

# *Geauga County*

## *Automatic Data Processing Board*

### *Annual Report 2010*



#### **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.



*Auditor*  
*Frank J. Gliha*  
**Chief Fiscal Officer**

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

From: Frank J. Gliha, Auditor and Chief Administrator

Re: 2010 Annual Report per ORC 307.845

Date: March 2011

I am pleased to present you with the 2010 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2010, the ADP Department was focused on completing the migration to virtual, aka "cloud", computing. Through this architecture the county's ADP services yielded over 100% availability on many of their systems servicing the departments and in turn you, the citizens.

To accurately position our 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. The optimizations ranged from web content control by the site owner and more effective helpdesk services all the way to departmentalized directories (phone and email etc.) making for more efficient use by County users as well as shared agencies.

This did indeed yield successful expansion of services to Chardon City (voice), Geauga Park District (added Voice to their Email/Internet and Data Access), 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 9.5% with these additions. It is amazing to consider the fact that in 2006 we had a little less than 1000 total devices (phones, workstations, servers) and now, at the end of 2010, we have 3011 devices!

Our Production environment converted the Geauga Transit Department to blade based architecture. This was an additional six (6) servers to the redundant Blade Architecture. This also includes the integration of Transit to leverage citizen input via Voice-Over-IP, the Web and leverage the use of Mobile Data Terminals in the vehicles in the coming year.

Our operations staffing levels remained reduced by one throughout the year. Projects and vacation time were supported with the use of outside contractors that also served the Municipalities' local needs – thus leveraging a very competitive rate structure. 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 proactive network security prevention and protection policy via hardware and software systems.

The next year, we will begin the migration off of the mainframe environment for many key systems. Our network will continue to evolve based on our long term plan(s) and capacity needs and requirements. Our philosophy continues to manifest itself into greater availability to our citizens for their government services

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*Financial Responsibility Today... Economic Rewards Tomorrow*

## 2010 ADP Financial Report

### Revenues

	2009	2010
Refunds	\$ 0	\$ 0
Park Board	0	13,376
City of Chardon	4,428	5,043
Water Resources	0	0
Chardon Municipal Court	18,000	24,200
Court Technology	0	1,431
Developmental Disabilities	0	4,688
Bainbridge Township	0	128
Transfers In	36,191	0
	\$ 58,619	\$ 48,865

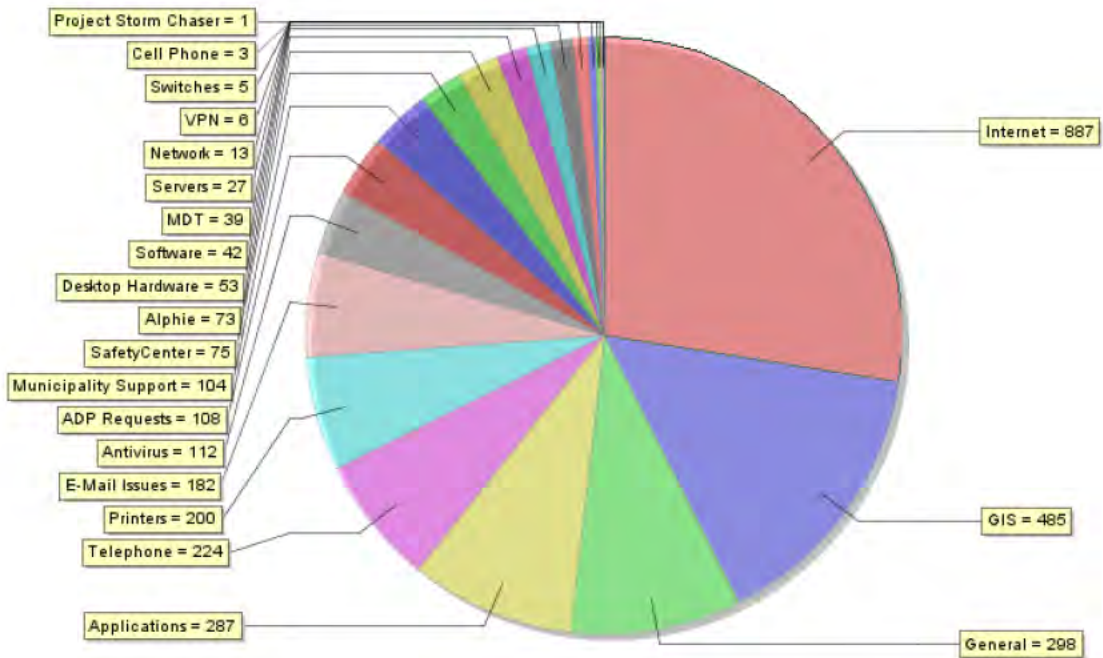
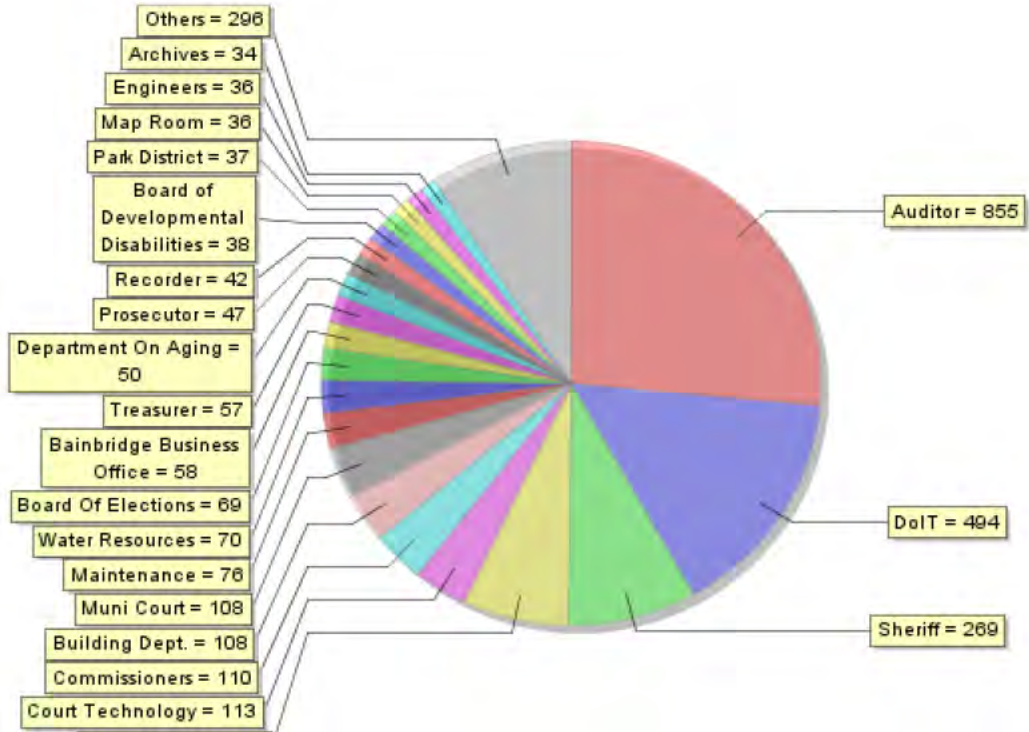
### Expenses

	2009	2010
<b><i>Personnel Expenses:</i></b>		
Salaries	\$ 305,276	\$ 277,708
Hospitalization	43,019	46,424
Medicare	4,427	4,031
PERS	42,739	38,879
Unemployment	0	0
Workers' Compensation	6,349	2,579
	\$ 401,809	\$ 369,622
<b><i>Non-personnel Expenses:</i></b>		
Materials and Supplies	\$ 715	\$ 5,136
Equipment	50,462	23,937
Contract Services	391,137	418,283
Other	21,944	15,172
	\$ 464,258	\$ 462,528
	\$ 866,067	\$ 832,149
<b><i>Capital Expenditures (N3):</i></b>		
IP Telephony Mobility/Conferencing	\$ 0	\$ 0
Server Security Upgrades	0	0
Community Dev. & Utility Mgt	1,306	0
Financial Mgt, Payroll, & HR Mgt	92,565	90,484
Network Management	0	0
Exchange Server	73,311	0
Other	0	0
	\$ 167,182	\$ 90,484
	\$ 1,033,248	\$ 922,633

### Supported Units

<b>County Servers/PCs/Printers/Phones</b>	1788	2049 *
<small>* Does not include cell phones nor PDAs</small>		
<b>Total Units Supported by ADP</b>	1893	2154 **
<small>** Includes units supported by ADP but owned by Geauga County subdivisions</small>		
<b>Average Per Unit Cost for Support (Total Units)</b>	\$ 458	\$ 386 **

## 2010 Help Desk Calls



## Staff Introductions

**Chief Technology Officer: Stephen T Decatur**

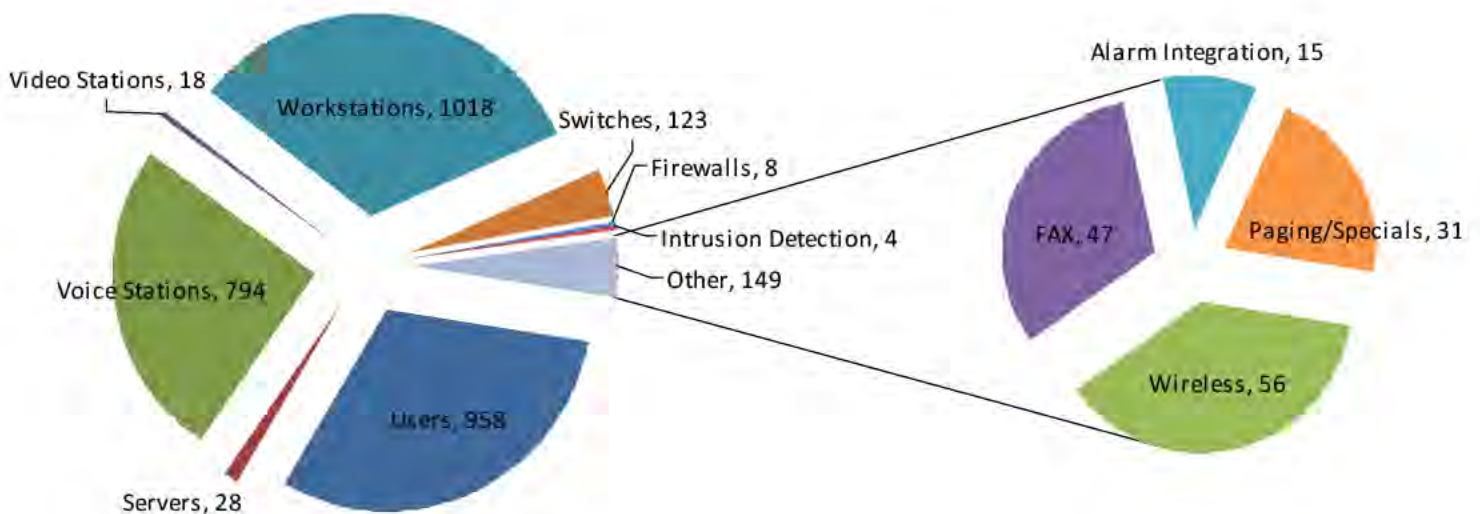
### **Do I/T Software Development Team (211 Main Street, Opera House)**

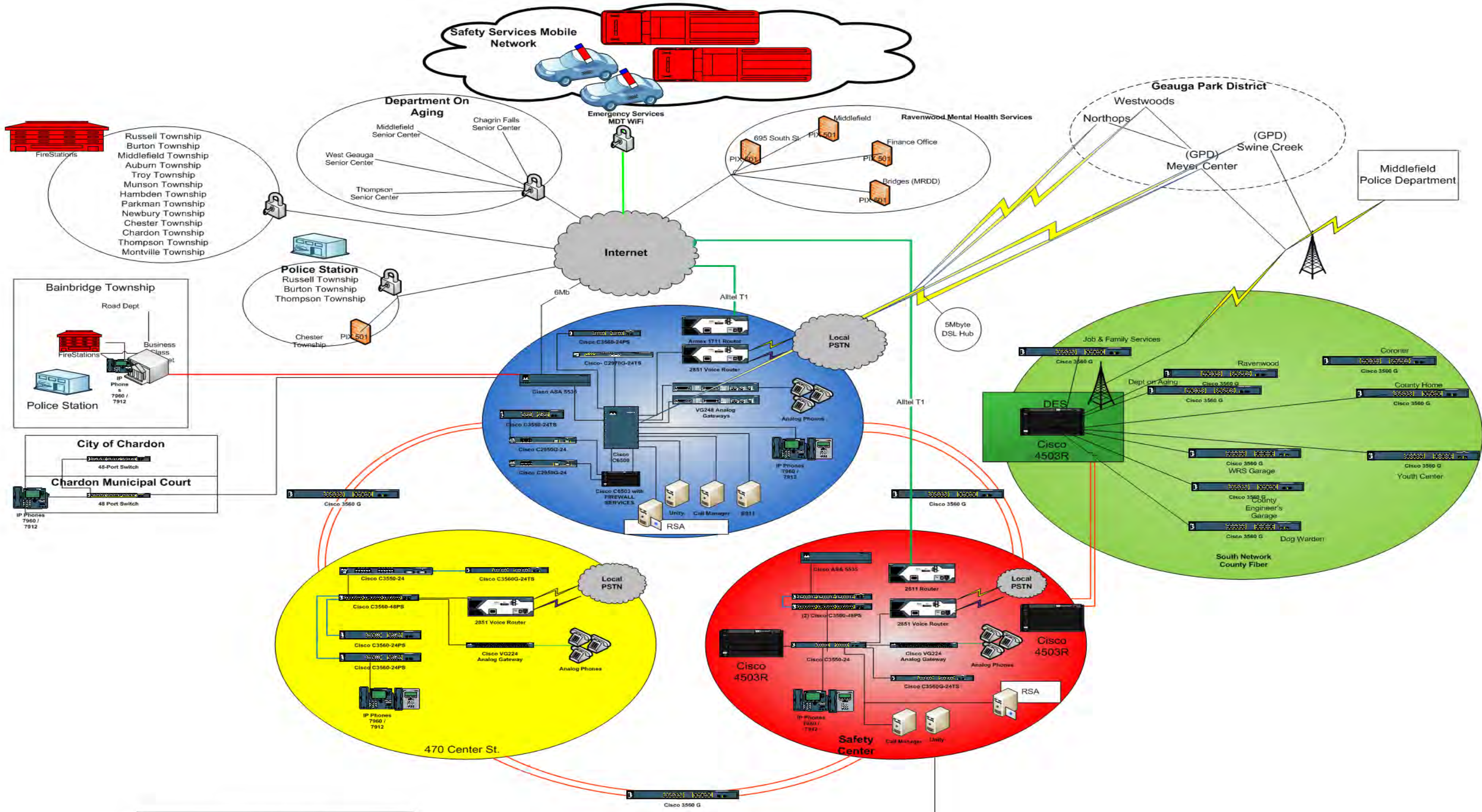
The software development team is responsible for the maintaining in-house software applications such as Commissioner's Index, Fixed Assets, Hospitalization, Dog Licenses, Sick and Vacation, Veteran Services, Water Resources and County Web Pages and Applications. At the present time this consists of over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

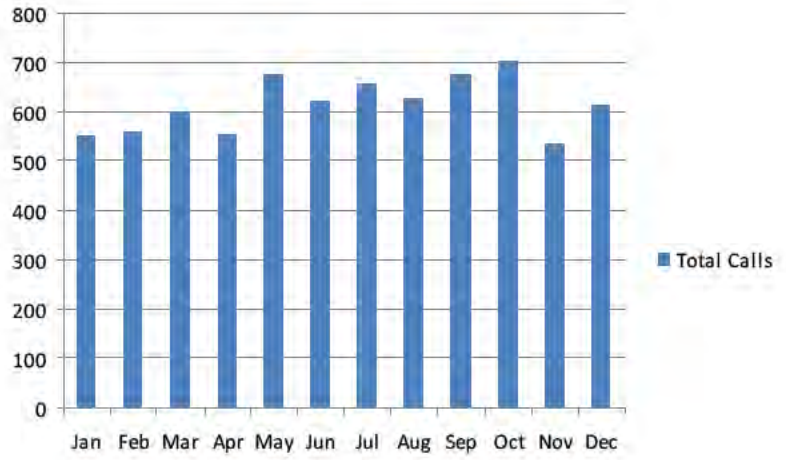
## Supported Units By Type



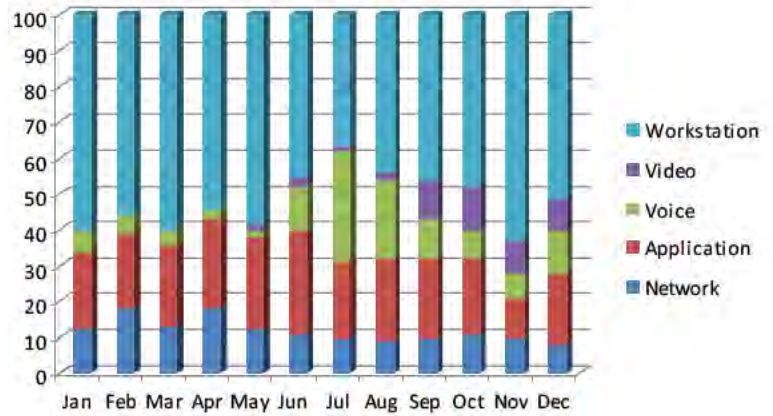


Geauga County Network 2010	
Legend	
TWC and Private 1G Fiber	FXO Connection
100Gbase T Uplink	Secure VPN
100Gbase T Uplink	PRI Connection
	
Date: 12/31/10	
Geauga ADP/DoIT	

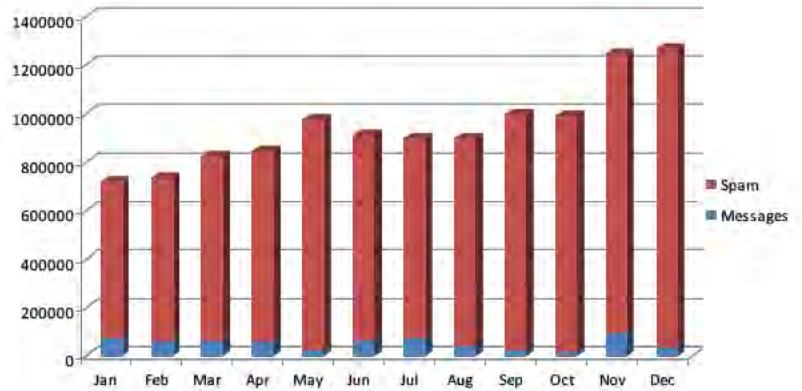
### 2010 Total Support Calls



### 2010 Total Support Calls by Type



### E-Mail Messages 2010 Total Volume



### Gigabit Backbone % Utilization



## 2010 Operations Highlights

- ✓ Seventy Eight (78) Workstation Upgrades/Replacements
- ✓ Election Support (Primary and General)
- ✓ Acquisition and Implementation of Transit Servers
- ✓ Implemented High Speed Connectivity DSL Technology for Park District Primary connectivity
- ✓ Eight (8) Manatron Upgrades
- ✓ Three (3) New World Systems Upgrades
- ✓ Network Integration of Geauga Transit
- ✓ IP Phones Implemented at Bainbridge Township
- ✓ IP Phones implemented at Geauga Park District
- ✓ IP Phones Implemented at City of Chardon
- ✓ IP Camera Surveillance System for County Office extended for additional exterior courthouse views and visibility outside the Intranet
- ✓ Migration of Users to Microsoft Exchange 2007 (64bit) Architecture
- ✓ 2010 New Pictometry Load
- ✓ Successful Technical/Security Audits for LEADs and Auditor of State
- ✓ Internet Access @ Geauga County Fair
- ✓ Conversion of the WWW site to Dot Net Nuke Architecture – permitting user controlled content updates.
- ✓ One Thousand – twenty-three (1023) WWW site updates
- ✓ Conversion of the Public Defenders Case/Client System Time Matters (State Public Defenders System)
- ✓ Implementation of Municipal Court ePayment system
- ✓ Update of the activity tracking system for Dept of Emergency Services (StormChaser) successful participate in Perry Nuclear Power Plant preparedness drill.
- ✓ Implementation of Nine (9) windows 2008 environments



## 2010 Geauga County Website Development Highlights

In 2010, ADP distributed the creation of WWW content to the end user/departments. The use of content specific software enabled the ability for each department, agency or municipality to update their content with whatever frequency they desire. In addition, several pages were implemented a full content driven WWW presence and portal environment.

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

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

Community Development  
Burton Village  
Bainbridge Township  
Archives

## 2010 Equipment Approvals

Department	1st Quarter Amount	2nd Quarter Amount	3rd Quarter Amount	4th Quarter Amount	Totals
ADP	\$0.00	\$278.50	\$13,397.26	\$115.22	\$13,790.98
Aging	\$130.56	\$0.00	\$1,024.00	\$2,173.44	\$3,328.00
Archives	\$0.00	\$0.00	\$311.98	\$0.00	\$311.98
Auditor	\$0.00	\$1,999.00	\$998.99	\$10,918.41	\$13,916.40
Clerk of Courts	\$0.00	\$3,072.48	\$0.00	\$0.00	\$3,072.48
Commissioners	\$0.00	\$0.00	\$14.99	\$1,166.28	\$1,181.27
Common Pleas	\$10,215.56	\$2,257.90	\$918.52	\$21,659.97	\$35,051.95
Developmental Disabilitites	\$5,837.71	\$128,787.42	\$1,042.55	\$9,163.95	\$144,831.63
DES	\$1,287.99	\$0.00	\$0.00	\$23,893.80	\$25,181.79
Elections	\$0.00	\$3,175.08	\$0.00	\$0.00	\$3,175.08
Engineer	\$1,506.78	\$207.88	\$99.98	\$4,733.09	\$6,547.73
Health Dept	\$0.00	\$0.00	\$1,352.92	\$0.00	\$1,352.92
JFS	\$1,288.25	\$18,682.76	\$1,662.75	\$230.00	\$21,863.76
Maintenance	\$0.00	\$0.00	\$193.10	\$0.00	\$193.10
Muni	\$0.00	\$906.61	\$0.00	\$0.00	\$906.61
Park	\$22,136.20	\$2,569.93	\$45,361.60	\$13,571.59	\$83,639.32
Planning Commission	\$0.00	\$0.00	\$8,049.00	\$0.00	\$8,049.00
Prosecutor	\$0.00	\$257.78	\$0.00	884.88	\$1,142.66
Recorder	\$0.00	\$0.00	\$0.00	\$102.93	\$102.93
Sheriff	\$4,585.00	\$2,743.05	\$24,875.52	\$4,968.64	\$37,172.21
Soil and Water	\$0.00	\$0.00	\$36.98	\$0.00	\$36.98
Transit	\$38,938.12	\$6,102.02	\$115,704.00	\$624.65	\$161,368.79
Treasurer	\$0.00	\$694.32	\$2,731.10	\$0.00	\$3,425.42
Veterans	\$0.00	\$2,217.31	\$367.00	\$0.00	\$2,584.31
Water Resources	\$0.00	\$45,933.23	\$3,698.10	\$2,057.68	\$51,689.01
Totals:	\$85,926.17	\$219,885.27	\$221,840.34	\$96,264.53	<b>\$623,916.31</b>

## Department of Information Technology (DoIT)

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Direct Line: (440) 279-1630

Web Site: [www.co.geauga.oh.us/departments/adp/](http://www.co.geauga.oh.us/departments/adp/)

Steve Decatur - Chief Technology Officer	<a href="mailto:sdecatur@co.geauga.oh.us">sdecatur@co.geauga.oh.us</a>	440-279-1888
Reese Elko - System Manager	<a href="mailto:relko@co.geauga.oh.us">relko@co.geauga.oh.us</a>	440-279-1631
Jerry Heil - Programmer	<a href="mailto:gheil@co.geauga.oh.us">gheil@co.geauga.oh.us</a>	440-279-1632
Allen Keener - Lead Operator	<a href="mailto:akeener@co.geauga.oh.us">akeener@co.geauga.oh.us</a>	440-279-1991
Diana Sanko - Programmer	<a href="mailto:dsanko@co.geauga.oh.us">dsanko@co.geauga.oh.us</a>	440-279-1633
Al Vontorcik - Telephone/Network Technician	<a href="mailto:avontorcik@co.geauga.oh.us">avontorcik@co.geauga.oh.us</a>	440-279-1993

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