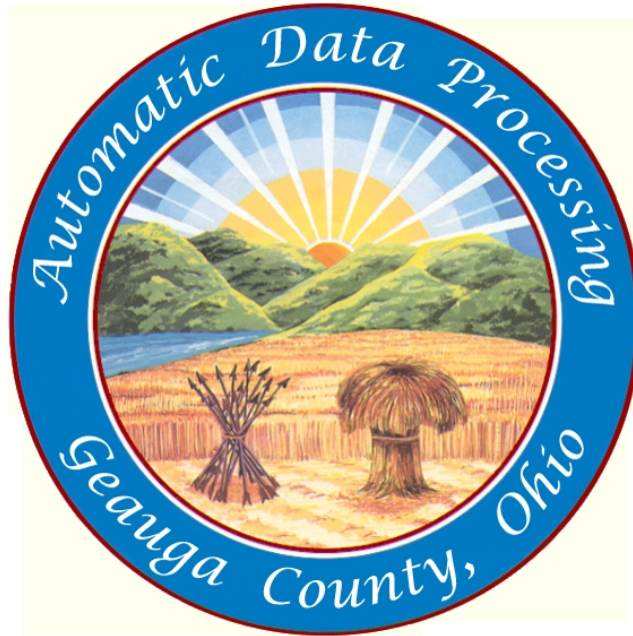


Geauga County

Automatic Data Processing Board

Annual Report 2012



Board Members

Frank J. Gliha, Auditor & Chief Administrator
Christopher P. Hitchcock, Treasurer
Jim R. Flaiz, Prosecutor
Denise Kaminski, Clerk of Courts
Roberta Halford, Board of Elections Director
Sharon C. Gingerich, Recorder
Daniel C. McClelland, Sheriff
Joe Cattell, Engineer
Deborah Reiter, Board of Elections Deputy Director
Mary E. Samide, Commissioner
Tom Huff, 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 Secretary of the Automatic Data Processing (ADP) Board.

Proudly Serving the Residents of Geauga County



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 Secretary ADP Board

Re: 2012 Annual Report per ORC 307.845

Date: March 2013

I am pleased to present you with the 2012 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

Last year, the ADP board adjusted its focus from deployment to support largely in reaction to the County's business system adopting New World Systems Logos System for Financial, HR and Payroll operations in a production capacity. Combining this endeavor with the reaction to a significant physical re-configuration of the primary data center, the retirement of the mainframe environment, combined to reduce thermal loading requirements (saving the county the expense of significant HVAC expansion) maintained Geauga County's I/T direction and positive progress.

In 2012, the ADP Department the county's "cloud computing" environment was tested and provided the flexibility, diversity and resilience as originally designed and planned for. An upgrade of the network CORE switch to a state of the art fabric switch (6509e) provided for seamless access and long term versatility toward a potential of a 10Gigabit backbone (roughly ten (10) times our present capacity).

This did indeed yield successful expansion of services to Chester Township (Fire, Police and Town hall). Our user community grew by approximately 5.5% with these additions. What was less than 1000 in 2006 is now over 3500 computing devices (servers, workstations, IP phones).

Our operations staffing levels remained reduced by one throughout the year. Although we did convert a part-time staffer to full time PC Technician, one of our programming staff opted for retirement. 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 continue to make more e-Services and information available to our citizens with 24x7 access to business licenses and permits as well as scheduling. 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

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.

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

2012 ADP Financial Report

Revenues

	<u>2011</u>	<u>2012</u>
Refunds	\$ 3,239	\$ 31
Park Board	23,584	23,550
City of Chardon	0	0
G.C. Sheriff	4,079	0
Chardon Municipal Court	29,551	27,986
Court Technology	1,506	0
Developmental Disabilities	2,500	0
Bainbridge Township	7,587	5,730
Transfers In	0	25,000
Total Revenues:	\$ 72,045	\$ 82,297

Expenses

	<u>2011</u>	<u>2012</u>
Personnel Expenses:		
Salaries	\$ 277,397	\$ 276,642
Hospitalization	50,330	48,666
Medicare	3,975	3,976
PERS	38,836	35,828 ***
Unemployment	0	0
Workers' Compensation	1,905	815
Total Personnel Expenses:	\$ 372,443	\$ 365,927
Non-personnel Expenses:		
Materials and Supplies	\$ 1,625	\$ 2,292
Equipment	39,057	37,947
Contract Services	442,180	401,907
Other	9,115	20,879
Total Non-personnel Expenses:	\$ 491,978	\$ 463,024
Total General Fund Expenses:	\$ 864,421	\$ 828,951
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	90,880	90,880
Network Management	0	0
Exchange Server	0	0
Other	0	0
Total Capital Expenditures:	\$ 90,880	\$ 90,880
Total Expenses:	\$ 955,301	\$ 919,831

Due to change in when payments are made

Supported Units

County Servers/PCs/Printers/Phones 1788 2132 *

* Does not include cell phones nor PDAs.

Total Units Supported by ADP 1893 2351 **

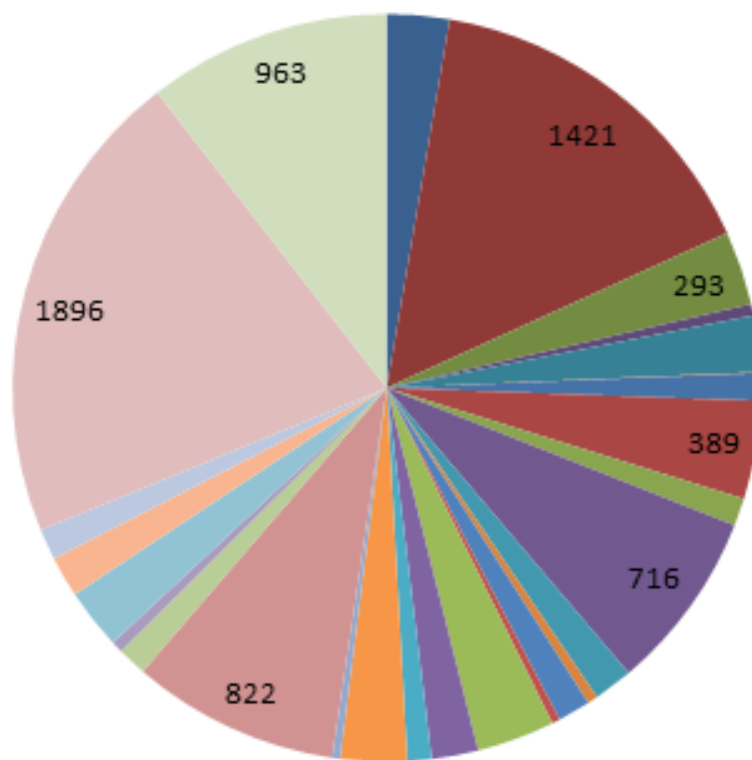
** Includes units supported by ADP but owned by Geauga County subdivisions..

Average Per Unit Cost for Support

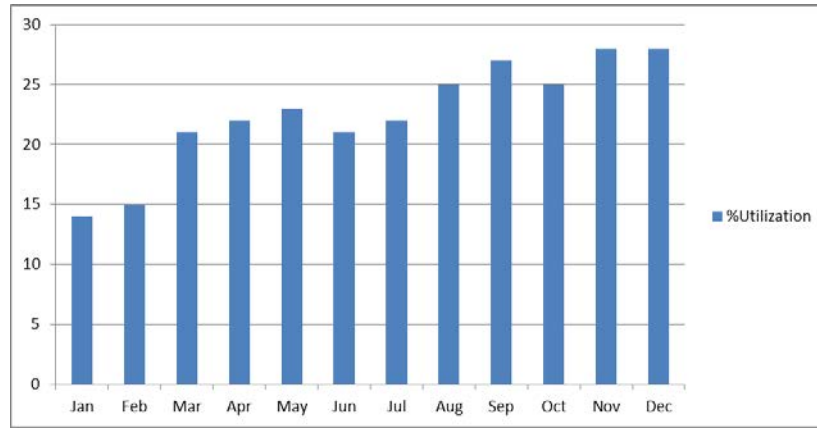
(Total Units) \$ 457 \$ 353 **

2012 Service Requests By Department

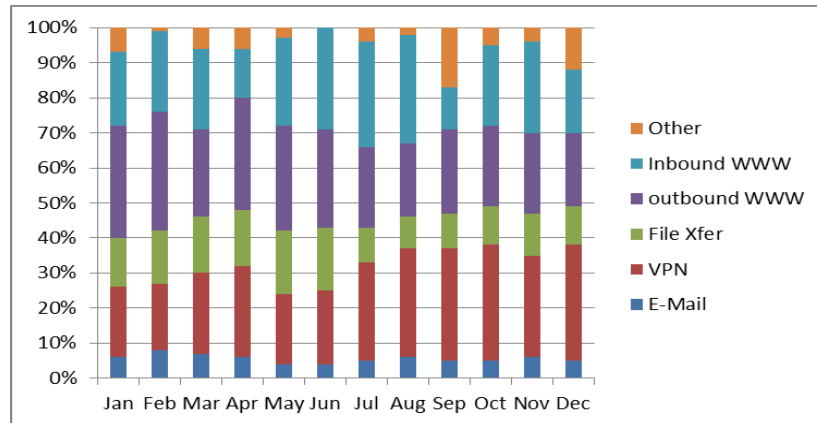
- Department of Aging
- Auditor's Office
- Board of County Commissioners
- Board of Developmental Disabilities
- Board of Elections
- Board of Mental Health and Recovery Service
- Building Department
- Clerk of Courts
- Department of Communit and Economic Development
- Department of Information Technology
- Engineer's Office
- Job and Family Services
- Health District
- Highway Department
- Maintenance Department
- Park District
- Recorder's Office
- treasurer's Office
- Tax Map Department
- Sherriff's Office
- Water Recources
- Transit Department
- Common Pleas Courts
- Prosecutor
- Pub Defender
- Municipality support
- Citizen/Public



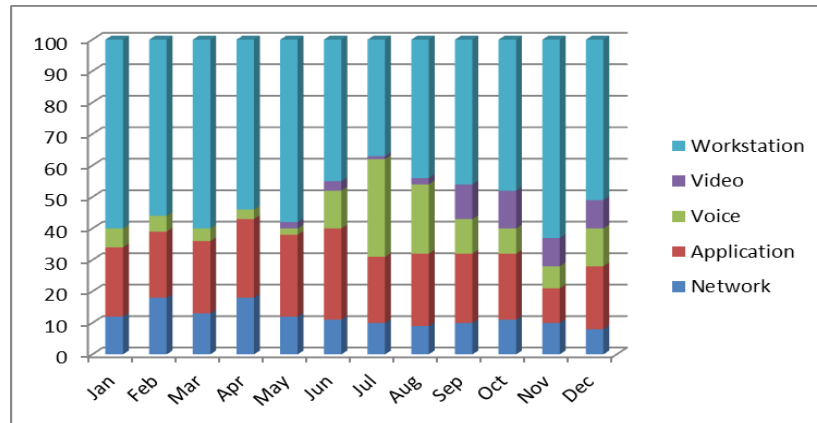
**Gigabit Backbone
% Utilization 2012**



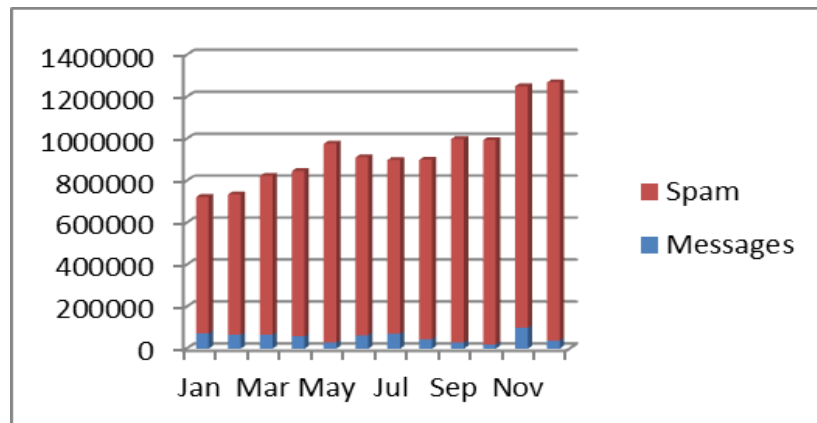
**2012 Network
Usage**



**HelpDesk Call
Type Breakdown
2012**



**E-Mail Messages 2012
Total Volume**



Staff Introductions

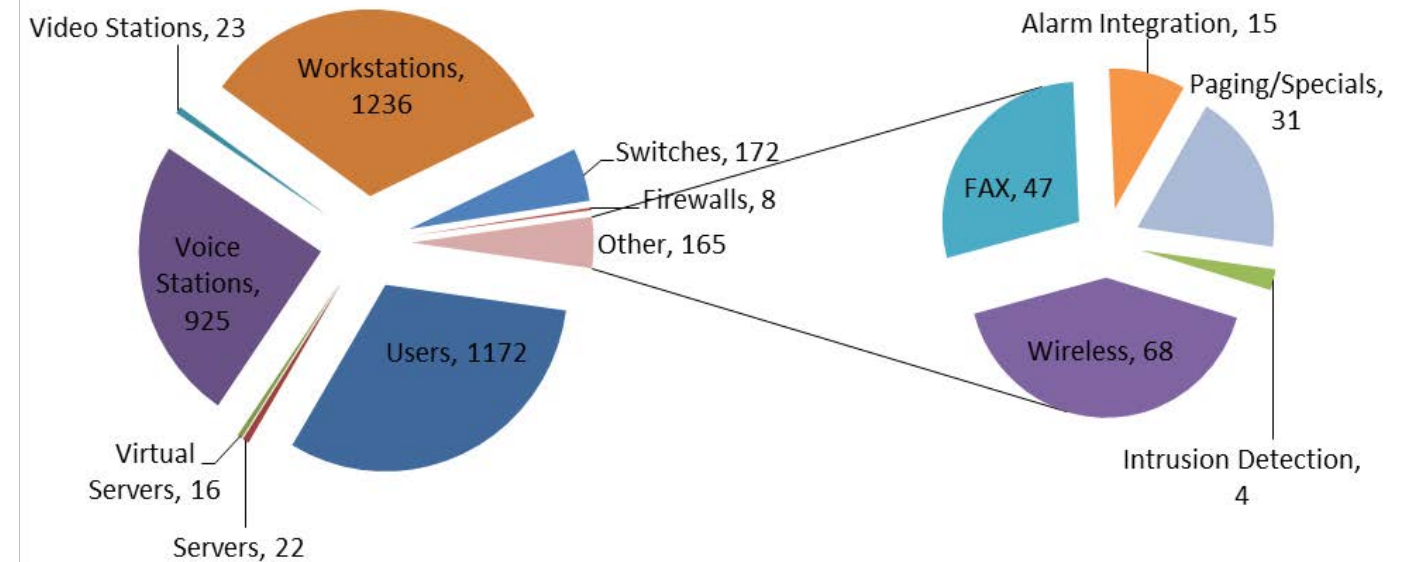
Chief Technology Officer : Stephen T Decatur

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

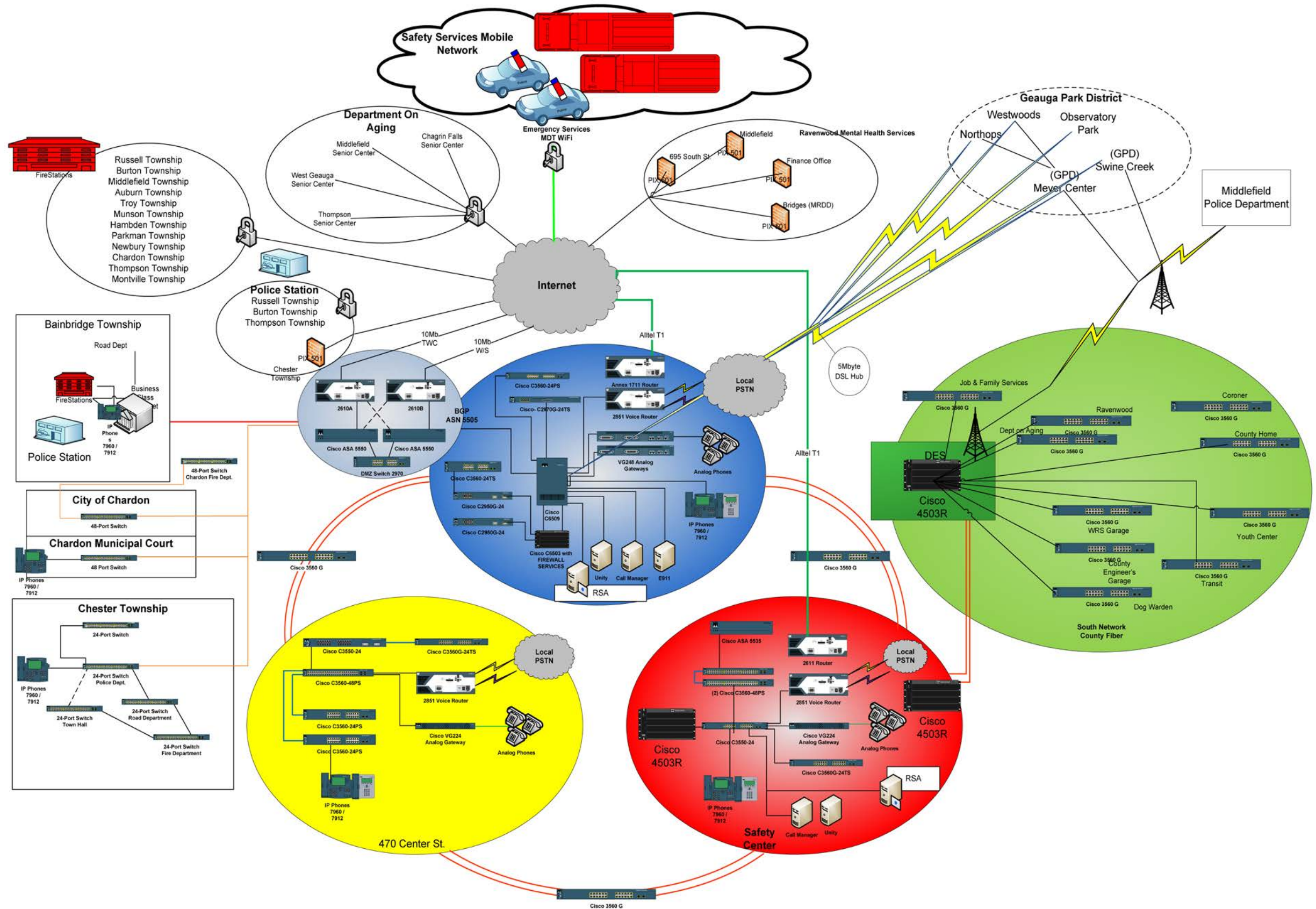
The software development and support team evolved along with the County's applications during 2012. The focus being the transition to the New World Systems (Report Development and Data Migration) as well as maintenance of the legacy in-house software applications such as Commissioner's Index, Fixed Assets, 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 **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, Al Vontorcik Telephone/Network Technician and Robert Bushman PC/Workstation 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.



Equipment Summary 2012



Geauga County Network 2012	
Legend	
TWC and Private 1G Fiber	FXO Connection
1000Base T Uplink	Secure VPN
100Base T Uplink	PRI Connection
	
Date: 12/31/12	
Geauga ADP/DoIT	

2012 Operations Highlights

- ✓ One hundred Eighteen (118) Workstation Upgrades/Replacements
- ✓ Election Support (Primaries and General (Presidential))
- ✓ Implementation of Municipal Court ePay System
- ✓ Implementation of 64bit Windows 2008 (r2) server
- ✓ Implemented High Speed Connectivity DSL Technology for Park District Primary connectivity
- ✓ Six (6) Manatron (Real Estate Systems) Upgrades
- ✓ Four (4) New World Systems Upgrades
- ✓ Firewall Upgrade to ASA environment
- ✓ Implementation of Internet Redundancy
- ✓ Implementation of wireless standard 802.11n (higher speed)
- ✓ IP Phones Implemented at Chester Township
- ✓ Network Integration at Chester Township
- ✓ 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 – One Hundred forty six (1146) WWW site updates
- ✓ Upgrade 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 participation in Perry Nuclear Power Plant preparedness drill.

2012 Geauga County Website Development Highlights

In 2012, 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:

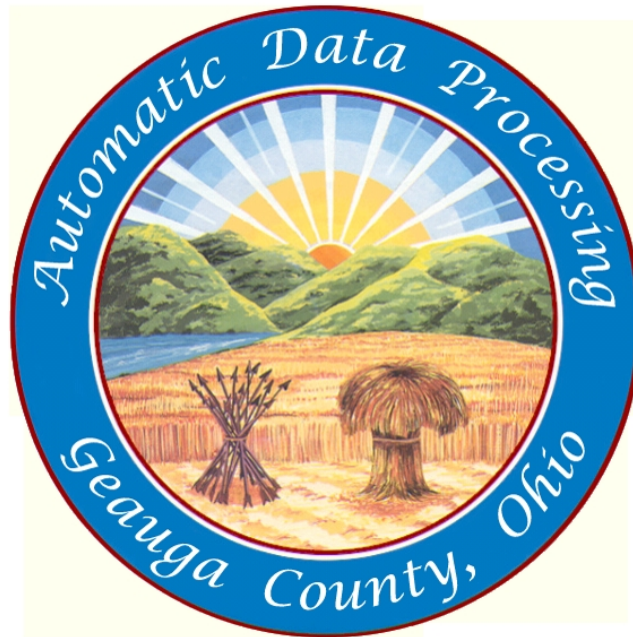
- Archives and Records Center
- Auditor Dog License pages – Support & maintenance
- Auto Title Office
- Board of Elections - web updates, support & attempt at creating acceptable pages for GTV
- Building Department
- CASA
- Chardon Municipal Court
- Chardon Township
- Clerk of Court's Office
- Commissioners' 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
Community Development Business Incubator
Burton Village
Bainbridge Township
Archives
Chester Township

2012 Equipment Approvals

Department	1st quarter	2nd quarter	3rd quarter	4th quarter	Total
ADP	\$ 86,667.00	\$ 23,452.30		\$ 20,456.71	\$ 130,576.01
Archives and Records Center	\$ 939.82	\$ 34.50			\$ 974.32
Auditor	\$ 23,636.40	\$ 15,086.27	\$ 597.82	\$ 63,789.08	\$ 103,109.57
Bainbridge Township Police Dept		\$ 950.00			\$ 950.00
Board of Elections	\$ 83.00	\$ 657.90		\$ 29.95	\$ 770.85
Building Department					\$ -
Chardon Municipal Court			\$ 4,686.95	\$ 1,611.48	\$ 6,298.43
Clerk of Courts					\$ -
Commissioners		\$ 670.30	\$ 633.20		\$ 1,303.50
Community and Economic Development	\$ 288.00				\$ 288.00
Coroner					\$ -
Department of Emergency Services	\$ 3,013.40		\$ 419.70		\$ 3,433.10
Department on Aging	\$ 64.74		\$ 897.39	\$ 2,524.00	\$ 3,486.13
Developmental Disabilities	\$ 5,601.34	\$ 42,021.56	\$ 5,195.49	\$ 8,836.49	\$ 61,654.88
Dog Warden					\$ -
Engineer	\$ 1,297.61		\$ 14.99		\$ 1,312.60
Geauga Soil and Water Conservation District		\$ 9.99	\$ 597.00	\$ 1,546.96	\$ 2,153.95
Geauga-Trumbull Solid Waste				\$ 29.98	\$ 29.98
Health District	\$ 167.96	\$ 149.00	\$ 5,195.94	\$ 299.99	\$ 5,812.89
Job & Family Services		\$ 288.34	\$ 149.99		\$ 438.33
Maintenance Department	\$ 127.13	\$ 1,050.00		\$ 2,333.61	\$ 3,510.74
Mental Health			\$ 2,215.10		\$ 2,215.10
Park District	\$ 38,330.95	\$ 14,584.00	\$ 13,234.42	\$ 17,993.37	\$ 84,142.74
Planning Commission			\$ 685.45	\$ 925.09	\$ 1,610.54
Pleasant Hill Home					\$ -
Probate/Juvenile/Common Pleas Courts	\$ 314.74	\$ 16,365.75	\$ 27,291.94	\$ 6,094.85	\$ 50,067.28
Prosecutor	\$ 1,969.87	\$ 2,110.58		\$ 39.43	\$ 4,119.88
Public Defender				\$ 2,956.51	\$ 2,956.51
Recorder					\$ -
Sheriff	\$ 25,503.82	\$ 5,964.23	\$ 3,011.04	\$ 6,356.53	\$ 40,835.62
Transit	\$ 641.95				\$ 641.95
Treasurer		\$ 962.39	\$ 1,729.59		\$ 2,691.98
Water Resources			\$ 19,007.00	\$ 16,064.57	\$ 35,071.57
Totals:	\$ 188,647.73	\$ 124,357.11	\$ 85,563.01	\$ 151,888.60	\$ 550,456.45



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
Robert Bushman – Workstation/Network Tech	rbushman@co.geauga.oh.us	440-279-1992
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)