

Geauga County

Automatic Data Processing Board

Annual Report 2002

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
Robert L. Phillips, Engineer
Catherine Whitright, Board of Elections
William S. Young, Commissioner

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, and 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*

2002 Financial Report

Revenues	Expenses
Auditor Report Sales	Personal Services
\$7	Salaries
Services to other County Agencies:	\$387,366
Dept. of Human Services	Medicare
\$0	5,474
Courts	Hospitalization
46,924	58,135
Real Estate Appraisal	Retirement
0	51,955
Water Resources	Workers Compensation
9,000	1,422
Municipal Court	Total Personal Services
15,925	\$504,352
Health District	
5,500	Materials and Supplies
Total Revenues	\$14,765
\$77,356	Equipment
	74,297
	Contract Services
	69,330
	Other
	9,128
	Subtotal
	\$167,520
	Total Expenses
	\$671,872
	<i>Average Cost for Support</i>
	<i>\$2,443</i>
	<i>(per terminal/printer/PC)</i>

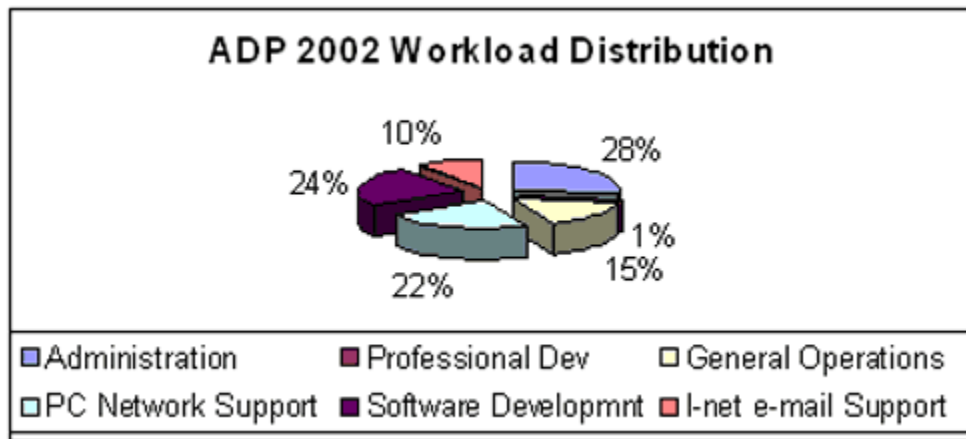
Staff

SOFTWARE DEVELOPMENT TEAM (231 Main Street, Annex)

The software development team is responsible for maintaining all in-house software applications such as Accounting, Commissioners' 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 40 different county agencies.



Highlights from 2002

- In 2002 the efforts of the ADP staff were diversified and proactive, with a focus on increased performance, maximizing resources, and reducing cost. This year more attention was directed towards monitoring our daily routines for improved efficiencies. Our challenge was to continue to implement the same high level of service with a reduced budget. We set into place an improved network structure geared more towards distributive processing. We moved more in line with a Switch Technology, which allows smarter routing of requests for quick response, and laid the foundation for the eventuality of Fiber Optics.
- In collaboration with the GIS department and Municipal Court, our network was expanded with the addition of Window 2000 Servers, preparing the way for a migration to the latest operating systems. Also, our continued partnership with the Board of Election produced excellent results for Election 2002.
- Our software development team focused on enhancements and restructuring of applications i.e.: rewriting of the Accounting System including pay-ins and 1099-S changes, Hospitalization System, designed new Delinquent Tax Bills for the Treasurer, continued Permit Tracking fixes and enhancements for the Building Department, and revised Water Resources bill format in preparation for use of an optical scanner. Our website was enhanced for *aesthetics and functionality*.
- Help Desk calls were more closely monitored to gauge our response time and our managing and tracking of service calls, responding to more than 3,400 calls for 40 county agencies.

Next Year's Projects

- In 2003 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. Foundationally we will endeavor to improve our skills to better service our constituency.

- Critical to this year will be developing more effective and efficient connectivity county wide particularly for the agencies at 470 Center Street. We will explore the newest wireless technology for these areas as well as pursue Fiber Optics.
- Our software development team is evaluating application enhancements for the Water Resources Payment Reader Project, transmitting PERS electronically, and the remaining phases of the Permit Tracking Project.