Geauga County

Automatic Data Processing Board

Annual Report 2001

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 Information Technology services provided to various Geauga County agencies by the ADP Board and its staff. The advancements made towards resource compatibility and interagency cooperation streamlined county processes to better service the public. We currently support a user base of approximately 175 mainframe users, our PC user base is currently across a wide-area network of 100+ users. The increased use of the internet and web applications, will serve as useful resources for the public as well as county offices.

The technological enhancements of this past year were implemented with a high degree of proficiency. 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

2001 Financial Report

Revenues

Auditor Report Sales	$23
Services to other County Agencies:	
Courts	33,110
Real Estate Appraisal	35,000
Water Resources	6,750
Municipal Court	15,925
Health District	0
Total Revenues	**$90,809**

Expenses

Personal Services

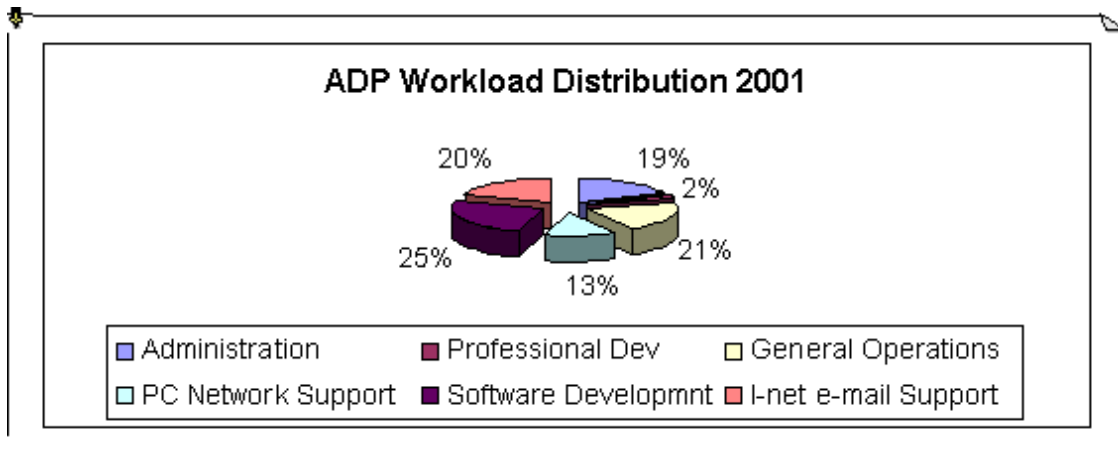|	
Salaries	$376,035
Medicare	5,315
Hospitalization	52,835
Retirement	43,489
Workers Compensation	2,088
Total Personal Services	**$481,762**
Materials and Supplies	$24,370
Equipment	2,983
Contract Services	94,991
Other	25,884
Total Expenses	**$629,990**
AVG. COST PER DEVICE	*$2,210*
(terminal/printer/PC)	

Staff

SOFTWARE DEVELOPMENT TEAM *(211 Main Street, Opera House)*

The software development team is responsible for maintaining all in-house software applications such as Accounting, the Commissioner's Index, Fixed Assets, Hospitalization, Payroll, Permit Tracking, Real Estate, Veteran Services, and Water Resources. At the present time this represents 21 sub-systems consisting of over 3,500 individual programs.

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 for approximately forty different county agencies.

ADP Workload Distribution 2001

- Administration — 19%
- Professional Dev — 2%
- General Operations — 21%
- PC Network Support — 13%
- Software Developmnt — 25%
- I-net e-mail Support — 20%

Highlights from 2001

- In 2001 our focus was directed towards enhancing the network, increasing resources, and reducing our user community's downtime. Special attention was given to our internet presence. Due to the implementation of an anti-virus software we experienced minimal outages. A VPN (Virtual Private Network) was installed to bring the Public Defender's Office online successfully. The Board of Elections made use of a Web application to post Election Night results online.

- Our disaster recovery plans were greatly enhanced through the purchase of equipment and onsite testing at DES (Department of Emergency Services) of mission critical systems.

- Our software development team focused on enhancements and restructuring of applications i.e.; rewrite of the W2s, including reporting requirements and tapes for Federal, state and local agencies; Deferred Compensation & STRS upgrades enabling electronic submission.; Designed new Tax Bills for Treasurer; Sick & Vacation custom analysis and reporting for Commissioners; and continued Permit Tracking, and Jury Commission/Jury Draw upgrades.

- Help Desk calls were closely monitored to gauge our response time and our handling & tracking of service calls, managing more than 2000 calls for nearly 40 county agencies. Finally, our Service Level Policy (adopted in 2001) established and fostered a broader confidence county wide in the level of support that ADP provides.

Next Year's Projects

- In 2002 the technical support team will continue to refine services to our PC users and follow-up on our proposal to setup the infrastructure for a client server environment. The Foundation to this effort will be the compatibility of hardware & software that is purchased throughout the county.

- Also critical will be expanding connectivity county wide via Fiber Optics. This will not only broaden our band-width for faster response time, and secure our Wide-Area-Network, but also opens the option for voice communications via Voice over IP.

- Our software development team is evaluating application enhancements for Water Resources Payment Reader Project, transmitting PERS electronically, Print On Demand Purchase Orders, and the remaining phases of the Permit Tracking Project.