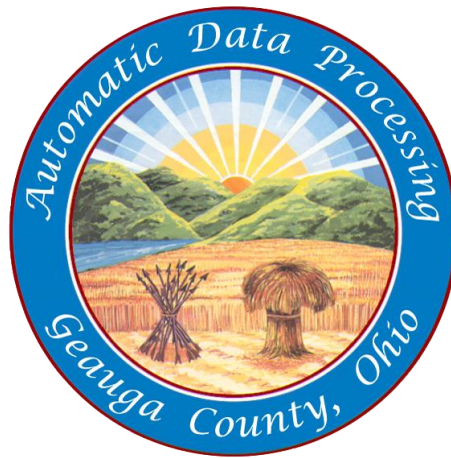


Geauga County ADP 2020 Annual Report

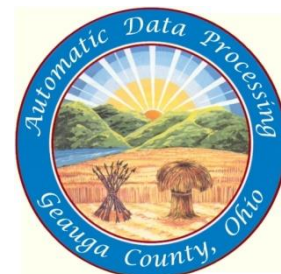


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Gauga County

Automatic Data Processing Board



Annual Report 2020

ADP Mission Statement and Ohio Revised Code of creation

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

307.84 Establishing automatic data processing board.

The board of county commissioners of any county may, by resolution, establishes a county automatic data processing board. The board shall consist of the county treasurer or the county treasurer's representative, the county recorder or the county recorder's representative, the clerk of the court of common pleas or the clerk's representative, a member or representative of the board of county commissioners chosen by the board, two members or representatives of the board of elections chosen by the board of elections one of whom shall be a member of the political party receiving the greatest number of votes at the most recent general election for the office of governor and one of whom shall be a member of the political party receiving the second greatest number of votes at such an election, if the board of elections desires to participate, and the county auditor or the county auditor's representative who shall serve as secretary. The members of the county automatic data processing board may by majority vote add to the board any additional members whose officers use the facilities of the board.

After the initial meeting of the county automatic data processing board, no county office shall purchase, lease, operate, or contract for the use of any automatic or electronic data processing or record-keeping equipment, software, or services without prior approval of the board.

As used in sections [307.84](#) to [307.846](#) of the Revised Code, "county office" means any officer, department, board, commission, agency, court, or other office of the county, other than a board of county hospital trustees.

Amended by 129th General Assembly File No.28, HB 153, §101.01, eff. 9/29/2011.

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.

Citizen Letter



Geauga County Automatic Data Processing Board Department of Information Technology

Charles E. Walder, Chief Administrator

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

(440) 285-2222, 834-1856, 564-7131 Ext. 4357

Direct Line: (440) 286-4357 FAX: (440) 279-2184

Web site: <http://www.co.geauga.oh.us/departments/adp/index.htm>

Email: helpdesk@co.geauga.oh.us

To: Citizens of Geauga County
Gauga County ADP Board
Gauga County Board of Commissioners

From: Charles E. Walder, Geauga County Auditor and Secretary ADP Board

Re: 2020 Annual Report per ORC 307.845

Date: March 18, 2021

Herein please find the Geauga County Automatic Data Processing (ADP) Board's 2020 Annual Report. With the COVID-19 pandemic, 2020 proved to be a year of adjustment, change, and flexibility for ADP. In addition to fulfilling its primary mission of providing Information Technology to Geauga County and other public entities, ADP was called upon to assist with providing alternate work environment equipment for a large number of county employees serving every aspect of county government.

ADP assisted in obtaining, purchasing, configuring, and deploying hundreds of laptop computers, peripherals, small scale printers/scanners, and other devices that permitted the Geauga County's government to continue operations from remote locations and still serve the taxpayers.

ADP additionally launched a series of long-term initiatives designed to set the stage for a wholesale revamping of Geauga County's internet presence. At the core of this initiative was the preparation of a functional specification and design document for a central datastore application programming interface (API) that will manage specific county-wide data in a single location. This will allow the updating of common data across multiple platforms and Geauga County offices. This central datastore API will also make available data mining to taxpayers through our new web initiative while increasing our accountability and transparency.

Internal to the county, ADP launched eSuite, a portal extension of the county's enterprise resource planning (ERP) tool offering human resource (HR) and benefits information and documentation to employees online, thus reducing paper flow and labor overhead.

On behalf of the entire ADP team, a special thank you to the ADP Board for their continued involvement, confidence, support, and guidance. ADP remains committed to improvement, transparency, and serving the needs of its customers.

ADP Board – staff introduction

ADP Board

Timothy C. Lennon	Commissioner	Michelle Lane	BOE Deputy Dir.
Denise Kaminski	Clerk of Courts	Pete Zeigler	BOE Director
Joseph Cattell	Engineer	James Flaiz	Prosecutor
Scott A. Hildenbrand	Sheriff	Sharon Gingerich	Recorder
Christopher Hitchcock	Treasurer		
Charles E. Walder	Auditor & ADP Administrator		

Co-Directors

Allen Keener Al Vontorcik

Systems

Networks

HelpDesk

Programming
/Applications

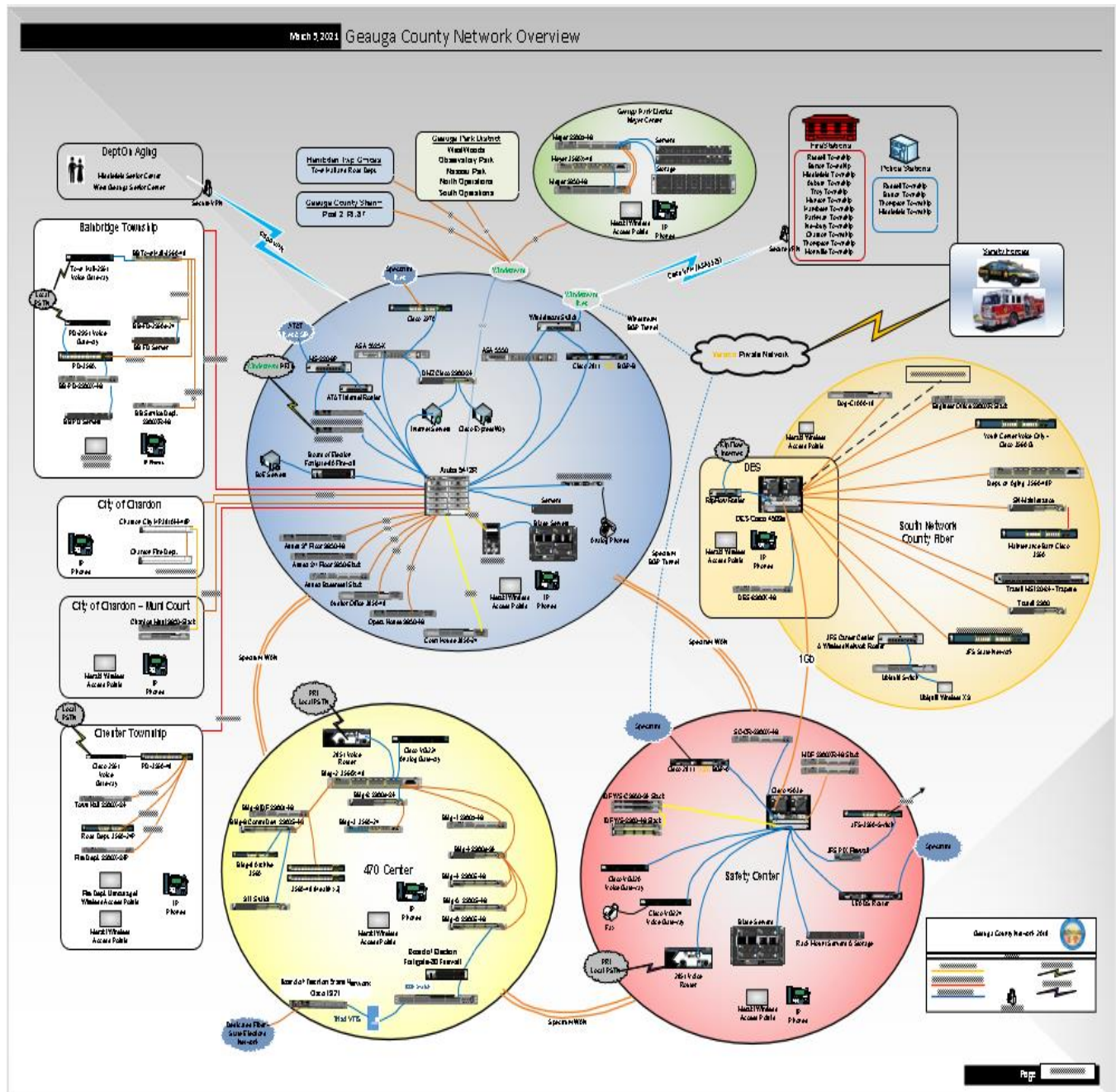
Phones

The support teams handle the day-to-day operations on the enterprise network and Data Center. The teams consist of:

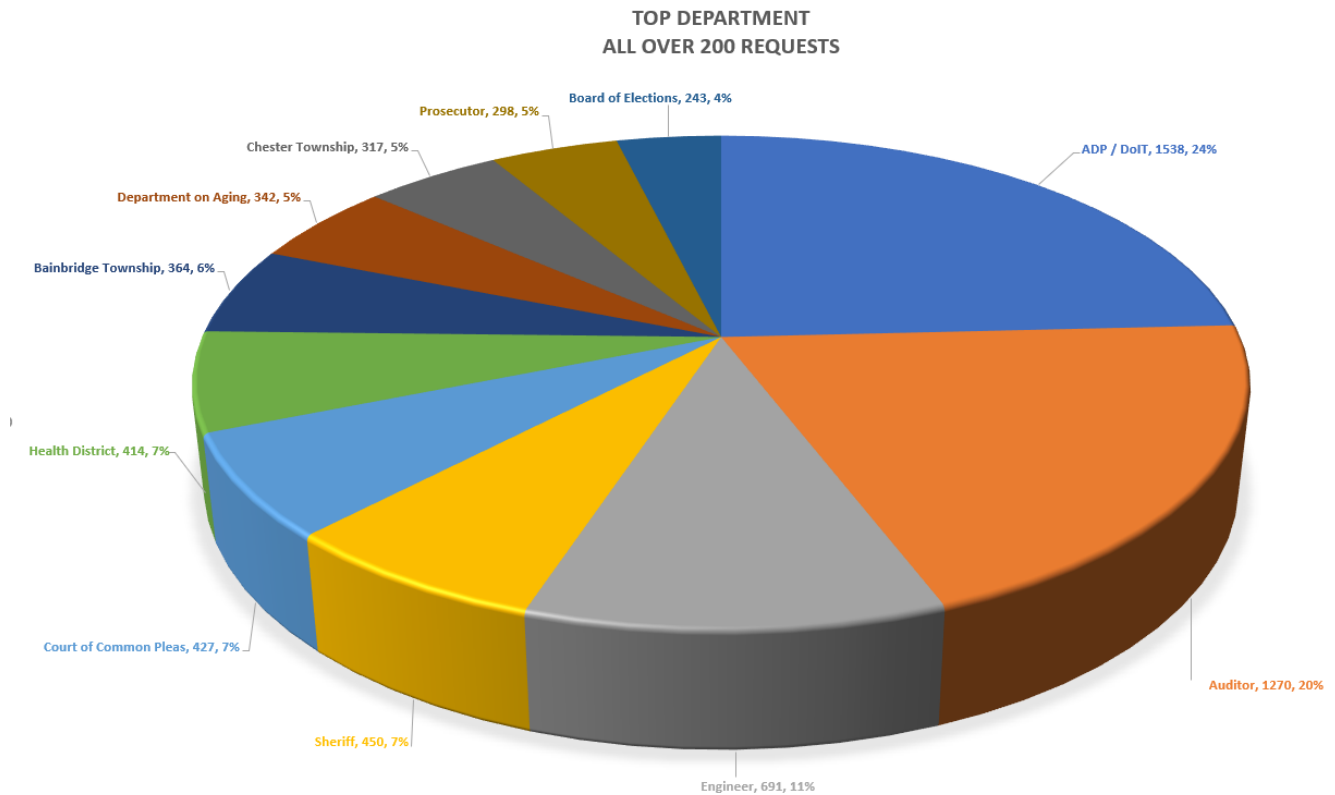
Robert Bushman	Workstation/Network Technician
Mike Adams	Senior Systems/Network Technician
Andy Haines	Network Administrator
Gladys Lopez	Help Desk
Zach McLeod	Help Desk
Zach Hupp	PC/Workstation Technician
Diana Sanko	WWW Development and User Training
Theresa Foltz	Senior Programmer
Lou Marion	Business Application and User Training
Jeff Maze	WWW Development/Project Management
Rocco Alberino	Intern

The 2020 Infrastructure

The IT environment is composed of 3 Main Campuses, 3 primary Satellite locations and various smaller satellite locations. 169 Servers provide Business Applications, email, file storage and printer services to over 900 end users. Tying all this together are 79 managed Cisco L2 and L3 Switches, 11 routers and firewalls in a backbone/campus environment, supporting 68 Virtual Lan (VLANs) that insures both performance and speed requirements of high-speed disk/file system access (10Gbit). The Wireless Infrastructure 85 Meraki Access Points placed in county facilities providing for central management. The 3 main campus sites are Connected by way of fiber and configured in a 'ring' topology to reduce downtime in the event of fiber leg outage.



2020 Service Requests by Office/Department/Agency



Department	Count		Department	Count
ADP / DoIT	1538		Park District	185
Auditor	1270		Treasurer	155
Engineer	691		Board of Developmental Disabilities (DD)	122
Sheriff	450		Maintenance / Buildings and Grounds	105
Court of Common Pleas	427		Building Department	103
Health District	414		Planning Commission	91
Bainbridge Township	364		Chardon Municipal Court	87
Department on Aging	342		Transit	85
Chester Township	317		Recorder	82
Prosecutor	298		Water Resources	79
Board of Elections	243		Job and Family Services (JFS)	73
Board of Commissioners	194		Department of Emergency Services (DES)	70
	6,548			1,237
Top 26 Requesting Departments Grand Total:	7,785			

2020 Geauga County Phone Usage

<u>Department</u>		Calls	Call %	Mins	Mins %
ADP		10,613	2.42%	30,435.81	2.76%
Archives		1,143	0.26%	2,146.05	0.19%
Auditor		14,787	3.37%	33,511.03	3.04%
Bainbridge		17,186	3.92%	38,887.00	3.53%
Bainbridge Fire		1,467	0.33%	2,326.73	0.21%
Bainbridge PD		7,472	1.70%	8,602.27	0.78%
Bainbridge Road		367	0.08%	594.62	0.05%
Bd. of Elections		7,644	1.74%	13,711.03	1.24%
Building Dept.		4,028	0.92%	7,695.11	0.70%
CASA		3,122	0.71%	9,342.76	0.85%
Chardon City		21,028	4.79%	68,872.02	6.25%
Chardon Fire		194	0.04%	457.70	0.04%
Chardon Muni Court		20,265	4.62%	54,859.79	4.98%
Chardon PD		39	0.01%	141.15	0.01%
Chester Fire		2,023	0.46%	5,740.84	0.52%
CHESTER POLICE		5,582	1.27%	14,760.80	1.34%
CHESTER ROAD DEPT		1,563	0.36%	4,087.55	0.37%
CHESTER TOWN HALL		2,712	0.62%	9,491.70	0.86%
Clerk of Courts		9,030	2.06%	18,899.13	1.71%
Commissioners		5,402	1.23%	17,631.84	1.60%
Common Pleas Ondrey		4,871	1.11%	11,552.87	1.05%
Common Pleas Paschke		4,893	1.12%	11,457.76	1.04%
Common Pleas Probation		6,219	1.42%	17,438.35	1.58%
Common Pleas/Magistrate		6,504	1.48%	14,875.16	1.35%
Community Development		1,085	0.25%	4,260.94	0.39%
Coroner		1,371	0.31%	3,399.62	0.31%
County Home		3,850	0.88%	6,861.97	0.62%
Court Technology		2,225	0.51%	6,464.58	0.59%
Dept. of Emergency		948	0.22%	6,229.94	0.57%
Dept. on Aging		29,847	6.80%	84,581.83	7.67%
Dog Warden		1,561	0.36%	3,877.66	0.35%
Engineers		7,097	1.62%	16,251.35	1.47%
Hambden Twp		1,195	0.27%	4,978.40	0.45%
Health Dept.		20,934	4.77%	75,457.51	6.84%
Job & Family		35,302	8.05%	133,293.15	12.09%
Jury Commission		51	0.01%	84.72	0.01%
Juv Probate		5,294	1.21%	9,168.52	0.83%
Juvenile Probate		18,962	4.32%	43,347.18	3.93%
Law Library		80	0.02%	160.87	0.01%
Maintenance		6,762	1.54%	7,893.62	0.72%
Maintenance -Fire Alarms		3,415	0.78%	608.24	0.06%
Map room		724	0.17%	3,203.40	0.29%
Muni Probation		470	0.11%	555.51	0.05%
Park District		17,531	4.00%	44,536.70	4.04%
Planning Commission		1,197	0.27%	5,029.13	0.46%
Prosecutor		10,975	2.50%	35,020.14	3.18%
Public Defender		8,934	2.04%	23,614.78	2.14%
Recorder		934	0.21%	2,708.86	0.25%
Sheriff		69,980	15.95%	116,230.22	10.54%
Title Office		4,332	0.99%	8,160.59	0.74%
Transit		8,672	1.98%	11,304.27	1.03%
Treasurer		4,165	0.95%	11,368.13	1.03%
Veterans		2,516	0.57%	7,497.58	0.68%
Water Resources		3,746	0.85%	9,043.28	0.82%
Youth Center		6,473	1.48%	19,718.07	1.79%
Total		1,102,429.83	100.00%	1,102,429.83	100.00%

2020 Projects

Commissioners

- 470 Building 8 Meeting Room audio visual updates with Virtual Meeting capabilities.
- Resource Center Bldg. 5 - New access point, additional network connections.
- Maintenance South - New network switch in old county home.

General

- MVPTAX (upgraded to 4.01.307)
- New fiber installation between County Data Center and Chardon Municipality building.
- Expanded County VPN services for remote users.
- 303 new or redeployed with latest OS
- 22 New Printers/Multifunction Devices deployed

Auditor

- eSuite HR Portal
- New online Dog License site.

BOE

- Security Assessment for Ohio Secretary of State requirement for Board of Elections

Bainbridge Twp.

- Improvements to recycle center video surveillance and additional wireless network coverage in several buildings.

Chester Town Hall

- New virtual meeting equipment, new Cisco switch.

Court House

- Installed new Cisco network switch to support IP camera project, new camera subnet
- New Video Servers and Storage

Court Annex

- County Core Switch – migrated L2 and L3 connections to new HP core switch.

Annex Basement

- New Cisco switch stack to support Annex 1st floor connections.

Safety Center

- Post II – new network rack and Cisco switch, and new wiring
- New Server for Spillman upgraded
- Assisted Safety Center IT with Spillman Upgrade and Migration.

Transit

- Secure VPN connection between Geauga Transit and Lake Tran
- Wireless access.
- New Transit subnet, removed Transit 192.x.x.x net.

2020 Projects - Continued

Exchange 2016

- Added additional Exchange Server for redundancy.
- Employed Database Availability Groups (DAGs) for failover.

Interesting Fact

As a County, we backed up 872267.56 GB or 851.8237890625 TB of data in 2020. 1 TB of data is equivalent to about 18,750,000 typed pages. 851 TB would be about 15,956,250,000 typed pages.

2020 ADP Financial Report

Revenues (All Funds)		
	2019	2020
Bainbridge Township	\$ 75,552	\$ 33,530
Burton Village	2,183	874
Chester Township	32,357	14,712
City of Chardon & Chardon Muni Court	22,567	16,633
G.C. Common Pleas Court	343	0
G.C. Engineer's Office	274	274
G.C. Health District	19,046	19,684
G.C. Soil & Water Conservation	941	717
G.C. Transit Deptment	69	0
G.C. Job & Family Services	16,782	11,087
Geauga Park District	25,026	23,560
GTSWD	1,011	962
Hambden Township	0	5,931
Refunds & Reimbursements	28,962	48,755
Transfers In	55,300	126,300
Total Revenues:	\$ 280,412	\$ 303,021
Expenses (1001 & 1008)		
	2019	2020
Personnel Expenses:		
Salaries	\$ 601,052	\$ 659,713
Hospitalization	109,932	100,841
Medicare	8,533	9,389
PERS	85,974	85,868
Unemployment	0	0
Workers' Compensation	0	0
Total Personnel Expenses:	\$ 805,490	\$ 855,812
Non-personnel Expenses:		
Contract Services	\$ 490,733	\$ 587,664
Equipment	42,196	33,565
Materials and Supplies	4,898	1,273
Other	9,180	12,845
Training	12,377	4,045
Transfers Out	17,721	154,510
Utilities - Phone Service	118,533	152,777
Total Non-personnel Expenses:	\$ 695,638	\$ 946,679
Total General Fund Expenses:	\$ 1,501,128	\$ 1,802,491
Capital Expenditures (4010).***		
Annex Core Switch Replacement	\$ 36,615	\$ 0
Cisco Call Manager Upgrade	0	0
Courts Video Conferencing	0	0
Fiber Replacement - Server to Teclo Room	3,786	0
HP Blade Server Upgrades	22,961	0
Network Security Scanner	0	0
Replacement Network Switch	3,250	0
SIP Trunk	0	0
Switch at 470	0	0
Total Capital Expenditures:	\$ 66,611	\$ 0
Total Expenses:	\$ 1,567,739	\$ 1,802,491
Supported Units		
County	1485	1639 *
Servers/PCs/Printers/Phones		
Total Units Supported by ADP	2264	2417 **
** Includes units supported by ADP but owned by Geauga County subdivisions..		
Average Per Unit Cost for Support (Total Units)		
	\$ 663	\$ 746 **

*** Please note that all Capital Expenditures for 2020 were paid with federal Local Coronavirus Relief Funds if eligible. All non-eligible projects were delayed for benefit of the taxpayer