

2016

Geauga County Automatic Data Processing Board



Board Members

Frank J. Gliha, Auditor Secretary of the Board

Christopher P. Hitchcock, Treasurer

Jim Flaiz, Prosecutor

Denise Kaminski, Clerk of Courts

Deborah Reiter, Board of Elections Director

Sharon Gingerich, Recorder

Scott A. Hildenbrand, Sheriff

Joe Cattell, Engineer

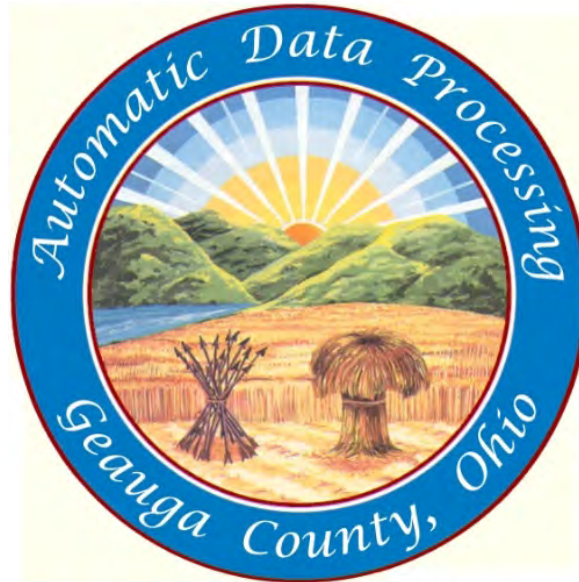
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Geauga County

Automatic Data Processing Board

Annual Report 2016



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: 2016 Annual Report per ORC 307.845

Date: March 2017

I am pleased to present you with the 2016 Annual Report for the Geauga County Automatic Data Processing Board (ADP Board).

In 2016, 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 2016 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.

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Staff Introductions

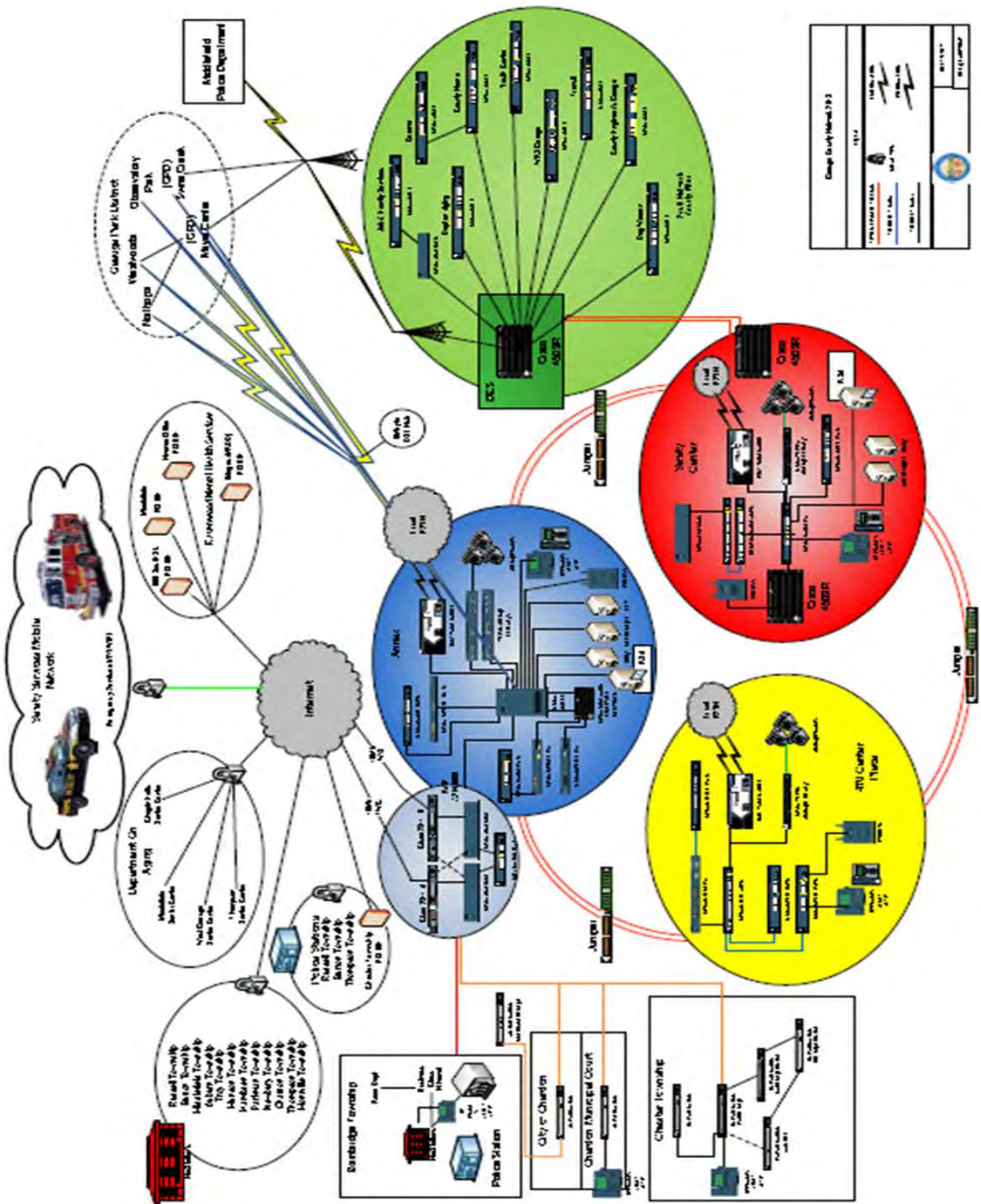


DoI/T - Systems and Applications Support Team

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, **Robert Bushman** – Systems Technician and **Al Vontorcik** - Telephone/Network Technician, and **Christina O'Dell & Zach Hupp** - PC/Workstation Technicians and **Diana Sanko** provides strong and reliable WWW Development and Training.

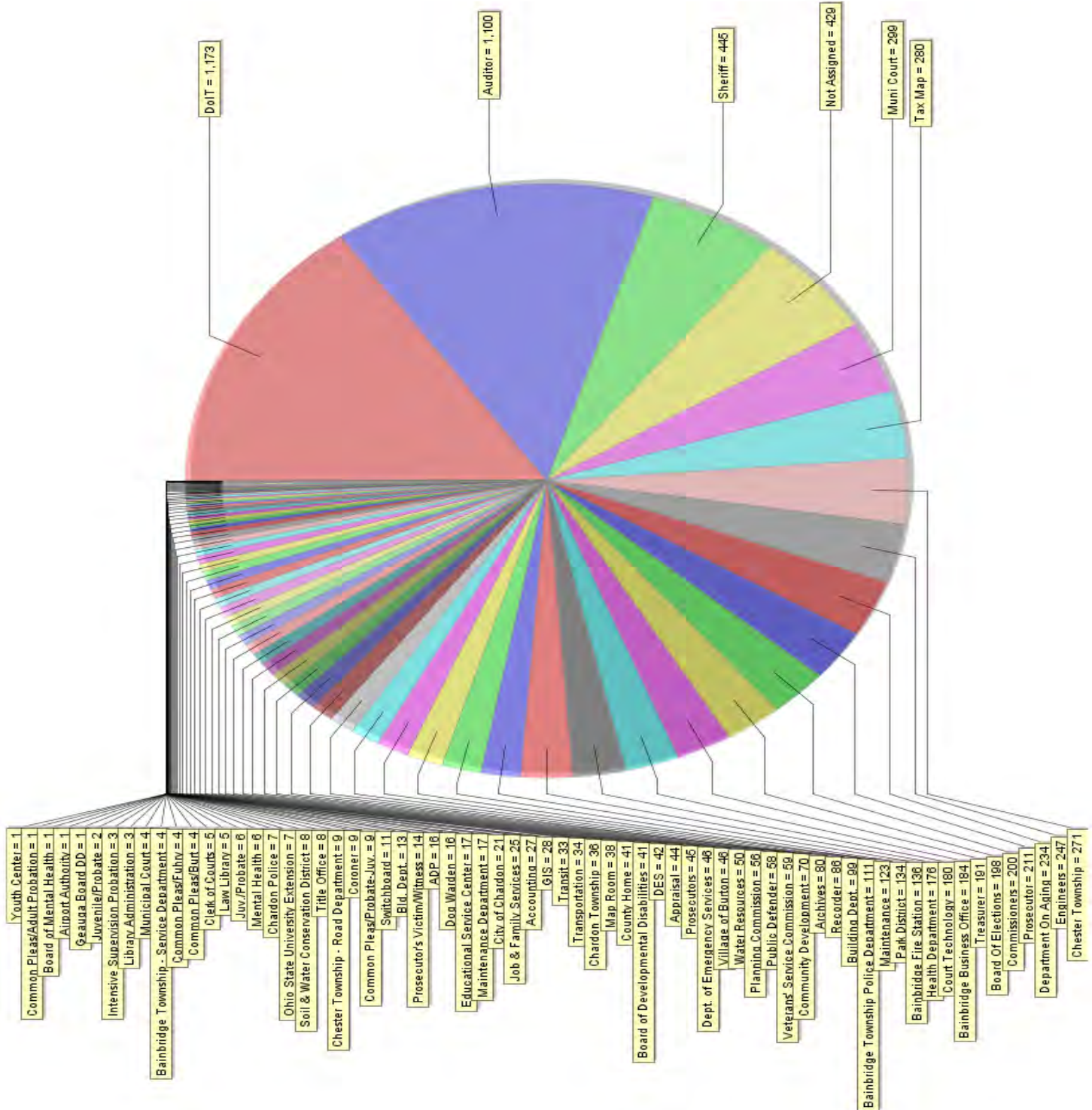
The 2016 Infrastructure

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, 29 Lightweight Access Points, 10 Access Points and 32 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.



2016 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.



Systems Overview -Phone & Email

	Phone System	E-mail System
	Total Phone Utilization	Total Email Utilization
	Calls /	Mailboxes/
<u>Department</u>	<u>Minutes</u>	Size (KB)
NO Dept - NOT Listed	2,227	
	0.39%	
	5,605.54	
	0.51%	
ADP	136	
	0.02%	39
	313.29	281,980,264
	0.03%	
Archives	865	
	0.15%	5
	1,756.69	8,614,055
	0.16%	
Auditor	15,029	
	2.62%	27
	27,891.48	61,581,832
	2.52%	
Bainbridge	30,456	
	5.30%	15
	59,049.94	85,399,200
	5.33%	
Bainbridge Fire	615	
	0.11%	56
	971.96	18,274,604
	0.09%	
Bainbridge PD	6,663	
	1.16%	
	3,416.86	
	0.31%	
Bainbridge Police	697	
	0.12%	26
	2,762.25	30,198,130
	0.25%	

	14	
	0.00%	7
Bainbridge Road	19.34	12,210,686
	0.00%	
	192	
	0.03%	56
Bainbridge Fire	169.47	18,274,604
	0.02%	
	6,581	
	1.15%	8
Bd. of Elections	13,049.93	37,007,143
	1.18%	
	6,565	
	1.14%	6
Building Dept.	8,828.55	11,150,141
	0.80%	
	3,350	
	0.58%	5
CASA	11,437.25	12,036,350
	1.03%	
	34,065	
	5.93%	
Chardon City	84,777.29	
	7.66%	
	227	
	0.04%	
Chardon Fire	485.48	
	0.04%	
	2,844	
	0.50%	12
Chester Fire	5,760.27	16,377,887
	0.52%	
	6,270	
	1.09%	11
CHESTER POLICE	12,000.97	17,607,152
	1.08%	
	2,670	
	0.46%	12
CHESTER ROAD DEPT	5,507.77	10,087,697
	0.50%	

	2,899	
CHESTER TOWN HALL	0.50%	8
	9,246.56	45,134,520
	0.84%	
	12,346	
Clerk of Courts	2.15%	15
	24,983.23	20,363,043
	2.26%	
	10,725	
Commissioners	1.87%	17
	30,051.75	102,089,463
	2.71%	

	5,570	
Common Pleas/Adult Probation	0.97%	
	12,108.50	
	1.09%	
	7,424	
Common Pleas/Burt	1.29%	
	12,166.20	
	1.10%	23 / 21095595
	4,857	
Common Pleas/Fuhry	0.85%	
	9,722.62	
	0.88%	
	6,731	
Common Pleas/Magistrate	1.17%	
	13,149.14	
	1.19%	
	25,649	
Common Pleas/Probate-Juv.	4.47%	25
	49,662.32	39,129,216
	4.49%	
	1,121	
Community Development	0.20%	5
	2,605.18	21,053,315
	0.24%	
	830	
Coroner	0.14%	6
	1,951.57	1,615,371

	0.18%	
	13,426	
	2.34%	4
County Home	21,080.10	632,240
	1.90%	
	3,058	
	0.53%	8
Court Technology	14,025.84	4,333,887
	1.27%	
	1,474	
	0.26%	9
Dept. of Emergency Services	4,270.68	12,300,932
	0.39%	
	44,400	
	7.73%	43
Dept. on Aging	65,056.18	44,543,885
	5.88%	
	2,140	
	0.37%	2
Dog Warden	4,790.77	3,335,623
	0.43%	
	8,284	
	1.44%	
DoIT	13,942.90	
	1.26%	
	19	
	0.00%	
Education	529.71	
	0.05%	
	6,398	
	1.11%	
Educational Service Center	18,972.33	
	1.71%	
	11,137	
	1.94%	36
Engineers	20,725.61	78,737,340
	1.87%	
	1,087	
	0.19%	
Geauga County Library	2,938.83	

		0.27%	
			14
GIS			13,007,424
		35,002	
		6.09%	35
Health Dept.		72,197.34	17,628,872
		6.52%	
		2,320	
		0.40%	
Intensive Supervision Prob.		6,813.87	
		0.62%	
		1,110	
		0.19%	
ISP		1,954.45	
		0.18%	

		49	
		0.01%	1
Jury Commission		59.15	24,279
		0.01%	
		4,043	
		0.70%	25
Juv Probate		8,073.67	39,129,216
		0.73%	
		218	
		0.04%	
Law Library		686.23	
		0.06%	
		7,905	
		1.38%	21
Maintenance		9,450.10	21,503,173
		0.85%	
		4,309	
		0.75%	
Maintenance -Fire Alarms		635.4	
		0.06%	
		1,295	
Map room		0.23%	

	4,840.42	
	0.44%	
	23,052	
	4.01%	22
Muni Court	39,098.11	6,449,807
	3.53%	
	508	
	0.09%	
Muni Probation	805.47	
	0.07%	
	92	
	0.02%	
Ohio State Ext.	266.89	
	0.02%	
	21,193	
	3.69%	74
Park District	53,067.21	188,811,834
	4.79%	
	2,434	
	0.42%	2
Planning Commission	11,408.12	10,355,498
	1.03%	
	18,838	
	3.28%	27
Prosecutor	51,352.53	111,310,554
	4.64%	
	6,404	
	1.11%	9
Public Defender	13,290.94	9,165,092
	1.20%	
	1,698	
	0.30%	7
Recorder	3,205.34	4,774,981
	0.29%	
Resource Booking		12
Mail boxes		4,444
Sheriff	98,909	

	17.22%	157
	164,812.87	310,942,128
	14.89%	
Title Office	5,305	
	0.92%	
	9,204.80	
	0.83%	
Transit	25,884	
	4.51%	7
	33,923.93	7,293,628
	3.06%	
Treasurer	6,562	
	1.14%	10
	13,970.81	10,030,426
	1.26%	
Unity OU VM Mailboxes		536
		102,748,353
Veterans	2,909	
	0.51%	8
	6,943.05	4,691,022
	0.63%	
Village of Burton		5
		4,736,845
Water Resources	5,157	
	0.90%	
	10,349.88	
	0.94%	
Youth Center	10,204	
	1.78%	2
	14,723.94	255,061
	1.33%	
Monthly Totals	574,441	1,388
	1,106,918.87	1,826,737,230

Disk Usage 2016

<u>Server</u>	<u>Total Allocated Space</u>	<u>% Used Space</u>	<u>% Free Space</u>
MSA 2012 Annex			
GIS Virtual Disk	5 TB		
New_Pict_Data	912 GB	90%	10%
Pictometry	1810 GB	97%	3%
CoreDB_E Drive	1500GB	5%	95%
Orthos	1440 GB	86%	14%
Dreamworks SQL	75 GB	32%	68%
Gals-N	1000GB	0%	100%
13Pluto-N	60 GB	17%	83%
Annex V1 Disk			
Annex_V1_V1	931 GB	85%	15%
Annex_V2_V2	931 GB	87%	13%
Scooter_N	256 GB	2%	98%
Alfafa_64_N_Drive	712 GB	28%	72%
DMZ_GUYS_M	1500 GB	0%	100%
Pink_E_Drive	600 GB	18%	82%
Wheezer_OldUsers_Y	186 GB	22%	78%
VwebSQL_E	200 GB	70%	30%
NewGals_Stimey	200 GB	0%	100%
NWSLive_Doc_Storage			
Annex V2 Disk			
Annex_V2_V1	814 GB	82%	18%
Annex_V2_V2	125 GB	10%	90%
Dreamworks_N	300 GB	63%	37%
Auditor Virtual Disk	2250.41 GB	0%	100%
Auditor_V1	975000 MB	0%	100%
Auditor_V2	300000 MB	0%	100%
Megatron_G	824000 MB	0%	100%
TWP_Drives	32500 MB	0%	100%
Court V1			
Courts_1	2097152 MB	0%	100%
Courts_2	1048576 MB	0%	100%
Courts_V1_V1	402401 MB	0%	100%
Courts3a_E	349999 MB	0%	100%
Court3b_E	824000 MB	0%	100%
court4_E_drive	250000 MB	0%	100%

Court Data

Court_dataV1	1048576 MB	0%	100%
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MuniScan SQL Data

MuniScan_SQL_Data1	50000939 MB	0%	100%
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MuniScan Log

13Muni-vSQL	1499915 MB	0%	100%
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Annex MSA2040

vd0001			
vd0001_v001	1,999,900		
Green F-Woim E	300 GB	0.05%	99.95%
Purple VHD Volume	500 GB	77%	23%
Purple Temp	900 GB	61%	39%
Coredb_L_Websense	500 GB	0%	100%
Heimdall_E_Drive	199 GB	55%	45%
Web Farm VS Drive Location	100 GB	66%	34%
New_Wheezer_F	1450 GB	38%	62%
15MuniCourt_E	599 GB	81%	29%
New_Wheezer_D	999 GB	46%	54%
New_Wheezer_V	109 GB	64%	36%

VD0002

Video_Data	1500 GB	29%	71%
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Annex-SAN-2

Engineer_VD_1

	Total Space		
MrHood E Drive	500 GB	89%	11%
MrHood G Drive	100 GB	1%	99%
MrHood F Drive	1 TB	90%	10%
Mrhood S Drive	200GB	51%	49%
MrHoodA E Drive	100 GB	0.15%	
MrHoodA F Drive	100 GB	0.08	92.92%
MRHooda N Drive (SQL)	120 GB	0.8	92%

Engineer_VD_2

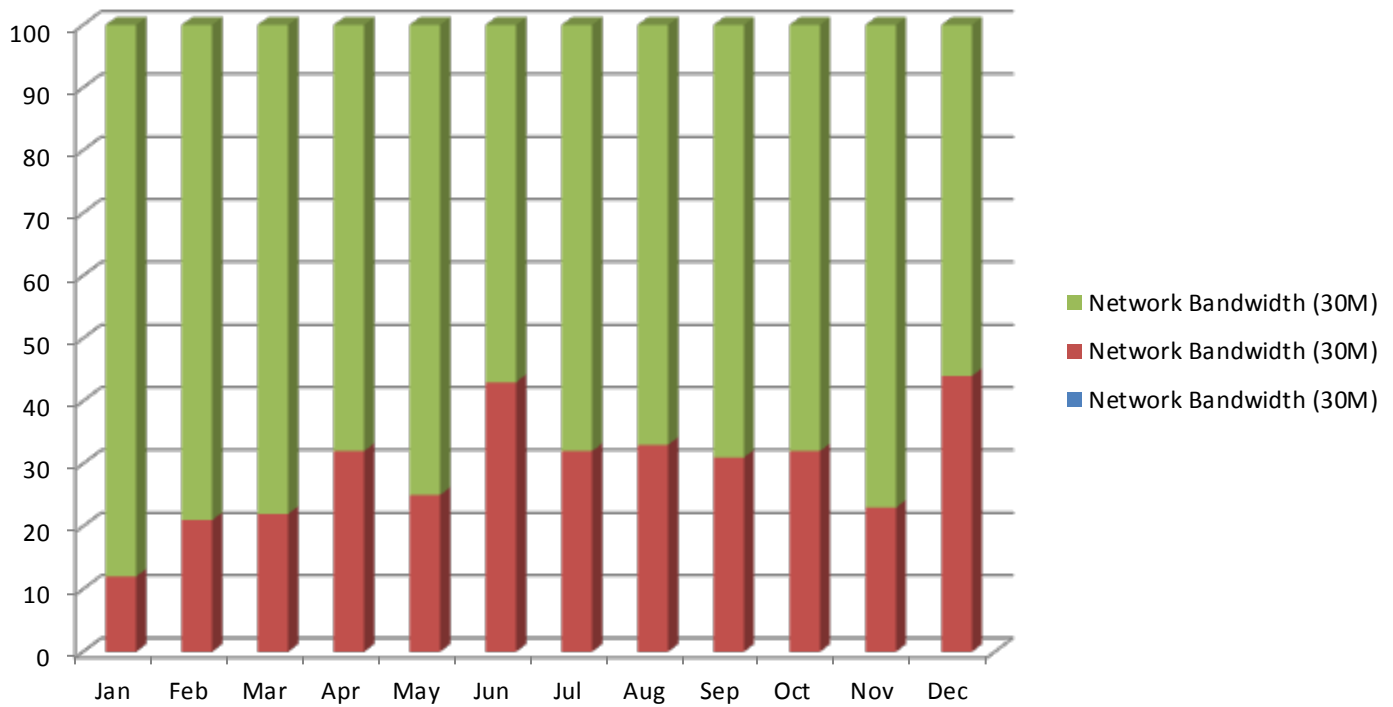
MrHood P Drive	750 GB	33%	60%
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MSA 2012 SC

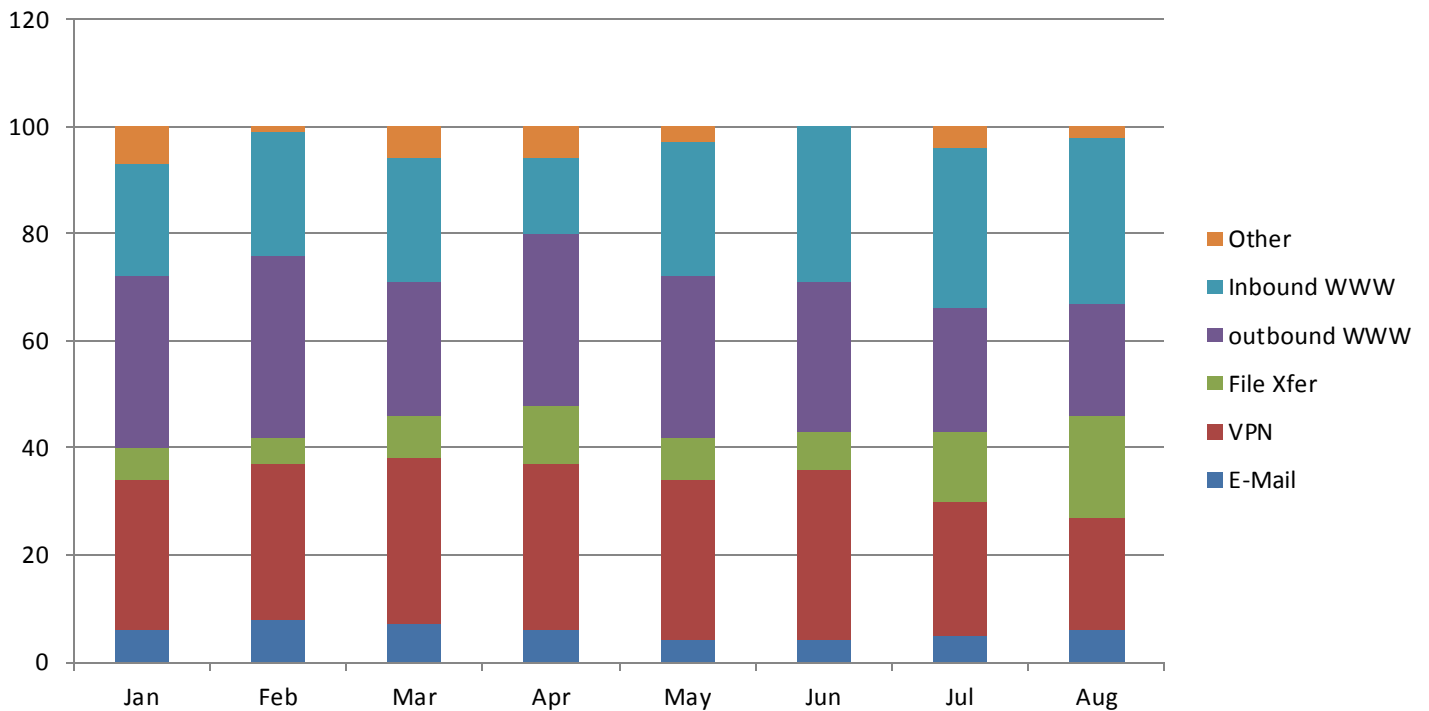
SC Goddess-Vision	7001.32 MB	0%	100%
SC Goddess-Vision1	6000000 MB	0%	100%
Hera_Minerva_D	1,000,000	0%	100%
New Volume	1,001,315	0%	100%
Crabtree_temp	300,000	0%	100%
atlas_E_drive	250,000	0%	100%
		0%	100%
Safety Center_1	5000 MB	0%	100%
Crabtree	250 MB	0%	100%
Atropos E drive	250 MB	0%	100%
Minerva_E_Drive	1.5TB	0%	100%
Minerva_F_Drive	150MB	0%	100%
Hera_Minerva_S_Drive	1TB	0%	100%
vArbitrator_E_drive	300000 MB	0%	100%
Safety Center_2	1499 MB	0%	100%
Safety Center_2_v1	400000 MB	0%	100%
Hera_Minerva_T_Drive	1099914 MB	0%	100%
<u>SC MSA 2040</u>			
<u>vArbitrator</u>			
vArbitrator_f_drive	8,392,000	0%	100%
Theia_temp		0%	100%
Theia_temp_v0001	499,000	0%	100%
Athena_camera	1,099,000	0%	100%
Minerva_g_drive	1,099,000	0%	100%

2016 Internet Usage Report

Aggregate Internet Bandwidth Connectivity 2016



Internet Usage by Connectivity Type 2016



2016 Operations Highlights

2016 Projects
Email Filtering Migration to Reflexion
Disk Space Mgmt
Optimize windows updates
Lto6 Integration/introduction
ASA/Sourcefire
ASA IPS Upgrade
Implement BGP (Annex) for disaster recovery
Windows 2003 Conversion – removal of all insecure nodes
DNN Webfarm
Network QoS re-work/redesign
Malware Protection Rollout
Internet (Southnet) setup
Annual Report
Intel/HP AMT installation
Printer Accounting
AT&T/SIP Conversion
New West Geauga Adult Center
POL
Retirement of POL selfhosting
State Treasurer OpenCheckbook
ACA Data Conversion
NWS Data Load (MRDD)
NWS Dashboard/sw
Election performance
Bldg 4 Security
Redaction
Video Codec Implementation
Engineer external camera
Video access rollout
GIS Server (dev v Prod)
Health Dept Integration
Chardon Recording Proj
Chester Recycle Security
Muni certified fedex
Sex Offenders DB
Sex Offenders Layer
Treasure WWW Site
CUCM Upgrade to 10.5
VG248.224 Retirement/Replacement
eSuite in production (and convert NWS to HTTPS);
MyLicenses implementation for NWS (building, water use of tablets)
WWW Facelift
Evoq 8 update

2016 Geauga County Website Development Highlights

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

2016 Geauga County ADP Financial Report

Revenues

	2015	2016
Refunds & Reimbursements	\$ 0	\$ 0
Park Board	25,407	24,957
City of Chardon	0	0
G.C. Sheriff	0	7,000
Chardon Municipal Court	32,938	31,378
Village of Burton	50	0
G.C. Health District	385	0
Bainbridge Township	9,053	9,053
Transfers In	32,000	32,000
	\$ 99,832	\$ 104,387
Total Revenues:	\$ 99,832	\$ 104,387

Expenses

	2015	2016
Personnel Expenses:		
Salaries	\$ 321,932	\$ 352,325
Hospitalization	58,103	65,555
Medicare	4,630	5,043
PERS	45,228	49,030
Unemployment	0	0
Workers' Compensation	1,156	705
	\$ 431,049	\$ 472,658
Total Personnel Expenses:	\$ 431,049	\$ 472,658
Non-personnel Expenses:		
Materials and Supplies	\$ 250	\$ 3,819
Equipment	24,354	24,242
Contract Services	420,515	440,393
Other	18,949	18,704
	\$ 464,068	\$ 487,157
Total Non-personnel Expenses:	\$ 464,068	\$ 487,157
Total General Fund Expenses:	\$ 895,117	\$ 959,815

Capital Expenditures (N3):

Phone System Upgrade	\$	0	\$	3,508
Safety Center Core Switch Upgrade		39,000		0
Safety Center Backup/File System Upgrade		0		14,802
wifi/wireless Upgrade		0		7,205
Switch Upgrade		0		35,446
Next Generation ASA Sourcefire Firewall		22,397		0
Other		0		0

Total Capital Expenditures:	\$	61,397	\$	60,961
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Total Expenses:	\$	956,514	\$	1,020,776
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Supported Units

County Servers/PCs/Printers/Phones	2963	3010	*
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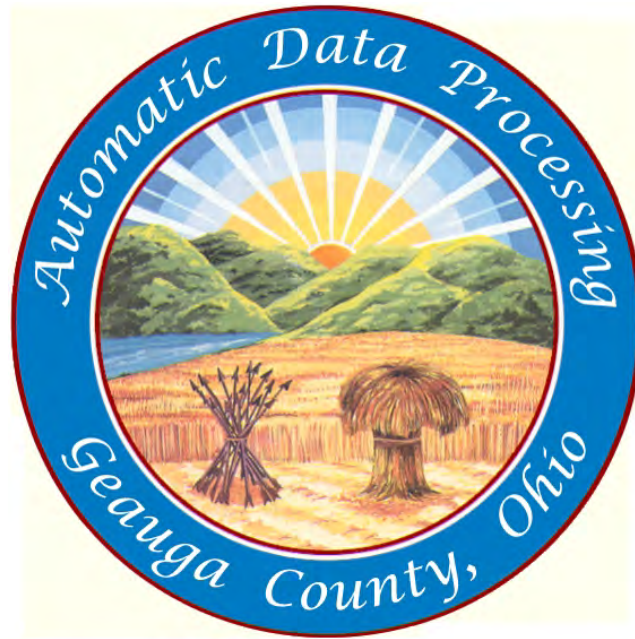
* Does not include cell phones nor PDAs.

Total Units Supported by ADP	3172	3268	**
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** Includes units supported by ADP but owned by Geauga County subdivisions..

Average Per Unit Cost for Support

(Total Units)	\$	282	\$	294	**
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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

Website: www.co.geauga.oh.us/departments/adp/

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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
Mike Adams – Sr Systems Engineer	madams@co.geauga.oh.us	440-279-1994
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 Support Admin	dpatchin@co.geauga.oh.us	440-279-1989
Zach Hupp – Workstation Tech	zhupp@co.geauga.oh.us	440-279-1620

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