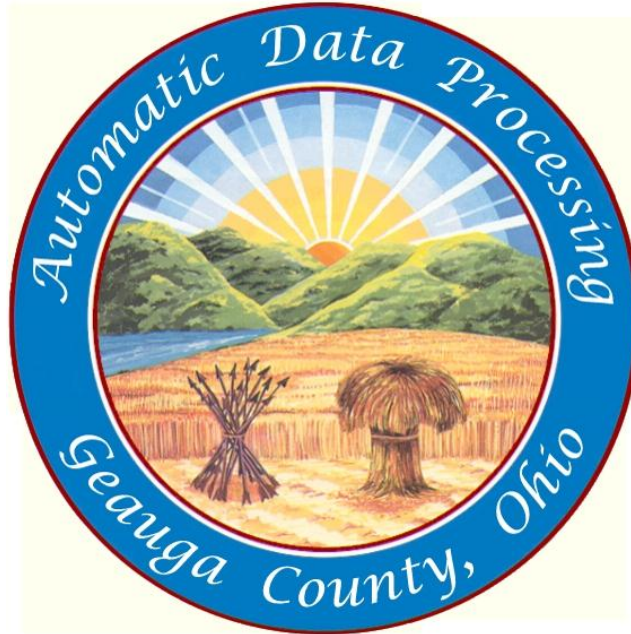


Geauga County

Automatic Data Processing Board

Annual Report 2013



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.



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: 2013 Annual Report per ORC 307.845

Date: March 2014

I am pleased to present you with the 2013 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

Last year, the ADP board adjusted its focus from support of the centralized business system – New World Systems Logos for the County core business, and Spillman E911 improvements and upgrades. 2013 brought some detailed depth of several applications including scanning functions for the Chardon Municipal Court, and the County and initiated the systems for the Prosecutor's office (to be deployed in early 2014).

Our infrastructure was greatly improved at the 470 facility and for additional capacity in the Data Center and Opera House. Several 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.

In 2013, the ADP Department the county's "cloud computing" environment was tested and provided the flexibility, diversity and resilience as originally designed and planned for. This year the voice-over-ip phone system was integrated into "the cloud" making it even more resilient than the basic server configuration. 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).

What was less than 1000 in 2006 is now over 3800 computing devices (servers, workstations, IP phones).

Our operations staffing levels changed in 2013, with the transfer of our systems manager to work fulltime audit applications and payroll for the auditor; we were able to hire a strong pc technician skill set and bring some additional Cisco networking credentials on board. 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.

This 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

2013 ADP Financial Report

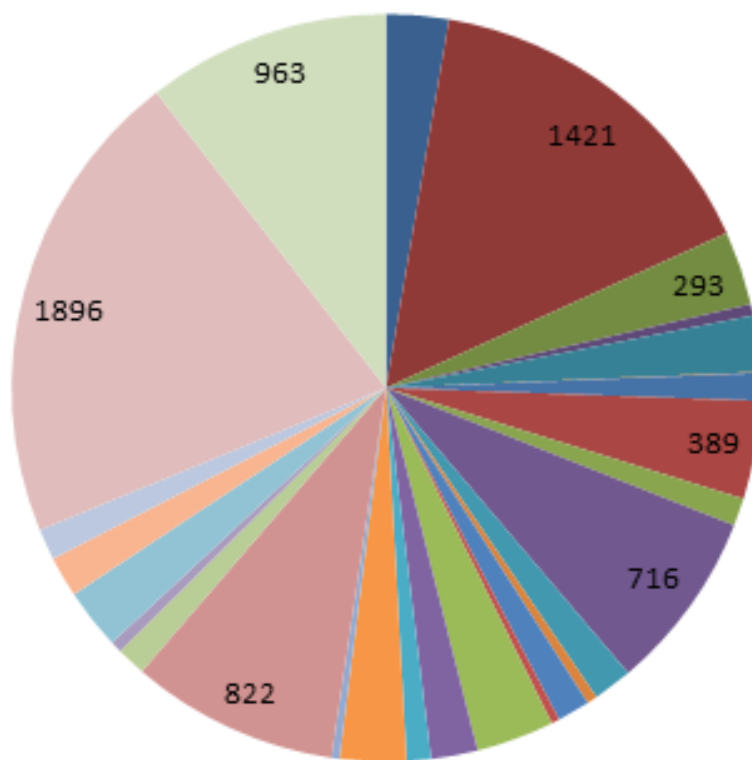
Revenues

	<u>2012</u>	<u>2013</u>
Refunds & Reimbursements	\$ 31	\$ 5,139
Park Board	23,550	21,012
City of Chardon	0	0
G.C. Sheriff	0	0
Chardon Municipal Court	27,986	29,698
Court Technology	0	0
Developmental Disabilities	0	0
Bainbridge Township	5,730	5,086
Transfers In	25,000	19,000
Total Revenues:	<u><u>\$ 82,297</u></u>	<u><u>\$ 79,935</u></u>

Expenses

	<u>2012</u>	<u>2013</u>	
Personnel Expenses:			
Salaries	\$ 276,642	\$ 267,424	
Hospitalization	48,666	43,865	
Medicare	3,976	3,853	
PERS	35,828	37,527 **	Due to timing
Unemployment	0	0	change in when
Workers' Compensation	815	517	payments are
Total Personnel Expenses:	<u><u>\$ 365,927</u></u>	<u><u>\$ 353,185</u></u>	made
Non-personnel Expenses:			
Materials and Supplies	\$ 2,292	\$ 3,638	
Equipment	37,947	10,285	
Contract Services	401,907	446,880	
Other	20,879	19,922	
Total Non-personnel Expenses:	<u><u>\$ 463,024</u></u>	<u><u>\$ 480,725</u></u>	
Total General Fund Expenses:	<u><u>\$ 828,951</u></u>	<u><u>\$ 833,910</u></u>	
Capital Expenditures (N3):			
IP Telephony Mobility/Conferencing	\$ 0	\$ 0	
Server Security Upgrades	0	0	
Community Dev. & Utility Mgt	0	15,095	
Financial Mgt, Payroll, & HR Mgt	90,880	45,938	
Network Management	0	0	
Exchange Server	0	4,168	
Other	0	13,214	
Total Capital Expenditures:	<u><u>\$ 90,880</u></u>	<u><u>\$ 78,415</u></u>	
Total Expenses:	<u><u>\$ 919,831</u></u>	<u><u>\$ 912,325</u></u>	
Supported Units			
County Servers/PCs/Printers/Phones	2132	2851 *	
* Does not include cell phones nor PDAs.			
Total Units Supported by ADP	2351	3123 **	
** Includes units supported by ADP but owned by Geauga County subdivisions..			
Average Per Unit Cost for Support (Total Units)	\$ 353	\$ 267 **	

2013 Service Requests by Department



- Department on Aging
- Auditor's Office
- Board of County Commissioners
- Board of Developmental Disabilities
- Board of Elections
- Board of Mental Health and Recovery Services
- Building Department
- Clerk of Courts
- Department of Community 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
- Sheriff's Department
- Water Resources
- Transit Department
- Common Pleas Courts
- Prosecutor
- Public Defender
- Municipality Support
- Citizen/Public

Staff Introductions

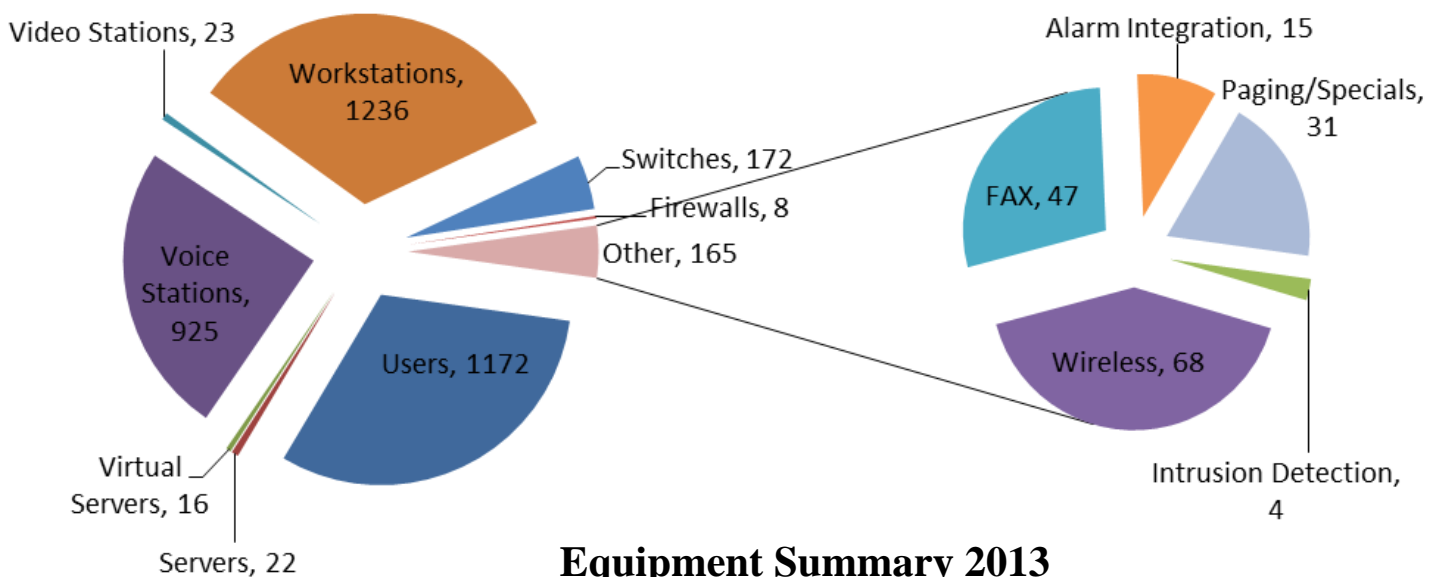
Chief Technology Officer : Stephen T Decatur

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 2013. 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 2,800 individual programs and WWW pages. The software and support team consists of **Diana Sanko, Programmer**.

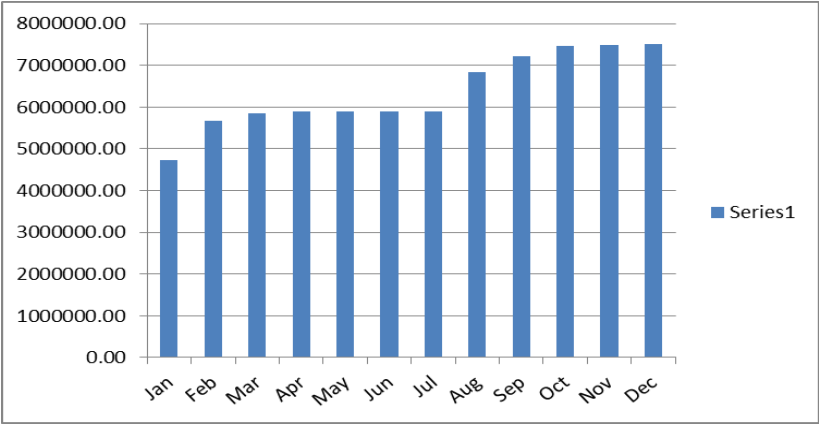
Do I/T - Systems Support Team (231 Main Street, Courthouse Annex)

The system support team handles the day-to-day operations on the enterprise network and Data Center. This team consists of **Dan Patchin , Network Administrator** and the system support team of **Allen Keener, Lead Systems Support, Al Vontorcik Telephone/Network Technician and Robert Bushman and Jared Wedge, PC/Workstation Technicians**. 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.

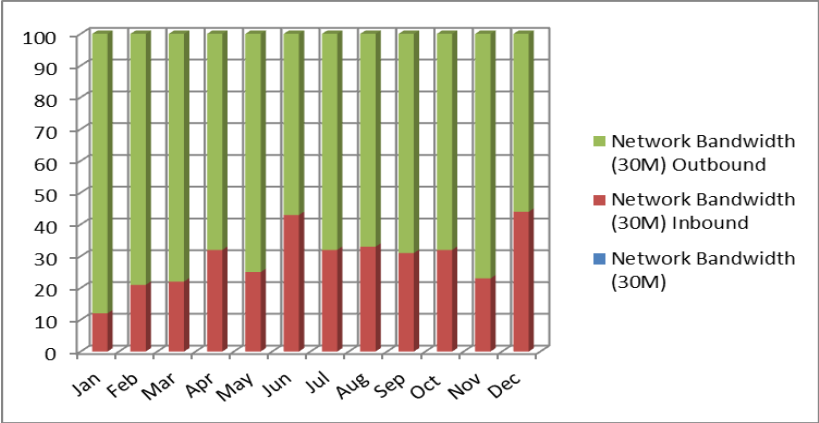


Equipment Summary 2013

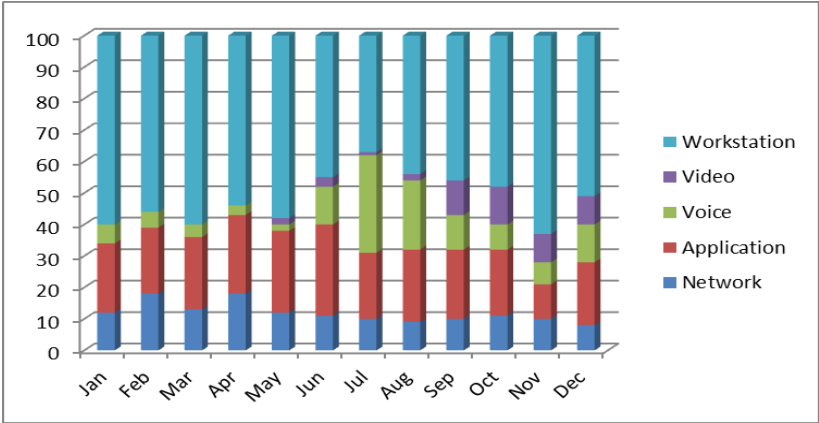
Disk Usage 2013



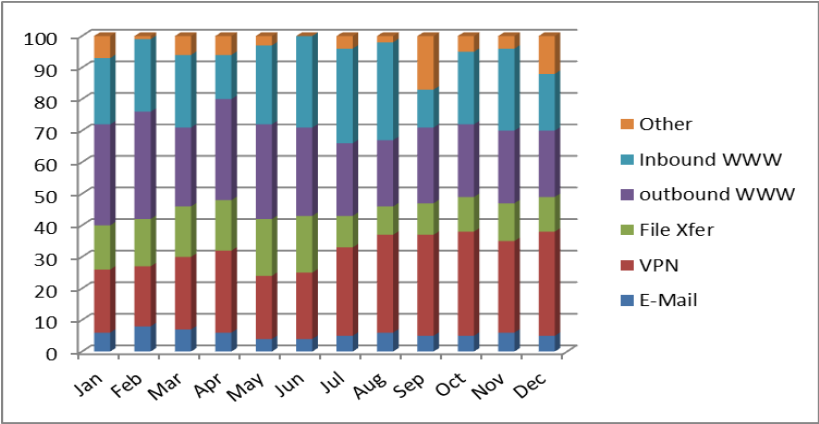
Network Bandwidth Usage 2013



HelpDesk Call Type Breakdown 2013



Network Usage 2013



2013 Operations Highlights

- ✓ Two hundred Seventy-three (273) Workstation Upgrades/Replacements
- ✓ Election Support (Special and General)
- ✓ Implementation of Municipal Court Document Scanning System
- ✓ Implementation of 64bit Windows 2008 (r2) servers/Active Directory
- ✓ Upgrade (Major) to New World Systems Logos™ Business System
- ✓ Implemented High Speed Connectivity for Sheriff's Post 2 Connection
- ✓ Four (4) Manatron (Real Estate Systems) Upgrades
- ✓ Firewall Upgrade to ASA IOS 9.1 environment
- ✓ Implementation of Internet Redundancy (Border Gateway Protocol)
- ✓ Virtualization of the CUCM (telephone/voip) system to version 9.1
- ✓ Implement
- ✓ Switch Infrastructure upgrade to 470 Building (Campus) network
- ✓ Implementation of wireless standard 802.11n (higher speed)
- ✓ File Services/Network Shares implemented for 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.(upgrade to version 6.2)
- ✓ Implemented Sheriff office interview room recording system
- ✓ Implemented 800 / Dispatch Radio system recorder operation and storage for the Geauga/Lake State of OH Law enforcement
- ✓ Increased mass storage at both facilities by 1.8 Tera-Bytes of storage
- ✓ Two Thousand – One Hundred eighty seven (2187) WWW site updates
- ✓ Upgrade of the Public Defenders Case/Client System Time Matters (State Public Defenders System)-stabilized

2013 Geauga County Website Development Highlights

In 2013, 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:

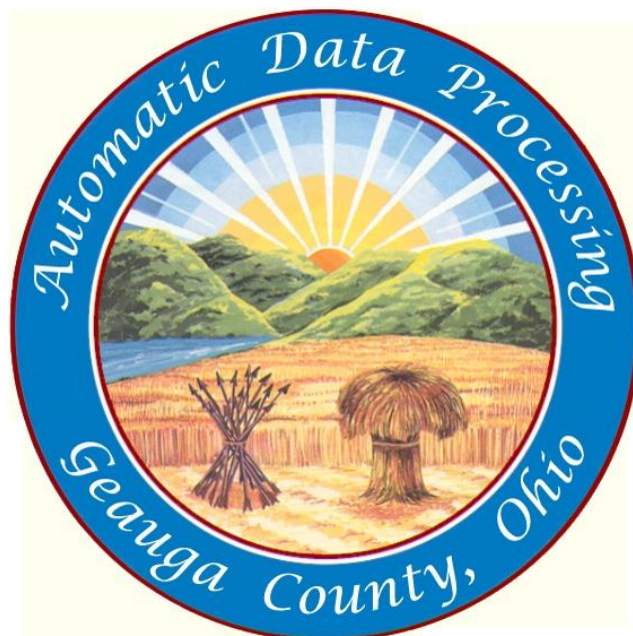
- Archives and Records Center
- Auditor Dog License pages – Support & maintenance
- Auto Title Office
- Board of Elections - web updates, support & attempt at creating acceptable pages for GTV
- Building Department
- CASA
- Chardon Municipal Court
- Chardon Township
- Clerk of Court's Office
- Commissioners'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

2013 Equipment Approvals

Department	12/17/12-3/15/13	3/18/13-6/21/13	6/24/13-12/3/13	Y/E TOTALS
ADP	\$8,712.31	\$41,548.92	\$28,894.16	\$79,155.39
Aging			\$632.16	\$632.16
Archives and Records Center			\$979.95	\$979.95
Auditor	\$19,266.23	\$87,788.81	\$6,983.84	\$114,038.88
Bainbridge Township Police Dept				
Board of Elections	\$925.72	\$5,652.30	\$11,095.37	\$17,673.39
Building Department				
Chardon Municipal Court		\$249.00		\$249.00
Clerk of Courts				
Commissioners	\$1,479.98		\$4,618.99	\$6,098.97
Common Pleas			\$15,852.03	\$15,852.03
Community and Economic Development		\$7,559.18	\$561.76	\$8,120.94
Coroner				
Department of Emergency Services		\$30,451.14	\$33,968.97	\$64,420.11
Department on Aging	\$110.27	\$1,734.52	\$151.55	\$1,996.34
Developmental Disabilities	\$6,388.44	\$18,383.96	\$6,861.92	\$31,634.32
Dog Warden	\$322.94	\$239.99	\$2,275.74	\$2,838.67
Engineer	\$12,223.75	\$12,529.16	\$970.89	\$25,723.80
Geauga Soil and Water Conservation District	\$269.97	\$619.80		\$889.77
Geauga-Trumbull Solid Waste	\$689.59	\$115.99		\$805.58
Health District		\$1,679.93	\$1,718.82	\$3,398.75
Job & Family Services	\$191.28	\$615.40	\$2,487.94	\$3,294.62
Juvenile ISP	\$1,929.36			\$1,929.36
Law Library		\$2,546.63		\$2,546.63
Maintenance Department		\$210.00	\$3,035.12	\$3,245.12
Mental Health	\$79.88			\$79.88
Muni Court			\$1,697.26	\$1,697.26
Park District	\$22,221.39	\$33,373.84	\$48,492.98	\$104,088.21
Planning Commission			\$725.00	\$725.00
Pleasant Hill Home				
Probate/Juvenile/Common Pleas Courts	\$13,871.50	\$7,410.31	\$19,604.36	\$40,886.17
Prosecutor	\$1,326.64	\$1,253.41	\$7,632.86	\$10,212.91
Public Defender			\$2,291.24	\$2,291.24
Recorder			\$4,187.16	\$4,187.16
Sheriff	\$5,464.81	\$19,866.60	\$39,883.30	\$65,214.71
Transit	\$5,811.00	\$477.96	\$155,168.33	\$161,457.29
Treasurer		\$2,199.10		\$2,199.10
Veterans			\$3,423.00	\$3,423.00
Water Resources	\$99.99		\$967.11	\$1,067.10
	\$101,385.05	\$276,505.95	\$405,161.81	\$783,052.81



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
Daniel Patchin – Network Administrator	dpatchin@co.geauga.oh.us	440-279-1889
Robert Bushman – Workstation/Network Tech	rbushman@co.geauga.oh.us	440-279-1992
Allen Keener – Lead Systems Manager	akeener@co.geauga.oh.us	440-279-1991
Diana Sanko – Programmer	dsanko@co.geauga.oh.us	440-279-1633
Jared Wedge – Workstation/Network Tech	jwedge@co.geauga.oh.us	440-279-1994
Al Vontorcik – Telephone/Network Technician	avontorcik@co.geauga.oh.us	440-279-1993

Help Desk: (440) 286-4357, 834-1856, 564-7131 * Ext. 4357 (HELP)