Geauga County
Automatic Data Processing Board

Annual Report 2000

Board Members:

Tracy A. Jemison, Auditor & Chief Administrator

Christopher Hitchcock, Treasurer
Denise Kaminski, Clerk of Courts
Arch Kimbrew, Board of Elections
Mary Margaret McBride, Recorder
Jan Novak, Commissioner
Robert L. Phillips, Engineer
Catherine Whitright, Board of Elections

Ohio Revised Code:
This report is produced in compliance with Ohio Revised Code Section 307.845 and
submitted to the board of County Commissioners by Tracy A. Jemison, Auditor and
Chief Administrator of the Automatic Data Processing (ADP) Board.

Director's Remarks

In this report you will read about the computer services and programs provided to various Geauga County offices by the ADP Board and its staff. The ADP Board's efforts are focused on improving county computing services to provide data sharing, resource compatibility and interagency cooperation. We currently support a user vase of approximately 175 mainframe users, our PC user base has grown from 80 PC users across a wide-area network to 100+ users. The introduction of internet access with e-mail capability and web pages for department and officials, will serve as useful resources for the public as well as county offices.

The year 2000 transition and the challenges entailed were managed with poise and confidence. I wish to extend my sincere appreciation to the entire ADP staff for their dedication and professionalism throughout a very demanding year.

Sincerely,

Randall Giles
M.I.S. Director

2000 Financial Report

Revenues

Auditor Report Sales	$615
Services to other County Agencies:	
Dept. of Human Services	$940
Courts	22,866
Real Estate Appraisal	35,000
Water Resources	18,000
Municipal Court	15,469
Health District	2,750
Total Revenues	**$98,474**

Expenses

Personal Services

Salaries	$343,324
Medicare	4,849
Hospitalization	45,304
Retirement	42,329
Workers Compensation	1,176
Total Personal Services	**$436,982**
Materials and Supplies	$19,661
Equipment	6,985
Contract Services	78,850
Other	19,807
Total Expenses	**$562,285**
AVG. COST PER DEVICE	*$1,789*
(terminal/printer/PC)	

Staff
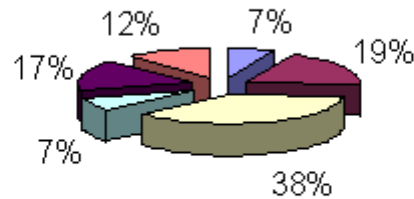
SOFTWARE DEVELOPMENT TEAM *(211 Main Street, Opera House)*
The software development team is responsible for maintaining all in-house software applications. At the present time this represents 21 sub-systems consisting of over 3,500 individual programs. This team is responsible for designing, writing, testing, supporting and implementing all our in-house software, and web page applications.

SYSTEM SUPPORT TEAM *(231 Main Street, Annex)*
The system support team handles the day-to-day operations in the Data Center. This team is responsible for system maintenance, backup, batch processing, hardware installation, LAN administration, help desk support in the mainframe and PC environments.

ADP STAFF WORKLOAD DISTRIBUTION

12%   7%
17%   19%
7%
38%

- ■ Administration
- ■ Operations
- ■ Programming
- ■ Professional Dev.
- ■ PC Network Support
- ■ Internet/E-mail Project

Highlights from 2000

- ○ Priority was give to servicing our PC users, and special attention was given to the development of internet access for departments on the county network. More than 1/3 of the operations staff efforts were directed towards this project and at least 1/4 of the programming staff time was dedicated to assisting in the web page development.
- ○ The original disaster recovery plans to use neighboring counties as a hot-site was revamped due to incompatible systems. Our new focus was to use county offices (Department of Emergency Services) as our immediate response area. Storage devises (tapes) and server mirroring our existing server were placed on site to support mission critical systems and plans are being scheduled for mock down-time testing.
- ○ Our software development team completed training for Visual Basic and began testing an application for its uses.
- ○ Help Desk procedures were instituted to better handle and track calls from our user community, and a Service Level Policy was established to foster a county wide compatibility and to bring us into an accountability for the level of support that we provide.

Next Year's Projects

- ○ High priority for 2001 will be again to develop a full-blown disaster recovery test at our disaster hot-site at the Department of Emergency Services. This project will entail loading selected missions critical systems on County's Alpha computer for testing and a recreation of a production environment.
- ○ In 2001 we will continue to offer services to our PC users and will be moving forward with our proposal to setup the infrastructure for a client server environment. A needs assessment is underway. Critical to this effort will be the compatibility of hardware and software that is purchased throughout the county.
- ○ Special attention will be directed to increased uptime of out network, broadening our band-width for faster response time, and expansion of our Wide-Area-Network to more efficiently use county resources.
- ○ Our software development team is evaluating PC based programming language tools in order to begin developing customized PC software applications in-house.