



# ANITA LOPEZ LUCAS COUNTY AUDITOR

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## MEMORANDUM

TO: All Data Processing Board Members

FROM: Anita Lopez, Secretary of Board

DATE: March 4, 2013

SUBJECT: Data Processing Board Meeting

The Lucas County Data Processing Board Meeting will be held on **Thursday, March 7, 2013 at 11:00 a.m. in the Commissioners' Conference Room A, Suite 800 of Government Center.** Previous minutes, agendas and requests can be viewed online at <http://www.co.lucas.oh.us/index.aspx?nid=2253>.

### Agenda:

1. Approval of Minutes
2. Purchasing Requests
  - A. Children Services – Server
  - B. Auditor Real Estate - Services
3. Old Business
  - A. Tax Accounting Project
  - B. LCIS 2012 Annual Report Draft
4. New Business
  - A. Social Media
5. Executive Session
6. Adjournment



**Executive Director**  
 Dean M. Sparks

**Chairman**  
 Theresa Cluse-Tolar

**Vice Chairman**  
 Larry Sykes

**Secretary**  
 Patricia Etue Stephens

**Board Members**  
 Gordon Barry  
 Suzette Cowell  
 Bernard Culp  
 Nathanael Ford  
 Diana "Corky" Hymore  
 Johnetta McCollough  
 Jane Moore  
 James Ray  
 Lila Shousher  
 Eric Walker  
 Laura Wilson

Monday, March 4, 2013

Anita Lopez  
 Lucas County Data Processing Board

Dear Ms. Lopez:

Lucas County Children Services would like to request authorization to purchase the hardware described below at the March 2013 Lucas County Data Processing Board meeting.

Item/Description	Cost
Qty. 1 Dell PowerEdge R620 w/dual Xeon E5 2.9Ghz CPU, 16G ram, 6 200G SDD drives, RAID 10 Controller, DVD, and 3 year 7x24 HW.SW tech support.	\$13,993.45
<b>TOTAL</b>	<b>\$13,993.45</b>

**Dell PowerEdge R620 Rackmount Server**

The Dell PowerEdge R620 server is to replace a nine year old Dell PowerEdge 2850 that is no longer under support. The R620 will be used as our primary GroupWise email server.

The funds are included in our 2013 appropriations (Fund# 2050 2110 530100) and are part of the budget approved by our Board on December 12, 2012.

Thank you for your consideration.

Sincerely,

Eric Horn  
 Supervisor of Microcomputer Support Services



**DELL****QUOTATION****QUOTE #: 644572034****Customer #: 5867199****Contract #: WN23ACA****CustomerAgreement #: 0A1068****Quote Date: 2/8/13****Date: 2/8/13 3:23:47 PM****Customer Name: LUCAS COUNTY CHILD SERVICES**

<b>TOTAL QUOTE AMOUNT:</b>	<b>\$13,993.45</b>		
<b>Product Subtotal:</b>	<b>\$13,993.45</b>		
<b>Tax:</b>	<b>\$0.00</b>		
<b>Shipping &amp; Handling:</b>	<b>\$0.00</b>		
<b>Shipping Method:</b>	<b>Ground</b>	<b>Total Number of System Groups:</b>	<b>1</b>

<b>GROUP: 1</b>	<b>QUANTITY: 1</b>	<b>SYSTEM PRICE: \$13,993.45</b>	<b>GROUP TOTAL: \$13,993.45</b>
<b>Base Unit:</b>		<b>PowerEdge R620 (225-2108)</b>	
<b>TBU:</b>		<b>PowerEdge R620 Shipping - 4/8 Drive Chassis (331-4761)</b>	
<b>TBU:</b>		<b>iDRAC7 Enterprise (421-5339)</b>	
<b>TBU:</b>		<b>Broadcom 5720 QP 1Gb Network Daughter Card (430-4418)</b>	
<b>TBU:</b>		<b>Cable for Mini PERC Cards for Chassis with up to 8 Hard Drives (331-4823)</b>	
<b>TBU:</b>		<b>Chassis with up to 8 Hard Drives and 3 PCIe Slots (342-3666)</b>	
<b>TBU:</b>		<b>Bezel-4/8 Drive Chassis (318-1431)</b>	
<b>TBU:</b>		<b>Power Saving Dell Active Power Controller (330-5116)</b>	
<b>TBU:</b>		<b>RAID 10 for H710P/H710/H310 (4-10 HDDs in pairs) (331-4228)</b>	
<b>TBU:</b>		<b>PERC H710 Integrated RAID Controller, 512MB NV Cache (342-3529)</b>	
<b>TBU:</b>		<b>Intel Xeon E5-2667 2.90GHz, 15M Cache, 8.0GT/s QPI, Turbo, 6C, 130W, Max Mem 1600MHz (317-9599)</b>	
<b>TBU:</b>		<b>Heat Sink for PowerEdge R620 with 130W Processors or Greater (331-4763)</b>	
<b>TBU:</b>		<b>DIMM Blanks for Systems with 2 Processors (317-8688)</b>	
<b>TBU:</b>		<b>Intel Xeon E5-2667 2.90GHz, 15M Cache, 8.0GT/s QPI, Turbo, 6C, 130W (317-9613)</b>	
<b>TBU:</b>		<b>Heat Sink for PowerEdge R620 with 130W Processors or Greater (331-4763)</b>	
<b>TBU:</b>		<b>4GB RDIMM, 1333 MT/s, Low Volt, Dual Rank, x8 Data Width (317-5135) - Quantity 4</b>	
<b>TBU:</b>		<b>1333 MHz RDIMMs (331-4422)</b>	
<b>TBU:</b>		<b>Performance Optimized (331-4428)</b>	
<b>TBU:</b>		<b>200GB Solid State Drive SAS Value SLC 6Gbps 2.5in Hot-plug Drive (342-5620) - Quantity 6</b>	
<b>TBU:</b>		<b>Electronic System Documentation and OpenManage DVD Kit (331-4513)</b>	
<b>CD-ROM or DVD-ROM Drive:</b>		<b>DVD ROM, SATA, Internal (318-1390)</b>	
<b>CD-ROM or DVD-ROM Drive:</b>		<b>ReadyRails Sliding Rails With Cable Management Arm (331-4765)</b>	
<b>CD-ROM or DVD-ROM Drive:</b>		<b>Dual, Hot-plug, Redundant Power Supply (1+1), 750W (331-4605)</b>	
<b>CD-ROM or DVD-ROM Drive:</b>		<b>Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509) - Quantity 2</b>	
<b>CD-ROM or DVD-ROM Drive:</b>		<b>No Operating System (420-6320)</b>	
<b>CD-ROM or DVD-ROM Drive:</b>		<b>No Media Required (421-5736)</b>	
<b>Service:</b>		<b>Dell Hardware Limited Warranty Plus On Site Service Initial Year (936-1787)</b>	
<b>Service:</b>		<b>ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 2 Year Extended (936-9493)</b>	

Service:	ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (936-9503)
Service:	Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-4668)
Service:	Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-800-945-3355 (989-3439)
Service:	ProSupport: Next Business Day Onsite Service After Problem Diagnosis, Initial Year (989-5221)
Installation:	On-Site Installation Declined (900-9997)
Support:	Proactive Maintenance Service Declined (926-2979)

SALES REP:	Shannon McKinney	PHONE:	1(866) 537-0706
Email Address:	shannon_mckinney@dell.com	Phone Ext:	5139119

Please review this quote carefully. You may order online by signing into Premier at [www.premier.dell.com](http://www.premier.dell.com). Click on the eQuotes link. To order without Premier, go to [www.dell.com/qto](http://www.dell.com/qto).

If you do not have a separate agreement with Dell that applies to your order, please refer to [www.dell.com/terms](http://www.dell.com/terms) as follows:

If purchasing for your internal use, your order will be subject to *Dell's Terms and Conditions of Sale-Direct* including Dell's U.S. Return Policy, at [www.dell.com/returnpolicy#total](http://www.dell.com/returnpolicy#total). If purchasing for resale, your order will be subject to *Dell's Terms and Condition of Sale for Persons or Entities Purchasing to Resell*, and other terms of Dell's PartnerDirect program at [www.dell.com/partner](http://www.dell.com/partner). If your order includes services, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts) for service descriptions and terms.

Quote information is valid for U.S. customers and U.S. addresses only, and is subject to change. Sales tax on products shipped is based on "Ship To" address, and for downloads is based on "Bill To" address. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, with seller listed as *Dell Marketing L.P.*, to Dell's Tax Department at 800-433-9023. Please include your Customer Number.

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**Lucas County  
Information Services**

Cynthia Waldmannstetter,  
PMP  
Director

One Government Center  
Suite 400  
Toledo, OH 43604

419.213.4642 Voice  
419.213.4024 Fax

March 7, 2013

To: Lucas County Data Processing Board

From: Cynthia Waldmannstetter, Director  
On behalf of the Auditor Real Estate Division

Subject: Request to acquire professional services

Data Processing Board Members,

On behalf of the Auditor's Real Estate Division, I am requesting permission to acquire professional services with Patriot Properties for conversion of Lucas County's residential and commercial building sketches. These sketches are required for the new tax accounting system. Patriot Properties is the sole source provider for these conversion services as the data repository is in their proprietary format.

Total cost is not to exceed \$55,000. The attached proposal identifies the detail services to be provided for this conversion. Funds are available from the Real Estate Assessment fund 2030.

Respectfully submitted,

A handwritten signature in cursive script that reads "Cynthia Waldmannstetter".

Cynthia Waldmannstetter, Director  
Lucas County Information Services

CC: Anita Lopez, Lucas County Auditor  
Abby Arnold, Auditor Chief of Staff  
Peter Rancatore, Chief Deputy Auditor



**Patriot Properties, Inc.**

*Developer of AssessPro, a highly versatile and comprehensive, Computer Assisted Mass Appraisal (CAMA) application with the most powerful assessment tools available in today's market.*

DATE: FEBRUARY 26, 2013

330 Lynnway, Lynn, MA 01901  
Phone (800) 527-9991 Fax (781) 586-9667  
[ellisw@patriotproperties.com](mailto:ellisw@patriotproperties.com)

Expiration Date: APRIL 26, 2013

TO Cynthia Waldmannstetter  
Lucas County, OH  
(419) 213-4642  
[cwaldmannstetter@co.lucas.oh.us](mailto:cwaldmannstetter@co.lucas.oh.us)

**SketchPro Conversion**

Total Hrs.	DESCRIPTION	Rate Per Hr.	Amount
1	Receive a sample of FPLs (1000 or so)	\$150.00	\$150.00
3	Reprocess the sample of FPLS to the latest version of SketchPro	\$150.00	\$450.00
12	Run through the proprietary FPL to txt/xml program / plus use of program	\$150.00	\$1,800.00
1	Deliver converted files	\$150.00	\$150.00
14	Receive feedback and adjust the program as necessary	\$150.00	\$2,100.00
10	Re run through the proprietary FPL to txt/xml program / plus use of program	\$150.00	\$1,500.00
1	Deliver converted files	\$150.00	\$150.00
1	Receive the full file of 170,000 sketches	\$150.00	\$150.00
26	Reprocess 170,000 sketches to update FPL format to the latest version	\$150.00	\$3,800.00
57	Run through the proprietary FPL to txt/xml program	\$150.00	\$8,550.00
1	Deliver converted files	\$150.00	\$150.00
27	Receive feedback and adjust the program as necessary	\$150.00	\$4,050.00
26	Final Conversion. Reprocess 170,000 sketches to update FPL format to the latest version	\$150.00	\$3,800.00
57	Run through the proprietary FPL to txt/xml program / plus use of program	\$150.00	\$8,550.00
1	Deliver converted files	\$150.00	\$150.00
SUBTOTAL			\$35,500.00
USE OF CONVERSION PROGRAM			\$19,500.00
<b>TOTAL</b>			<b>\$55,000.00</b>

# *Patriot Properties, Inc.*

330 Lynnway, Lynn, MA 01901

## **Proposal**

**Lucas County OH**

February 26, 2013

### **Scope of the Project:**

Patriot Properties is proposing the following for converting the sketches of all improved properties.

#### **1. Conversion of the sketches to a text format:**

- A. Convert all of the existing sketches to a text based coordinate format utilizing a special Patriot created process.
- B. After the first pass of the database and review of a test sampling by Lucas, Lucas will present a list of any modifications or observed discrepancies between the original sketches and the converted sketches.
- C. Patriot Properties will then modify the conversion process based on the information presented after the first pass of the data and deliver the readable sketches to Lucas. It is expected that there will be some sketch errors that will not convert but this should not exceed 1% of the total.

**Fifty-five Thousand Dollars (\$55,000.00) in two Payments**

**Twenty-seven Thousand, Five Hundred Dollars (\$27,500.00) at execution**

**And**

**Twenty-seven Thousand, Five Hundred Dollars (\$27,500.00) at delivery of all the converted sketches**

In the event Lucas requests additional modifications and adjustments after the first two (2) passes, the cost for each additional data file pass and adjustment and resubmission of the sketch data to Lucas will be:

**Fourteen Thousand Dollars (\$14,000.00)**

Patriot Properties will complete the project within four (4) weeks of receipt of a readable file from Lucas.

**Submitted by:** Ellis Withington, CTO  
800-527-9991  
email: EllisW@patriotProperties.com

Accepted by:

Title:

Date:



**LUCAS COUNTY INFORMATION SERVICES  
2012 ANNUAL REPORT**

**Operations of Lucas County  
Automatic Data Processing Center**

***Draft***

Respectfully Submitted

Anita L. Lopez, Secretary  
Lucas County Automatic Data Processing Board

**Feb. 7, 2013**

**2012 ANNUAL REPORT  
OPERATIONS OF LUCAS COUNTY  
DATA PROCESSING CENTER**

**TO:** Automatic Data Processing Board,  
Lucas County Board of Commissioners

**FROM:** Anita L. Lopez, Secretary  
Lucas County Data Processing Board

**DATE:** April 1, 2013

In accordance with section 307.845 of the Ohio Revised Code this is a report of the operations of the Data Center (Lucas County Information Services) for the fiscal year 2012. LCIS is headed by a Director who reports to the Lucas County Auditor. LCIS personnel are segmented into logical functional work groups. The systems and development staff report to the application managers. The development staff consists of project managers, analysts and developers in the functional areas of Enterprise Resource Planning (ERP), tax accounting & collections, Geography Information Systems (GIS), and enterprise solutions via web technologies. The Infrastructure Manager oversees technology delivery. Technology delivery includes the client (PC) support, networks and the operations center. The Network Services Team Lead supervises network and client support personnel. Operations personnel report to the Operations Team Lead. The network services and operations team leads report to the Infrastructure Manager. The office manager and support staff completes administrative and help desk functions.

In 2012, the Lucas County Data Processing Center/Information Services provided services to the following entities:

Adult Probation	Job and Family Services
Appeals Court	Juvenile Court
Auditor's General Office	Lucas County Landbank
Auditor Real Estate	Lucas County Law Library
Auto Title	Mental Health & Recovery Services
Board of Commissioners	Municipal Courts (within Lucas County)
Board of Developmental Disabilities	Office of Management & Budget
Board of Elections	Probate Court
Board of Health	Prosecutor's Office
Building Regulations	Recorder's Office
Child Support Enforcement Agency	Records Center
Children Services Board	Risk Management
Clerk of Courts	Sanitary Engineer's Office
Common Pleas Court	Sheriff – Civil Branch
Coroner's Office	Sheriff's Office/Jail
Correctional Treatment Facility	Soil and Water Conservation
County Administration	Solid Waste Management
Court Services	Support Services
Domestic Relations Court	Treasurer's Office
Dog Warden	Vehicle Maintenance
Emergency Services	Veterans Services
Engineer's Office	Waste Water Treatment
Facilities Management	Work Release
Family Council	

## **DEPARTMENT OVERVIEW**

### **LCIS Core Belief**

Information technology enables local government to increase and improve levels of service to the taxpayer and the public in an effort to increase transparency and reduce the future escalation of delivery costs. In 2007 Lucas County Information Services adopted these core values as authored by the State of Ohio:

### **INTEGRITY**

Honor our Country, our State, our County and ourselves by adhering to the highest standards of moral and ethical conduct.

### **RESPECT**

Value the inherent dignity of each person. Value each employee's contribution to our overall mission. Treat coworkers, customers, and associates with courtesy, compassion, and fairness. Respect their human, civil and legal rights. Recognize that respect is earned.

### **STEWARDSHIP**

Realize we are entrusted to manage public funds and information responsibly for the benefit of the citizens in Lucas County. Promote fiscal responsibility on behalf of the best interest of the county.

### **INNOVATION**

Always look for new ways to do things better, based on business needs as opposed to proposing the change just to advance a technology agenda. Act as change agents, being proactive as opposed to reactive. Develop a plan of action and execute it. Change is part of the modern-day workplace: Be prepared to react quickly and adapt positively. Agility is key.

### **ACCOUNTABILITY**

Take responsibility for our actions, learn from our mistakes, and strive for results to improve the operations of county programs and activities. Be accountable to one another and leverage each others' success.

### **COLLABORATION**

Be team-focused, work together as colleagues within and across agencies as well as governments and other communities of interest for the greater good of the statewide enterprise and our customers. Maintain an open dialogue and support the open sharing of information. Appreciate that we are partners for progress in building Lucas County's future.

### **TRUST**

Build trust in dealing with professionals from other agencies and governments. Work toward achieving consensus. Be trustworthy, even as we trust others.

### **COURAGE**

Be resolute and confident in our actions, even in the face of uncertainty. Demonstrate leadership by taking reasonable risks that are intended to improve the services offered to Lucas County citizenship.

### **CUSTOMER-FOCUS**

Proactively meet the business needs and expectations of county employees, business partners and the citizens of Lucas County. Value each customer and strive to deliver world-class service. View technology as a tool for enabling the delivery of exceptional service through infrastructure and solutions.

### **QUALITY**

Strive for quality in the projects we undertake, the processes we manage, and the services we deliver. Meet the requirements of the job and the customer.

### **LEADERSHIP**

Be outstanding role models and actively mentor to build the next generation of leadership talent. Realize effective leadership is about the success of those on the team. Leadership is a privilege and a responsibility. Lead by example.

### **LCIS Vision Statement**

LCIS delivers “best in practice” information technologies, which forms a foundation for all Lucas County government agencies and services. This foundation supports, improves, and scales to meet the county’s business demands.

### **LCIS Mission Statement**

The mission of the Lucas County Information Services Department (LCIS) is to provide innovative and effective solutions to achieve the county’s service goals and objectives. **Our technology philosophy will assist our department to guide and implement systems in the future.** The goal of LCIS is to provide the highest quality of service in supporting the network infrastructure, client applications, client equipment and centralized computer systems. These goals will be accomplished through innovative technological leadership and the professionalism, knowledge and integrity of our staff.

### **Application Systems Group**

The Application Systems group is responsible for all major enterprise software design, configuration, and support on three (3) generations of development environments. Due to retirement of the HP3000 mainframe, this group’s primary focus is to secure Lucas County historical data from these older platforms, as well as mission critical county business enterprise applications into an environment that can be supported for years to come through web browser technologies.

### **Technology Infrastructure Group**

Infrastructure comprises data center operations, physical and logical networking, security, hardware systems design and configuration, and client PC specification and support. The infrastructure team also provides email support, end user data management via network drives, and managed Internet access. Technology research and development for our computer environment has become a major task for this department. The user community constantly expects more computing power and network speed to accomplish their daily tasks. Therefore, the coordinated strategies and tactics outlined are critical to ensure that systems can integrate effectively.

### **Capital Improvement Projects**

LCIS has managed many capital improvement projects in previous years. In 2012, LCIS began implementation of the Tax Accounting/CAMA replacement system purchased from Tyler Technologies. Go-live is tentatively set for October 2013. Total project cost estimates include software licenses, hardware, and implementation services. To date Lucas County has expended a little over \$1 million for this projected \$2.07 million effort.

## **2013 Budget Development**

In order to enable cost containment throughout Lucas County and its agencies, the county has placed an emphasis on information technology solutions delivered on an enterprise level. Successful implementations and systems integration have provided opportunities for the county to establish confidence with LCIS' abilities to deliver on their core strategies.

The LCIS senior staff continues to evaluate the financial resources needed. To accomplish this goal, several parameters must be established as the foundation of the budget planning process such as future expectations, and planning assumptions. The following outline presents the steps that LCIS senior management utilized in the development of our 2013 operating plan.

### **Operating Plan Approach**

- Focus is on cost containment and meeting budgetary requirements set by the Office of Management and Budget and County Administration.
- Concentration on key projects (tax accounting/CAMA replacement) and production support of mission critical systems.
- Focus on reducing server hardware needs and corresponding support contracts through virtualization and 3<sup>rd</sup> party support providers.
- Reduction of application support commitments through purchased solutions.
- Focus on an enterprise shared services model wherever possible.

## **Professional Designations and Certifications**

Lucas County Information Services (LCIS) believes that certifications and professional designations are important goals for our department and staff members. The training programs that prepare for the certification exams improve staff knowledge base, reduce dependency on consultants, and provide for individual growth. Education and training is a high priority for LCIS to ensure our department can support current and future systems and infrastructure for Lucas County government.

### **Departmental Certifications**

CompTIA A+ Authorized Service Center  
Computer Technology Industry Association (CompTIA)

### **Individual Certification and Designations**

Certified Computing Professional (CCP)  
Institute for Certification of Computing Professionals

Certified Novell Administrator (CNA)  
Novell Corporation

CompTIA Certified Computer Technician (A+)  
Computer Technology Industry Association (CompTIA)

CompTIA Certified Network Technician (Network+)  
Computer Technology Industry Association (CompTIA)

Microsoft Certified Database Administrator (MCDBA)  
Microsoft Corporation

Microsoft Certified Systems Engineer (MCSE)  
Microsoft Corporation

Microsoft Office Specialist (MOS) Certified Master  
Microsoft Corporation

Project Management Professional (PMP)  
Project Management Institute

Microsoft Certified Systems Administrator (MCSA)  
Microsoft Corporation

Cisco Certified Network Associate (CCNA)  
Cisco Corporation

Geographic Information System Professional (GISP)  
GIS Certification Institute

OnBase Certified System Administrator (OCSA)  
Hyland Software

## **ADMINISTRATIVE SERVICES DIVISION**

LCIS administrative/clerical staff are responsible for the day-to-day operations of the department. This includes payroll entry, purchase requisitions, vouchers, supplies, mail, telephone support, help desk functions and any additional requests by the department director. With the retirement of LCIS' Office Manager, Marianne Lutz, the emphasis for 2012 was securing a replacement for this critical position. Budget approval was granted in early December of 2011 and a job posting was created on the Lucas County website shortly after. A candidate was selected in early 2012 and approved by the Data Processing Board.

### **Key Projects and Accomplishments in 2012**

- Provide general administrative assistance for LCIS.
- Provide administrative support relating to Human Resources and Payroll.
- Coordinate and staff the LCIS Help Desk for logging work orders.
- Creation and maintenance of LCIS Help Desk web pages for end user support.
- Provide 1<sup>st</sup> tier support with PeopleSoft Financials and Microsoft Software through the Lucas County Help Desk.
- Coordination of the inventory and documentation for capital assets.
- Coordinate inter-departmental training for managers and supervisors on personnel topics related to supervisory responsibilities.
- Coordinate inter-departmental training for staff on the office policy and procedures as well as individual employee enhancement initiatives.
- Assist in the documentation and coordination of the tax accounting project.
- Continue to provide assistance to county departments for purchasing Microsoft Software through select agreements entered into by LCIS with vendors provided through an agreement between the State of Ohio and Microsoft to obtain lowest pricing tier.
- Coordination of equipment to be disposed of through Gov Deals.
- Provide administrative support to the Data Processing Board and the Imaging Advisory Group.
- Provide purchasing support for equipment needed for repairs through Track-It work order system.
- Review and update of Departmental Employee Policies and Procedures.
- Creation and Maintenance of electronic forms via Omniform and Adobe.
- Review and maintain all support/maintenance agreements managed by LCIS for enterprise equipment/software.
- Oversight, review and maintenance of departmental budget as approved for 2012.

### **Goals for 2013**

- Provide general administrative assistance for LCIS, including Human Resources and Payroll support.
- Review and administration of Collective Bargaining Unit Contract and Assist in Collective bargaining Unit negotiations.
- Coordinate and staff the LCIS Help Desk for logging work orders.
- Maintenance of LCIS Help Desk and LCIS departmental web pages.
- Provide 1<sup>st</sup> tier support with PeopleSoft Financials and Microsoft Software through the Lucas County Help Desk.
- Creation and implementation of LCIS Department Policies & Procedures.
- Coordination of the inventory and documentation for capital assets.
- Assist in the documentation and coordination of the tax accounting project.
- Continue to provide assistance to county departments for purchasing Microsoft Software through select agreements entered into by LCIS with vendors provided through an agreement between the State of Ohio and Microsoft to obtain lowest pricing tier.
- Creation and coordination of Departmental Policy for Disposal of obsolete equipment through Gov Deals.
- Provide administrative support to the Data Processing Board and the Imaging Advisory Group.

- Provide purchasing support for equipment needed for repairs through Track-It work order system.
- Review and update of Departmental Employee Policies and Procedures.
- Creation and Maintenance of electronic forms via Omniform and Adobe.
- Review and maintain all support/maintenance agreements managed by LCIS and Auditor's Real Estate for enterprise equipment/software.
- Coordinate inter-departmental training for managers and supervisors on personnel topics related to supervisory responsibilities.
- Coordinate inter-departmental training for staff on the office policy and procedures as well as individual employee enhancement initiatives.
- Oversight, review and maintenance of departmental budget as approved for 2013.

## **APPLICATION SYSTEMS GROUP**

The Application Systems group is responsible for all major enterprise software design, configuration, deployment, and support. System support is divided into four service groups. These system support groups include PeopleSoft ERP, tax accounting and collections, and enterprise solutions including eGovernment technology. In late 2012, this group also acquired technical support for the county's enterprise GIS system. A system administrator was hired in late November.

The application development and support staffs are responsible for:

- Maintenance and development of systems and programs used within Lucas County.
- Commercial software support and application consultancy at an enterprise level.

The Application Systems Group maintains roughly 2000 programs written in various languages, as well as support for several commercial software packages such as PeopleSoft Human Capital Management (HCM) and financials (SCM), Civic Plus Web Content Management, and OnBase for Enterprise Imaging. Total direct hours worked for the reporting period of January 1, 2012 – December 31, 2012 were in excess of **16,960** hours of effort as compared with **17,000** hours of effort in 2011. This group continues emphasis on the LCIS strategy and vision through enterprise solution deployment via commercial software implementation whenever possible.

### **ERP – PeopleSoft Team**

The PeopleSoft team is responsible for customer production support and the implementation of new modules, updates/upgrades, and change management of the ERP system which consists of both Human Capital Management (HCM) and Supply Chain Management (SCM).

Production support/help desk activities are a vital component to the support and proper utilization of the ERP system. Customer production support is provided to over 40 County agencies throughout Lucas County. The modules and support components consist of Human Resources, Benefits Administration, Payroll, Time & Labor, Self-Service, Security, General Ledger, Accounts Payable, Purchasing and Commitment Control.

The PeopleSoft ERP team responded to **1,601** HCM work orders during 2012 as well as **78** work orders relating to SCM.

### **Key Projects and Accomplishments in 2012**

- Consulted for JFS regarding the merger of CSEA and the Kronos time capture application.
- Support for Health benefits enrollment.
- Maintained 50 comp time plans.
- Maintained 199 sick, vacation, and personal time off plans.
- Completed support for the open enrollment for section 125 (Colonial) and United Way.
- Supported year-end tax requirements including W2's.
- Provided support for CAFR.

- Completed financials year-end and rollover of purchase orders.
- Completed 1099 year-end upgrade.
- Provided support for 2013 load of operating budget.
- Completed tax updates 12-A thru 12-F for HCM.

#### **Goals for 2013**

- Complete the bank conversion from PNC to Fifth Third Bank.
- Assist with the implementation of a scheduling system (Orion Software) for the Sheriff's department.
- Complete the Kronos implementation for CTF.
- Complete the retrofit of identified SQR reports for the expansion of the EMPLID field.
- Complete tax updates, regulatory updates, and maintenance packs for HCM and SCM.
- Continue to assist requesting agencies with the implementation of Kronos time capture.
- Continue production support to HR, payroll, benefits, and time and labor, self-service, security, and year-end processing as well as audit functions.
- Continue production support to accounts payable, general ledger, accounts payable, purchasing, commitment control, year-end processing, PO rollover, and audit functions.
- Continue to build knowledge for the support of the PeopleSoft SCM application.

#### **Tax Accounting Team**

The Tax team supports a diverse suite of application systems. These systems reside on three (3) generations of computing platforms and are written in a variety of programming languages. The specific systems that are supported include the real estate tax accounting system, mobile homes tax accounting system, and several legacy systems relating to tax distribution and collections mostly residing on the HP3000 platform. Several client server peripheral applications are also supported from this group mainly for interfacing with the tax accounting and collections legacy software.

#### **Key Projects and Accomplishments in 2012**

- Created test environment for new tax accounting system IASworld.
- Assisted in Fit/Gap analysis for new tax accounting system.
- Started process of converting all legacy data to IASworld application.
- Accomplished updating all values for tri-annual revaluation process.
- Completed update of home site and soil values for CAUV reval.
- Created numerous ad-hoc reports and resolved break fix issues for legacy tax system.
- Provide support for tax billing and collections cycles.

#### **Goals for 2013**

- Replacement/retirement of tax accounting/CAMA/AREIS applications using the iasWorld product from Tyler Technologies.
- Training and development of ad hoc reports using iasWorld and Oracle Reports.
- Become proficient with iasWorld software in support of go-live and on-going needs of the business.
- Provide support for remaining legacy applications within the Auditor's Real Estate division. Develop long term strategy for replacement including cost/benefit, work effort required, and support needs.

## **Enterprise Solutions Team**

This team is responsible for maintaining and updating the county web site, advising agencies on content, making recommendations for products or services, designing web pages and applications for public interaction, and providing web-related services to Lucas County agencies (i.e. photographing events, submitting information to be listed on search pages). It is also the primary group which designs custom-built applications for the web. This team is also responsible for all application and end user support of Lucas County's enterprise content management (ECM) system called OnBase from Hyland Software.

### **Key Projects and Accomplishments for 2012**

- Audited all county websites for policy compliance. Websites out of compliance were corrected making site changes as necessary.
- Implemented a Public Access Dog Owner inquiry, to allow persons finding lost dogs, to return them to their owners.
- Assisted Auditor's Office with the 2012 license season and deployed additional enhancements to the software. Began the 2013 season.
- Completed the integration between OnBase and PeopleSoft for the storage and retrieval of invoice documents. This included automatic lookup of voucher images directly from Peoplesoft.
- Expanded Onbase document retention to include Disbursements. Created app enabler support to allow direct retrieval of voucher hard copy images from Peoplesoft.
- Migrated CSEA from LCIS Onbase storage to JFS
- Provided extensive technical support to Dog Warden to assist the selection of shelter management software.
- Imported 300,000 Clerk of Court back file images scanned by outside vendor.
- Completed the conversion of OnBase DocPop users to AEViewer with AppEnabler. This allows for a smoother conversion of OnBase rel. 9 to 12.
- Plan the upgrade of Onbase to version 12, using internal resources only. Developed work plan with key users.
- Provide support to Peoplesoft ERP team for 2012 and 2013 financial year end.
- Completed 81 OnBase work orders, 94 website changes, 148 miscellaneous program changes and end user consultations.
- Provided ongoing knowledge transfer to the PeopleSoft ERP group for SCM transition.

### **Goals for 2013**

- Complete planning of OnBase 12 upgrade and complete the upgrade, scheduled for late 1<sup>st</sup> quarter 2013.
- Upgrade internal and external web servers to new servers and migrate all applications. The current servers are at end of life.
- On-going support of the 54 web-based applications.
- Continue to build bench strength by training backup analysts to support mission critical application.

## **Geographic Information Systems**

A system administrator was added to the LCIS applications staff in November of 2012 to provide technical assistance to the Real Estate Division for Lucas County's enterprise GIS. The GIS system is an integral part of AREIS online(Auditor Real Estate Information System), as well as providing vital information to emergency responders and the Lucas County's Engineering staff. This position is funded through the Real Estate Assessment fund. The focus and intent is to ensure long term support for the environment which includes software and hardware upgrades as needed to maintain the health of the system.

## **Goals for 2013**

- All Real Estate users connected to iLookabout application
- Upgrade ArcSDE and the Taxmap department desktop users from 9.1 to 10.1
- Upgrade ArcServer from 10.0 to 10.1
- Create GIS services on the ArcServer so that parcels, streets, and other GIS layers can be viewed in Tyler's iasWorld.
- Create new updated MaPrint application.
- Create new CAUV application that will ideally integrate with Tyler system.
- Connect all GIS applications to GIS data services so they will update on a daily basis rather than using static GIS layers—this will replace Scott's daily GIS data conversion process.
- Get FTP site up and running—downloadable GIS shapefiles—this is to replace one part of the DVD

## **TECHNOLOGY INFRASTRUCTURE**

The Infrastructure Group's daily focus is enterprise infrastructure, end user hardware, and end user data storage. Ensuring each agency has continuous access to their data, access to appropriately shared data, and the Internet is the foundation for all County business. Continuous business critical access is made possible by deploying secured networks, managing secured data repositories, and ensuring data redundancy/recoverability. Risk and complexity are managed by adopting and implementing security, networks, servers, storage, and PCs designed to industry standards. In 2012 this group was responsible for the completion of over 3,100 work requests and the following mission critical infrastructure:

- HP3000 Mid-frame
- Eight (8) Intel Novell Print and file Servers
- Ten (10) Windows Domain controllers
- Five (5) Suse Linux Enterprise Servers
- Eighteen (18) Novell GroupWise mail and post office servers
- Seventy-seven (77) Microsoft Windows Servers
- Twenty-Five (25) VMWare Virtual Servers
- Six (6) VMWare Host servers
- One Hundred sixty (160) Cisco Network Devices
- Two thousand five hundred (2500) end-user desktop pc's – hardware, OS, and security

The Technology Infrastructure group is subdivided into two service teams - the Networking group and the Operations group. The normal hours of operation are 6:00 AM to 6:00 PM Monday through Friday. Work outside of normal business hours is common and performed to ensure systems and data are available for all 44 agencies during normal business hours.

### **2012 Key Accomplishments – Networking Team**

- Filled the vacant Network Technician position.
- Awarded WAN Services contract via the Invitation to Bid process.
- Designed and assisted Jobs and Family Services with migration from expensive T1 connections to existing Lucas County and leased fiber optics allowing them continuity between their 3210 Monroe Location (JFS) and their offices at 701 Adams (CSEA).
- Reengineered Telecommunications' building interconnections and developed an implementation plan to leverage existing fiber and reduce dependency on leased T1 circuits for recurring savings. The Telecommunications department completed this in 2012.
- Replaced Websense server hardware and performed a major version upgrade.
- Implemented Websense Remote Filtering.
- Replaced the DMZ DNS server with a Virtual Server – retiring a 14 year old hardware.
- Converted the CiscoWorks server to a virtual server – retiring an 11 year-old hardware.

- Replaced the LCIS and Treasurer AXIS Camera servers with a single server.
- Replaced the Court of Appeals Network file and email server including a major Operating system upgrade.
- Added redundancy and expanded network capacity at Common Pleas by reengineering the core network design and adding four additional network switches.
- Replacement of the Correctional Treatment Facility's Learning Lab Server.
- Began migration of our two primary Active Directory servers to new Virtual Servers.
- Migration to use new DHCP and DNS servers for added redundancy and to further remove reliance on our legacy TCP/IP network.
- Major version upgrade for the LCIS network and server monitoring software.
- Completed implementation of the Lucas County Facilities' Building Controls Network.
- Joined the Lucas County Engineer's new Campus to the Lucas County data network.
- Deployed Wireless networking in the Lucas County Dog Warden building.
- Completed the migration to the most recent version of antivirus, retiring a legacy Antivirus server.
- Configured and setup networking services for the Board of Elections Early Voting Center.
- Began configuration of a new file and email server for the Workforce Development Agency.
- Began deployment of 13 Desktop PCs and 1 notebook computer for the Workforce Development Agency.
- Began research for Chameleon software configuration for the Dog Warden.
- Began development for deployment of 5 Notebook PCs for mobile use within the Dog Warden's vehicles.
- Began exploration for VDI (Virtual Desktop Infrastructure) to mitigate PC and support costs.
- Began redesign of the Juvenile Court IP Scheme and VLAN structure
- Began to explore alternatives to leased WAN connections for ongoing savings.
- Replaced 46 PCs outside of the County PC Acquisition planned installations.
- Replaced 71 PCs planned with PC Acquisition with many underway through the beginning of 2013.
- Processed 16 Public Information Requests for a total of 55 hours.

#### **2012 Key Accomplishments – Data Center Team**

- Filled vacant Operations Analyst position.
- Provided operational support for PeopleSoft, Auditor Tax Accounting, Courts, OnBase document imaging, and the Lucas County Recorder.
- Fully supported two data operations centers located at Government Center and 1301 Monroe Street (The Source).
- Started to process hardware to the 1301 data center, making that environment our primary computer room.
- Created a virtualized server environment, consisting of 6 virtual VMWare hosts.
- Collaborated with the upgrade of the Lucas County Auditors Tax Accounting System from the HP3000 hardware platform to a new windows virtual server environment.
- Provided hardware support for over 50 Intel servers, 3 HP3000 servers, 6 Equallogic iSCSI SAN disk arrays, 6 VMWare hosts, 30 virtual server environments.
- Monitored regularly scheduled data backup and recovery activities.

#### **2013 Goals – Networking Team**

- Upgrade and replacement of the Blackberry enterprise server.
- Replace 140 PCs under PC acquisition program.
- Planning for Lucas County network upgrade.
- Deployment of Cisco AnyConnect VPN.
- Research mobile computing and cloud solutions with anticipated pilot in 2013.
- Replacement of the Board of Elections file and email server.
- Complete the Dog Warden's Chameleon CMS implementation.

- Complete the migration of the Workforce development server to new hardware.
- Complete migration to the redesigned IP Schemes for the Juvenile Court.
- Continue migration from the legacy IP network.
  - Migrate all printers away from the legacy network
- Continue exploration of VDI as a desktop replacement solution.
- Continue research to alternatives to contracted WAN services.
- Address the Sheriff's Substation PC and computing environment needs.
- Optimize switching, security and VLAN Security
- Merge the Sanitary Engineer's server into the Lucas County Tree.

#### **2013 Goals – Data Center Team**

- Assist with upgrading Enterprise Onbase environment.
  - Upgrade will consist of converting physical server environment to a virtual server environment.
  - Upgrade Onbase software from v9.x to v12.x
- Upgrade Enterprise backup software and hardware (Tivoli).
- Continue providing assistance upgrading the Lucas County Auditors Tax Accounting System to the new Tyler iasWorld software
- Continue providing operational support for PeopleSoft, Auditor Tax Accounting, Courts, OnBase document imaging, and the Lucas County Recorder.
- Continue education of the operations staff to ensure Lucas County is provided exceptional service.

**Lucas County Information Services  
Members of Lucas County Automatic Data Processing Board  
Conclusion of 2012**

Ms. Anita Lopez	Auditor, Secretary/Chairman
Mr. Pete Gerken	County Commissioners
Mr. Wade Kapszukiewicz	Treasurer
Judge Gene Zmuda	Common Pleas Court
Mr. Bernie Quilter	Clerk of Courts
Ms. Jeanine Perry	Recorder
Ms. Meaghan Gallagher	Board of Elections, Director
Mr. Dan DeAngelis	Board of Elections, Deputy Director
Judge David Lewandowski	Domestic Relations Court

## Lucas County Information Services

Division Staff (As of 12/31/2012)

### Management Staff

Cynthia Waldmannstetter	Director
Jason Gears	Infrastructure Manager
Karen Schnitkey	Office Manager
Ron Heindl	Applications Systems Manager – PeopleSoft ERP
George Webb	Applications Systems Manager – Enterprise Solutions
James Lagger	Applications Systems Manager –Tax Acctg & Collections

### Applications Staff

James Volschow	Sr. Application Systems Analyst – PeopleSoft ERP
Karen Peck	Application Systems Analyst – PeopleSoft ERP
Scott Geffe	Application Systems Analyst – Tax Acctg & Collections
Shawn Russell	Application Systems Analyst – Enterprise Solutions
Joseph Zalewski	Business Systems Analyst – Enterprise Solutions
Michelle Weiss	Application Systems Analyst – Tax Acctg & PeopleSoft ERP
Gianni Carrero	Application Systems Analyst – Enterprise Solutions
Karen Ramsey	Business Systems Analyst – Enterprise Solutions
Sandra Lewandowski	Application Systems Analyst – Document Imaging
Scott Yoder	GIS System Administrator/Team Lead

### Operations Staff

Chris Zimo	Computer Operations Team Lead
Gary Garbers	Database Administrator I
Alan Mason	Computer Operations Analyst II
Michael Swaile	Computer Operations Analyst II

### Network/Client Support Staff

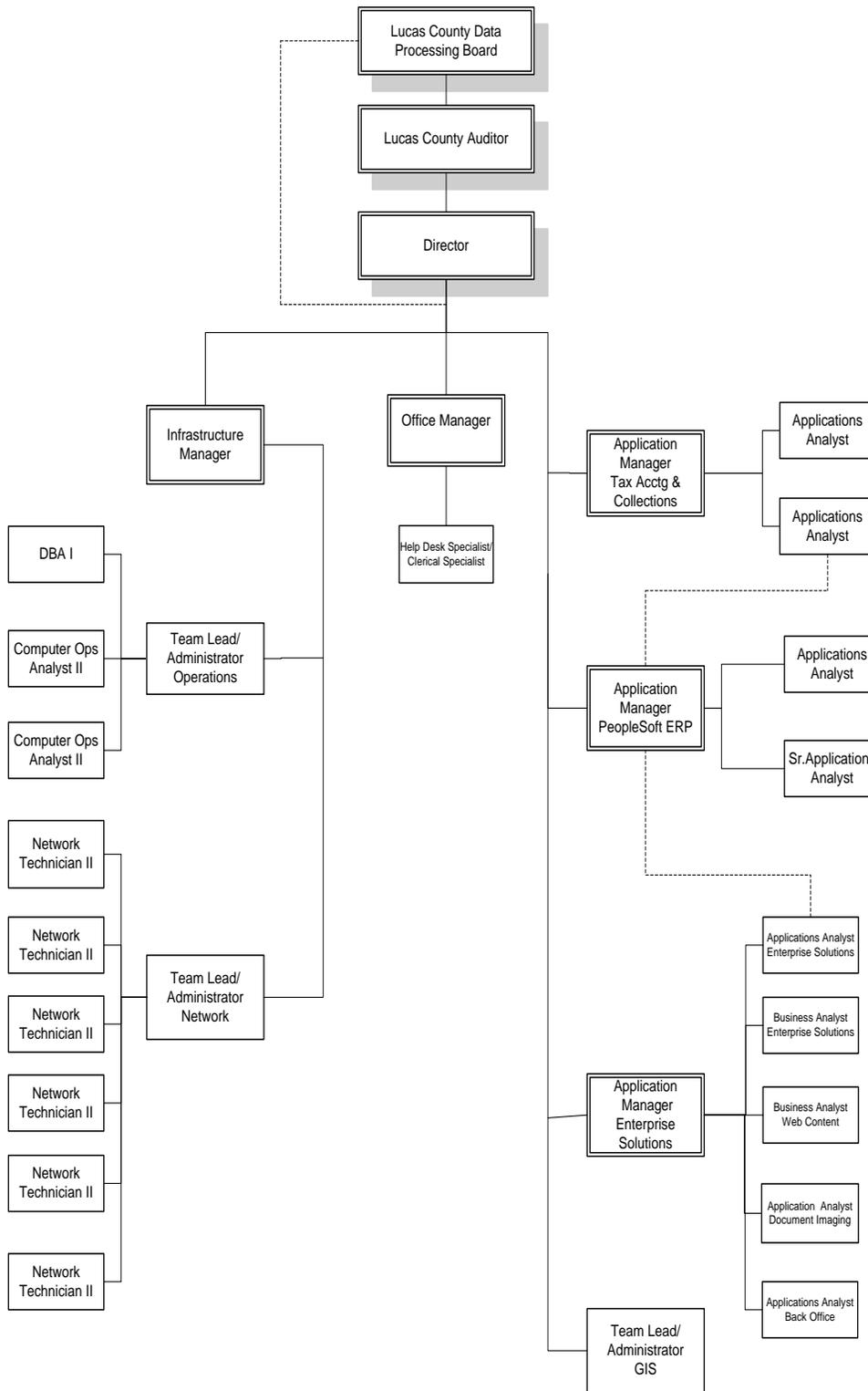
Michael Butler	Network Services Team Lead
Tony Bundy	Network Services Technician II
Jeremy Burnat	Network Services Technician II
Don Winkelman	Network Services Technician II
Ruby Nolen	Network Services Technician II
Chris Veitch	Network Services Technician II
Cherie Muetze	Network Services Technician II

### Support Staff

Tina Kirk	Administrative Clerk
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# Lucas County Information Services

## Organizational Chart – As of 12/31/2012



**Lucas County Information Services**  
Operational Budget – Appropriated

	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Salaries	\$1,719,120	\$1,716,098	\$1,691,915	\$1,485,045	\$1,419,451
Opers	\$240,677	\$240,254	\$236,868	\$208,187	\$196,909
Fica	\$24,927	\$23,113	\$22,791	\$21,562	\$18,594
Wkrs Comp	\$31,288	\$2,317	\$11,463	\$16,465	
Health Ins.	\$323,133	\$323,244	\$321,481	\$271,191	
Allowances				\$230	\$2,970
Contract Svs.	\$734,179	\$712,378	\$656,420	\$619,000	\$530,551
Contract Rprs.	\$204,724	\$188,437	\$47,431	\$45,000	\$93,739
Professional Svs.					\$415.55
Supplies	\$35,800	\$30,000	\$27,000	\$10,000	\$8,500
Postage	\$100	\$150	\$100	\$100	\$100
Gasoline		\$240	\$1,100	\$300	\$200
Copying chgs.	\$100	\$100	\$100	\$50	\$50
Telecom	\$40,000	\$37,000	\$37,000	\$26,000	\$28,000
Training	\$80,000	\$50,000	\$11,000	\$8,000	\$10,000
Miscellaneous	\$21,000	\$20,000	\$8,510	\$7,170	\$3,686.28
Equipment	\$361,480	\$196,780	\$83,000	\$85,000	\$75,000
<b>Total</b>	<b>\$3,816,529</b>	<b>\$3,540,112</b>	<b>\$3,156,179</b>	<b>\$2,803,300</b>	<b>\$2,388,594</b>

Note: All appropriations listed above have been reconciled to PeopleSoft Financials.

**Lucas County Information Services**  
Operational Expenses

	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Salaries	\$1,709,834	\$1,662,814	\$1,559,256	\$1,333,112	\$1,346,166
Opers	\$236,960	\$232,785	\$218,033	\$185,073	\$186,781
Fica	\$22,674	\$22,049	\$20,591	\$17,483	\$17,483
Wkrs Comp	\$22,255	\$2,218	\$11,463	\$16,465	
Health Ins.	\$302,603	\$301,395	\$274,633	\$245,410	
Allowances				\$180	\$2,970
Contract Svs.	\$616,596	\$783,357	\$551,657	\$636,347	\$501,228
Contract Rprs.	\$167,068	\$198,333	\$41,829	\$34,054	\$85,672
Professional Svs					\$415
Supplies	\$17,352	\$20,254	\$11,274	\$5,396	\$8,099
Postage	\$36	\$9	\$9	\$13	\$15
Gasoline		\$36	\$96	\$260	\$0
Advertising & Prt					\$428
Copying chgs.		\$0	\$0	\$0	\$0
Telecom	\$24,380	\$20,443	\$19,379	\$24,435	\$22,575
Training	\$25,468	\$5,515	\$2,196	\$7,317	\$6,065
Miscellaneous	\$13,276	\$9,234	\$4,095	\$6,742	\$180
Equipment	\$140,691	\$330,956	\$59,246	\$79,313	\$54,579
<b>Total</b>	<b>\$3,299,192</b>	<b>\$3,589,398</b>	<b>\$2,773,757</b>	<b>\$2,591,600</b>	<b>\$2,232,656</b>