

# 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:** February 02, 2023

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

The proposed agenda for the Monday, February 06, 2023, Franklin County Automatic Data Processing Board meeting is attached for your review. The meeting will be held in the FCDC Auditorium (Olympus) on the 9<sup>th</sup> floor of the Franklin County Courthouse, 373 S. High Street, Columbus, Ohio 43215.

**The Board will reconvene in a Regular Session at 9:00 A.M.**

*AN AGENDA WILL BE PROVIDED TO YOU AT THE MEETING.*

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

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

# AGENDA-Automatic Data Processing Board Meeting, February 06, 2023

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

- **Call to Order**
  - **Pledge of Allegiance**
  - **Secretary's Comments**
  - **Approve or amend the Minutes of January 09, 2023, Regular Data Board Meeting**
  - **New Business**
- 
- **Resolution No. 23-025 Franklin County Board of Elections – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-026 Franklin County Child Support Enforcement Agency – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-027 Tenth District Court of Appeals – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-028 Franklin County Emergency Management and Homeland Security – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-029 Franklin County Recorder – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-030 Franklin County Sheriff – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-031 Franklin County Clerk of Courts – 2023 Baseline Procurement and Annual Renewal**
  - **Resolution No. 23-032 Franklin County Clerk of Courts – Master Service Agreement**
  - **Resolution No. 23-033 Franklin County Animal Care and Control – Master Service Agreement**
  - **Resolution No. 23-034 Franklin County Community Based Correctional Facility – Master Service Agreement**
  - **Resolution No. 23-035 Franklin County Justice Policy Programs/Court Appointed Special Advocate – Master Service Agreement**
  - **Resolution No. 23-036 Franklin County Probate Court – Master Service Agreement**
  - **Resolution No. 23-037 Franklin County Fleet Management – Master Service Agreement**

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

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

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

Roll call vote (requires a majority of the quorum)

- **Move to Executive Session**

- **Executive Session**

-- Resolution No. 23-038 Personnel Action – New Hire – Enterprise Support Analyst 1

-- Resolution No. 23-039 Personnel Action – New Hire – Enterprise Infrastructure Engineer 2

-- Resolution No. 23-040 Personnel Action – New Hire – Enterprise Infrastructure Engineer 1

-- Resolution No. 23-041 Personnel Action – Promotion – Enterprise Infrastructure Engineering Manager

-- Resolution No. 23-042 Personnel Action – Promotion – Enterprise Collaboration Engineering Manager

-- Resolution No. 23-043 Personnel Action – Promotion – Enterprise Cloud and Client Engineer 1

- **Motion to Adjourn the Executive Session**

Roll call vote (requires a majority of the quorum)

### **Reconvene in Special Session**

-- **Resolution No. 23-038 Personnel Action – New Hire – Enterprise Support Analyst 1**

-- **Resolution No. 23-039 Personnel Action – New Hire – Enterprise Infrastructure Engineer 2**

-- **Resolution No. 23-040 Personnel Action – New Hire – Enterprise Infrastructure Engineer 1**

-- **Resolution No. 23-041 Personnel Action – Promotion – Enterprise Infrastructure Engineering Manager**

-- **Resolution No. 23-042 Personnel Action – Promotion – Enterprise Collaboration Engineering Manager**

-- **Resolution No. 23-043 Personnel Action – Promotion – Enterprise Cloud and Client Engineer 1**

### **Other Business**

### **Adjourn**

**FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD**

**Minutes of the January 09, 2023, Regular Board Meeting**

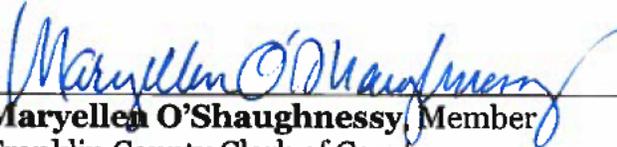
Date Approved: February 06, 2023



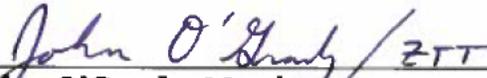
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor



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



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



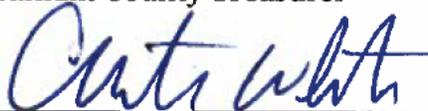
**John O'Grady**, Member  
Franklin County Commissioner



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



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



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

*ABSENT*

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

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FRANKLIN COUNTY AUTOMATIC DATA PROCESSING BOARD

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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, January 9, 2023.

- - -

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

## 1 BOARD MEMBERS:

2 The Honorable Michael Stinziano, Franklin County  
Auditor, Secretary/Administrator, FCADPB3  
4 The Honorable Kim Brown, Member, Franklin County  
Court of Common Pleas5 Ms. Angela Mathews, Delegate, Franklin County Clerk  
of Courts6  
7 Mr. Zak Talarek, Delegate, Franklin County Board of  
Commissioners8 Mr. C. Chris Cupples, Delegate, Franklin County  
Recorder9  
10 Mr. Dusten Kohlhorst, Delegate, Franklin County  
Treasurer11 Ms. Erin M. Gibbons, Delegate, Franklin County  
Board of Elections

12

## 13 ALSO PRESENT:

14 Mr. Adam Frumkin, FCDC Chief Information Officer

Ms. Julie Lust, Chief Financial Officer

15 Ms. Kassy Franz, Chief People Officer

16 Mr. John Proffitt, Deputy Chief, Chief Technology  
Officer17 Ms. Mary Ann Brooks, Executive Administrative  
Assistant18 Ms. Jeanine Hummer, Assistant Prosecuting Attorney,  
Franklin County Prosecutor's Office

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**AGENDA**

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1 Monday Morning Session

2 January 9, 2023

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4 CALL TO ORDER

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6 SECRETARY STINZIANO: Good morning  
7 everyone. Welcome to January 9, 2023 Automatic  
8 Data Processing Board meeting. We will call the  
9 meeting to order.

10 Please join me in the Pledge.

11 (Pledge of Allegiance)

12 SECRETARY STINZIANO: Happy New Year  
13 everyone, happy January, hope everyone is well.  
14 It's like the nicest January 9th weather you could  
15 hope for. We will take it. Hopefully not jinx us.  
16 And we will just get going. We have a very busy  
17 agenda. So I will move quickly to Secretary  
18 comments. With that, I will turn it over to Adam.

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20 SECRETARY COMMENTS

21 - - -

22 MR. FRUMKIN: Good morning. Welcome  
23 to all of you and welcome to 2023, as it's been  
24 said. I hope everyone stayed safe and enjoyed  
25 their holidays. And I will make this as brief as

1 possible given our perspective.

2           The month of January is also known,  
3 oddly enough, Clean Up Your Computer Month. So it  
4 reminds us that our computers do a lot for us and  
5 deserves a little TLC. So clean the screen, clean  
6 your keyboards, declutter your files, most  
7 importantly, and update any programs or  
8 applications. And Help Desk is there to help you.

9           Also, I just want you to think about  
10 this, I know this is odd, John will enjoy this, did  
11 anybody know what happened yesterday in 2004? It  
12 was 19 years ago. The iPod Mini was introduced.  
13 Think about what happened in 19 years for  
14 technology. Okay. And where we are today, and  
15 what's happening on a constant basis. So if you  
16 think about -- I was one of those early adopters  
17 and got the iPod Mini. And you think about going  
18 from that to an iPhone, and it more than doubled  
19 what we had. So think about where we are today.

20           From a Project Perspective, getting  
21 back to business, last year we completed 44  
22 projects, and currently there are 23 in flight as  
23 we start the new year.

24           Multiple team members collaborated  
25 with the Sheriff and vendors on the body-worn

1 camera project for several months. And the  
2 combined team is getting ready to launch the pilot  
3 in February.

4 The Hailstone project, which saw  
5 significant progress with the team upgrading 70% of  
6 the 67 servers of the original scope, with several  
7 others still in progress.

8 Multiple team members continue  
9 collaborating with the Treasurer's office on the  
10 bank transition.

11 And as part of the Board of  
12 Elections directives project, the Data Center  
13 project team successfully collaborated with the  
14 Board of Elections and the state of Ohio to  
15 implement a new Security Information and Event  
16 Management solution, and decommission the old one  
17 per the directive.

18 Multiple Data Center teams  
19 collaborated with the Auditor's office and  
20 completed the Domain collapse.

21 Some projects, significant projects  
22 that are in flight currently are Mobile Device  
23 Management implementation project, the Barracuda  
24 Replacement, which has to do with security;

25 The Intellivue upgrade project;

1                   Our Onbase upgrade project;  
2                   And the Auditor's tax replacement  
3 with Tyler iasWorld.

4                   From a Security Team perspective:

5                   Q4 access certifications have been  
6 completed for most all agencies. As a reminder,  
7 when someone leaves, please put in a delete request  
8 form, as this impacts Microsoft licensing and our  
9 ability to recoup the license in a timely fashion  
10 for reuse. I'm not going to go into a lot of  
11 detail, but we had a situation at the end of last  
12 year that we had agencies certify that people were  
13 still here, and then we did a review and found that  
14 people had not logged in for 60 days, which means  
15 they're not here. So when you are certifying,  
16 whoever does the certification, please make sure  
17 those people are truly here. Because if we don't  
18 know that they're not and you did not turn in a  
19 deletion, we can't reuse that license, which means  
20 we are buying additional Microsoft licenses that we  
21 don't need to spend money on for the county. Okay.  
22 So that's an important aspect for us to keep doing.

23                   In the next few months we'll be  
24 launching Q1 -- that's why I was stating it -- the  
25 Q1 access certification and the Annual Security

1 Awareness training campaign.

2 We also started the first of two  
3 POCs to replace our on-premise e-mail filtering  
4 solution. And once we finish the first one, we  
5 will start the second one, and then make a decision  
6 on what the next software package we will be  
7 purchasing out of those two.

8 With that, I'd like to turn this  
9 over to Julie for our monthly financial report.

10 MS. LUST: Thank you, Adam.

11 2022 and 2023 financial summaries  
12 can be found on pages 77 through 81 of your agenda.

13 In 2022, the Data Center recovered  
14 and posted to the general fund \$3,394,253 or 89% of  
15 budgeted revenue. The \$424,358 not recovered can  
16 be attributed to write-offs and an unanticipated  
17 change in our network connection billing for  
18 Children Services.

19 Expenditures in 2022 totalled  
20 \$17,876,337, with just over half of that expense  
21 being utilized for salaries, benefits and taxes.  
22 The largest non-payroll expense continues to be  
23 software, accounting for 32% of expenses.  
24 Contractors in 2022 accounted for only 2% of  
25 expenses, as the Data Center continues to move

1 towards reliance on our dedicated and skilled  
2 staff.

3 Projects still in flight, hardware  
4 awaiting delivery, and negotiated cost savings from  
5 SaaS agreements resulted in 1.5 million dollars  
6 being returned, a portion of which will be  
7 requested as carryover in 2023.

8 The Data Center's 2023 budget  
9 increased by 14% to \$22,238,389 with the addition  
10 of 10 additional FTEs to support continued upgrades  
11 to our server and database environment, our network  
12 and WiFi infrastructure. The large and diverse  
13 infrastructure supports over 5,000 employees, 30  
14 locations, 600 servers, and 800 on-prem or SaaS  
15 applications.

16 Additional funding will also be  
17 utilized to increase services to our partner  
18 agencies, and reduce risk by increasing  
19 vulnerability, assessments and focused  
20 remediations.

21 The Data Center will continue to  
22 work with this Board, OMB and county administration  
23 to identify funding for the iSeries platform and  
24 the county websites.

25 Pending any questions, this

1 completes the financial update.

2 MR. FRUMKIN: And one last item.  
3 One, you didn't get a security update because  
4 probably about this time she may be getting up, but  
5 Nikki is on the beach south of the border.

6 And one last thing I wanted to bring  
7 up, how many people actually look at the portal in  
8 this room? Please. If you haven't seen it, we are  
9 launching what used to be the Franklin County  
10 Leadership Series. We have taken that on and we  
11 are relaunching it. I was one of the founding  
12 people that helped build that. It deferred itself  
13 during COVID. We started the leadership series  
14 back up. It is February 23rd, I will be talking  
15 about it again. We will be bringing it up during  
16 roundtable. But our first speaker, if you didn't  
17 see that is Roy Hall, Jr. And he will be talking  
18 about leadership and his foundation, and what he  
19 does around the country and talking about  
20 leadership. So please invite anybody from your  
21 staffs to attend. It should be really good. He's  
22 really good to talk to, engaging.

23 Barring any questions, I defer back  
24 to Auditor Stinziano. And wish to thank you for  
25 your continued support.

1 SECRETARY STINZIANO: Thank you for  
2 the update.

3 Any questions or comments from  
4 members of the Board?

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6 APPROVAL OF MINUTES

7 - - -

8 SECRETARY STINZIANO: Hearing none,  
9 we will move to approval of the minutes from the  
10 December 5, 2022 Regular Board Meeting. Are there  
11 any amendments or corrections?

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

14 JUDGE BROWN: So moved.

15 MR. CUPPLES: Second.

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

19 Same sign for any opposition.

20 And any abstentions.

21 Minutes are approved.

22 (Vote taken; motion passed)

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24 NEW BUSINESS

25 RESOLUTION NO. 23-001

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SECRETARY STINZIANO: We will move to New Business.

First is Resolution 23-001, Acquisition Approval of Computer Hardware, Software, and Services for 49,999.99 or less.

You're up, Julie.

MS. LUST: I'm going to say 50,000.

SECRETARY STINZIANO: For the record, I didn't think that was appropriate.

MS. LUST: This annual resolution will provide the Data Center's CIO and his designees authority to approve non-Data Center technology projects and procurements up to but not including \$50,000 on behalf of this Board.

How's that?

SECRETARY STINZIANO: Any questions or comments from members of the Board?

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

JUDGE BROWN: So moved.

MR. KOHLHORST: Second.

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

1 Same sign for any opposition.

2 And any abstentions.

3 Resolution is approved.

4 (Vote taken; motion passed)

5 - - -

6 RESOLUTION NO. 23-002

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8 SECRETARY STINZIANO: Next is  
9 Resolution 23-002, Franklin County Data Center,  
10 2023 Baseline Procurement and Annual Renewal.

11 MS. HALSELL: Good morning, Data  
12 Board Members. Michelle Halsell, Director of  
13 Financial Services with the Data Center.

14 This resolution requests your  
15 approval for the Data Center's annual renewal  
16 baseline procurement for 2023. All purchases  
17 associated with new technology will be brought  
18 before this Board as a separate resolution prior to  
19 the procurement and deployment.

20 Pending any questions, we request  
21 your approval of this resolution.

22 SECRETARY STINZIANO: Thank you for  
23 the presentation.

24 Any questions or comments from  
25 members of the Board?

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

3                   MS. MATHEWS:    So moved.

4                   MR. CUPPLES:    Second.

5                   SECRETARY STINZIANO:  It's been  
6 moved and seconded.

7                   All those in favor, please signify  
8 by voting aye.

9                   Same sign for any opposition.

10                  And any abstentions.

11                  Resolution is approved.

12                  (Vote taken; motion passed)

13                                 - - -

14                  RESOLUTION NO. 23-003

15                                 - - -

16                  SECRETARY STINZIANO:  Next is  
17 Resolution 23-003, Franklin County Data Center,  
18 Data Center Proven FM Consulting Contract.

19                  MS. HALSELL:  This resolution  
20 requests your approval of a consulting contract  
21 agreement with Proven FM to aid in the selection of  
22 a financial tool and providing the facilitation of  
23 an assessment, tool selection, and implementation.  
24 The Data Center has recognized the need to identify  
25 and improve inefficient processes within the

1 financial services department, which inhibits the  
2 Data Center's ability to provide excellent service  
3 to internal and external customers. We are also  
4 working in conjunction with OMB on an internal  
5 audit and recommendation for efficiencies for the  
6 Data Center's financial team.

7 Pending any questions, we request  
8 your approval of this resolution.

9 SECRETARY STINZIANO: Thanks for the  
10 presentation.

11 Any questions or comments?

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

14 MS. MATHEWS: So moved.

15 MR. KOHLHORST: Second.

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

19 Same sign for any opposition.

20 And any abstentions.

21 MR. TALAREK: I'll abstain.

22 SECRETARY STINZIANO: Please make a  
23 note that the county commissioners have abstained,  
24 but resolution is approved.

25 (Vote taken; motion passed)

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RESOLUTION NO. 23-004

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SECRETARY STINZIANO: Resolution  
23-004, Franklin County Technical Equipment  
Salvage.

MS. LUST: This resolution  
authorizes equipment that has reached end-of-life  
to be disposed of.

Pending any questions, we request  
your approval of this resolution.

SECRETARY STINZIANO: That's all you  
got, Julie?

MS. LUST: That's all I got today.  
There are no iPods on the list this time.

SECRETARY STINZIANO: Since it was  
delete old, I was curious what the first thing was  
you might have downloaded on your Nano. But I  
imagine it's still on there, so.

MR. FRUMKIN: I still have it.

SECRETARY STINZIANO: I believe it.

Thank you for the presentation.

Are there any questions or comments  
on Resolution 23-004?

Hearing no further review, I would

1 like to seek a motion for approval.

2 JUDGE BROWN: So moved.

3 MS. MATHEWS: Second.

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

7 Same sign for any opposition.

8 And any abstentions.

9 Resolution is approved.

10 (Vote taken; motion passed)

11 - - -

12 RESOLUTION NO. 23-005

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14 SECRETARY STINZIANO: Next is  
15 Resolution 23-005, Franklin County Data Center,  
16 County-Owned Electronic Mobile Device Policy.

17 MS. LUST: Thank you.

18 We recognize the need for electronic  
19 mobile devices, including mobile phones, tablets,  
20 hot spots and other devices in order to conduct  
21 county business. This policy will clarify  
22 procedures and requirements for county-owned  
23 devices. The framework within the policy will  
24 provide consistency while reducing risk.

25 Pending any questions, we request

1 your approval of this resolution.

2 SECRETARY STINZIANO: Thank you for  
3 the presentation.

4 Any questions or comments?

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

7 MR. CUPPLES: So moved.

8 MS. MATHEWS: Second.

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

12 Same sign for any opposition.

13 And any abstentions.

14 Resolution is approved.

15 (Vote taken; motion passed)

16 - - -

17 RESOLUTION NO. 23-006

18 - - -

19 SECRETARY STINZIANO: Next is  
20 Resolution 23-006, Alcohol, Drug and Mental Health  
21 of Franklin County, 2023 Baseline Procurement and  
22 Annual Renewal.

23 MR. MAYS: Good morning, Data Board.  
24 My name is Bob Mays, I'm the Senior Director of  
25 Technology with ADAMH.

1 I'm here today to present the 2023  
2 baseline procurement and annual renewal in the  
3 amount of \$995,220.

4 ADAMH provides funding to more than  
5 30 behavioral healthcare providers located in  
6 neighborhoods throughout Franklin County. ADAMH's  
7 role is to fund, plan and evaluate our community's  
8 mental and behavioral healthcare services, making  
9 sure we are keeping our promises to taxpayers.  
10 Without approval, the ADAMH technology  
11 infrastructure would be at risk, preventing ADAMH  
12 from providing needed services to residents of  
13 Franklin County. This resolution will authorize  
14 continuation of current baseline annual renewals  
15 and procurements as listed. Procurements  
16 associated with new projects, technology or  
17 software will be presented under separate  
18 resolutions.

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

21 SECRETARY STINZIANO: Thank you for  
22 the presentation.

23 Any questions or comments?

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

1 JUDGE BROWN: So moved.

2 MR. KOHLHORST: Second.

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

6 Same sign for any opposition.

7 And any abstentions.

8 Resolution is approved.

9 (Vote taken; motion passed)

10 - - -

11 RESOLUTION NO. 23-007

12 - - -

13 SECRETARY STINZIANO: Next is  
14 Resolution 23-007, Franklin County Animal Care and  
15 Control, 2023 Baseline Procurement and Annual  
16 Renewal.

17 MS. RICCIARDO: Good morning. My  
18 name is April Ricciardo, I'm the Assistant Director  
19 for the Franklin County Department of Animal Care  
20 and Control.

21 This morning, we are seeking your  
22 approval of a resolution that will authorize the  
23 continuation of our current baseline and annual  
24 renewals and procurements. At the shelter our  
25 mission is to enforce the dog laws in Franklin

1 County, and keep the public safe from  
2 animal-related health or safety dangers. We also  
3 provide compassionate care for impounded animals,  
4 as well as adoption and lost dog services. To  
5 achieve this mission information technology is  
6 required, including annual recurrence hardware,  
7 software and services.

8 If there are no questions, we  
9 respectfully request the approval of Resolution  
10 23-007.

11 SECRETARY STINZIANO: Thank you for  
12 the presentation.

13 Any questions or comments?

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

16 JUDGE BROWN: So moved.

17 MR. KOHLHORST: Second.

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

21 Same sign for any opposition.

22 And any abstentions.

23 MR. TALAREK: Commission  
24 representative abstains.

25 SECRETARY STINZIANO: Thank you,

1 Zak.

2 Resolution is approved.

3 (Vote taken; motion passed)

4 - - -

5 RESOLUTION NO. 23-008

6 - - -

7 SECRETARY STINZIANO: Next is  
8 Resolution 23-008, Franklin County Economic  
9 Development and Planning, 2023 Baseline Procurement  
10 and Annual Renewal.

11 MR. LEE: Good morning. My name is  
12 Jonathan Lee, GIS Manager for Franklin County  
13 Economic Development and Planning.

14 This morning we are seeking approval  
15 of a resolution that will authorize the  
16 continuation of our current baseline annual  
17 renewals and procurements. The mission of Economic  
18 Development and Planning supports the Board of  
19 Commissioner's mission by implementing resident  
20 centric, building permit, land-use planning,  
21 economic development, and community development  
22 services and policies that strive to improve access  
23 to opportunity, work quality and place quality. To  
24 achieve this mission, information technology is  
25 required, including annual recurring hardware,

1 software and services.

2 If there are no questions, we  
3 respectfully request the approval of Resolution  
4 23-008.

5 SECRETARY STINZIANO: Thank you for  
6 the presentation.

7 Any questions or comments from  
8 members of the Board?

9 Hearing no further review, I will  
10 seek a motion for approval.

11 JUDGE BROWN: So moved.

12 MR. CUPPLES: Second.

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

16 Same sign for any opposition.

17 And any abstentions.

18 MR. TALAREK: Commissioners  
19 representative abstains.

20 SECRETARY STINZIANO: Thank you,  
21 Zak.

22 Abstention is noted. And resolution  
23 is approved.

24 (Vote taken; motion passed)

25

- - -

1 RESOLUTION NO. 23-009

2 - - -

3 SECRETARY STINZIANO: Next is  
4 Resolution 23-009, Franklin County Engineer, 2023  
5 Baseline Procurement and Annual Renewal.

6 MS. SMITH: Good morning Honorable  
7 Members of the Data Board. I'm Emily Smith,  
8 Assistant Information Systems Manager on behalf of  
9 the County Engineer Cornell Robertson. This  
10 resolution is for engineering baseline procurement  
11 and annual renewal. This is for recurring costs  
12 and purchases using engineering funds.

13 Pending any questions, we request  
14 your approval for this resolution.

15 SECRETARY STINZIANO: Thank you for  
16 the presentation.

17 Any questions or comments?

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

20 JUDGE BROWN: So moved.

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.

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And any abstentions.

Resolution is approved.

(Vote taken; motion passed)

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RESOLUTION NO. 23-010

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SECRETARY STINZIANO: Next item,  
Resolution 23-010, Office on Aging, 2023 Baseline  
Procurement and Annual Renewal.

MR. HALIBURTON: Good morning  
everyone. I am Brandon Haliburton, Deputy Director  
of IT for the Franklin County Office on Aging.

This resolution will authorize  
Office on Aging's 2023 annual baseline IT budget  
and renewals. The items in this resolution will be  
purchased with levy funds throughout the fiscal  
year at an estimated cost of \$539,981. The  
Franklin County Office on Aging's primary  
responsibility for providing centralized access to  
diverse services and programs to assist older  
adults, dependent adults and their families, and  
maintaining their independent living. This  
infrastructure ensures that the staff can support  
our residents and there is no disruption in service  
to older adults and their families.

1 Pending any questions, I ask for  
2 approval of our 2023 procurement and annual  
3 renewals.

4 SECRETARY STINZIANO: Thank you for  
5 the presentation.

6 Any questions or comments?

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

9 JUDGE BROWN: So moved.

10 MS. MATHEWS: Second.

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

14 Same sign for any opposition.

15 And any abstentions.

16 MR. TALAREK: Commissioners  
17 representative abstains.

18 SECRETARY STINZIANO: Resolution is  
19 approved.

20 (Vote taken; motion passed)

21 - - -

22 RESOLUTION NO. 23-011

23 - - -

24 SECRETARY STINZIANO: Next is  
25 Resolution 23-011, Franklin County Human Resources,

1 2023 Baseline Procurement and Annual Renewal.

2 MS. MARSHALL: Good morning. I'm  
3 Maria Marshall, Senior Analyst for Franklin County  
4 Human Resources.

5 Today I'm asking your approval for  
6 our 2023 recurring budget items. The following  
7 items allows us to maintain our current level of  
8 service for the HR department, as well as Board of  
9 Commissioner agencies and county agencies at-large.  
10 We have a Xerox company, a Cannon copier, a  
11 Benefits Express benefits administration for the  
12 administration of the Franklin County cooperative,  
13 we have Kronos UKGs for timekeeping workforce  
14 management and Meridian Management System, which is  
15 a training system for risk management and HR.

16 We would like to continue using  
17 these items for 2023. And respectfully request  
18 your approval of 23-011.

19 Thank you.

20 SECRETARY STINZIANO: Thank you for  
21 the presentation.

22 Any questions or comments?

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

25 JUDGE BROWN: So moved.

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 our noted abstention.

7 MR. TALAREK: Commissioner  
8 representative abstains.

9 SECRETARY STINZIANO: Thank you.  
10 Motion is approved.

11 (Vote taken; motion passed)

12 - - -

13 RESOLUTION NO. 23-012

14 - - -

15 SECRETARY STINZIANO: Next is  
16 Resolution 23-012, Franklin County Public Defender,  
17 Baseline Procurement and Annual Renewal.

18 MR. FAIN: Good morning everyone.  
19 My name is Jim Fain, I'm the IT Director for the  
20 Franklin County Public Defender's officer. This  
21 morning I'm requesting approval of the resolution  
22 to authorize continuation of the current baseline  
23 and annual renewal procurement for the Franklin  
24 County Public Defender's office. The mission of  
25 our office is provide comprehensive legal

1 representation services to criminal, juvenile,  
2 municipal and custody proceedings of the indigent  
3 persons in Franklin County. It is impossible for  
4 us to achieve this mission without the information  
5 technology, including annual recurring hardware,  
6 software, and services.

7 If there's no questions, we  
8 respectfully request approval of Resolution 23-012.

9 SECRETARY STINZIANO: Thank you for  
10 the presentation.

11 Any questions or comments?

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

14 JUDGE BROWN: So moved.

15 MR. KOHLHORST: Second.

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

19 Same sign for any opposition.

20 And any abstentions.

21 Resolution is approved.

22 (Vote taken; motion passed)

23 - - -

24 RESOLUTION NO. 23-013

25 - - -

1                   SECRETARY STINZIANO: Next is  
2 Resolution 23-013, Franklin County Public  
3 Facilities Management, 2023 Baseline Procurement  
4 and Annual Renewal.

5                   MR. MARKOV: Good morning, Data  
6 Board Members. My name is Gary Markov. I'm the  
7 Assistant IT Administrator with public facilities  
8 management. Franklin County Public Facilities  
9 Management provides professional, technical and  
10 nontechnical support and services to county staff  
11 and guests in order to create and maintain a safe,  
12 comfortable and functional environment for the  
13 conduct of public business. This resolution will  
14 support the continual and the future operations for  
15 agency operation needs, which is critical to the  
16 organization operations.

17                   I'm asking for your approval of 2023  
18 Baseline Annual Renewal and Procurement associated  
19 with new projects, technology and software.

20                   SECRETARY STINZIANO: Thank you for  
21 the presentation.

22                   Any questions or comments from  
23 Members of the Board?

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

1 JUDGE BROWN: So moved.

2 MR. KOHLHORST: Second.

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

6 Same sign for any opposition.

7 And any abstentions.

8 MR. TALAREK: Commissioner  
9 representative abstains.

10 SECRETARY STINZIANO: Thank you,  
11 Zak.

12 Motion is approved.

13 (Vote taken; motion passed)

14 - - -

15 RESOLUTION NO. 23-014

16 - - -

17 SECRETARY STINZIANO: Next is  
18 Resolution 23-014, Franklin County Prosecuting  
19 Attorney, 2023 Baseline Procurement and Annual  
20 Renewal.

21 MR. GEORGE: Good morning. My name  
22 is Nate George, the IT Director for the prosecuting  
23 attorney.

24 This morning we are seeking approval  
25 of a resolution that will authorize the

1 continuation of our current baseline annual  
2 renewals and procurements. The mission of the  
3 Franklin County Prosecutor's office is to  
4 thoroughly and vigorously prosecute criminal  
5 offenders in order to protect the citizens of  
6 Franklin County and obtain justice for victims of  
7 crime, as well as professionally, equitably and  
8 efficiently provide legal representation and advice  
9 to governmental clients within the bounds of laws  
10 and ethics. To achieve this mission, information  
11 technology is required, including annual recurring  
12 software and services.

13 If there are no questions, we  
14 respectfully request the approval of Resolution  
15 23-014.

16 SECRETARY STINZIANO: Thank you for  
17 the presentation.

18 Any questions or comments?

19 Hearing no further review, I will  
20 seek a motion for approval.

21 JUDGE BROWN: So moved.

22 MR. CUPPLES: 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 (Vote taken; motion passed)

5 - - -

6 RESOLUTION NO. 23-015

7 - - -

8 SECRETARY STINZIANO: Next is  
9 Resolution No. 23-015, Franklin County Treasurer,  
10 2023 Baseline Procurement and Annual Renewal.

11 MR. KOHLHORST: Good morning. I'm  
12 Dusten Kohlhorst, IT Director of the Franklin  
13 County Treasurer's office. Today I seek approval  
14 for a resolution that will authorize continuation  
15 of current baseline annual renewals and procurement  
16 within it. Procurements associated with new  
17 projects, technology or software will be presented  
18 under separate resolutions.

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

21 SECRETARY STINZIANO: Thank you for  
22 the presentation.

23 Any questions or comments?

24 Hearing none, I would like to seek a  
25 move for approval.

1 JUDGE BROWN: So moved.

2 MR. CUPPLES: Second.

3 SECRETARY STINZIANO: All those in  
4 favor, please signify by voting aye.

5 Same sign for any opposition.

6 And any abstentions.

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

9 SECRETARY STINZIANO: So noted.

10 Motion passed.

11 (Vote taken; motion passed)

12 - - -

13 RESOLUTION NO. 23-016

14 - - -

15 SECRETARY STINZIANO: Next is  
16 Resolution 23-016, Franklin County Coroner, 2023  
17 Baseline Procurement and Annual Renewal.

18 MS. WRIGHT: Good morning. My name  
19 is Amanda Wright, I'm the Director of Operations  
20 for the Franklin County Coroner's office. We are  
21 seeking approval for the 2023 IT baseline  
22 procurement and annual renewal. The mission of the  
23 Franklin County Coroner's office is to serve and  
24 protect the interest of the community by  
25 maintaining the highest standard of professionalism

1 and integrity in determining the cause and manner  
2 of death. To achieve this mission information  
3 technology is required for the annual recurring  
4 software, maintenance and services.

5 Pending any questions, I request  
6 your approval of this resolution.

7 SECRETARY STINZIANO: Thank you for  
8 the presentation.

9 Any questions or comments?

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

12 JUDGE BROWN: So moved.

13 MR. KOHLHORST: Second.

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

17 Same sign for any opposition.

18 And any abstentions.

19 Resolution is approved.

20 (Vote taken; motion passed)

21 - - -

22 RESOLUTION NO. 23-017

23 - - -

24 SECRETARY STINZIANO: Next is  
25 Resolution 23-017, Franklin County Auditor, 2023

1 Baseline Procurement and Annual Renewal.

2 MR. JACKSON: Good morning Members  
3 of the Data Board. My name is Matthew Jackson, and  
4 I am the Deputy Fiscal Officer for the Auditor's  
5 office. I seek your approval for the 2023 baseline  
6 procurement and annual renewals. The Auditor's  
7 office will continue the mission to make the  
8 operations and services of our office more  
9 accessible to constituents with the continued IT  
10 expenditures. Any new projects, technology or  
11 software will be presented under a separate  
12 resolution.

13 I ask for your approval.

14 SECRETARY STINZIANO: Thank you for  
15 the presentation.

16 Any questions or comments?

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

19 JUDGE BROWN: So moved.

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                   The Auditor's office will be  
2 abstaining.

3                   Resolution is still approved.

4                   (Vote taken; motion passed)

5                                   - - -

6                   RESOLUTION NO. 23-018

7                                   - - -

8                   SECRETARY STINZIANO: Next is  
9 Resolution 23-018, Alcohol, Drug and Mental Health  
10 of Franklin County, Interim Crises Care.

11                   MR. MAYS: Good morning again Data  
12 Board. I'm Bob Mays, Senior Director of  
13 Information Technology with ADAMH.

14                   In November of 2022, Netcare Access  
15 made the decision to cease providing 24/7 walk-in  
16 behavioral health and substance use disorder  
17 services to the residents of Franklin County.  
18 ADAMH has since stepped in and secured the services  
19 of RI International to restart these services. The  
20 purpose of this resolution is to provide the  
21 funding necessary to implement a technology  
22 infrastructure that supports the restart of these  
23 services. Without approval, RI International,  
24 along with ADAMH would not be able to restart 24/7  
25 walk-in behavioral health and substance use

1 disorder services to the residents of Franklin  
2 County. New procurements of this project,  
3 technology or software will be presented under a  
4 separate resolution.

5 Pending any questions, I'm asking  
6 for the approval of Resolution 23-018.

7 SECRETARY STINZIANO: Thank you for  
8 the presentation.

9 Any questions or comments?

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

12 JUDGE BROWN: So moved.

13 MR. CUPPLES: Second.

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

17 Same sign for any opposition.

18 And any abstention.

19 Resolution is approved.

20 (Vote taken; motion passed)

21 - - -

22 RESOLUTION NOS. 23-019; 23-020; 23-021; 23-022;

23 23-023; 23-024

24 - - -

25 SECRETARY STINZIANO: Now we will

1 move to our personnel actions. We have six. As is  
2 our habit, I will ask if anyone feels the need to  
3 go into executive session.

4 Seeing no enthusiasm to go into  
5 executive session, we will have Kassy present all  
6 six and then we will do an item-by-item vote.

7 MS. FRANZ: Absolutely. I will try  
8 to make this quick. I am seeking your approval for  
9 six personnel actions.

10 First one we are seeking your  
11 approval for is Resolution 23-019. This is for the  
12 All-Staff Base Salary Increase of three percent.  
13 This was worked out and this is for the  
14 cost-of-living increase. We look to give this to  
15 all of our employees that were employed with us as  
16 of January 1st, 2023. Due to the increased demand  
17 for technology employees at an increased average of  
18 salaries in the marketplace, recruiting and  
19 retaining employee members continues to be a  
20 challenge, and we hope this will help offset that.

21 Next personnel action we are seeking  
22 your approval for is -- as you heard earlier in  
23 Julie's financial update for RFRs that we  
24 submitted, we were awarded and very thankful for 10  
25 new employees to join our team. We are seeking to

1 actually bring four of them on to the Data Board.

2 So the first of that would be  
3 Resolution 23-020, this is for a New Hire for  
4 Enterprise Network Engineer 2. His name is Derek  
5 Ransburgh. So he's currently been working as a  
6 Project Manager/Solutions Engineer for Starry, Inc.  
7 Derek not only provides the network engineer  
8 technical expertise, but also the help to drive  
9 projects. He's able to communicate technology to  
10 all audiences, which will be very nice.

11 The next resolution we are seeking  
12 your approval for is 23-021. This is for a New  
13 Hire for Enterprise Support Analyst 2. His name is  
14 Jeremy Sharpe. He will be joining our agency with  
15 over six years' experience in the technology  
16 industry. Most of that is Help Desk. He has gone  
17 above Help Desk, and he's actually really excited  
18 to be moving back to Ohio, which is where he's  
19 from, to join our team. And he's very excited for  
20 that.

21 Next resolution is Resolution  
22 23-022. This is for another Enterprise Support  
23 Analyst, Level 1. His name is a Zachary Cramer.  
24 Zachary is currently working at Lakewood Local  
25 Schools as a Desktop and Endpoint Technician. He's

1 looking to join our team to join a larger  
2 organization and grow his skills in that arena.

3           The next resolution we are seeking  
4 your approval for is Resolution 23-023. This is  
5 for a new hire for Enterprise Security Analyst 1.  
6 His name is a Justin Konyn. Justin is currently  
7 serving as a Client System Technology with the  
8 National Guard, where he deploys, sustains and  
9 repairs networks and other security-related client  
10 devices. Excited to stay in the public sector as a  
11 servant and join our team to, of course, further  
12 his career as well.

13           And then the next resolution I'm  
14 seeking your approval for is sadly, Leah, who has  
15 been my HR generalist for a short period of time  
16 now is unfortunately going to be leaving our  
17 organization, and so I'm looking to get approval  
18 for Resolution 23-024 as a Backfill for Leah's  
19 role. Her name is a Lacey Pahren. She's currently  
20 at DSW. Excited for her dynamic personality. I  
21 know she will be able to support our team in an HR  
22 fashion.

23           With that, I'll turn it over to you.

24           SECRETARY STINZIANO: Thank you for  
25 the presentation.

1 MR. FRUMKIN: Can I add, Leah is  
2 leaving, and excited, she's moving on to the next  
3 stage of her life, she's becoming a mom.

4 MS. FRANZ: And she moved to  
5 Cleveland.

6 MR. FRUMKIN: And she moved to  
7 Cleveland.

8 SECRETARY STINZIANO: We understand.  
9 All right. First, personnel  
10 Resolution 23-019, as far as the all-staff base  
11 salary increase.

12 Any questions or comments?

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

15 JUDGE BROWN: So moved.

16 MR. CUPPLES: Second.

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

20 Same sign for any opposition.

21 And any abstentions.

22 Resolution is approved.

23 (Vote taken; motion passed)

24 SECRETARY STINZIANO: Next is  
25 personnel Resolution 23-020, New Hire Enterprise

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

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

5 JUDGE BROWN: So moved.

6 SECRETARY STINZIANO: I have a  
7 motion for approval, I need a second.

8 MS. MATHEWS: Second.

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

12 Same sign for any opposition.

13 And any abstentions.

14 Resolution is approved.

15 (Vote taken; motion passed)

16 SECRETARY STINZIANO: Next is  
17 personnel Resolution 23-021, New Hire, Enterprise  
18 Support Analyst 2. Are there any questions or  
19 comments?

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

22 MS. MATHEWS: So moved.

23 JUDGE BROWN: Second.

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

1 signify by voting aye.

2 Same sign for any opposition.

3 And any abstentions.

4 Resolution is approved.

5 (Vote taken; motion passed)

6 SECRETARY STINZIANO: Next is  
7 Resolution 23-022, New Hire Enterprise Support  
8 Analyst 1. Are there any questions or comments?

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

11 MS. MATHEWS: So moved.

12 JUDGE BROWN: Second.

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

16 Same sign for any opposition.

17 And any abstentions.

18 Resolution is approved.

19 (Vote taken; motion passed)

20 SECRETARY STINZIANO: Next is  
21 personnel Resolution 23-023, New Hire, Enterprise  
22 Security Analyst 1. Are there any questions or  
23 comments?

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

1 MR. CUPPLES: So moved.

2 MR. KOHLHORST: Second.

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

6 Same sign for any opposition.

7 And any abstentions.

8 Resolution is approved.

9 (Vote taken; motion passed)

10 SECRETARY STINZIANO: And our final  
11 resolution, Resolution 23-024, Backfill, Human  
12 Resources Generalist. Are there any questions or  
13 comments?

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

16 JUDGE BROWN: So moved.

17 MR. CUPPLES: Second.

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

21 Same sign for any opposition.

22 And any abstentions.

23 Resolution is approved.

24 (Vote taken; motion passed)

25 SECRETARY STINZIANO: I want to

1 thank all of the Board Members. I know there was a  
2 lot on the agenda today, but that will conclude our  
3 resolutions.

4 - - -

5 OTHER BUSINESS

6 - - -

7 SECRETARY STINZIANO: We will move  
8 to the Other Business portion.

9 Judge, any updates?

10 JUDGE BROWN: No. Happy 2023.

11 SECRETARY STINZIANO: Clerk of  
12 Court's office?

13 MS. MATHEWS: No. Thank you so much  
14 Data Center. You guys are great.

15 SECRETARY STINZIANO: Board of  
16 Commissioners?

17 MR. TALAREK: I will abstain from  
18 any update.

19 SECRETARY STINZIANO: There you go.  
20 Recorder's office?

21 MR. CUPPLES: Happy New Year.

22 SECRETARY STINZIANO: Treasurer's  
23 office?

24 MR. KOHLHORST: Nothing.

25 SECRETARY STINZIANO: Our friends at

1 Board of Elections.

2 MS. GIBBONS: Happy New Year.

3 SECRETARY STINZIANO: If there's  
4 nothing else, we are adjourned. Thank you  
5 everyone. Have a wonderful day and week.

6 - - -

7 Thereupon, the proceeding adjourned at  
8 approximately 9:30 a.m.

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C E R T I F I C A T E

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THE STATE OF OHIO:

SS:

COUNTY OF FRANKLIN:

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

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

That the foregoing occurred at the aforementioned time and place;

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

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of office at Columbus, Ohio, this 30th day of January, 2023.

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

My Commission Expires: February 28, 2026.

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C E R T I F I C A T E

- - -

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 January, 2023.

*Angela S. Moore*

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



My Commission Expires: February 28, 2026.

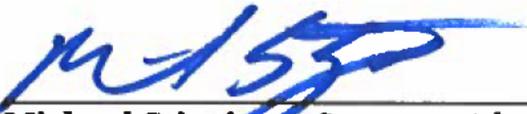
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FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY BOARD OF ELECTIONS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL RENEWAL

Voting Aye thereon

Voting Nay thereon



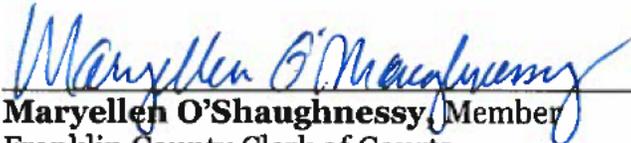
Michael Stinziano, Secretary, Administrator  
Franklin County Auditor

Michael Stinziano, Secretary, Administrator  
Franklin County Auditor



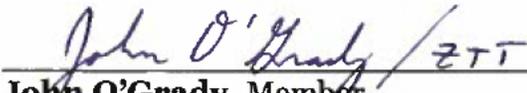
Kim Brown, Member  
Judge, Franklin County Court of Common Pleas

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



Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts



John O'Grady, Member  
Franklin County Commissioner

John O'Grady, Member  
Franklin County Commissioner



Daniel O'Connor, Member  
Franklin County Recorder

Daniel O'Connor, Member  
Franklin County Recorder



Cheryl Brooks Sullivan, Member  
Franklin County Treasurer

Cheryl Brooks Sullivan, Member  
Franklin County Treasurer

**Abstained**

Antone White, Member  
Director, Franklin County Board of Elections

Antone White, Member  
Director, Franklin County Board of Elections

~~Abstained~~ ABSENT

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

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

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

**FRANKLIN COUNTY BOARD OF ELECTIONS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-025  
 Dated: 02/06/2023

Title	2023 Baseline Procurements and Annual Renewals
Agency	Franklin County Board of Elections
Amount	\$2,207,736.00
Category	Hardware, Software, and Technology Services

**Business Justification**

The Franklin County Board of Elections (BOEL) mission is to provide election services, information, and education to the residents of Franklin County so that they can exercise their right to vote and have confidence that the elections are fair, impartial, and accurate.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

**Description**

Request Type	Description
IT Software Subscription	Adobe Acrobat DC Pro
IT Software Subscription	Adobe Creative Cloud
IT Software Subscription	ArchiveSocial Premium Package
IT Software Subscription and Maintenance	Imaging Solution AnyDoc Software License Renewal
IT Software Subscription and Maintenance	DocuSign License
IT Software Subscription and Maintenance	Knox Configure Software
IT Software Subscription	Zoom License
IT Software Subscription and Maintenance	Constant Contact Emails & Ez Texting Text Messages to Poll workers
IT Software Subscription and Maintenance	Democracy Live LiveBallot 2023 Annual Subscription Fee
IT Software Subscription and Maintenance	BallotTrax Absentee Ballot Locator and Notification Tracking System
IT Software Subscription and Maintenance	PB Track My Mail Subscription & ConnectRight Lease
IT Maintenance and Repair Agreements	Bluecrest Equipment, Maintenance, Software & Professional Services Agreement
IT Software Subscription and Maintenance	Ballot Sync Annual Subscription Fee
IT Maintenance and Repair Agreements	Symago IVR Maintenance Service
IT Maintenance and Repair Agreements	Preventive Maintenance on UPS System Maintenance
IT Maintenance and Repair Agreements	ES&S DS 850 Hardware Maintenance
IT Maintenance and Repair Agreements	Opex Maintenance

IT Maintenance and Repair Agreements	ES&S Year 5 Of 5 Years Agreement Commenced 2019, Firmware & Software Maintenance & Support ExpressVote. Year 3 Of 5 Years Agreement Commenced in 2020
IT Maintenance and Repair Agreements	KNOWiNK Year 8 Commenced In 2016; Annual Pollpad Maintenance & Support
IT Maintenance and Repair Agreements	KNOWiNK Year 4 Of 5 Years Agreement Commenced 2020
IT Maintenance and Repair Agreements	ES&S Upgrade of Election Management System
IT License	Microsoft 365
IT Maintenance and Repair Agreements	Copier Leases
IT Software Subscription	Tenex SaaS Agreement Commenced
IT Parts and Supplies	Repairs On ExpressVote

**Franklin County Data Center Recommendation**

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with BOEL's business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

**Fiscal Information**

**Funding Source:** Franklin County Board of Elections approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL RENEWAL

Voting Aye thereon

Voting Nay thereon

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

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

 KJB  
\_\_\_\_\_  
**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

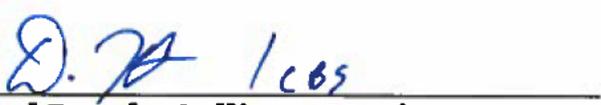
Abstained

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

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

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

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

 CBS  
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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

ABSENT

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

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

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

**FRANKLIN COUNTY CHILD SUPPORT ENFORCEMENT AGENCY  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-026  
 Dated: 02/06/2023

Title	2023 Baseline Procurements and Annual Renewals
Agency	Franklin County Child Support Enforcement Agency
Amount	\$739,485.00
Category	Hardware, Software, and Technology Services

**Business Justification**

Franklin County, Child Support Enforcement Agency (CSEA), is to enhance family development and stability by providing innovative child support services which emphasize empathy, education, accountability, and collaboration.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

**Description**

Request Type	Description
IT Leases	Copier Lease
IT Consultants	Herzog IT Consultation
Software Subscription	Adobe
Software Subscription and Maintenance	Support Works, Live Chart
Maintenance and Repair Agreements	13 Fujitsu Scanners
Maintenance and Repair Agreements	12 Bizhub Machines
Maintenance and Repair Agreements	Cashier's Booth Currency Counter Machine
Maintenance and Repair Agreements	5 Microfiche Machines
Maintenance and Repair Agreements	Lexmark Printers
IT Data Processing Services	FCDC Technical Services

**Franklin County Data Center Recommendation**

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with CSEA business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

**Fiscal Information**

**Funding Source:**

Franklin County Child Support Enforcement Agency's approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

TENTH DISTRICT COURT OF APPEALS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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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**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

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

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

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

**TENTH DISTRICT COURT OF APPEALS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-027  
Dated: 02/06/2023

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Title	2023 Baseline Procurements and Annual Renewals
Agency	Tenth District Court of Appeals
Amount	\$11,638.00
Category	Hardware, Software, and Technology Services

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### **Business Justification**

The Tenth District Court of Appeals (CTAP) hears appeals from all Franklin County Court of Common Pleas divisions, the Franklin County Municipal Court, the Ohio Court of Claims, and numerous state agencies. The Tenth District Court of Appeals also has original jurisdiction over the extraordinary writs of Mandamus, Habeas Corpus, Procedendo, Prohibition, and Quo Warranto.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

### **Description**

Request Type	Description
IT Cellphone and Data Plan Services	Cell Phone Plans
IT Software Licenses	Microsoft 365 General Fund
IT Software Subscription	Adobe Acrobat Annual Subscriptions
IT Software Subscription	Zoom Standard Webinar Licenses
IT Software Subscription and Maintenance	BIS Digital Recording System
IT Parts and Supplies	Data Processing Materials (Printer/Toner)

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

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with CTAP's business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

### **Fiscal Information**

**Funding Source:** Tenth District Court of Appeals approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

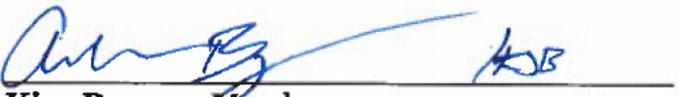
FRANKLIN COUNTY EMERGENCY MANAGEMENT AND  
HOMELAND SECURITY  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL RENEWAL

Voting Aye thereon

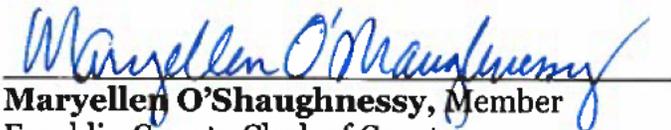
Voting Nay thereon

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

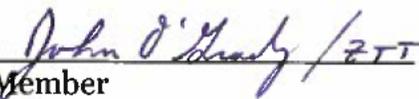
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

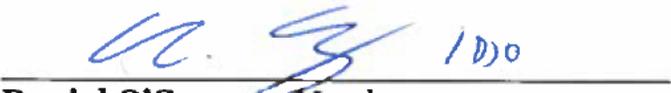
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**Kim Brown**, Member  
Judge, Franklin County Court of Common Pleas

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

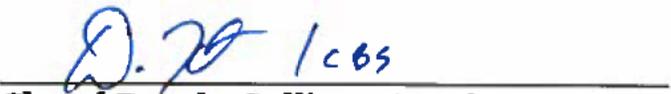
\_\_\_\_\_  
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

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

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

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

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

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

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

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

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

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

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

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

**FRANKLIN COUNTY EMERGENCY MANAGEMENT AND  
HOMELAND SECURITY  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-028  
 Dated: 02/06/2023

Title	2023 Baseline Procurements and Annual Renewals
Agency	Franklin County Emergency Management & Homeland Security
Amount	\$534,503.00
Category	Hardware, Software, and Technology Services

**Business Justification**

Franklin County Emergency Management & Homeland Security (EMA) coordinates and prepares for county-wide all-hazards disaster planning, community education, warning, training, grant funding, response, and recovery efforts to prepare and protect the citizens of Franklin County before, during, and after natural and man-made disasters.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

**Description**

Request Type	Description
Software Subscription	Adobe
Software Subscription and Maintenance	Everbridge Mass Notification System
Software Subscription and Maintenance	VOIP Mitel phone system
IT Renewal	Website domain renewals for two websites: FCEMHS and FCAlert site.
Software Subscription	Hootsuite Software
Software Subscription	Social Media Canva and Venngage for Graphic Creations Software
Software Subscription and Maintenance	Intellivue
Software Subscription	Zoom
Software Subscription and Maintenance	Weather Warn Maintenance Agreement
Software Subscription and Maintenance	Master Street Address Guide
Software Subscription and Maintenance	RFR - Assessment Center Software Proposal
Software License	Microsoft 365
Recurring IT Services	Internet service
Recurring IT Services	Internet backup
Recurring IT Services	IT Training
Data Processing Services	FCDC Services

## **Franklin County Data Center Recommendation**

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with EMA's business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

## **Fiscal Information**

**Funding Source:** Franklin County Emergency Management & Homeland Security approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY RECORDER  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL RENEWAL

Voting Aye thereon

Voting Nay thereon

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

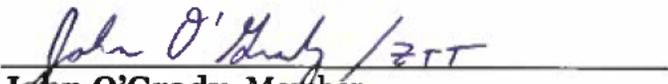
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

 /KJB  
\_\_\_\_\_  
**Kim Brown**, Member  
Judge, Franklin County Court of Common Pleas

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

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

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

 /JIT  
\_\_\_\_\_  
**John O'Grady**, Member  
Franklin County Commissioner

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

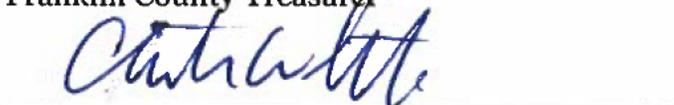
Abstained

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

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

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

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

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

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

ABSENT

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

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

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

**FRANKLIN COUNTY RECORDER  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-029  
 Dated: 02/06/2023

Title 2023 Baseline Procurements and Annual Renewals  
 Agency Franklin County Recorder  
 Amount \$305,800.00  
 Category Hardware, Software, and Technology Services

**Business Justification**

The software and maintenance agreements included in this resolution are vital to certifying, maintaining, and providing access to public records as they pertain to real estate and creating permanent microfilm records for county agencies.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

**Description**

Request Type	Description
Software Subscription	Adobe
Software Subscription and Maintenance	TimeTrex
Software Subscription	Lansweeper
Software Subscription and Maintenance	Kodak Capture Pro
Software Subscription and Maintenance	Zeutschel OmniPlot - OP600
Maintenance and Repairs	Kofile CountyFusion
Maintenance and Repairs	Kofile CountyFusion/Cloud
Maintenance and Repairs	M&T Business Managed Print Services
Maintenance and Repairs	M&T Business VIP Maintenance
Maintenance and Repairs	Mekel Mach 5 (1) & Mekel Mach 7 (2)
Maintenance and Repairs	Kodak i9620 (1)
Maintenance and Repairs	Kodak i5200 (3)
Maintenance and Repairs	Zeutschel OP600 (1)
Maintenance and Repairs	Allen Film Processor
Licenses	Annual M365 licensing
IT Parts and Supplies	Scanner Consumables
IT Parts and Supplies	IT Break/Fix

## **Franklin County Data Center Recommendation**

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with RCDR's business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

## **Fiscal Information**

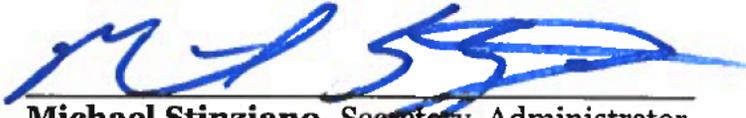
**Funding Source:** The Franklin County Recorder's approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY SHERIFF  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL RENEWAL

Voting Aye thereon

Voting Nay thereon

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

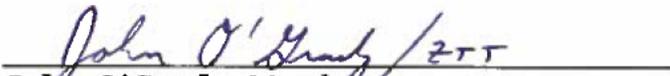
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

  
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**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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**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

*ABSENT*  
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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 SHERIFF  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-030  
 Dated: 02/06/2023

Title: 2023 Baseline Procurements and Annual Renewals  
 Agency: Franklin County Sheriff  
 Amount: \$3,854,876.00  
 Category: Hardware, Software, and Technology Services

**Business Justification**

The Franklin County Sheriff’s (SHRF) office mission is to protect the lives and property of the citizens of Franklin County, preserve the peace, and prevent crime and disorder while constantly guarding personal liberties as prescribed by law.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

**Description**

Request Type	Description
Software Subscription	Online training for law enforcement
Software Licensing	Microsoft 365
Software Subscription and Maintenance	Phone Address Directory for comm center
Software Licensing	SQL Licensing for CAD 911 System
Software Subscription and Maintenance	CAD
Software Subscription	Adobe Licenses
Software Subscription and Maintenance	LexisNexis Virtual Crime Center
Software Subscription and Maintenance	Susteen Software
Software Subscription and Maintenance	Fernico ZRT Software
Software Subscription and Maintenance	Cellebrite UFED
Software Subscription and Maintenance	Ocean Systems Software
Software Subscription and Maintenance	Invidia SRX
Software Subscription and Maintenance	Paraben Forsensic Cellphone Software
Software Subscription and Maintenance	SIU Software Maintenance
Software Licensing	Developer Express License
Software Subscription and Maintenance	Proware Maintenance
Software Subscription and Maintenance	Northpointe Classifications Renewal
Software Subscription and Maintenance	Cisco Smartnet Maintenance
Software Subscription and Maintenance	Netmotion Maintenance
Software Licensing	Visual Studio Enterprise
Software Subscription and Maintenance	Crash Data Retrieval Subscription

Software Subscription and Maintenance	Media Sonar for Social Media
Software Subscription and Maintenance	Jail Management System Maintenance
Software Subscription and Maintenance	NeoGov Applicant Management Software
Software Subscription and Maintenance	Jail Management System API
Software Subscription and Maintenance	Iron Mountain Software
Software Subscription and Maintenance	Agnovi X-File Case
Software Subscription and Maintenance	DragonForce SWAT Software
Software Subscription and Maintenance	AFIS shared with City of Columbus
Software Subscription and Maintenance	Accident Reconstruction Software
Software Subscription and Maintenance	Facility Security Guard Checkpoint Maintenance
Software Subscription and Maintenance	Matrix 3 <sup>rd</sup> Party Software
Software Subscription and Maintenance	Cell Hawk Software
Software Subscription and Maintenance	Investigate Data Platform Renewal
Software Subscription and Maintenance	CAD Maintenance
IT Cellphone and Data Plan Services	Cell Phone Plans
IT Maintenance and Repair Agreements	Maintenance for Body Worn Cameras
Hardware	JMS/ Matrix Replacement Items
Hardware	ScanSnaps
Maintenance and Repair Agreements	Body Worn Cameras
IT Maintenance and Repair Agreements	CCW Copier Leases

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

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with SHRF's business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

### **Fiscal Information**

**Funding Source:** Franklin County Sheriff's approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY CLERK OF COURTS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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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**Kim Brown**, Member  
Judge, Franklin County Court of Common Pleas

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

Abstained

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

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

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

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

ABSENT

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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 CLERK OF COURTS  
INFORMATION TECHNOLOGY PROCUREMENT REQUEST  
2023 BASELINE PROCUREMENT AND ANNUAL 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 #: 23-031  
 Dated: 02/06/2022

Title: 2023 Baseline Procurement and Annual Renewals  
 Agency: Franklin County Clerk of Courts  
 Amount: \$560,900.00  
 Category: Hardware, Software, and Technology Services

**Business Justification**

The Franklin County Clerk of Courts (CLCT) preserves court records for Franklin County. Additionally, the CLCT manages titling and proof of vehicle ownership for the State of Ohio. Both lines of service are vital to Franklin County's citizens and require the support of technology to succeed.

This resolution will authorize the continuation of the current year's baseline renewals and procurements as listed below. Procurements associated with new projects or technology will be presented under separate resolutions.

**Description**

Request Type	Description
Data Service Plans	Cellphone, Auto Title WiFi service, etc.
Hardware Maintenance	Kodak i4200
Hardware Maintenance	Vicom
IT Services	Consultants (Mapsyst, Tybera, etc.)
IT Services	IT Training
IT Supplies	Labels, Toner, etc.
Software Licensing	Enterprise ERP (Munis)
Software Licensing	Intellivue
Software Licensing	Microsoft 365
Software Licensing and Maintenance	UKG Inc. (Kronos)
Software Licensing and Maintenance	Lobby Central
Software Licensing and Maintenance	ServiceNow
Software Subscription	Adobe
Software Subscription	Archive Social (Insight)
Software Subscription	Harvest / Forecast

## **Franklin County Data Center Recommendation**

The Data Center recommends the approval of the above reoccurring information technology items. The Data Center is committed to collaborating to develop and evaluate solutions that align with CLCT's business and the following strategic initiatives: cost-effective technology, technical debt reduction, and decreased duplicate technology.

## **Fiscal Information**

**Funding Source:** Franklin County Clerk of Courts approved 2023 IT budget

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY CLERK OF COURTS

Voting Aye thereon

Voting Nay thereon

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

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

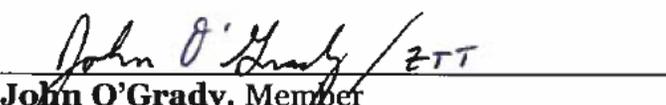
  
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**Kim Brown**, Member  
Judge, Franklin County Court of Common Pleas

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

Abstained

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

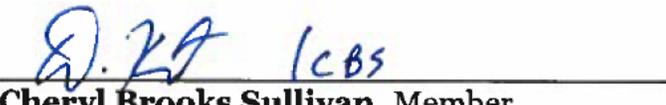
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Director, Franklin County Board of Elections

ABSENT

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY CLERK OF COURTS**

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

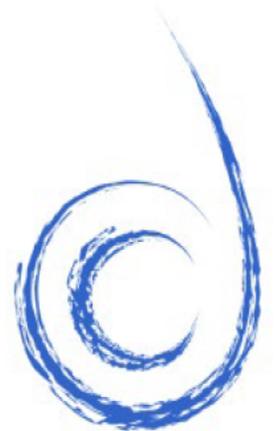
**WHEREAS**, Franklin County Data Center submits this Technology Master Service Agreement (MSA) to the Automatic Data Processing Board for approval; and,

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

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

# Information Technology

2023 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Franklin County Clerk of Courts

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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 Clerk of Courts (CLCT). 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 CLCT.

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](mailto:kara.cruikshank@franklincountyohio.gov)

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

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

(614) 525-6798

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

Columbus, Ohio 43215

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

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

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

## Help Desk

**Enterprise Support Manager, Rob Linton:**

(614) 525-DATA (3282)

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

Columbus, Ohio 43215

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

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

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

## 2.2 Franklin County Clerk of Courts

### General Information

#### Administration

373 S. High Street, 23<sup>rd</sup> Floor

Columbus, Ohio 43215

(614) 525-3600

**Franklin County Clerk of Courts, Maryellen O’Shaughnessy:**

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

### Office Locations

LEGAL DIVISIONS		
<b>Appeals</b> 373 S. High Street, 23rd Floor Columbus, Ohio 43215 (614) 525-3624	<b>General (Civil / Criminal)</b> 345 S. High Street, 1st Floor Columbus, Ohio 43215 (614) 525-3621	<b>Domestic Relations</b> 373 S. High Street, 4th Floor Columbus, Ohio 43215 (614) 525-4410
<b>Juvenile</b> 373 S. High Street, 4th Floor Columbus, Ohio 43215 (614) 525-4411	<b>Juvenile Traffic</b> 399 S. Front Street Columbus, Ohio 43215 (614) 525-5279	

AUTO TITLE	
<b>Auto Title - Administrative Office</b> 45 Great Southern Boulevard Columbus, Ohio 43207 (614) 525-3090	<b>Auto Title East</b> 1583 Alum Creek Drive Columbus, Ohio 43209
<b>Auto Title North</b> 980 Morse Road Columbus, Ohio 43229	<b>Auto Title West</b> 4153 W. Broad St. Columbus, Ohio 43228

Information Technology
373 S. High Street, 9 <sup>th</sup> Floor Columbus, Ohio 43215 (614) 525-2736

## 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
Maryellen O'Shaughnessy	meoshaug@franklincountyohio.gov	X					
Angela Mathews	angelamathews@franklincountyohio.gov	X			X		
Adam Luckhaupt	arluckha@franklincountyohio.gov	X	X	X	X	X	X
Esther AsirVasantharaj	gulzan.asirvasantharaj@franklincountyohio.gov	X			X		
Jeff Berry	jaberry@franklincountyohio.gov	X	X	X	X	X	X
Sharlene Chance	sichance@franklincountyohio.gov	X					
Kimberly Conroy	kjconroy@franklincountyohio.gov	X	X	X	X	X	X
Chad Davidson	chad.davidson@franklincountyohio.gov	X	X		X		
Gregory Frahn	gjfrahn@franklincountyohio.gov	X	X				X
Jeff Gossman	jeffrey.gossman@franklincountyohio.gov	X	X	X	X	X	X
April Hughes	amhughes@franklincountyohio.gov	X	X	X	X	X	X
Kaliyah Martin-Shaheen	kshaheen@franklincountyohio.gov	X	X		X		X
Mao Nil	mao.nil@franklincountyohio.gov	X	X		X		
Joyce Patton	joycepatton@franklincountyohio.gov	X					
William Reynolds	william.reynolds@franklincountyohio.gov	X	X		X		
Shawn Rieder	strieder@franklincountyohio.gov	X		X		X	
Richard Simms	richard.simms@franklincountyohio.gov	X					
Torrey Taylor	tdtaylor@franklincountyohio.gov	X					
Michelle Uyoa	mruyo@franklincountyohio.gov			X		X	

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	<b>Shared</b>	CLCT may use FCDC services on an as-requested basis
Mobile Application Development	<b>FCDC</b>	"Auto Title NOW" Mobile Application
Web Development and Content Management	<b>Shared</b>	<a href="https://clerk.franklincountyohio.gov/">https://clerk.franklincountyohio.gov/</a>  The CLCT website is built in the Kentico CMS tool and hosted by FCDC. CLCT staff maintains the content of the website

Data Analytics	Support	Notes
Data / Process Analysis	<b>Shared</b>	CLCT utilizes the Power BI platform
Reporting (Interactive/Operational)	<b>Shared</b>	CLCT utilizes the Power BI and WebDocs platform

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>	CLCT leverages the enterprise pricing managed by FCDC <b>Adobe Acrobat Pro: 29 Licenses</b> <b>Adobe All Apps: 2 Licenses</b>
DocuSign	<b>N/A</b>	
Everbridge	<b>Shared</b>	See section 4.0 for more information
Geographic Information Systems (GIS)	<b>N/A</b>	
Intellivue Document Imaging Solution	<b>Shared</b>	The CLCT pays for IVue Fiche Manager support annually from the vendor. FCDC maintains the infrastructure parent application for this service
Microsoft 365	<b>FCDC</b>	<b>License Count: 197</b>
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>Shared</b>	The CLCT IT Staff is the primary support for their SharePoint environment. FCDC maintains the environment and can be called upon for support if needed
Enterprise ERP (MUNIS)	<b>Vendor</b>	Enterprise ERP is supported by the County Auditor and works directly with CLCT HR on imports/exports
OnBase Information Platform	<b>N/A</b>	

Zoom	<b>FCDC</b>	CLCT leverages the enterprise pricing managed by FCDC  <b>Basic Accounts: 18</b> <b>Licensed Accounts: 4</b>
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Enterprise Infrastructure	Support	Notes
Data Backup Solutions	<b>FCDC</b>	
Data Storage	<b>FCDC</b>	
Hi-Availability (HA) Environment	<b>FCDC</b>	
Server Virtualization and Hosting	<b>FCDC</b>	
SQL Database	<b>Shared</b>	

Enterprise Network	Support	Notes
Communications & Collaboration	<b>FCDC</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>Shared</b>	CLCT IT maintains CradlePoint technology services at the Auto Title locations. FCDC manages all other locations

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>Partner</b>	CLCT IT provides primary support to its users. They may use FCDC services on an as-requested basis
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>Partner</b>	CLCT IT provides primary support to its users. They may use FCDC services on an as-requested basis
User Device Management and Imaging	<b>Shared</b>	CLCT IT leverages SCCM. CLCT depends on FCDC for endpoint device imaging. They may use FCDC services on an as-requested basis

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>Shared</b>	See section 4.0 for more information
iSeries Infrastructure Support	<b>FCDC</b>	

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	<b>Partner</b>	
IT Budget Planning	<b>Partner</b>	
IT Procurement Assistance	<b>Shared</b>	
Vendor and Licensing Management	<b>Partner</b>	<b>Service Contracts:</b> <ul style="list-style-type: none"> <li>• Intellinetics</li> <li>• UKG Inc.</li> <li>• Mapsys</li> <li>• Tybera</li> <li>• Tyler</li> </ul>

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

## 4.0 Special Support Services

Description	Support	Priority	Notes
Archive Social	Partner	N/A	A cloud-based application used to manage data retention for social media accounts
Asana	Partner	N/A	A cloud-based application used for Project Management
Cash Balancing Application	Shared	3	<ul style="list-style-type: none"> <li>CLCT Maintains a contract with Mapsys for application support</li> <li>FCDC hosts the application and maintains the infrastructure</li> </ul>
Court Financial System (CFS)	Partner	3	CFS is a system built by CLCT IT developers to support the Fiscal Services Division in the CLCT's Office. The application is written in COBOL and JAVA and runs on the iSeries. CLCT IT provides primary application support, and FCDC maintains the infrastructure
eFlex	Shared	2	CLCT IT provides primary application support but also maintains a vendor contract for support. FCDC maintains the hosting environment
Everbridge	Shared	N/A	<p>Everbridge is owned and managed by the Franklin County Emergency Management Agency</p> <p><b>CLCT Admins:</b></p> <ul style="list-style-type: none"> <li>Adam Luckhaupt</li> <li>Kimberly Conroy</li> <li>Jeff Gossman</li> <li>April Hughes</li> </ul>
Franklin County Justice System (FCJS) and Court Information Online (CIO)	Shared	2	FCDC provides primary support. CLCT IT also provides application support and maintains a vendor contract for additional services when needed. FCDC maintains the hosting environment
Forecast/Harvest	Partner	N/A	A cloud-based Capacity and Demand Management tool
LobbyCentral	Partner	N/A	Software used to manage the line queue at the Auto Title locations. The CLCT uses the vendor for support
PayGov	Partner	N/A	Web-based credit card processing

ServiceNow	Shared	3	A cloud-based ITSM application. FCDC set up the SSO capability
UKG Inc. (Formally Kronos)	Partner	3	The CLCT owns the contract with UKG and works directly with the vendor for support. CLCT HR works directly with the Franklin County Auditor's office on Enterprise ERP imports/exports. FCDC set up the SSO capability
Vyond	Partner	N/A	Cloud-based software for training material development

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## 5.0 Budgeting and Service Charges

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### 5.1 IT Budgets

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

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

#### Typical Annual Budget Schedule:

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

### 5.2 FCDC IT Procurement Policy

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

## 5.3 Chargeback allocations

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

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

While only the CLCT – Auto Title Division is billable for FCDC labor, the rest of the CLCT’s office is funded by the general fund and will not receive monthly invoices for FCDC services. There will be times when FCDC makes IT purchases on behalf of CLCT, and those costs will be charged back in the form of a monthly invoice which will require CLCT to open a purchase order to FCDC.

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

**FRANKLIN COUNTY DATA CENTER**

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

**Invoices will be sent to:**

**ATTENTION: Fiscal Department**

Franklin County Clerk of Courts  
373 S. High Street, 23<sup>rd</sup> Floor  
Columbus, Oh 43215

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

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Chief Operations and Communications Officer, Tasha Hylar	(614) 525-6798	tjhyler@franklincountyohio.gov
4	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After-hours and Emergencies

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

### 6.3 Requests

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

#### Incidents:

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

Phone: (614) 525-3282 (DATA)

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

#### General requests and questions:

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

Phone: (614) 525-3282 (DATA)

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

Procurement System: <https://link.franklincountyohio.gov>

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

#### Projects and other work:

Chief Operations and Communications Officer, Tasha Hyler:

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

Phone: (614) 525-6798

### 6.4 Escalation/Expedition pathway

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

#### Incidents and General Requests:

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

#### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	<a href="mailto:fcdcfinancialservices@franklincountyohio.gov">fcdcfinancialservices@franklincountyohio.gov</a>
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	<a href="mailto:mdhalsell@franklincountyohio.gov">mdhalsell@franklincountyohio.gov</a>
3	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	<a href="mailto:tjhyler@franklincountyohio.gov">tjhyler@franklincountyohio.gov</a>
4	Chief Financial Officer, Julie Lust	(614) 525-5826	<a href="mailto:jalust@franklincountyohio.gov">jalust@franklincountyohio.gov</a>
5	Chief Information Officer, Adam Frumkin	(614) 525-3006	<a href="mailto:adam.frumkin@franklincountyohio.gov">adam.frumkin@franklincountyohio.gov</a>

#### Approved Projects and other work:

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

## 6.5 Service Prioritization

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

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

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

### 6.6 Security Audit

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

### 6.7 MSA Infringement

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

### 6.8 Termination of the MSA

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY ANIMAL CARE AND CONTROL

Voting Aye thereon

Voting Nay thereon

  
Michael Stinziano, Secretary, Administrator  
Franklin County Auditor

Michael Stinziano, Secretary, Administrator  
Franklin County Auditor

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

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

  
Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Member  
Franklin County Clerk of Courts

Abstained

John O'Grady, Member  
Franklin County Commissioner

John O'Grady, Member  
Franklin County Commissioner

  
Daniel O'Connor, Member  
Franklin County Recorder

Daniel O'Connor, Member  
Franklin County Recorder

  
Cheryl Brooks Sullivan, Member  
Franklin County Treasurer

Cheryl Brooks Sullivan, Member  
Franklin County Treasurer

  
Antone White, Member  
Director, Franklin County Board of Elections

Antone White, Member  
Director, Franklin County Board of Elections

ABSENT

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY ANIMAL CARE AND CONTROL**

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

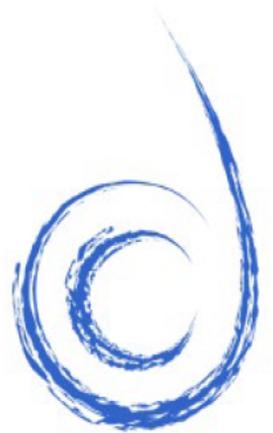
**WHEREAS**, Franklin County Data Center submits this Technology Master Service Agreement (MSA) to the Automatic Data Processing Board for approval; and,

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

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

# Information Technology

2023 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Franklin County Animal Care and Control

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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 Animal Care and Control (ANCL). 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 ANCL.

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

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Cheri Speakman

(614) 525-6154

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

Columbus, Ohio 43215

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

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

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

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

Columbus, Ohio 43215

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

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

#### Financial Services

**Enterprise Financial Services Director**, Michelle Halsell

(614) 525-7392

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

Columbus, Ohio 43215

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

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

#### Help Desk

**Enterprise Support Manager**, Rob Linton

(614) 525-DATA (3282)

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

Columbus, Ohio 43215

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

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

**Service Management Portal:** [helpdesk.franklincountyohio.gov](http://helpdesk.franklincountyohio.gov)

## 2.2 Franklin County Animal Care and Control

### General Information

4340 Tamarack Blvd  
Columbus, Ohio 43229  
(614) 525-3647 (DOGS)

Director, Kaye Persinger  
(614) 525-5455  
E-mail: [kpersinger@franklincountyohio.gov](mailto:kpersinger@franklincountyohio.gov)

## 2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Kaye Persinger	<a href="mailto:kpersinger@franklincountyohio.gov">kpersinger@franklincountyohio.gov</a>	X	X	X	X		X
Lionel Hamilton	<a href="mailto:lionel.hamilton@franklincountyohio.gov">lionel.hamilton@franklincountyohio.gov</a>					X	
April Ricciardo	<a href="mailto:arriccia@franklincountyohio.gov">arriccia@franklincountyohio.gov</a>	X	X	X	X	X	X
H. Dwayne Young	<a href="mailto:hdyoung@franklincountyohio.gov">hdyoung@franklincountyohio.gov</a>	X	X	X	X		X

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	<p><b>Kentico Websites</b></p> <ul style="list-style-type: none"> <li><b>ANCL Website:</b> <a href="https://dogs.franklincountyohio.gov">https://dogs.franklincountyohio.gov</a> (ANCL maintains the content for this site)</li> <li><b>Adoptable Dogs Website:</b> <a href="https://dogadoptions.franklincountyohio.gov">https://dogadoptions.franklincountyohio.gov</a> (FCDC created the website. ANCL maintains the content via a ShelterBuddy API)</li> </ul> <p><b>Coldfusion Website</b></p> <ul style="list-style-type: none"> <li><b>Adoptable Dog Search:</b> <a href="https://dogadoptions.franklincountyohio.gov/rescue-dogs/">https://dogadoptions.franklincountyohio.gov/rescue-dogs/</a> (This search feature is available through the Adoptable Dog Website that is listed above. The content is maintained via a ShelterBuddy API)</li> </ul> <p>The Kentico Foster Dog site was replaced by a private Trello board: <a href="https://trello.com/b/MyBfvgZS/franklin-county-dog-shelter-foster-plea-board">trello.com/b/MyBfvgZS/franklin-county-dog-shelter-foster-plea-board</a> (this site is maintained by ANCL internally and is not visible to the public)</p>

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

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

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

Enterprise Network	Support	Notes
Communications & Collaboration	FCDC	
Internet, Firewall, and VPN Services	FCDC	
Wide Area Network (WAN) Connectivity	FCDC	
Wired Network Connectivity	FCDC	
Wireless (wifi) Network Connectivity	FCDC	ANCL currently utilizes AT&T wifi through FCDC

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	ANCL leverages the FCDC enterprise Adobe licensing. ANCL utilizes (7) Adobe Pro and (2) Creative Cloud Accounts.
DocuSign	N/A	
Everbridge	Partner	ANCL maintains all ANCL staff in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	N/A	

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

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

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

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

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

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## 4.0 Special Support Services

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### 4.1 X-ray Solution

Below is the support agreement between ANCL, the Franklin County Data Center (FCDC), and their Vendor, Tri-State Biomedical Solutions/Medical Equipment Services. This x-ray solution is located within the medical clinic at 4340 Tamarack Blvd, Columbus, OH 43229.

The x-ray solution resides on the Franklin County Data Network (FCDN) in the FCDCDOM1 domain and consists of two desktop PCs:

- One desktop is connected to the x-ray machine and runs the Rayence software, which captures the image
- One desktop that runs the PACS software that pushes the x-ray image to the cloud and allows users to view the images created from the Rayence capture PC

### Standards of Operations

Tri-State Biomedical provided the complete x-ray solution to ANCL. They worked with FCDC to prepare both desktop devices to reside on the FCDCDOM1 domain and participate in the standard security patching protocol.

#### **PACS (Picture Archiving & Communication System):**

- Tri-State installed PACS software on a county-owned PC (Viewing PC) which allows users to view the x-ray images captured by the Rayence system – the data is stored in the cloud
- The Viewing PC is provided and built by the FCDC and meets the minimum system requirements (see below), and will reside on FCDCDOM1
  - **PACS PC Specs:** Standard FCDC PC, plus Minimum computer specs., Windows 10 Professional or Windows Server 2016/2019 operating system, 16 GB RAM, 2 TB+ storage recommended. - Warranty Expires 06 SEP 2023

#### **RAYENCE (Acquisition application)**

- Tri-State is the implementation vendor
- The Rayence application is installed on the Capture PC
- This Capture PC was built by and provided by Tri-State and will reside on FCDCDOM1
- Tri-State is also providing a single touchscreen monitor (See monitor and PC specs below)

- **RAYENCE/Acquisition PC Specs:** Dell 24 Touch Monitor - P2418HT, OptiPlex 7050 Mini Tower XCTO, Intel vPro Technology Enabled, Intel Integrated Graphics, Dell OptiPlex, 2.5 inches 1TB 7200rpm Hard Disk Drive, 16GB (2x8GB) 2400MHz DDR4 Memory, Intel Core i5-7500 (QC/6MB/4T/3.4GHz/65W); supports Windows 10/Linux, 2nd Intel Gigabit NIC PCIe Card FH, 2nd 1TB 2.5 inch SATA (7200 Rpm) Hard Drive, OptiPlex, TPM Enabled, Dell Client System Update (Updates latest Dell Recommended BIOS, Drivers, Firmware and Apps), OptiPlex System Power Cord, Bracket for 2.5 inch Hard Drive Disk, Mini Tower, OptiPlex, Cyberlink Media Suite Essentials for Windows 10 and DVD drive (without Media), DVD-RW Drive (Reads and Writes to DVD/CD), DVD+/-RW Bezel, 2nd 2.5" HDD Caddy with Cable Mini Tower, MOD, LBL, REG, MT, MEX, EPA,7050, Intel Core i5 vPRO Label, Dell Developed Recovery Environment Warranty: · 5 Yr. Manufacture Parts Warranty on DR panel and 5 Yrs. of Acquisition software patches and upgrades

- Tri-State will provide hardware support for the Capture PC for five years from the installation date (July 2020)

### **Vendor Responsibilities (Tri-State)**

Tri-State provided the Capture PC and all associated software needed for the solution and worked with ANCL and FCDC to successfully implement the solution.

- Maintain the PACS software on the Viewing PC
- Maintain the Rayence software on the Capture PC
- Provide the Capture PC hardware while it is still under warranty
- Maintain the Capture PC touchscreen monitor
- Work with FCDC if there are any issues with the service accounts for Tri-State staff that allows them to log into either desktop to perform maintenance
- Work with the FCDC to resolve any issues that may arise from changes in the FCDC environment (i.e., security pathing, operating system upgrades, et al.)

The following Tri-State staff have vendor accounts on FCDN related to this solution:

- Jenny Chien
- Matt Eversole

### **Animal Control Responsibilities**

ANCL is fiscally responsible for any Tri-State charges that may fall outside their support agreement.

All parties agree to collaborate on decisions and impactful activities through written communications that Tri-State, ANCL, and FCDC representatives must sign off on.

### **Data Center Responsibilities**

FCDC provides first-level support to ANCL and will initially work with them on any issues regarding the x-ray solution to determine the root cause. They will either make the needed corrections, or ANCL will reach out to Tri-State if it is determined that they must resolve the issue. When there is ambiguity in responsibility, all parties will work together to resolve the issue(s). All work must be completed by FCDC guidelines.

The priority on any incident will be prioritized based on whether a work stoppage has occurred according to our current priority criteria (see **6.5 Service Prioritization** below). If there is a work stoppage that keeps the ANCL medical staff from treating their patients, that should be a priority 2 since an entire department is unable to complete their work.

- FCDC will maintain all base software required by FCDC (operating system, security applications, etc.) on both the Viewing and Capture PCs, which includes security patching according to the FCDC schedule
- FCDC will maintain the service accounts for Tri-State staff that allows them to log into either desktop to perform maintenance
- FCDC will work with Tri-State to manage changes in the FCDC environment (i.e., security patching, operating system upgrades, et al.) to ensure expected service levels
- FCDC will fulfill and support user management requests related to the x-ray solution
- FCDC will maintain the Viewing PC hardware according to FCDC standards

## 4.2 ShelterBuddy

ANCL utilizes ShelterBuddy as its shelter management solution. They are currently in the RFP process seeking a replacement application. Currently, there is one server located in the Data Center that is utilized for ShelterBuddy. Neither ANCL nor FCDC staff has a comprehensive understanding of the current server functionality, as there is no documentation.

- ANCLWEB1.co.franklin.oh.us
  - Web Team reports that applications maintained by FCDC make API calls to this location
  - The IP address leads users to the SB login screen

## Vendor Responsibilities

- Maintenance of the application
- Maintenance of any associated utility programs/APIs
- Diagnosis of issues related to the ShelterBuddy application
- Working with ANCL staff as well as their IT provider, FCDC, to resolve issues

## Animal Control Responsibilities

ANCL is fiscally responsible for any ShelterBuddy charges that may fall outside their support agreement. All parties agree to collaborate on decisions and impactful activities through written communications that ShelterBuddy, ANCL, and FCDC representatives must sign off on.

## Data Center Responsibilities:

- FCDC will maintain the servers according to the FCDC standards regarding OS and security patches
- FCDC will work as an advocate for ANCL regarding issue resolution with ShelterBuddy

The priority on any incident will be prioritized based on whether a work stoppage has occurred according to our current priority criteria (see **6.5 Service Prioritization** below) if the adoption website is unavailable. If the site is not accessible, that constitutes a work stoppage that keeps the ANCL adoption staff from providing information to the public. That should be a priority 2 since an entire department is unable to complete their work.

## 4.3 Domain Administration – [www.franklincountydogs.com](http://www.franklincountydogs.com)

The ANCL Adoption website utilizes this special URL in their marketing. FCDC maintains the domain via 007Names, Inc.

#### 4.4 Enforcement Field Devices

ANCL Enforcement staff work in the field with the public every day and must both capture and share data utilizing their current web-based shelter management solution (ShelterBuddy). They must also be able to contact owners, citizens, and other municipalities are part of their daily work while out answering complaints. Additionally, as part of their job, they are required to testify in court cases, so they must also be able to access needed data regardless of their location.

ANCL Enforcement staff are utilizing Microsoft Surface Pros 7's with a rear-facing camera in a rugged case and keyboard. Each device is equipped with LTE service and a Teams Domestic calling license.

#### Animal Control Responsibilities

- ANCL will maintain the relationship with the cellular provider and maintains LTE services on all devices
- ANCL will work with FCDC to report any issues regarding the devices

#### FCDC Responsibilities:

- FCDC maintains devices according to the FCDC standards regarding OS and security patches
- FCDC will work with ANCL to resolve any issues

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## 5.0 Budgeting and Service Charges

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### 5.1 IT Budgets

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

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

### **Typical Annual Budget Schedule:**

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

### **5.2 FCDC IT Procurement Policy**

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

### **5.3 Chargeback allocations**

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

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

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

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

**FRANKLIN COUNTY DATA CENTER**

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

Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION:** Donovan Brinson

**Animal Care and Control**

4340 Tamarack Blvd.

Columbus, Ohio 43229

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

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After-hours and Emergencies

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

### 6.3 Requests

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

#### Incidents:

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

Phone: (614) 525-3282 (DATA)

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

#### General requests and questions:

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

Phone: (614) 525-3282 (DATA)

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

Procurement System: <https://link.franklincountyohio.gov>

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

#### Projects and other work:

Enterprise Business Relationship Manager, Cheri Speakman

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

Phone: (614) 525-6154

## 6.4 Escalation/Expedition pathway

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

### Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Enterprise Financial Services Director, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

## 6.5 Service Prioritization

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

Priority	Criteria	Response
<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>

<p><b>Priority 4 (LOW)</b> Minimal or No Business Impact</p>	<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>
<p><b>Priority 3 (MEDIUM)</b> Minor Business Impact</p>	<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>
<p><b>Priority 2 (HIGH)</b> Major Business Impact</p>	<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, FCDC technician will be dispatched and will strive to contact the reporting user (any method) within one (1) hour</li> <li>• FCDC will begin work immediately and continue until resolved</li> <li>• FCDC will communicate with the reporting user consistently during normal business hours until resolved</li> <li>• If the Partner Agency is impacted by a Priority 1 incident but is not the reporting user, contact the Help Desk or BRM for an update</li> <li>• Business Services will issue an E-mail notification to all IT Contacts within one (1) business day</li> </ul>

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

## **6.6 Security Audit**

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

## **6.7 MSA Infringement**

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

## **6.8 Termination of the MSA**

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY COMMUNITY BASED CORRECTINAL FACILITY

Voting Aye thereon

Voting Nay thereon

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

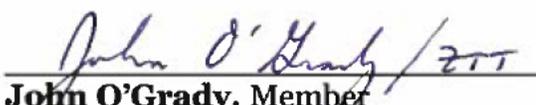
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

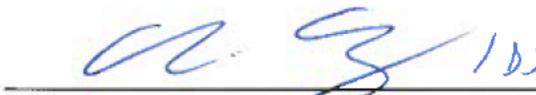
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**Kim Brown**, Member  
Judge, Franklin County Court of Common Pleas

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

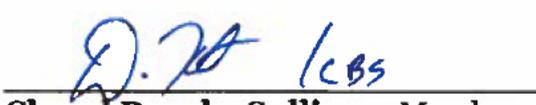
\_\_\_\_\_  
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

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

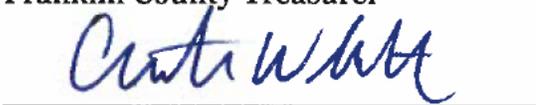
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**John O'Grady**, Member  
Franklin County Commissioner

  
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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  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY COMMUNITY BASED CORRECTIONAL FACILITY**

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

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

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

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

# Information Technology

2023 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Franklin County Community  
Based Correctional Facility

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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 Community Based Correctional Facility (CBCF). 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 CBCF.

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

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

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

(614) 525-5691

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

Columbus, Ohio 43215

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

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

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

(614) 525-4728

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

Columbus, Ohio 43215

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

**Team E-mail:** fcdbcbusinessservices@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 Community Based Correctional Facility

### General Information

(614) 525-4600

1745 Alum Creek Drive

Columbus, Ohio 43207

**Executive Director, Jacki Dickinson:**

(614) 525-4607

1745 Alum Creek Drive

Columbus, Ohio 43207

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

**Deputy Director of Operations, Domonique Paige:**

(614) 525-4620

1745 Alum Creek Drive

Columbus, Ohio 43207

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

**Deputy Director of Programs, Justin Sicilian:**

(614) 525-4619

1745 Alum Creek Drive

Columbus, Ohio 43207

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

## 2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Jacki Dickinson	jackidickinson@franklincountyohio.gov	X	X	X	X	X	X
Eugene Foust	eugenefoust@franklincountyohio.gov			X		X	
Domonique Paige	domoniquepaige@franklincountyohio.gov	X	X	X	X	X	X
Amy Reed	amyreed@franklincountyohio.gov	X	X	X	X	X	X
Justin Sicilian	justinsicilian@franklincountyohio.gov	X	X	X	X	X	X
	cbcf_fiscal@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>FCDC</b>	CBCF may request this service on an as-needed basis.
Mobile Application Development	<b>N/A</b>	
Web Development and Content Management	<b>Shared</b>	CBCF utilizes the Kentico Content Management Platform: <a href="https://cbcf.franklincountyohio.gov/">https://cbcf.franklincountyohio.gov/</a>

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	N/A	
DocuSign	N/A	
Everbridge	N/A	
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	CBCF obtains their Microsoft 365 licensing from FCDC. This includes one MS Access License.
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
Enterprise ERP (MUNIS)	Shared	The Franklin County Auditor's Office is responsible for the application. FCDC collects Enterprise ERP charges at the direction of the Board of Commissioners' OMB Office.
OnBase Information Platform	N/A	
Zoom	N/A	

Engineering Services (IT for IT Departments)	Support	Notes
Partner Agency IT Staff access to support IT Services	FCDC	CBCF may request this service on an as-needed basis.

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

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

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

Procurement and Legal Contracts	Support	Notes
Assistance with Legal Contracts and RFPs	N/A	
IT Budget Planning	N/A	
IT Procurement Assistance	Shared	LINK: FCDC's Procurement system <a href="https://link.franklincountyohio.gov/">https://link.franklincountyohio.gov/</a>
Vendor and Licensing Management	N/A	

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	CBCF participates in the FCDC-provided KnowBe4 Security Training.
Web Filtering	FCDC	

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## 4.0 Special Support Services

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**4.1 Lotus Notes:** (IBM Notes) This is the database for CBCF resident information and case management system

**FCDC Responsibility:**

- FCDC can be called upon to work with MAPSYS as needed should MAPSYS have any questions during upgrades or other projects relating to the infrastructure environment.

**CBCF Responsibility:**

- CBCF is the application's owner/user.
- CBCF maintains a MAPSYS contract for support services.

**Vendor Responsibility:**

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

## 4.2 Johnson Controls: Camera and security system provider

### FCDC Responsibility:

- FCDC can be called upon to work with the Vendor as needed should they have questions relating to the infrastructure environment.
- Johnson Controls data is not stored with FCDC.

### CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

### Vendor Responsibility:

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

## 4.3 UKG (Formally Kronos): Timekeeping system

### FCDC Responsibility:

- N/A

### CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a contract for support services.

### Vendor Responsibility:

- The Vendor provides primary support for this service.

## 4.4 Keefe Group: A resident account system for secure deposits

### FCDC Responsibility:

- FCDC can be called upon to work with the Vendor as needed should they have questions relating to the infrastructure environment (e.g., endpoint device installation).

### CBCF Responsibility:

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

### Vendor Responsibility:

- The Vendor provides primary support for this service.

**4.5 LEADS** (Law Enforcement Automated Data System): A background check system operated by the Ohio Highway Patrol

**FCDC Responsibility:**

- FCDC can be called upon to work with the Vendor as needed (e.g., security breach).
- Note: This computer has its own VPN: Cisco.

**CBCF Responsibility:**

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

**Vendor Responsibility:**

- The Vendor, NORIS, provides primary support for this service.

**4.6 QuickBooks:** CBCF Financial team uses this to keep track of residents' accounts in real-time; cloud-based

**FCDC Responsibility:**

- N/A

**CBCF Responsibility:**

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

**Vendor Responsibility:**

- The Vendor, QuickBooks, provides primary support for this service.

**4.7 BambooHR:** CBCF uses in recruiting, onboarding, and offboarding activities, as well as assists with ongoing performance management

**FCDC Responsibility:**

- N/A

**CBCF Responsibility:**

- CBCF is the application's owner/user.
- CBCF maintains a vendor contract for support services.

**Vendor Responsibility:**

- The Vendor, BambooHR, provides primary support for this service.

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## 5.0 Special Support Services

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### 5.1 IT Budgets

CBCF is funded biennially by a grant through the Ohio Department of Rehabilitation and Correction (ODRC). When preparing to apply for funding each cycle, CBCF administration assesses the previous cycle's expenditures as well as projections for the upcoming cycle to determine the facility's budgetary needs. CBCF's IT budget is a part of this assessment and budgeting process. As these discussions are happening, CBCF will remain in communication with the agency's BRM regarding IT needs and budgetary considerations of these needs. These discussions will typically take place in May of each year and no later than early June at the end of the biennial cycle. It should be noted that any type of equipment, including the purchase of computers, laptops, etc., must be approved by the CBCF's funding source, ODRC.

FCDC works annually on behalf of the Franklin County Office of Management & Budget (OMB) to review and recommend Partner Agency IT Budgets. FCDC is available to assist CBCF with IT Budget planning.

#### Typical Annual Budget Schedule for FCDC:

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

### 5.2 FCDC IT Procurement Policy

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

FCDC may procure IT items on behalf of CBCF. Those costs will be charged back in the form of a monthly invoice which will require CBCF to open a purchase order for the FCDC.

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

**FRANKLIN COUNTY DATA CENTER**

Vendor 32201

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

Columbus, Ohio 43215-4599

**Invoices will be sent to:**  
**ATTENTION: Eugene Foust**  
**Franklin County Community Based Correctional Facility**  
 1743 Alum Creek Drive  
 Columbus, Ohio 43207  
**E-mail: cbcf\_fiscal@franklincountyohio.gov**

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

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hylar	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After-hours and Emergencies

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

### 6.3 Requests

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

**Incidents:**

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

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

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

**General requests and questions:**

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

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

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

**Procurement System:** <https://link.franklincountyohio.gov>

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

### Projects and other work:

Enterprise Business Relationship Manager, Melissa Peoples:

E-mail: melissa.peoples@franklincountyohio.gov

Phone: (614) 525-5691

### 6.4 Escalation/Expedition pathway

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

### Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Melissa Peoples	(614) 525-5691	melissa.peoples@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
7	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Approved Projects and other work:

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

### 6.5 Service Prioritization

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

Priority	Criteria	Response
<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>

<p><b>Priority 4 (LOW)</b> Minimal or No Business Impact</p>	<ul style="list-style-type: none"> <li>• Minimal impact to 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>
<p><b>Priority 3 (MEDIUM)</b> Minor Business Impact</p>	<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>
<p><b>Priority 2 (HIGH)</b> Major Business Impact</p>	<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, 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>

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

## **6.6 Security Audit**

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

## **6.7 MSA Infringement**

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

## **6.8 Termination of the MSA**

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

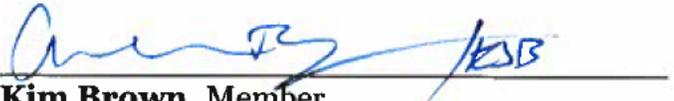
FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY JUSTICE POLICY PROGRAMS/COURT  
APPOINTED SPECIAL ADVOCATES

**Voting Aye thereon**

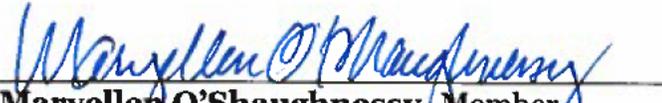
**Voting Nay thereon**

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

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

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

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

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

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

**Abstained**

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

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

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

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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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY JUSTICE POLICY PROGRAMS AND  
COURT APPOINTED SPECIAL ADVOCATES**

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

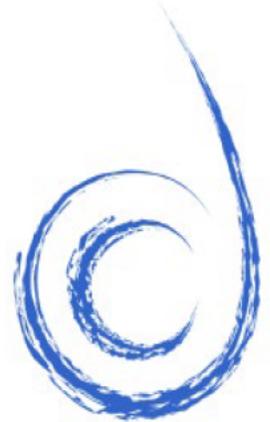
**WHEREAS**, Franklin County Data Center submits this Technology Master Service Agreement (MSA) to the Automatic Data Processing Board for approval; and,

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

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

# Information Technology

2023 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Justice Policy Programs and  
Court Appointed Special Advocates

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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 Justice Policy Programs/Court Appointed Special Advocates (JPP/CASA). 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 JPP/CASA.

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

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Cheri Speakman

(614) 525-6154

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

Columbus, Ohio 43215

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

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

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

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

Columbus, Ohio 43215

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

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

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

#### Help Desk

**Enterprise Support Manager**, Rob Linton

(614) 525-DATA (3282)

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

Columbus, Ohio 43215

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

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

**Service Management Portal:** [helpdesk.franklincountyohio.gov](http://helpdesk.franklincountyohio.gov)

## 2.2 Franklin County Justice Policy Programs/Court Appointed Special Advocates

### General Information

(614) 525-2197  
 373 S. High Street  
 Columbus, OH 43215

**Director, Ruchelle Pride**  
 (614) 525-2197  
 E-mail: [ruchellepride@franklincountyohio.gov](mailto:ruchellepride@franklincountyohio.gov)

## 2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Ruchelle Pride	<a href="mailto:ruchellepride@franklincountyohio.gov">ruchellepride@franklincountyohio.gov</a>	X	X	X	X		
<b>JPP</b>							
Melissa Pierson	<a href="mailto:mspiero@franklincountyohio.gov">mspiero@franklincountyohio.gov</a>	X		X	X	X	X
Caitlin Looney	<a href="mailto:caitlin.looney@franklincountyohio.gov">caitlin.looney@franklincountyohio.gov</a>	X		X	X		
Norma Maestas-Grapp	<a href="mailto:norma.maestas-grapp@franklincountyohio.gov">norma.maestas-grapp@franklincountyohio.gov</a>			X	X	X	
Ryan Newsome	<a href="mailto:ryan.newsome@franklincountyohio.gov">ryan.newsome@franklincountyohio.gov</a>	X					
Qiana Potts	<a href="mailto:qlpotts@franklincountyohio.gov">qlpotts@franklincountyohio.gov</a>						X
Johnny Turner	<a href="mailto:jdturner@franklincountyohio.gov">jdturner@franklincountyohio.gov</a>						X
Kendall White	<a href="mailto:kendall.white@franklincountyohio.gov">kendall.white@franklincountyohio.gov</a>						X
<b>CASA</b>							
Kevin Greenwood	<a href="mailto:kevin.greenwood@franklincountyohio.gov">kevin.greenwood@franklincountyohio.gov</a>	X		X	X	X	X
Tobi Fliegel	<a href="mailto:tobi.fliegel@franklincountyohio.gov">tobi.fliegel@franklincountyohio.gov</a>	X		X	X	X	X

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	Shared	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	JPP/CASA has (3) websites: <ul style="list-style-type: none"> <li>• <a href="https://jpp.franklincountyohio.gov">https://jpp.franklincountyohio.gov</a></li> <li>• <a href="https://reentry.franklincountyohio.gov">https://reentry.franklincountyohio.gov</a></li> <li>• <a href="https://casa.franklincountyohio.gov">https://casa.franklincountyohio.gov</a> (casacolumbus.org was CASA's previous website which is now redirected to their current website above)</li> </ul> <p>All (3) websites are hosted in the FCDC Kentico environment, and their content is maintained by JPP/CASA staff</p>

Data Analytics	Support	Notes
Data / Process Analysis	N/A	
Reporting (Interactive/Operational)	FCDC	JPP staff have an agency PowerBI workspace set up. They are a part of the BOC HHR initiative, which shares agency data to understand better how county resources are currently being used where they are needed to plan to improve the level of service Franklin County provides to their constituents.

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	JPP/CASA leverages the FCDC enterprise Adobe licensing. JPP/CASA utilizes (6) Adobe Accounts.
DocuSign	FCDC	JPP/CASA is utilizing DocuSign to obtain signatures from CASA volunteers throughout their term as a volunteer
Everbridge	Partner	JPP/CASA maintains their own staff in Everbridge
Geographic Information Systems (GIS)	N/A	
Intellivue Document Imaging Solution	N/A	
Microsoft 365	FCDC	
AvePoint	N/A	
Dynamics	N/A	
SharePoint	N/A	
OnBase Information Platform	N/A	
Zoom	FCDC	JPP/CASA utilizes the following Zoom licensing: (6) Standard licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	FCDC	IT Contacts have an Agency Jira page
Hardware Salvage	FCDC	
Remote and On-Site Support	FCDC	
User Device Management and Imaging	FCDC	

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

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

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

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

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## 4.0 Special Support Services

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### 4.1 SAFER Station

"SAFER Station" is the name of a grant-funded program JPP launched in 2022 and will operate with the support of several other agencies and nonprofits in Columbus. The general concept is to establish a harm reduction outlet in an economically-challenged neighborhood (Franklinton). The inaugural location for this program is 368 W. Park Ave in Columbus. Services will include walk-in triage, substance abuse screening and referral, transport to treatment in some instances, case management, peer support, and some immunizations. The program has been funded through September 2023, with a 1-year extension option (Sep 2024). After that, it will be up to the County to secure additional funding or shut down the program. JPP reached out to FCDC to prepare the new location, allowing county and non-county staff to assist residents.

#### FCDC Responsibilities

- FCDC will maintain county-owned laptops according to the FCDC standards regarding OS and security patches
- FCDC will maintain county-owned network equipment:
  - Firewall appliance
  - Wireless APs
  - Office phones
  
- FCDC will work with PFM to resolve any issues related to the video surveillance system
- FCDC will work with JPP staff to resolve any issues arising at the site

#### JPP Responsibilities

- JPP will manage the support agreement with the internet provider Spectrum
- JPP will work with FCDC to resolve any issues arising at the site

#### PFM Responsibilities

- Work with JPP and FCDC to remediate any issues that may arise

### 4.2 Rapid Resource Center – Jackson Pike

The Rapid Resource Center located at Jackson Pike, with staff from the Columbus and Franklin County Public Health Departments, PrimaryOne, Southeast Healthcare, and the commissioners' office, can help the newly-released inmates develop plans for transitioning back to the community. They can provide referrals and linkage to health, mental health, addiction treatment options, and a Narcan kit to prevent overdose deaths. They can also help clients apply for benefits, obtain a birth certificate, and connect to emergency food or shelter, or link them to resources such as how to get a driver's license reinstated or where to find job readiness training or new job listings. JPP reached out to FCDC to prepare the location to allow county and non-county staff to assist newly-released inmates.

#### FCDC Responsibilities

- FCDC will maintain county-owned laptops according to the FCDC standards regarding OS and security patches
- FCDC will maintain county-owned network equipment
- FCDC will work with JPP staff to resolve any issues arising at the site

### JPP Responsibilities

- JPP will work with FCDC to resolve any issues arising at the site

### PFM Responsibilities

- Work with JPP and FCDC to remediate any issues that may arise

## 4.3 Non-FCDC Solutions

The solutions listed below have no FCDC support responsibilities, but as always, FCDC will act as an advocate for JPP/CASA when needed.

Solution Name	Support	Priority	Notes
VCM - JPP Case Management System	Vendor	N/A	JPP utilizes VCM (Virtual Case Management) supported by Virtual Case Manager.  The browser-based solution costs about \$2,000 yearly, including periodic, minor customizations.  The Vendor releases changes annually and are part of JPP/CASA's annual maintenance.
Optima - CASA Case Management System	Vendor	N/A	CASA utilizes the web-based case management tool Optima, designed for CASA cases and is only available to CASA organizations. This product is supported by Evinto Solutions, LLC. and is routinely updated throughout the year.  Support is paid on an annual basis by Ohio CASA.

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## 5.0 Budgeting and Service Charges

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### 5.1 IT Budgets

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

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

### Typical Annual Budget Schedule:

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

### 5.2 FCDC IT Procurement Policy

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

### 5.3 Chargeback allocations

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

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

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

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

**FRANKLIN COUNTY DATA CENTER**

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

Columbus, Ohio 43215-4599

**Invoices will be sent to:**

**ATTENTION: Norma Maestas-Grapp**

Justice Policy Programs/Court Appointed Special Advocates

373 S. High Street, 25<sup>th</sup> Floor

Columbus, OH 43215-4599

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

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After hours and Emergencies

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

### 6.3 Requests

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

#### Incidents:

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

Phone: (614) 525-3282 (DATA)

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

#### General requests and questions:

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

Phone: (614) 525-3282 (DATA)

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

Procurement System: <https://link.franklincountyohio.gov>

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

#### Projects and other work:

Enterprise Business Relationship Manager, Cheri Speakman

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

Phone: (614) 525-6154

## 6.4 Escalation/Expedition pathway

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

### Incidents and General Requests:

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Procurement:

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

### Approved Projects and other work:

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

## 6.5 Service Prioritization

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

Priority	Criteria	Response
<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>

<p><b>Priority 4 (LOW)</b> Minimal or No Business Impact</p>	<ul style="list-style-type: none"> <li>• Minimal impact on business or service</li> <li>• No production or individual end-user is affected</li> <li>• The business has an alternative approach until a fix/promotion can be established and/or can be deferred until an acceptable maintenance window can be established for resolution</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within a business day of ticket assignment</li> <li>• FCDC will attempt to resolve this within 40 normal business hours</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<p><b>Priority 3 (MEDIUM)</b> Minor Business Impact</p>	<ul style="list-style-type: none"> <li>• There is a degradation to a business service but not a work stoppage</li> <li>• The service component or procedure is NOT critical to customer business functions</li> <li>• The business has an alternative approach until resolved</li> </ul>	<ul style="list-style-type: none"> <li>• FCDC Technician will be assigned and will strive to contact the reporting user within four (4) normal business hours of ticket assignment</li> <li>• FCDC will attempt to resolve this within 24 normal business hours</li> <li>• FCDC will communicate with the reporting user until resolved</li> </ul>
<p><b>Priority 2 (HIGH)</b> Major Business Impact</p>	<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>

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

## **6.6 Security Audit**

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

## **6.7 MSA Infringement**

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

## **6.8 Termination of the MSA**

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PROBATE COURT

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

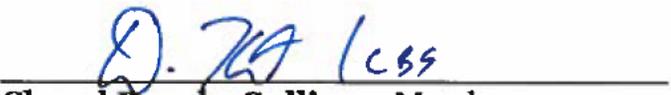
\_\_\_\_\_  
**Maryellen O'Shaughnessy**, Member  
Franklin County Clerk of Courts

  
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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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY PROBATE COURT**

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

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

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

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

# Information Technology

2023 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Franklin County Probate Court

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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 Probate Court (PBCT). 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 PBCT.

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

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Cheri Speakman

(614) 525-6154

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

Columbus, Ohio 43215

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

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

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

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

Columbus, Ohio 43215

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

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

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

#### Help Desk

**Enterprise Support Manager**, Rob Linton

(614) 525-DATA (3282)

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

Columbus, Ohio 43215

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

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

**Service Management Portal:** [helpdesk.franklincountyohio.gov](http://helpdesk.franklincountyohio.gov)

## 2.2 Franklin County Probate Court

### General Information

(614) 525-3894

373 S. High Street, 22<sup>nd</sup> Floor

Columbus, OH 43215

**Franklin County Probate Judge**, Judge Jeffrey D. Mackey

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

## 2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Judge Jeffrey D. Mackey	<a href="mailto:jeffrey.mackey@franklincountyohio.gov">jeffrey.mackey@franklincountyohio.gov</a>	X	X				
Daniel Bower	<a href="mailto:daniel.bower@franklincountyohio.gov">daniel.bower@franklincountyohio.gov</a>	X	X	X	X	X	X
Brent Chapa	<a href="mailto:brent_chapa@franklincountyohio.gov">brent_chapa@franklincountyohio.gov</a>			X	X	X	
Brian Evans	<a href="mailto:bmevans@franklincountyohio.gov">bmevans@franklincountyohio.gov</a>	X	X	X	X	X	X
Gabrielle Wonnell	<a href="mailto:gabrielle.wonnell@franklincountyohio.gov">gabrielle.wonnell@franklincountyohio.gov</a>	X	X	X	X	X	X

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	FCDC	
Mobile Application Development	N/A	
Web Development and Content Management	Shared	PBCT's public website is supported in Kentico by PBCT staff: <a href="https://probate.franklincountyohio.gov/">https://probate.franklincountyohio.gov/</a>

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

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

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

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

Enterprise Offerings	Support	Notes
Adobe Licensing	FCDC	PBCT leverages the FCDC enterprise Adobe licensing: PBCT utilizes (4) Adobe Licenses
DocuSign	N/A	
Everbridge	Partner	Everbridge is owned and managed by the Franklin County Emergency Management Agency. PBCT maintains their staff in Everbridge
Geographic Information Systems (GIS)	N/A	

Intellivue Document Imaging Solution	<b>FCDC</b>	PBCT has (4) Intellivue archive imaging applications: <ul style="list-style-type: none"> <li>• Marriage License Archive</li> <li>• External Adoption</li> <li>• Acknowledgment of Paternity</li> <li>• Confidential</li> </ul>
Microsoft 365	<b>FCDC</b>	
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>FCDC</b>	PBCT utilizes the following Zoom licensing: (9) - Basic licenses (16) - Standard licenses Zoom is their preferred solution for official court hearings due to the audio file size of the recording that must be retained indefinitely.

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>Partner</b>	<ul style="list-style-type: none"> <li>• PBCT IT Contact escalates tickets to the FCDC when necessary</li> <li>• PBCT IT staff can view all PBCT Jira tickets</li> </ul>
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>Partner</b>	PBCT IT Contact escalates tickets to the FCDC when necessary
User Device Management and Imaging	<b>Shared</b>	PBCT IT staff have been set up with SCCM to allow them to image PBCT devices

iSeries Administration and Development	Support	Notes
iSeries Application Development and Support	<b>Vendor</b>	Mapsys is the primary support for PBCT's iSeries applications (see below in Section 4.0)
iSeries Infrastructure Support	<b>FCDC</b>	

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

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

Security	Support	Notes
Anti-Virus	FCDC	
Assistance with Security Audits	FCDC	
Cyber Security Insurance Policy Compliance	FCDC	
Multifactor Authentication (MFA) and Single Sign-On (SSO)	FCDC	For Microsoft 365 and Zoom, they use our MFA, but there are no specific PBCT applications that use either
Security Incident Support	FCDC	
Security Training and Consultation	FCDC	
Web Filtering	FCDC	
Quarterly Domain Certification	Shared	

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## 4.0 Special Support Services

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### 4.1 Marriage License Application

PBCT currently uses an application created in-house by FCDC that resides on the i-Series, allowing the public to complete an application for a marriage license. Mapsys now maintains that application but still exists in the FCDC iSeries environment on partition FCDC1.

#### Probate Court Responsibilities

- PBCT will maintain the support relationship with Mapsys
- PBCT will work with Mapsys and FCDC to resolve any issues

#### Mapsys Responsibilities

- Mapsys will maintain the Marriage License application
- Mapsys incorporate any needed enhancements requested by PBCT
- Mapsys will work with PBCT and FCDC to resolve any issues

#### Data Center Responsibilities

- FCDC will maintain the iSeries environment, including all administrative updates
- FCDC will work with Mapsys and PBCT to resolve any issues

### 4.2 Marriage License Abstract Online Request

PBCT currently uses an application created by a vendor, Point & Pay, to allow residents to request and pay for marriage abstracts online. The entire application is hosted in the vendor environment.

#### Probate Court Responsibilities

- PBCT will maintain the support relationship with Point & Pay
- PBCT will maintain the financial activity associated with the credit card activity from the site
- PBCT will work with Point & Pay to resolve any issues

## **Point & Pay Responsibilities**

- Point & Pay will maintain the Marriage Abstract application and associated credit card processing services
- Point & Pay will work with PBCT to resolve any issues

## **Data Center Responsibilities**

- FCDC will maintain the Kentico environments (development/stage/production) where the Probate site resides and where the Point & Pay Marriage Abstract application is initiated from
- FCDC will work as an advocate for PBCT, when needed, to assist in resolving any issues

## **4.3 e-Flex**

e-Flex is the application utilized by PBCT to allow their staff to file court documents electronically. The application was created by Tybera and is hosted in the FCDC environment.

## **Probate Court Responsibilities**

- PBCT works with CLCT, Tybera, and FCDC to resolve any issues

## **Tybera Responsibilities**

- Tybera will maintain the e-Flex application
- Tybera will incorporate any needed enhancements requested by PBCT/CLCT
- Tybera will work with PBCT, CLCT, and FCDC to resolve any issues

## **Data Center Responsibilities**

- FCDC will maintain the host environment, including all administrative updates
- FCDC will work with Tybera, CLCT, and PBCT to resolve any issues

## **Clerk of Court Responsibilities**

- CLCT will maintain the support relationship with Tybera
- CLCT will work with Tybera, FCDC, and PBCT to resolve any issues

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## **5.0 Budgeting and Service Charges**

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### **5.1 IT Budgets**

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

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

#### **Typical Annual Budget Schedule:**

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

### **5.2 FCDC IT Procurement Policy**

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

### **5.3 Chargeback allocations**

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

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

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

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

**FRANKLIN COUNTY DATA CENTER**

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

Columbus, Ohio 43215-4599

**Invoices will be sent to:**  
**ATTENTION: Brent Chapa**  
**Franklin County Probate Court**  
 373 S. High Street, 22<sup>nd</sup> Floor  
 Columbus, Ohio 43215

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

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After-hours and Emergencies

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

### 6.3 Requests

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

**Incidents:**

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

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

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

**General requests and questions:**

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

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

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

**Procurement System:** <https://link.franklincountyohio.gov>

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

**Projects and other work:**

Enterprise Business Relationship Manager, Cheri Speakman

E-mail: cheri.speakman@franklincountyohio.gov

Phone: (614) 525-6154

**6.4 Escalation/Expedition pathway**

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

**Incidents and General Requests:**

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**Procurement:**

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsell@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**6.5 Service Prioritization**

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

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

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

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

## **6.6 Security Audit**

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

## **6.7 MSA Infringement**

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

## **6.8 Termination of the MSA**

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY FLEET MANAGEMENT

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

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

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

Abstained

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

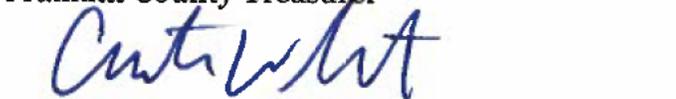
\_\_\_\_\_  
**John O'Grady**, Member  
Franklin County Commissioner

  
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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

ABSENT

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

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

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

**FRANKLIN COUNTY DATA CENTER  
TECHNOLOGY MASTER SERVICE AGREEMENT  
FRANKLIN COUNTY FLEET MANAGEMENT**

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

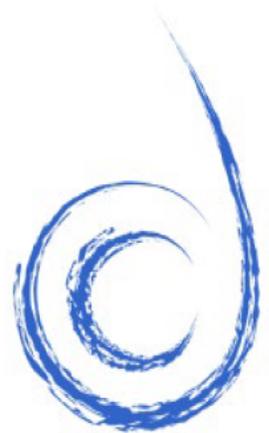
**WHEREAS**, Franklin County Data Center submits this Technology Master Service Agreement (MSA) to the Automatic Data Processing Board for approval; and,

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

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

# Information Technology

2023 Master Service Agreement



Between the:  
Franklin County Data Center  
and  
Franklin County Fleet Management

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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 Fleet Management (FLEET). 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 FLEET.

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

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## 2.0 Contact Information and Authorizations

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### 2.1 Franklin County Data Center

#### Business Services

**Enterprise Business Relationship Manager**, Cheri Speakman

(614) 525-6154

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

Columbus, Ohio 43215

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

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

**Enterprise Business Services Manager**, Kara Cruikshank

(614) 525-4728

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

Columbus, Ohio 43215

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

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

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

#### Help Desk

**Enterprise Support Manager**, Rob Linton

(614) 525-DATA (3282)

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

Columbus, Ohio 43215

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

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

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

## 2.2 Franklin County Fleet Management

### General Information

(614) 525-3412  
1721 Alum Creek Drive  
Columbus, Ohio 43207

**Director, Charlotte Ashcraft**

(614) 525-2466  
E-mail: [charlotte.ashcraft@franklincountyohio.gov](mailto:charlotte.ashcraft@franklincountyohio.gov)

## 2.3 Contact Groups

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

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

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

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

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

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

Name	E-Mail	IT Contact	Service	Procurement	Security	Billing	Website
Charlotte Ashcraft	<a href="mailto:charlotteashcraft@franklincountyohio.gov">charlotteashcraft@franklincountyohio.gov</a>	X	X	X	X	X	X
Kim Reynolds	<a href="mailto:kimberlyreynolds@franklincountyohio.gov">kimberlyreynolds@franklincountyohio.gov</a>			X		X	

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

### 3.0 Core Services

**Key:**

Partner = Partner utilizes this service and provides primary support

FCDC = FCDC provides primary support

Shared = Combination support between the Partner and FCDC

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

Vendor = Vendor provides service

Application Development and Enterprise Tools	Support	Notes
Graphic Design	<b>FCDC</b>	For Portal slides and various infrequent website needs
Mobile Application Development	<b>Vendor</b>	The Fleet staff use mobile sites as part of the Fleetio application and are included in the support agreements with the Vendor
Web Development and Content Management	<b>Shared</b>	<p><b>Kentico Website(s)</b></p> <ul style="list-style-type: none"> <li>Fleet Management's public website: <a href="https://fleet.franklincountyohio.gov/">https://fleet.franklincountyohio.gov/</a> Charlotte Ashcraft has been trained as the content editor for the website</li> </ul> <p><b>.NET Website(s)</b></p> <ul style="list-style-type: none"> <li>Fleet Management's Retired Vehicles application <a href="https://retiredvehicles.franklincountyohio.gov/">https://retiredvehicles.franklincountyohio.gov/</a></li> </ul>

Data Analytics	Support	Notes
Data / Process Analysis	<b>N/A</b>	
Reporting (Interactive/Operational)	<b>FCDC</b>	The FCDC created and maintains a monthly fuel statement report for staff whose vehicles don't have telematics (GPS) to provide automatic fuel transaction verification.

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

Enterprise Infrastructure	Support	Notes
Data Backup Solutions	<b>FCDC</b>	
Data Storage	<b>FCDC</b>	
Hi-Availability (HA) Environment	<b>N/A</b>	
Server Virtualization and Hosting	<b>FCDC</b>	
SQL Database	<b>FCDC</b>	Only until such time the current ColdFusion application is decommissioned

Enterprise Network	Support	Notes
Communications & Collaboration	<b>FCDC</b>	FLEET currently has (3) voicemail accounts
Internet, Firewall, and VPN Services	<b>FCDC</b>	
Wide Area Network (WAN) Connectivity	<b>FCDC</b>	
Wired Network Connectivity	<b>FCDC</b>	
Wireless (Wi-Fi) Network Connectivity	<b>FCDC</b>	In 2020, FCDC replaced the Wi-Fi components and increased the capabilities to support the many wireless devices now being used by FLEET

Enterprise Offerings	Support	Notes
Adobe Licensing	<b>Shared</b>	FLEET leverages the FCDC enterprise Adobe licensing. FLEET utilizes (1) Adobe Pro License
DocuSign	<b>N/A</b>	
Everbridge	<b>Partner</b>	FLEET maintains their staff in Everbridge
Geographic Information Systems (GIS)	<b>N/A</b>	
Intellivue Document Imaging Solution	<b>N/A</b>	
Microsoft 365	<b>FCDC</b>	
AvePoint	<b>N/A</b>	
Dynamics	<b>N/A</b>	
SharePoint	<b>N/A</b>	
OnBase Information Platform	<b>N/A</b>	
Zoom	<b>FCDC</b>	FLEET has (3) basic free Zoom licenses

Enterprise Support	Support	Notes
Centralized Help Desk and Call Center	<b>FCDC</b>	
Hardware Salvage	<b>FCDC</b>	
Remote and On-Site Support	<b>FCDC</b>	
User Device Management and Imaging	<b>FCDC</b>	FLEET has (10) iPads that the mechanics utilize more efficiently use Fleetio – see 4.2 Fleetio iPad Mechanics Setup below

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

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

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

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

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## 4.0 Special Support Services

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### 4.1 Fleetio

Fleetio is a third-party SaaS fleet management solution. FLEET mechanics and installers utilize iPads, recommended by the FCDC, in rugged cases to access Fleetio and the associated Fleetio mobile applications (see 4.2 Fleetio iPad Mechanics Setup below). The application is updated to the most current version every quarter.

#### FCDC Responsibility:

- FCDC has no responsibility regarding the Fleetio application
- FCDC maintains a Wi-Fi network at the Fleet Management facility
- FCDC will work with FLEET to resolve any issues regarding Wi-Fi
- FCDC will act as an advocate for FLEET when working with the Vendor to resolve issues

#### FLEET Responsibility:

- FLEET maintains the support relationship with the Vendor (annual renewal date February 13<sup>th</sup>)
- FLEET will work with FCDC to resolve any issues regarding iPads or Wi-Fi
- FLEET will work with Vendor to resolve any issues regarding the Fleetio application or any of the associated mobile applications

#### Vendor Responsibility:

- Maintain the Fleetio application and its associated mobile applications
- Work with FLEET to resolve any issues regarding the Fleetio application or any of the associated mobile applications

**4.2 Fleetio iPad Mechanics Setup** – The Fleet mechanics need to work from a mobile device that can access their fleet management solution, Fleetio, while working in various facility areas. The Data Center recommended and worked with Fleet to implement ten (10) iPads (currently, all devices are 7<sup>th</sup> Gen, and 3 of the 10 have cellular service) and an extensive wireless network to allow adequate coverage for all garage areas.

### **FCDC Responsibility:**

- FCDC will maintain and manage the wireless network used by the iPads at the Fleet facility
  - When the Wi-Fi is unavailable, the service ticket priority will be a level 2 as none of the mechanics will be able to perform their job duties
- FCDC will maintain and manage the print solution utilized by the mechanics
  - Any issues with the print solution will be prioritized on a case-by-case basis according to current prioritization guidelines

### **FLEET Responsibility:**

- FLEET will maintain the shared single Apple account used by all the devices
- FLEET will provide cellular service on the (3) mobile-ready iPads
- FLEET will maintain the iOS updates for the iPads
- FLEET is responsible for the replacement of the iPads via the annual device replacement cycle

**4.2 Retired Vehicles Application** – The Retired Vehicles application is a .NET application created in 2022 by FCDC that allows FLEET to display retired county vehicles that can be given to other counties. The application has two (2) modules: an external module that allows other counties to apply for access and then view and request available vehicles and the admin module that provides FLEET staff to grant/remove access, display/remove available vehicles, and track what counties the vehicles are given to.

### **FCDC Responsibility:**

- FCDC will maintain the development, stage, and production of .NET environments
- FCDC will maintain the FCDN and associated infrastructure
- FCDC will maintain the .NET application
- FCDC will work with FLEET to resolve any issues regarding the application

### **FLEET Responsibility:**

- FLEET will work with FCDC to resolve any issues regarding the application
- FLEET maintains all user access within the application by reviewing all requests for accessing and controlling who gets access to the website.

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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 the primary support for BFM.

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

#### **Typical Annual Budget Schedule:**

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

### **5.2 FCDC IT Procurement Policy**

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

### **5.3 Chargeback allocations**

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

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

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

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

**FRANKLIN COUNTY DATA CENTER**

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

Columbus, Ohio 43215-4599

**Invoices will be sent to:**  
**ATTENTION: Kim Reynolds**  
**Franklin County Fleet Management**  
 1721 Alum Creek Drive  
 Columbus, Ohio 43207

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

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdcfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsel@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

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## 6.0 Terms and Conditions

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### 6.1 Normal Business Hours

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

### 6.2 After-hours and Emergencies

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

### 6.3 Requests

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

**Incidents:**

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

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

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

**General requests and questions:**

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

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

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

**Procurement System:** <https://link.franklincountyohio.gov>

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

**Projects and other work:****Enterprise Business Relationship Manager, Cheri Speakman****E-mail: cheri.speakman@franklincountyohio.gov****Phone: (614) 525-6154****6.4 Escalation/Expedition pathway**

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

**Incidents and General Requests:**

#	Who	Phone	E-mail
1	Help Desk	(614) 525-3282	helpdesk@franklincountyohio.gov
2	Enterprise Support Manager, Robert Linton	(614) 525-5694	robert.linton@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**Procurement:**

#	Who	Phone	E-mail
1	Financial Services	N/A	fcdfinancialservices@franklincountyohio.gov
2	Director, Enterprise Financial Services, Michelle Halsell	(614) 525-7392	mdhalsell@franklincountyohio.gov
3	Enterprise Business Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Financial Officer, Julie Lust	(614) 525-5826	jalust@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**Approved Projects and other work:**

#	Who	Phone	E-mail
1	Project Lead	N/A	
2	Director, Enterprise Portfolio Management, Conrad Michael	(614) 525-2568	conrad.michael@franklincountyohio.gov
3	Enterprise Relationship Manager, Cheri Speakman	(614) 525-6154	cheri.speakman@franklincountyohio.gov
4	Enterprise Business Services Manager, Kara Cruikshank	(614) 525-4728	kara.cruikshank@franklincountyohio.gov
5	Chief Operations and Communications Officer, Tasha Hyler	(614) 525-6798	tjhyler@franklincountyohio.gov
6	Chief Information Officer, Adam Frumkin	(614) 525-3006	adam.frumkin@franklincountyohio.gov

**6.5 Service Prioritization**

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

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

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

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

## **6.6 Security Audit**

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

## **6.7 MSA Infringement**

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

## **6.8 Termination of the MSA**

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

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
NEW HIRE: ENTERPRISE SUPPORT ANALYST 1

Voting Aye thereon

Voting Nay thereon



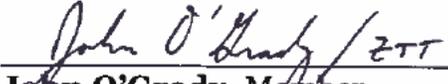
**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor



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



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



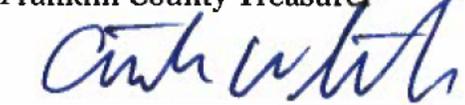
**John O'Grady**, Member  
Franklin County Commissioner



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



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



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

*ABSENT*

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

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

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

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

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

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

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

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

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

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

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
NEW HIRE: ENTERPRISE SUPPORT ANALYST 1**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-038** attached hereto and made a part hereof; and,

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

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-038**.

FRANKLIN COUNTY, OHIO  
 AUTOMATIC DATA PROCESSING BOARD

**Data Center Personnel Action – New Hire – Dakota Piper**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		New Hire	
EMPLOYEE/CANDIDATE NAME:		Daktota Piper	
PERSONNEL ACTION NUMBER		23-038	
PERSONNEL ACTION DATE (BOARD)		February 06, 2023	
DATA CENTER SECTION		Enterprise IT / Support	
NEW JOB POSITION / TITLE		Enterprise Support Analyst 1	
PAY GRADE		5	
EFFECTIVE DATE		February 06, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$39,534	\$48,429	\$57,324	
		BASE RATE	ANNUAL SALARY
NEW		\$25.9615	\$54,000
<b><u>KEY RESPONSIBILITIES OF ROLE</u></b>			
<ul style="list-style-type: none"> <li>• Friendly and supportive IT technical services for partner agency users countywide, provided via phone, email, online requests, live remote, and in-person</li> <li>• Hardware Deployment and Support</li> <li>• PC Imaging and Application Installs and Support</li> <li>• Mobile Device, Multi-Factor Authentication (MFA), and VPN Support</li> <li>• IT Service Management Platform Utilization and Documentation</li> <li>• Asset Management</li> <li>• User Account Management and Security</li> </ul>			
<b><u>EMPLOYMENT NOTABLES</u></b>			
<ul style="list-style-type: none"> <li>• Coty has been in help desk related roles since 2019.</li> <li>• Most recently, Coty has held the role of IT Services Administrator at Battelle. Prior to this position, he worked as a Technical Support Analyst and in Store Asset Management for L Brands, and before that he was a Help Desk Analyst for Ascena.</li> <li>• Coty has been valued for his strong customer service skills, communication, thorough documentation and work ethic.</li> </ul>			

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

**EDUCATION & OTHER CREDENTIALS**

- My Computer Career; Information Technology Systems Administration – Westerville, OH (Graduated 2019)
- Microsoft Technology Associate: Security Fundamentals

**RELEVANT WORK EXPERIENCE**

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

**SCREENING STATUS**

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

Kassy Franz, Chief People Officer

# Dakota Piper

## Profile Summary

Experienced IT professional, having completed an accredited, hands-on training program earning CompTIA, Microsoft, and Linux certifications. Proven customer service skills, developing a solid rapport with customers, and gaining an understanding of and meeting their needs. Positive, determined, and hardworking; eager to apply skills and abilities in a technical environment, meeting demands of both customer and management.

## Technical Skills and Abilities

- Troubleshooting
- Structured cabling
- Active Directory
- Network Security
- Install/update software
- Network Configuration
- TCP/IP, DNS and DHCP
- IP Addressing Schemes
- Virtualization and Cloud
- Linux Distributions
- Shell Commands
- Windows OS: 7.8.10

## Education

My Computer Career, Westerville, OH

Graduated January 2019

**Information Technology Systems Administration**

**Current Certification: Microsoft Technology Associate: Security Fundamentals**

## Work History

**IT Services Administrator I**, Battelle Memorial Institute (Contract), Columbus, OH  
(HHS ETCH-MCC Project)

July 2021 - present

- Serve as the first point of contact for users and staff seeking technical assistance over the phone and by email/ServiceNow ticketing system for the Expanded Testing Coordination Hub software
- Developed an in-depth understanding of Expanded Testing Coordination Hub software and related systems
- Respond to both users and staff in a prompt and professional manor, via e-mail/ServiceNow and phone calls
- Maintain integrity of Personally Identifiable Information (PII) and/or Protected Health Information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA)
- Investigate, document, and coordinate technical issues with the user support team and escalate to the development team if needed
- Identify and suggest potential system and process improvements and communicate with user support and team leads
- Coordinate, support, and lead process and system training for new hires

**Store Asset Management**, L brands (Contract), Columbus, OH  
(iPad Refresh Project)

February 2021 – July 2021

- Staged, imaged, configured, and deployed 1600, 8<sup>th</sup> generation iPads to domestic and international stores
- Inbanded, logged, and tested functionality of over 2000 returned generation Air 1, 2, 5, and 6 iPads
- Frequently performed inventory counts for management
- Utilized Cherwell ticketing system for logging received hardware

**Technical Support Analyst**, L Brands (Contract), Columbus, OH  
(VS HP Engage One Project, BBW HP GO Project, BBW Support Peak PX10 Project)

July 2020 – December 2020

- Coordinated hardware orders, installation, and scope of work for register installs for up to 140 stores with store managers
- Troubleshoot with techs on install issues, up to 110 installations per day
- Followed up with store to make sure work was completed; rescheduled return tech/vendor trips if necessary
- Handled overflow work for supervisors; followed up on mitigating problems for stores that required a well-spoken sensitive approach to appease the store and brand
- Implemented 4000 mobile registers at 703 for BBW
- Implemented 2300 mobile registers at 884 for VSS

**Help Desk Analyst, Ascena (Contract), Pataskala, OH**

May 2019 – March 2020

- Troubleshoot inbound/outbound calls for Windows based POS software/hardware issues
- Served as de-escalation POC for critical customer issues
- Account management in active directory

**Sales/Customer Service, Field and Stream, Westerville, OH**

January 2018 – February 2019

- Coordinated background checks for firearms purchases, including processing of Federal ATF 4473 form
- Provided exceptional customer service in multiple departments to ensure purchase satisfaction
- Supported service desk, incoming calls, answered questions, and directed calls to appropriate departments
- Performed twice-daily inventory checks on firearms using an RF Scanner

**Crew Member, Miller Landscapes of Westerville, Westerville, OH**

January 2015 – June 2018

- Moved product to designated points, ensured merchandise integrity and timely arrivals
- Operation of heavy equipment including small to large scale skid steer and a small-scale excavator
- Leadership responsibilities included new hire training, POC for client relations, job site coordination and supervisor

**General Service Technician, Midas, Powell, OH**

Jan 2015 – Dec 2015

- Updated software for the Hunter Quick Check machine, which checked the vehicles alignment, tire tread depth, and OBDII port for ECU codes
- Served as shift POC for replacing parts on customer vehicles
- Managed and organized online and in-store inventory, with \$1.8 million in annual store sales

**Lead Foreman, Outdoor Décor, Galena, OH**

May 2012 - November 2014

- Supervised a six-member team, consistently surpassing job site efficiency and monthly goals
- Served as project manager at job sites, including procurement duties
- Promoted within three months of employment

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
NEW HIRE: ENTERPRISE INFRASTRUCTURE ENGINEER 2

Voting Aye thereon

Voting Nay thereon

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

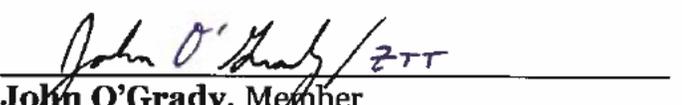
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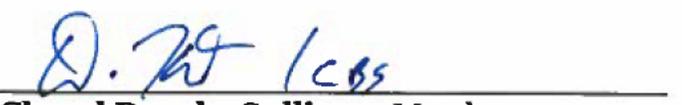
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Election

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

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
NEW HIRE: ENTERPRISE INFRASTRUCTURE ENGINEER 2**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-039** attached hereto and made a part hereof; and,

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

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-039**.

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

**Data Center Personnel Action – New Hire – Tony Lennox**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		New Hire	
EMPLOYEE/CANDIDATE NAME:		Tony Lennox	
PERSONNEL ACTION NUMBER		23-039	
PERSONNEL ACTION DATE (BOARD)		February 06, 2023	
DATA CENTER SECTION		Enterprise IT	
NEW JOB POSITION / TITLE		Enterprise Infrastructure Engineer 2	
PAY GRADE		14	
EFFECTIVE DATE		February 06, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$76,449	\$93,650	\$110,851	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 37.5	\$ 78,000	

**KEY RESPONSIBILITIES OF ROLE**

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

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

**EMPLOYMENT NOTABLES**

- Tony has over 8 years of IT experience. He has been at Rogue since 2015 and worked his way up over the years, starting as the IT Ops Service Tech 1, moving to IT Ops Service Tech 2/3, and most recently, IT Ops Engineer. Throughout these roles, Tony has gained diverse experience with hardware and infrastructure installations and troubleshooting.
- He is looking forward to new growth and development in his role at the Data Center and we look forward to the addition of his skillset and drive!

**EDUCATION & OTHER CREDENTIALS**

- CompTIA A+

**RELEVANT WORK EXPERIENCE**

- End User Support- 6 years
- Hardware Installation/Troubleshooting- 6 years
- Asset Management – 5 years
- Windows OS- 5 years
- SSO- 2 years

**SCREENING STATUS**

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

Kassy Franz, Chief People Officer

# Tony Lennox

## Professional Experience

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**Rogue Fitness, Columbus OH**

March 2021 - Present

### IT Ops Engineer

- Monitor, maintenance, and deployment of various servers on an ESX host using vSphere
- Weed and feed on prem AD environment
- Monitor and remediate AV incidents - tools: CrowdStrike, PDQ, Powershell, TeamViewer
- OS patching and endpoint management - Workspace One, Automox
- Monitor and manage remote access to domain resources - Zscaler
- Mobile device management and development- Zebra scanners and iPads - Soti
- Image deployment - MDT
- SSO management and development - Okta

**Rogue Fitness, Columbus OH**

January 2016 – February 2021

### IT Ops Service Tech 2/3

- Plan and deploy Windows 10 OS to fleet of 500 workstations and VMs
- Track and request inventory for serviced devices
- Plan and assist with asset management migration into Dynamics AX
- Setup and maintain networked printers – Print server, DHCP, DNS
- Configure and image new hardware – Smart Deploy, PDQ, Meraki MDM
- Assist with infrastructure installs and moves
- Monitor NVR camera system - replace drives, start RAID controllers, rebuild OS
- Assist with troubleshooting and fixing end-user VMs and sales management software

**Rogue Fitness, Columbus OH**

June 2015 - December 2015

### IT Ops Service Tech 1

- Assist end-users with passwords, hardware issues, and training
- Assist in the deployment of new hardware
- Maintain mobile device fleet – 50 zebra scanners and iPads
- Remote assist offices in Europe and Australia
- Maintain Google email users and groups

Various Logistics, Columbus OH

2001 - June 2015

Accelerated Assemblers – Site Manager

Abbott Nutrition – Warehouse Operations

Recreations Outlet – Warehouse Supervisor

UPS – Package Handler

## Skills

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- System Admin
- Troubleshooting
- Google Suites Administration
- SSO
- Project Management
- Network Monitoring
- Windows Server
- Remote Assistance
- Problem Solving
- Windows
- Active Directory
- Google-Fu

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

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

Voting Aye thereon

Voting Nay thereon

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

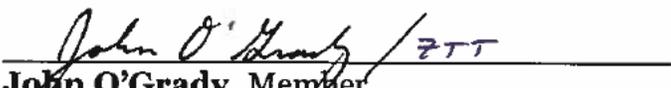
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**FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
NEW HIRE: ENTERPRISE SERVER ENGINEER**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-040** attached hereto and made a part hereof; and,

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

**NOW THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves personal action number **23-040**.

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

**Data Center Personnel Action – New Hire – Mark Dinovo**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		New Hire	
EMPLOYEE/CANDIDATE NAME:		Mark Dinovo	
PERSONNEL ACTION NUMBER		23-040	
PERSONNEL ACTION DATE (BOARD)		February 06, 2023	
DATA CENTER SECTION		Enterprise IT	
NEW JOB POSITION / TITLE		Enterprise Infrastructure Engineer 1	
PAY GRADE		11	
EFFECTIVE DATE		February 06, 2023	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$63,701	\$78,034	\$92,366	
	BASE RATE	ANNUAL SALARY	
NEW	\$ 33.6538	\$ 70,000	

**KEY RESPONSIBILITIES OF ROLE**

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

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

**EMPLOYMENT NOTABLES**

- Mark started his career as a system sales representative for Micro Center before joining the EasyIT team as a Help Desk technician. Over time, he worked his way up to a Systems Engineer which was his most recent role.
- Throughout his time at EasyIT, he helped users with PC and Mac issues, configured and deployed workstations and servers, supported multiple environments with a variety of configurations and educated junior staff on processes and procedures.
- Mark's diverse experience at EasyIT combined with his passion for the industry and motivation to learn will be invaluable as he joins the Infrastructure Team at the Data Center.

**EDUCATION & OTHER CREDENTIALS**

- A.A.B in Network and System Administration – Bradford School
- CompTIA A+

**RELEVANT WORK EXPERIENCE**

- End User Support- 12 years
- Computer/Server Hardware Installation – 2 years
- Computer/Server Software Installation – 3 years
- Windows OS – 3 years
- MAC OS – 3 years
- Virtual Server Installation/Configuration – 2 years

**SCREENING STATUS**

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

Kassy Franz, Chief People Officer

# Mark A. Dinovo

## EDUCATION

**Bradford School** Columbus, OH

**Graduated December 2010**

A.A.B. in Network and System Administration

Summa Cum Laude

GPA: 4.0

Recipient of Academic Achievement Scholarship

## Certifications

CompTIA A+ Certification (220-801 and 220-802)

## TECHNICAL Qualifications and Competencies

Windows Server 2003 – 2019	Virtual Server Installation/Configuration	PCI and Financial Compliance
Microsoft Hyper-V	Virtual Server Failover Clustering	Networking / Routing / Switching
Windows Active Directory	VMWare ESXI, vSphere, vCenter	Wired Communication
Windows Group Policy	Windows 98 – Windows 11	Wireless Communication
Microsoft / Office 365	Microsoft Office 2003 – 2019	Network Security
Azure AD Connect	Computer Maintenance	Enterprise Network Management
Microsoft Exchange 2003 - 2016	OS Troubleshooting	Computer Network Administration
Windows Azure	Windows, Mac OS	Configuring Cisco Firewalls / Switches
Computer/Server Hardware installation	Software Operation	Configuring Meraki Firewalls / Switches / Waps
Computer/Server Software installation	HIPAA Compliance	Configuring Unifi Firewalls / Switches / Waps / Cloudkeys
Operating Systems installation	NIST/ITAR Compliance	IT Systems Cyber Security

## Professional Experience

**EasyIT** Dublin, OH

**Mar 2013 – Present**

Systems Engineer

- Work directly with clients on PC and Mac issues
- Configure and deploy workstations and servers
- Support multiple environments with different configurations
- Educate junior staff on procedures and systems on a per client basis

**Micro Center** Columbus, OH

**Jan 2011 – Mar 2013**

Systems Sales Representative

- Assisted customers in choosing devices that would fit their needs
- Demonstrated the use and highlighted the features of each product
- Provided technical support for customers
- Organized and tracked inventory

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEER MANAGER

Voting Aye thereon

Voting Nay thereon

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

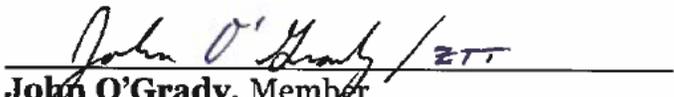
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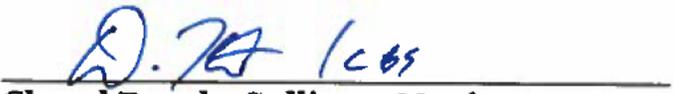
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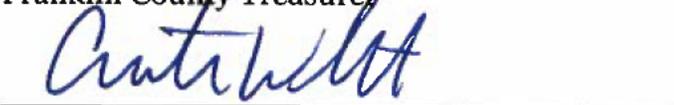
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**FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD**

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
PROMOTION: ENTERPRISE INFRASTRUCTURE ENGINEERING  
MANAGER**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-041** attached hereto and made a part hereof; and,

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

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **23-041**.

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

**Data Center Personnel Action – Promotion – David Huncherick**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		David Huncherick	
PERSONNEL ACTION DATE (BOARD)		02/06/2023	
DATE HIRED		08/08/2005	
YEARS WITH FRANKLIN COUNTY		17 years, 5 months, 29 days	
CURRENT DATA CENTER SECTION		Enterprise IT	
NEW DATA CENTER SECTION		Enterprise IT	
CURRENT JOB POSITION / TITLE		Enterprise Infrastructure Engineer 3: iSeries Team Lead	
NEW JOB POSITION / TITLE		Enterprise Infrastructure Engineering Manager	
PAY GRADE		16	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
\$ 89,197	\$ 109,267	\$ 129,336	
	BASE RATE	ANNUAL SALARY	
PREVIOUS	\$48.1001	\$ 100,048.26	
Increase		\$ 2,951.74	
NEW	\$ 49.5192	\$ 103,000	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Humble. Kind. Dedicated. These are three words often used to describe David Huncherick, and anyone who comes into orbit with David would be quick to agree. But they do not fully capture David’s unique value to Franklin County. David has taken on the Team Lead role for the iSeries Operations team and has done so with the same fundamental traits outlined above. So often, people hold tightly to their unique knowledge or areas of special contribution, but as a Team Lead, it’s critically important to pass that knowledge forward to others, and David has done so for the iSeries team with enthusiasm and genuine care--for the betterment of the iSeries team, and for the betterment of Franklin County to provide redundancy to this critical set of skills. David has earned the opportunity to take on the next level of leadership. His default and natural traits represent our core values. His expertise on critical-path technologies for the County are essential. And his proven ability to mentor others will strengthen our management team. We enthusiastically provide this opportunity to David to continue his career growth and look forward to welcoming him into our leadership team.</p>			
Kassy Franz, Chief People Officer			

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION

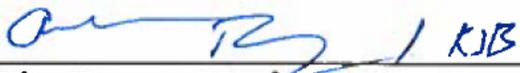
PROMOTION: ENTERPRISE COLLABORATION ENGINEERING MANAGER

Voting Aye thereon

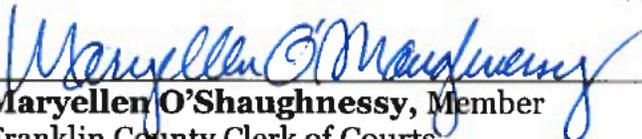
Voting Nay thereon

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

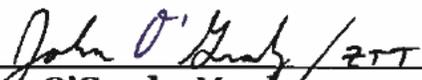
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ABSENT  
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**David Payne**, Member  
Deputy Director, Franklin County Board of  
Elections

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

**FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
PROMOTION: ENTERPRISE COLLABORATION ENGINEERING MANAGER**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-042** attached hereto and made a part hereof; and,

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

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **23-042**.

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

**Data Center Personnel Action – Promotion – Zackory Fidler**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Zackory Fidler	
PERSONNEL ACTION DATE (BOARD)		02/06/2023	
DATE HIRED W/FCDC		06/07/2021	
YEARS WITH FRANKLIN COUNTY		1 year, 7 months, 30 days	
CURRENT DATA CENTER SECTION		Enterprise IT	
NEW DATA CENTER SECTION		Enterprise IT	
CURRENT JOB POSITION / TITLE		Enterprise Communication & Collaboration Engineer 3: Team Lead	
NEW JOB POSITION / TITLE		Enterprise Collaboration Engineering Manager	
PAY GRADE		16	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
89,197	109,267	129,336	
	BASE RATE	ANNUAL SALARY	
PREVIOUS	\$42,2498	\$ 87,879.74	
Increase		\$ 9,120.26	
NEW	\$ 46.6346	\$ 97,000	
MISCELLANEOUS ACTIONS / COMMENTS			
<p>Zack Fidler and his team transferred to the Data Center from PFM in June 2021. Zack’s leadership of his team before, during and after the transition remained steady and absolute. Today we reward Zack for his leadership, courage and commitment to Franklin County, its residents, and FCDC. Zack and his team have worked to bring the Microsoft Teams room to life. He led the effort to combine our Mitel VoIP system, MiCollab software, and Microsoft Teams calling features. Our users can receive calls seamlessly whether working by their desk phone, using Teams or on their cell phone. Currently Zack is leading Franklin County into best practice of voice communication by introducing ‘SIP circuits’. This will mitigate our reliance on aged and unsupported infrastructure by telecom giants while saving thousands of dollars in hardware and contract expenses in mere months. We couldn’t be happier to see Zack Fidler continue growing in his management career. He is a dedicated leader improving our communication and collaboration efforts into the future.</p>			
Kassy Franz, Chief People Officer			

FRANKLIN COUNTY, OHIO  
AUTOMATIC DATA PROCESSING BOARD

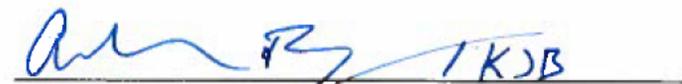
FRANKLIN COUNTY DATA CENTER  
PERSONNEL ACTION  
PROMOTION: ENTERPRISE CLOUD AND CLIENT ENGINEER 1

Voting Aye thereon

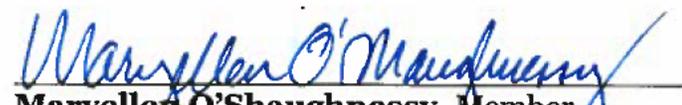
Voting Nay thereon

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

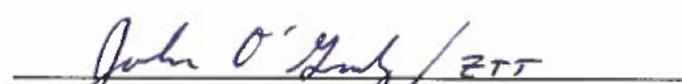
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**Michael Stinziano**, Secretary, Administrator  
Franklin County Auditor

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

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

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

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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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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 CLOUD AND CLIENT ENGINEER 1**

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

**WHEREAS**, the Chief Administrator requests Automatic Data Processing Board approval of Personnel Action number **23-043** attached hereto and made a part hereof; and,

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

**NOW, THEREFORE, BE IT RESOLVED** that the Franklin County Automatic Data Processing Board hereby approves Personnel Action number **23-043**.

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

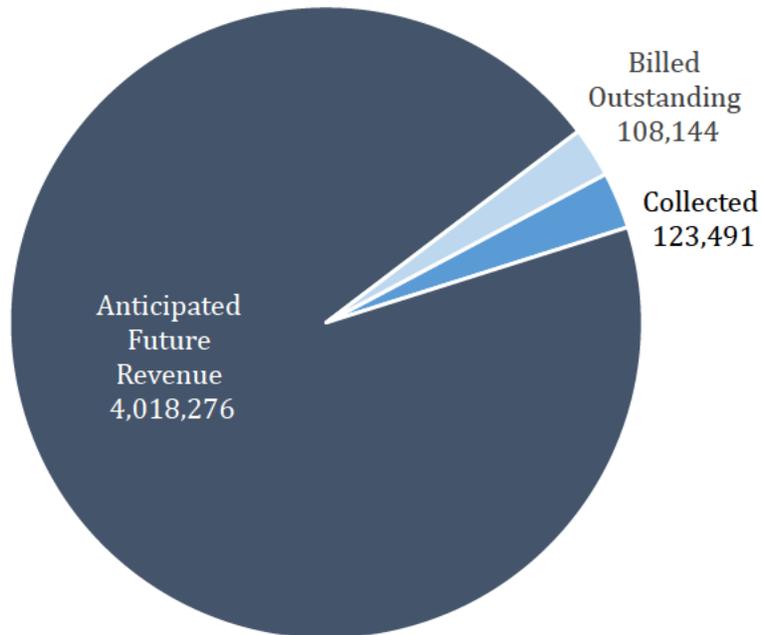
**Data Center Personnel Action – Promotion – Tyler Siniff**

PERSONNEL ACTION FORM			
TRANSACTION TYPE		Promotion	
EMPLOYEE/CANDIDATE NAME:		Tyler Siniff	
PERSONNEL ACTION DATE (BOARD)		02/06/2023	
DATE HIRED		01/24/2022	
YEARS WITH FRANKLIN COUNTY		1 year, 1 month	
CURRENT DATA CENTER SECTION		Enterprise IT	
NEW DATA CENTER SECTION		Enterprise IT	
CURRENT JOB POSITION / TITLE		Enterprise Support Analyst 2	
NEW JOB POSITION / TITLE		Enterprise Client & Cloud Engineer 1	
PAY GRADE		11	
PAY GRADE SALARY RANGE			
MINIMUM	MID	MAXIMUM	
63,701	78,034	92,366	
		BASE RATE	ANNUAL SALARY
PREVIOUS		\$25.75	\$ 53,560.00
Increase			\$ 11,440.00
NEW		\$ 31.25	\$65,000.00
MISCELLANEOUS ACTIONS / COMMENTS			
<p>“Tyler joined the Help Desk team at the start of 2022 and immediately hit the ground running; the position, our duties, and our challenges were all familiar to him. Tyler made short work of our daily tasks and quickly picked up the nuances of the county support structure that we have built our reputation around; this quickly made him an extremely reliable and valuable team member for the Help Desk. Within 6 months I began assigning Tyler to larger projects, as projects relate to the Help Desk team, and he accomplished these projects with astounding results; providing well written notes, clear communication to users and team members, setting clear expectations, and building operating procedures that have been shared to our users as guides; Tyler is truly gifted and a positive force of influence. Tyler has a focused expertise in Windows Operating Systems, works well with others, is driven and motivated by technical challenges, dives into issues headfirst, looking up solutions and doing his research, and asks questions only if he’s exhausted all other avenues. Tyler’s skill set will be a boon to the Cloud &amp; Client team as they continue to grow and own more applications and processes. I am glad to have been part of Tyler’s growth in the Data Center and look forward to seeing what he can do for the County.”</p>			
Kassy Franz, Chief People Officer			

## Franklin County Data Center Financial Update as of January 27, 2023

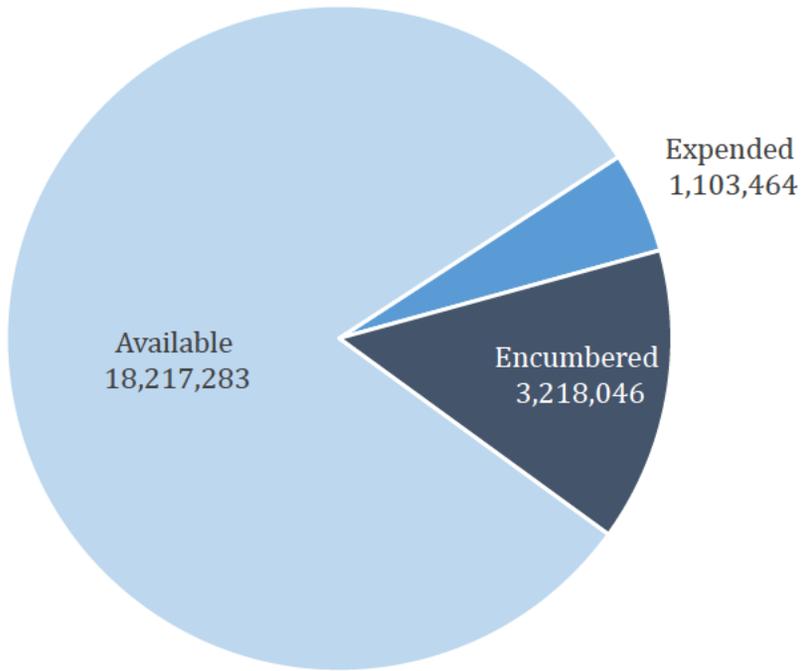
2023 Revenue	Original Appropriation	Revised Budget	YTD Collected		Delta	Percent Collected	Budget Outstanding
Service Fees & Charges	4,249,911		123,491		4,126,420	3%	97%

2022 Outstanding Revenue Carried into 2023	Current	< 30 Days Past Due	< 60 Days Past Due	< 90 Days Past Due	Over 90 Days Past Due	Total Billed Outstanding
	79,236		24,784	3,565	559	108,144



## Franklin County Data Center Financial Update as of January 27, 2023

2023 Expenses	Original Appropriation	Revised Budget	YTD Expended	YTD Encumbrances	Available Budget	Percent Expended & Encumbered	Percent Available
Salaries and Wages	7,043,170	7,301,353	560,534	-	6,740,819	8%	92%
Benefits and Taxes	2,841,081	2,883,302	250,790	-	2,632,512	9%	91%
Materials and Services	12,354,138	12,354,138	292,140	3,218,046	8,843,952	28%	72%
Capital Investment	-	-	-	-	-	-	-
<b>Total</b>	<b>22,238,389</b>	<b>22,538,793</b>	<b>1,103,464</b>	<b>3,218,046</b>	<b>18,217,283</b>	<b>19%</b>	<b>81%</b>



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

Resolution Number	Resolution Date	Resolution Amount	Expended Amount	Remaining / Savings	Status	Description
23-002	1/9/2023	11,566,746	292,140	11,274,606	Ongoing	Data Center 2023 baseline budget and ongoing expenses
22-084	8/1/2022	500,000	76,954	423,046	Ongoing	Network Infrastructure associated with Body-Worn Camera project
22-029	4/4/2022	279,459	-	279,459	Ongoing	Intellivue CMS upgrade
22-003	1/10/2022	208,130	116,130	92,000	Ongoing	OnBase Content Management System upgrade
22-014	2/7/2022	5,900,000	917,210	4,982,790	Ongoing	Sheriff CAS project Reporting Data Center infrastructure portion only UCS expansion Data Doamin expansion - outstanding Microsoft Sesrver & SQL licensing vmWare virtual licensing Virtual firewalls
22-085	8/1/2022	670,431	670,431	-	Awaiting Delivery in 2023	General Session 11/8/2022 - Approves commitment letter for 2022 order and 2023 delivery and payment
22-104	11/14	2,000,000	1,032,833	967,167	Awaiting Delivery	11/8/2022 Order placed for switches and SPI. No funds yet expended