



# ANITA LOPEZ LUCAS COUNTY AUDITOR

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## MEMORANDUM

TO: All Data Processing Board Members  
FROM: Anita Lopez, Secretary of Board  
DATE: March 6, 2014  
SUBJECT: Data Processing Board Meeting

The Lucas County Data Processing Board Meeting will be held on **Thursday, March 6, 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. Treasurer – Unisys Application, Archive Upgrade
  - B. Board of Elections – Copier
  - C. Auditor - PCs
3. Old Business
  - A. Tax Accounting Project
  - B. XP Computer Replacement Project
  - C. Email Review - Hold
  - D. Lucas County Web Site Review - Hold
  - E. Desktop Printer Consolidation - Hold
  - F. Centralizing County Software - Hold
4. New Business
  - A. LCIS Annual Report Draft
5. Executive Session

**LUCAS COUNTY DATA PROCESSING BOARD  
MEETING MINUTES**

Thursday February 6, 2014

**Voting Members Present:**

Cindy Waldmannstetter, Auditor's Rep.  
Dan DeAngelis, Board of Elections  
Phil Copeland, Recorder  
Don Colby, Common Pleas Court Rep.  
Sharon Haupricht, Domestic Relations Court Rep.  
Lila Shousher, Treasurer's Rep.  
Adam Hansen, Clerk of Courts Rep.  
Meghan Gallagher, Board of Elections  
Pete Gerken, Commissioner

**Attendees:**

Mark Austin, Treasurer's Office  
Ron Heinold, LCIS  
George Webb, LCIS  
Derek Steck, Auditor's Office  
Jessica Ford, Recorder's Office  
Brittany Ford, Commissioner's Rep.  
Kelleigh Decker, OMB

**Recording Secretary:**

Karen Schnitkey

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- Cindy Waldmannstetter called the meeting to order.
- Motion to approve the minutes of the January 13, 2014 meeting made by Pete Gerken, seconded by Lila Shousher; motion carried.

**Purchasing Requests**

No purchasing requests

**Old Business**

Tax Accounting Project

Cindy Waldmannstetter reported that the tax component is moving along.

XP Computer Replacement Project

George Webb reported that 688 computers have been identified with a need to be replaced. 520 computers have had funding identified. No action has been taken on the other 120 computers by agencies. George has been in contact with all agencies except BOE. Some computers and software have been purchased, some have not. George is working on a plan to address keeping the current XP computers operational after April 8<sup>th</sup> with a suggestion to sever XP computers from the internet. Specific internet sites could be identified and allowed for certain users with a need to access sites such as news organizations and Norris. Issues presented include licensing ownership and installation, LCIS is not installing software without proof of license purchase. Raising the urgency of the issue to agencies also remains an issue.

Commissioner Gerken suggested that all purchases for new PC's be processed by LCIS to help facilitate the process. Commissioner Gerken also suggested that a weekly meeting be held with agency designees and George Webb to review the progress being made on the PC replacement project. The following agencies agreed to have a member attend the weekly meetings: Auditor, Commissioner, BOE, Treasurer, Common Pleas Court, Recorder, Clerk of Courts, and Domestic Relations Court.

Lucas County Spending Website

No new updates at this time.

Email Review

Request for review of a new email system will be held until April, after the PC replacement project is completed.

Lucas County Web Site Review

Request for review of a new county web site will be held until April, after the PC replacement project is completed.

New Business

Commissioners Desktop Printer Consolidation will be held until April, after the PC replacement project is completed.

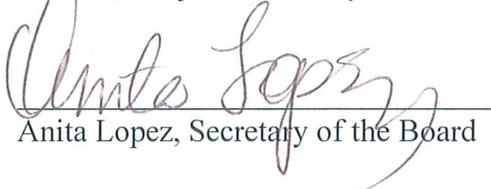
Centralizing County Software will be held until April, after the PC replacement project is completed.

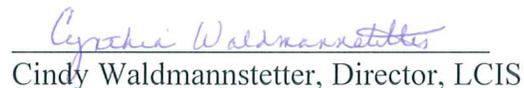
Executive Session

Commissioner Gerken made a motion to enter into Executive Session for the purpose of discussing personnel issues, seconded by Phil Copeland. Yea – Waldmannstetter, Haupricht, Colby, Copeland, Gerken, Shousher, Hansen, Gallagher, DeAngelis.

Commissioner Gerken made a motion to exit from executive session, seconded by Phil Copeland. No were no actionable items during deliberation in executive session.

Motion, to adjourn made by Don Colby, seconded by Phil Copeland; motion carried.

  
Anita Lopez, Secretary of the Board

  
Cindy Waldmannstetter, Director, LCIS

KAS



# Wade Kapszukiewicz

## Lucas County Treasurer

One Government Center • Suite 500 • Toledo, Ohio 43604-2253  
[www.co.lucas.oh.us/treasurer](http://www.co.lucas.oh.us/treasurer)

February 26, 2014

Anita Lopez, Auditor  
Data Processing Board  
One Government Center  
Toledo, OH 43604

Dear Ms. Lopez:

Attached you will find information regarding our request to purchase Unisys Remittance and Lockbox Application and Archive Upgrade along with Work Source Migration to Windows 7 and Service upgrade.

This upgrade is due to the discontinuation of Microsoft support for XP system. In order to ensure the integrity of the County's Treasury Management system these changes need to be made by April 8, 2014.

The total cost for the above equipment will not exceed \$107,850.00 which will be paid from the County's Capital Appropriations fund.

Respectfully,

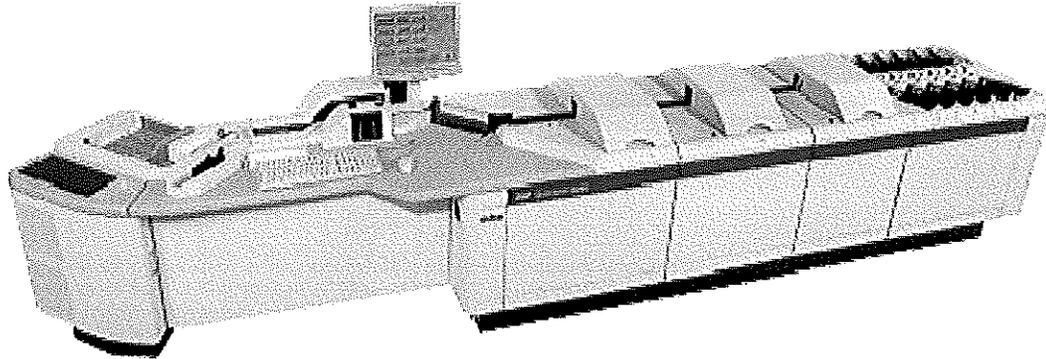
Lila Shousher  
Director of Financial Affairs  
Lucas County Treasurer's Office

# **Lucas County Treasurer**

## **STATEMENT OF WORK**

**For**

**REMITTANCE & LOCKBOX APPLICATION AND  
ARCHIVE UPGRADE AND R & L 4.2.7 WORKSOURCE  
MIGRATION TO WINDOWS 7 AND SERVER 2008 R2**



**February 21, 2014**

UNISys

Statement of Work –  
Products to implemented: Quantum Series w/R & L 4.2.7  
Client Name: Lucas County

Contract Number

533457-3-4

Unisys Corporation (Unisys) presents this proposed SOW to you in confidence to solicit an offer from you to Unisys to buy the services described in this SOW. This SOW is not a contract or an offer to contract. By your receipt of this SOW, you are not obligated to make an offer to Unisys to buy any services. Unisys may accept any offer you choose to make. Only a written offer accepted by a Unisys Contract Manager will create any Unisys obligations arising from, or related to, this SOW or any service described in this SOW.

NO WARRANTIES OF ANY NATURE ARE EXTENDED BY THE DOCUMENT. Any product and related materials disclosed herein are only furnished pursuant and subject to the terms and conditions of the of the Unisys State Term Schedule, contract #533457-3-4 (the “STS”) following mutual agreement to this Statement of Work and Unisys acceptance of Client’s order for the services described herein.

The only warranties made by Unisys, if any, with respect to the services described in this document are set forth in the above-referenced agreement. Unisys cannot accept any financial or other responsibility that may be the result of your use of the information in this document or software material, including damages of any kind.

This proposed Statement of Work by Unisys Corporation shall be subject to the terms and conditions of the Order in which this SOW is a part, which Order shall be subject to the STS Agreement number 533457-3-4 between the State of Ohio and Unisys Corporation.

Unisys is a registered trademark of Unisys Corporation

## Statement of Work

### Lucas County Windows 7 Upgrade

#### Overview

Based on requirements provided to Unisys by the Lucas County or “Client”), Unisys Corporation (“Unisys”) will provide Technical Services to Lucas County to Upgrade Client’s current Remittance and Lockbox application software and Extracts using the new R&L 4.2.7 level of remittance and lockbox software.

Unisys will assist the Client in setting up their current production software on a Windows 2008 R2 R & L and Archive Production Application/SQL servers, and will assist with the implementation of Windows 7 on the Client’s workstations and reload the application software back out to these workstations.

Unisys will also upgrade the Client’s Softcar Diamond applications on the Car Manager PC.

The upgrade/extract and installation will take place for five (5) worksources:

1. Customization of Lucas County Treasurer’s five (5) existing R&L 4.0 Worksources in R&L 4.0 Release to provide for Windows 7 Operations with Windows Server 2008 R2 and 2008 SQL R2 and existing Image Cash Letter functionality. Customizations will be performed to support generation of the X9.37 format Electronic Cash Letter as it is today.
2. Customizations to provide for an endorsement on the back of the checks for the Lucas County Treasurer Worksources.

Additional task consist of:

- Current server installation of R&L 4.2.7 on the clients new Windows 2008 R2 Servers platform with Windows 2008 SQL R2.
- Upgrade CAR Manager and Reco on CAR PC (physical PC) using Soft Car version 3.2.2
- Install ICR on the Client’s CAR Manager PC
- Move Client’s Reformat programs over to R&L 4.2.7 on the Windows 2008 R2 Virtual application server

### Reformats

- Install Archive Release 5.0 version on the new archive server using Windows 2008 R2
- Migrate the existing Archive SQL database to the Release 5 format.

Unisys will install Client's custom reformat modifications and worksources described above, and perform testing using a Client supplied test batch at the Unisys lab. Unisys will install these 5 worksources and Remittance & Lockbox version 4.2.7 running on Windows 2003 on the new production platform system utilizing Windows 2008 Virtual Servers at the Client's site. Unisys will provide the Project Management services for the services described above.

After testing at Unisys Lab, Unisys will provide up to a total of seven (7) consecutive days of on-site services in support of the On-Site Installation tasks described herein, during which Unisys will also provide over-the shoulder instruction on the new features of Remittance and Lockbox for R&L, 4.2.7.

**On-Site Services to be provided:** Up to Five (5) consecutive days for R & L and two (2) consecutive days for the archive upgrade on-site service will be provided in support of the installation project. Unisys anticipates that five (5) of the days will be spent installing and testing the upgrade on Client's pre-production system and the remaining two (2) days will be spent supporting Client with the upgrade of the production system. However, time may be allocated differently between the two systems as necessary provided that additional days of onsite service beyond the four days covered by this SOW will be subject to change control.

### **On the Clients Pre Production Environment onsite: ( New Servers )**

- Upgrade the Remittance and lockbox Applications from 4.0.2 to R & L version 4.2.7.
- Install the Client's five (5) Lucas County migrated operational worksources over to the upgraded applications on the new servers running Windows 2008.
- Install all current custom modifications after upgrading them to perform with R & L 4.2.7

### **Move to Production system onsite:**

- Upgrade the Remittance and lockbox Applications from 4.0.2 to R & L version 4.2.7.
- Install the client's five (5) migrated operational worksources over to the upgraded applications.
- Install all current custom modifications after upgrading them to perform with R & L 4.2.7
- Upgrade the Archive system to Release 5.0

## I. OVERALL OBJECTIVES & DELIVERABLES

Unisys will perform the following Services during the upgrade implementation process:

- A. Current server installation of R&L 4.2.7 on the new Windows 2008 R2 virtual platform.
- B. Upgrade CAR Manager and Reco on CAR PC (physical PC) using Soft Car version 3.2.2.
- C. Install ICR on the Client's CAR Manager PC.
- D. Move Clients Reformat programs over to R&L 4.2.7 on the Windows 2008 R2 application server.
- E. Carry forward all CMO's as appropriate to run on R&L 4.2.7 on the Windows 2008 R2 application server:
  - RL\_PostVerifyCMO400.dll
  - RL\_InBalanceCMO400.dll
  - RL\_NextStatusCMO400.dll
  - CDVUser CMO
  - PostTrack.exe
  - VrTrack.exe
  - Batch Review
  - Reformats
- F. Install Archive Release 5.0 version on the virtual archive server using Windows 2008 R2 with 2008 SQL R2.
- G. Install and update the migrated SQL database.
  - Migration of all relevant R & L files to be used with the upgrade.
  - All Custom modifications in the current Remittance and Lockbox 4.0.2 customization will be brought forward after source code is recompiled from Visual Basic 6 with new .dlls in R&L 4.2.7.
  - The following file types will be recompiled:
    - Reformat.exe
    - Reforman.exe

- Install and implement current Lucas Co custom files and on the new Servers and the customization as described below on Remittance and Lockbox version 4.2.7. Using Windows 2008 Server operating system and Windows 7 workstations and SQL Server 2008 license and software and associated service pack levels and system software supplied by Lucas Co:

Reformat.exe  
Reforman.exe  
VRTrack.exe

- Install Database Server:  
4.2.7 R&L application software
- Migrate parameters for data - extract.
- Migrate parameters for remaining manual extracts.
- Install the Remittance and Lockbox version 4.2.7 of R & L Remittance Software.
- Install the custom Reformat and reforman executable Application Software.

Unisys will use TeamMethod methodology in implementing the Application Software Product. This methodology consists of the following phases:

- Standard Parameterization
- Software Installation using client provided customization at our Plymouth facility
- Installation at Clients site
- Operations Training
- Unit Acceptance Testing
- Post Installation support

Unisys will provide up to a maximum of seven (7) nonconsecutive business days for the below-listed onsite services, spread between pre-production setup and production platform.(further defined in Section II) at the Client's site: Pre-Installation Review, Installation, System Testing, Operator Training, and "Go-Live" support (available onsite to assist, answer questions, resolve issues related to "live" production—for application software product). Any additional days requested will be subject to the Change Control procedure.

Support Services for the Application Software Product are not included in this Statement of Work, but may be contracted for under a separate agreement.

## II. TASK DESCRIPTIONS:

(Responsibility legend: U=Unisys and C=Client)

### Pre-Installation Review (Confirmation of Scope)

The pre-installation review will be initially performed onsite and includes the following:

- Review of Application Software Product features and functions (U and C)
- Review of a “first draft” project plan and timeline and adjust accordingly (U and C)
- Review the Application Software Product tables, parameters, and process flow (U and C)
- Gather Test Documents that have been prepared by Client (samples for testing Client’s parameter) (U)

### Setting Parameters

Parameterization will be performed off-site at Unisys facilities after the Statement of Work is signed by the Client and consists of the following:

- Review of Client requirements as documented in the Statement of Work (U)
- Create parameters for the five (5) R & L capture worksources that includes a single remittance scanline using the migration tool. (U)
- Test parameters for one (1) Auto Extract and manual extracts using the Migration tool (U)
- Initial testing of application software with input parameters (U). Initial testing of current output formats. Additional formats are subject to the Change Control Procedure. Other formats that would require custom coding are outside the capabilities of the standard Application Software Product and outside of the scope of this SOW.
- Initial testing of the above files to verify they are in the format identified in the Statement of Work (U)

### Software Installation

Software installation is performed at our Plymouth facility and onsite and consists of the following:

- Installation of Application Software on the QA environment and production Client system (U)
- Onsite testing of software using test documents provided by Client (U)

### Testing

Testing of the new version of the software, once installed, is performed onsite by the Client and consists of the following:

- Onsite testing of all worksources using balanced batches supplied by Client (C)
- Review of data reported by system after processing of test batches (C)
- Extraction of data captured from test batches (C)
- Review of test results as compared to expected results based on test scripts (C)
- Fine-tuning of Client parameters. (U & C)

The sole purpose of testing will be limited to verify the proper performance of the installation services in accordance with this SOW and to verify that the services have not introduced defects into the software and not for the purpose of introducing new requirements. Acceptance will occur on the earlier of the date of notification of acceptance, expiration of the acceptance review period if Client has not provided a written statement of any material deviations, or the date when the Software is used for any purpose, including production, other than conducting Acceptance Tests per the agreed upon acceptance test plan.

### **Operator Training**

Over-the-Shoulder operator training is performed onsite and consists of the following:

- Review of the required Application Software Product procedures (U)

### **Initial Go-Live Support**

Initial Go-live Support is performed onsite the first day of live production and consists of the following:

- Up to two days of onsite support for initial go-live production platform implementation as part of the overall 7 days of onsite assistance (U)

### **Project Coordination**

Project Management may be performed both onsite and off-site and consists of the following:

- Maintain a project plan (Unisys tasks and Client dependencies only) and issues list for publication on a regular basis (U)
- Single point of coordination and problem escalation for the Client (U)
- Participate in the project's regularly scheduled meetings/conference calls (U)
- Coordination and monitoring of Unisys technical software consultants and tasks (U)
- Coordination and management of Change Control Procedures (U)

## **III. CLIENT RESPONSIBILITIES**

- A. Client will review the Project Plan and list of action items as mutually agreed upon by the parties, along with assigned responsibilities and estimated dates clearly defined in order to complete the Project within the estimated timeframes established in the Project Plan.
- B. Client is responsible for gathering, documenting and submitting to Unisys the following required information:
  - Sample encoded documents for all documents the NDP21600 will process; these are required for testing.
- C. Client will provide the new servers with Windows 2008, Windows 2008 SQL, Networking, Switches and Admin Rights to all the servers for installation.
- D. Review detailed data file formats for those host files being transmitted between the application Software Product file server and their Host.
- E. Client is responsible for making sure that operation personnel are, at all times, educated and trained in the proper use and operation of the Application Software Product and that the Application Software Product is used in accordance with applicable manuals and instructions.

- F. Client and Unisys will mutually establish testing criteria and devise an appropriate Test Plan for testing the upgraded software.
- G. Client is responsible for providing the required input test data/files to be used for all testing activities, including Unisys unit system testing. This data should be a small but completely representative sample of all processing to be performed including error condition testing.
- H. Client is responsible for conducting the mutually agreed-upon System Acceptance Test. In no event will testing be performed for more than (5) five days on the system. Unisys will provide (1) one business day for support during Client's System Acceptance Testing. Additional days or trips will be subject to the Change Order procedure.
- I. Client shall be solely responsible for the execution of any backup and recovery procedures for all files used by the Application Software Product and for maintaining back-up data necessary to replace Client data that is lost or damaged from any cause.
- J. It is the Client's sole responsibility to create, store, and maintain all backup copies of software and documentation provided under this Statement of Work.
- K. Client is responsible for ensuring all internal processing procedures are developed prior to scheduled live implementation.
- L. If the Client-assigned tasks, which are essential to completion of the Project, are delayed and this causes additional labor expenses to Unisys, Unisys reserves the right to increase the total charge to Client accordingly.
- M. The parties acknowledge that cooperation and teamwork by both parties is essential to the success of the Project. Client agrees to provide the resources in conformance with the timetable yet to be defined in a Project Management Plan. Client also agrees not to unreasonably withhold or delay the provision of any agreement, acceptance, information, assistance or other resource required, or requested, of Client hereunder.
- N. Client shall provide all information, data and documentation reasonably required by Unisys to deliver the services, and Products. Client warrants to Unisys that it has the right to use and to disclose to Unisys all such information, data and documentation so provided.
- O. Client shall assign specific Client managerial, technical and user personnel as reasonably requested by Unisys to participate in essential Project activities described in this Statement of Work and such staff have reasonable adequate skills and experience for their respective functions and comply with the reasonable directions and requests of Unisys in implementation of the Project.
- P. Client shall provide Unisys with adequate access to Client's premises and equipment, including office, data processing and communication facilities reasonably required for performance of the services.

- Q. Client has responsibility for the operational use of the Application Software Product, including operating procedures, audit controls, accuracy and security of input and output data, restart and recovery routines, and other procedures necessary for Client's use of the Application Software Product.

#### **IV. UNISYS RESPONSIBILITIES**

- A. Unisys will begin Project Schedule discussions with the Client upon execution by both parties of the contract for these services.
- B. Unisys will perform preliminary off-line testing of Application Software Product at a Unisys facility.
- C. Unisys will perform implementation services to install the Application Software referenced in this Statement of Work on the Client's site on new platforms, and after acceptance, they will become the Clients Production platform.
- D. Unisys will provide up to seven (7) non-consecutive days of onsite days at the site for the R & L and Archive system that encompasses: pre-installation review, installation, operator training, system testing support, and go-live support on the QA platform and again on the Production platform followed by two additional days on site to provide go live assistance. If additional onsite services are necessary, the Client can request a change through the Change Control Procedure.
- E. Unisys will provide application overview training on the Application Software Product. This training will be done after the Application Software Product installation and will be comprised of a new feature overview. This overview will be limited to no more than 3 people and will take place in one session only.
- F. If additional onsite support is deemed necessary, the Client can request a change through the Change Control Procedure.

#### **V. ASSUMPTIONS**

##### **General Assumptions**

- A. The activities described in this Statement of Work will commence following the Client's signed acceptance of this Statement of Work.
- B. Client and Unisys will each assign a Project Manager for the duration of this Order. All communication between the Client and Unisys regarding the Project will take place directly between the two Project Managers according to the responsibilities described earlier in this document.

- C. Lucas Co will provide approximately 50 test documents for each worksource prior to the beginning of the upgrade phase for that lockbox. The documents are to be representative of all conditions encountered when processing the specific lockbox.
- D. Unisys is not responsible for the performance of any custom interfaces or modifications to the Software developed by Client and Unisys services extend only to those worksources and customizations expressly provided for in this Statement of Work.
- E. Worksources being modified are in full live production at the Client's site.
- F. The services provided under this Statement of Work do not include any design review for any R&L custom modifications.
- G. Lucas Co is responsible for their Test and Production system environment, consisting of Windows 2008 servers and Windows 7/ for workstations and SQL Server 2008 license and software and associated service pack levels and system software.

#### **R&L Assumptions**

- A. Documentation will be provided by Unisys to Client pertaining to the extract/upgrade and installation.
- B. Software/Hardware for the actual transmission of data from/to the Host System is not included in this SOW and must be separately acquired and/or provided by Client for Unisys to perform these services.
- C. A complete cutover is required to process work on R&L, there will be no production data or batches carried forward from R&L 4.0.2. All work must be finished for that day and all batches must be extracted and have a status of "Complete".
- D. R&L 4.2.7 requires SQL 2008 or SQL 2008 with Service Pack for the Database. Client will provide Unisys with a complete set of answer files and all necessary workflow and workstation customization files.
- E. Client will provide a copy of each of the worksources, a copy of the criteria.mdb file currently used, samples of all control documents used, a list of any custom modifications used, and approximately 50 test stubs representative of all stub scanline formats for each of the lockboxes, ideally, sample test batches would be provided for use in testing.
- F. The Client will provide a data communications technical associate to assist as needed with the network connections and permissions if needed.
- G. The onsite upgrade services described in this Statement of Work is work that will take place at the Client's site beginning on a Monday and finishing up on Friday. Unisys will provide 2 days of

consecutive onsite “Go Live” assistance at the site following the production upgrade services. Access to the server room and the facility will be arranged through the Client.

H. Client will provide Unisys with sample stub documents and Control tickets to be used during the initial setup of the new release at the Plymouth facility.

## VI. PAYMENT SCHEDULE

At the County’s request, Unisys is providing the Services described herein on a firm, fixed price basis.

Unisys fixed fees for the Services are \$ 42,000 and will be billed upon completion of the Installation and Implementation activities for the Upgraded Worksources for the Windows 7 Server 2008 Operating Environment Customizations at Lucas County. Unisys total fees are established on the basis of the estimates and assumptions provided in this SOW. Unisys reserves the right to revise the estimated effort and total fees in a given job category should there be a material changes in the requirements or assumptions on which Unisys has based its estimates, except that the Lucas County shall have no obligation to pay for any amounts in excess of the approved total project cost, and Unisys shall have no obligation to perform any work for which it will not be compensated, including that stemming from material changes or unproven assumptions.

## VII. CHANGE CONTROL PROCEDURES

If any of the parties wish to change the scope of the Services, specifications, the Statement of Work or the interdependencies stated herein, the following procedure will apply:

- (a) The person who requests the change (the “Originator”) will forward to the other party(the “Recipient”) a Change Request, which will include the following:
  - Project identification
  - Originator’s name and title
  - The date of the Change Request
  - A description of the proposed change
  - The reason for the proposed change
  
- (b) Unisys will assign a number to and log each Change Request.

Statement of Work –  
Products to implemented: Quantum Series w/R & L 4.2.7  
Client Name: Lucas County

Contract Number

533457-3-4

- (c) All Change Requests will be prioritized by mutual agreement between the respective project Managers.
- (d) Unisys will make reasonable efforts to investigate the impact of the Change Request on the price, timetable, Statement of Work and Specifications (“Impact Study”).
- (e) If the parties agree on the Impact Study and any necessary amendments to the price, timetable, Statement of Work, Specification and relevant obligations, the Change Request will be implemented.
- (f) If the parties cannot agree upon the Impact Study or the necessary amendments under this section, the Change Request will not be implemented.

Statement of Work --  
Products to implemented: Quantum Series w/R & L 4.2.7  
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533457-3-4

## VIII. Sample Project Control Forms

### A. Sample Change Request Form

UNISYS

Project Change Request

Client Name: \_\_\_\_\_

Date Prepared: \_\_\_\_\_

Product Description: \_\_\_\_\_

Reference Number: \_\_\_\_\_

To Project Manager: \_\_\_\_\_

Agreement Number: \_\_\_\_\_

Requested Change(s):

Reason for Request:

Requested By: \_\_\_\_\_

Organization: \_\_\_\_\_

Response:

Project Schedule/Cost Impact:

Project Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Statement of Work –  
Products to implemented: Quantum Series w/R & L 4.2.7  
Client Name: Lucas County

Contract Number

533457-3-4

## IX. Acceptance Document

### A. Statement of Acceptance

(Please sign, copy and return to Unisys Project Coordinator)

UNISYS

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**Client Name:** Lucas County Treasurer

**Project Description:** Quantum Configuration & R & L upgrade to 4.2.7

The following deliverables/events of this project are approved with any conditions as noted. It is understood the future changes to the Statement of Work specification may result in a readjustment of the overall contract price and/or Project Plan.

**Deliverable/Event:**

**Date:**

1. Statement of Work
2. \_\_\_\_\_
3. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Comments/Conditions:**

**Project Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Lucas Co)

**Project Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Unisys Corporation)

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*All provisions of this STATEMENT OF WORK are subject to the terms of STS Agreement #533457-3-4 between the parties.*

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Statement of Work –  
 Products to implemented: Quantum Series w/R & L 4.2.7  
 Client Name: Lucas County

Contract Number  
 533457-3-4

**Statement of Work Acknowledgement**

**Notwithstanding, the parties' written acceptance of this Statement of Work by their signatures below, shall not create a binding obligation on behalf of either party unless and until the Lucas Co purchase order for the Services described under the Ohio State Term Schedule 533457-3-4 is accepted by Unisys.**

<b>Identification of Statement of Work</b>			
<b>Unisys</b>		<b>Lucas County Treasurer</b>	
<b>Name:</b>		<b>Name:</b>	
<b>Position:</b>		<b>Position:</b>	
<b>Signature:</b>		<b>Signature</b>	
<b>Date:</b>		<b>Date:</b>	

**Lila Shousher - Servers and PC needed for Windows 7**

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**From:** "Ezell, Bob" <bob.ezell@unisys.com>  
**To:** Lila Shousher <LShousher@co.lucas.oh.us>  
**Date:** 2/14/2014 11:41 AM  
**Subject:** Servers and PC needed for Windows 7  
**CC:** Gina Hughes <GHughes@co.lucas.oh.us>  
**Attachments:** Lucas Co Configurations for New Remittance System.xlsx

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Lila,

The configuration list attached with this email is list of components Lucas Co will need to provide for the Windows 7 upgrade. Unisys will provide the agreements for the Hardware for the Scanner, Software for the Archive Server and Services for the upgrade.

Lucas Co Hardware to be provided.

<u>Qty</u>	<u>Description</u>
1	Remittance Application/ SQL Server ,
1	Image File Server ,
1	Archive Server ,
1	SoftCAR PC Windows 7 Standard PC as noted
1-3	Data Entry PC Windows 7 Standard PC as noted ( number required is based on Supervisor & Date Entry personnel who need access to system )

Please feel free to call me if you or anyone at Lucas Co have any questions.

Regards

**Bob Ezell**  
 Project Director  
 Unisys  
 813-919-6375

# LUCAS COUNTY

## NEW REMITTANCE SERVER CONFIGURATIONS

### Remittance R & L APPLICATION & SQL Database Server

Component	Qty	Minimum Requirement
Memory	1	8GB
Processor		Intel MS Server
DISK	3	146 Drive if Raid 5
OS	1	Windows 2008 R2
SQL	1	MS SQL 2008 R2
MS Office	1	Microsoft Office 2010 (Word and Access)
WINZIP	1	Version 17

### Remittance R & L Image File Server IFS 1

Component	Qty	Minimum Requirement
Memory	1	8GB
Processor		Intel MS Server
DISK	2	146 Drive if Raid 1
OS	1	Windows 2008 R2

### Archive Server

Component	Qty	Minimum Requirement
Memory	1	8GB
Processor		Intel MS Server
DISK	6	146 Drive if Raid 5
SQL	1	MS SQL 2008 R2
OS	1	Windows 2008 R2

### Remittance Data Entry R & L Workstation ( Number of units based Operators)

Component	Qty	Minimum Requirement
Memory	1	2GB

Processor		Intel
DISK	1	250 MB
OS	1	Windows XP
MS Office	1	Microsoft Office 2010 (Word and Access)
WINZIP	1	Version 17

**Remittance R & L CAR & IQA Workstation**

Component	Qty	Minimum Requirement
Memory	1	2GB
Processor		Intel
DISK	1	250 MB
OS	1	Windows XP

**Note: Lucas Co will provide all Networking i.e. switches, routers for the new servers**

**NETWORK PERMISSIONS ON ALL SERVERS AND WORKSTATIONS**

- A. Service account User ID and password
  - Full admin rights to all the servers for installation and testing.
- B. Account User ID and password for Supervisors & Operators as currently defined.

533457-3-4

**Client** \_\_\_\_\_

Lucas County Treasurer \_\_\_\_\_

**Description of Products/Services** \_\_\_\_\_

Remittance and Lockbox Upgrade to Rel 4.2.7 for Windows 7 and Server 2008 R2 \_\_\_\_\_

**This Order consists of the Products and/or Services described on the forms listed and checked below:**

Check if applicable	Number of pages	Total dollars	Form number	Description
<input checked="" type="checkbox"/>	2	21,700	4305 4931	Equipment Sale Schedule
<input checked="" type="checkbox"/>	1	34,150	4305 4933	Software Licenses Schedule
<input checked="" type="checkbox"/>	1	42,000	4305 4934	Information Services Schedule
<input type="checkbox"/>			4305 4940	Support Services Addendum
<input type="checkbox"/>			4305 4942	Support Services Schedule
<input type="checkbox"/>			4305 4935	Systems Integration Addendum
<input type="checkbox"/>			4305 4936	State and Local Government Addendum
<input checked="" type="checkbox"/>	16	N/A	4305 5383	Statement of Work
<input type="checkbox"/>			4305 7940	OS2200 Metering Software Schedule
<input type="checkbox"/>			4305 7942	MCP Metering Software Schedule
<input type="checkbox"/>			4305 7944	NDP Measured Software Schedule
<input type="checkbox"/>			4305 7975	Application Support Services Addendum
<input type="checkbox"/>			4305 7983	Application Support Services Schedule
<input type="checkbox"/>			FM100057	Unisys Stealth Solution Product Addendum
<input type="checkbox"/>			FM100048	ClearPath Cloud Software Schedule
<input type="checkbox"/>				
<input type="checkbox"/>				

This Supplemental Schedule Order ("Order") is placed under the Agreement identified by the Agreement Number listed above. Unisys may accept or decline this Order. The terms and conditions of the Agreement will govern this Order. If there is no Agreement Number listed above when Client signs this Order, the Order will be governed by the Agreement that is identified below and attached to this Order, and Unisys will assign an Agreement Number upon its acceptance of the Order.

Agreement title and form number (complete only if there is no Agreement Number in the block above)

**Agreed and Accepted**

Unisys Corporation

Client: Lucas County Treasurer

\_\_\_\_\_  
(Signature) (Date)

\_\_\_\_\_  
(Signature) (Date)

\_\_\_\_\_  
(Printed/typed name)

\_\_\_\_\_  
(Printed/typed name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Title)

Unisys

# Equipment Sale Schedule

Agreement Number

533457-3-4

**Equipment Location**

LUCAS COUNTY TREASURER 1 Government Ctr STE 500 LUCAS COUNTY TREASURER STE 500  
Toledo, OH 43604-2206 USA

**List of Products Applicable to this Agreement**

Currency: USD

Item No.	Style	Description	Warranty	Qty	Unit Purchase Price	Client Installable	Installation Charge	Total purchase price
1	130017262	NDP9999-UTD Track Controller		1	2,600	Yes		2,600
2	130017263	NDP9999-TP7 Windows 7		1	0	Yes		0
3	130017264	21600-TCP Q600 INTERFACE BOARD		1	1,000	Yes		1,000
4	130017265	21600-LTNU7 MS WIN7 Capi SW Update 600 dpm		1	6,000	Yes		6,000
5	130017876	21600-TOL Capi SW Op License Key 600		1	0	Yes		0
6	130018254	NDP9999-ICD IMAGE CAPTURE PC WIN 7		1	2,600	Yes		2,600
7	130018253	NDP9999-CP732 WINDOWS 7 OPERATING SYSTEM		1	0	Yes		0
8	130018255	21600-LIQM7 MS WIN7 Image Quality Mntr 600		1	1,500	Yes		1,500
9	130018256	21600-LCSU7 MS WIN7 ICS SW Update 600		1	7,000	Yes		7,000
10	130018257	21600-IOL ICS SW Op License Key 600		1	0	Yes		0

Page: Install Charge	Page: Purchase Price
0	20,700
Total Install Charge	Total purchase price
0	21,700
Other	0
Grand total	21,700
Less Down Pymt	
Total amount due	21,700

**Call-Home Option Pricing** -Pricing for certain Unisys servers reflect a discount for enablement of the call-home feature for warranty service. For those servers designated as being furnished with the call-home feature, Client acknowledges and agrees that failure by Client to enable the call-home feature may result in additional charges to Client.

**For purposes of this Schedule:**

"PPM" means 8:00 AM to 5:00 PM, Client's local time, Monday through Friday, excluding Unisys designated holidays;

"Installation Date" means (a) for equipment installed by Unisys, the date Unisys completes installation or (b) for equipment installed by Client, the tenth day following shipment to Client, and

"Support Center Services" is assistance provided by electronic or voice communication during the PPM on operating the Equipment, identifying errors or malfunctions and advising on known detours, and determining the need for on-call remedial service. During non-PPM hours, it will consist of expediting response to network down and system emergencies. Some non Unisys products are not included in this service.

**Service Warranty**

Unisys provides a Service Warranty for equipment designated A, B, C, D, H or P in the Warranty column. Support Center Services are included in the Service Warranty for the Client Installable equipment for ninety (90) days from the Installation Date. The Service Warranty also includes Mail-In Service, Equipment On-Call Remedial Maintenance or parts exchange according to the following descriptions:

- a) For equipment designated "A" that is within 50 miles (80 kilometers in Canada) of the center of a Unisys Primary Service City, Unisys will make every reasonable effort to respond to requests for on-site service within four (4) hours provided the request is received no later than four (4) hours prior to the end of the PPM (4 hour response).
- b) For equipment designated "A" that is more than 50 miles (80 kilometers in Canada) from the center of the nearest Unisys Primary Service City and for equipment designated "B", Unisys will make every reasonable effort to respond to requests for on-site service received during a PPM no later than the next PPM (Next Business Day Service).
- c) For equipment designated "C", Unisys will make every reasonable effort to respond to on-site service requests two (2) business days from the call placement during the PPM (Second Day Service).
- d) For equipment designated "D", each unit shipped or brought to the Unisys designated location at Client expense and risk will be repaired or exchanged by Unisys within seven (7) business days after receipt (Mail-In Service).
- e) For equipment designated "H" that is within 50 miles (80 kilometers in Canada) of the center of a Unisys Primary Service City, Unisys will make every reasonable effort to respond to requests for on-site service within four (4) hours. For equipment designated "H" that is more than 50 miles (80 kilometers in Canada) from the center of the nearest Unisys Primary Service City, Unisys will make every reasonable effort to respond to requests for on-site service received during a PPM no later than the next PPM (Next Business Day Service).
- f) For equipment designated "P", Unisys will provide, on an exchange basis, replacements for defective parts provided that Client complies with Unisys or Unisys supplier's then current exchange policies and instructions for obtaining and installing replacement parts and returning failed parts.

The number immediately following the A, B, C, D, H or P designation identifies the number of months, following the Installation Date, that the Service Warranty will be performed.

Unisys

# Software License Schedule

Agreement Number

533457-3-4

Equipment Location

**List of Products Applicable to this Agreement**

**Currency: USD**

Item No.	Style	Description	Qty	Warranty	License Plan	License Charge	Initial License Charge	Installation Charge
1	130017280	DP5-UVCR Visual Archive	1		OTC	10,000		
2	130017281	DP5-VCRD Database Migration	1		OTC	24,150		

**License Plan**

1. The initial license term (and the corresponding charges for licenses) will begin upon Unisys Shipment or Client's download of the Software or Software key. Temporary backup use of Software may require Client to purchase additional enabled performance for the backup SPU.

2. Software licenses for which Unisys charges either an **Annual License Charge (ALC)** or a **Monthly License Charge (MLC)** will continue on a month-to-month basis and the ALC will renew annually until the license is terminated or canceled in accordance with the Termination and Cancellation section in this Agreement.

3. For certain licenses, Unisys may charge an **Initial License Charge** which includes the first monthly or annual license charge.

4. **Extended Term Plan (ETP):** Software licenses for which Unisys charges a single fee may have a 12 to 84 month extended term. Upon expiration of the extended term, the license will be automatically continued on a month-to-month basis for a Monthly License Charge, unless terminated in accordance with the Termination and Cancellation section of this Agreement, or Client may pay another ETP fee for an additional extended term, if available.

5. **Fixed Term Plan (FTP):** Software licenses for which Unisys charges a single fee may have a 12 to 84 month fixed term. Upon expiration of the fixed term, the license will not automatically renew notwithstanding any conflicting terms in the Agreement; and will end unless the license is extended by Unisys acceptance of an Order from Client to purchase an additional FTP license, if available.

6. **One Time Charge (OTC):** Client may use the Software for so long as Client continues to use the Software on the equipment, include SPU(s), for which it was licensed in accordance with the Agreement.

7. Software that has no license charge listed on this Schedule will have a license term that is coterminous with Client's possession and use of the equipment on which the Software is installed.

Page: Purchase Price		Page: Install Charge
34,150		
Total purchase price		Total Install Charge
34,150		0
Grand total		34,150

\* Software designated **Subscription ("SUBSCRN")** entitles Client to receive functional update releases for the Software during the subscription term, provided Client has a current license and the latest applicable Maintenance Releases for the Software. Software designated **License Only ("LO")** is provided without media or documentation; Client may make (a) one copy of the item for each LO license granted by Unisys, and (b) one copy for backup purposes, with each copy retaining all original notices and legends. Software designated **Driver** is for use solely with the device models specified in the driver's then-current published specification; a separate license is required for each individual addressable device.

**UNISYS SHALL HAVE NO LIABILITY FOR ANY CLAIM OF INFRINGEMENT OR MISAPPROPRIATION BASED SOLELY ON OPEN SOURCE SOFTWARE OR THIRD PARTY SOFTWARE CONTAINED IN ANY UNISYS PRODUCT.**

4305 4933-009 (7/13)



# Lucas County Board of Elections

One Government Center • Suite 300 • Toledo, Ohio 43604-2250  
419-213-4001 • 419-213-4069 (fax)

[www.lucascountyvotes.org](http://www.lucascountyvotes.org)



March 4, 2014

Lucas County Automated Data Processing Board  
Ms. Anita Lopez, Secretary  
One Government Center, Suite 600  
Toledo, Ohio 43604

Dear Ms. Lopez:

Our office is requesting authorization to purchase the Ricoh Aficio MP C5503 Copy/printing/scanner device (attached). We have included one quote for this device because Asset #0820000 is under contract, but due to the age of the machine we are unable to order parts. We currently have a loaner machine but have been given the option to be released from our old maintenance contract at no cost if we obtain a new machine from the same company.

The funding account for this purchase is:  
**512140 –Contract Repairs**

The total estimated cost for the above item, if leased at \$192.00 for 60 months, is \$11,520.00. This machine will cost an extra \$28.00 (both lease fee and maintenance) more per month than our current contract. However, if this new machine becomes the primary office machine, there will be savings during our regular work load months and more during our peak work load months. Purchased directly (not leased) it would cost the same as the current maintenance agreement and include savings due to higher efficiency.

Best Regards,

Gina-Marie Kaczala  
Director

Daniel DeAngelis  
Deputy Director

**Proposal for**

**Lucas County Board of Elections**

**Ricoh C5503 w/ Postscript Option**

**Prepared on December 16, 2013**





*Proposal prepared for Lucas County Board of Elections  
on Monday, December 16, 2013*

**Equipment Detail**

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**Ricoh Aficio MP C5503 - 55 page per minute color system**

Mainframe includes 9" Color Touch Control Panel, 220-Sheet SPDF, Duplex, 2 x 550-Sheet Paper Trays, 100-Sheet Bypass Tray, Drums, Developer, Scan/Print Kit, USB Host Interface, Gigabit Ethernet, DOSS, PDF Direct Print, HDD Encryption, Java VM Card, Scan to/Print From USB/SD Card, 2GB RAM, & 250GB HDD

**Accessories:**

- 2 Additional Trays
- Side Large Capacity Tray
- Stapling Finisher
- Hole Punch
- Fax Option
- Optional Postscript

**Installation & Training**

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<b>Installation Charges (Includes Installed Accessories)</b>	Included
<b>System Training</b>	Included

**Maintenance Terms**

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Service Agreement	Term	Cost Per Impression
Black & White	Monthly	\$0.0062
Color	Monthly	\$0.045

*MT Business Technologies, Inc.'s exclusive Quality Standard Maintenance Program includes all service, all parts and all supplies (except paper and staples) that are needed to make impressions. You never pay extra for toner or developer. You will also receive our exclusive "Performance Guarantee".*

**Financing Terms**

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Option	Payment
60 Month FMV Lease Payment	\$192.00
Postscript Option Add:	\$4.76

*\*Non-state contract pricing\**



# ANITA LOPEZ LUCAS COUNTY AUDITOR

One Government Center, Suite 600  
Toledo, OH 43604-2255  
[www.co.lucas.oh.us/Auditor](http://www.co.lucas.oh.us/Auditor)

E-mail: [alopez@co.lucas.oh.us](mailto:alopez@co.lucas.oh.us)  
Phone: (419) 213-4406  
Fax: (419) 213-4888

March 5, 2014

Members of the Data Processing Board,

With the replacement of all outdated XP computers, the attached quotes for the Dell Precision T1700 and the Precision T3610 are recommended for the GIS and high-level Real Estate users in the Auditor's Office. GIS and high level Real Estate users require a more robust computer due to the sophisticated software requirements and the processes they perform.

Local Desktop GIS software and its components use a large amount of processing power and RAM. The GIS department performs calculations and analysis based on geographic location. GIS users often will perform analyses and transformations on different kinds of imagery. GIS software is extremely graphics intensive due to the mapping component. This department produces both paper maps as well as mapping applications on the internet to serve the citizens as well as other government agencies.

For high level Real Estate users, these computers will aid in the appraisal of property for both the Triennial and 2018 Revaluation for the Auditor. These more powerful machines will aid in multitasking with on-demand modeling and appraisal calculations. In addition, both GIS and high level Real Estate users will utilize these computers for 3D modeling and visualization to aid in reappraisal.

These computers will not only provide for better performance and efficiency, they will add enormous value to the Auditor's Office and the County. The total cost will be:

Dell Precision T1700:  $\$1,375.43 \times 6 = \$8,252.58$   
Dell Precision T3610:  $\$1,847.79 \times 1 = \$1,847.79$   
= Total price \$10,100.37

Thank you for your consideration.

Very Truly Yours,

Anita Lopez, Lucas County Auditor

Ursula Barrera-Richards  
Chief of Staff  
Office of Anita Lopez, Lucas County Auditor



Dell recommends Windows.

## Print Summary



### Dell Precision T1700 MT

Starting Price \$2,228.98  
 Instant Savings \$557.24

**Subtotal \$1,671.74**

As low as \$42.00/mo.\*

[Dell Business Credit | Apply](#)

[Discount Details](#)

[Preliminary Ship Date: 12/16/2013](#)

**My Selections** All Options

- Dell Precision T1700 MT

**Date** 12/13/2013 8:39:39 AM Central Standard Time

**Catalog Number** 4 Retail 04

Catalog Number / Description	Product Code	Qty	SKU	Id
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<b>Processor:</b> Intel® Xeon® Processor E3-1220 v3 (Quad Core, 3.10GHz Turbo, 8MB)	E31220	1	[338-BCEO]	146
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<b>Operating System:</b> Windows 7 Professional, No Media, 64-bit, English	W7PN61E	1	[421-5607]	11
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<b>Productivity Software:</b> Microsoft® Office Trial, MUI	13TMUI	1	[630-AABP]	22
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<b>Dell Precision T1700 MT:</b> Dell Precision T1700 MT BTX Base	T1700M	1	[210-AAGN]	1
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<b>Power Cord:</b> US Power Cord	PCUS	1	[450-AAFS]	20
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<b>Memory:</b> 16GB (2x8GB) 1600MHz DDR3 ECC UDIMM	16GB2L	1	[370-AAEG]	3
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<b>Video Card:</b> 1 GB NVIDIA® Quadro® K600 (1DP & 1DVI-I) (1DP-DVI & 1DVI-VGA adapter)	K600	1	[490-BBFB]	6
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<b>Hard Drive Controller:</b> Integrated Intel SATA Controller	HDCTRL	1	[403-BBCE]	9
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<b>Hard Drive:</b> 1TB 3.5inch Serial ATA (7200 Rpm) Hard Drive	1T72	1	[400-AALR]	8
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<b>Chassis Intrusion Switch:</b> Chassis Intrusion Switch	MTISWT	1	[461-AAAB]	289
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<b>3rd Hard Drive:</b> No Additional Hard Drive	NOHDD	1	[401-AADF]	54
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<b>4th Hard Drive:</b> No Additional Hard Drive	NOHDD	1	[401-AADF]	51
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<b>Optical Drive:</b> 16x DVD+/-RW Drive	DRWHH	1	[429-AACG]	16
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<b>Media Card Reader:</b> No Media Card Reader	NMCR	1	[385-BBBL]	10
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<b>Network Adapter:</b> No Network Interface Card	NOBNIT	1	[555-BBJO]	13
<b>Monitor:</b> Monitor not included	NMN	1	[320-3316]	5
<b>Speakers:</b> Internal Speaker	INTSKP	1	[520-AAAK]	18
<b>Keyboard:</b> US English (QWERTY) Dell KB-522 Wired Business Multimedia USB Keyboard Black	USBMME	1	[580-AADF]	4
<b>Mouse:</b> Dell Laser Scroll USB (6 Buttons) Silver and Black Mouse	6USBLDT	1	[570-AAAI]	12
<b>Low Power Mode:</b> 1 Watt Ready Low Power Mode	1WBIOS	1	[340-ABMZ]	38
<b>Chassis Options:</b> Dell Precision T1700 Standard 290W TPM Chassis	TPMMT	1	[329-BBHV]	116
<b>Storage Volume:</b> No Raid Configuration over 2TB	NOGPT	1	[411-XXYD]	387
<b>Hard Drive RAID:</b> Non RAID	NORAIID	1	[780-BBCP]	1009
<b>IEEE 1394:</b> No Firewire Card	NO1394	1	[817-BBBC]	1309
<b>Packaging:</b> Precision T1700 MT Packaging	PACKMT	1	[328-BBBP]	465
<b>Placemat:</b> No Setup and Features Guide	NOGD	1	[340-AAMH]	60
<b>Diagnostic CD / Diskette:</b> Resource DVD not Included	NORDVD	1	[430-XXYU]	50
<b>Hard Drive Software:</b> No Intel Technology enabled	NOIPF	1	[409-BBCF]	707
<b>Operating System Recovery Options:</b> Not Included	NOOSRCV	1	[620-AACG]	200013
<b>Non-Microsoft Application Software:</b> Dell Applications for Windows 7 English OS Only	APW7ENG	1	[389-BCCZ][421-9982][422-0008][640-BBES][640-BBEW][640-BBHR][640-BBHS][658-BBIH][658-BBNH]	1003
<b>Optical Software:</b> No Optical Software	NOSWODD	1	[817-BBBC]	597
<b>Monitor Adapters:</b> No Monitor Adapter	NOMADP	1	[817-BBBC]	592
<b>Additional Software:</b> No XP Mode	NOXP	1	[658-BBNQ]	220
<b>Mouse Pad:</b> No Mouse Pad	NOMSEPD	1	[817-BBBC]	64
<b>Hard Drive Configuration:</b> C1 SATA 3.5inch, 1 Hard Drive	MTC1	1	[449-BBBB]	276
<b>McAfee Security Software:</b> No Software Anti-Virus	NOAV	1	[650-AABC]	1014
<b>FGA Module:</b> 157/BTS	FG0030	1	[730-6001]	572
<b>External Speakers:</b> No External Speaker	NOESPK	1	[817-BBBC]	200095
<b>CompuTrace Offerings:</b> Computrace Disable	CPTRACE	1	[461-AAAS]	694

<b>Serial Port/PS2 Adapter:</b> No Serial Port/PS2 Adapter	NOADPT	1	[492-BBFF]	698
<b>Dell Backup &amp; Recovery:</b> Dell Backup and Recovery Manager for Windows 7	DBRMW7	1	[637-AAAE]	200076
<b>Systems Management:</b> No Out-of-Band Systems Management	NOVPRO	1	[631-AAAP]	49
<b>2nd Hard Drive:</b> No Additional Hard Drive	NOHDD	1	[401-AADF]	637
<b>Encryption Software:</b> No DDPE Encryption Software	NODDPE	1	[954-3465]	156
<b>UPC Labels:</b> UPC Label, Config 157, UPC504, Dell Precision T1700	UPC504	1	[389-BCDU]	292
<b>Canada Ship Options:</b> Non-Canada orders only	USNONE	1	[332-1286]	111
<b>Processor Branding:</b> Intel Xeon Label	XEON	1	[389-BBJL]	749
<b>Productivity Software:</b> English Shipping Docs	DOCENG	1	[340-AAMJ]	21
<b>Warranty &amp; Service:</b> 5 Year ProSupport +5 Year NBD Limited Onsite Service After Remote Diagnosis	U5IPY	1	[933-2674][933-2754][935-2627][938-8758][989-3449][996-6360][996-6440]	29
<b>Energy Efficiency:</b> No Energy Star	NOESTAR	1	[387-BBBE]	122
<b>Dell Data Protection Services:</b> 5 Year, Hard Drive Data Recovery Service (SYSTEM WITHOUT RAID)	HDREC5	1	[988-0034]	31



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Products

Offers subject to change. Taxes, shipping, handling and other fees apply. U.S. Dell Small Business new purchases only. LIMIT 5 DISCOUNTED OR PROMOTIONAL ITEMS PER CUSTOMER. LIMIT 5 VOSTRO OR INSPIRON UNITS PER CUSTOMER. Dell reserves right to cancel orders arising from pricing or other errors.

\*Dell Business Credit: OFFER VARIES BY CREDITWORTHINESS AS DETERMINED BY LENDER. Offered by WebBank to Small and Medium Business customers with approved credit. Taxes, shipping and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 2.5% of account balance.

snFG09



Dell recommends Windows.

## Print Summary



**Dell Precision T3610**  
 Starting Price \$3,314.64  
 Instant Savings \$828.66

**Subtotal \$2,485.98**

As low as \$62.00/mo.\*

[Dell Business Credit | Apply](#)

[Discount Details](#)

[Preliminary Ship Date: 1/1/2014](#)

My Selections All Options

- Dell Precision T3610

**Date** 12/13/2013 9:36:10 AM Central Standard Time  
**Catalog Number** 4 Retail 04

Catalog Number / Description	Product Code	Qty	SKU	Id
<b>Processor:</b> Intel® Xeon® Processor E5-1620 v2 (Quad Core HT, 3.7 GHz Turbo, 10 MB)	E51620	1	[338-BCTD][412-AABW]	146
<b>Operating System:</b> Windows 7 Professional English 64bit (Includes Windows 8 Pro license)	DW7P6E	1	[619-ADLS]	11
<b>Office Productivity Software:</b> Microsoft® Office Trial, MUI	13TMUI	1	[630-AABP]	1002
<b>Memory:</b> 16GB (4x4GB) 1866MHz DDR3 ECC RDIMM	16GB4	1	[370-AATO]	3
<b>Video Card:</b> 2 GB AMD FirePro™ W5000 (2DP & 1DVI-I) (2DP- W5000 DVI & 1DVI-VGA adapter)		1	[490-BBMO]	6
<b>Hard Drive:</b> 1TB 3.5inch Serial ATA (7.200 Rpm) Hard Drive	1T72	1	[400-AAWN]	8
<b>Monitor:</b> Monitor not included	NMN	1	[480-AAJX]	5
<b>Keyboard:</b> US English (QWERTY) Dell KB-522 Wired Business Multimedia USB Keyboard Black	USBMME	1	[580-AADF]	4
<b>Mouse:</b> Dell Optical (Not Wireless), Scroll USB (3 buttons scroll) Black Mouse	USBOP	1	[570-AAAJ]	12
<b>Encryption Software:</b> No DDPE Encryption Software	NODDPE	1	[954-3465]	156
<b>Dell Precision T3610:</b> Dell Precision T3610 BTX Base	T3610	1	[210-ABZB]	1
<b>Chassis Options:</b> Dell Precision T3610 685W TPM Chassis	685WTP	1	[329-BBNO]	116
<b>Shipping Material:</b> Dell Precision Packaging	SHPMTL	1	[328-BBEO]	465

<b>Documentation/Disks:</b> English and French Shipping Docs	DOCEFR	1	[340-AAMK]	21
<b>Power Cords:</b> US Power Cord	PCUS	1	[450-AAFS]	20
<b>Resource DVD:</b> Resource DVD	RDVD	1	[430-XYGZ]	50
<b>Additional Storage Devices:</b> No Media Card Reader	NMCR	1	[385-BBBL]	10
<b>CD ROM/DVD ROM:</b> 8x Slimline DVD+/-RW Drive	DVDRWS	1	[429-AAHH]	16
<b>Speakers:</b> Internal Speaker	INSPKR	1	[520-AADM]	18
<b>2nd Hard Drive:</b> No Additional Hard Drive	NOHDDA	1	[401-AADF]	637
<b>3rd Hard Drive:</b> No Additional Hard Drive	NOHDDA	1	[401-AADF]	54
<b>4th Hard Drive:</b> No Additional Hard Drive	NOHDDA	1	[401-AADF]	51
<b>Operating System Recovery Options:</b> Windows 8 Home/PRO (64Bit) DVD	W8HDVD6	1	[620-AACT]	200013
<b>Chassis intrusion switch:</b> Chassis Intrusion Switch	MTISWT	1	[461-AAAB]	289
<b>Regulatory Label:</b> Regulatory Label	REGLBL	1	[328-BBER]	676
<b>Sound:</b> No Sound	NOSND	1	[510-BBBX]	17
<b>HDD Controller:</b> Integrated Intel AHCI chipset SATA controller (2 x 6Gb/s, 4 x 3.0Gb/s) - SW RAID 0/1/5/10	INTG	1	[403-BBDS]	9
<b>Network Card:</b> <i>need network card</i> No Network	NONETWK	1	[555-BBJO]	13
<b>Optical Software:</b> No Optical Software	NOSWODD	1	[817-BBBC]	597
<b>Non-Microsoft Application Software:</b> Dell Applications for Windows 7 Downgrade English OS Only	APDGENG	1	[421-9982][422-0008][640-BBDH][640-BBES][640-BBEW][640-BBHR][640-BBHS][658-BBIH]	1003
<b>Energy Efficiency:</b> Energy Star	ESTAR	1	[387-BBDR]	122
<b>Storage Volume:</b> Boot or storage volume is less than 2 TB	L2TB	1	[411-XXXY]	387
<b>RAID Configuration/Connectivity:</b> No RAID	NORAID	1	[780-BBCJ]	1009
<b>Remote Access Host Card:</b> No Dell Tera2 Remote Access host card for the Wyse P25 Zero Client	NOCARD	1	[386-BBBE]	959
<b>Systems Management:</b> Intel vPro™ Technology's Advanced Management Features	VPRO	1	[631-AADC]	49
<b>Protect your new PC:</b> No Security Software	NOSECSW	1	[650-AAAJ]	1014
<b>SHIPPING:</b> Shipping Material	SHIP	1	[340-AEYP]	1500
<b>Internal Hard Drive Configuration:</b> C1 SATA 3.5 Inch, 1-2 Hard Drives	C1	1	[449-BBCG]	276

<b>IEEE 1394:</b> No Controller	NOCNTRL	1	[526-BBBC]	1309
<b>FGA Module:</b> T3610_142H_008/BTO	FG0126	1	[730-6308]	572
<b>Canada Ship Options:</b> Non-Canada orders only	USNONE	1	[332-1286]	111
<b>DVI to VGA Adapter:</b> No Accessories	NOACCES	1	[461-AABV]	592
<b>System Set Up Document:</b> Tech Sheet, English	TSHENG	1	[340-AEYR]	60
<b>Processor Branding:</b> Intel Xeon Label	IXEON	1	[389-BBRO]	749
<b>External Speakers:</b> No External Speaker	NOEXSP	1	[520-AABF]	200095
<b>UPC Labels:</b> No UPC Label	NOUPC	1	[389-BDCE]	292
<b>Dell Backup &amp; Recovery:</b> Dell Backup and Recovery Basic	DBRBSIC	1	[637-AAAD]	200076
<b>Storage Device and Recordable Media:</b> No Storage Device and Recordable Media	NSTORE	1	[414-BBBC]	275
<b>Business Essentials:</b> Logitech C615 HD Webcam	A5215897	1	[A5215897]	6672
<b>Warranty &amp; Services:</b> 5 Year ProSupport Service with 5 Year NBD Onsite Service after Remote Diagnosis	U5IPY	1	[932-4974][932-5054][934-7307] [938-3738][989-3449][994-8050] [994-8190]	29
<b>Dell Data Protection Services:</b> 5 Year, Hard Drive Data Recovery Service (SYSTEM WITHOUT RAID)	HDREC5	1	[988-0034]	31
• Dell 24 Monitor, P2414H, 24"	<i>- need two (2) monitors</i>			
<b>Date</b>	12/13/2013 9:36:10 AM Central Standard Time			
<b>Catalog Number</b>	4 Retail 04			
<b>Catalog Number / Description</b>	<b>Product Code</b>	<b>Qty</b>	<b>SKU</b>	<b>Id</b>
<b>Dell Monitors:</b> DIS,FPL,23.8,P2414H,DAO	P2414H	1	[320-9794]	1
<b>Limited Warranty:</b> 3Yr PREMIUM PANEL Ltd. Warranty, 3 yr Advanced Exchange	P3YRAE	1	[986-4872]	161



Offers subject to change. Taxes, shipping, handling and other fees apply. U.S. Dell Small Business new purchases only. LIMIT 5 DISCOUNTED OR PROMOTIONAL ITEMS PER CUSTOMER. LIMIT 5 VOSTRO OR INSPIRON UNITS PER CUSTOMER. Dell reserves right to cancel orders arising from pricing or other errors.

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payments are the greater of \$15 or 2.5% of account balance.

snFG02



**LUCAS COUNTY INFORMATION SERVICES  
2013 ANNUAL REPORT**

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

***Draft***

Respectfully Submitted

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

**March 6, 2014**

**2013 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, 2014

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 2013. 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 Assistant Director of Enterprise Software. 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 Assistant Director of Enterprise Infrastructure 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 office manager and support staff completes administrative and help desk functions.

In 2013, 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	Pre-Trial/Pre-Sentence
Board of Health	Probate Court
Building Regulations	Prosecutor's Office
Centralized Drug Testing	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	Workforce Development
Human Resources/CPD	Youth Treatment Center

## **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 2013, LCIS continued implementation of the Tax Accounting/CAMA replacement system purchased from Tyler Technologies. Phase 1 of the project was implemented in late 2013 which included CAMA, Assessor, and Board of Revision functions. Total project cost estimates include software licenses, hardware, and implementation services. To date Lucas County has expended a little over \$1.2 million for this projected \$2.07 million effort.

In addition, LCIS has begun replacement of aging storage arrays using capital improvement dollars as well as augmentation to our Enterprise backup system, TSM, with Falconstor.

Future consideration must also be given to replacement of our aging infrastructure including core switches and other network hardware reaching end of life.

## **2014 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 2014 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.

### **Key Projects and Accomplishments in 2013**

- Provide general administrative assistance for LCIS managers and staff.
- Provide administrative support relating to Human Resources and Payroll.
- Review and assist in Collective Bargaining Unit updates.
- Administration of the LCIS Help Desk.
- Manage assignments and completions of End User Support, Self-Service and Civic Plus work orders.
- Researched and created Voluntary Retirement Program for LCIS staff.
- Provide 1<sup>st</sup> tier support with PeopleSoft Financials, GroupWise, Microsoft Software and basic PC support through the Lucas County Help Desk.
- Coordination of the inventory and documentation for capital assets.
- Continue to provide assistance to county departments for purchasing Microsoft Software through select agreements to obtain lowest pricing tier.
- Creation and coordination of departmental policy for disposal of obsolete equipment.
- Provide administrative support to the Data Processing Board and Imaging Advisory Group.
- 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.
- Maintenance of support agreements for Real Estate software and hardware support.
- Oversight, review and maintenance of departmental budget as approved for 2013.
- Provide assistance with the PeopleSoft HCM user audit.
- Coordination of updates to county personnel self-service payroll access.
- Successfully completed Ohio Sunshine Law Certification Training program.

### **Goals for 2014**

- Assist with coordination of inter-departmental training for managers and supervisors on topics related to supervisory responsibilities.
- Coordinate inter-departmental training for staff on the office policy and procedures as well as individual employee enhancement initiatives.
- Maintenance and enhancement of LCIS Help Desk and LCIS departmental web pages.
- Enhancement of Help Desk 1st tier support for PeopleSoft Financials, Microsoft Office products, Groupwise and CivicPlus.
- Assist with development of departmental succession and backup plan for current vacancies and future staff retirements including management staff.
- Assist with enhancement of employee evaluation program to strengthen communication and create alignment of departmental and individual goals.
- Increase departmental efficiencies in recordkeeping and contract management.
- Oversight, review and maintenance of departmental budget as approved for 2014.

## **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. A new product, iasWorld from Tyler Technologies was added to this group's support model in 2013. Total direct hours worked for the reporting period of January 1, 2013 – December 31, 2013 were in excess of **17,590** hours of effort as compared with **16,960** hours of effort in 2012. The increase in direct hours is attributable to added staff. 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 **1,692** HCM work orders during 2013 as well as **114** work orders relating to SCM.

### **Key Projects and Accomplishments in 2013**

- Completed the bank conversion from PNC to Fifth Third. This impacted HCM, SCM, and Special Warrants applications.
- Assisted departments with the implementation of third party time capture solutions with integration with HCM.
- Implemented new functionality in SCM called 1099 Workbench to manage the 1099 adjustment process.
- Continue to work on the retrofit SQR reports in the HCM environment for the expansion of the EMPLID field.
- Completed Phase II HCM security audit.
- Completed tax update, regulatory, and maintenance packs for HCM (Tax Update 13A-13F) and SCM (1099 Annual Update).
- Provided production support for HCM modules including Human Resources, Payroll, Time & Labor, Benefits Administration, Self-Service, and Security.
- Provided production support for SCM modules including Account Payables, Purchasing, General Ledger, Commitment Control, and Security.
- Provided year-end support for SCM including PO Rollover, year-end processing, and audit functions.
- Provided year-end support for HCM including W2, year-end processing, CAFR, and audit functions.

### **Goals for 2014**

- Work with operations on the development and system migration of the PeopleSoft HCM development server to a virtualized environment Microsoft OS and MSSQL.
- Implement security and compliance database monitoring software for the HCM environment.
- Continue to assist agencies (SHF, BDD, CTF, TLCHD, and FAC) with the implementation of time capture system.
- Complete tax update, maintenance packs for HCM.
- Continue to provide production support to Human Resources, Payroll, Benefits, and Time & Labor, Self-Service, Security, Technical, and Year-End processing and auditing functions.
- Work with operations on the development and system migration of the PeopleSoft SCM development server to a virtualized environment running new Microsoft OS and MSSQL.
- Provide ongoing consultancy and programming support for 1099, Year-End, budget and accounting issues, purchase orders, vouchers, and warrants.
- Continue to work with the Financials business owners on streamlining the Year-End business processes. An experienced Financials Business Analyst needs to be identified and designated as the Business User/Super User to assist the technical support team with functional issue/resolutions.
- Implement security and compliance database monitoring software for the SCM environment.

### **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 2013**

- Went live with IASworld in December 2013 for CAMA and Board of Revision applications
- Completed training for IASworld technical support
- Modified legacy tax accounting system to accommodate changes in Ohio rollback reimbursement.
- Implemented changes to Treasurers payment plan to accommodate new banking services.
- Created numerous ad-hoc reports and resolved break fix issues for legacy tax system.
- Provide support for tax billing and collections cycles.

### **Goals for 2014**

- Replacement/retirement of tax accounting /AREIS applications using the IASWorld product from Tyler Technologies.
- Training of New Applications Analyst for IASworld.
- 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 2013**

- Completed OnBase upgrade to version 12
- With the exception of a few third party applications and some that will be replaced by IasWorld, all internally and externally accessed applications have been migrated to the new servers.
- Upgraded the Dog Tag Application to account for new dog licensing law.
- Upgraded the Time Off application to allow for easier administration by LCIS of agencies using this application.
- Upgraded ArcSDE and the TaxMap department desktop users from 9.1 to 10.1
- Upgraded ArcServer from 10.0 to 10.1
- Completed 176 OnBase work orders, 73 web site changes, and 202 miscellaneous program changes and end user consultations.

### **Goals for 2014**

- Support the deployment of the new Real Estate/ Tax Billing application by upgrading the GIS, Pictometry, Ortho photography servers and software.
- Retire Real Estate servers and assume support of Real Estate software not migrated to Tyler application.
- Deploy interfaces to Tyler to support Viewing of Onbase Images and processing tax refund payments.
- Upgrade redaction services to new vendor.
- Prepare for Onbase upgrade to 13.
- Ongoing support for 54 web based applications.

## **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.

### **Key Projects and Accomplishments for 2013**

- ArcSDE environment and the Taxmap department desktop users upgraded from 9.1 to 10.
- ArcServer upgraded from 10.0 to 10.1
- GIS services created on the ArcServer so that parcels, streets, and other GIS layers can be viewed in Tyler's IasWorld
- MaPrint application upgraded from ArcGIS 3.2 to ArcGIS 10.1.
- CAUV application upgraded from ArcGIS 3.2 to ArcGIS 10.1. Process to be handed over to technicians in Auditor's GIS further development is needed to integrate with IasWorld.
- The nightly conversion of SDE data to shape files for AREIS Online now runs on a server and has been upgraded from an ArcGIS 3.2 process to an ArcGIS 10.1 process.
- Nightly replication of the production SDE database to a File Geodatabase being served out via ArcGIS Server 10.1.

## **Goals for 2014**

- Finish up conversion of CAUV over to ARCGIS 10.1
- Continuing assistance of implementation of IASWorld from both the GIS and Security standpoints.

## **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 2013 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 52 departments and agencies during normal business hours.

### **Key Projects and Accomplishments 2013 – Networking Team**

- Completed 3161 requests for desktop technical support
- Filled two vacant Network Technician positions.
- Completed networking vehicles for Dog Warden's Chameleon implementation
- Provide extensive planning and operational support for the Tyles iasWorld implementation
- Provide networking support for Early Vote Center
- Build out networking for Engineer move to McCord Rd.
- Implement the Buckeye WAN for connecting dispersed locations
- Complete Facilities monitoring network
- Replaced 40 PC via the PC Acquisition program
- Provided networking support to a new building for Central Drug Testing

### **Key Projects and Accomplishments 2013 – Data Center Team**

- Install a Falconstor backup system to improve the back up times and recovery of lost files
- Provide extensive planning and operational support for the Tyles iasWorld implementation
- Upgrade the Onbase software from version 9 to version 12 using virtualization to minimize physical servers required.

- Upgrade the County GIS servers from version 9 to version 10 using virtualization
- Expand the use of Virtual servers to reduce equipment and facilities costs
- Continue providing operational support for PeopleSoft, Auditor Tax Accounting, Courts, OnBase document imaging, and the Lucas County Recorder.

**Goals for 2014 – Networking Team**

- Complete the migration of devices off the legacy network
- Deploy Cisco AnyConnect for SSL VPN capabilities
- Replace existing CiscoWorks server hardware/software with a new product for Cisco network device configuration management
- Evaluate and propose an upgrade to the 10 year old Lucas County data network infrastructure.
- Complete a migration of Windows XP computers to Windows 7

**Goals for 2014 – Data Center Team**

- Enhancement of SQL Server security for enterprise SQL servers.
- Configure, and implement a plan to convert existing physical server environments to virtual server environments. A key group of servers for this conversion will include our enterprise ERP Peoplesoft HR and Financials servers. This will provide better redundancy and fail-over protocols for Lucas County, as well as reduce server support costs.
- Assist with the upgrade of the tax accounting system.
- Maintain the quality of service expected by our customers through 2014.
- Expand network storage to support the continued growth anticipated in Real Estate.
- Expand network backup to support new Real Estate storage and reduce backup time requirements.
- Evaluate all servers for End of Life and establish an upgrade schedule.

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

Ms. Anita Lopez	Auditor, Secretary to the Board
Mr. Pete Gerken	County Commissioners
Mr. Wade Kapszukiewicz	Treasurer
Judge Gene Zmuda	Common Pleas Court
Mr. Bernie Quilter	Clerk of Courts
Mr. Phil Copeland	Recorder
Ms. Meghan 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 12/31/2013)

### Management Staff

Cynthia Waldmannstetter	Director
Ron Heinold	Assistant Director – Enterprise Software
George Webb	Assistant Director – Enterprise Infrastructure
Karen Schnitkey	Office Manager

### Applications Staff

James Lagger	Applications Systems Manager –Tax Acctg & Collections
Gianni Carrero	Applications Team Lead – Enterprise Solutions
James Volschow	Sr. Application Systems Analyst – PeopleSoft ERP
Karen Peck	Application Systems Analyst – PeopleSoft ERP
Michelle Weiss	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 – Civic Plus Web Content Management
Michelle Weiss	Application Systems Analyst – PeopleSoft ERP
Sandra Lewandowski	Application Systems Analyst – Document Imaging
Scott Yoder	GIS System Administrator
Karen Ramsey	Business Systems Analyst – Enterprise Solutions

### 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

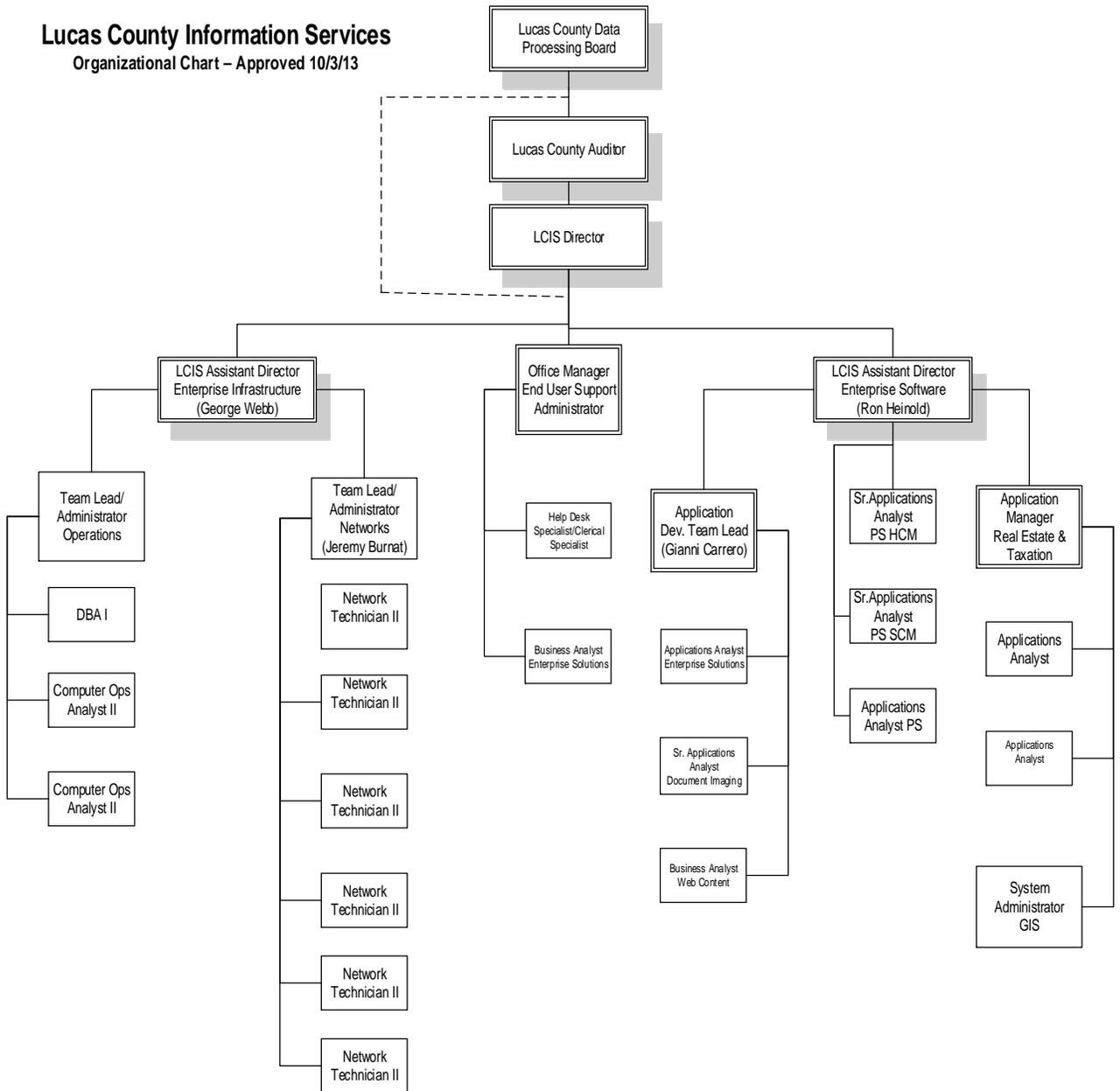
### Network/Client Support Staff

Jeremy Burnat	Network Services Team Lead
Tony Bundy	Network Services Technician II
Walter Reed	Network Services Technician II
Dan Lawson	Network Services Technician II
Ruby Nolen	Network Services Technician II
Chris Veitch	Network Services Technician II
Cherie Muetze	Network Services Technician II

### Administrative Support Staff

Tina Kirk	Administrative Clerk/Help Desk
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**Lucas County Information Services**  
Organizational Chart – Approved 10/3/13



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

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Salaries	\$1,716,098	\$1,691,915	\$1,485,045	\$1,419,451	\$1,353,432
Opers	\$240,254	\$236,868	\$208,187	\$196,909	\$189,480
Fica	\$23,113	\$22,791	\$21,562	\$18,594	\$18,498
Wkrs Comp	\$2,317	\$11,463	\$16,465		
Health Ins.	\$323,244	\$321,481	\$271,191		
Allowances			\$230	\$2,970	\$3,000
Contract Svs	\$712,378	\$656,420	\$619,000	\$530,551	\$187,060
Contract Rprs	\$188,437	\$47,431	\$45,000	\$93,739	\$8,600
Professional Svs.				\$415.55	\$600
Supplies	\$30,000	\$27,000	\$10,000	\$8,500	\$2,700
Office Supplies					\$1,900
Postage	\$150	\$100	\$100	\$100	\$100
Gasoline	\$240	\$1,100	\$300	\$200	\$200
Advertising & Prnt					\$1,000
Copying chgs.	\$100	\$100	\$50	\$50	\$50
Telecom	\$37,000	\$37,000	\$26,000	\$28,000	\$25,000
Training	\$50,000	\$11,000	\$8,000	\$10,000	\$12,500
Miscellaneous	\$20,000	\$8,510	\$7,170	\$3,686.28	\$500
Equipment	\$196,780	\$83,000	\$85,000	\$75,000	\$29,700
Equipment Parts					\$2,000
Software & Sup					\$402,676
<b>Total</b>	<b>\$3,540,112</b>	<b>\$3,156,179</b>	<b>\$2,803,300</b>	<b>\$2,388,594</b>	<b>\$2,238,996</b>

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

**Lucas County Information Services**  
Operational Expenses

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Salaries	\$1,662,814	\$1,559,256	\$1,333,112	\$1,346,166	\$1,291,690
Opers	\$232,785	\$218,033	\$185,073	\$186,781	\$181,281
Fica	\$22,049	\$20,591	\$17,483	\$17,483	\$17,155
Wkrs Comp	\$2,218	\$11,463	\$16,465		
Health Ins.	\$301,395	\$274,633	\$245,410		
Allowances			\$180	\$2,970	\$3,120
Contract Svs	\$783,357	\$551,657	\$636,347	\$501,228	\$200,109
Contract Rprs.	\$198,333	\$41,829	\$34,054	\$85,672	\$7,665
Professional Svs				\$415	\$442
Supplies	\$20,254	\$11,274	\$5,396	\$8,099	\$2,268
Office Supplies					\$2,027
Postage	\$9	\$9	\$13	\$15	\$13
Gasoline	\$36	\$96	\$260	\$0	\$41
Advertising & Prt				\$428	\$110
Copying chgs.	\$0	\$0	\$0	\$0	\$0
Telecom	\$20,443	\$19,379	\$24,435	\$22,575	\$21,203
Training	\$5,515	\$2,196	\$7,317	\$6,065	\$11,716
Miscellaneous	\$9,234	\$4,095	\$6,742	\$180	\$192
Equipment	\$330,956	\$59,246	\$79,313	\$54,579	\$26,240
Equipment Parts					\$2,742
Software & Sup					\$407,704
<b>Total</b>	<b>\$3,589,398</b>	<b>\$2,773,757</b>	<b>\$2,591,600</b>	<b>\$2,232,656</b>	<b>\$2,175,718</b>