office of Technology and Enhanced Learning (OTEL), College of Education and Human Ecology, The Ohio State University*

Managed the implementation of unit- and college-level web projects and ensuring the ongoing security, availability, improvement, and maintenance of over 150 websites and services. Also responsible for the daily affairs, budget, and professional development of the Web Services Team.

- Generated over \$60K in earnings by managing more than 60 projects from inception to completion.
- Promoted by the CIO and Senior Associate Dean to lead OTEL's first Web Services Team.
- Led an 8-month effort to redesign the college's 1,700-page website and launched the new site as scheduled with zero unplanned downtime.
- Streamlined IT processes by co-authoring OTEL's first collection of Standard Operating Procedures.
- Helped stabilize the college's IT services by collaborating across administrative units to deploy OTEL's first Service Catalog.

2007–2010

**Web Application Developer**

*OTEL, College of Education and Human Ecology, The Ohio State University*

Developed and maintained both custom and legacy web applications to meet the business needs and research initiatives of the college using PHP, MySQL, SQL Server, and ColdFusion.

- Protected \$350K in federal grant funds by successfully assuming and enhancing the work of two departing web developers to build a Suicide Screening System for at-risk teens.
- Ensured the receipt of \$20K in annual earnings revenue by supporting OTEL's commitment to deliver online continuing education services to healthcare professionals for Abbott Laboratories.
- Helped secure the accreditation of the college by exporting, transforming, and importing student and course data during the implementation of the college's online assessment and reporting tool.
- Improved project efficiency and consistency by establishing team-level standards, versioning, and centralized documentation.
- Maintained and secured OTEL's content management systems, web, and database servers.

2006–2007

**Web Application Developer**

*Center for Special Needs Populations, The Ohio State University*

Supported the Center's grant initiatives by developing and maintaining .NET web applications. Also responsible for developing and mentoring colleagues in best practices.

- Helped protect over \$2 million in revenue by serving as 1 of 3 web developers responsible for coding an Individualized Education Program (IEP) application for the Florida Department of Education.
- Developed and delivered onsite training for the Florida Department of Education's IEP application.

2004–2006

**Web Developer**

*Technology Support Center, Office of Information Technology (OIT), The Ohio State University*

Improved and maintained the Support Center's mission-critical knowledge base tool and recommending business process improvements.

- Significantly improved reporting processes for the Technology Services Director and his managers by proposing and developing a collaborative reporting application using ColdFusion.
- Helped OIT meet FLSA rules by developing an online time-tracking system using PHP and MySQL.

**CURRENT CERTIFICATIONS & TRAINING**

- Project Management Professional (PMP)
- Certified Scrum Product Owner (CSPO)
- Certified Business Relationship Professional (BRMP)
- LeanOhio Public Sector Lean Camo Belt
- PMI Agile Certification Training
- ITIL Practitioner Training
- ITIL 4 Foundations Certification
- ServiceNow Certified System Administrator
- Certified Agile Professional
- Agile Fundamentals Training
- DevOps Training
- Ohio IT Leaders Graduate (2019)

**EDUCATION**

2004

**Bachelor of Science: Information Technology**, DeVry University, Columbus, Ohio

2002


**Bachelor of Arts: Sociology, Psychology, and Women's Studies**, The Ohio State University, Columbus, Ohio

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
PROMOTION: ENTERPRISE NETWORK ENGINEER 1

Voting Aye thereon

Voting Nay thereon

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

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Franklin County Auditor

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

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Judge, Franklin County Court of Common Pleas

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


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

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

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

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

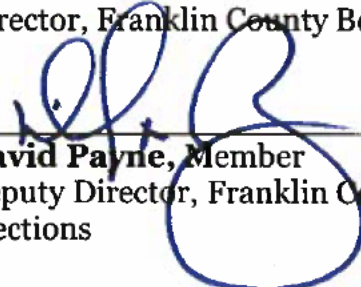
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**Daniel O'Connor**, Member  
Franklin County Recorder

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

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

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

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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
PROMOTION: ENTERPRISE NETWORK ENGINEER 1**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **22-101** attached hereto and made a part hereof; and,

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **22-101**.

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

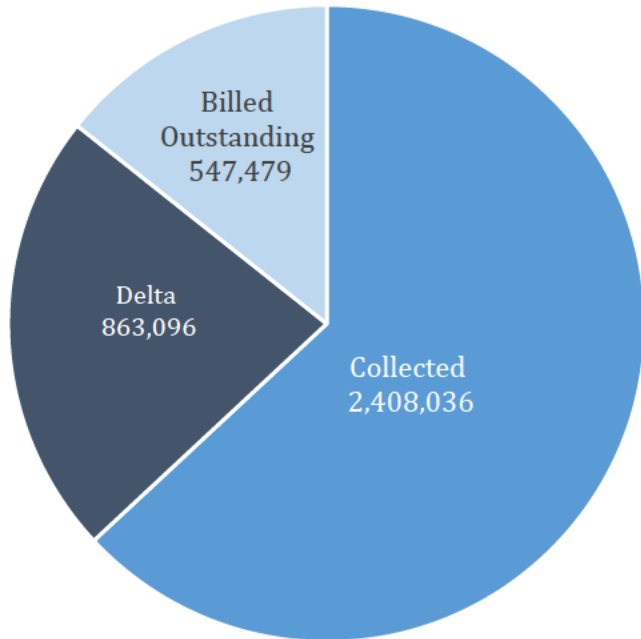
**Data Center Personnel Action – Promotion – Vince Smithers**

PERSONNEL ACTION FORM			
TRANSACTION TYPE	Promotion		
EMPLOYEE/CANDIDATE NAME:	Vince Smithers		
PERSONNEL ACTION DATE (BOARD)	09/12/2022		
DATE HIRED	01/28/2022		
YEARS WITH DATA CENTER	7 months 15 days		
CURRENT DATA CENTER SECTION	Enterprise Technology		
NEW DATA CENTER SECTION	Enterprise Technology		
CURRENT JOB POSITION / TITLE	Enterprise Support Analyst 2		
NEW JOB POSITION / TITLE	Enterprise Network Engineer 1		
PAY GRADE	12		
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 62,917	\$ 72,354	\$ 81,792	
	BASE RATE	ANNUAL SALARY	
PREVIOUS	\$ 25,9616	\$ 54,000.18	
INCREASE	\$ 5,7692	\$ 11,999.82	
NEW	\$ 31,7308	\$ 66,000.00	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Vince Smither's strong leadership abilities within the Enterprise Support Analyst team and persistent drive to reach his career goals are the foundation for this promotion. Since starting on the Enterprise Support Analyst team, Vince has obtained his bachelor's degree, Cisco Certified Network Associate (CCNA), and ITIL Foundations certification. Vince has shown an incredible capacity to learn, and joining the Network Team is the next logical step in his growth as an IT professional.</p>			
Kassy Franz, Director, Human Resources			

## Franklin County Data Center Financial Update as of September 8, 2022

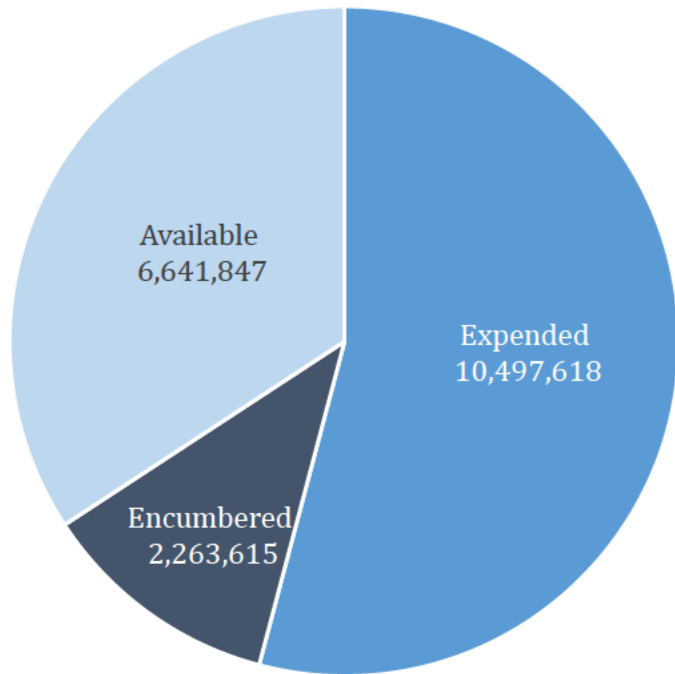
2022 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	3,818,611		2,408,036		1,410,575	63%	37%

2022 Outstanding Revenue	Current	< 30 Days Past Due	< 60 Days Past Due	< 90 Days Past Due	Over 90 Days Past Due	Total Billed Outstanding
	53,991	73,185	26,334	90,263	303,706	547,479



## Franklin County Data Center Financial Update as of September 8, 2022

2022 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	6,044,028	6,320,667	4,640,990	-	1,679,677	73%	27%
Benefits and Taxes	2,399,956	2,445,191	1,814,462	-	630,729	74%	26%
Materials and Services	10,637,222		4,042,166	2,263,615	4,331,441	59%	41%
Capital Investment	-	-	-	-	-		
<b>Total</b>	<b>19,081,206</b>	<b>19,403,080</b>	<b>10,497,618</b>	<b>2,263,615</b>	<b>6,641,847</b>	<b>66%</b>	<b>34%</b>





Franklin County Data Center Project Procurement Update as of September 8, 2022

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
22-084	8/1/2022	500,000		500,000	Ongoing	Network Infrastructure associated with Body-Worn Camera project
21-102	12/6/2021	10,440,222	4,042,166	6,398,056	Ongoing	Data Center 2022 baseline budget routine and ongoing expenses
22-011	2/7/2022	540,000	462,157	77,843	Ongoing	Endpoint devices for countywide deployment
22-029	4/4/2022	279,459	-	279,459	Ongoing	Intellivue CMS upgrade
22-003	1/10/2022	208,130	116,130	92,000	Complete	OnBase Content Management System upgrade
22-012	2/7/2022	180,000	169,534	10,466	Complete	Network Switches