

2017

Geauga County Automatic Data Processing Board



Board Members

*Charles E. Walder, Auditor Secretary of the Board
Dorothy Stange, Board of Elections Deputy Director
Deborah Reiter, Board of Elections Director
Denise Kaminski, Clerk of Courts
Walter M. (Skip) Claypool, Commissioner
Tom Huff, Court of Common Pleas, IT System Administrator
Joe Cattell, Engineer
Jim Flaiz, Prosecutor
Sharon Gingerich, Recorder
Scott A. Hildenbrand, Sheriff
Christopher Hitchcock, Treasurer*

Table of Contents

ADP Vision and Mission Statements.....2

Citizen’s Address3

Staff Introductions4

The 2017 Infrastructure6

2017 Service Request Report7

2017 Systems Overview Report8

2017 Email Stats Report.....10

2017 Operations Projects12

2017 Geauga County Website Updates13

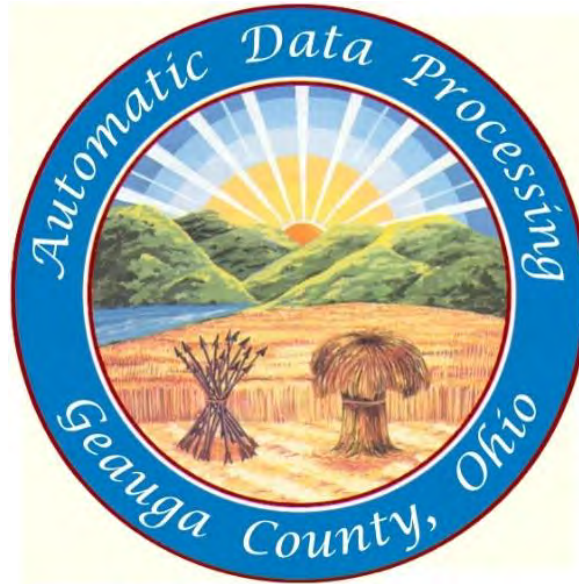
2017 ADP Financial Report14

Automatic Data Processing Department Contact Information16

Geauga County

Automatic Data Processing Board

Annual Report 2017



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 Charles E. Walder, Auditor and Secretary of the Automatic Data Processing (ADP) Board.



Auditor
Charles E. Walder

To: Citizens of Geauga County
Gauga County ADP Board
Gauga County Board of Commissioner's
From: Charles Walder, Auditor and Secretary ADP Board
Re: 2017 Annual Report per ORC 307.845
Date: April 2017

In the following pages you will find the 2017 Geauga County Automatic Data Processing Board Annual Report.

The Geauga County Department of Information Technology team is dedicated to providing day to day operational support, purchasing recommendations, network security, and technology solutions to all Geauga County agencies, including several Geauga County Townships.

In 2017 we upgraded our aging Polycom Video conference equipment to the Cisco Telepresence SX series of video solutions. These devices are used daily by the courts and law enforcement reducing the need to move inmates outside of the secure facility.

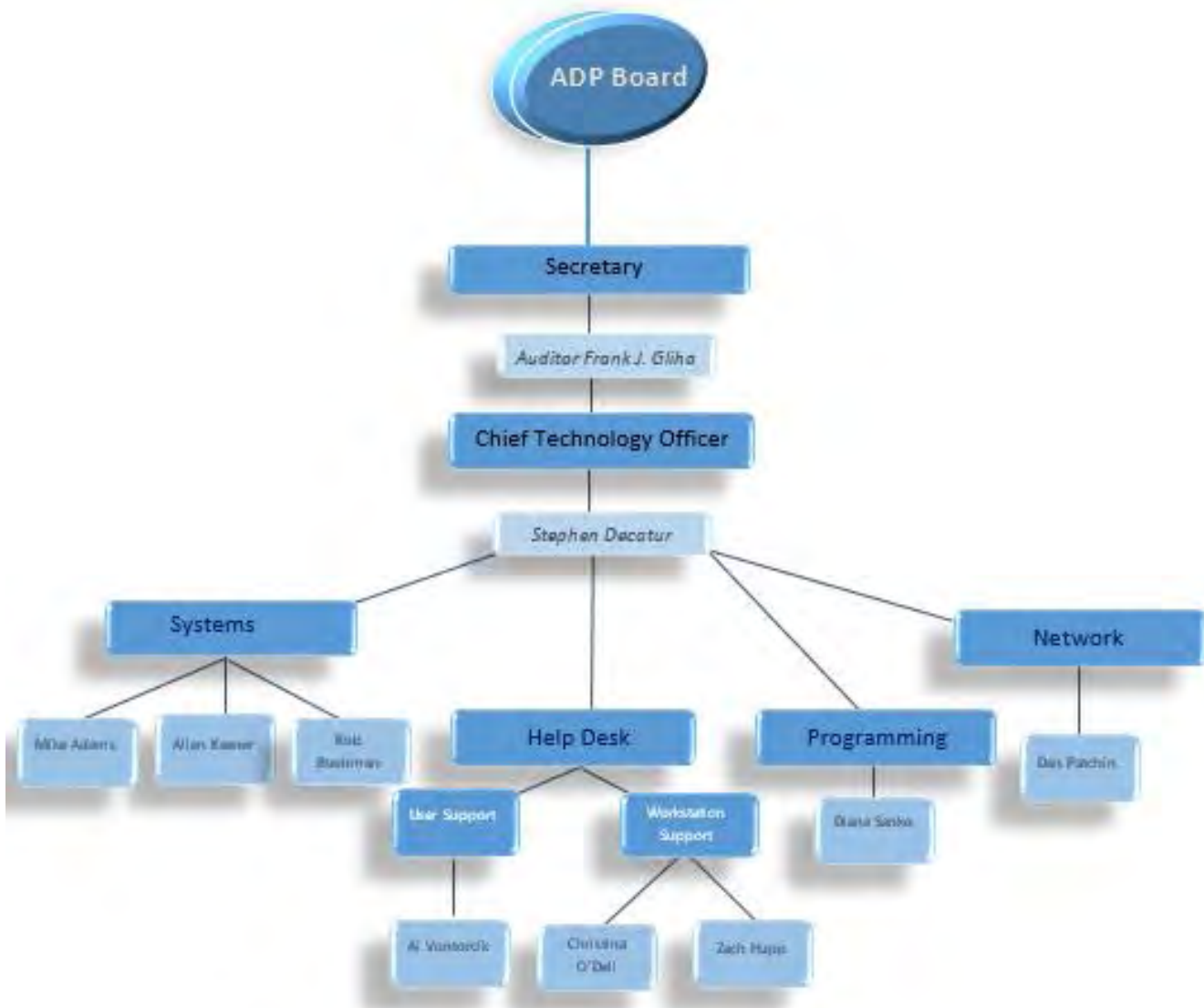
Other major infrastructure upgrades included increasing the fiber bandwidth between the Annex and Courthouse to 10g, bandwidth increase to Chester Township, replacement of network switches for the Court of Common Pleas, Juvenile / Probate Court, Chardon Muni Court, the Sheriff's Office, Auditor's Office, the Opera House which houses the Treasurer, Public Defender, and ADP. In the last quarter of 2017 the outward facing firewall was replaced and a full IT security audit was performed by a third party vendor. No vulnerabilities were identified in the audit.

In 2017, server and workstation threat monitoring was strengthened by the use of a corporate Anti-Virus product in addition to an Anti-malware product. Both products monitor servers and workstations 24/7 and provide immediate threat anomalies to the operations staff.

This report highlights the work this dedicated staff performs on a daily basis. We continue to strive to maintain 100% availability on many systems.

In the last quarter of 2017, the network administrator resigned and shortly afterward the Geauga County Chief Technology Officer's employment was terminated. The two senior ADP staff members were appointed Interim-Director and Assistant Interim-Director in late October 2017.

Geauga County ADP Staff (January 1 thru October 25, 2017)



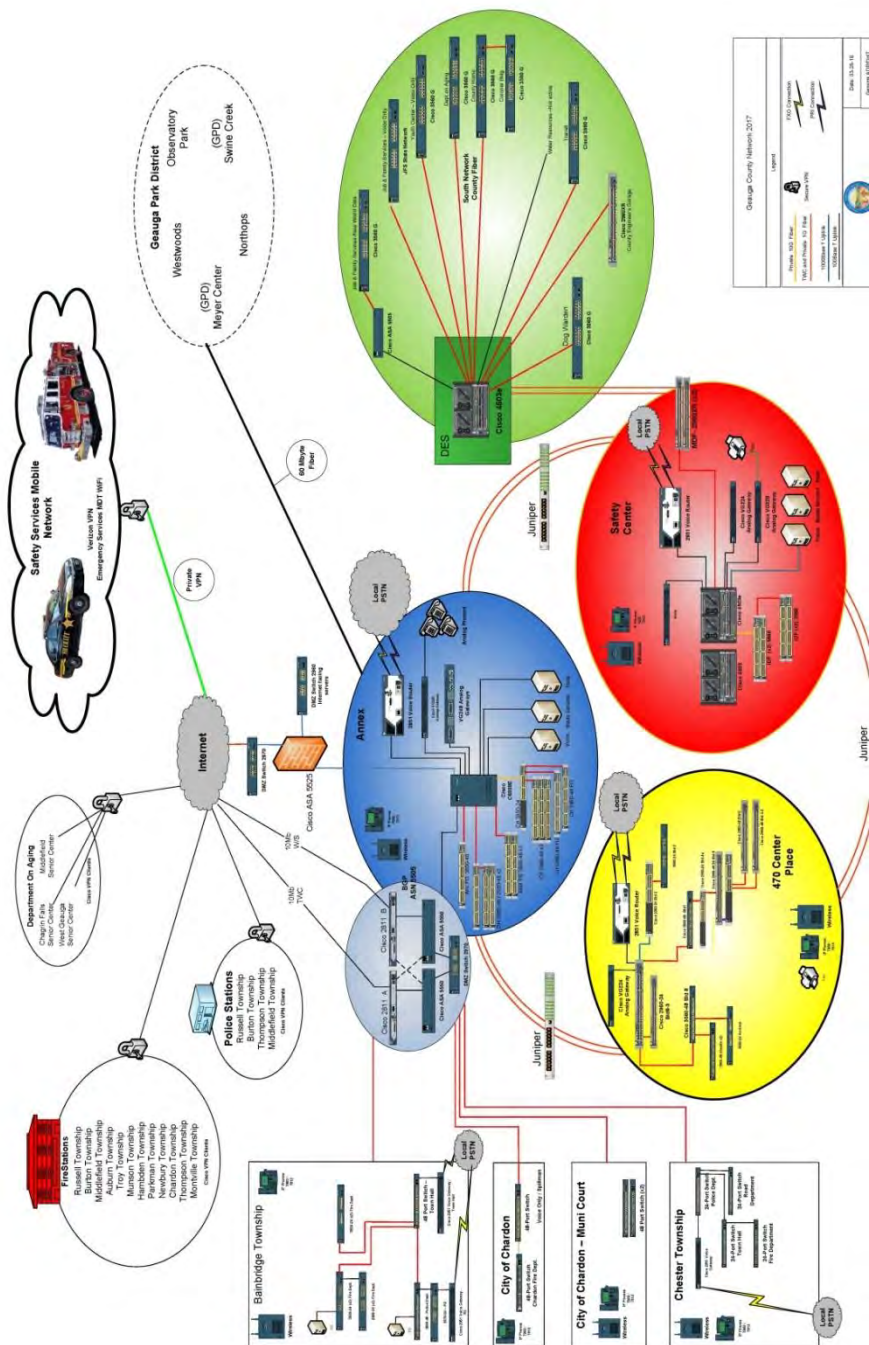
DoI/T - Systems and Applications Support Team

The system support team handles the day-to-day operations on the enterprise network and Data Center. This team consists of:

Mike Adams - Senior Systems/Network Technician
Robert Bushman – Workstation/Network Technician
Zach Hupp - PC/Workstation Technician
Allen Keener – Senior Systems Administrator
Christina O'Dell - PC/Workstation Technician
Al Vontorcik - Help Desk Lead / User Support Coordinator
Diana Sanko - WWW Development and User Training.
Al Vontorcik - User Support Coordinator

The 2017 Infrastructure

The I/T environment is composed of 82 Cisco L2 and L3 Switches in a backbone/campus environment supporting 68 Virtual Lan (VLANs) that also insure both performance and speed requirements of both high speed disk/file system access (10Gbit). The Wireless Infrastructure includes 2 Wireless LAN Controllers, 15 Lightweight Access Points, and 52 Meraki Access Points placed in county facilities providing for central management. The three major sites are connected by way fiber and configured in 'ring' topology to reduce downtime in the event of fiber leg outage. All servers are based on Microsoft Virtual Server (HyperV)



2017 Service Requests By Department

Support requests to the Geauga County Help Desk rose from 7,541 in 2016 to 8,724 in 2017, an increase of **14%**. This past year we added the ability for the front line help desk staff to change user passwords on the first call in, reducing the down time for employees and increased the use of remote access tools to assist users without leaving our desks. We continue to work with our inter-departmental IT teams in Common Pleas Court, Chardon Muni-Court, Sheriff, Water Resources, Job and Family services, and GIS. As last year, we retained an IT contractor 1-2 days a week for municipality support calls. One IT Roundtable was hosted for project and idea sharing this year.

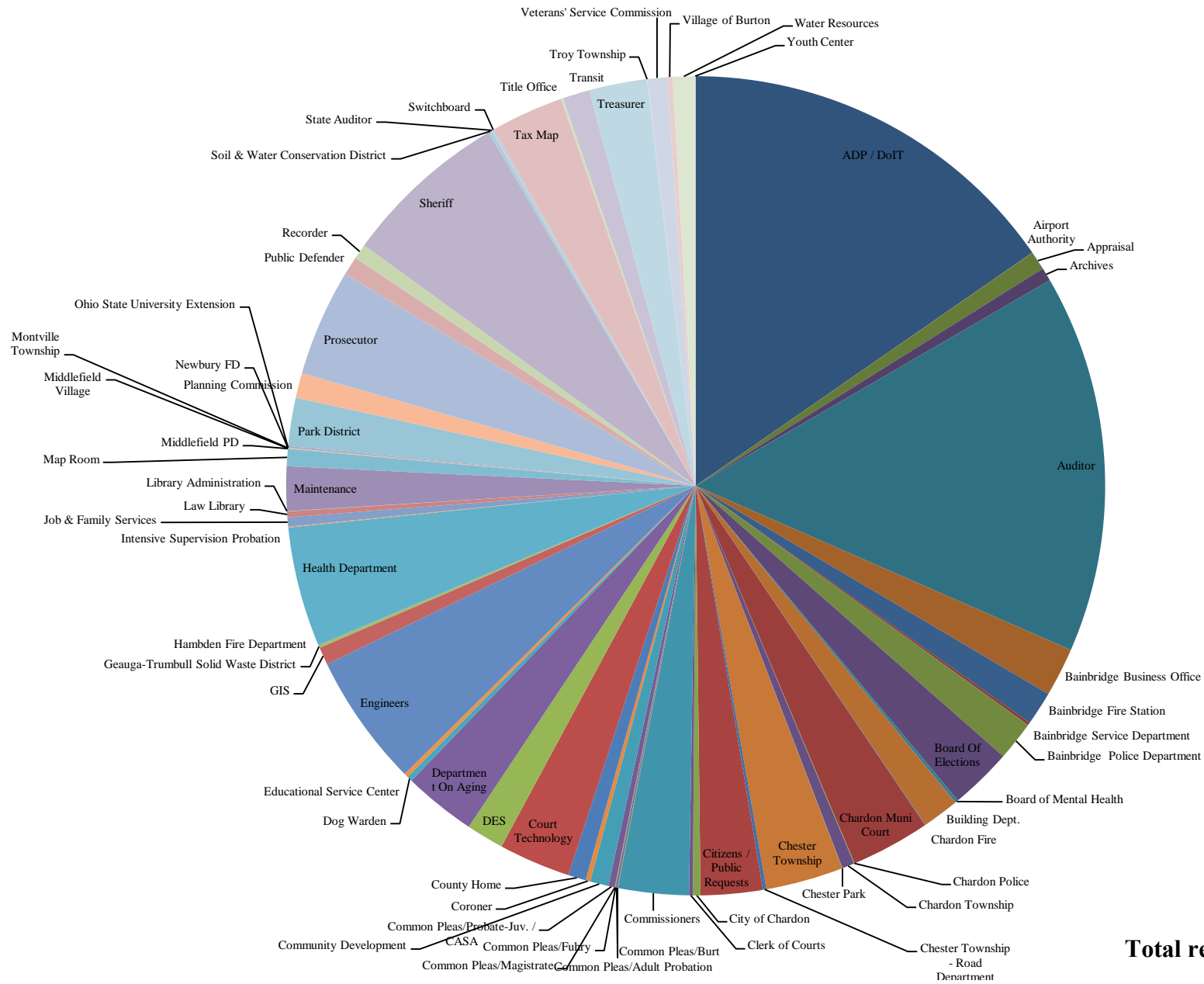
Department Requesting Assistance	Qty
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ADP / DoIT	1335
Airport Authority	1
Appraisal	64
Archives	46
Auditor	1298
Bainbridge Business Office	167
Bainbridge Fire Station	116
Bainbridge Service Department	9
Bainbridge Police Department	135
Board Of Elections	214
Board of Mental Health	11
Building Dept.	126
Chardon Fire	2
Chardon Muni Court	271
Chardon Police	2
Chardon Township	42
Chester Park	1
Chester Township	266
Chester Township - Road Department	12
Citizens / Public Requests	212
City of Chardon	26
Clerk of Courts	13
Commissioners	242
Common Pleas/Adult Probation	2
Common Pleas/Burt	5
Common Pleas/Fuhry	2
Common Pleas/Magistrate	2
Common Pleas/Probate-Juv. / CASA	22
Community Development	63
Coroner	16
County Home	61
Court Technology	246
DES	129
Department On Aging	249
Dog Warden	18

Department Requesting Assistance	Qty
----------------------------------	-----

Educational Service Center	14
Engineers	456
GIS	61
Gauga-Trumbull Solid Waste District	9
Hambden Fire Department	1
Health Department	411
Intensive Supervision Probation	3
Job & Family Services	32
Law Library	20
Library Administration	1
Maintenance	152
Map Room	59
Middlefield PD	1
Middlefield Village	1
Montville Township	1
Newbury FD	1
Ohio State University Extension	5
Park District	166
Planning Commission	85
Prosecutor	367
Public Defender	64
Recorder	52
Sheriff	572
Soil & Water Conservation District	12
State Auditor	2
Switchboard	7
Tax Map	248
Title Office	8
Transit	92
Treasurer	199
Troy Township	1
Veterans' Service Commission	67
Village of Burton	19
Water Resources	76
Youth Center	2

2017 Geauga County Help Desk Tickets



Total requests 8,724

2017 Geauga County Systems Overview - Voice and Email Storage

Department	# of Calls	Minutes Used	% of Phone Calls	Email Boxes	Email Data Storage used.
NO Dept	89	114.93	0.02%		
ADP	10,193	19,128.91	1.83%	40	114,304,732
Archives	854	1,799.43	0.15%	5	11,840,309
Auditor	16,525	33,045.92	2.96%	22	55,814,127
Auditor - GIS				14	17,129,231
Auditor - Map Room	1,171	3,770.70	0.21%		
Bainbridge Admin	25,986	50,297.76	4.65%	13	98,601,765
Bainbridge Fire	999	1,500.45	0.18%	49	20,260,431
Bainbridge PD	9,577	7,331.75	1.71%	32	42,305,763
Bainbridge Road	488	999.70	0.09%	9	29,374,826
Bd. of Elections	4,604	8,364.45	0.82%	7	31,102,170
Building Dept.	5,845	8,765.47	1.05%	7	8,116,701
CASA	3,015	9,514.61	0.54%	5	10,690,200
Chardon City	32,232	84,340.90	5.77%		
Chardon Fire	262	570.86	0.05%		
Chardon Muni Court	25,043	45,661.90	4.33%	21	9,550,543
Chester Fire	2,702	6,195.22	0.48%	13	20,356,156
Chester Police	5,826	11,691.84	1.04%	12	10,565,603
Chester Road Dept.	2,047	4,638.99	0.37%	14	2,574,289
Chester Town Hall / Admin	2,975	9,806.70	0.53%	13	63,663,843
Clerk of Courts	13,146	27,159.78	2.35%	15	23,531,260
Clerk of Courts-Title Office	5,522	10,025.01	0.99%		
Commissioners	10,019	27,753.51	1.79%	10	77,412,554
Common Pleas/Adult Probation/ISP	8,763	22,255.30	1.57%	6	2,544,170
Common Pleas/Burt	7,640	11,900.74	1.37%	17	15,597,838
Common Pleas/Fuhry	3,904	6,760.72	0.70%		
Common Pleas/Magistrate	6,665	12,199.82	1.19%		
Common Pleas Juvenile / Probate	28,934	56,177.66	4.33%	28	52,478,920
Community Development	853	1,992.87	0.15%	5	15,310,620
Coroner	1,038	3,016.91	0.19%	3	1,246,124
County Home	12,945	23,531.35	2.32%	3	714,965
Court Technology	3,025	12,158.01	0.54%	8	11,193,811
Dept. of Emergency Services	1,419	3,853.56	0.25%	8	7,586,213

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2017 Geauga County Systems Overview - Voice and Email Storage

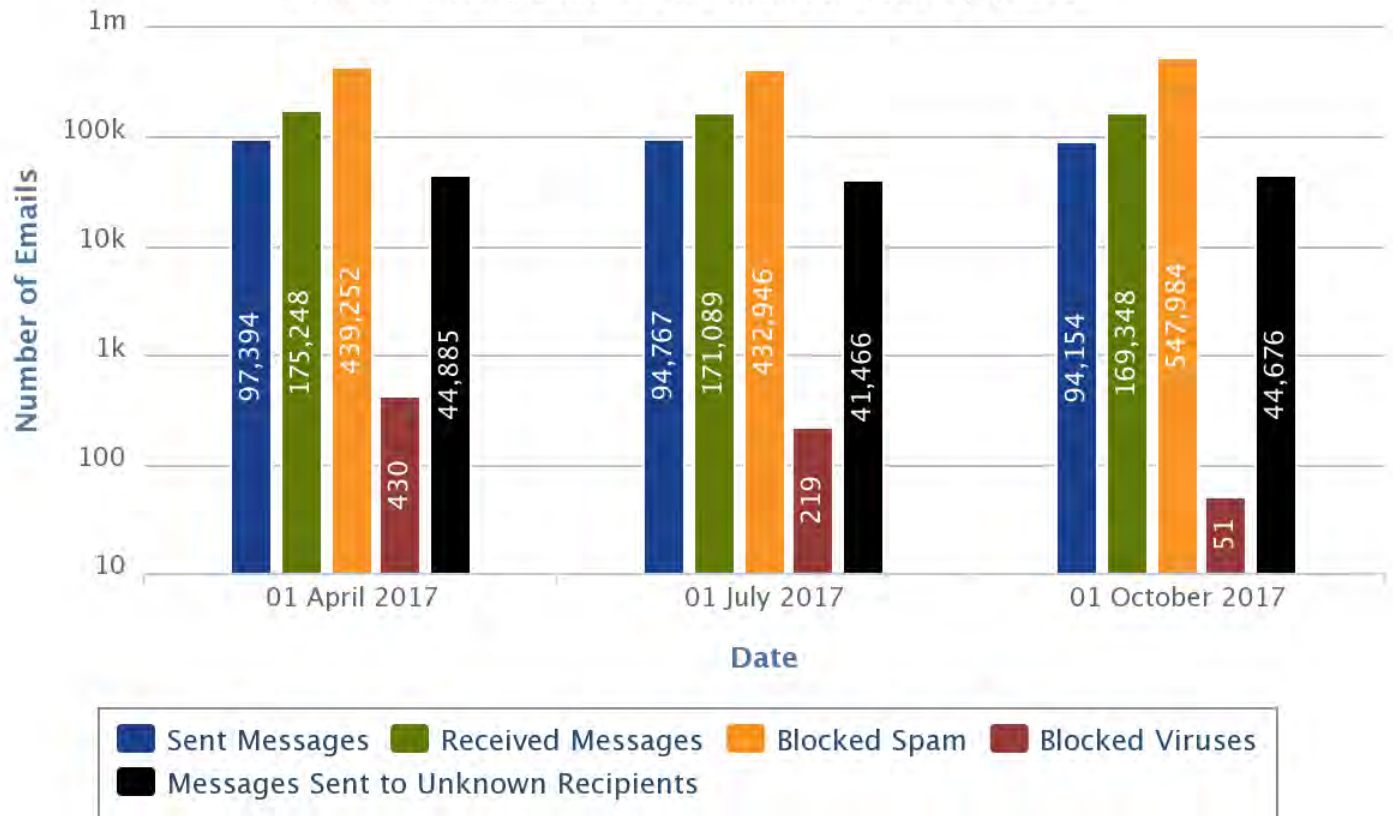
<u>Department</u>	<u># of Calls</u>	<u>Minutes Used</u>	<u>% of Phone Calls</u>	<u>Email Boxes</u>	<u>Email Data Storage used.</u>
Dept. on Aging	44,820	62,903.46	8.02%	38	36,254,670
Dog Warden	2,144	5,760.71	0.38%	2	4,499,414
Educational Service Center	4,923	15,406.98	0.88%		
Engineers	11,860	22,909.31	2.12%	61	102,793,690
Gauga County Library	44	91.40	0.01%		
Health Dept.	29,289	58,226.69	5.24%	33	36,046,140
Job & Family	1,110	2,396.23	0.20%		
Jury Commission	49	60.91	0.01%	1	29,125
Law Library	670	1,823.83	0.12%		
Maintenance	8,967	10,981.34	1.61%	20	30,422,149
Maintenance -Special	4,648	781.76	0.83%		
Ohio State Ext.	143	488.86	0.03%		
Park District	25,620	63,791.73	4.33%	74	220,643,817
Planning Commission	2,402	11,951.04	0.43%	2	11,870,083
Prosecutor	17,736	51,863.00	3.18%	28	115,345,826
Public Defender	6,423	11,961.10	1.15%	9	10,883,856
Recorder	1,509	2,945.83	0.27%	5	3,529,585
Sheriff	101,015	157,922.09	18.09%	164	321,512,209
Transit	24,213	29,878.46	4.34%	6	1,955,020
Treasurer	6,446	13,062.13	1.15%	10	11,212,972
Unity Voice Mail Boxes	n/a	n/a	n/a	472	93,515,733
Veterans	3,110	8,103.51	0.56%	8	7,049,431
Village of Burton	n/a	n/a	n/a	5	6,381,301
Water Resources	4,614	10,894.93	0.83%		
Youth Center	5,657	8,092.71	1.01%		

Totals Calls	558,533
Total Minutes Used	1,068,007.97

Total Email Boxes	1,317
Email Storage Used	1,768,141,722

Number of Messages for Geauga County

from 01 January 2017 to 31 December 2017 by quarter



Incoming Email by Category for Geauga County

from 01 January 2017 to 31 December 2017



■ Legitimate ■ Spam ■ Viruses ■ Messages to Unknown Recipients

2017 ADP Operational Projects Completed

2017 Dog Renewals

Acumen timeclock setup/testing

2017.1 ERP Release - new servers 2012 Windows, 2016 SQL - Live install 1/9/2018 - setup in 2017

NWS CD myInspections - live 05/2017

Monthly Phone Reports/Data

Dog Database Update - weekly

NWS Parcel Owner Updates -weekly

NWS Test Database restores/backups

NWS SQL Job Maintenance/setup

Muni Court Replication

NWS MIU updates /testing ongoing

NWS live and test moved to SSL

NWS DSS/Business Analytics

SSRS Custom report Migration to SQL 2016

Board of Elections PollBooks Support

Annex -Courthouse Connection to 10g

Milestone Video Recording Upgrade

NWS 9.5C sp2 upgrade

Add Cisco contracts to CCO

Engineer switch install / security for cold storage

Pictometry online

Orthos (2017) online for Realink

Muni Court Workstation upgrades to Windows 10

Health Dept. new workstations rollout

WatchGuard- video evidence servers & access points -Sheriff & Bainbridge PD

MVP Upgrade- Real estate/Tax tracking software.

Election Day support

JFS Phone setup, programming, deployment Jan 2018

QMS recording Server and implementation for JFS

Video Arraignment Equipment Replacement – Chardon Muni Court and Sheriff Jail Intake

Installation of SX80 video Equipment - Courthouse 2nd Floor

Cisco switch replacements-Juvenile /Probate Court, Courthouse, Prosecutor, Sheriff

Cisco switch replacements-Auditor, Opera House, Park District

1G fiber service upgrade for Chester Township

Chester TWP IP Security Camera Installation

Web Site Updates

New Board of Elections' website

Converted CASA's website to DNN

New skin for county website

New Veterans' website

Converted Village of Burton's new website to reactive DNN website

899 web requests in Service Desk for 2017 (see attachment)

New website for Department on Aging last year

Conversion of Veterans Data Base & Signature pads

County Web Site Updates

Geauga County houses, hosts and supports the various web sites for most of the County departments. Some of our departments update and publish their own content, while others ask ADP for assistance with the modifications. Below is a listing the updates that were performed by the ADP Dept. for 2017.

Department	Web Update Requests
Airport Authority	1
Archives & Records Center	15
Auditor	108
Board of Elections	90
Building Department	5
Citizens	13
Commissioners	75
Common Pleas	1
Community Development	12
Court Technology	8
Department on Aging	36
Department of Emergency Services	9
Department of Information Technology	36
Engineer	57
GIS	11
Health District	37
Job & Family Services	1
Law Library	2
Maintenance Department	7
Municipal Court	19
Planning Commission	51
Prosecutor	32
Recorder	15
Sheriff	104
Transit	1
Treasurer	13
Veterans' Service Commission	21
Water Resources	2
Total	782

Municipality	Web Update Requests
Bainbridge Township	39
Chardon Township	42
Chester Township	18
City of Chardon	1
Village of Burton	17
Total	117

2017 ADP Financial Report

<u>Revenues</u>		
	<u>2016</u>	<u>2017</u>
Refunds & Reimbursements	\$ 0	\$ 0
Park Board	24,957	24,957
City of Chardon	0	0
G.C. Sheriff	7,000	0
Chardon Municipal Court	31,378	31,378
Village of Burton	0	0
Chester Township	0	470
Bainbridge Township	9,053	0
Transfers In	32,000	0
	<hr/>	<hr/>
Total Revenues:	<u>\$ 104,387</u>	<u>\$ 56,804</u>
<u>Expenses</u>		
	<u>2016</u>	<u>2017</u>
Personnel Expenses:		
Salaries	\$ 352,325	\$ 377,358
Hospitalization	65,555	87,694
Medicare	5,043	5,363
PERS	49,030	53,197
Unemployment	0	0
Workers' Compensation	705	1,299
	<hr/>	<hr/>
Total Personnel Expenses:	\$ 472,658	\$ 524,911
Non-personnel Expenses:		
Materials and Supplies	\$ 3,819	\$ 1,050
Equipment	24,242	23,761
Contract Services	440,393	459,075
Other	18,704	21,470
	<hr/>	<hr/>
Total Non-personnel Expenses:	\$ 487,157	\$ 505,356
	<hr/>	<hr/>
Total General Fund Expenses:	<u>\$ 959,815</u>	<u>\$ 1,030,267</u>
Capital Expenditures (4010):		
Exchange Server Project	\$ 0	\$ 15,918
Exchange Server Licensing	0	20,530
SQL Server Licensing - NWS	0	18,400
AT&T Network Security Scanner	0	0
Tape Backup Upgrade	0	2,890
Server Capacity Increase	0	7,065
Other	0	0
2016 Projects	60,961	0
	<hr/>	<hr/>
Total Capital Expenditures:	\$ 60,961	\$ 64,803
	<hr/>	<hr/>
Total Expenses:	<u>\$ 1,020,776</u>	<u>\$ 1,095,071</u>

Supported Units

County

Servers/PCs/Printers/Phones

2963

3010 *

* Does not include cell phones nor PDAs.

Total Units Supported by ADP

3172

3268 **

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

Average Per Unit Cost for Support

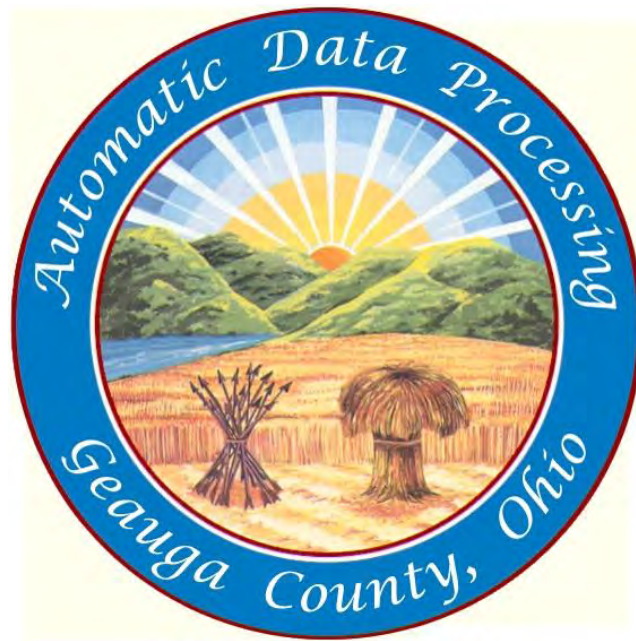
(Total Units)

\$

303

\$

315 **



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/

Mike Adams – Senior Systems/Network Tech	<u>madams@co.geauga.oh.us</u>	440-279-1994
Robert Bushman – Workstation/Network Tech	<u>rbushman@co.geauga.oh.us</u>	440-279-1992
Zach Hupp – Workstation Tech	<u>zhupp@co.geauga.oh.us</u>	440-279-1620
Allen Keener – Assistant Director of IT - Interim	<u>akeener@co.geauga.oh.us</u>	440-279-1991
Christina O'Dell – Workstation Tech	<u>codell@co.geauga.oh.us</u>	440-279-1631
Diana Sanko - Programmer	<u>dsanko@co.geauga.oh.us</u>	440-279-1633
Al Vontorcik –Director of IT - Interim	<u>avontorcik@co.geauga.oh.us</u>	440-279-1993

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