**LUCAS COUNTY INFORMATION SERVICES
2015 ANNUAL REPORT**

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

Respectfully Submitted

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

April 7, 2016

2015 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, 2016

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 2015. 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 2015, the Lucas County Data Processing Center/Information Services provided services to the following entities:

Adult Probation	Emergency Services
Appeals Court	Engineer's Office
Auditor's General Office	Facilities Management
Auditor Real Estate	Family Council
Auto Title	Human Resources/CPD
Board of Commissioners	Job and Family Services
Board of Developmental Disabilities	Juvenile Court
Board of Elections	Lucas County Landbank
Board of Health	Lucas County Law Library
Building Regulations	Mental Health & Recovery Services
Centralized Drug Testing	Municipal Courts (within Lucas County)
Child Support Enforcement Agency	Office of Management & Budget
Children Services Board	Pre-Trial/Pre-Sentence
Clerk of Courts	Probate Court
Common Pleas Court	Prosecutor's Office
Coroner's Office	Recorder's Office
Correctional Treatment Facility	Records Center
County Administration	Risk Management
Court Services	Sanitary Engineer's Office
Domestic Relations Court	Sheriff – Civil Branch
Dog Warden	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 2015 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 (in process), and replacement of edge switching equipment for three campus buildings (in process).

Additionally LCIS is preparing upgrades to the electrical infrastructure for one datacenter and also working to expand our VMware cluster to continue our enterprise virtualization initiative.

2016 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 2016 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

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. 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 run 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 2015
- 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 1114 work orders including 742 password resets, 90 PeopleSoft Financial, 148 CivicPlus, 91 LC Applications, 11 OnBase and 32 general end user support work orders.
- Provide 1st tier support for PeopleSoft Financials, GroupWise, CivicPlus, TimeOff, LC Applications, OnBase, Microsoft Software, Adobe and basic PC support through the Lucas County Help Desk.
- 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.
- Provide administrative support to the Data Processing Board and ERP Steering Committee
- Review and update of Departmental Employee Policies and Procedures.
- Creation and maintenance of electronic forms via Adobe Acrobat for LCIS and county end users.
- Review and maintain support contracts for enterprise equipment/software.
- Maintenance of support agreements for Real Estate software and hardware.
- Oversight, review and maintenance of departmental budget as approved for 2015.
- Provide assistance with PeopleSoft Financial year end activities.
- End User Support Specialist moved from Technical to Administration team.
- Implemented CivicPlus user audit to update all active users in the system.
- Completed web page review of all county web pages and communicated needed changes to agency contacts.
- Completed audit of all LCIS software licenses.
- Began research of alternative web site options.
- Implemented department training portal to Lynda.com.
- Completed Lucas County HR related training programs.

Goals for 2016
- 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 1st tier 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 including management staff.
- Oversight, review and maintenance of departmental budget as approved for 2016.
- Assist with development and planning for 2017 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 audits for all county agencies.
- Complete CivicPlus user audits for all county agencies.
- Research alternative providers and options for the county web site.
- Continue to assist PeopleSoft Financial end users with training initiatives.
- Train LCIS Administrative staff member as PeopleSoft Financial backup.
- Train End User Support Specialist on CivicPlus web site maintenance.
- Implement department on-boarding policy and procedures.

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 2015
- Assisted departments with the implementation of third-party time capture solutions and integration with HCM. (Pay groups BDD, CTF, FAC)
- Completed tax update, regulatory, and maintenance packs for HCM (Tax Update 15A-15E) and SCM (1099 Annual Update).
- Implemented new Rimini Street delivered 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.
- Several key experienced business owners/super users were added in the accounting and disbursements group. These individuals streamlined essential business processes and workflows. The majority of the quality assurance reports were redesigned based upon the established business needs and functionality specifically for daily, weekly, monthly and quarterly time periods. As a result of these changes, the efficiency of the year end close and PO rollover process improved greatly.
- Responded to 1,684 HCM work orders as well as 246 work orders relating to SCM during 2015.

Goals for 2016
- 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). The Sheriff's department could benefit from a time capture and scheduling system.
- 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, requisitions, purchase orders, vouchers, and warrants.
- Recommend that an 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.
- The ERP Steering Committee has been reactivated. It is very important that the committee completes a strategic plan, sponsor a project and obtain budget support for an upcoming upgrade and/or new system implementation. The current applications are aging and components have become unsupported. PeopleSoft Supply Chain Management (SCM) and Human Capital Management (HCM) are negatively impacted.

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. As of October of 2015, the HP3000 was taken offline from general end user use.

Key Projects and Accomplishments in 2015
- Created numerous ad-hoc reports and resolved break fix issues for legacy tax system.
- Went live with Tax Module for iasWorld.

- Provided heavy support for tax billing and collections cycles.
- Provided heavy support for the Triennial Reappraisal process.
- Replaced the legacy AREIS Online Application with the new iasWorld version.
- Replaced the legacy AREIS DVD with a new Microsoft Access version that is accessible online.
- Successfully completed the first Forfeited Land sale out of iasWorld.
- Responded to 347 new work orders during 2015, while continuing to work on pre-existing ones.

Goals for 2016
- Hiring and Training of New Applications Analyst for Real Estate.
- 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.

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 2015
- Enhanced the FROGS interface to allow more control of what reports should be run, and to allow fewer reports to be run for the same criteria, minimizing the load on the database and web server.
- Complete revamp of the LucasCountySpending website to provide a more intuitive and informational interface to the public.
- Completed several enhancements to the internal and online Dog Tag applications including the ability to log dangerous dogs and their tags, and making the process of entering online orders much more efficient.
- Several changes to the Special Warrants application including creating a report of OPERS non-contributing individuals, importing files from IasWorld, and allowing for more than one type of batch a day.
- Completed enhancements to the Knowledge Base application.
- Several enhancements to our work order tracking software (HoursNET) including integration with GroupWise to allow users to update work orders by sending emails.
- Enhancement to the CARTS and Agenda applications for the Commissioner's office.
- Enhanced the forfeited land application.
- Added several enhancements to the TimeOff application and assisted with the setup of the Clerk of courts, Juvenile Court, and Sheriff's office so they could start using that application. Also, created a mobile version of TimeOff.
- Completed several work orders related to OnBase to assist departments in improving their workflow process.
- Enhanced the e-delivery application for court documents.

- Completed an update to the MapSearch application that voters use to locate their voting locations.
- Created a new online viewer for an additional OnBase document type for the county engineer.
- Assisted with the rollout of PlanetBids.
- Switched the printing of Special Warrants to the payroll printer.
- Hired two analysts for the software development group.
- Developed administration screen for Lucas County employee profile maintenance to easily assist or deactivate employees.
- Completed 89 OnBase work orders, 120 web application work orders, and 55 miscellaneous program changes and end user consultations.

Goals for 2016
- 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.
- Allow our chief internal auditor to run the report that is sent to the state listing our spending information.
- Continue updating web applications to be compatible with the most current major browsers as bugs are identified.
- Provide the option for some departments to track excused absences in our TimeOff application.
- Assist the prosecutor's office with the implementation of OnBase.
- 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.
- Continuing enhancing the Dog Tag software so that administrators can be self-sufficient.

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. This support function and resource(s) have relocated and are no longer a part of LCIS.

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 2015 this group was responsible for the completion of over 3,306 work requests and the following mission critical infrastructure:

- Three HP3000 Mid-frame
- One Intel Novell Print and file Servers
- Six Windows Domain controllers

- Nine Suse Linux Enterprise Servers
- Ten Novell GroupWise mail and post office servers
- Seventy-Seven Microsoft Windows Servers
- Fifty-Five VMWare Virtual Servers
- Ten VMWare Host servers
- One Hundred Eighty Cisco Network Devices
- 1,800 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 2015 – Networking Team
- Completed 3,306 requests for desktop technical support.
- Provide operational support for the Tyler iasWorld implementation.
- Provide networking support for Early Vote Center(s).
- Migrate Veteran Services to new servers.
- Assist in the relocation of Veteran Services to Arlington location.
- Complete network upgrade design.
- Migrate Sanitary Engineer servers to enterprise environment.
- Migrate Soil and Water Conservation to enterprise environment.
- Expand Wireless coverage to the Engineer's Office.
- Migrate Solid Waste to enterprise environment.
- Assist IJS with network support for the CMS software.
- Assist IJS with network support for expanding JAVS.
- Assist JFS and Sheriff's Office in interconnecting JFS to the County Jail.
- Expanded fault tolerance for Enterprise Wireless by adding a backup controller.
- Upgraded GroupWise 8 to version 2012.

Key Projects and Accomplishments 2015 – Data Center Team
- Provide extensive planning and operational support for the 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 Vet Services.
- 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
- Deployment of SolarWinds Orion to provide additional monitoring and troubleshooting capabilities allowing more efficient use of resources while troubleshooting performance issues
- Planning for rebuilding the server networking infrastructure

Goals for 2016 – Networking Team

- Complete the migration of devices off the legacy network.
- Maintain high level of responsiveness to desktop requests.
- Maintain high level of network availability.
- Upgrade all uninterruptible power supplies to ensure continuity during electrical power disruptions.
- Complete upgrade of Government Center, Justice Block and Domestic Relations to 10 Gigabyte network.
- Migrate Lucas County Court of Appeals to enterprise environment.
- Upgrade Active Directory Controllers.
- Upgrade Windows Update Server.
- Upgrade Cisco ACS Server with a Cisco Identify Services Engine (ICE).
- Migrate Facilities to enterprise environment.
- Validate Windows 10 for the enterprise.
- Expand wireless coverage.
- Upgrade GroupWise from version 2012 to 2014.

Goals for 2016 – 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 2016.
- 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.
- Assist Networking Team in the upgrade of One Government Center and the 1301 Monroe Data Centers to 10 Gigabyte network.
- Re-cable datacenters at 1301 Monroe and One Government Center to take advantage of the new 10 Gigabyte network.
- Upgrade Virtual Hosts to take advantage of the 10 Gigabyte network.
- 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 2015

Ms. Anita Lopez	Auditor, Secretary to the Board
Ms. Carol Contrada	County Commissioner
Mr. Wade Kapszukiewicz	Treasurer
Judge Ruth Ann Franks	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 12/31/2015)

Management Staff
Jason Gears   Director
Ron Heinold   Assistant Director – Enterprise Software
George Webb   Assistant Director – Enterprise Infrastructure
Karen Schnitkey   Office Manager

Applications Staff
Gianni Carrero   Applications Development 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   Sr. Application Systems Analyst – Tax Accounting and Collections
Brad Manders   Applications Team Lead – Real Estate and Taxation
Shawn Russell   Application Systems Analyst – Enterprise Solutions
Lam Vu   Application Systems Analyst – Enterprise Solutions
Udaya Sharma   Application Systems Analyst – Enterprise Solutions
Sandra Lewandowski   Application Systems Analyst – Document Imaging
Vacant   Application System Analyst – Tax Accounting and Collections

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
Anthony Hubbard   Network Services Technician II
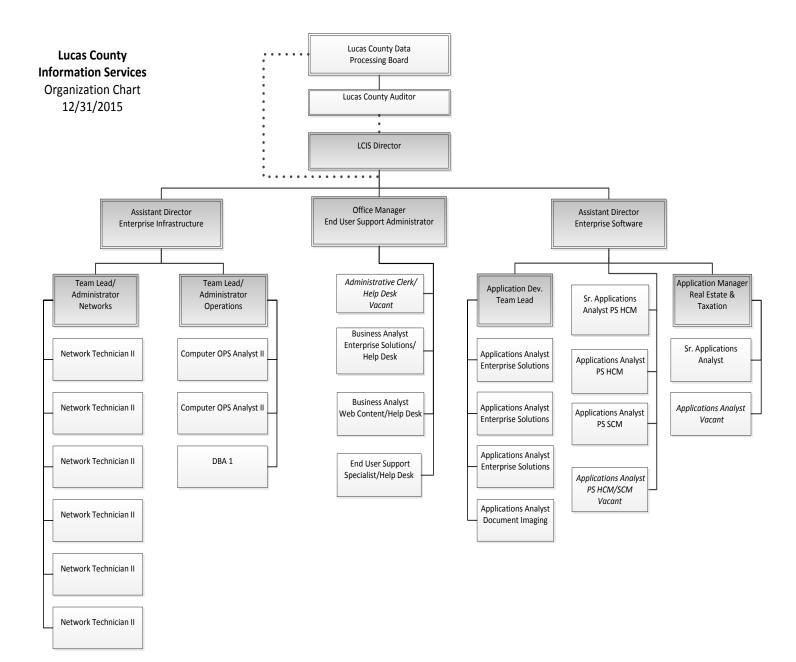
Administrative Support Staff
Vacant   Administrative Clerk/Help Desk
Joseph Zalewski   Business Analyst – Civic Plus Web Content Management/Help Desk
Karen Ramsey   Business Analyst – Enterprise Solutions/Help Desk
Deb Reddish   End User Support Specialist/Help Desk

**Lucas County
Information Services**
Organization Chart
12/31/2015

Lucas County Data
Processing Board

Lucas County Auditor

LCIS Director

Assistant Director
Enterprise Infrastructure

Office Manager
End User Support Administrator

Assistant Director
Enterprise Software

Team Lead/
Administrator
Networks

Team Lead/
Administrator
Operations

*Administrative Clerk/
Help Desk
Vacant*

Application Dev.
Team Lead

Sr. Applications
Analyst PS HCM

Application Manager
Real Estate &
Taxation

Network Technician II

Computer OPS Analyst II

Business Analyst
Enterprise Solutions/
Help Desk

Applications Analyst
Enterprise Solutions

Applications Analyst
PS HCM

Sr. Applications
Analyst

Network Technician II

Computer OPS Analyst II

Business Analyst
Web Content/Help Desk

Applications Analyst
Enterprise Solutions

Applications Analyst
PS SCM

*Applications Analyst
Vacant*

Network Technician II

DBA 1

End User Support
Specialist/Help Desk

Applications Analyst
Enterprise Solutions

*Applications Analyst
PS HCM/SCM
Vacant*

Network Technician II

Applications Analyst
Document Imaging

Network Technician II

Network Technician II

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	$3,300	$5,760
Contract Svs	$656,420	$619,000	$530,551	$187,060	$189,751
Contract Rprs	$47,431	$45,000	$93,739	$8,600	$7,058
Professional Svs.			$415.55	$600	$500
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	$500
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
Supplies	$11,274	$5,396	$8,099	$2,268	$2,677
Office Supplies				$2,027	$1,605
Postage	$9	$13	$15	$13	$12
Gasoline	$96	$260	$0	$41	$0
Advertising & Prt			$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	$165
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**