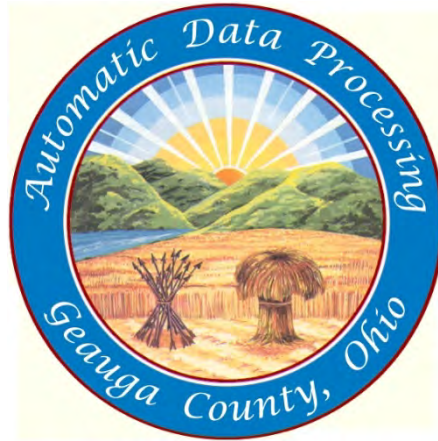


Geauga County

Automatic Data Processing Board

Annual Report 2015



Board Members

Frank J. Gliha, Auditor Secretary of the Board

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.

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: 2015 Annual Report per ORC 307.845

Date: March 2015

I am pleased to present you with the 2015 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2015, the Dept. of Information Technology (DoIT) worked diligently to address ever expanding need for secure online data, mobile access and of course vendor product retirements. The latter includes the continued removal of insecure technology including Microsoft Windows XP and Server 2003 both void of any additional manufacturer support even for security issues. The year also identified several issues including evolving such that the mobile phones of the citizens can effectively access data including high volume access during the 2015 Primary and General Elections.

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.

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

Direct Line: (440) 279-1600

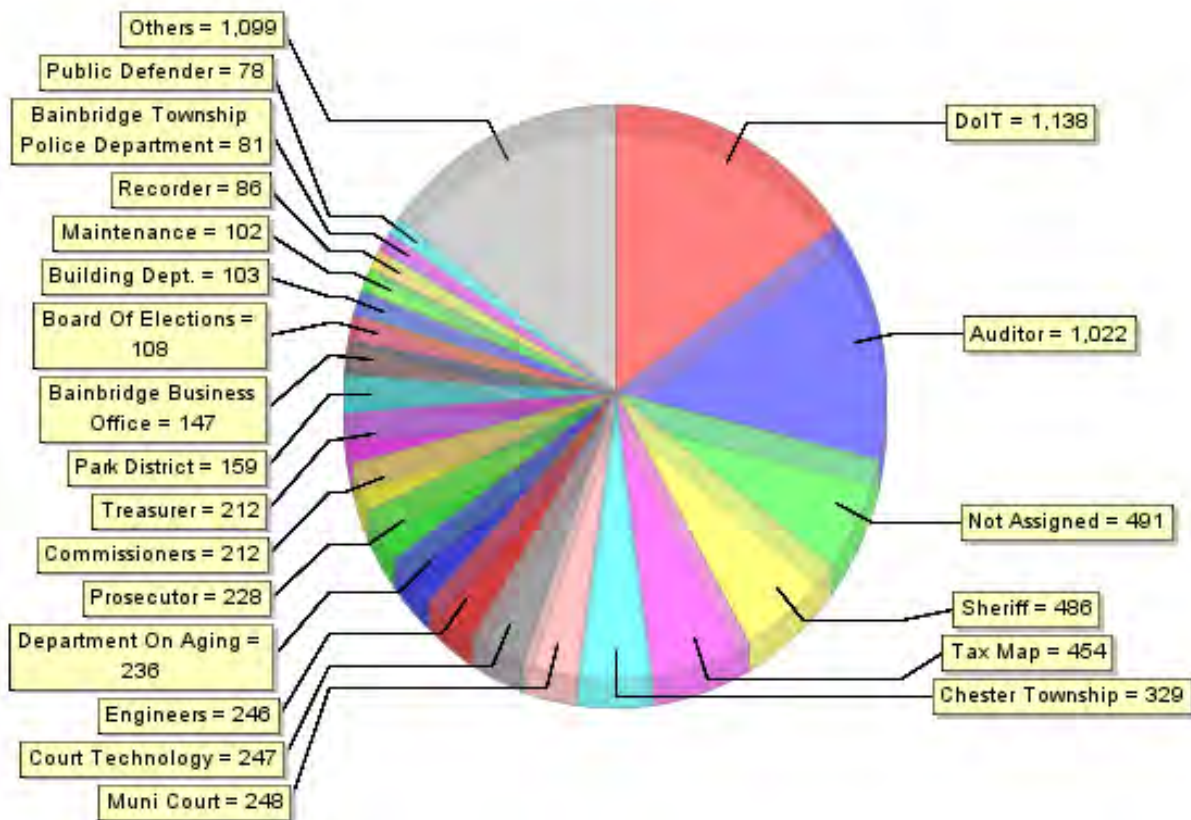
FAX: Fiscal Office (440) 279-2184 * Real Estate/Appraisal (440) 286-4359

Web site: <http://www.auditor.co.geauga.oh.us>

Email: auditor@co.geauga.oh.us

Financial Responsibility Today... Economic Rewards Tomorrow

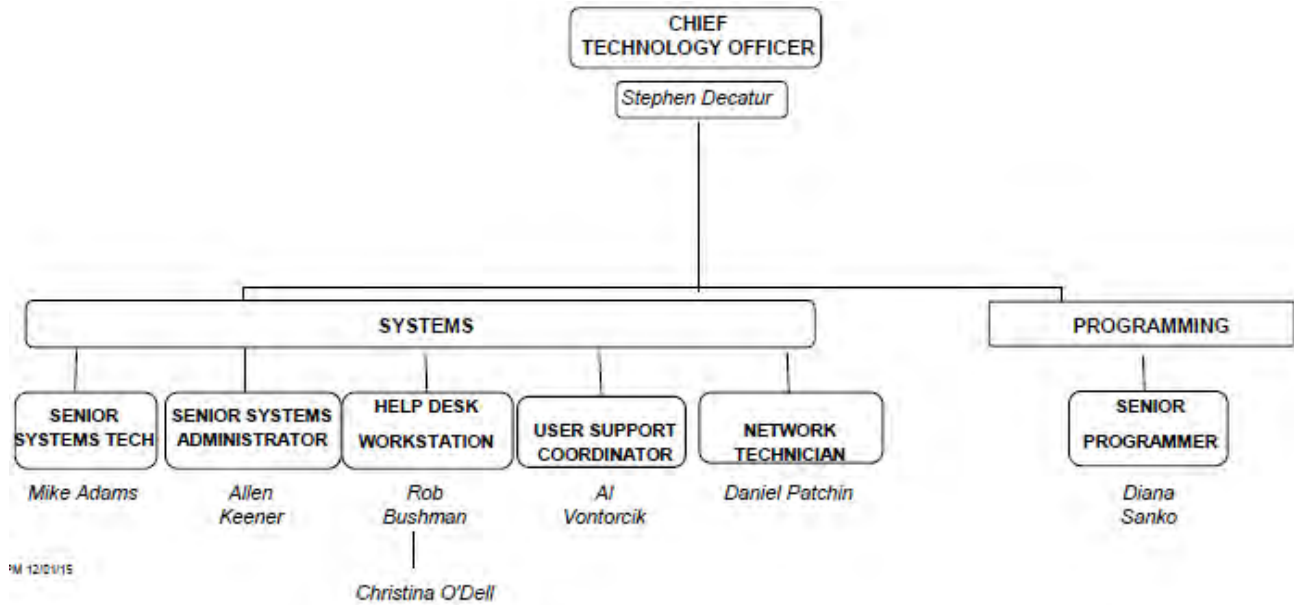
2015 Service Requests By Department



Service Calls addressed is a true metric as to the ADP philosophy's success. Handling over 22% more issues and 8% more projects we demonstrated pragmatically our operational tactic of "work smarter" with the same headcount as 2014 we provided more support, upgrades, project migrations, new equipment rollout and antiquated equipment retirement.

Not only this tactic but the ADP group shared information within and with our departmental partners in the Courts, Sheriff, Water, JFS, Health, GIS and Programming. We also hosted two I/T Roundtables to both share technical data and plans for the upcoming years.

Staff Introductions



DoIT - Systems and Applications Support Team

The system support team handles the day-to-day operations on the enterprise network and Data Center. This team consists of **Dan Patchin**, **Network Support Administrator** and the system support team of **Allen Keener**, **Lead Systems Support**, **Mike Adams** – **Sr Systems Engineer** **Al Vontorcik** **Telephone/Network Technician** and **Robert Bushman** and **Christina O'Dell**, **PC/Work station Technicians**. Diana Sanko provides strong and reliable WWW Development and Training

The Infrastructure

The core of the I/T environment is composed of 73 Cisco I2 and L3 Switches in a backbone/campus environment support 46 Virtual Lan (VLANs) that also insure both performance and speed requirements of both high speed disk/file system access (10Gbit). The Wireless Infrastructure supports 3 Wireless LAN Controllers, 49 Lightweight Access Points, 10 Access Points and 12 Meraki Access Points strategically placed in outlying facilities. (Leveraging the cloud based management opportunity)

The network provides for centrally managed communications between Data/Application servers and Voice servers. All servers are based on Microsoft Virtual Server (HyperV) technology.

<u>Group Name</u>	<u>IP Phones</u>	<u>VM accts in use</u>
<u>County Departments</u>		
Archives	6	5
Auditor (Inc. GIS,Map Rm, programming,)	40	19
Board of Elections	16	5
Building Department	7	6
CASA	6	4
Clerk of Courts	19	9
Commissioners	19	11
Community Development	5	5
Com Plea Ad Prob (State pays fax #)	5	5
Com Plea Burt	6	6
Com Plea Fuhry	7	6
Com Plea Mag	6	5
Coroner	2	1
County Home	6	3
Court Technology	2	2
CourtHouse Security	2	
Dept on Aging	34	19
Dept On Aging Outlying Offices		
DES	11	10
DES -Emergency Ops Center	25	
Dog Warden	2	2
DoIT (ADP)	14	10
DoIT - Geauga County Win Fax		
EduServiceCenter (Fax paid my Edu)	29	23
Engineers	27	22
Health Dept	43	31
Intensive Supervision	4	5
Jury Commission	3	
Juv-Probate Dept.	33	26
Law Library	3	1
Maintenance / Switchboard	13	10
Parks District	68	64
Planning Commission	6	2
Prosecutor	23	21
Public Defender	8	7
Recorder	7	2
Safety Center / Post 2	94	81
Safety Center Reverse 911 Dialer		
Safety Center ATM Machine		
Safety Center - Inmate Tranfer Line		
Title Office	9	1

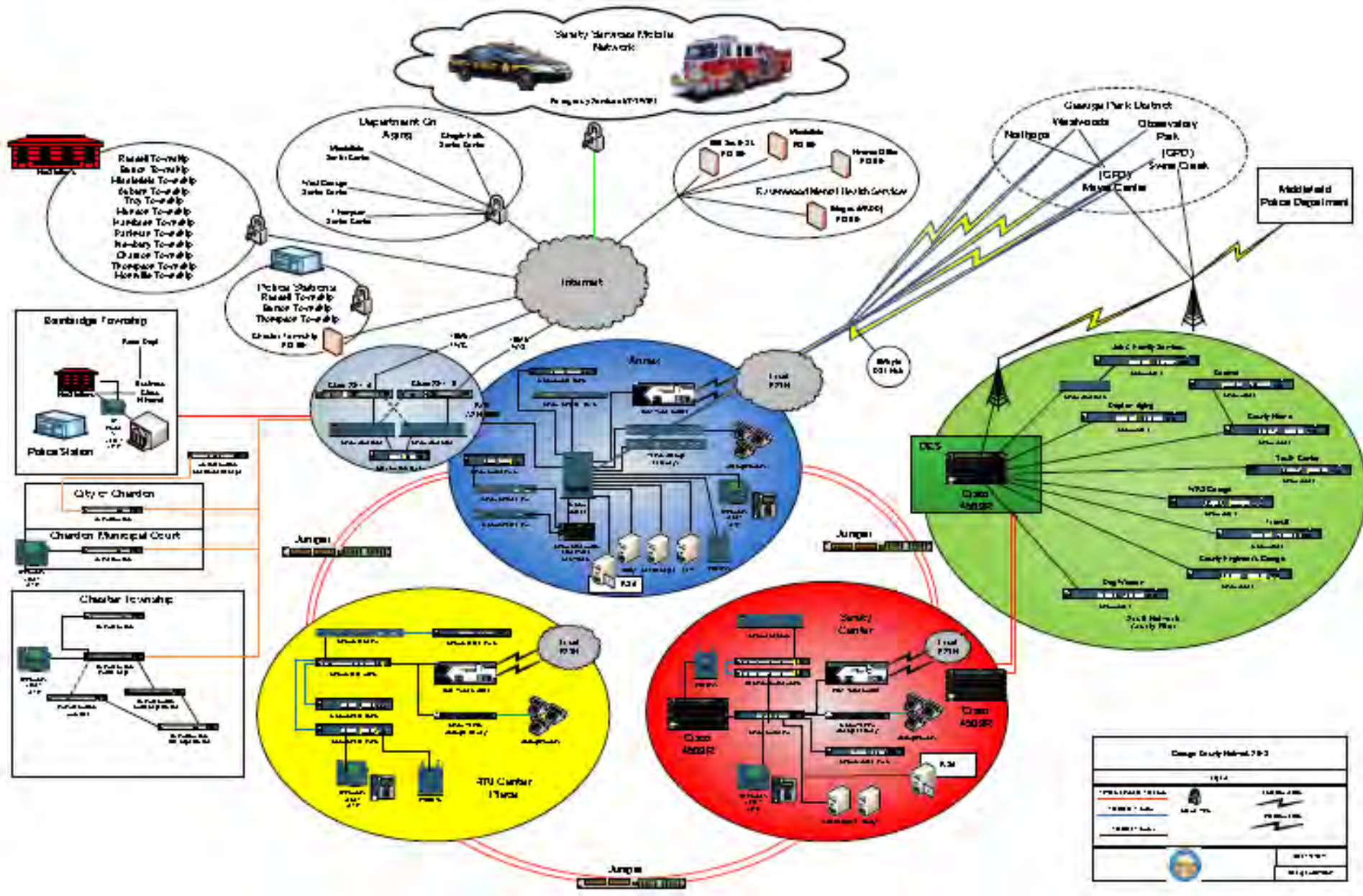
Transit	14	10
Treasurer	11	5
Veterans	4	3
Water Resources	20	15
Youth Center	7	6
Job & Family Services		

Non-County Offices

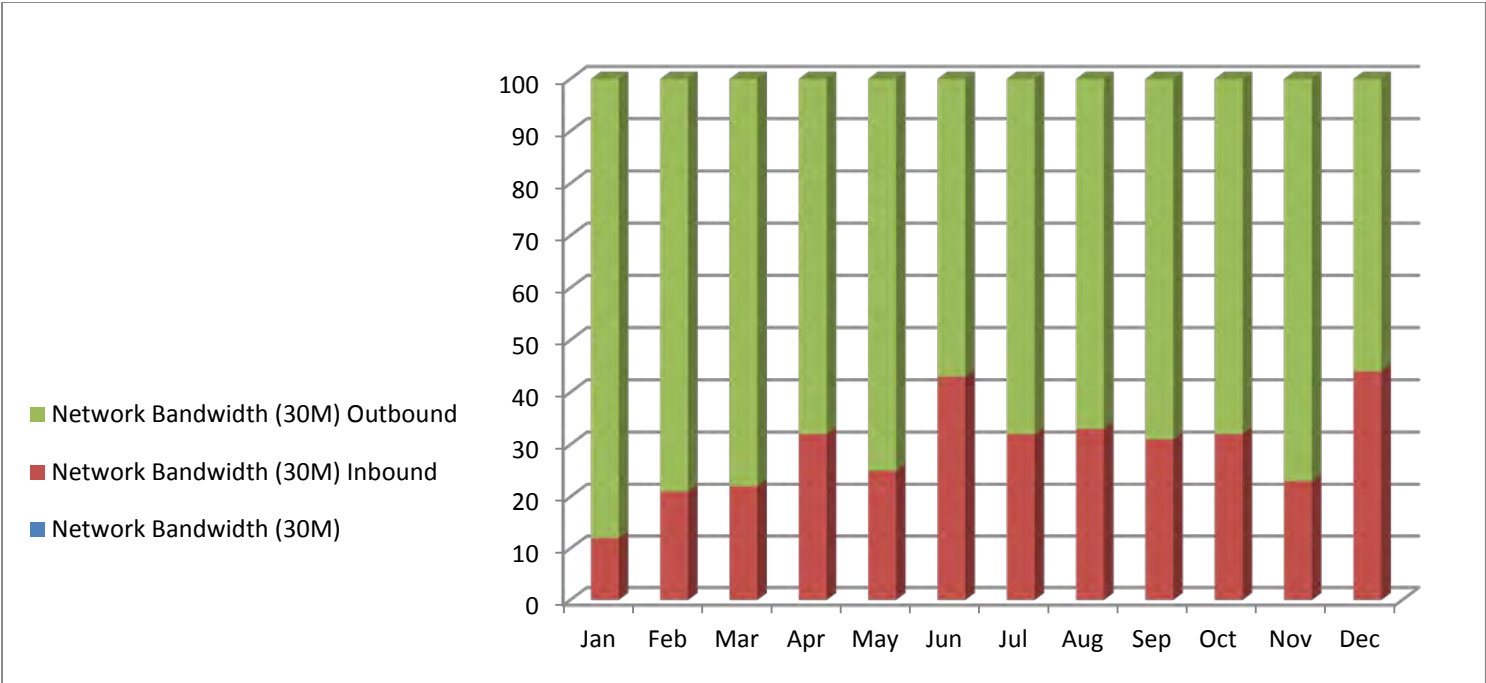
Bainbridge Township	98	62
Chardon Muni Court	28	14
Muni Court ATM		
Chardon City (52) Chardon Fire (15)	67	59
Chester Township	39	45
Ohjio State Ext. @ 470	2	2
Geauga Library		

Total Registered IP Devices	1194
IP Phones	900
VG & ATA devices lines	153
Polycom devices	5
CIPC Devices (Softphones)	26
CTI Port devices	45
Syn-apps Virtual Phones	62
Alarm Lines total (Cisco)	24

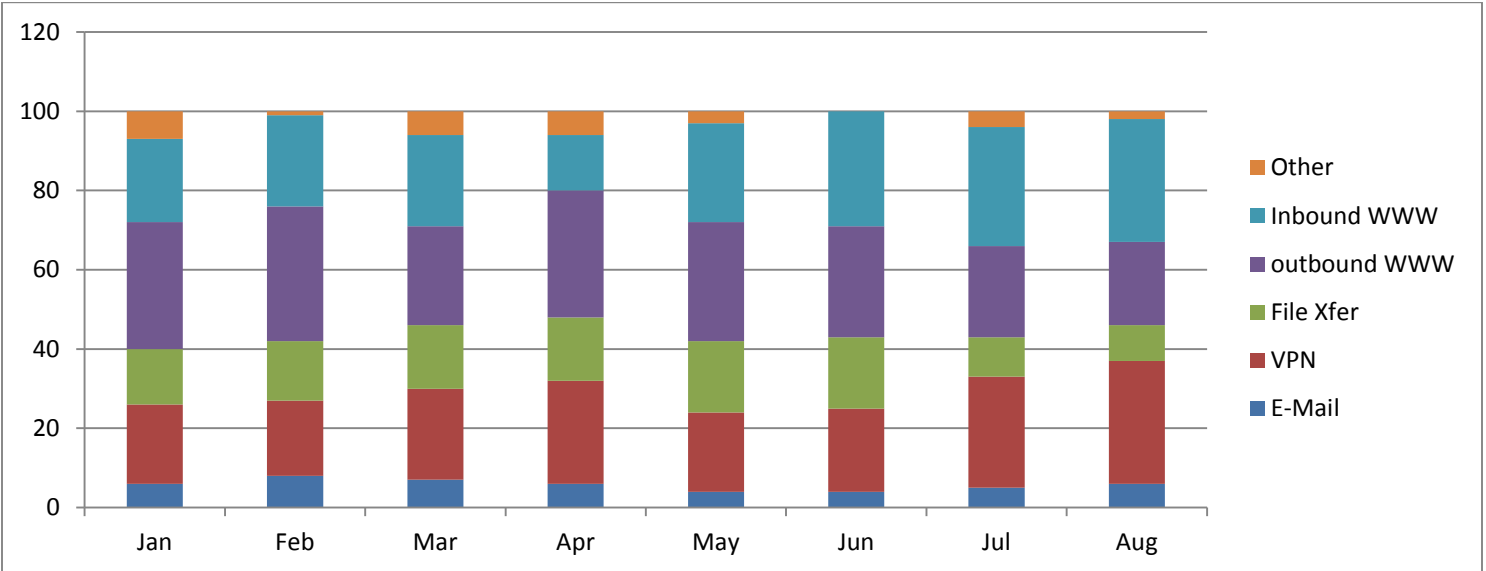
Total Application and Data Servers	1194
Physical Servers/Blades	900
Blade Enclosures	153
Virtual Servers 2012	5
MSA Disk Servers	26
Camera/Video End Stations	45
Workstations, Laptops & Tablets)	62
Users	1242



Chardon County Network 7-2-2	
Internet	Cloud
Local Network	Server
Wireless Network	Wireless Network
County Dispatch Center	County Dispatch Center
County Jail	County Jail
Police Station	Police Station
City of Chardon	City of Chardon
Chardon Municipal Court	Chardon Municipal Court
Chardon Township	Chardon Township



Aggregate Internet Bandwidth Connectivity 2015



Internet Usage by Connectivity Type 2015

2015 Operations Highlights

- ✓ One hundred eighteen (118) Workstation Upgrades/Replacements
- ✓ Election Support (Primaries and General)
- ✓ Implementation of Municipal Court ePay System
- ✓ Implementation of Municipal Court Scanning System
- ✓ Implementation of Common Pleas/Juv Probate eServices System
- ✓ Implementation of Common Pleas/Juv Probate Redaction System
- ✓ Fleet maintenance pro 14 upgrade at post2

- ✓ 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.
- ✓ 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.
- ✓ HP data protector install on new Bainbridge police server

- ✓ Symantec endpoint upgrade to 12.1.6

- ✓ Transit test environment

- ✓ Malwarebytes server installation
- ✓ Redesign of Internet DMZ Security with Next Generation Firewall (based on Cisco ASA)
- ✓ Implementation of ReaLink v1.5 expanding support to portables, and nonPC devices using HTML 5

2015 Geauga County Website Development Highlights

In 2015 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. The environment supporting software was upgraded 2 releases during 2015

Revised existing web pages for the following departments and offices:

Yearly 2015 Totals

XMod Pro Updates	297
Aging Newsletters	12
Auditor Awards	3
Auditor Home	16
Auditor Whats New	14
Chardon Township	49
Commissioners Minutes	81
County Banner	25
County How Do I	5
County Jobs	1
County Jobs - External Jobs Posting	3
County Quicklinks	4
Engineer Jobs	20
Engineer Bridges/Culverts	2
Engineer County Road Projects	17
Engineer Jobs	1
Engineer Press Releases Page	14
Engineer Projects	9
Engineer - Township Road Projects	19
Intranet Quicklinks	2

HTML Updates	3663
Auditor's Website:	75
Bainbridge Township:	495
Chester Township:	207
Common Pleas:	140
County Website:	2261
Gauga CIC:	18
Intranet:	20
Muni Court:	47
Prosecutor Website:	10
Recorder Website:	99
Sheriff Website:	111
Village of Burton:	180

2015 ADP Financial Report

Revenues

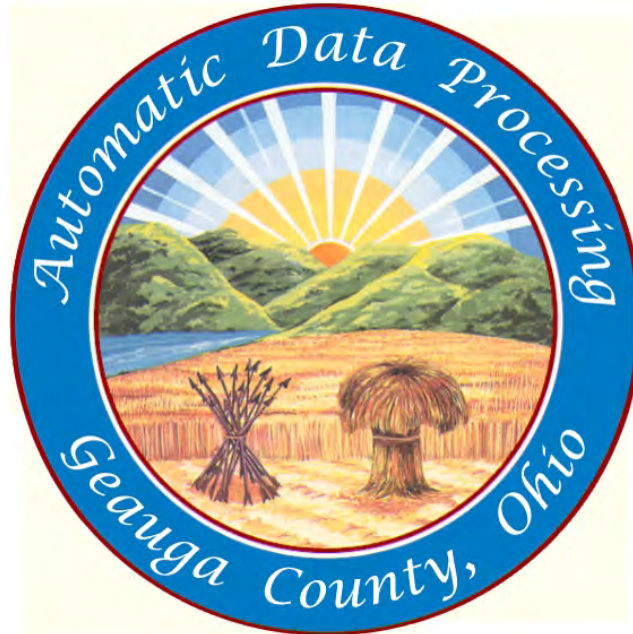
	<u>2014</u>	<u>2015</u>
Refunds & Reimbursements	\$ 0	\$ 0
Park Board	24,756	25,407
City of Chardon	0	0
G.C. Sheriff	0	0
Chardon Municipal Court	31,378	32,938
Village of Burton	0	50
G.C. Health District	0	385
Bainbridge Township	0	9,053
Transfers In	0	32,000
Total Revenues:	\$ 56,134	\$ 99,832

Expenses

	<u>2014</u>	<u>2015</u>
Personnel Expenses:		
Salaries	\$ 316,526	\$ 321,932
Hospitalization	52,595	58,103
Medicare	4,565	4,630
PERS	43,306	45,228
Unemployment	0	0
Workers' Compensation	1,049	1,156
Total Personnel Expenses:	\$ 418,040	\$ 431,049
Non-personnel Expenses:		
Materials and Supplies	\$ 5,384	\$ 250
Equipment	36,334	24,354
Contract Services	426,994	420,515
Other	16,242	18,949
Total Non-personnel Expenses:	\$ 484,954	\$ 464,068
Total General Fund Expenses:	\$ 902,995	\$ 895,117
Capital Expenditures (N3):		
911 Server Update	\$ 15,378	\$ 0
Safety Center Core Switch Upgrade	0	39,000
Community Dev. & Utility Mgt	0	0
Financial Mgt, Payroll, & HR Mgt	15,689	0
Network Management	0	0
Next Generation ASA Sourcefire Firewall	0	22,397
Other	0	0
Total Capital Expenditures:	\$ 31,067	\$ 61,397
Total Expenses:	\$ 934,062	\$ 956,514

Supported Units

County Servers/PCs/Printers/Phones	2841	2963 *
<small>* Does not include cell phones nor PDAs.</small>		
Total Units Supported by ADP	3113	3172 **
<small>** Includes units supported by ADP but owned by Geauga County subdivisions..</small>		
Average Per Unit Cost for Support (Total Units)	\$ 290	\$ 282 **



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/

<i>Stephen Decatur – Chief Technology Officer</i>	sdecatu@co.geauga.oh.us	440-279-1888
<i>Robert Bushman – Workstation/Network Tech</i>	rbushman@co.geauga.oh.us	440-279-1992
<i>Christina O’Dell – Workstation/Network Tech</i>	codell@co.geauga.oh.us	440-279-1631
<i>Allen Keener - Lead Operator</i>	akeener@co.geauga.oh.us	440-279-1991
<i>Mike Adams – Sr Systems Engineer</i>	madams@co.geauga.oh.us	440-279-1994
<i>Diana Sanko - Programmer</i>	dsanko@co.geauga.oh.us	440-279-1633
<i>Al Vontorcik – Telephone/Network Technician</i>	avontorcik@co.geauga.oh.us	440-279-1993
<i>Daniel Patchin – Network Support Admin</i>	dpatchin@co.geauga.oh.us	440-279-1989

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