

Geauga County

Automatic Data Processing Board

Annual Report 2011



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: 2011 Annual Report per ORC 307.845

Date: March 2012

I am pleased to present you with the 2011 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2011, the ADP Department supported the transition from our mainframe environment into the county's 'cloud' or virtual server environment. Through this architecture the county's ADP services continue to 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 Fire Department (voice), Geauga Park District – new Observatory Park (added Voice to their Email/Internet and Data Access 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 2011, we have 3311 devices!

Our Production environment improved with the production release of an automated transit registration (via Web or Voice) ("Book-the-bus") on the new blade based architecture. Our disaster recovery was improved as we began implementing Disk-to-Disk backup of high volume data and de-duplication techniques are being evaluated. The implementation of mobile Tablets within the county began Q4 of 2011 and our architecture can fully support the Bring-Your-Own-Device (BYOD) evolution.

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 shut the mainframe environment down completely once the Auditor of State completes and we transition the remaining user data. 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.

Courthouse Annex, 231 Main Street, Suite 1A, Chardon, OH 44024-1293

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

Financial Responsibility Today... Economic Rewards Tomorrow

2011 ADP Financial Report

Revenues

	2010	2011
Refunds	\$ 0	\$ 3,239
Park Board	13,376	23,584
City of Chardon	5,043	0
G.C. Sheriff	0	4,079
Chardon Municipal Court	24,200	29,551
Court Technology	1,431	1,506
Developmental Disabilities	4,688	2,500
Bainbridge Township	128	7,587
Transfers In	0	0
	\$ 48,865	\$ 72,045

Expenses

	2010	2011
Personnel Expenses:		
Salaries	\$ 277,708	\$ 277,397
Hospitalization	46,424	50,330
Medicare	4,031	3,975
PERS	38,879	38,836
Unemployment	0	0
Workers' Compensation	2,579	1,905
	\$ 369,622	\$ 372,443
Non-personnel Expenses:		
Materials and Supplies	\$ 5,136	\$ 1,625
Equipment	23,937	39,057
Contract Services	418,283	442,180
Other	15,172	9,115
	\$ 462,528	\$ 491,978
	\$ 832,149	\$ 864,421
Capital Expenditures (N3):		
IP Telephony Mobility/Conferencing	\$ 0	\$ 0
Server Security Upgrades	0	0
Community Dev. & Utility Mgt	0	0
Financial Mgt, Payroll, & HR Mgt	90,484	90,880
Network Management	0	0
Exchange Server	0	0
Other	0	0
	\$ 90,484	\$ 90,880
	\$ 922,633	\$ 955,301

Supported Units

County Servers/PCs/Printers/Phones	2049	1788 *
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* Does not include cell phones nor PDAs.

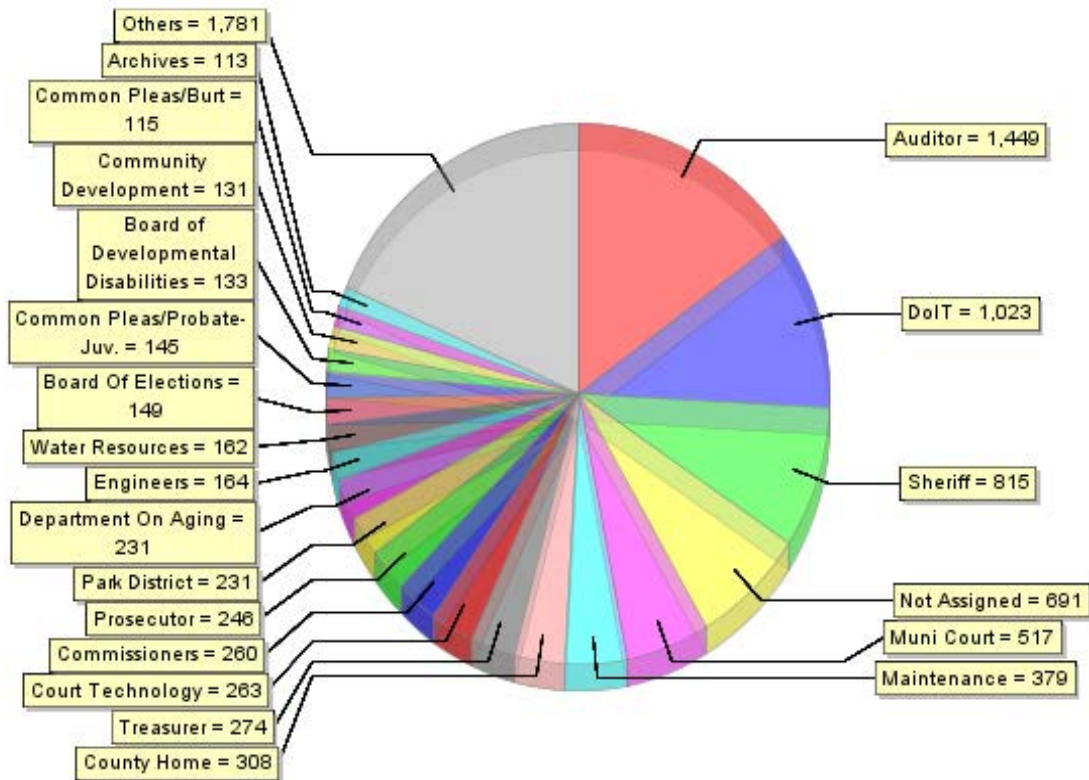
Total Units Supported by ADP	2154	1893 **
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** Includes units supported by ADP but owned by Geauga County subdivisions..

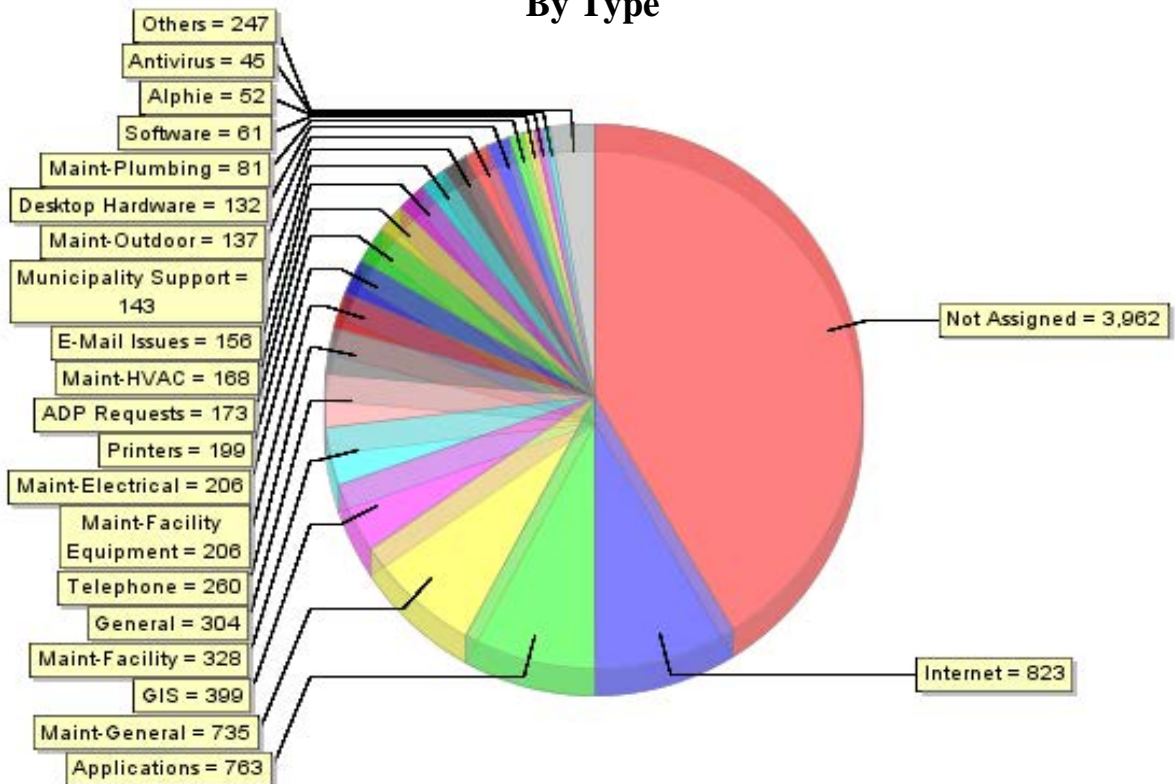
Average Per Unit Cost for Support

(Total Units)	\$ 386	\$ 457 **
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2011 Help Desk Calls By Department



2011 Help Desk Calls By Type



Staff Introductions

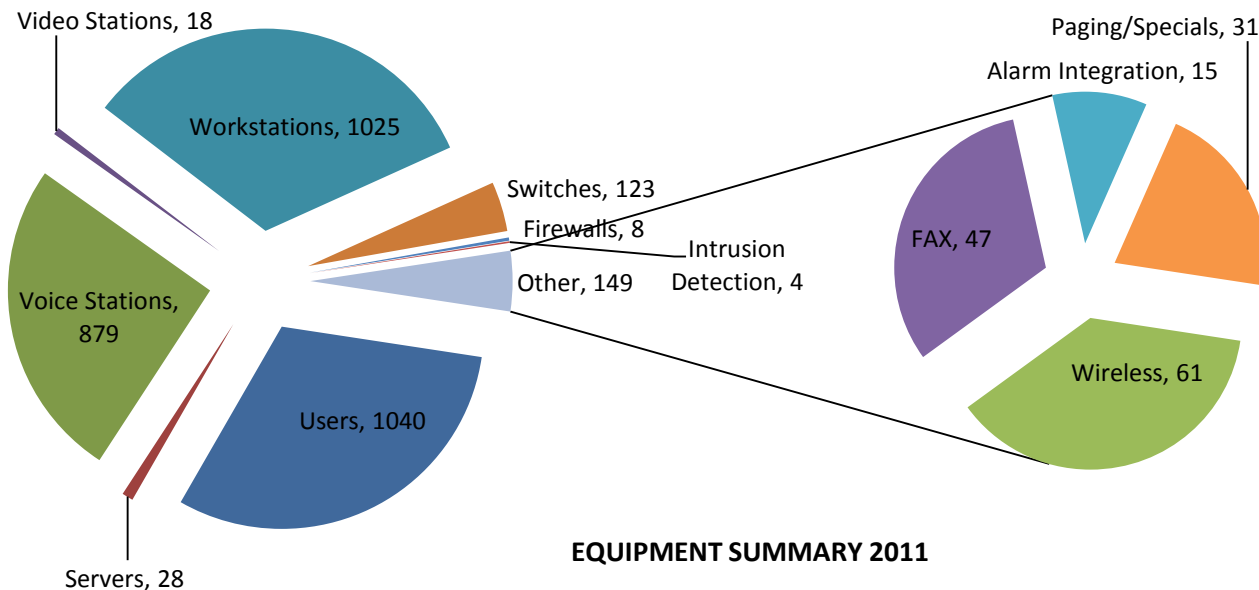
Chief Technology Officer : Stephen T Decatur

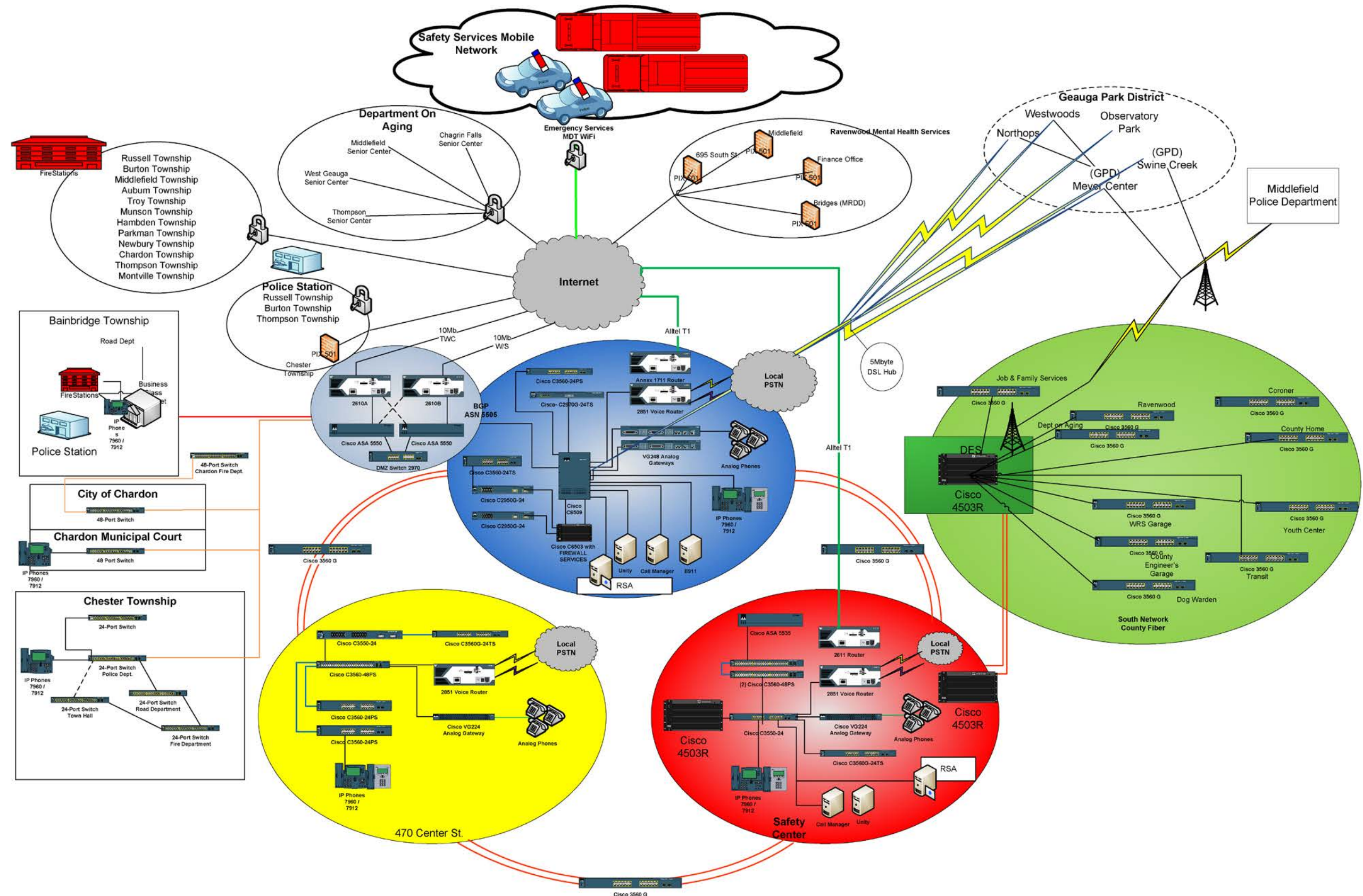
Do I/T Software Development and Support (231 Main Street, Courthouse Annex)

The software development and support team evolved along with the County's applications during 2011. The focus being the transition to the New World Systems (Report Development and Data Migration) as well as maintenance of the legacy 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 and WWW pages. The software and support team consists of **Jerry Heil, Programmer** and **Diana Sanko, Programmer**.

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

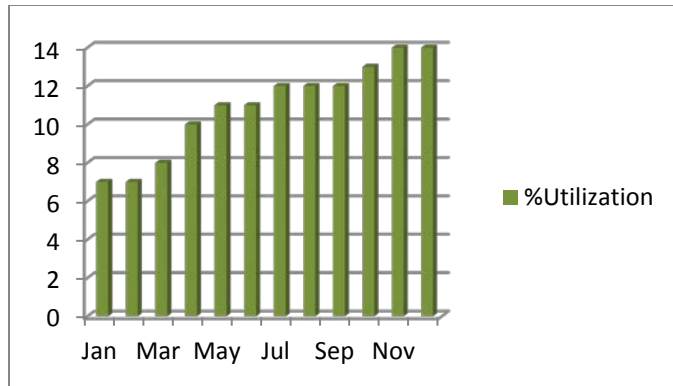
The system support team handles the day-to-day operations on the enterprise network and Data Center. This team consists of **Reese Elko, System Manager**, and the system support team of **Allen Keener, Lead Systems Support** and **Al Vontorcik Telephone/Network Technician**. This team is responsible 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 and several townships and municipalities.



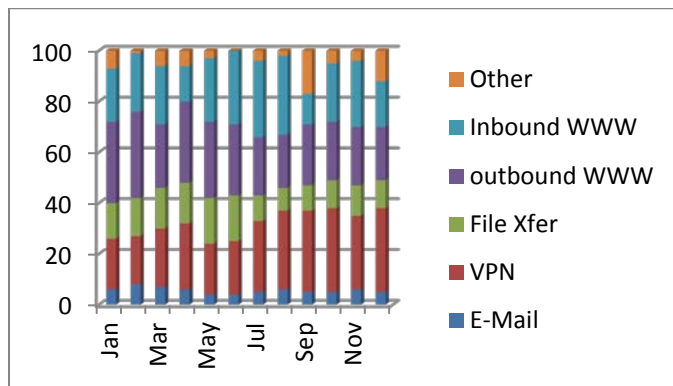


Gauga County Network 2011		
Legend		
TWC and Private 1G Fiber		FXD Connection
1000Base T Uplink		PRI Connection
100Base T Uplink		
		Date: 12/01/11
Gauga ADP/DoIT		

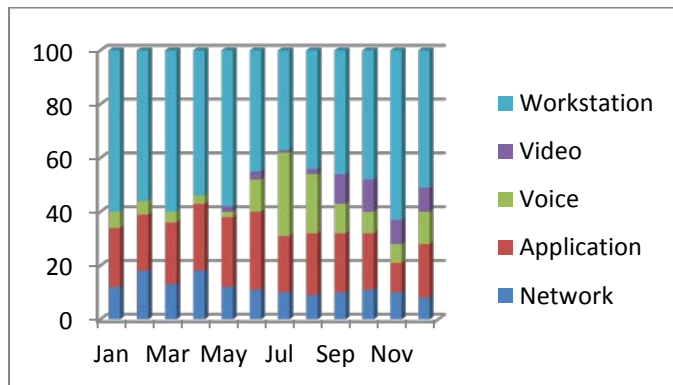
**Gigabit Backbone
%Utilization**



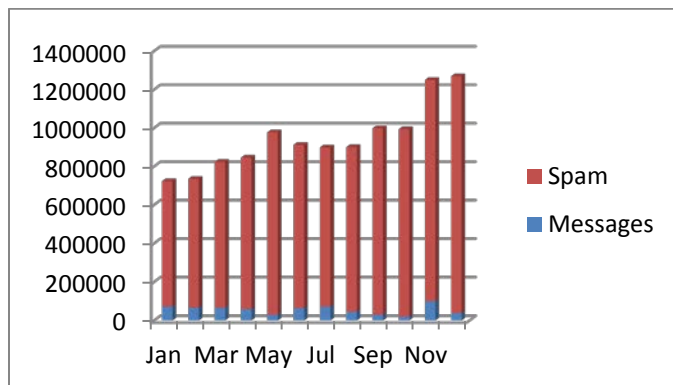
**2011 Network
Usage**



**HelpDesk Call
Type Breakdown
2011**



**E-Mail Messages 2011
Total Volume**



2011 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

2011 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

2011 Equipment Approvals

Department	1st Quarter Amount	2nd Quarter Amount	3rd Quarter Amount	4th Quarter Amount	Totals
ADP	\$321.01	\$105.50	\$0.00	\$16,189.09	\$16,615.60
Aging	\$11,700.00	\$443.00	\$943.62	\$0.00	\$13,086.62
Archives	\$19.94	\$0.00	\$0.00	\$0.00	\$19.94
Auditor	\$2,131.17	\$20,912.33	\$29,229.76	\$30,181.90	\$82,455.16
Bainbridge Twp	\$0.00	\$0.00	\$0.00	\$88.41	\$88.41
City of Chardon	\$0.00	\$1,299.34	\$0.00	\$0.00	\$1,299.34
Commissioners	\$0.00	\$124.97	\$0.00	\$1,166.28	\$1,291.25
Common Pleas	\$0.00	\$249.58	\$1,926.88	\$49,332.51	\$51,508.97
Community Development	\$0.00	\$250.00	\$300.83	\$565.57	\$1,116.40
Coroner	\$0.00	\$0.00	\$96.75	\$0.00	\$96.75
County Home	\$0.00	\$0.00	\$36.42	\$0.00	\$36.42
Developmental Disabilitites	\$9,313.37	\$11,859.43	\$16,496.33	\$22,628.35	\$60,297.48
DES	\$0.00	\$1,274.99	\$958.31	\$9,843.50	\$12,076.80
Dog Warden	\$0.00	\$0.00	\$265.60	\$0.00	\$265.60
Elections	\$1,014.24	\$454.00	\$0.00	\$0.00	\$1,468.24
Engineer	\$226.15	\$9,796.41	\$2,157.85	\$4,823.07	\$17,003.48
Health Dept	\$2,439.14	\$1,439.97	\$1,776.80	\$2,012.84	\$7,668.75
JFS	\$0.00	\$0.00	\$230.00	\$235.00	\$465.00
Maintenance	\$0.00	\$0.00	\$140.81	\$123.34	\$264.15
Muni	\$10,639.46	\$0.00	\$0.00	\$0.00	\$10,639.46
Park	\$18,943.73	\$6,951.20	\$32,634.07	\$69,037.76	\$127,566.76
Planning Commission	\$0.00	\$0.00	\$0.00	\$157.97	\$157.97
Prosecutor	\$270.50	\$270.00	\$1,414.87	590	\$2,545.37
Recorder	\$500.00	\$0.00	\$67.96	\$102.93	\$670.89
Sheriff	\$312.94	\$4,484.26	\$1,060.00	\$25,859.70	\$31,716.90
Soil and Water	\$8,574.94	\$0.00	\$19.99	\$0.00	\$8,594.93
Transit	\$12,204.60	\$174.54	\$0.00	\$0.00	\$12,379.14
Treasurer	\$0.00	\$773.73	\$17,998.25	\$0.00	\$18,771.98
Veterans	\$21,175.20	\$0.00	\$0.00	\$0.00	\$21,175.20
Water Resources	\$0.00	\$7,743.00	\$19.99	\$1,178.75	\$8,941.74
Totals:	\$99,786.39	\$68,606.25	\$107,775.09	\$234,116.97	\$510,284.70

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	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
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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