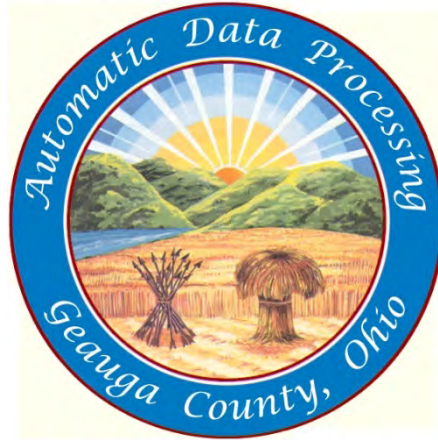# Geauga County
Automatic Data Processing Board
Annual Report 2014

Board Members

Frank J. Gliha, Auditor & Chief Administrator
Christopher P. Hitchcock, Treasurer
Jim Flaiz, Prosecutor
Denise Kaminski, Clerk of Courts
Roberta Halford, Board of Elections Director
Sharon 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
         Geauga County ADP Board
         Geauga County Board of Commissioner's

From: Frank J. Gliha, Auditor and Secretary ADP Board

Re: 2014 Annual Report per ORC 307.845

Date: March 2015

I am pleased to present you with the 2014 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2014, worked diligently to address the retirement of Windows XP (October 2013) and continue the virtualization of the server environment. The computing environment of Geauga County continues to be adapted and evolving toward the standards required of a workforce that increases in mobility and applications that are ever increasing in integration with each other and common data dictionaries.

Our security and operational practices were once again deemed flawless by the Ohio Auditor of State and secure within the bounds of the Criminal Justice Information Systems (CJIS) and other audits as required by the Ohio Attorney General. It is an explicit goal to not only adhere to the security requirements of the Federal and State applicable standards but to also proactively protect the integrity of the county staff's access and the citizens information stored within the ADP environment.

This report highlights the work of the department and is indicative of the team's commitment to technological excellence and direction based on the county's evolving needs. The Department of Information Technology (DoIT) has also taken giant steps in formalizing our commitment to exceptional customer service through the development of new service standards and tools. All employees are being trained to implement these standards and soon we will measure our performance just like a private sector business. This year the network evolved to include Ten Gigabit connectivity at the 470 Center Street complex as well as the Courthouse Annex Data Center.

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.

2014 Service Requests
By Department

Others = 2,279
Water Resources = 151
Park District = 203
Common Pleas/Probate-Juv. = 216
Board Of Elections = 233
Health Department = 234
Engineers = 235
Prosecutor = 253
Common Pleas/Burt = 272
Chester Township = 276
Court Technology = 283
Treasurer = 300
County Home = 312
Muni Court = 326

Auditor = 1,362
DoIT = 1,215
Sheriff = 647
Maintenance = 604
Not Assigned = 536
Department On Aging = 427
Tax Map = 423
Commissioners = 368

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**.

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 **Dan Patchin , Network Administrator** and the system support team of **Allen Keener, Lead Systems Support**, **Al Vontorcik Telephone/Network Technician and Robert Bushman and Christina O'Dell, PC/Workstation Technicians**. This team is responsible for system and network maintenance, backups, batch processing, hardware installation, Network
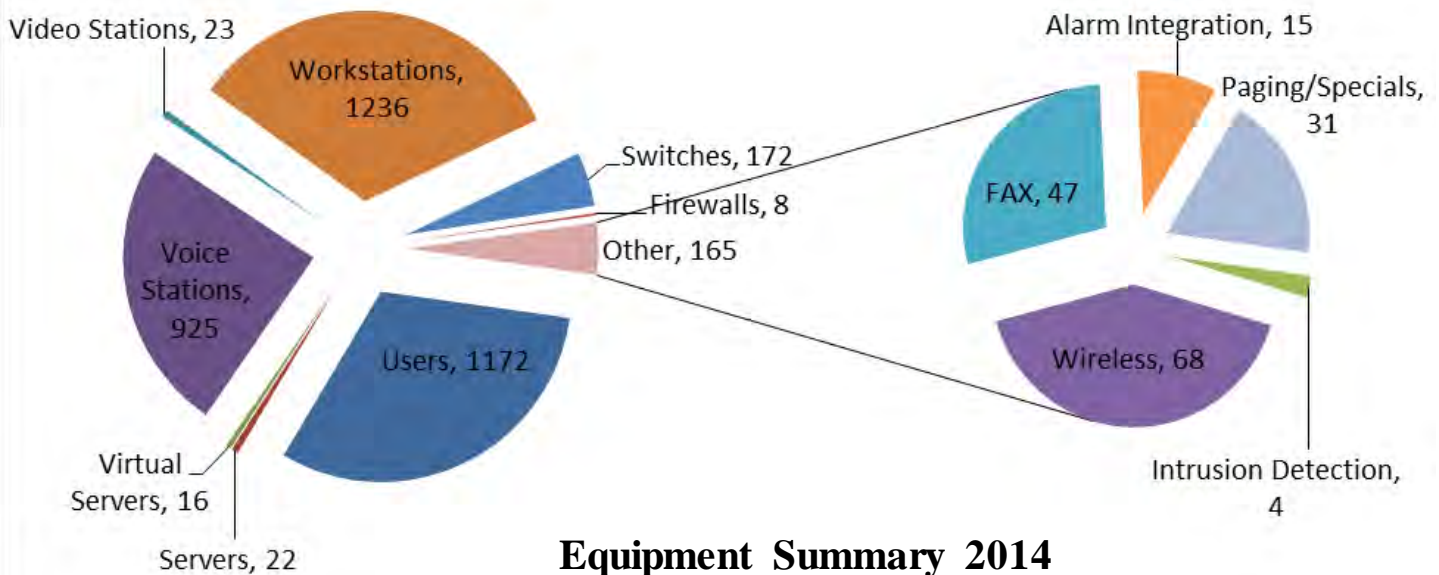
Equipment Summary 2014
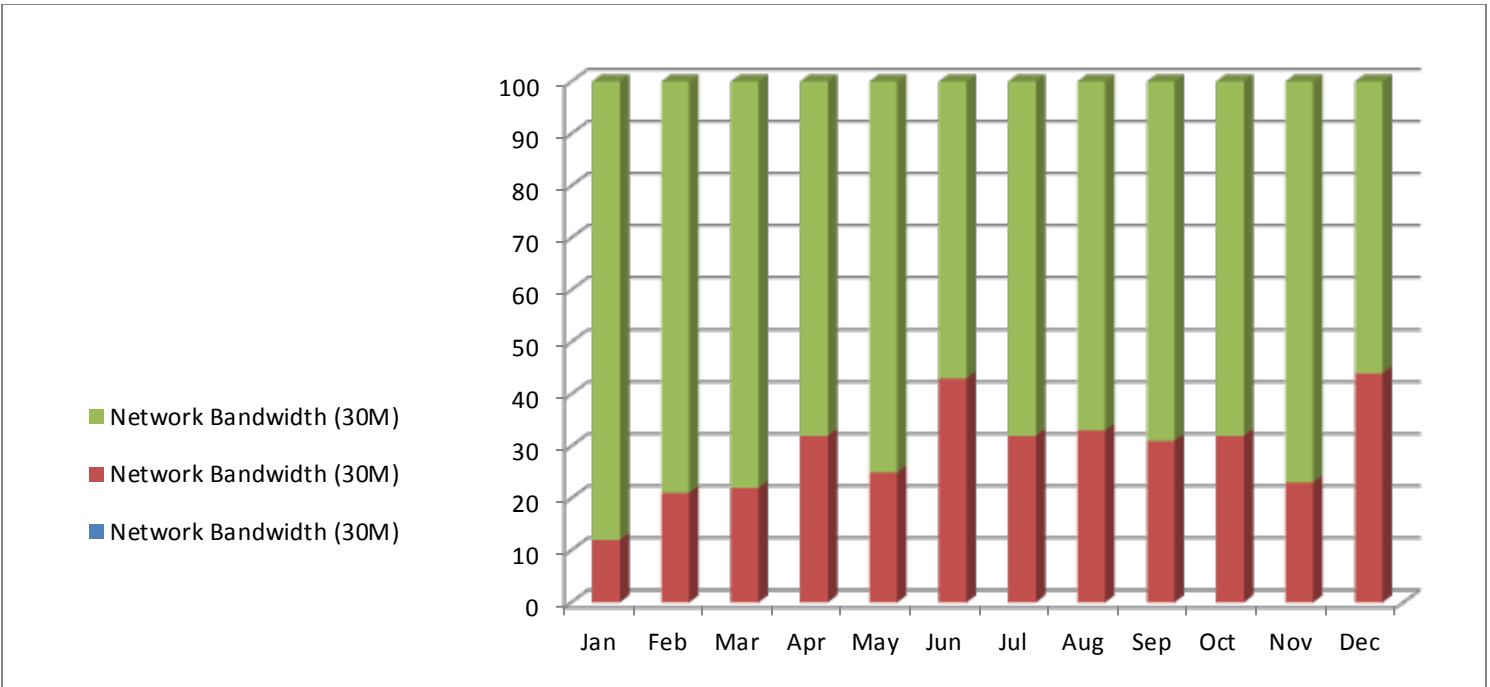
Aggregate Internet Bandwidth Connectivity 2014
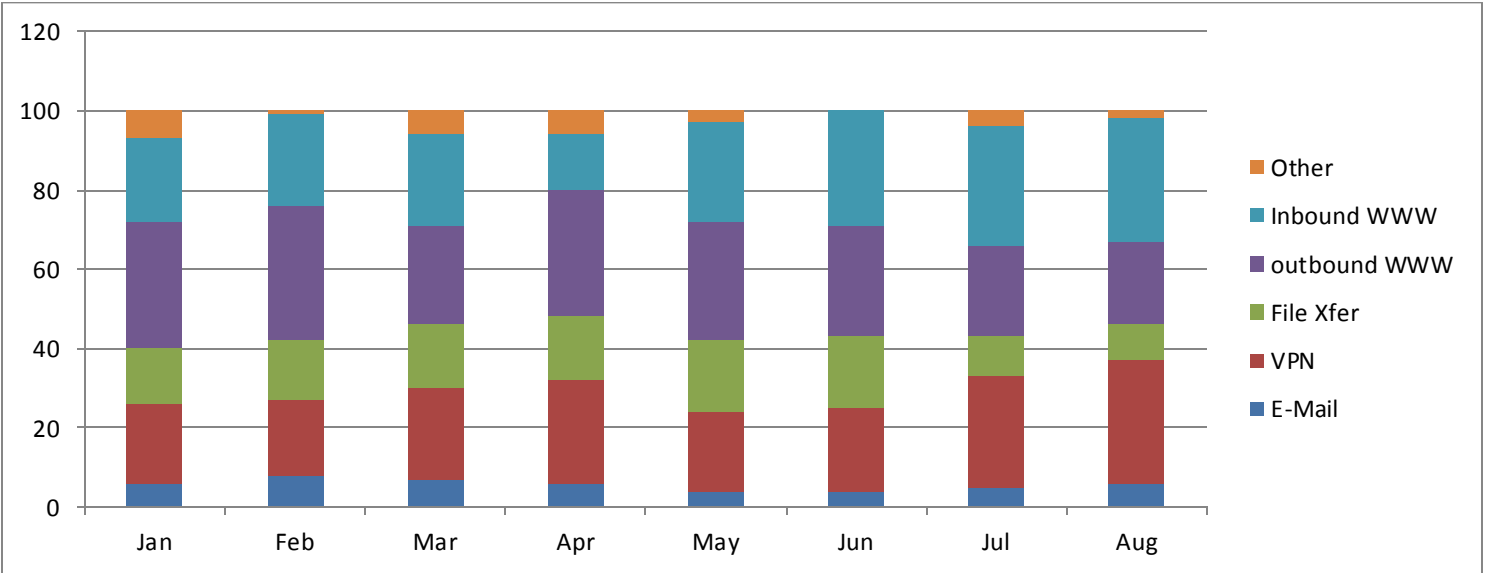
Internet Usage by Connectivity Type 2014

2014 Operations Highlights

- ✓ One hundred 42 (142) Workstation Upgrades/Replacements
- ✓ Election Support (Primaries and General (Presidential))
- ✓ Implementation of Municipal Court ePay System
- ✓ Implementation of Municipal Court Scanning 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
- ✓ Upgrade to ASA Firewall environment
- ✓ Implementation of Additional Internet Redundancy
- ✓ Implementation of wireless standard 802.11n (higher speed)
- ✓ 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.
- ✓ Implementation of Interior Pictometry (Pictometry 360) for School buildings throughout the county.

2012 Geauga County Website Development Highlights

In 2014, 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

2014 ADP Financial Report

Revenues

	2013	2014
Refunds & Reimbursements	$ 5,139	$ 0
Park Board	21,012	24,756
City of Chardon	0	0
G.C. Sheriff	0	0
Chardon Municipal Court	29,698	31,378
Court Technology	0	0
Developemental Disabilities	0	0
Bainbridge Township	5,086	0
Transfers In	19,000	0
Total Revenues:	$ 79,935	$ 56,134

Expenses

Personnel Expenses:

Salaries	$ 267,424	$ 316,526
Hospitalization	43,865	52,595
Medicare	3,853	4,565
PERS	37,527	43,306
Unemployment	0	0
Workers' Compensation	517	1,049
Total Personnel Expenses:	$ 353,185	$ 418,040

Non-personnel Expenses:

Materials and Supplies	$ 3,638	$ 5,384
Equipment	10,285	36,334
Contract Services	446,880	426,994
Other	19,922	16,242
Total Non-personnel Expenses:	$ 480,725	$ 484,954
Total General Fund Expenses:	$ 833,910	$ 902,995

Capital Expenditures (N3):

911 Server Update	$ 0	$ 15,378
Server Security Upgrades	0	0
Community Dev. & Utility Mgt	15,095	0
Financial Mgt, Payroll, & HR Mgt	45,938	15,689
Network Management	0	0
Exchange Server	4,168	0
Other	13,214	0
Total Capital Expenditures:	$ 78,415	$ 31,067
Total Expenses:	$ 912,325	$ 934,062

Supported Units

County Servers/PCs/Printers/Phones	2851	2841 *

* Does not include cell phones nor PDAs.

Total Units Supported by ADP	3123	3113 **

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

Average Per Unit Cost for Support

(Total Units)	$ 267	$ 290 **

2013   **2014**
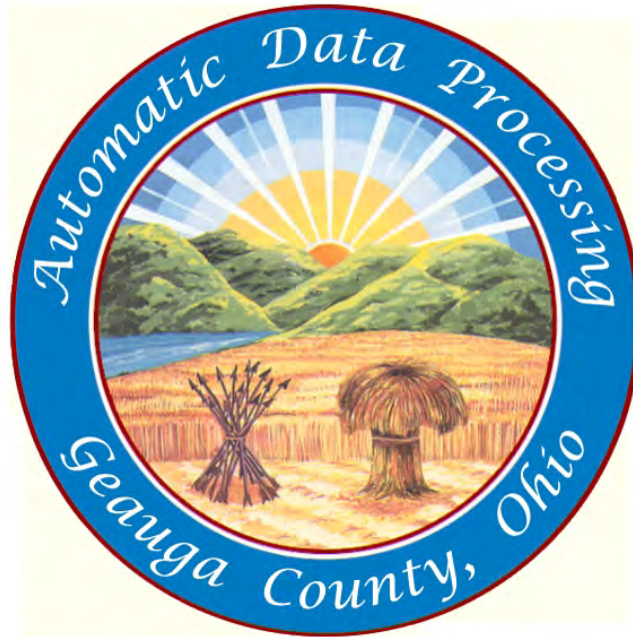
Department of Information Technology (DoIT)

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/

Stephen Decatur – Chief Technology Officer	*sdecatur@co.geauga.oh.us*	*440-279-1888*
Robert Bushman – Workstation/Network Tech	*rbushman@co.geauga.oh.us*	*440-279-1992*
Christina O'Dell – Workstation/Network Tech	*codell@co.geauga.oh.us*	*440-279-1631*
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*
Daniel Patchin – Network Administrator	*dpatchin@co.geauga.oh.us*	*440-279-1989*

Help Desk: (440) 286-4357   Internal Ext. 4357 (HELP)