



**LUCAS COUNTY INFORMATION SERVICES
2014 ANNUAL REPORT**

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

Respectfully Submitted

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

April 1, 2015

**2014 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, 2015

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 2014. 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 oversees administrative functions, county web site and help desk support. The Office Manager supervises application support specialists, business analysts and administrative clerk.

In 2014, 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 2014, 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.

2015 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 2015 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 3rd 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 human resource management, payroll entry, purchasing administration, supplies, mail, telephone support, help desk functions, and any additional requests by the department director. Lucas County web site administration was moved under the administration of the Office Manager in 2014.

Key Projects and Accomplishments in 2014

- 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 and staff.
- Managed assignments and completions of End User Support, Self-Service and Civic Plus work orders.
- Staff responded to 870 work orders including 507 password resets, 84 PeopleSoft Financial, 125 CivicPlus and 154 general end user support.
- Provide 1st tier support for PeopleSoft Financials, GroupWise, CivicPlus, TimeOff, FROGS, OnBase, 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.
- Managed disposal of departmental obsolete equipment via GovDeals for LCIS, REA and Auditor.
- Provide administrative support to the Data Processing Board.
- 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 2014.
- Provide assistance with PeopleSoft Financial year end activities.
- Compiled standard operating procedure manual for administration functions.
- Administrative Clerk completed Lucas County LEAD Training.

Goals for 2015

- 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, including development of end user support resources and training guides.
- 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 2015.
- Assist with development and planning for 2016 departmental budget and goals.
- Continue to focus is 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 CivicPlus web page audits and user audits for all county agencies.

ENTERPRISE SOFTWARE

Enterprise Software is divided into four support groups. These support groups include PeopleSoft ERP, tax accounting and collections, enterprise solutions and county's enterprise GIS system. 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 financials (SCM), Civic Plus Web Content Management, 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 2014

- Assisted departments with the implementation of third-party time capture solutions and integration with HCM.
- Completed the retrofit SQR reports in the HCM environment for the expansion of the EMPLID field.
- Completed tax update, regulatory, and maintenance packs for HCM (Tax Update 14A-14F) 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.
- Completed quality assurance reports for the Disbursements department regarding daily, weekly, monthly, and quarterly time periods.
- Responded to **1,514** HCM work orders as well as **105** work orders relating to SCM during 2014.

Goals for 2015

- Implement new business reporting and processing requirements for the Affordable Care Act.
- Work with operations on the development and system migration of the PeopleSoft HCM/SCM development servers to a virtualized environment Microsoft OS and MSSQL.
- Continue to assist agencies with the implementation of time capture application solution(s).
- Complete tax update, maintenance packs for HCM and SCM.
- 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, purchase orders, vouchers, and warrants.
- Recommend that an experienced Financials Business Analyst be identified and designated as the Business Owner/Super User in the accounting and/or disbursements group to assist the technical support team with functional issue/resolutions.
- Obtain consulting services (subject matter expert) for 2015 year-end financial processing. This resource is to provide valuable functional support and to ensure task deadlines are met.
- The ERP Steering Committee has been inactive for a number of years. Recommend that the committee resumes active meetings. The ERP system for the county needs to become a topic of discussion for strategic planning regarding a future upgrade or reimplement as the system is aging and components are becoming unsupported.

Tax Accounting Group

The Tax Accounting group 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 2014

- Went live with iasWorld for CAMA and Board of Revision applications
- Initiated online filing of Board of Revision Appeals
- Modified legacy tax accounting system to implement a new homestead exemption for disabled veterans.
- Created numerous ad-hoc reports and resolved break fix issues for legacy tax system.
- Provide support for tax billing and collections cycles.
- Responded to 387 work orders during 2014.

Goals for 2015

- Implement tax module for iasWorld
- Hiring and Training of New Applications Analyst for Real Estate
- 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.

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 2014

- Completed OnBase upgrade to version 13.
- Two additional applications were migrated from the old internal server to the new one.
- 10 additional applications were migrated from the old external server to the new one.
- Dog Tag application received several updates to improve employee efficiency and remove bugs.
- Hours.NET application received several updates to improve employee efficiency and remove bugs.
- Retired miscellaneous real estate servers, migrated applications that will not reside in Tyler to the appropriate production server and assumed support of them.
- Several applications received browser compatibility updates with the introduction of IE 11.
- Added improved error logging into a central database for all web applications built in-house.
- Rewrote JetForm reports to remove dependency on old JetForm server.
- Updated BarcoderFix software for Domestic Relations court to catch more incorrect PC settings and provide the user with instructions on how to fix them.
- Implemented new OnBase document viewer for Lucas County Engineer.
- Developed and implemented new Downloads application to enable LCIS to provide downloads for the public or for private use.
- Completed 193 OnBase work orders, 164 web application work orders, and 102 miscellaneous program changes and end user consultations.

Goals for 2015

- Determine if redaction for Clerk of Courts and Recorders can be done more cost effectively by moving to a new vendor.
- Retire real estate applications from old servers that will be getting moved to the iasWorld.
- Retire DTS software (for Recorders) from old servers as DTS upgrades it. Upgraded software will reside on the new servers.
- Continue updating web applications to be compatible with the most current major browsers as bugs are identified.
- Plan to develop and support interfaces to work with iasWorld where applicable.
- Ongoing support for 61 web based applications and 7 non-web applications.
- Ongoing support for the OnBase imaging system.
- Obtain training and continue mobile application development as time and resources allow.
- Upgrade the Dog Tag software so that administrator can be self-sufficient, eliminating the need for work orders to LCIS.
- Consolidate employee profiles from the NetSecurity database into the LCSignIn database.
- Develop administration screen for Lucas County employee profile maintenance.

Geographic Information Systems Group

The GIS group is an integral part of AREIS online (Auditor Real Estate Information System), as well as providing vital information to emergency responders and Lucas County's engineering staff. The focus and intent is to ensure long term support for the environment which includes software and hardware upgrades as needed to maintain the stability of the system.

Key Projects and Accomplishments for 2014

- Completed the user upgrade from 9.1 to 10 of the ArcSDE environment and the Taxmap department desktop.
- Completed an upgrade from ArcServer 10.0 to 10.1
- Enabled iasWorld to view parcels, streets, and other GIS layers using ArcServer.
- Completed an upgrade of MaPrint application from ArcGIS 3.2 to ArcGIS 10.1.
- CAUV application upgraded from ArcGIS 3.2 to ArcGIS 10.1. Note: the process to be handed over to technicians in Auditor's GIS further development is needed to integrate with iasWorld.
- Completed an upgrade from ArcGIS 3.2 process to ArcGIS 10.1 process. This enabled the nightly conversion of SDE data to shape files for AREIS Online to now run on a server.
- Responded to 22 work orders during 2014.

Goals for 2015

- Continue to provide assistance of the implementation of iasWorld from both, a GIS and security perspective.
- Continue with the nightly replication of the production SDE database to a File GeoDatabase being served out via ArcGIS Server 10.1.
- Develop a comprehensive upgrade plan for ArcGIS 10.1 to ArcGIS 10.3.

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 2014 this group was responsible for the completion of over 3,498 work requests and the following mission critical infrastructure:

- Three HP3000 Mid-frame
- Seven Intel Novell Print and file Servers
- Eight Windows Domain controllers
- Four Suse Linux Enterprise Servers
- Eight Novell GroupWise mail and post office servers
- Seventy-Seven Microsoft Windows Servers
- Twenty-Five VMWare Virtual Servers
- Six VMWare Host servers
- One Hundred Seventy-Three Cisco Network Devices
- 1,800 end-user desktop pc's – hardware, OS, and security
- Email for county cellular phones
- 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 2014 – Networking Team

- Completed 3,348 requests for desktop technical support
- Provide operational support for the Tyler iasWorld implementation
- Provide networking support for Early Vote Center(s)
- Technical support for the move of The Engineer to McCord Rd.
- Replaced 700 pc's via the PC Acquisition program using existing staff. Replace all Windows XP computers with Windows 7 to provide on-going Microsoft support.
- Deploy AnyConnect for higher VPN security
- Replaced the county network/Internet firewall (Cisco ASA) for increase security
- Replace Websense network usage tracking with Cisco WSA.
- Expand Internet access speeds by 66% to 50mb/sec
- Isolate Coroner network to enable Coroner to place their servers on Internet
- Relocate the five Justice email servers to virtual environment. This provides fail over in the case of equipment or data center failure that did not exist previously and also provides significantly higher up-time and disaster recoverability.

Key Projects and Accomplishments 2014 – Data Center Team

- Add large storage array to support expansion of Real Estate GIS data.
- Rebuild existing storage network to quadruple server performance and thereby reduce end user response times.
- Upgrade The Treasurer's Unisys servers to new version and virtual environment.
- Provide extensive planning and operational support for the Tyler iasWorld implementation
- Expand the use of virtual servers to reduce equipment and facilities costs; GroupWise servers, PeopleSoft HRMS support, Treasurers Unisys servers
- Deploy PeopleSoft development environments for Rimini/Oracle HRMS software support.
- Continue providing operational support for PeopleSoft, Auditor Tax Accounting, Courts, OnBase document imaging, and the Lucas County Recorder.

Goals for 2015 – Networking Team

- Complete the migration of devices off the legacy network
- Configure GroupWise and file server to support Vet Services relocation to Arlington Ave.
- Assist in physical move of equipment for Veterans Services Commission's relocation to Arlington Ave.
- Upgrade GroupWise from version 8.0 to version 2012.
- Evaluate and propose an upgrade to the 10 year old Lucas County data network infrastructure.
- Replace network switches that are at end of life.
- Planning for replacement of core routers now at end of life.
- Migrate all Justice file servers to virtual servers using existing equipment.

Goals for 2015 – Data Center Team

- Deploy virtual host server to support Vet Services relocation to Arlington Ave.
- 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
- Deploy PeopleSoft development environments for Rimini/Oracle Financials software support.
- Add virtual server host servers. This is in support of continued migration from dedicated physical servers to multiple virtual servers on fewer, shared physical servers.
- Maintain the quality of service expected by our customers through 2015.
- Evaluate all servers for End of Life and establish an 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 1301 Monroe or Government Center.
- Redeploy FalconStor to provide the ability to continue operation in the case of equipment failure of physical servers; for example PeopleSoft HRMS.

**Lucas County Information Services
Members of Lucas County Automatic Data Processing Board
Conclusion of 2014**

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. 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 12/31/2014)

Management Staff

Jason Gears	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
Brad Manders	Application Systems Analyst – Tax Acctg & Collections
Shawn Russell	Application Systems Analyst – Enterprise Solutions
Sandra Lewandowski	Application Systems Analyst – Document Imaging
<i>Vacant</i>	GIS System Administrator

Operations Staff

Michael Swaile	Computer Operations Team Lead
Gary Garbers	Database Administrator I
Alan Mason	Computer Operations Analyst II
Kory Koepfer	Computer Operations Analyst II

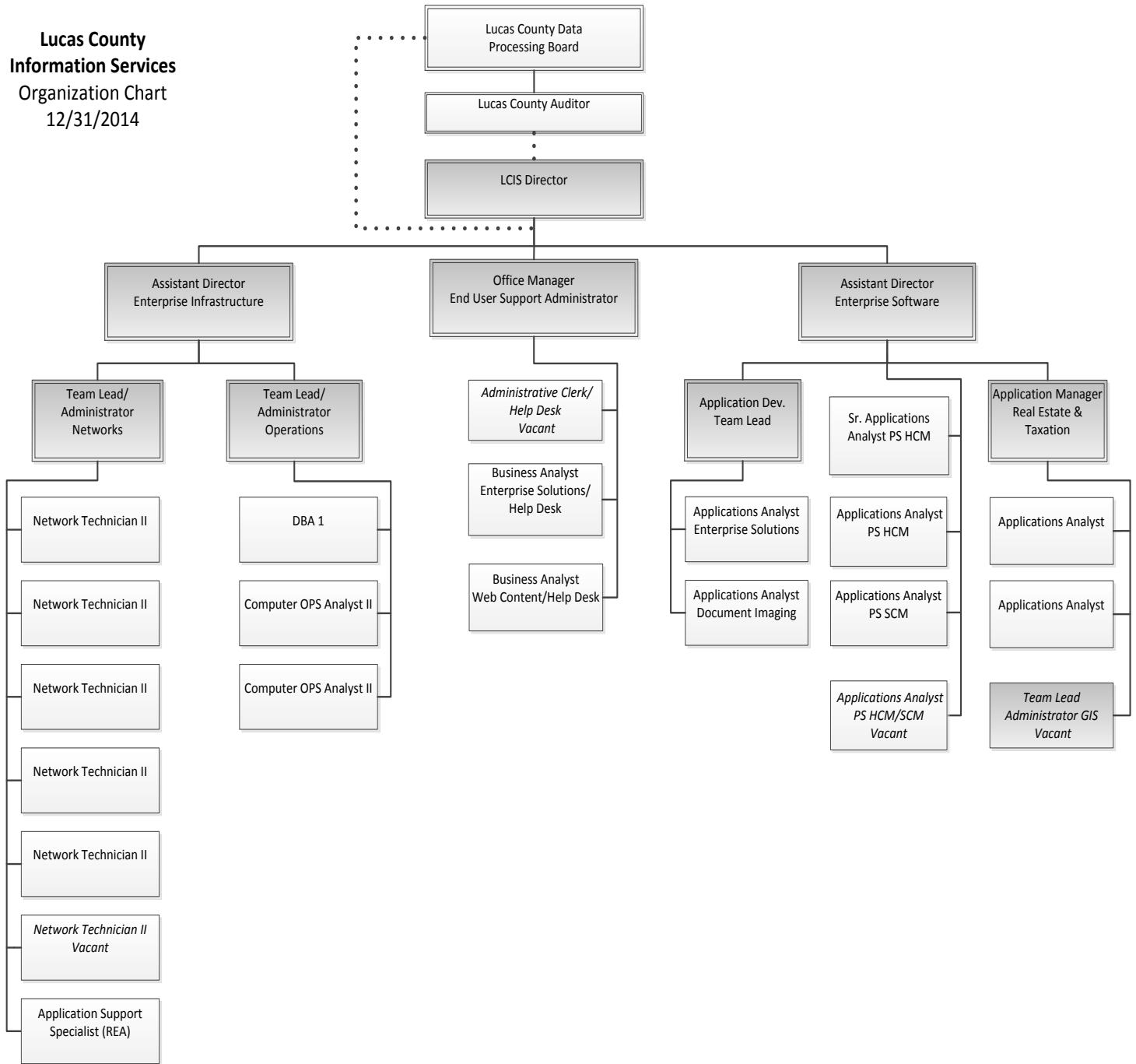
Network/Client Support Staff

Jeremy Burnat	Network Services Team Lead
Tony Bundy	Network Services Technician II
Walter Reed	Network Services Technician II
Ruby Nolen	Network Services Technician II
Chris Veitch	Network Services Technician II
Cherie Muetze	Network Services Technician II
<i>Vacant</i>	Network Services Technician II
Deb Reddish	Application Support Specialist (REA)

Administrative Support Staff

<i>Vacant</i>	Administrative Clerk/Help Desk
Joseph Zalewski	Business Analyst – Civic Plus Web Content Management/Help Desk
Karen Ramsey	Business Analyst – Enterprise Solutions/Help Desk

**Lucas County
Information Services
Organization Chart
12/31/2014**



Lucas County Information Services
Operational Budget – Appropriated

	2010	2011	2012	2013	2014
Salaries	\$1,691,915	\$1,485,045	\$1,419,451	\$1,353,432	\$1,357,615
Opers	\$236,868	\$208,187	\$196,909	\$189,480	\$189,092
Fica	\$22,791	\$21,562	\$18,594	\$18,498	\$18,199
Wkrs Comp	\$11,463	\$16,465			
Health Ins.	\$321,481	\$271,191			
Allowances		\$230	\$2,970	\$3,000	\$5,760
Contract Svs	\$656,420	\$619,000	\$530,551	\$187,060	\$189,751
Contract Rprs	\$47,431	\$45,000	\$93,739	\$8,600	\$7,057
Professional Svs.			\$415.55	\$600	\$500
Fees					\$200
Supplies	\$27,000	\$10,000	\$8,500	\$2,700	\$4,105
Office Supplies				\$1,900	\$3,498
Postage	\$100	\$100	\$100	\$100	\$100
Gasoline	\$1,100	\$300	\$200	\$200	\$142
Advertising & Prnt				\$1,000	\$500
Copying chgs.	\$100	\$50	\$50	\$50	\$50
Telecom	\$37,000	\$26,000	\$28,000	\$25,000	\$22,000
Training	\$11,000	\$8,000	\$10,000	\$12,500	\$9,460
Miscellaneous	\$8,510	\$7,170	\$3,686.28	\$500	\$300
Equipment	\$83,000	\$85,000	\$75,000	\$29,700	\$7,402
Equipment Parts				\$2,000	2,000
Software & Sup				\$402,676	\$467,291
Total	\$3,156,179	\$2,803,300	\$2,388,594	\$2,238,996	\$2,285,023

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

Lucas County Information Services
Operational Expenses

	2010	2011	2012	2013	2014
Salaries	\$1,559,256	\$1,333,112	\$1,346,166	\$1,291,690	\$1,357,615
Opers	\$218,033	\$185,073	\$186,781	\$181,281	\$189,092
Fica	\$20,591	\$17,483	\$17,483	\$17,155	\$18,199
Wkrs Comp	\$11,463	\$16,465			
Health Ins.	\$274,633	\$245,410			
Allowances		\$180	\$2,970	\$3,120	\$3,120
Contract Svs	\$551,657	\$636,347	\$501,228	\$200,109	\$185,801
Contract Rprs	\$41,829	\$34,054	\$85,672	\$7,665	\$7,198
Professional Svs.			\$415	\$442	\$476
Fees					\$165
Supplies	\$11,274	\$5,396	\$8,099	\$2,268	\$2,677
Office Supplies				\$2,027	\$1,604
Postage	\$9	\$13	\$15	\$13	\$12
Gasoline	\$36	\$96	\$260	\$0	\$0
Advertising & Prnt			\$428	\$110	\$305
Copying chgs.	\$0	\$0	\$0	\$0	\$0
Telecom	\$19,379	\$24,435	\$22,575	\$21,203	\$21,376
Training	\$2,196	\$7,317	\$6,065	\$11,716	\$9,334
Miscellaneous	\$4,095	\$6,742	\$180	\$192	\$0
Equipment	\$59,246	\$79,313	\$54,579	\$26,240	\$3,353
Equipment Parts				\$2,742	\$2,198
Software & Sup				\$407,704	\$458,082
Total	\$2,773,757	\$2,591,600	\$2,232,656	\$2,175,718	\$2,260,608