

Geauga County

Automatic Data Processing Board

Annual Report 2008



Board Members

Frank J. Gliha, Auditor & Chief Administrator
Christopher P. Hitchcock, Treasurer
David Joyce, Prosecutor
Denise Kaminski, Clerk of Courts
Arch Kimbrew, Board of Elections Director
Sharon Gingerich, Recorder
Daniel C. McClelland, Sheriff
Robert L. Phillips, Engineer
Roberta Halford, Board of Elections Deputy Director
Mary E. Samide, Commissioner
Jim Walsh, Court of Common Pleas IT Systems Administrator

Mission Statement

To provide the highest level of technology in the most effective and efficient manner in the most realistic timeframe for the most reasonable cost. Advising agencies of new technologies, deploying equipment in a timely fashion, coordinating procurement, system implementation, and maintenance. Finally playing a key role in your business process attempting to improve competitiveness, efficiency, and communications.

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 Frank J. Gliha, Auditor and Chief Administrator of the Automatic Data Processing (ADP) Board.



Frank J. Gliha

Geauga County Auditor

M E M O

To: Citizens of Geauga County
Gauga County ADP Board
Gauga County Board of Commissioner's

From: Frank J. Gliha, Auditor and Chief Administrator

Re: 2008 Annual Report per ORC 307.845

Date: March 2009

I am please to present you with the 2008 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2008, we focused on the Users, their interfaces, needs and administration. We expanded the network to include the Department on Aging, the Commissioner's Offices, and the Prosecutor's Office. Our user community grew by approximately 15% with the addition of more video surveillance within the Title Office, Board of Elections and additional coverage in the courthouse.

We also focused on the User Interface. That focus drove us to standardize on a content-driven WWW site that not only facilitates user independence in update and maintenance but also permits us more current information delivery to the user community.

Our Production environment converted additional servers (3) to the redundant Blade Architecture and most significantly we added an additional eight-terabytes (8T) to the data center for pictometry and more online image storage, once again leading us down the path of providing data on a 24x7 basis to the community via the WWW and without staff intervention. We can sustain multiple years of pictometry and Orthos of our county and the scanning of many other relevant documents continues across several departments. We also networked online systems for the Coroner, Department on Aging, Department of Emergency Services and new automated (paperless) tracking of Emergency Operations known as "Storm Chaser". The latter was used in the production Perry Nuclear Power Plant Drill in 2008 to a great success.

Our phone system was maintained and upgraded to Unified Communications Services (v6.1) which includes several degrees of workstation level conferencing ("Webex") and a degree of seamless mobility between the office and cell phones that permits County Groups to continue communications as they move throughout the county office and community.

Our production environment was also enhanced with the implementation of Virtual Servers throughout the environment for added and simplified redundant operations. This combined with the migration of the Utility Billing System (Department of Water Resources) all contributed to Geauga County Infrastructure placing seventh in the Nation in the Digital Communities Survey!

Our operations staffing levels remained the same, although we have indeed expanded our support capacity substantially. We continue to implement automation tools to facilitate our proactive notification of errors and failures as well as tracking our service requests and response time. Our operations staff has not only maintained the ever-evolving environment but kept pace with our server replacement policy, implementing a proactive network security prevention and protection policy via hardware and software systems.

This next year, we will continue the application migration of our financial systems, payroll/HR systems, Permit Tracking and Water/Utility Billing. As 2009 will be the year of the "Administration and Management" we will strive to augment our abilities to support more with less and work toward completion of our migration from the mainframe OpenVMS environment.

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FAX: Fiscal Office (440) 279-2184 * Real Estate/Appraisal (440) 286-4359

Web site: <http://www.auditor.co.geauga.oh.us>

Email: auditor@co.geauga.oh.us

Proudly serving the residents of Geauga County

2008 ADP Financial Report

Revenues

| | 2007 | 2008 |
|-------------------------|------------|------------|
| Refunds | \$ 0 | \$ 0 |
| Park Board | 3,060 | 3,060 |
| City of Chardon | 2,400 | 2,400 |
| Water Resources | 9,000 | 9,000 |
| Chardon Municipal Court | 18,000 | 18,000 |
| Transfers In | 801,996 | 176,500 |
| | \$ 834,456 | \$ 208,960 |

Expenses

| | 2007 | 2008 |
|------------------------------------|--------------|--------------|
| Personnel Expenses: | | |
| Salaries | \$ 292,012 | \$ 301,461 |
| Hospitalization | 36,549 | 34,696 |
| Medicare | 4,202 | 4,348 |
| PERS | 40,427 | 42,187 |
| Unemployment | 0 | 0 |
| Workers' Compensation | 6,571 | 7,441 |
| | \$ 379,761 | \$ 390,134 |
| Non-personnel Expenses: | | |
| Materials and Supplies | \$ 6,633 | \$ 2,747 |
| Equipment | 23,488 | 20,487 |
| Contract Services | 195,316 | 310,817 |
| Other | 15,999 | 21,840 |
| | \$ 241,435 | \$ 355,891 |
| | \$ 621,196 | \$ 746,025 |
| Capital Expenditures (N3): | | |
| IP Telephony Mobility/Conferencing | \$ 30,981 | \$ 25,634 |
| Server Security Upgrades | | 51,192 |
| Community Dev. & Utility Mgt | 240,486 | 57,681 |
| Financial Mgt, Payroll, & HR Mgt | | 300,692 |
| Network Management | | 25,360 |
| Other** | 234,146 | 16,767 |
| | \$ 505,612 | \$ 477,325 |
| | \$ 1,126,808 | \$ 1,223,349 |

** Other includes major projects completed in 2007.

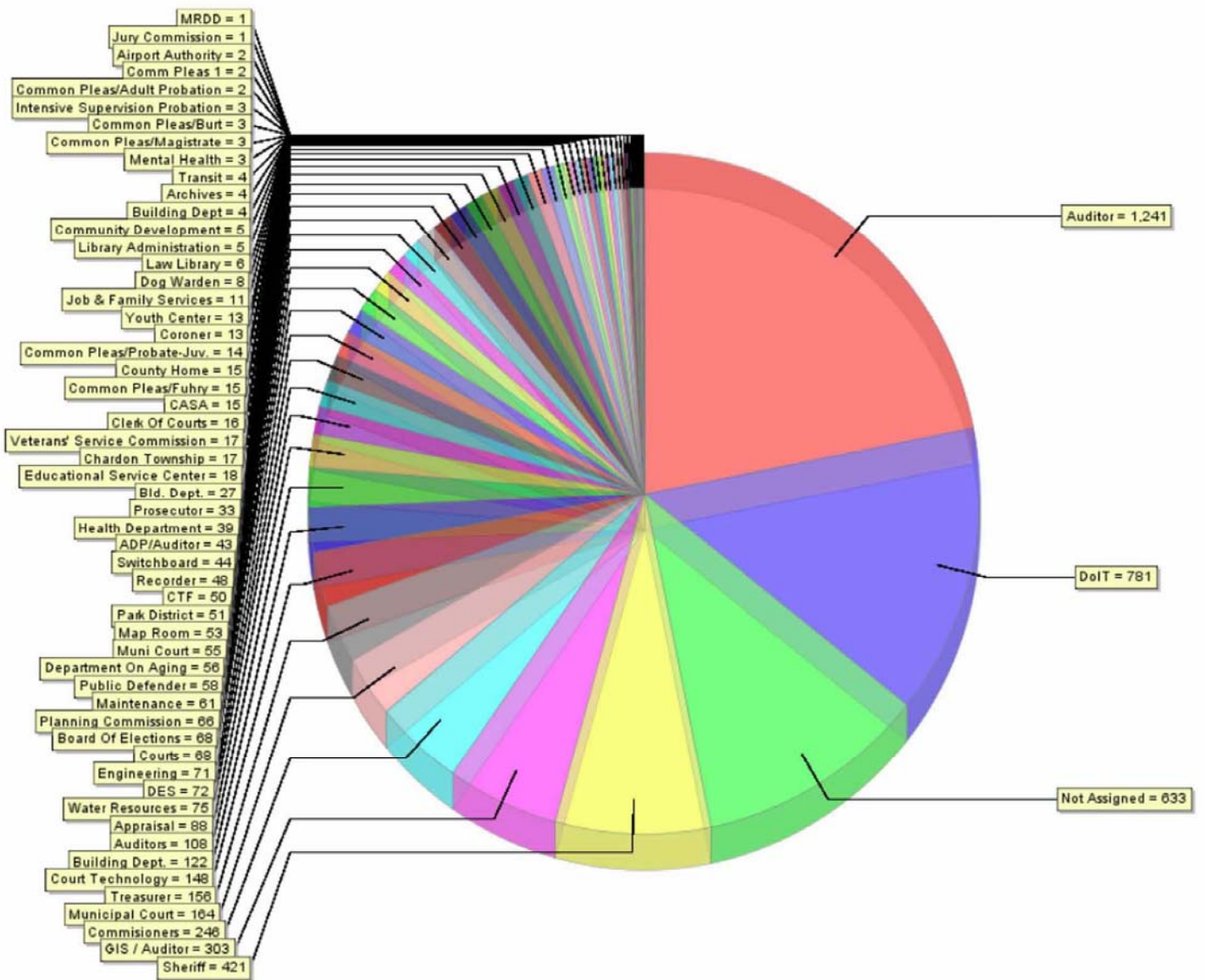
Supported Units

| | | |
|-------------------------------|------|------|
| (Servers/PCs/Printers/Phones) | 1205 | 1758 |
|-------------------------------|------|------|

Average Cost for Support

| | | |
|-------------------------------|--------|--------|
| (Servers/PCs/Printers/Phones) | \$ 516 | \$ 424 |
|-------------------------------|--------|--------|

2008 Help Desk Calls



Staff Introductions

Chief Technology Officer: Stephen T Decatur

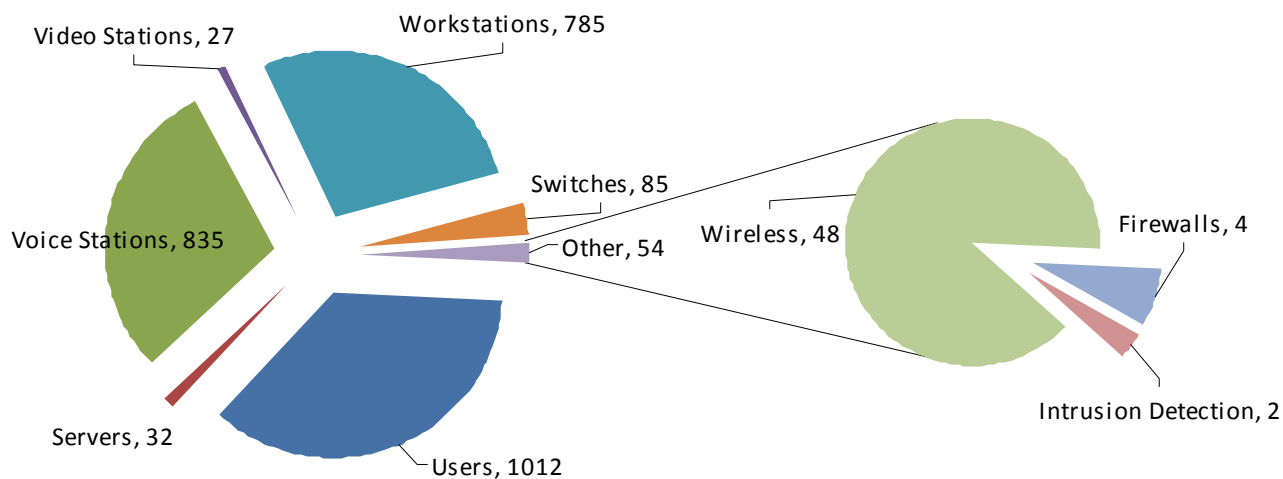
Do I/T Software Development Team (211 Main Street Opera House)

The software development team is responsible for the maintaining in-house software applications such as Commissioner's Index, Fixed Assets, Hospitalization, Dog Licenses, Sick and Vacation, Veteran Services, Water Resources and County Web Pages and Applications. At the present time this consists of over 2,500 individual programs. The software team consists of **Jerry Heil, Programmer** and **Diana Sanko, Programmer**.

DoI/T - Systems Support Team (231 Main Street, Courthouse Annex)

The system support team handles the day-to-day operations on the enterprise network and Data Center. This team consists of **Reese Elko, System Manager**, and the system support team of **Allen Keener, Lead Operator**, **Paul Magooch, PC & Workstation Technician** and **Al Vontorcik Telephone/Network Technician**. This team is responsible for system and network maintenance, backups, batch processing, hardware installation, Network administration, helpdesk support in the mainframe, PC and Telephone System environments for approximately forty different county agencies.

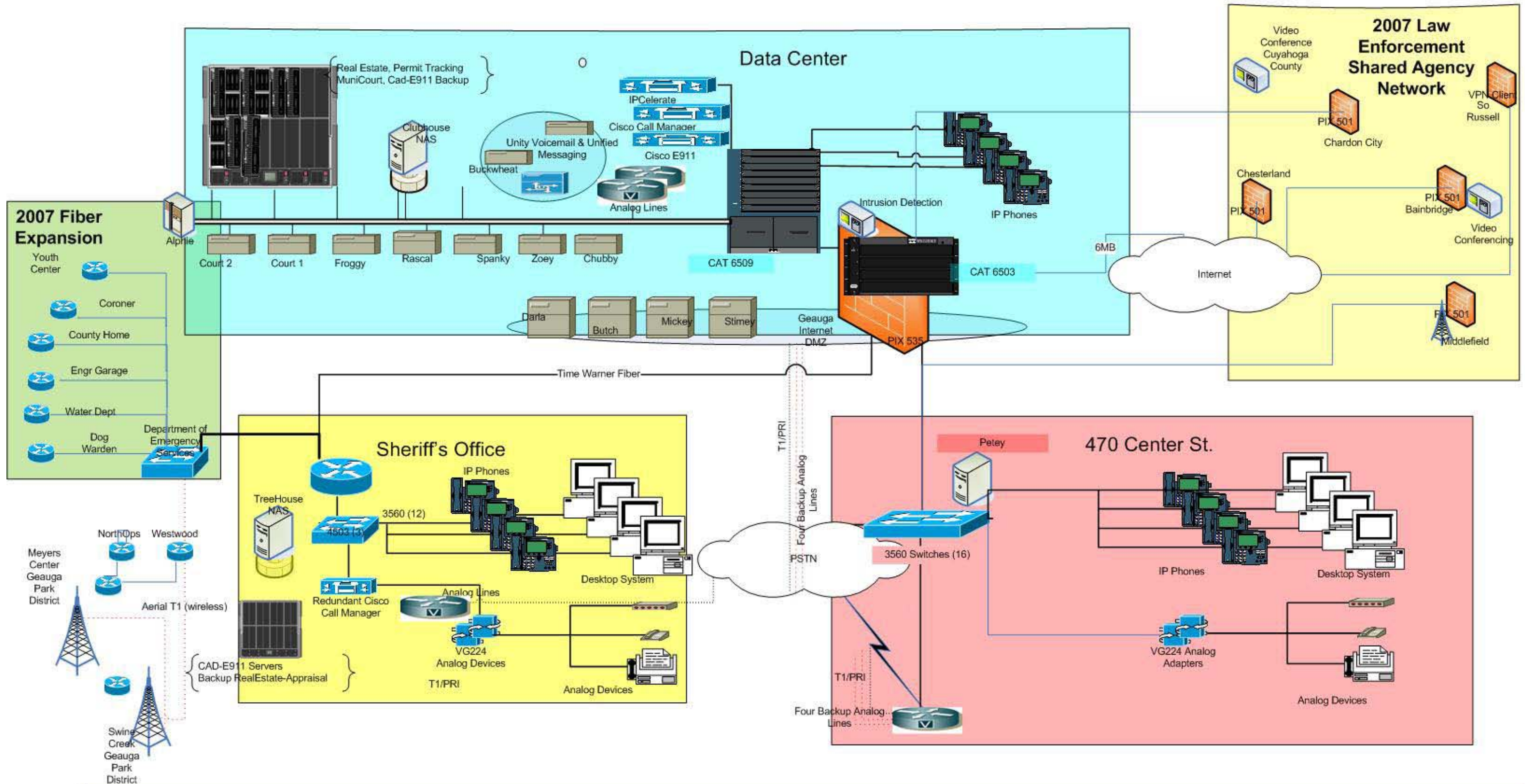
Supported Units By Type



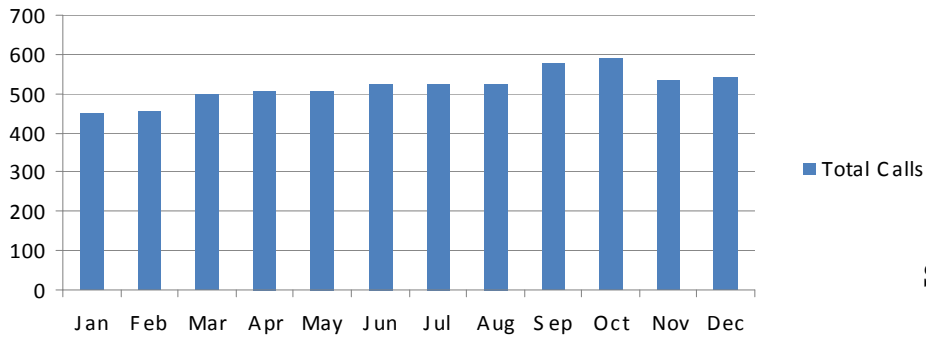
Geauga County Office Network Topology



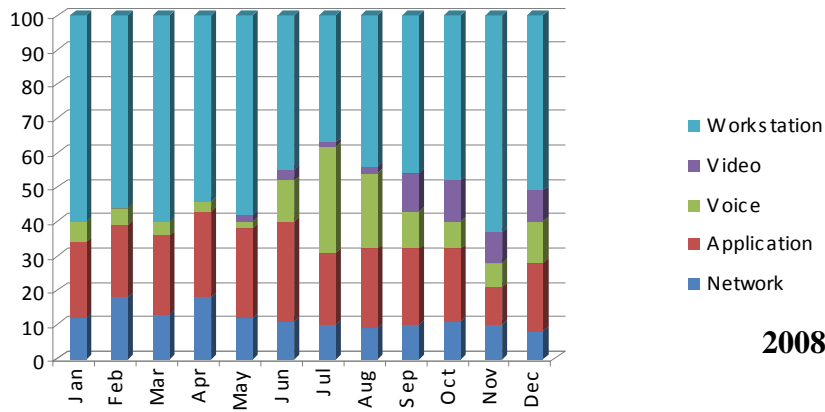
January 1, 2008



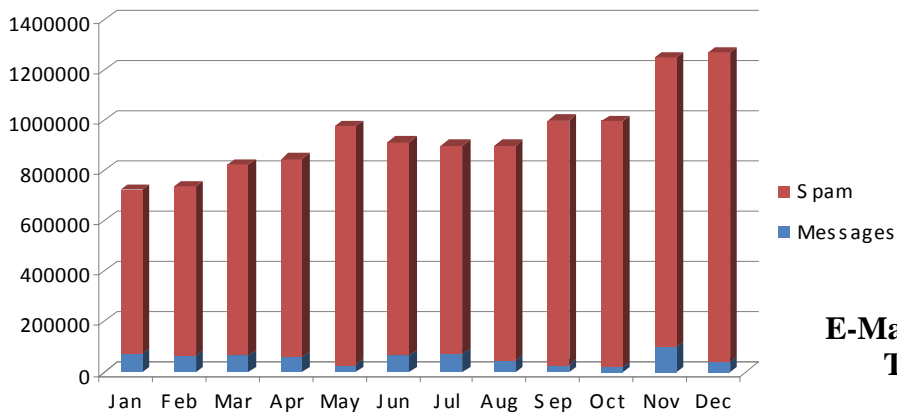
Total Calls



2008 Total Support Calls

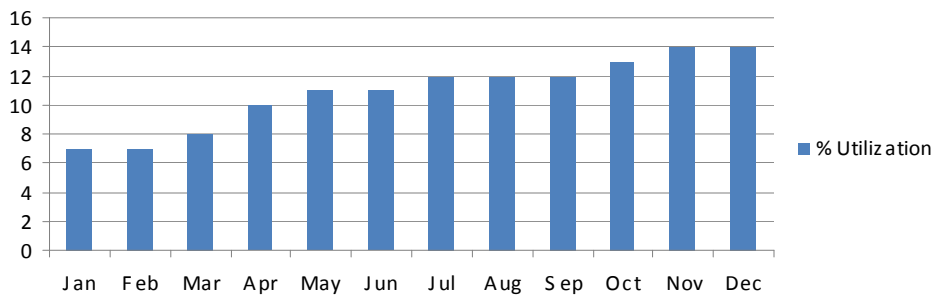


2008 Total Support Calls by Type



E-Mail Messages 2008 Total Volume

Gigabit Backbone %Utilization



2008 Operations Highlights

- ✓ On hundred Forty-Nine (149) Workstation Upgrades/Replacements
- ✓ Election Support (Presidential Election as well as Primaries)
- ✓ Wireless LAN Security Improvement throughout three primary facilities (470 Center St. Chardon Sq/Annex/Courthouse and the Safety Center)
- ✓ Implementation of wireless LAN at Sheriff's Post 2 (Burton)
- ✓ Migration of Permit Tracking and Water Resources/Utility Billing from Mainframe to Windows environment
- ✓ Network Integration of Department on Aging
- ✓ IP Camera Surveillance System for Board of Elections, Title Office and additions to Juvenile and Common Pleas courthouse
- ✓ Migration of four servers to blade architecture
- ✓ Video Arraignment with Rocky River Municipal Court and Cuyahoga County Courts
- ✓ Technical Audits for LEADs and Auditor of State
- ✓ Internet Access @ Geauga County Fair
- ✓ Click Auction
- ✓ Migration to Data Protector (replacing Veritas) for county backup/data protection software
- ✓ Remote Access converted fully to Virtual Private Networking for vendors and staff access
- ✓ Three Hundred Fourteen (314) WWW site updates
- ✓ Network merge with Prosecutor's Office, ----- Commissioners, Department of Emergency Services, County Engineer networks
- ✓ Expansion of three HUB/Core switch devices (CISCO 4503) at the Safety Center and Department of Emergency Services
- ✓ Automation of Public Defenders Case/Client System
- ✓ Juvenile / Probabate WWW pages
- ✓ Prosecutor Office relocation (Back to original facilities)
- ✓ Migration of MUNICIPAL Court Server to Blade Architecture
- ✓ Migration from Symantec to EndPoint Security
- ✓ Coroner's Office Integration and Virtual Server Build
- ✓ Implemented an activity tracking system for Dept of Emergency Services (StormChaser) which was used in support of the 2008 Perry Nuclear Power Plant Drill

2008 Geauga County Website Development Highlights

In 2008, ADP launched the facelift of the WWW site to include a substantial upgrade to the technology of the WWW site. In particular, the WWW site is now data driven from a SQL database which permits departmental management of content. The calendars are driven by Microsoft Outlook Calendars – again permitting simplified distributed update ability from each department. This project occupied much of 2008 as well as numerous updates as listed below:

Revised existing web pages for the following departments and offices:

- Archives and Records Center
- Auditor Dog License pages – Support & maintenance

- Auto Title Office
- Board of Elections - web updates, support & attempt at creating acceptable pages for GTV
- Building Department
- CASA
- Chardon Municipal Court
- Chardon Township
- Clerk of Court's Office
- Commissioners' Office
- Court of Common Pleas
- Department on Aging
- Engineer's Office - Road and Bridge Projects
- Frank G. Lavrach Youth Center
- Health District
- Juvenile/Probate Web pages – Modification of Clerk of Courts pages for future use by Juvenile/Probate courts
- Law Library
- Metropolitan Housing Authority
- Planning Commission
- Pleasant Hill County Home
- Recorder's Office
- Sheriff's Office
- Transit
- Treasurer's Office
- Veterans' Service Commission
- Public Defender Case/Client System

Added the following departments to the WWW site (saving the county external costs!)

Community Development

2008 Equipment Approvals

| Department | 7.21.07-1.25.08 Amount | 1.26.08-3.28.08 Amount | 3.29.08-8.27.08 Amount | 9.1.08.11.12.08 Amount |
|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| ADP | \$6,410.31 | \$0.00 | \$95,038.84 | \$30,472.19 |
| Aging | \$21,317.74 | \$0.00 | \$0.00 | \$0.00 |
| Archives | \$59.06 | \$0.00 | \$0.00 | \$279.99 |
| Auditor | \$23,479.83 | \$0.00 | \$199.88 | \$50,069.00 |
| Building | \$399.08 | \$626.97 | \$0.00 | \$0.00 |
| Clerk of Courts | \$23,129.40 | \$0.00 | \$0.00 | \$0.00 |
| Commissioners | \$2,175.00 | \$123.90 | \$18,397.43 | \$0.00 |
| Common Pleas | \$46,012.49 | \$1,395.89 | \$354.36 | \$728.99 |
| Coroner | \$0.00 | \$0.00 | \$4,159.96 | \$0.00 |
| Courthouse Security | \$12,385.00 | \$0.00 | \$0.00 | \$0.00 |
| Court Technologies | \$0.00 | \$20,822.00 | \$29,643.04 | \$2,120.54 |
| DES | \$7,773.00 | \$776.50 | \$6,676.23 | \$0.00 |
| Dog Warden | \$0.00 | \$330.00 | \$0.00 | \$0.00 |
| Elections | \$5,446.00 | \$5,190.40 | \$1,106.85 | \$0.00 |
| Engineer | \$1,766.64 | \$2,122.74 | \$938.38 | \$0.00 |
| GIS | \$945.00 | \$10,629.00 | \$9,906.46 | \$0.00 |
| Intensive Supervision | \$0.00 | \$0.00 | \$0.00 | \$710.00 |
| JFS | \$3,386.00 | \$1,456.55 | \$178.05 | \$848.56 |
| Juvenile/Probate | \$0.00 | \$3,970.28 | \$0.00 | \$0.00 |
| Maintenance | \$0.00 | \$0.00 | \$359.97 | \$0.00 |
| MR/DD | \$934.69 | \$0.00 | \$378.98 | \$752.99 |
| Muni Court | \$3,792.12 | \$140.08 | \$8,854.19 | \$0.00 |
| Park District | \$11,130.50 | \$86,354.14 | \$879.98 | \$1,696.00 |
| Planning Commission | \$0.00 | \$509.20 | \$0.00 | \$0.00 |
| Prosecutor | \$2,689.58 | \$0.00 | \$0.00 | \$1,617.00 |
| Public Defender | \$2,812.00 | \$0.00 | \$548.70 | \$0.00 |
| Recorder | \$2,785.23 | \$0.00 | \$882.69 | \$3,636.75 |
| Sheriff | \$5,325.03 | \$0.00 | \$0.00 | \$1,498,796.83 |
| Transit | \$0.00 | \$0.00 | \$1,366.00 | \$0.00 |
| Treasurer | \$223.53 | \$243.78 | \$0.00 | \$566.37 |
| Water Resources | \$5,375.00 | \$0.00 | \$0.00 | \$0.00 |
| Total equipment expense | \$189,752.23 | \$134,691.43 | \$179,869.99 | \$1,592,295.21 |

2008 Total: \$2,096,608.86

Department of Information Technology (DoIT)

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| | | |
|---|--|--------------|
| Steve Decatur – Chief Technology Officer | sdecatu@co.geauga.oh.us | 440-279-1888 |
| Reese Elko - System Manager | relko@co.geauga.oh.us | 440-279-1631 |
| Jerry Heil - Programmer | gheil@co.geauga.oh.us | 440-279-1632 |
| Allen Keener - Lead Operator | akeener@co.geauga.oh.us | 440-279-1991 |
| Paul Magooch – PC & Workstation Technician | pmagooch@co.geauga.oh.us | 440-279-1992 |
| Diana Sanko - Programmer | dsanko@co.geauga.oh.us | 440-279-1633 |
| Al Vontorcik – Telephone/Network Technician | avontorcik@co.geauga.oh.us | 440-279-1993 |

Help Desk: (440) 285-2222, 834-1856, 564-7131 * Ext. 4357 (HELP)



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