

Geauga County

Automatic Data Processing Board

Annual Report 2009



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
Geauga County ADP Board
Geauga County Board of Commissioner's

From: Frank J. Gliha, Auditor and Chief Administrator

Re: 2009 Annual Report per ORC 307.845

Date: April 2010

I am pleased to present you with the 2009 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2009, the ADP Department was focused on Systems Management and Administration, service provisioning in the direction of enabling our services to be leveraged as fiscal opportunity for mutual gain of the municipalities and townships that compose the county. This resource distribution will potentially facilitate the ability for the citizens to have a common interface (voice and data) and enable smaller communities to leverage the greater buying power of the community as a whole.

To actually provision such services, we had several optimizations required for individualized access and control of data that was requested of various departments within the county offices as well. Web content control by the site owner, more effective helpdesk services all the way to departmentalized directories (phone and email etc.) all made for efficient use by County users as well as shared agencies.

This did indeed yield successful expansion of services to Bainbridge Township (Voice/Data and Support), Chardon Municipal Court (added Voice support to their existing data provisioning), Geauga County Transit and Geauga County Board of Development Disabilities (Metzenbaum Center). Our user community grew by approximately 11% with these additions.

We also provided support for the County GIS efforts and Business System Conversions for the county core financial services (Real Estate System, Utility Billing and Community Development (Permit Tracking)).

Our Production environment converted additional servers (4) to the redundant Blade Architecture. These included the County Court Servers and a new system in support of the Public Defender's Office. We have also added four (4) 64-Bit processors in support of the expanded memory requirements of Microsoft Exchange 2007 and the data driven spatial databases of the GIS Department.

Our operations staffing levels was reduced by one with the loss of a workstation support technician in the 2nd Quarter. We have been able to maintain support levels effectively using contract/temporary staff as the search continues for a replacement. 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.

Courthouse Annex, 231 Main Street, Suite 1A, Chardon, OH 44024-1293
(440) 285-2222, 834-1856, 564-7131 - Ext. 1600 or Direct Line: (440) 279-1600
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

2009 ADP Financial Report

	\$	0	\$	0
Refunds		0		0
Park Board		3,060		0
City of Chardon		2,400		4,428
Water Resources		9,000		0
Chardon Municipal Court		18,000		18,000
Transfers In		176,500		36,191
Total Revenues:	\$	208,960	\$	58,619

Expenses

	2008		2009	
Personnel Expenses:				
Salaries	\$	301,461	\$	305,276
Hospitalization		34,696		43,019
Medicare		4,348		4,427
PERS		42,187		42,739
Unemployment		0		0
Workers' Compensation		7,441		6,349
Total Personnel Expenses:	\$	390,134	\$	401,809
Non-personnel Expenses:				
Materials and Supplies	\$	2,747	\$	715
Equipment		20,487		50,462
Contract Services		310,817		391,137
Other		21,840		21,944
Total Non-personnel Expenses:	\$	355,891	\$	464,258
Total General Fund Expenses:	\$	746,025	\$	866,067
Capital Expenditures (N3):				
IP Telephony Mobility/Conferencing	\$	25,634	\$	0
Server Security Upgrades		51,192		0
Community Dev. & Utility Mgt		57,681		1,306
Financial Mgt, Payroll, & HR Mgt		300,692		92,565
Network Management		25,360		0
Exchange Server		0		73,311
Other		16,767		0
Total Capital Expenditures:	\$	477,325	\$	167,182
Total Expenses:	\$	1,223,349	\$	1,033,248

Supported Units

(Servers/PCs/Printers/Phones)	1758		1788
* Does not include cell phones nor PDAs			

Total Units Supported by ADP	1758		1893
includes units supported by ADP but owned by Geauga County subdivisions			

Average Cost for Support

(Servers/PCs/Printers/Phones)	\$	424	\$	458
-------------------------------	----	-----	----	-----

2009 Help Desk Calls

	2009												Count	Count
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Airport Authority	0	0	0	1	0	1	0	1	0	0	0	0	3	3
Appraisal	0	0	0	0	0	0	1	0	0	0	0	0	1	1
Archives	4	13	16	17	6	12	10	10	11	5	7	5	116	116
Auditor	186	145	166	135	130	171	128	144	146	131	107	135	1724	1724
Bainbridge Business Office	0	0	0	0	0	3	0	0	6	5	3	6	23	23
Bainbridge Fire Station	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Bainbridge Township Police Department	0	0	0	0	0	0	2	1	4	4	4	2	17	17
Board Of Elections	4	1	3	1	4	5	1	6	17	9	13	6	70	70
Building Dept.	16	16	15	12	11	31	10	28	10	6	15	14	184	184
CASA	0	2	4	3	2	2	1	1	2	3	2	1	23	23
Chardon Township	2	0	0	2	0	0	0	2	1	0	0	1	8	8
Clerk Of Courts	1	2	5	1	8	4	3	1	1	1	3	6	36	36
Commissioners	41	21	33	26	6	16	15	7	14	3	6	9	197	197
Commissioners	0	0	0	0	18	31	20	11	11	19	19	10	139	139
Common Pleas	0	0	0	0	0	1	0	0	0	0	0	0	1	1
Common Pleas/Adult Probation	1	0	0	0	0	0	0	1	0	0	0	0	2	2
Common Pleas/Burt	0	1	0	0	1	1	3	2	1	2	0	0	11	11
Common Pleas/Fuhray	1	0	2	1	5	2	0	4	4	4	1	9	33	33
Common Pleas/Magistrate	0	0	0	0	0	0	2	1	0	2	1	0	6	6
Common Pleas/Probate-Juv	0	1	6	2	7	4	3	4	2	4	4	2	39	39
Community Development	1	3	0	4	18	18	4	12	10	10	10	7	97	97
Coroner	7	9	6	4	1	8	3	1	3	0	4	3	49	49
County Home	3	2	4	4	4	15	11	8	14	10	10	11	96	96
Court Technology	22	29	29	42	31	33	19	17	15	17	10	21	285	285
Courthouse	0	0	0	0	2	0	0	0	2	3	1	0	8	8
DES	4	4	5	5	5	4	5	9	7	5	4	5	62	62
Department On Aging	9	4	14	7	9	13	9	8	13	9	15	14	124	124
Dept. of Emergency Services	0	0	0	0	2	8	2	1	1	0	1	2	17	17
DoIT	64	82	62	74	69	80	71	86	57	68	71	82	866	866
Dog Warden	0	0	2	0	0	2	1	0	3	0	1	2	11	11
Educational Service Center	0	0	3	1	1	11	13	11	9	12	4	2	67	67
Engineering	4	6	9	8	1	1	0	0	0	3	1	1	34	34
Engineers	0	0	0	0	8	12	10	5	5	11	2	58	58	
Fire Department (BTFD)	0	0	0	0	0	0	0	0	0	7	0	1	8	8
GIS / Auditor	15	22	21	18	13	13	14	17	9	17	17	13	189	189
Health Department	3	3	3	5	11	14	5	8	3	9	8	10	82	82
Intensive Sipevission Prob.	0	0	0	0	0	2	0	0	0	1	0	0	3	3
Intensive Supervision Probation	0	0	1	0	0	0	0	0	0	0	0	0	1	1
Intensive supervision Prob.	0	0	0	0	1	0	0	2	1	2	1	0	7	7
Job & Family Services	1	1	2	1	1	1	1	1	0	3	2	0	14	14
Law Library	0	0	1	0	2	1	1	1	1	0	1	2	10	10
Library Administration	0	0	0	0	0	0	0	0	0	2	0	0	2	2
MRDD	1	1	3	2	1	1	0	0	1	24	5	4	43	43
Maintenance	1	3	16	8	37	61	30	25	17	37	35	32	302	302
Map Room	8	1	5	1	3	2	6	11	2	9	5	11	64	64
Muni Court	0	0	0	3	14	12	15	13	7	14	17	14	109	109
Municipal Court	24	14	15	12	2	2	0	1	0	1	0	1	72	72
Murson Fire Department	0	0	0	0	0	0	0	0	0	1	0	1	2	2
Not Assigned	48	39	38	34	46	30	40	24	24	30	26	22	401	401
Ohio State University Extension	0	0	0	0	9	4	11	3	2	2	1	2	34	34
Park District	8	4	7	4	3	8	3	4	3	1	0	0	45	45
Planning Commission	3	5	6	4	2	2	7	5	3	5	4	10	56	56
Prosecutor	40	31	18	11	16	16	16	23	16	15	8	15	225	225
Prosecutor's Victim/Witness	0	0	0	0	0	0	1	0	0	0	0	0	1	1
Prosecutors	0	0	0	0	0	2	1	2	1	0	0	1	7	7
Public Defender	2	7	6	1	3	1	4	2	5	1	2	13	47	47
Ravenwood Mental Health Center	0	0	0	0	5	16	5	1	4	11	1	4	47	47
Recorder	16	7	19	13	12	9	10	9	6	10	9	9	129	129
Sheriff	180	139	115	101	87	91	97	97	70	80	71	94	1222	1222
Soil & Water Conservation District	0	0	0	0	1	0	0	0	0	2	2	3	8	8
Switchboard	6	0	4	6	3	10	1	8	4	3	5	4	54	54
Title Office	1	0	0	2	0	1	3	5	1	1	0	2	16	16
Transit	0	0	0	0	1	0	2	0	5	2	2	0	12	12
Treasurer	11	7	14	8	12	6	13	3	18	5	11	12	120	120
Veterans' Service Commission	1	0	4	2	3	2	2	0	0	1	1	1	17	17
Water Resources	30	27	19	14	9	24	13	8	8	5	10	2	169	169
Youth Center	0	0	0	0	3	1	3	1	1	0	1	3	13	13
Count	769	652	701	600	649	821	651	656	581	641	573	645	7939	7939

Staff Introductions

Chief Technology Officer: Stephen T Decatur

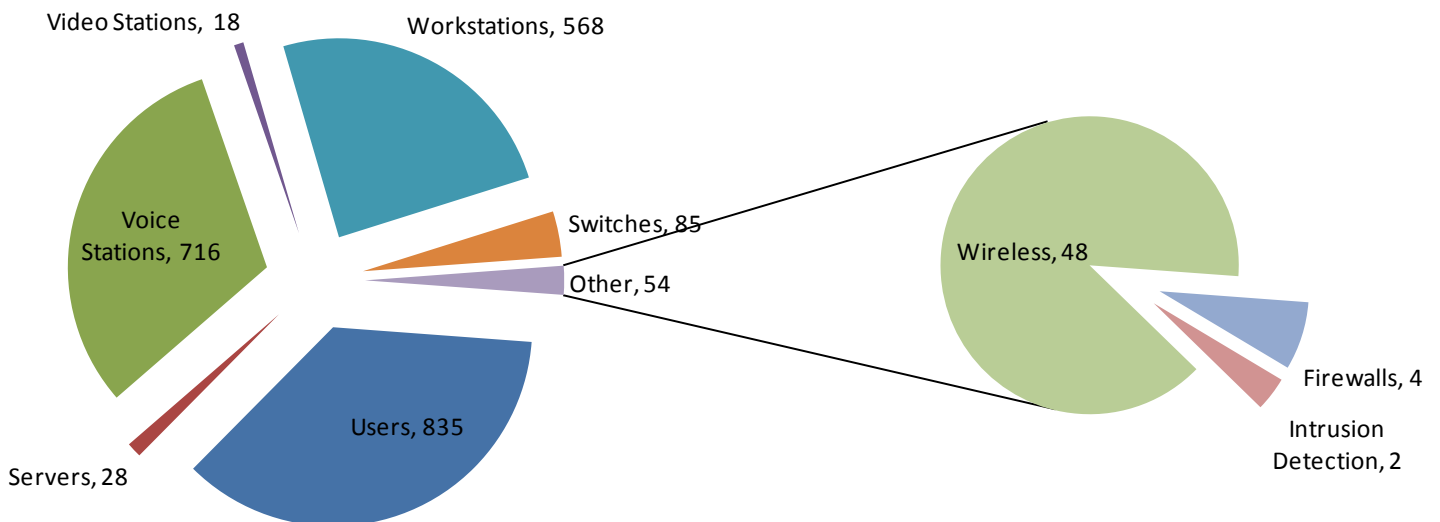
Do I/T Software Development Team (211 Main Street Opera House)

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**.

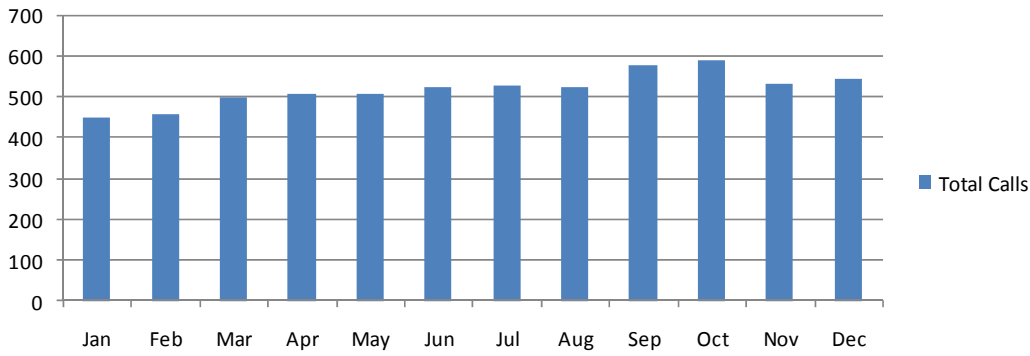
DoI/T - Systems Support Team (231 Main Street, Courthouse Annex)

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** 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.

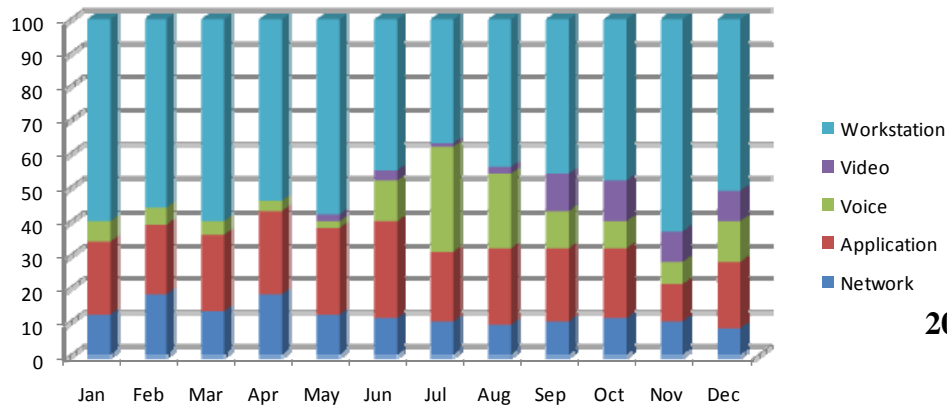
Supported Units By Type



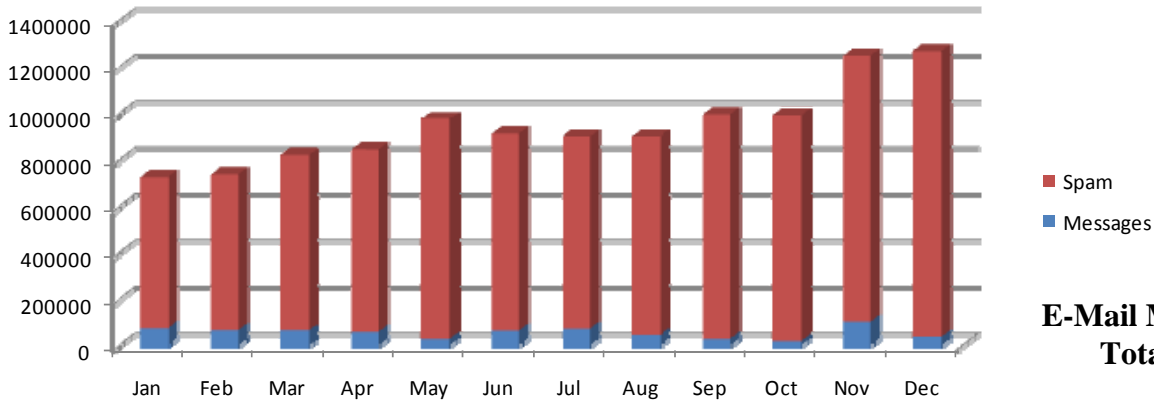
Total Calls



2009 Total Support Calls

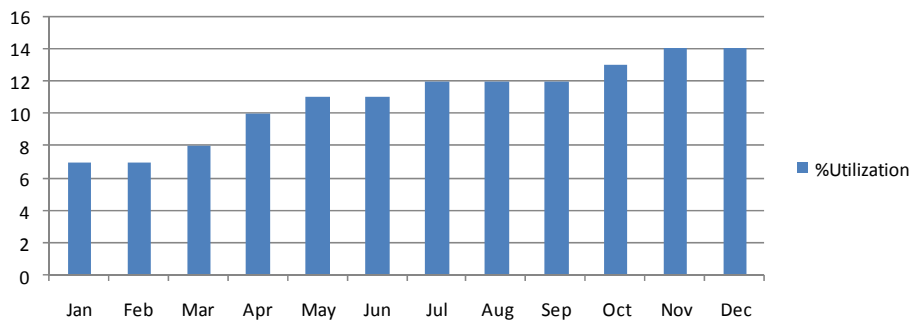


2009 Total Support Calls by Type



E-Mail Messages 2009 Total Volume

Gigabit Backbone %Utilization



2009 Operations Highlights

- ✓ Eighty-three (83) Workstation Upgrades/Replacements
- ✓ Election Support (Primary and General)
- ✓ Wireless LAN Security Improvement throughout three primary facilities (470 Center St. Chardon Sq/Annex/Courthouse and the Safety Center) to 803.11n
- ✓ Implementation of wireless Video Uploads for Sheriff's vehicles and designs used through municipalities and townships.
- ✓ Implementation of IP Telephony at Chardon Municipal Court
- ✓ Implementation of IP Telephony at Geauga Transit
- ✓ Implementation of E-Mail services for Geauga DD (Metzenbaum Center)
- ✓ Implementation of E-Mail services for Ravenwood Mental Health
- ✓ Integration of data services for Ravenwood Mental Health
- ✓ Integration of Bainbridge Township Voice and Data Services into the county network
- ✓ IP Camera Surveillance System expansions for exterior of Courthouse
- ✓ Migration of four servers to blade architecture
- ✓ Implementation of Exchange 2007 64 Bit Architecture and servers (migration scheduled for 2010)
- ✓ Implementation of GIS 64 Bit Architecture for Spatial Database and current ESRI Technology.
- ✓ Internet Access @ Geauga County Fair
- ✓ Five Hundred Thirty Four (534) WWW site updates
- ✓ Migration of Court Servers to Blade Architecture
- ✓ Migration of Court (County) to subdomain Architecture
- ✓ Migration of Engineer's Network to subdomain Architecture
- ✓ Migration of Recorders System from Novell to Microsoft Windows Network and subdomain on County Active Directory
- ✓ Implementation of Remote Site Connections for Dept. On Aging (Four Sites) including IP telephones.
- ✓ Automation of Public Defenders Case/Client System

2009 Geauga County Website Development Highlights

In 2009, ADP migrated to a full content driven WWW site/presence using DotNetNuke (DNN) architecture. DNN permits relegated content management through a Microsoft SQL database. With this Burton Village has begun using the county for their hosting services. The Auditor's WWW site was re-written and the redesign of Access Geauga was initiated in compliance of the 2010 GIS Plan.

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. Lavrich 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

2009 Equipment Approvals

Department	<i>1st Quarter</i> Amount	<i>2nd Quarter</i> Amount	<i>3rd Quarter</i> Amount	<i>4th Quarter</i> Amount	Totals:
ADP	\$8,992.00	\$85,936.13	\$1,763.81	\$0.00	\$96,691.94
Aging	\$0.00	\$289.93	\$249.00	\$5,102.67	\$5,641.60
Archives	\$0.00	\$4,185.00	\$289.00	\$0.00	\$4,474.00
Auditor	\$0.00	\$2,169.00	\$2,990.00	\$75,878.93	\$81,037.93
Building	\$0.00	\$0.00	\$0.00	\$3,638.50	\$3,638.50
Commissioners	\$113.98	\$19.19	\$19.19	\$0.00	\$152.36
Common Pleas	\$21,817.82	\$5,194.32	\$6,928.15	\$22,661.44	\$56,601.73
Community Development	\$0.00	\$2,640.00	\$0.00	\$0.00	\$2,640.00
Coroner	\$0.00	\$0.00	\$234.00	\$0.00	\$234.00
Developmental Disabilities	\$629.98	\$6,109.84	\$1,629.88	\$71,852.85	\$80,222.55
DES	\$2,600.00	\$114.70	\$258.99	\$0.00	\$2,973.69
Elections	\$0.00	\$0.00	\$4,958.40	\$0.00	\$4,958.40
Engineer	\$0.00	\$4,412.57	\$0.00	\$681.21	\$5,093.78
GIS	\$0.00	\$3,149.00	\$258.99	\$234.40	\$3,642.39
Health Dept.	\$0.00	\$158.20	\$41.98	\$1,792.92	\$1,993.10
JFS	\$6,730.00	\$9,292.03	\$11,754.50	\$56,448.00	\$84,224.53
Maintenance	\$0.00	\$1,174.00	\$0.00	\$0.00	\$1,174.00
Park	\$3,960.68	\$15,665.00	\$2,200.00	\$346.00	\$22,171.68
Prosecutor	\$9,866.21	\$16,288.00	\$2,583.62	\$2,169.00	\$30,906.83
Recorder	\$0.00	\$179.98	\$0.00	\$0.00	\$179.98
Sheriff	\$42,303.59	\$0.00	\$695.30	\$12,053.93	\$55,052.82
Transit	\$0.00	\$0.00	\$1,672.00	\$43,601.03	\$45,273.03
Treasurer	\$0.00	\$0.00	\$0.00	\$841.00	\$841.00
Water Resources	\$3,143.04	\$0.00	\$0.00	\$0.00	\$3,143.04
Totals:	\$100,157.30	\$156,976.89	\$38,526.81	\$297,301.88	\$592,962.88

Department of Information Technology (DoIT)

211 Main Street, Opera House, 3rd Floor
Chardon, OH 44024-1293
(440) 285-2222, 834-1856, 564-7131 * Ext. 1630
Direct Line: (440) 279-1630

Internet: www.co.geauga.oh.us/departments/adp/

Steve Decatur – Chief Technology Officer	sdecatur@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
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)



Frank J. Gliha - Geauga County Auditor

231 Main Street, Courthouse Annex, Suite 1A
Chardon, OH 44024-1293
(440) 285-2222, 834-1856, 564-7131 * Ext. 1600

Internet: www.auditor.co.geauga.oh.us E-Mail: auditor@co.geauga.oh.us