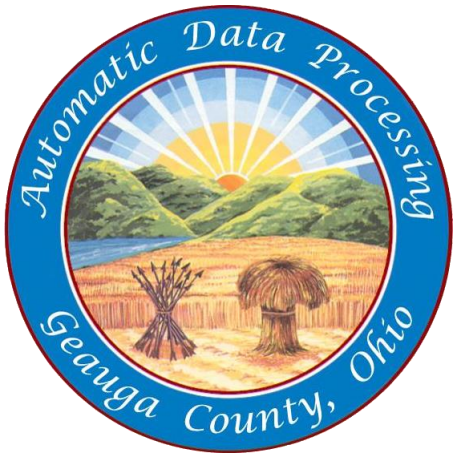
Geauga County ADP
2021 Annual Report



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Geauga County

Automatic Data Processing Board

Annual Report 2021

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.

Geauga County Automatic Data Processing Board
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To: Citizens of Geauga County
Geauga County ADP Board
Geauga County Board of Commissioners

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

Re: 2021 Annual Report per ORC 307.845

Date: March 22, 2022

Herein please find the Geauga County Automatic Data Processing (ADP) Board's 2021 Annual Report. 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 enhancing the County's cybersecurity to defend County offices and employee data. ADP has worked to increase awareness, training and defend Geauga County's government so it may continue operations and still serve the taxpayers.

ADP through its Geauga Connected initiative produced a new website for Bainbridge Township. Geauga Connected is a service that makes affordable manageable and feature-packed websites available to eligible political subdivisions. With Geauga Connected, ADP helps link local governments with their residents, keeping them connected and informed.

In August, ADP's Geauga Connected unveiled a new website for ADP. ADP's website has been modernized for an improved user interface to better serve its constituents. ADP can now showcase its services to provide advanced technological tools and support for the County.

In addition to the ADP website, ADP has seen a series of long-term initiatives come to fruition and continues in its endeavor for a wholesale revamping of Geauga County's internet presence. At the core of this initiative is to host these websites using a cloud-based server through an outside source to keep data private and safe across on-line infrastructure, platforms and applications.

Internal to the county, ADP's eSuite presence continues to grow, this 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 and giving the employee control of their personal information.

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 external and internal customers.

ADP Board – staff introduction

ADP Board

Timothy C. Lennon	Commissioner	Nora McGinnis	BOE Deputy Dir.
Sheila Bevington	Clerk of Courts	Michelle Lane	BOE Director
Joseph Cattell	Engineer	James Flaiz	Prosecutor
Scott A. Hildenbrand	Sheriff	Celesta Mullins	Recorder
Christopher Hitchcock	Treasurer		
Charles E. Walder	Auditor & ADP Chief Administrator		

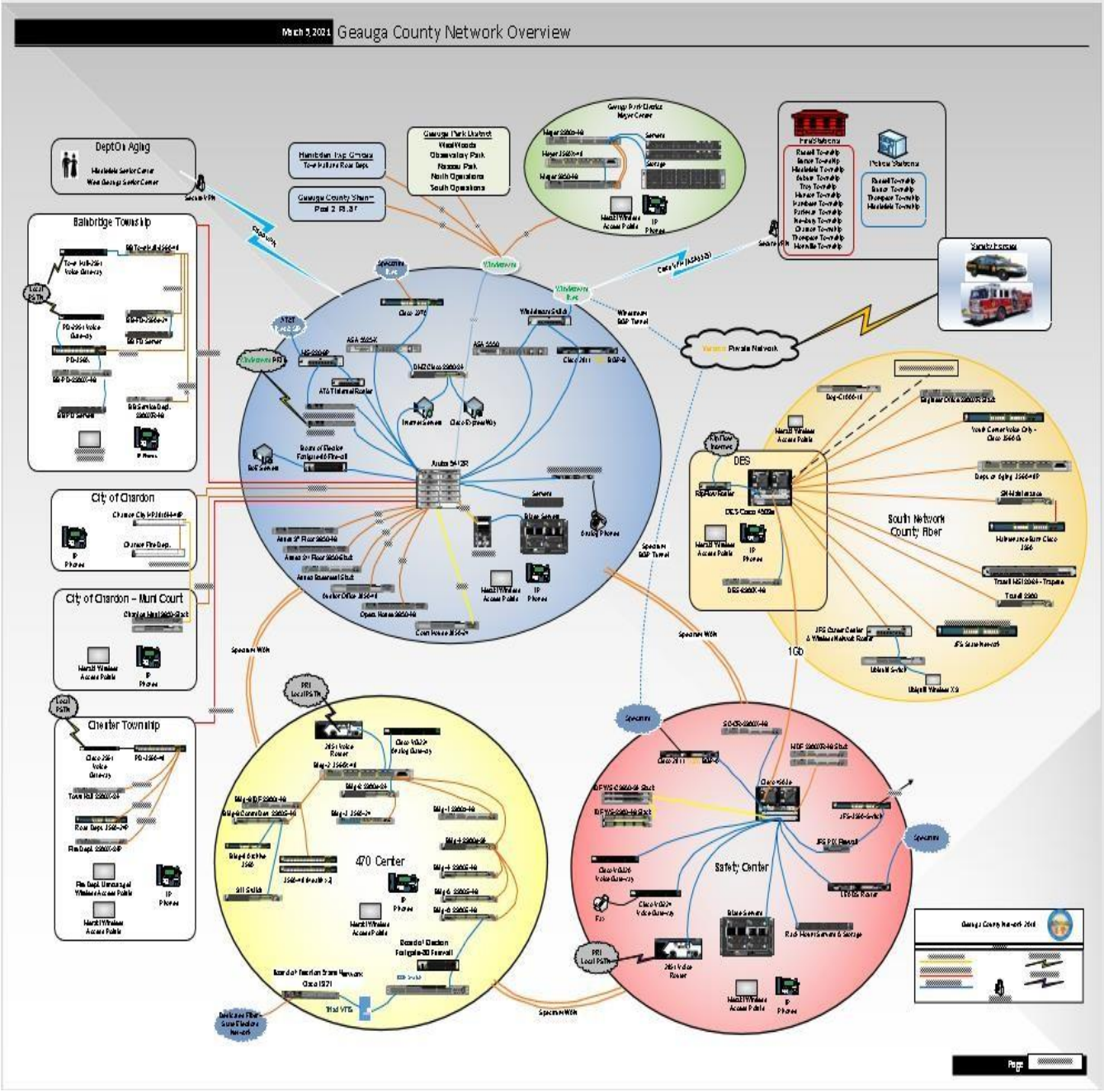
Systems | Networks | HelpDesk | Programming /Applications | Phones

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

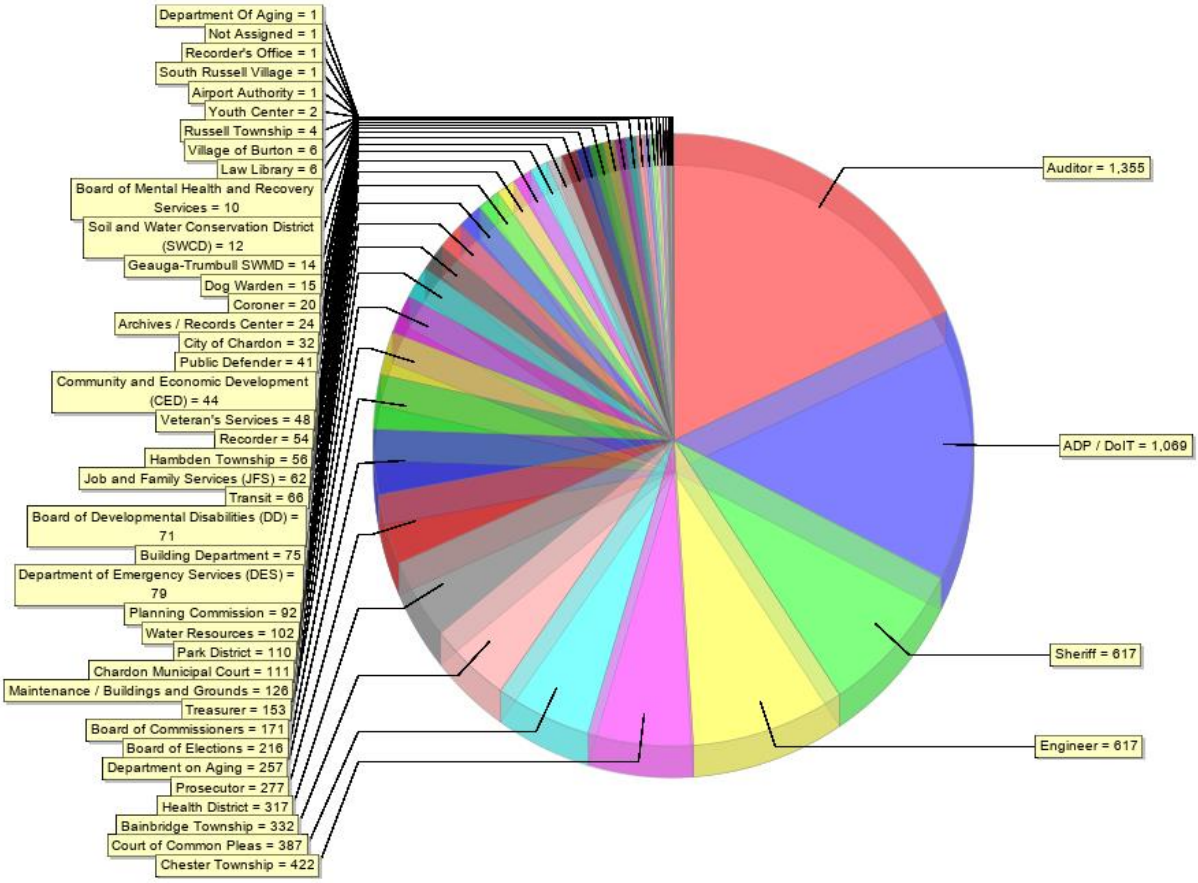
Allen Keener	Chief Technology Officer
Frank Antenucci	Chief Deputy Administrator
Robert Bushman	Workstation/Network Technician
Mike Adams	Senior Systems/Network Technician
Andy Haines	Network Administrator
Michael Tomc	Help Desk
Zach McLeod	Help Desk
Sandeep Solanki	Business Application and Data Analyst
Diana Sanko	WWW Development and User Training
Theresa Foltz	Senior Programmer
Lou Marion	Business Application and User Training
Jeff Maze	WWW Development/Project Management
Kettering Students	Various Students Throughout the Year

The 2021 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.



2021 Service Requests by Office/Department/Agency



2021 Geauga County Phone Usage

Department	Calls	Call %	Mins	Mins %
NO Dept - NOT	**4,644**	**1.13%**	**8,467.90**	**0.86%**
ADP	**8,637**	**2.10%**	**24,112.05**	**2.45%**
Archives	**1,025**	**0.25%**	**2,467.35**	**0.25%**
Auditor	**13,593**	**3.31%**	**30,781.85**	**3.13%**
Bainbridge	**15,739**	**3.84%**	**35,681.78**	**3.63%**
Bainbridge Fire	**1,519**	**0.37%**	**1,887.16**	**0.19%**
Bainbridge PD	**7,669**	**1.87%**	**8,608.98**	**0.87%**
Bainbridge Road	**405**	**0.10%**	**487.68**	**0.05%**
Bd. of Elections	**5,604**	**1.37%**	**9,644.52**	**0.98%**
Building Dept.	**3,622**	**0.88%**	**7,327.12**	**0.74%**
CASA	**3,147**	**0.77%**	**9,112.18**	**0.93%**
Chardon City	**21,573**	**5.26%**	**66,181.22**	**6.72%**
Chardon Dispatch	**1**	**0.00%**	**2.55**	**0.00%**
Chardon Fire	**181**	**0.04%**	**376.41**	**0.04%**
Chardon Muni Court	**21,879**	**5.33%**	**58,406.01**	**5.93%**
Chester Fire	**2,124**	**0.52%**	**4,895.73**	**0.50%**
CHESTER POLICE	**4,867**	**1.19%**	**11,687.61**	**1.19%**
CHESTER ROAD	**1,059**	**0.26%**	**2,764.50**	**0.28%**
CHESTER TOWN	**2,551**	**0.62%**	**6,237.17**	**0.63%**
Clerk of Courts	**6,763**	**1.65%**	**13,288.94**	**1.35%**
Commissioners	**5,118**	**1.25%**	**14,967.88**	**1.52%**
Common Pleas	**4,887**	**1.19%**	**11,879.62**	**1.21%**
Common Pleas	**4,639**	**1.13%**	**11,387.45**	**1.16%**
Common Pleas	**6,755**	**1.65%**	**17,406.01**	**1.77%**
Common	**4,882**	**1.19%**	**13,419.07**	**1.36%**
Community	**855**	**0.21%**	**3,987.36**	**0.41%**
Coroner	**1,677**	**0.41%**	**4,329.08**	**0.44%**
County Home	**4,388**	**1.07%**	**6,316.54**	**0.64%**
Court Technology	**2,187**	**0.53%**	**10,665.17**	**1.08%**
Dept. of Emergency	**703**	**0.17%**	**2,270.10**	**0.23%**
Dept. on Aging	**28,636**	**6.98%**	**78,131.54**	**7.94%**
Dog Warden	**1,620**	**0.39%**	**3,472.96**	**0.35%**
Engineers	**6,164**	**1.50%**	**11,644.27**	**1.18%**
Hambden Twp	**1,196**	**0.29%**	**4,914.12**	**0.50%**
Health Dept.	**17,359**	**4.23%**	**49,273.76**	**5.01%**
Job & Family	**34,480**	**8.40%**	**127,042.88**	**12.91%**
Jury Commission	**3**	**0.00%**	**2.39**	**0.00%**
Juv Probate	**5,105**	**1.24%**	**8,563.82**	**0.87%**
Juvenile Probate	**19,337**	**4.71%**	**43,179.28**	**4.39%**
Law Library	**108**	**0.03%**	**133.40**	**0.01%**
Maintenance	**6,274**	**1.53%**	**7,215.46**	**0.73%**
Maintenance -Fire	**2,761**	**0.67%**	**498.49**	**0.05%**
Map room	**431**	**0.11%**	**1,416.16**	**0.14%**
Muni Probation	**384**	**0.09%**	**474.95**	**0.05%**
Park District	**9,679**	**2.36%**	**24,244.28**	**2.46%**
Planning	**1,392**	**0.34%**	**5,204.37**	**0.53%**
Prosecutor	**9,949**	**2.42%**	**34,764.00**	**3.53%**
Public Defender	**9,447**	**2.30%**	**22,935.44**	**2.33%**
Recorder	**929**	**0.23%**	**1,929.76**	**0.20%**
Sheriff	**65,665**	**16.00%**	**111,444.53**	**11.32%**
Title Office	**4,245**	**1.03%**	**7,623.12**	**0.77%**
Transit	**8,628**	**2.10%**	**10,735.94**	**1.09%**
Treasurer	**3,614**	**0.88%**	**9,299.97**	**0.94%**
Veterans	**2,097**	**0.51%**	**5,567.78**	**0.57%**
Water Resources	**3,070**	**0.75%**	**6,323.44**	**0.64%**
Youth Center	**5,090**	**1.24%**	**9,116.65**	**0.93%**
Monthly Totals	**410,356**			

2021 Cybersecurity Initiative

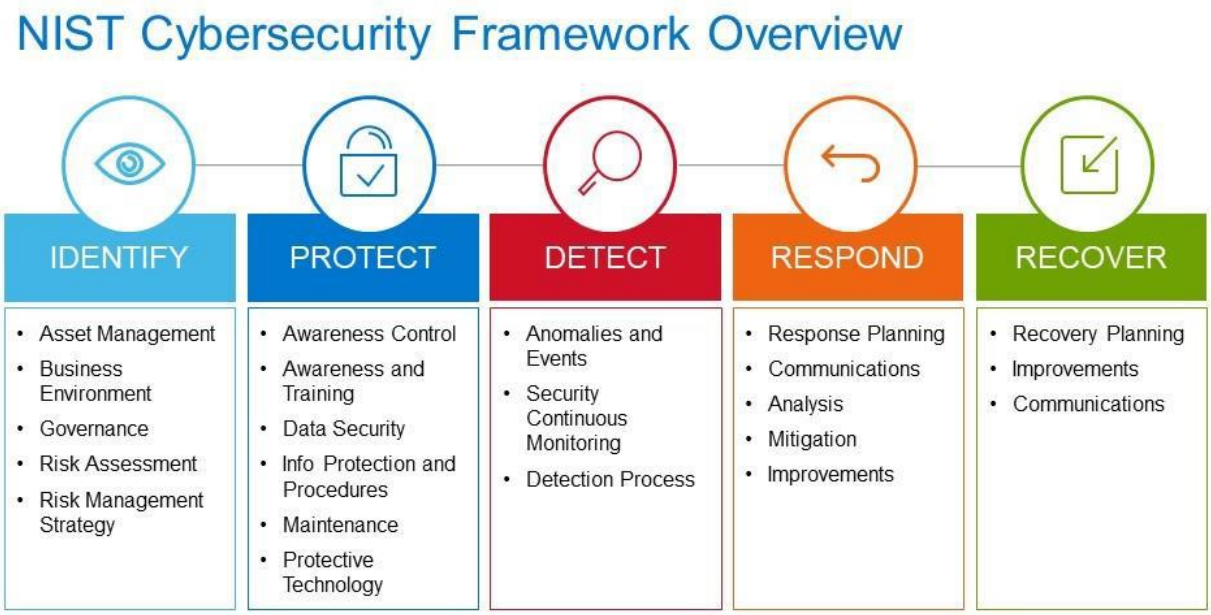
In 2021, DoIT focused on enhancing and augmenting our county-wide cyber security protocols, methods, and processes.

ADP Chief Administrator Walder has made cybersecurity the critical enhancement of ADP DoIT's mission to efficiently and effectively manage Geauga County's technology.

DoIT has advanced Mr. Walder's commitment to cybersecurity resilience by dedicating assets, creativity, and funding to an overall focus on awareness, training and development, and defensive hardening. This call for action focused on tackling the immediate threat of ransomware and on building a more creative and robust workforce and partner relationships.

DoIT has adopted the National Institute of Standards and Technology (NIST) Cybersecurity framework as the basis for DoIT's methodology.

NIST provides a Framework Overview for entities to follow. That framework is listed in the graph below.



2021 ADP Financial Report

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Revenues (All Funds)

	2020	2021
Bainbridge Township	$ 33,530	$ 28,287
Burton Village	874	629
Chester Township	14,712	15,968
City of Chardon & Chardon Muni Court	16,633	15,005
Hambden Township	5,931	3,144
G.C. Engineer's Office	274	0
G.C. Health District	19,684	27,322
G.C. Job & Family Services	11,087	9,691
G.C. Water Resources	0	3,791
G.C. Soil & Water Conservation	717	795
GTSWD	962	2,604
Geauga Park District	23,560	21,261
Refunds & Reimbursements	48,755	44,820
Transfers In	126,300	59,150
Total Revenues:	$ 303,021	$ 232,468

Expenses (1001 & 1008)

	2020	2021
Personnel Expenses:		
Salaries	$ 659,713	$ 701,923
Hospitalization	100,841	109,321
Medicare	9,389	9,985
PERS	85,868	91,320
Unemployment	0	0
Workers' Compensation	0	87
Total Personnel Expenses:	$ 855,812	$ 912,636
Non-personnel Expenses:		
Contract Services	$ 587,664	$ 610,377
Equipment	33,565	10,363
Materials and Supplies	1,273	2,117
Other	12,845	15,583
Training	4,045	15,629
Transfers Out	154,510	26,799
Utilities - Phone Service	152,777	106,533
Total Non-personnel Expenses:	$ 946,679	$ 787,402
Total General Fund Expenses:	$ 1,802,491	$ 1,700,037
Capital Expenditures (4010):***		
Switch Replacements	$ 0	$ 883
Licenses	0	42,091
Website Upgrades and Server Configuration	0	49,300
Systems and Server Security	0	33,154
File Storage and Hard Drives	0	24,773
Total Capital Expenditures:	$ 0	$ 150,201
Total Expenses:	$ 1,802,491	$ 1,850,238

Supported Units		
County Servers/PCs/Printers/Phones	1639	2085 *
* Does not include cell phones nor PDAs.		
Total Units Supported by ADP	2417	2819 **
** Includes units supported by ADP but owned by Geauga County subdivisions..		
Average Per Unit Cost for Support		
(Total Units)	$ 746	$ 603 **