LUCAS COUNTY INFORMATION SERVICES
2018 ANNUAL REPORT

Operations of Lucas County
Automatic Data Processing Center

Respectfully Submitted

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

April 1, 2019

2018 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, 2019

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 2018. 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. This position is currently vacant and the LCIS Director assumed these duties in 2016. 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 Analyst and Administrative Clerk report to the Office Manager.

In 2018, Lucas County Information Services provided support 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
Olander Park
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
Telecommunications
Treasurer's Office
Vehicle Maintenance
Veterans Services
Waste Water Treatment
Work Release
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 hosted by CivicPlus. The Administrative team streamlines our department to enable LCIS to operate efficiently and productively.

Capital Improvement Projects

LCIS continues to work with previously allocated Capital Improvement Project (CIP) funds on upgrade initiatives. LCIS is working on network infrastructure upgrades, upgrades to the electrical infrastructure for one datacenter (in process), continued expansion of our VMware cluster to further our enterprise virtualization initiative, and completing the installation of our enterprise SAN storage. LCIS provided project advisory, consultation, design, and planning support to the Office of Management and Budget to ensure the progress and success of our Enterprise VOIP initiative. LCIS also replaced all edge switches with POE switches and new uninterruptable power supplies to support the enterprise VOIP project which also included redesign of network distribution for several locations.

2018 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.

LCIS senior staff continue 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 2018 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
Equipment & Software Inventory
Budgetary Management
Data Processing Board Support
LCIS Help Desk Support & Administration
Contract Management,
Capital Assets Management
Human Resource/Payroll Administration
Lucas County Web Site Administration

The LCIS Help Desk provides Tier 1 support to county employees for Email, Microsoft Office, OnBase, Adobe Acrobat, PeopleSoft Financials and Lucas County applications. 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 2018

- Provide general administrative, HR and payroll support for LCIS managers and staff.
- Provided end user support for PeopleSoft Financials, GroupWise, CivicPlus (Web Site), TimeOff, LC Applications, OnBase, Microsoft Software, Adobe and basic PC support.
- Staff responded to 1191 work orders including
    - 729 password resets
    - 77 PeopleSoft Financial
    - 194 CivicPlus
    - 115 LC Applications
    - 76 general end user support work orders.
- Coordination of the inventory and documentation for capital assets, general inventory and disposal of obsolete equipment.
- Standardized electronic forms via Adobe Acrobat for LCIS and county agencies.
- Oversight, review and management of Help Desk activities and work orders for quality control.
- Streamlined receiving process and tracking of IT equipment for work orders.
- Provided assistance to county departments for purchasing Microsoft and Adobe Software through select agreements to obtain lowest pricing tier. Prepared checklists for county IT purchases.
- Provided administrative support to the Data Processing Board.
- Provided ongoing support for ERP Implementation. Developed ERP web page and newsletter.
- Review and update of Departmental Employee Policies and Procedures.
- Review and update LCIS position descriptions to reflect a uniform format and align with current tasks.
- Maintained web page audits of all county web pages and communicate needed changes to agency contacts.
- Created master library of CivicPlus user and admin How-To guides.
- Created and published newsletter to educate and inform county web site authors and publishers.
- Oversight, review and maintenance of departmental budgets as approved for 2018.
- Development and planning for 2019 departmental budget and goals.
- Coordinated hiring and onboarding of 6 new LCIS staff.

Goals for 2019

- Provide ongoing quality support and training for county CivicPlus users.
- Complete annual CivicPlus web page and user audits for all county agencies.
- Perform web site ADA Compliance audit.
- Update and enhance Visitor web pages on county web site.
- Enhance County News on Home page with frequent updates by county agencies.
- Enhancement of Help Desk support for PeopleSoft Financials, Microsoft Office products, GroupWise, LC Applications and CivicPlus with self-service initiatives via Help Desk web pages.
- Update and Refine performance goals for both individuals and the Help Desk overall.
- Development of departmental succession and backup plan for current vacancies and future staff retirements.
- Oversight, review and maintenance of departmental budget as approved for 2019.
- Development and planning for 2020 departmental budget and goals.
- Provide department HR and payroll support.
- Hire and train new Help Desk/Admin Support staff member.
- Continue to focus on cost containment and meeting budgetary requirements.
- Develop streamlined access form and procedures for new and released county employees.
- Complete updates to LCIS position descriptions to reflect a uniform format and align with current tasks.
- Continue to implement efficient IT purchasing procedures for county agencies.
- Ongoing review, updates and compilation of LCIS departmental policies and procedures.
- Continue to provide the highest 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 2018

- Responded to 1,260 HCM work orders as well as 134 work orders relating to SCM during 2018.
- Completed tax and regulatory updates for HCM (Tax Update 18A-18E) 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.
- Provided year-end support for HCM including W2, year-end processing, and audit functions.
- Provided support for departments with third-party time capture solutions and integration with HCM. The Sheriff's department implemented of a time capture and scheduling system.
- Provided technical support for the Benefits & Wellness department.
- After deliberate consideration, the ERP Steering Committee has recommended that Lucas County implement Oracle Cloud for Financials ERP and Human Capital Management (HCM). GFOA consulting services were used in the selection of an enterprise project manager through NGI. Next, GFOA assisted the county with the creation of a Request for Proposal (RFP) and a vendor selection matrix. The ERP Steering Committee along with GFOA completed the evaluation of the proposals and interviewed the top three candidates. The Steering Committee met in November of 2018 and unanimously voted to partner with Sierra-Cedar for the Oracle Cloud implementation. The Financials implementation is scheduled to start in the beginning of 2019 and go-live January of 2020. The HCM implementation is scheduled to start January of 2020 and go-live 2021. The Oracle Cloud implementation project was formally named AMP (Applications Modernization Project).

Goals for 2019

- Work with the implementation partner (Sierra-Cedar) in all project phases identified in the SOW: (Calibrate, Configure, Validate, Transition, and Realization). Learn the necessary skills to take on the responsibility of production support to include, but not limited to security administration, application and migration of patches, testing, reporting, and instance management.
- Assist with the completion of 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 production 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.

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 2018

- Created 11 ad-hoc reports, as well as modified 9 vendor delivered reports, for the tax accounting system.
- Provided heavy support for tax billing and collections cycles.
- Responded to 152 new work orders and completed a total of 177 new/pre-existing work orders during 2018.
- Rebranded every aspect of the tax accounting system to account for the new Lucas County Treasurer.
- Played a vital role in the Sexennial Revaluation, which included writing 40+ SQL scripts that updated more than a million records.

Goals for 2019

- Continue efforts of becoming proficient with iasWorld software in support of on-going needs of the business.
- Now that the Sexennial Revaluation is complete, take steps to facilitate the shutdown of the HP3000 minicomputers.
- Maintain a high level of customer service and satisfaction.
- Continue to ensure all aspects of iasWorld are as efficient as possible, both on the application level, and with processes and procedures in the Auditor's and Treasurer's Offices.
- Continue to determine how ad-hoc queries could be eliminated by the creation of custom reports.
- Ensure seamless functioning between iasWorld and the Treasurer's new payment processing system.
- Facilitate the annual upgrade/patch schedule within iasWorld to ensure software is up-to-date.
- Facilitate the iasWorld database upgrade from Oracle Version 11.2.0 to 12.1.0.

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 2018

- Completed the migration of applications to a new web server.
- Updated the dog tag inquiry application to standardize dog colors and facilitate dog searches based on dog colors.
- Added owner address validation to the online dog tag application.

- Improved the way to control which dog tags agencies have access to sell online.
- Enhanced the Dog Tag internal and public facing applications to improve usability.
- Added the ability for owners to transfer dogs and order duplicate tags online.
- Provided significant support for the dog tag application.
- Various enhancements to the project and time management tool to improve efficiency, including the creation of a mobile friendly version.
- Completed replacement of third party paid license of a Javascript library with an open source version.
- Completed the upgrade of OnBase to version 15.
- Set up the Victim Witness branch of the prosecutor's office with OnBase functionality so they can store and track their documents digitally.
- Continued replacement of the reporting software used within our applications.
- Completed enhancement to the TimeOff tracking tool to allow time and labor professionals to easily extract employee information and upload it into our ERP application.
- Started enhancement of the TimeOff tracking tool to allow granting access to users to allow them to report against information entered by users in other departments.
- Created a version of our document e-delivery application for the criminal division of the courts.
- Completed the creation of excel versions of five PeopleSoft financials reports.
- Began bank maintained positive pay implementation.
- Responded to 92 new work orders for our imaging software (OnBase) and 173 new work orders for custom applications.

Goals for 2019

- Support the implementation of the Oracle Cloud project.
- Continue support for the new JWORKS CMS for the courts.
- Provide support for the upgrade of the OnBase documents' redaction software.
- Release the newly built e-delivery of documents for the criminal division of the courts.
- Allow online purchase of cigarette licenses.
- Release a new call logging/tracking application for the auditor's office.
- Allow the use of a Holiday calendar in our Time Off tracking software.
- Ongoing support for 62 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.
- Continue converting application reports to SSRS (SQL Server Reporting Services). One application left.
- Implement bank maintained positive pay for warrants.
- Continued preparation for the next OnBase software upgrade.
- 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 2018 this group was responsible for the completion of over 3,518 work requests and the following mission critical infrastructure:

- Three HP3000 Mid-frame
- One Windows Print Server
- Four Windows Domain controllers
- Eight Suse Linux Enterprise Servers
- Thirteen Microfocus GroupWise mail and post office servers
- One Hundred Thirty-Two Microsoft Windows Servers
- One Hundred and Seven VMWare Virtual Servers
- Fifteen VMWare Host servers
- Three hundred twenty- three 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 2018 – Networking Team

- Completed 3287 requests for desktop technical support.
- Maintained Email flow via the Email Security Appliance and GroupWise.
- Maintained Internet Security via the Web Security Appliances.
- Upgraded MicroFocus GroupWise 2014R2 to MicroFocus GroupWise 2018.
- Continued to support the Symantec Server and 1800 user Endpoint Client software installations.
- Assisted the fiber optic core relocation to allow for sewer repair.
- Assisted with the Commissioner Telecom Project.
- Continued to replace Windows 7 PCs with Windows 10.
- Deployed a new network for Correctional Treatment Facility Honor Camp.
- Deployed Guest Wireless for non-Lucas County Employees.
- Expanded the Lucas County Network at the Lucas County Road Engineer Complex.
- Assist in setup/deployment of CAD workstations for Lucas County Road Engineer and Sanitary Engineer.
- Expanded the Facilities Building Controls Network to Court of Appeals.
- Replaced/migrated files from the Sanitary Engineer Novel Server to a Windows Server.
- Validated and tested Microsoft Office 2016.
- Installed Fiber backbone at Common Pleas connecting all wiring closets with high speed fiber.
- Commenced the replacement of network switches at Common Pleas.
- Commenced replacing switch gear county-wide to support power-over-Ethernet for the Commissioner's Telecom Project.

- Deployed wireless at 911 Training Lab.
- Deployed a 4th physical Active Directory Server for increased redundancy.
- Increased network security by implementing boundaries for SNMP traffic on the network.

Key Projects and Accomplishments 2018 – 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, Print server.
- Support new Storage Area Network (SAN) to provide increased storage and reliability
- Support new backup hardware and software to replace defunct backup system
- 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
- Implementation of Treasurer's new Jaguar system to replace the old Unisys system
- Reconfigure large storage array to support additional storage needs.
- Support PeopleSoft development environments for Rimini/Oracle HRMS software support
- Planning for rebuilding the server infrastructure.
- Deployment of new GIS server

Goals for 2019 – Networking Team

- Maintain high level of responsiveness to desktop support requests.
- Continue to replace Windows 7 with Windows 10 desktops.
- Maintain high level of network availability.
- Continue to upgrade all uninterruptible power supplies (UPS) to ensure continuity during electrical power disruptions.
- Increase power capacity for all County wiring closets at One Government Center to support the Commissioner's Telecom Project.
- Continue to replace network switch closet gear to ensure higher networking speeds, power-over-Ethernet support coupled with consistent uptimes.
- Continue to expand wireless coverage.
- Assist with the Commissioner's Telecom VOIP Project.
- Complete Common Pleas network upgrade with power-over-Ethernet switches.
- Install new switch gear supporting power-over-Ethernet at the Engineer and Sanitary Complex for the Commissioner's Telecom Project.
- Rework Fiber at Juvenile Justice Center to support a high speed fiber backbone.
- Install new switch gear at Juvenile Justice Center supporting power-over-Ethernet.
- Install new switch gear at Board of Health supporting power-over-Ethernet.
- Assist the Board of Health in the deployment of a new site-to-site VPN Tunnel.
- Work with Board of Elections on the State Network Security Directives.
- Continue to replace end-of-life access points.
- Investigate a Mobile Device Management solution for the Enterprise.
- Upgrade various network cameras.
- Plan for the replacement of the LCIS/Treasurer Camera Server.
- Plan/Install fiber backbone for the Justice Block.
- Migrate Source users to an Enterprise VM File Server.
- Plan/Assist in the migration of IJS from the Linux Servers to Windows Servers.

- Expansion of our Web Security Appliances server hardware and continued implementation of HTTPS filtering/decryption.
- Continue in the planning of Novell server shares migration to Windows Server platform.
- Replace Water Resource Recovery Facility end of life file server with a new Windows File Server.
- Expand Enterprise wireless to Common Pleas.
- Expand Enterprise wireless to Juvenile Justice Center.

Goals for 2019 – Data Center Team

- Deployment of new Geographic Information System (GIS) server cluster to provide software enhancements and increased capabilities. This is an upgrade from last year's deployment of version 10.4.
- Assist with the upgrade of the tax accounting system and integration of electronic filing capabilities.
- Maintain the quality of service expected by our customers through 2019.
- Evaluate all servers for End of Life and refine the upgrade schedule.
- Upgrade existing equipment, and deploy new 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.
- Deploy new Virtual Hosts.
- Completion of electrical upgrade for the secondary datacenter.
- Integration of LCIS failover datacenter with emergency building power at OGC.
- Develop a co-location plan to ensure business continuity.
- Work with Facilities to replace the non-functional permanent emergency generator at the primary data center
- Provide support and co-location services for the deployment of the new County Telecom system.

Lucas County Automatic Data Processing Board Members
Conclusion of 2018

Ms. Anita Lopez	Auditor, Secretary of the Board
Mr. Pete Gerken	County Commissioner
Ms. Lindsay Webb	Treasurer
Judge Gary Cook	Common Pleas Court
Mr. Bernie Quilter	Clerk of Courts
Mr. Phil Copeland	Recorder
Ms. Theresa Gabriel	Board of Elections, Deputy Director
Ms. Lavera Scott	Board of Elections, Director
Judge David Lewandowski	Domestic Relations Court

Lucas County Information Services
Division Staff (As of 12/31/2018)

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 Team Lead**
Chen Cao	Application Systems Analyst
Shawn Russell	Application Systems Analyst
Sandra Lewandowski	Application Systems Analyst
Joe Szyskowski	Application Systems Analyst
James Volschow	Sr. Application Systems Analyst
Udaya Sharma	Application Systems Analyst
Nick Steinmetz	Application Systems Analyst
Michelle Weiss	Application Systems Analyst
Jeremiah Bauerschmidt	Application System Analyst
Brad Manders	**Applications Team Lead**
Scott Geffe	Sr. Application Systems Analyst
Gary Garbers	Applications Systems Analyst

Operations Staff

Michael Swaile	**Computer Operations Team Lead**
Alan Mason	Sr. Computer Operations Analyst
Kory Koepfer	Computer Operations Analyst II
Joshua Marks	Computer Operations Analyst
Vacant	Database Administrator

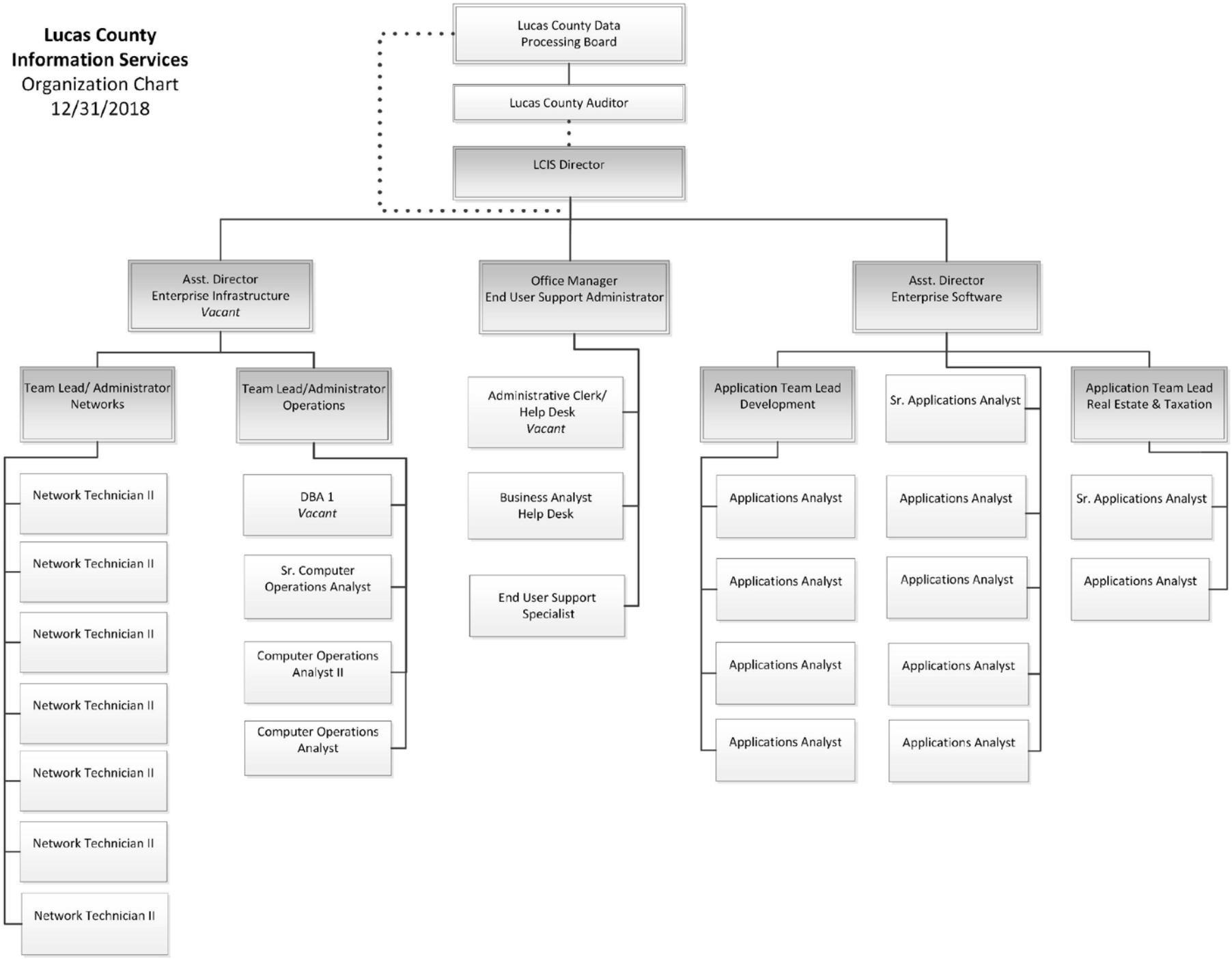
Network/Client Support Staff

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/Help Desk
Deb Reddish	End User Support Specialist/Help Desk
Vacant	Administrative Clerk/Help Desk

Lucas County
Information Services
Organization Chart
12/31/2018



Lucas County Information Services

Operational Budget – Appropriated

	2013	2014	2015	2016	2017
Salaries	$1,353,432	$1,357,615	$1,402,702	$1,519,212	$1,622,218
Opers	$189,480	$189,092	$194,628	$212,690	$235,014
Fica	$18,498	$18,199	$20,339	$22,029	$24,341
Wkrs Comp					
Health Ins.					
Allowances	$3,300	$5,760	$3,366	$2,640	$2,640
Allowances - Mileage					$10
Contract Services	$187,060	$189,751	$183,600	$216,823	$264,735
Contract Repairs	$8,600	$7,058	$7,140	$8,000	$10,250
Professional Services	$600	$500	$510	$500	$500
Fees				$500	$500
Supplies	$2,700	$4,105	$2,754	$3,000	$2,990
Office Supplies	$1,900	$3,498	$2,040	$2,000	$2,000
Postage	$100	$100	$102	$50	$50
Gasoline	$200	$142	$204	$100	$100
Advertising & Printing	$1,000	$500	$510	$500	$500
Copying	$50	$50	$51	$50	$50
Telecommunications	$25,000	$22,000	$22,440	$21,100	$25,000
Training	$12,500	$9,460	$12,750	$17,500	$22,500
Miscellaneous	$500	$500	$510	$0	$0
Equipment	$29,700	$7,402	$14,280	$25,000	$40,000
Equipment Parts	$2,000	$2,000	$2,040	$2,000	$2,000
Software & Support	$402,676	$467,291	$445,740	$449,591	$510,731
Total	**$2,238,996**	**$2,285,023**	**$2,315,706**	**$2,503,285**	**$2,766,129**

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

Lucas County Information Services

Operational Expenses

	2013	2014	2015	2016	2017
Salaries	$1,291,690	$1,357,615	$1,342,054	$1,500,389	$1,556,356
Opers	$181,281	$189,092	$185,891	$201,071	$217,448
Fica	$17,155	$18,199	$18,222	$20,754	$21,439
Wkrs Comp					
Health Ins.					
Allowances	$3,120	$3,120	$4,080	$1,200	$2,640
Allowances - Mileage					$10
Contract Services	$200,109	$185,801	$177,786	$205,864	$188,522
Contract Repairs	$7,665	$7,198	$5,097	$7,895	$6,260
Professional Services	$442	$476	$468	$0	$392
Supplies	$2,268	$2,677	$1,933	$3,200	$2,757
Office Supplies	$2,027	$1,605	$2,671	$2,890	$1,482
Postage	$13	$12	$21	$3	$25
Gasoline	$41	$0	$10	$0	$0
Advertising / Printing	$110	$305	$415	$0	$165
Copying	$0	$0		$0	$0
Telecommunications	$21,203	$21,376	$20,588	$23,783	$20,289
Training	$11,716	$9,334	$10,312	$4,700	$9,015
Miscellaneous	$192	$165	$500	$0	$0
Fees					$97
Equipment	$26,240	$3,353	$20,738	$11,302	$14,705
Equipment Parts	$2,742	$2,198	$1,943	$959	$327
Software & Support	$407,704	$458,082	$503,456	$538,796	$523,106
Total	**$2,175,718**	**$2,260,608**	**$2,296,185**	**$2,522,806**	**$2,565,035**

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