LUCAS COUNTY INFORMATION SERVICES
2016 ANNUAL REPORT

Operations of Lucas County
Automatic Data Processing Center

Respectfully Submitted

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

April 6, 2017

2016 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, 2017

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 2016. 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, 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 oversees administrative, human resource and payroll functions, county web site and help desk support. The End User Support Specialist, Business Analysts and the Administrative Clerk report to the Office Manager.

In 2016, the Lucas County Data Processing Center/Information Services provided services to the following entities:

Adult Probation
Appeals Court
Auditor's General Office
Auditor Real Estate
Board of Commissioners
Board of Developmental Disabilities
Board of Elections
Board of Health
Building Regulations
Centralized Drug Testing
Child Support Enforcement Agency
Children Services Board
Clerk of Courts
Common Pleas Court
Coroner's Office
Correctional Treatment Facility
County Administration
Court Services
Domestic Relations Court
Canine Care and Control
Emergency Services
Employee Benefits
Engineer's Office
Facilities Management
Family Council
Human Resources/CPD
Job and Family Services
Juvenile Court
Lucas County Landbank
Lucas County Law Library
Mental Health & Recovery Services
Municipal Courts (within Lucas County)
Office of Management & Budget
Planning and Development
Pre-Trial/Pre-Sentence
Probate Court
Prosecutor's Office
Recorder's Office
Records Center
Regional Court Services
Risk Management
Sanitary Engineer's Office

Sheriff – Civil Branch
Sheriff's Office/Jail
Soil and Water Conservation
Solid Waste Management
Support Services
Treasurer's Office
Vehicle Maintenance
Veterans Services
Waste Water Treatment
Work Release
Workforce Development
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 other's 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.

Administrative Support Group

The Administrative Support group is responsible for all administrative functions for the agency as well as end user support for many county applications. The LCIS Help Desk strives to provide the highest quality of customer service through Tier 1 support to county end users. Business Analysts provide continuing training and support for the county website run by CivicPlus. The Administrative team streamlines our department to enable LCIS to operate efficiently and productively.

Capital Improvement Projects

LCIS has been awarded Capital Improvement Project (CIP) funds for the year of 2016 for core software upgrades and network infrastructure upgrades. These projects include; upgrading Microsoft Server and MS SQL licensing for Lucas County's enterprise virtual servers, adding a redundant Cisco Wireless Controller, upgrading Lucas County's core routing and switching equipment which also integrates the SAN networking equipment (complete in 2016), and replacement of edge switching equipment for three campus buildings (complete).

Additionally LCIS is preparing upgrades to the electrical infrastructure for one datacenter (in process), continued expansion of our VMware cluster to continue our enterprise virtualization initiative, and completing the installation of our enterprise SAN storage

2017 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 2017 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 and production support of mission critical systems.
- Focus on reducing server hardware needs and corresponding support contracts through virtualization and 3rd party support providers.
- Reduction of application support commitments through purchased solutions.
- Focus on an enterprise shared services model wherever possible.
- Planning achievable projects that result in the largest positive impact to the entire enterprise.
- Leverage enterprise-class solutions whenever possible to ensure future scalability and flexibility to allow for more agile environments and reduction of duplicated effort.

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

Microsoft Certified Professional (MCP)
Microsoft Corporation

Microsoft Certified Systems Administrator (MCSA)
Microsoft Corporation

Cisco Certified Network Associate (CCNA)
Cisco Corporation

OnBase Certified System Administrator (OCSA)
Hyland Software

OnBase Certified Advanced System Administrator (OCASA)
Hyland Software

OnBase Certified Workflow Administrator (OCWA)
Hyland Software

ADMINISTRATIVE SERVICES DIVISION

The Administrative Support group is responsible for all administrative functions for the agency including purchasing, contract management, inventory of equipment, capital assets and software, budgetary management, human resource and payroll administration as well as general support for the Data Processing Board and management of the LCIS Help Desk and the county web site. The Lucas County Information Services Help Desk provides Tier 1 support to county employees for email, Microsoft Office, OnBase, Adobe Acrobat, PeopleSoft Financials and other Lucas County applications. Business Analysts provide training and support for the county website hosted by CivicPlus. The Administrative team continually strives to provide the highest quality of customer service to Lucas County end users and to streamline departmental procedures to enable LCIS to operate efficiently and successfully.

Key Projects and Accomplishments in 2016

- Provide general administrative, HR and payroll support for LCIS managers and staff.
- Administration of the LCIS Help Desk, staff and end user support.
- Staff responded to 1131 work orders including 697 password resets, 77 PeopleSoft Financial, 176 CivicPlus, 116 LC Applications, 8 OnBase and 57 general end user support work orders.
- Provide end user support for PeopleSoft Financials, GroupWise, CivicPlus, TimeOff, LC Applications, OnBase, Microsoft Software, Adobe and basic PC support.
- Coordination of the inventory and documentation for capital assets.
- Provide assistance to county departments for purchasing Microsoft and Adobe Software through select agreements to obtain lowest pricing tier.
- Managed disposal of departmental obsolete equipment via GovDeals and AIM.
- Provide administrative support to the Data Processing Board and ERP Steering Committee
- Review and update of Departmental Employee Policies and Procedures.
- Standardized electronic forms via Adobe Acrobat for LCIS and county end users.
- Review and maintain support contracts for enterprise equipment/software and for Real Estate software and hardware.
- Oversight, review and maintenance of departmental budget as approved for 2016.
- Provide assistance with PeopleSoft Financial year end activities.
- Completed CivicPlus user audit to update all active users in the system.
- Completed web page audit of all county web pages and communicated needed changes to agency contacts.
- Began Implementation of the county web site upgrade.
- Implemented department onboarding policy.
- Updated LCIS meeting space.

Goals for 2017

- Assist with coordination of inter-departmental training for managers and supervisors.
- Coordinate departmental training for staff on the office policy and procedures as well as individual employee enhancement initiatives including cultural awareness and diversity.
- Maintenance and enhancement of LCIS Help Desk and LCIS departmental web pages, including development of end user support resources and training guides.
- Enhancement of Help Desk support for PeopleSoft Financials, Microsoft Office products, Groupwise, LC Applications and CivicPlus.

- Development of departmental succession and backup plan for current vacancies and future staff retirements.
- Oversight, review and maintenance of departmental budget as approved for 2017.
- Assist with development and planning for 2018 departmental budget and goals.
- Continue to focus on cost containment and meeting budgetary requirements set by the Office of Management and Budget and County Administration.
- Fill the Administrative Clerk vacancy within LCIS.
- Complete annual CivicPlus web page and user audits for all county agencies.
- Complete county web site upgrade and training of county users.
- Upgrade web site analytics tools.
- Streamline software purchasing procedures for county agencies.
- Update and enhance Visitor web pages on county web site.
- Maintain a high level of customer service and satisfaction.

ENTERPRISE SOFTWARE

Enterprise Software is divided into three support groups. These support groups include PeopleSoft ERP, tax accounting and collections and enterprise solutions. These groups are responsible for all major enterprise software design, configuration, deployment, and support.

The application development and support staff 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 support groups maintain more than 100 custom applications written in various computer languages, as well as support for several commercial software packages such as PeopleSoft Human Capital Management (HCM) and Supply Chain Management (SCM), OnBase for Enterprise Imaging, and, iasWorld from Tyler Technologies. These groups maintain the LCIS strategy and vision through enterprise solution deployment via commercial software implementation whenever possible.

PeopleSoft ERP Group

The PeopleSoft group 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 activities are a vital component to the support and proper utilization of the ERP system. Customer production support is provided to over 40 Lucas County agencies. 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.

Key Projects and Accomplishments in 2016

- Responded to 1,403 HCM work orders as well as 165 work orders relating to SCM during 2016.
- Completed tax and regulatory updates for HCM (Tax Update 16A-16E) and SCM (1099 Annual Update).
- Completed required updates by Rimini Street regarding business reporting and processing requirements for the Affordable Care Act.
- 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.
- Provided support for departments with third-party time capture solutions and integration with HCM.
- Provided technical support for the Benefits & Wellness department regarding the benefits on-line open enrollment initiative.
- The ERP Steering Committee has been meeting on a monthly basis. Much discussion was centered on the upgrade to PeopleSoft 9.2 (HCM and SCM) and the Oracle Cloud solutions (HCM Cloud and ERP Cloud). Late in the fourth quarter, the group began discussions of other ERP solutions for Lucas County.

Goals for 2017

- A decision will be made to upgrade or replace the existing PeopleSoft ERP applications.
- The ERP Steering Committee is to work with a consulting firm to provide assistance with business process analysis, core business centralization, change management, ITB creation, and vendor selection. A formal recommendation for approval will be made to the executive sponsors.
- Assist the Sheriff's department with the implementation of a time capture and scheduling system.
- Complete tax and regulatory updates for HCM and SCM.
- Continue to implement new business reporting and processing requirements for the Affordable Care Act.
- Continue to provide production support to Human Resources, Payroll, Benefits, and Time & Labor, Self-Service, Security, Technical, and year-end processing and auditing functions.
- Provide ongoing consultancy and programming support for 1099, year-end, budget and accounting issues, requisitions, purchase orders, vouchers, and warrants.
- Recommend that experienced business owners/super users for requisitions and purchasing be identified. They would be responsible for functional issue resolution and provide end user training for the respective business functions.
- For the 2017 PeopleSoft SCM year-end PO roll process, it is strongly advised that the financial business owners seeks out a PeopleSoft year-end business consultant(s) for support during the year-end event. LCIS is limited in the number of staff, availability, and specialization in order to provide adequate support for this process.

Tax Accounting Group

The Tax Accounting group supports a diverse suite of application systems. The specific systems that are supported include the real estate 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 software.

Key Projects and Accomplishments in 2016

- Created numerous ad-hoc reports and resolved break fix issues for tax accounting system.
- Provided heavy support for tax billing and collections cycles.
- Refined the AREIS DVD replacement to better meet the needs of the Auditor's Office personnel.

- Responded to 349 new work orders during 2016, while continuing to work on pre-existing ones.
- Hired and trained a New Applications Analyst for Real Estate support.

Goals for 2017

- Become proficient with iasWorld software in support of on-going needs of the business.
- Terminate remaining legacy applications within the Auditor's Real Estate division.
- Complete the annual Real Estate agenda with the new steps through iasWorld.
- Maintain a high level of customer service and satisfaction.
- Fine tune all aspects of iasWorld so processes and procedures are more streamlined.
- Create custom reports within iasWorld to reduce the need for ad-hoc queries.
- Continue to automate processes and procedures to facilitate further efficiencies within the Auditor's and Treasurer's Offices.
- Support the Auditor's Office with the Sexennial Revaluation.

Enterprise Solutions Group

This group is responsible primarily for the design, development and maintenance of custom-built web based applications. These applications are provided to different agencies within the county and may either be accessible by the public or by county employees only. This team is also responsible for all application and end user support of Lucas County's enterprise imaging content management system called OnBase from Hyland Software.

Key Projects and Accomplishments for 2016

- Implemented data mining prevention measures via CAPTCHA (Completely Automated Public Turing test to tell Computers and Humans Apart) in the Commissioners Agenda application and also in the OnlineDockets application.
- Retired the ATS (Areis Tracking System) application.
- Retired the Poll Locator application and updated the Map Search application to allow administrators to update maps on their own without LCIS involvement.
- Updated the CARTS and COAManager applications to use the central Lucas County Employee profile database for logging in.
- Rolled out an update to the Online Dog Tag order application to allow tag vendor agencies to submit electronic orders.
- Added several enhancements to the internal Dog Tag application to improve administration of dog tags and to remove bugs.
- Created an online registration page for the Forfeited Land Sale.
- Applications within the FROGS portal were updated so that they can be disabled during maintenance while at the same time providing a message to the user.
- Updated the security of our project tracking software HoursNET, as well as added multiple enhancements.
- Created an administration page for the Lucas County Profile database.
- Added the ability for the Chief Deputy Auditor to generate the file that is sent to the state with county's spending data.
- Removed several applications from NETSRV1. Those applications being BOR_App, Foreclosure, InformalApp, SalesReportAreisOnline, SalesReportAreisOnline_Condo, SalesViewer.
- Finished the OnBase app enabling of the IasWorld screens.
- Started research of OnBase 15 upgrade.
- Updated search fields in the OnlineDockets application.
- Changed the sequence of pay in journal IDs generated by the Pay In application.
- Converted our last two VB6 applications to the new platform VB.NET.

- Updated the Special Warrants application to allow for batch update of warrants to unclaimed status.
- Added several enhancements to the TimeOff application including:
    - Ability for departments to track absences with or without Dr.s excuse.
    - Added additional TimeOff request details to reports.
- Added an effective date field to the Cigarette license application.
- Retired the EXEMPTS application.
- Updated several applications to be compatible with most major current browsers.
- Trained an additional analyst to provide primary support for OnBase.

Goals for 2017

- Retire DTS software (for Recorders) from old servers as DTS upgrades it. Upgraded software will reside on the new servers.
- Retire real estate applications from old servers that will be getting moved to the iasWorld.
- Assist the prosecutor's office with the implementation of OnBase.
- Ongoing support for 62 web based applications and 7 non-web applications.
- Ongoing support for the OnBase imaging system.
- Complete the OnBase 15 upgrade.
- Obtain training and continue mobile application development as time and resources allow.
- Allow office managers to generate a report from the TimeOff application to be loaded into PeopleSoft Time & Labor instead of manually entering records.
- Complete the decentralization of Pay In entry so that agencies can enter their own Pay Ins.
- Continue converting application reports to SSRS (SQL Server Reporting Services).
- Implement OnBase for the Treasurer's office.
- Start migration of databases to the new SQL server SQLSERV1-VM.
- Update our project tracking software so that it can be used by multiple departments independently.
- Continue enhancing our custom applications to better serve the end users.

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 2016 this group was responsible for the completion of over 3,046 work requests and the following mission critical infrastructure:

- Three HP3000 Mid-frame
- One Intel Novell Print and file Servers
- Six Windows Domain controllers
- Seven Suse Linux Enterprise Servers
- Nine Novell GroupWise mail and post office servers
- Sixty Microsoft Windows Servers
- Eighty-eight VMWare Virtual Servers
- Fourteen VMWare Host servers
- One Hundred Ninety Two Cisco Network Devices

- 1,700 end-user desktop pc's – hardware, OS, and security
- Email for county cellular phones / mobile devices
- Scanners and Printers throughout the county

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 over 40 Lucas County agencies during normal business hours.

Key Projects and Accomplishments 2016 – Networking Team

- Completed 3040 requests for desktop technical support.
- Installed new Cisco core network routers and switches at both data centers to support a 20 GB network backbone while maintaining core redundancy.
- Implemented an Enterprise Printer Server.
- Assisted Job and Family Services/Centralized Treatment Facility with network configuration for the new Kronos Server.
- Assisted in an emergency network repair at Domestic Relations Court after a vendor cut 40 network lines.
- Migrated Waste Water User Files/Share to the Windows Enterprise File Server.
- Migrated Court of Appeals User Files/Share from a Novel Server to the Windows Enterprise File Server.
- Migrated Soil and Water to the Windows Enterprise File Server.
- Migrated Lucas County Solid Waste to the Windows Enterprise File Server.
- Migrated Lucas County Commissioners from the Novell Server to the Widows Enterprise File Server.
- Migrated Waste Water Treatment User Files to the Windows Enterprise File Server.
- Maintained Email flow via the Email Security Appliance and GroupWise.
- Maintained Internet Security via the Web Security Appliances.
- Replaced the core Active Directory Servers from Windows 2003 to Windows 2012 R2.
- Seven wiring closets at One Government Center Switch/UPS hardware replaced, re-cabled and re-organized.
- Wiring closet at Domestic Relations Court Switch/UPS hardware replaced, re-cabled and re-organized.
- Wiring closet at Court of Appeals Switch/UPS hardware replaced, re-cabled and re-organized.
- Wireless networking installed at Court of Appeals.
- 4 wiring closets at Justice Block Switch/UPS hardware replaced, re-cabled and re-organized.
- Wiring closet at Centralized Drug Testing Switch/UPS hardware replaced, re-cabled and re-organized.
- Wiring closet at Canine Care & Control Switch/UPS hardware replaced, re-cabled and re-organized.
- Juvenile Distribution Switch stack replaced to support server hardware.
- Wiring closet at Facilities Switch hardware replaced.
- Assisted Recorders DTS Software Upgrade.
- Installed new fiber backbone at 701/711 Adams.
- Replaced the Windows Update Server from Windows 2003 to Windows 2012 R2.
- Continued to assist Tyler network and remote needs.
- Replaced the Symantec Server to Windows 2012 R2 to support the latest version of the Symantec Endpoint Client software.
- Assisted the Sheriff's Office in setting up GED Testing PCs.
- Assisted the Prosecutors Office in selecting and setting up Smart Boards.

- Assisted Integrated Justice System Court View migration supporting their networking needs.
- Migrated the majority of GroupWise user post offices to Virtual Machines for increased availability.
- Assisted Board of Elections in increasing computer security by installing Cylance Protect.
- Installed a MalwareBytes Server 1 year test pilot and deployed the software on 233 PCs to enhance network security to mitigate virus exploits.
- Assisted in the Planning and Development move from The Source to One Government Center.
- Hired an additional Network Technician II.
- Installed GoverLAN Server/Software to better support the Lucas County PCs.
- Assisted Integrated Justice System in setting up support users to use LCIS GoverLAN.
- Assisted Real Estate in configuring Tough Pads with Windows 10.
- Assisted 911 in identifying Fiber for their use on the Lucas County Fiber Loop.
- Installed additional Fiber at One Government Center from 3rd floor to the 12 floor to add a new wiring closet.
- Installed wireless on the 12th floor of One Government Center to provide services to the conference center.
- Assisted the Jail in moving a number of users to One Government Center due to flooding in the subbasement.
- Assisted Board of Health Server migration from Novell to Windows.

Key Projects and Accomplishments 2016 – Data Center Team

- Provide extensive planning and operational support for the continued Tyler iasWorld implementation
- Expand the use of virtual servers to reduce equipment and facilities costs; new database server, Enterprise file server.
- Build and deploy new servers for LCLB, Tyler (Smartfile), Enterprise Applications.
- Continue providing operational support for PeopleSoft, Auditor Tax Accounting, Courts, OnBase document imaging, and the Lucas County Recorder.
- Rebuild existing storage network to increase server performance and reduce end user response times
- Support the Treasurer's Unisys servers in a virtual environment
- Reconfigure large storage array to support additional storage needs.
- Support PeopleSoft development environments for Rimini/Oracle HRMS software support
- Upgrade existing Virtual Hosts and environment
- Planning for rebuilding the server networking infrastructure

Goals for 2017 – Networking Team

- Complete the migration of devices off the legacy network.
- Remove the old core routers from environment.
- Maintain high level of responsiveness to desktop support requests.
- Maintain high level of network availability.
- Continue to upgrade all uninterruptible power supplies to ensure continuity during electrical power disruptions.
- Continue to replace network switch closet gear not replaced already under the 10 Gigabyte network upgrade project.
- Upgrade Cisco ACS Server with a Cisco Identify Services Engine (ISE).
- Migrate Facilities to enterprise environment.
- Validate Windows 10 Enterprise.
- Expand wireless coverage.

- Start PC deployment standards using Windows 10.
- Upgrade GroupWise from version 2012 to 2014.
- Expand MalwareBytes County Wide.
- Remove legacy physical Active Directory Servers and replace with one physical Active Directory Server.
- Replacement of our email retention server.
- Expansion of our Web Security Appliances server hardware and continued implementation of HTTPS filtering/decryption.
- Start planning Novell server to Windows Server migration.

Goals for 2017 – Data Center Team

- 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.
- Implementation/project support of the Recorder's server upgrade
- Maintain the quality of service expected by our customers through 2017.
- Evaluate all servers for End of Life and refine the upgrade schedule.
- Utilize existing equipment to enhance automatic fail-over between data centers to ensure continuity of operations during power outages or loss of building access for either datacenters.
- Re-cable datacenters to take advantage of the new 10 Gigabyte network.
- Deploy new Virtual Hosts.
- Completion of electrical upgrade for the secondary datacenter.
- Integration of LCIS failover datacenter with emergency building power at OGC.
- Finalize deployment of new SAN.
- Deploy new backup solution to replace End of Life hardware/software.
- Develop a co-location plan to ensure business continuity.

Lucas County Information Services
Members of Lucas County Automatic Data Processing Board
Conclusion of 2016

Ms. Anita Lopez	Auditor, Secretary to the Board
Ms. Carol Contrada	County Commissioner
Mr. Wade Kapszukiewicz	Treasurer
Judge Gary Cook	Common Pleas Court
Mr. Bernie Quilter	Clerk of Courts
Mr. Phil Copeland	Recorder
Ms. Gina-Marie Kaczala	Board of Elections, Director
Ms. Lavera Scott	Board of Elections, Deputy Director
Judge David Lewandowski	Domestic Relations Court

Lucas County Information Services
Division Staff (As of 12/31/2016)

Management Staff

Jason Gears	Director
Ron Heinold	Assistant Director – Enterprise Software
Vacant	Assistant Director – Enterprise Infrastructure
Karen Schnitkey	Office Manager

Applications Staff

Gianni Carrero	Applications Development Team Lead – Enterprise Solutions
Lam Vu	Application Systems Analyst – Enterprise Solutions
Udaya Sharma	Application Systems Analyst – Enterprise Solutions
Shawn Russell	Application Systems Analyst – Enterprise Solutions
Michelle Weiss	Application Systems Analyst – Document Imaging
Sandra Lewandowski	Application Systems Analyst – Document Imaging
Brad Manders	Applications Team Lead – Real Estate and Taxation
Gary Garbers	Applications Systems Analyst – Real Estate and Taxation
Scott Geffe	Sr. Application Systems Analyst – Tax Accounting and Collections
Vacant	Application System Analyst – Tax Accounting and Collections
James Volschow	Sr. Application Systems Analyst – ERP
Karen Peck	Application Systems Analyst – ERP

Operations Staff

Michael Swaile	Computer Operations Team Lead
Alan Mason	Sr. Computer Operations Analyst
Kory Koepfer	Computer Operations Analyst II
Bruce Stykemain	Computer Operations Analyst II
Vacant	Database Administrator

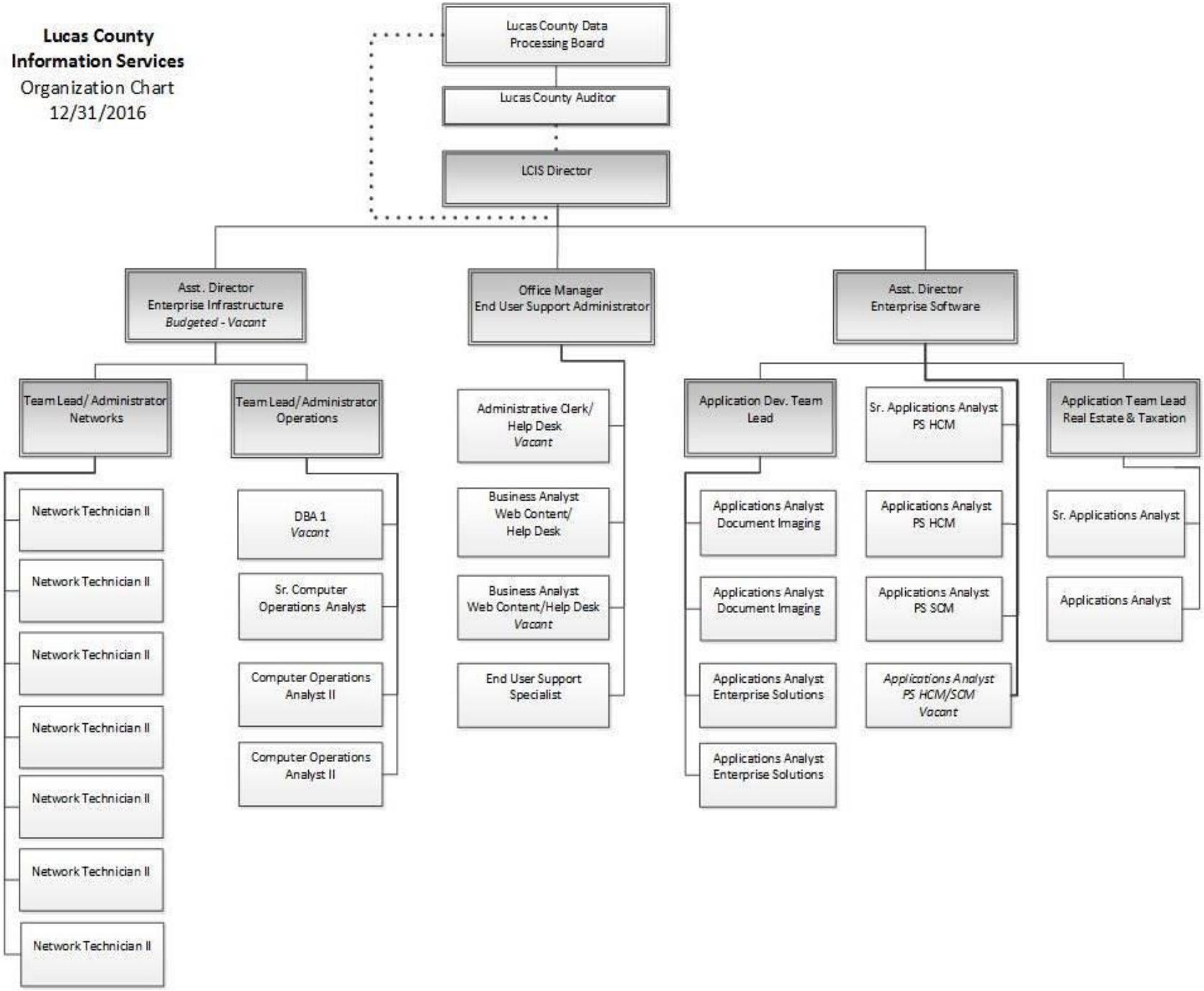
Network/Client Support Staff

Jeremy Burnat	Network Services Team Lead
Tony Bundy	Network Services Technician II
Walter Reed	Network Services Technician II
Ruby Nolen	Network Services Technician II
Chris Veitch	Network Services Technician II
Cherie Muetze	Network Services Technician II
Anthony Hubbard	Network Services Technician II
Kevin King	Network Services Technician II

Administrative Support Staff

Karen Ramsey	Business Analyst – Civic Plus Web Content /Help Desk
Deb Reddish	End User Support Specialist/Help Desk
Vacant	Administrative Clerk/Help Desk
Vacant	Business Analyst – CivicPlus Web Content/Help Desk

Lucas County
Information Services
Organization Chart
12/31/2016



Lucas County Information Services

Operational Budget – Appropriated

	2011	2012	2013	2014	2015
Salaries	$1,485,045	$1,419,451	$1,353,432	$1,357,615	$1,402,702
Opers	$208,187	$196,909	$189,480	$189,092	$194,628
Fica	$21,562	$18,594	$18,498	$18,199	$20,339
Wkrs Comp	$16,465				
Health Ins.	$271,191				
Allowances	$230	$2,970	$3,300	$5,760	$3,366
Contract Services	$619,000	$530,551	$187,060	$189,751	$183,600
Contract Repairs	$45,000	$93,739	$8,600	$7,058	$7,140
Professional Services		$415.55	$600	$500	$510
Supplies	$10,000	$8,500	$2,700	$4,105	$2,754
Office Supplies			$1,900	$3,498	$2,040
Postage	$100	$100	$100	$100	$102
Gasoline	$300	$200	$200	$142	$204
Advertising & Printing			$1,000	$500	$510
Copying	$50	$50	$50	$50	$51
Telecommunications	$26,000	$28,000	$25,000	$22,000	$22,440
Training	$8,000	$10,000	$12,500	$9,460	$12,750
Miscellaneous	$7,170	$3,686.28	$500	$500	$510
Equipment	$85,000	$75,000	$29,700	$7,402	$14,280
Equipment Parts			$2,000	$2,000	$2,040
Software & Support			$402,676	$467,291	$445,740
Total	**$2,803,300**	**$2,388,594**	**$2,238,996**	**$2,285,023**	**$2,315,706**

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

Lucas County Information Services

Operational Expenses

	2011	2012	2013	2014	2015
Salaries	$1,333,112	$1,346,166	$1,291,690	$1,357,615	$1,342,054
Opers	$185,073	$186,781	$181,281	$189,092	$185,891
Fica	$17,483	$17,483	$17,155	$18,199	$18,222
Wkrs Comp	$16,465				
Health Ins.	$245,410				
Allowances	$180	$2,970	$3,120	$3,120	$4,080
Contract Services	$636,347	$501,228	$200,109	$185,801	$177,786
Contract Repairs	$34,054	$85,672	$7,665	$7,198	$5,097
Professional Services		$415	$442	$476	$468
Supplies	$5,396	$8,099	$2,268	$2,677	$1,933
Office Supplies			$2,027	$1,605	$2,671
Postage	$13	$15	$13	$12	$21
Gasoline	$260	$0	$41	$0	$10
Advertising / Printing		$428	$110	$305	$415
Copying	$0	$0	$0	$0	
Telecommunications	$24,435	$22.58	$21,203	$21,376	$20,588
Training	$7,317	$6,065	$11,716	$9,334	$10,312
Miscellaneous	$6,742	$180	$192	$165	$500
Equipment	$79,313	$54,579	$26,240	$3,353	$20,738
Equipment Parts			$2,742	$2,198	$1,943
Software & Support			$407,704	$458,082	$503,456
Total	**$2,591,600**	**$2,232,656**	**$2,175,718**	**$2,260,608**	**$2,296,185**