



Franklin County Data Center

The
Hub
Of It All

2024

Operation Report

Our Board

The Franklin County Automatic Data Processing Board is a body of elected and appointed officials that operate under the authority of the Ohio Revised Code §307.84 - §307.846.

Automatic Data Processing Board Members

Franklin County Auditor Michael Stinziano serves as the Board Secretary and Administrator of the Data Center.

Franklin County Court of Common Pleas Judge, Christopher Brown

Franklin County Recorder, Daniel J. O'Connor

Franklin County Commissioners, John O'Grady

Franklin County Clerk of Courts, Maryellen O'Shaughnessy

Franklin County Board of Elections Deputy Director, David R. Payne

Franklin County Treasurer, Cheryl Brooks Sullivan

Franklin County Board of Elections Director, Antone White



A Message from Secretary Stinziano

As your Franklin County Auditor and the Secretary of the Franklin County Automatic Data Processing Board, I am proud of the years of advanced technological achievements and innovative solutions from the Franklin County Data Center. The Data Center touches everything the county does digitally by providing reliable connectivity, efficiency, and security. It embodies the core theme for 2025, The Hub of it All.



The Data Center's goal is to continue to deploy innovative technologies and high-quality digital services for Franklin County's residents, agencies, and businesses. Along with Chief Information Officer Adam Frumkin and members of the Data Board, your Franklin County Data Center is leading the way with technologies that promote the highest standards of excellence.

The Data Center has continued to deploy scalable systems that can evolve to address future needs. It also continues to collaborate with the county's many agencies, providing cost-effective, business-driven technology solutions so our partner agencies can provide more effective services for our residents and businesses. The Data Center has also enhanced cybersecurity to ensure the reliability of our digital infrastructure.

The Data Center continues to work with the Franklin County Digital Equity Coalition to promote high-quality broadband access for all county residents. The coalition's work promotes economic and social opportunity for households that don't have broadband access or rely on cellular services for the internet.

The new year is just the latest opportunity for the Data Center to continue its great work as The Hub of it All, providing digital innovations and outstanding technological solutions that will benefit the residents, agencies, and businesses of Franklin County.

Franklin County Data Center

Franklin County is home to 1.33 million people living across 16 cities, 10 villages, and 17 townships that span 544 square miles. This diverse population fosters a community where individuals build lives, families, and businesses. The county boasts top universities, a vibrant food scene, 19 metro parks, highly regarded attractions and museums, outstanding sports teams, and beautiful neighborhoods.



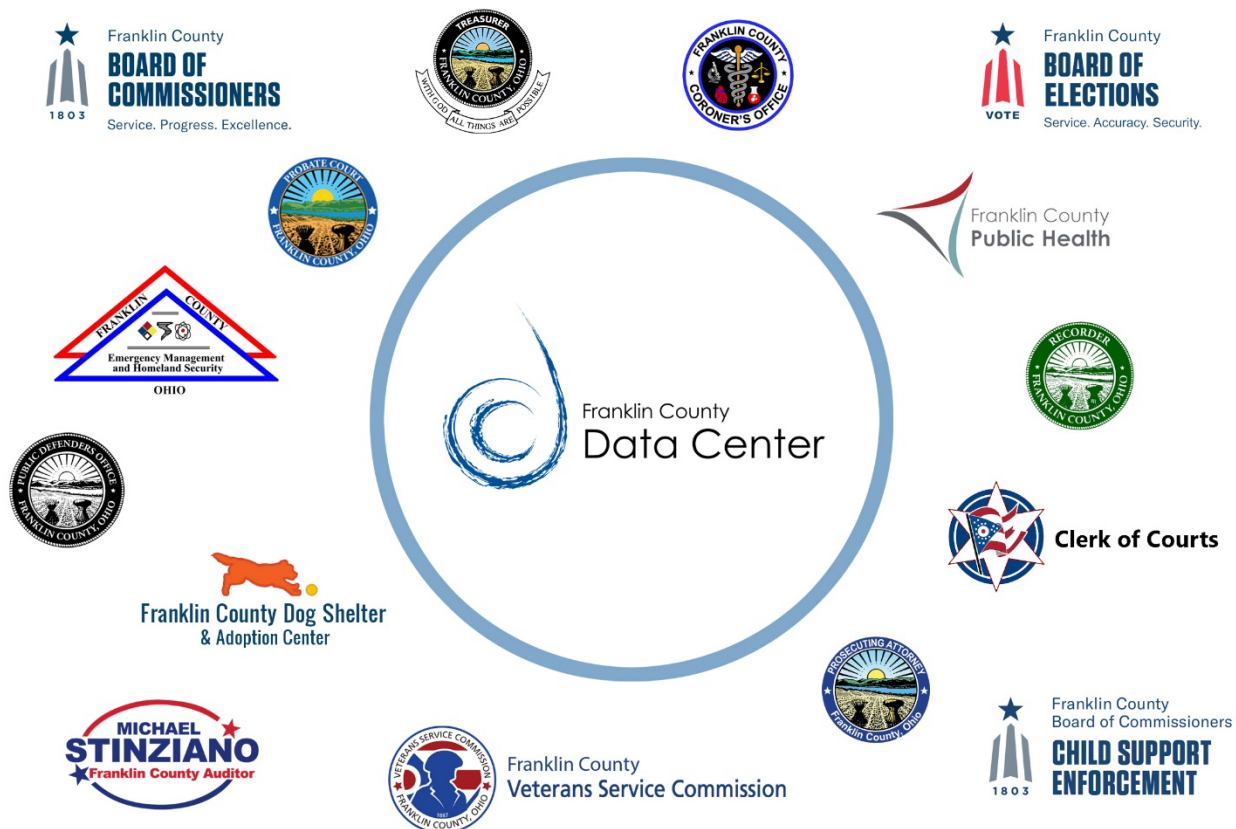
The community flourishes because of its residents, businesses, and effective leadership, all of which are essential to its success.

Various agencies, courts, boards, and programs deliver vital services to the county's residents and businesses. Technology is integral to these services, offering instant access to information, automated processes, and the convenience of electronic government services.

The Hub of It All

The Data Center's extensive compute environment is the hub of a vast technology infrastructure that supports the technology that provides these services. This infrastructure includes 2,150 applications and databases and millions of documents that enable the daily activities of our 44 partner agencies, courts, boards, and programs.

The Data Center's 97 dedicated team members strive to be trusted partners while providing a secure and highly available technology network infrastructure and innovative services.



The Hub of It All

As we reflect on our technology operations' recent progress and achievements, we must recognize the core theme that has guided us: *The Hub of It All*. Our role in maintaining and advancing a reliable and secure infrastructure is central to everything we do.

In a world where seamless connectivity, efficiency, and security are paramount, our technology infrastructure is the backbone that ensures the smooth functioning of all county business operations. From daily activities to long-term strategies, we are the vital thread that ties it all together. Whether enabling communication, supporting customer transactions, or safeguarding sensitive data, our team remains at the hub of it all, always committed to providing reliability and security in every endeavor.

Our focus on maintaining a robust and secure infrastructure is not just about avoiding disruptions; it is about creating a foundation upon which the county can trust and build. We prioritize the scalability of our systems, ensuring they fulfill today's demands while being adaptable to tomorrow's needs. We have taken steps to optimize system performance, increase reliability, and strengthen security protocols, thus keeping operations running with minimal disruptions.

This past year has highlighted how crucial our infrastructure is in supporting every team, agency, department, and board. From ensuring uptime to preventing security breaches, our technology guarantees that the organization's gears continue to turn smoothly. We have made significant strides in implementing proactive monitoring, enhancing disaster recovery protocols, and reinforcing cybersecurity measures. As we progress, we remain dedicated to upholding the highest standards of excellence, ensuring that our technology operations are the reliable and secure hub around which all our efforts revolve.

Thank you for your continued support and trust in our team. We look forward to building on this foundation and driving future success.



Adam Frumkin, CIO

Innovative Response to Community Needs

The Data Center staff is dedicated to providing valuable services to residents. By leveraging technology, we aim to enhance the user-friendliness and accessibility of county services, ultimately leading to better outcomes for all residents and businesses in Franklin County.

In 2024 and early 2025, the Board of Commissioners launched initiatives to streamline access to essential Health and Human Services resources. These initiatives include the Office on Aging, Child Support, Job and Family Services, Justice Policy and Programs, and Veterans Services. The Data Center was crucial in designing and implementing a transformative technology strategy that unified these agencies. This strategy facilitates seamless collaboration between county and state employees, enhancing service efficiency. The changes not only streamline services but also demonstrate the power of technology in innovatively integrating diverse missions while effectively meeting the community's needs.

One Door



Unclaimed Funds

The Data Center collaborated with the Auditor's office to develop an application that replaced the outdated green screen, all-text system previously used to manage nearly \$10 million in funds held by

the Auditor on behalf of the public. Building on the initial design, Unclaimed Funds 2.0 was released in 2024. This new application allows citizens to search for unclaimed funds, apply for fund distribution, upload digital documents to support their claims, verify their identities, and digitally sign all necessary documents. With this application, users can complete these tasks without making phone calls, mailing physical documents, or visiting the Auditor's office, resulting in a faster, easier, and more secure service than ever before.

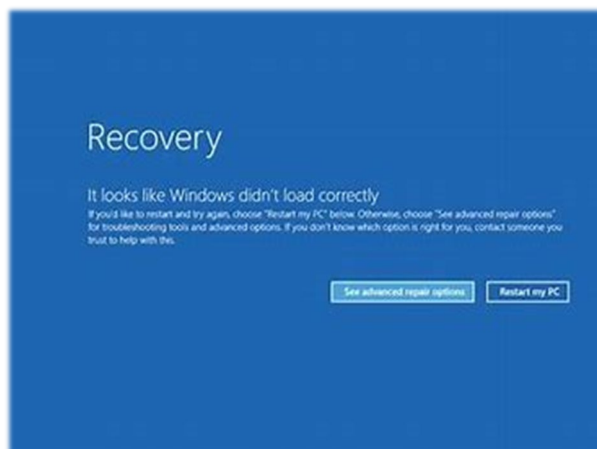
What We Prepare For

On Friday, July 19, 2024, CrowdStrike deployed a faulty update to its Falcon Sensor security software, leading to significant outages of Microsoft systems. This incident affected over 8.5 million systems worldwide and caused chaos, including delayed emergency responses, grounded flights, and disruptions in financial and healthcare services.



Fortunately, the county's investment in system monitoring and alerting tools quickly alerted the team about the issue at 1:54 a.m.

Just six minutes later, Data Center staff began addressing the problem, demonstrating the dedication, expertise, and professionalism that they are known for.



While the incident threatened the services provided to county agencies and residents—including vital phones, public safety operations, and court systems—the Data Center staff restored phones and many systems before most residents were even awake. Within 10 hours, almost all county solutions were back online and operational, and by Monday morning, the county was fully functioning again.

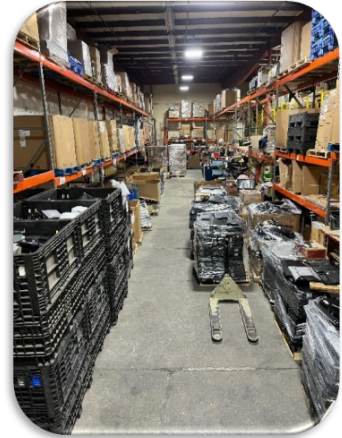
This swift recovery was much quicker than most businesses and organizations. It directly resulted from the Data Center's knowledgeable and resilient staff and investments in reliable and secure modern technology.

Turning Problems into Modern Solutions

Recycling

When technology assets no longer work or have been determined to have reached the end of life, the Data Center securely removes all data, and the Automatic Data Processing Board approves it for donation, recycling, or destruction.

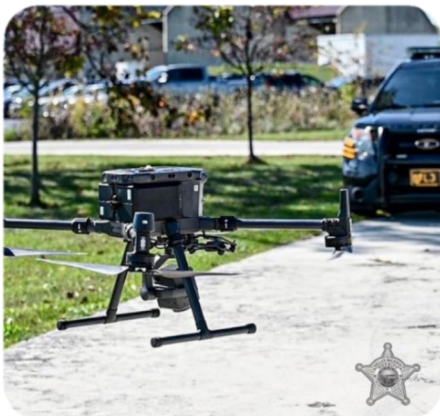
In 2024, the Data Center, Board of Commissioners, and Columbus Micro Systems partnered to arrange the recycling and disposal of over 44,234 pounds of equipment using R2 and RIOS standards while working toward a process to donate usable equipment in 2025.



Modern WiFi

The Court of Common Pleas reported that the third-party-supplied WiFi service was unreliable, preventing the courts from effectively performing their duties. Visitors also reported being unable to use WiFi services while on business at the courthouse.

An evaluation of WiFi services throughout the county was performed, and in 2024, the Data Center engineered and deployed a modern WiFi infrastructure in 21 locations throughout county facilities. This new solution immediately improved service quality and availability without expensive recurring monthly costs.



Eyes in the Sky

The Sheriff requested immediate assistance when their security drone would not function correctly during a high-profile trial at the Common Pleas Courthouse. The Data Center engineered and deployed a solution within hours, aiding the Sheriff's office in protecting our community.

Cybersecurity

Knowing that a strong cybersecurity program is at the hub of every successful technology organization, Franklin County has invested substantially in the Data Center's Zero Trust security strategy. The Data Center has made significant strides in securing the technology infrastructure at the center of all services.

What is Cybersecurity?

Use of strategies, technologies and best practices to protect digital devices, networks, and sensitive data from cyber threats such as hacking, malware and phishing attacks.



What is Zero Trust?

Zero Trust is a security strategy that assumes no one inside or outside the network should be trusted unless their identification has been verified.

Never Trust, Always Verify

How is My Data Protected?

The Franklin County Data Center implements a Zero Trust security strategy and employs advanced software. It collaborates with top cybersecurity companies in the United States to provide round-the-clock detection and response services, as well as data protection and recovery.

Additionally, a comprehensive security training program is offered to Franklin County employees.

Notable Accomplishments

Identity Management

1. Implementation of Automated User Management solution
2. Decommissioned legacy Access Certification solution
3. Proof of concept testing of a new Access Certification solution
4. Increased Password Complexity from 8 to 15 characters
5. Pilot End User Password Management
6. Pilot Local Administrator Passwords
7. Geofencing in Microsoft 365 that mirrors firewalls and web solution

Device Security

8. Upgraded the Identity Management infrastructure and solution
9. Deployed a New Endpoint Detection and Response solution
10. Decommissioned the legacy Anti-Virus solution
11. Deployed Mobile Device Management for county-owned devices
12. Deployed a Server 2022 CIS Benchmark Compliant design
13. Deployed Windows 11 CIS Benchmark Compliant design image

Data and Application Security

14. Deployed DiM solution to block sensitive information leaving the county
15. Deployed a secure file transfer solution for sensitive information
16. Deployed Mobile Application Management for Microsoft applications
17. Deployed First Time Sender notifications for phishing emails
18. Deployed Quarantined Email Visibility Enablement solution
19. Isolated legacy application Bid Opps to remediate risk

Network Security

20. Automated ingest of known malicious MS-ISAC IPs
21. Decommissioned public network jacks that were no longer in use at the Board of Elections

Governance

22. Facilitated five Tabletop Exercises, including Board of Elections
23. Successfully designed and deployed Cybersecurity Awareness Month activities

Automation

24. Pilot MDR solutions for 2025 Implementation
25. Automated report for Phishing Email analysis and remediation

Phish Fry 2024

Phishing is a cyber event in which someone is contacted by email, text, or phone by someone posing as a legitimate individual to lure the person into providing sensitive data or passwords. Emails can contain fraudulent links, prompting the person to fill out a form with confidential information.

The Data Center uses software that blocked 199,111 phishing emails received in 2024. Still, since the attacks are becoming more common and sophisticated, employee education is essential in creating a strong cybersecurity culture.

FRANKLIN COUNTY PHISH FRY 2024

Featuring Guest Speakers!

Want to hear about what's going on in the world of cyber security from right here in Franklin County? Stop by our virtual speaking events and join the 21st annual cyber security month *phestivities*! These events are open to **ALL** county employees. Please reach out to your agency IT contact for an invite.

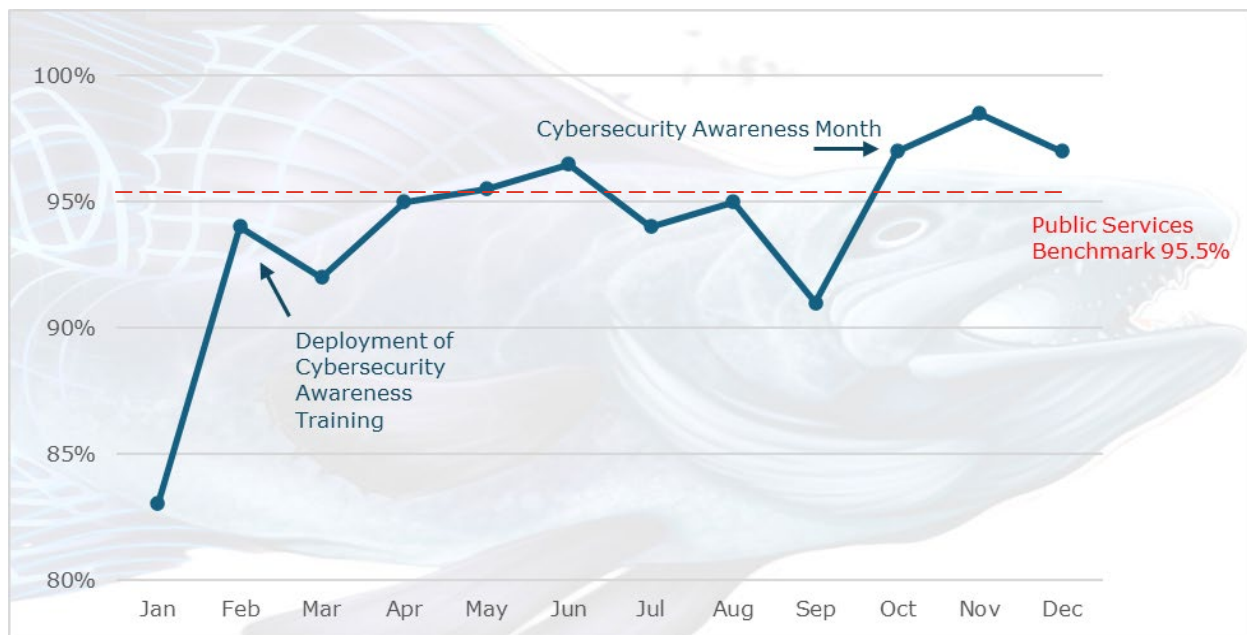
Guest Speakers:

- Mick Leach**
Abnormal
Wed Oct 2, 12 - 1 PM
- Jay Bobo**
BreachSiren
Mon Oct 14, 1:15 - 2:15 PM
- John Harper**
Tenable
Wed Oct 23, 11 - 12 PM
- Dr. Alan Shark**
Public Technology Institute
Wed Oct 23, 11 - 12 PM
- Jason DeBord**
Office of the Ohio Secretary of State
Wed Oct 30th, 12 - 1 PM
- Kirk Herath**
State of Ohio
Fri Nov 8th, 12 - 1 PM
- Holly Drake**
State of Ohio
Fri Nov 8th, 12 - 1 PM

Franklin County Data Center



The Data Center provides year-round educational opportunities, including interactive recorded training, security-led incident rehearsals known as tabletop exercises, and practice phishing simulation emails. During October and November, a security campaign called Phish Fry 2024 successfully educated Franklin County Staff. It increased the frequency of employees identifying Phishing emails sent by our security team during the campaign, thus reducing the risk of an impactful cyber event.



Technology Core Services

Technology Security

- Cyber insurance compliance
- Data loss prevention
- Email security management
- Identity access management
- Governance risk management
- Multi-factor authentication
- Security incident response
- Security training & consultation
- Single Sign-on authentication
- Security audits
- Security engineering
- Solution risk assessments
- Tabletop exercise facilitation
- User access certifications
- Vendor risk assessments

Procurement Services

- Compliance & approval
- Leveraging enterprise pricing
- Technology contracts or RFPs
- Technology procurement
- Vendor management

Helpdesk Support

- 24x7 on-call support services
- Incident management

Network Management

- Campus connectivity
- Firewall & security management
- Installation & configuration
- Monitoring & optimization
- VPN setup & management
- WiFi

Server/Compute Management

- Capacity & performance planning
- High availability architecture
- Performance monitoring
- Patch management & updates
- Server setup & configuration
- Virtualization services

Data

- Capacity & requirement planning
- Protection, backup, & recovery
- Ransomware protection
- High availability databases

Cabling Services

- Structured cabling installation
- Cable management
- Testing & certification

Telecommunication

- Collaboration rooms
- Voicemail services
- VoIP phone services

Endpoint Management

- Device deployment
- Device management
- Device life-cycle management
- Device application management
- Device encryption
- Mobile device management
- Warranty repair

Digital Services

- Digital information & services
- Public surveys & analytics
- Resident newsletter services
- User research & consulting
- Website development & hosting

Document & Content Management

- Digital signatures
- Document generation & routing
- Document imaging & storage
- Document workflow solutions
- Remote ID verification

Planning & Consulting

- Workstation connectivity planning
- Technology budget assistance
- Technology planning assistance
- Virtual CIO services
- Strategic planning

Custom Application Development

- Application design & development
- CI/CD services
- Code repository
- Low code/no code solutions
- Workflow application services

Collaboration & Workflow Solutions

- Project management solutions
- Knowledge management solutions
- Service management solutions
- Work management solutions

Data Analytics

- Automated report design
- Business analytics dashboards
- Data evaluations (source, quality & architecture)

Resource Utilization by Partner

The Data Center offers essential technology services to 44 partner agencies, including courts, boards, and various programs. The services featured in this report represent just a portion of the technology infrastructure and support provided to our partners, enabling them to effectively deliver their missions and meet regulatory requirements.

The chart below illustrates each partner's share of Data Center resources utilized in 2024, expressed as a percentage of total resources.

Agency	Utilization
Clerk of Courts	25%
Sheriff	18%
Auditor	12%
Commissioners	6%
Board of Elections	6%
Coroner	4%
Public Defender	4%
Prosecuting Attorney	3%
Recorder	3%
Treasurer	3%
Child Support Enforcement	2%
Public Health	2%
Public Facility Management	2%
Job & Family Services	2%
Probate Court	1%
Human Resources	1%
Animal Control & Care	1%
Veteran Services	1%
Emergency Management & Homeland Security	1%
23 Agencies with combined use less than 3%	3%
Total Resource Utilization	100%

Strategic Business Plan Results

In addition to the accomplishments outlined in this report and daily support services, which include over 15,000 support requests by our 44 partner agencies, the Data Center submitted five primary strategic initiatives with our 2024 budget request. We are happy to report the successful completion of all five initiatives.

- ✓ Enhance the Information Security program to include a Zero Trust Framework
- ✓ Upgraded 47 Server Operating Systems that had reached end-of-life
- ✓ Analyzed, migrated, upgraded, or replaced all necessary applications residing on end-of-life servers
- ✓ Upgraded 5 SQL Servers and 96 databases
- ✓ Updated the Franklin County Data Network to include:
 - Deployed county-managed WiFi services to 48 new areas
 - Discontinued third-party WiFi services in all but one area
 - Upgraded access layer switches in 45% of county locations
 - Deployed an SD-WAN infrastructure where needed
 - Deployed redundant internet circuits where needed

Partners for Community Solutions

Voter Support



The Franklin County Board of Elections uses technology to provide essential election services, information, and education to the county's residents. This commitment helps ensure that residents can confidently exercise their right to vote, knowing that elections are fair, impartial, and accurate.

In 2024, the Data Center collaborated with the Board of Elections to equip a new training facility for poll workers, supplying the necessary infrastructure and resources for efficient training. Additionally, it implemented an application to track mail-in ballots, conducted tabletop exercises to prepare for unexpected events, and enhanced the security and performance of its website.

Modern Solutions

The Office on Aging's technology infrastructure was migrated to the County's core within the Franklin County Data Network, providing a more secure and highly available environment.

Building Connections

The Board of Developmental Disability's legacy internet service was moved to the County's core and upgraded to an SD-WAN architecture, which provides improved bandwidth, WAN redundancy, direct access to SaaS and cloud applications, and enhanced security.

Voice Matters

The Data Center moved 6,000 phone numbers from legacy technology to new fiber circuits. This move will save the county money, eliminating some third-party monthly charges while moving the county to a modern solution with increased functionality, reliability, and security.

The Central Ohio Violence Eradication Response Team (COVERT) is dedicated to reducing firearm and violent crime in Franklin County. The COVERT team's mission is to create a safer and more secure environment for all residents, fostering a sense of community trust, unity, and empowerment.

The Data Center's Government Experience (GX) team developed the File Citizen Referral Form as an essential tool for community members and law enforcement officers to request assistance for at-risk individuals.



Once a referral is submitted, the COVERT task force connects the various non-profit community partners, including organizations specializing in mental health, addiction services, mentorship, job skills, and education programs. This collaborative approach ensures that at-risk individuals receive the appropriate resources and support, helping address their specific needs and improving community outcomes.



To address a significant increase in the need for new deputies and civilian personnel, the Sheriff's Office collaborated with the Data Center to create and launch a new webpage dedicated to this essential requirement. By utilizing innovative design and a candidate-focused layout, the team developed a site that offers more information and streamlines the application process, making it more efficient and easier to navigate.

2024 Revenue

Working with the Board of Commissioners Office of Management and Budget (OMB), the Data Center bills non-general fund agencies, boards, and programs for technology resources. This process allows Franklin County to recover funds from State, Federal, grant, and levy sources, benefiting the residents and businesses of Franklin County.

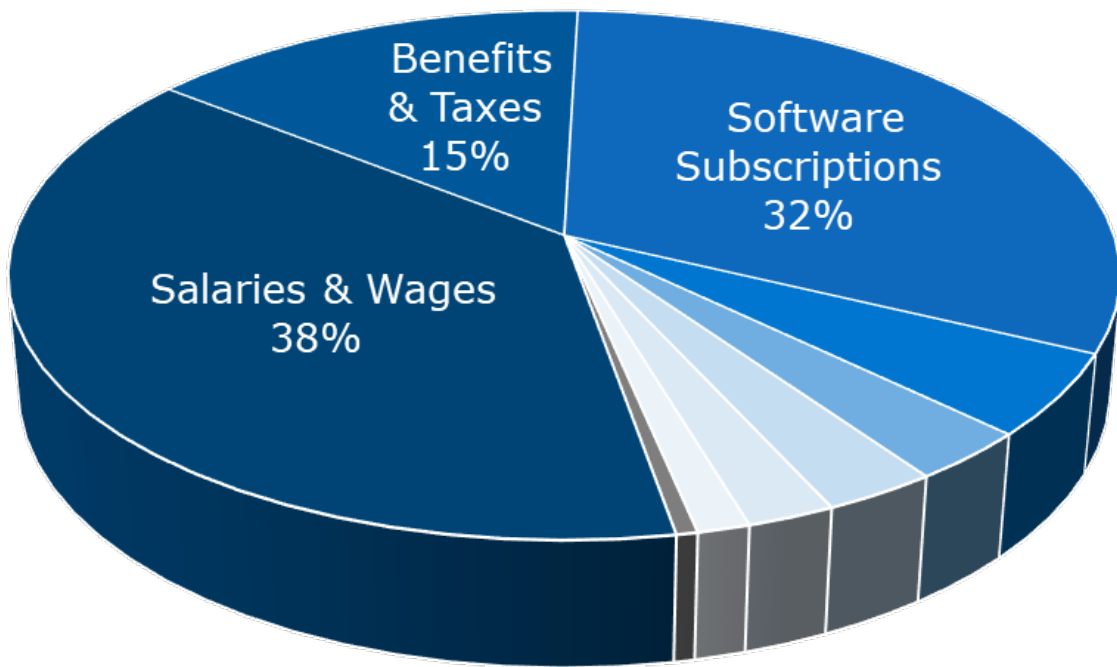
In 2024, The Data Center and OMB partnered to improve and streamline the cost allocation and bill-back process, resulting in greater efficiency and improved recovery. The result was a 42% increase in recovered funds, with \$4,025,122 collected and returned to the general fund.

2024 Expenses

In 2024, technology services offered to partners increased, yet total expenditures amounted to \$22,748,228, representing a decrease of 2.83% compared to 2023.

The savings that enabled the Data Center to pursue additional innovations in other areas were attributed to several factors:

- Aggressive contract negotiations
- Cost-saving initiative that shifted third-party services to employees
- Transition to Data Center supplied WiFi services
- Telecommunications transitioned from legacy phone lines to Voice Over IP (VoIP)
- Consolidation of security software
- Enterprise-wide hardware procurement



		Expenditures
	Salaries & Wages	\$ 8,727,329
	Benefits & Taxes	\$ 3,381,225
	Software Subscriptions	\$ 7,191,251
	Technology Services	\$ 1,148,238
	Technology Hardware	\$ 658,828
	Equipment Maintenance & Repairs	\$ 510,266
	Staff Augmentation	\$ 705,198
	Training, Tuition, and Certifications	\$ 302,999
	Office Supplies & Services	\$ 122,893
	Total Expenditures	\$ 22,748,228

Core Values in Action

People are our most important resource. The Data Center celebrates our diverse staff of 97 team members and what we accomplish at work and in our community.

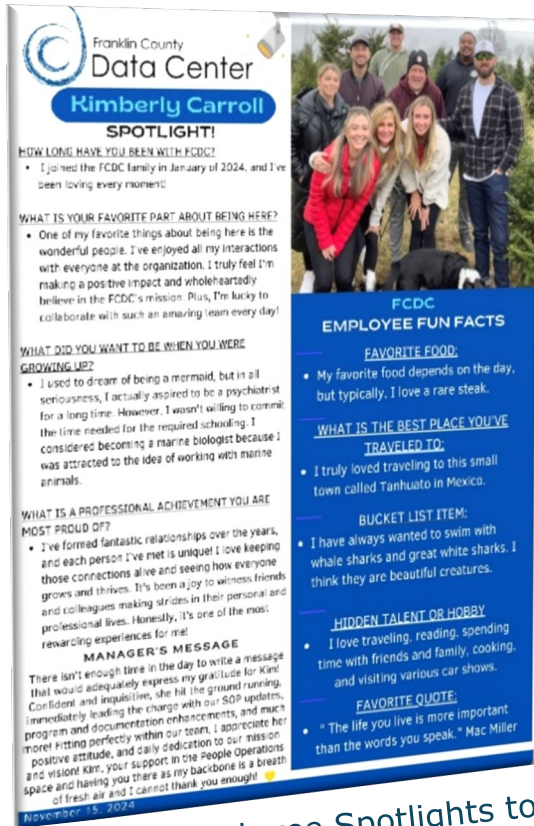


Infrastructure Technology

Core Values

- PEOPLE:** We understand that our most important resource is our people.
- OPERATE:** We operate in a transparent and professional manner built on trust, respect, unity, and honored commitments.
- RELATIONSHIPS:** We invest in collaboration and partnership by dedicating resources, time and effort to building lasting relationships with our partner agencies.
- RESPONSIBLE:** We are good stewards of our resources and are accountable to one another.
- CHARACTER:** We recognize great personal Infrastructure Technology character as well as work results, understanding that "how we do it" is as important as "what we do".
- FOCUS:** We understand that information technology is evolving. We continually seek improvement and implementation of industry best practices.
- DIVERSITY:** We embrace Diversity and inclusivity as key components of our success.





Weekly Employee Spotlights to get to know team members



Quarterly Newsletters



Wear Pink to Support Breast Cancer Awareness

Team Engagement

Business of People Leadership Training

Mental Health Awareness Training

Awards Program

Communication Channels for recognition, celebrations, and conversations

Employee Appreciation Day Activities

Ice Cream Social Hosted by Leadership Staff

Holiday Breakfast Hosted by Leadership Staff

Holiday Greeting Cards for Youth at the Juvenile Intervention Center

Operation Feed Donation Contest

Mid-Ohio Food Collaborative

Columbus Zoo

Animal Control Adoption Center

Cat Welfare

Bring Your Kid to Work Day

Chili Cookoff

St. Patrick's Day Potluck

Columbus Clipper Outings

Mountain Bike Outings

Columbus Museum of Art Outing



Recognition Program



Kelton House Tour



Franklin County 5K

We Are Volunteers in our Community

Franklin County Animal Shelter
& Adoption Center



Mid-Ohio Food Collaborative



Columbus Zoo

Greeting Cards for the
Juvenile Intervention Center



Pride March



Franklin County
Data Center